



Construction Institute Facility Management Council

Controlling Contractors

(Is there such a thing?)

■ Synopsis of the Problem

- This program's intent is to discuss ongoing issues that many if not most of us contend with each day, “how do we monitor and communicate with our contractors?”
- The simple answer is that we pay them therefore we can withhold payment or certainly threaten them with no repeat work.
- Unfortunately not all of us have that latitude, especially those of us in the public sector, we are forced to comply with public notification and selection criteria.



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- The Issues we expect to cover
 - Development of expectations
 - Selection of the team
 - Communication of our expectations
 - monitoring performance
 - Feed back into our collective knowledge



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- One of the solutions is to concentrate on areas that we can control! Sometimes it is US!
 - Selection of our contractors both design and construction
 - Select the best delivery option that one can justify
 - Really **MANAGE** the project by emphasizing through all aspects of the contract
 - Scope
 - Cost
 - Schedule
 - Follow-up on the mutual meeting of expectations by all parties

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- All of us have overloaded Staff that will explode if given more work





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■ Selection

- Pre-qualification process
 - including reference checks, OSHA, interviews
- Owner Selected List
 - Listing of Disciplines
 - Published Pre-Qualification Criteria (UCONN, CSU, DOT)
- Open Bidding or QBS
 - Advertisement
 - Invitation
 - Publishing the Rules for each

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- We all have an obligation to clearly define our goals





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■ Project Delivery Options

- Size & Complexity will determine which works best with your organization
- Clearly define options with decision makers
 - Provide pro and con of each
- Documentation Base for Clarification
 - Establish expectations and timelines
 - Establish quantification and qualification of contents
- Bidding
- Negotiation
- QBS Selection



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■ Management of the Project

- Utilization of your staff as PM or CA
- Hiring of a third party for PM, CA, Clerk of Record, CM
- Setting forth set of rules or the development of a Manual for this process
- Developing the Tracking of the events and maintaining historical record of the process, including the documentation of all contracts and their modifications



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- Follow-up on the Meeting of the Project Expectations
 - PM Methodology of Recording meetings and retention of records
 - Use of Developed forms
 - Use of Project Management Tools
 - Website Management Programs
 - Owners Website
 - Required Reports by Consultant on a regular Basis
 - Performance Evaluations of all Participants
 - Utilized during the program as an improvement tool
 - Final Record of overall performance
 - DAS Pre-qualification, now requiring this by all owners

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- Our collective goal is to be sure that our project is a success, unanticipated occurrences have been contemplated and resolved. Culminating in a successful project.

