

How to Impress a Government Client

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Overview

- Qualifications submittals
- Design phase
- Bidding phase
- Construction phase

Qualifications Submittals

- Follow the RFQ instructions
- QC your submittal (no prison jobs in an airport submittal)
- Insert info you have specific to the job at hand
- Use team members you have worked well with before
- Follow the RFQ instructions

Typical CRAA Qualifications Selection Criteria

- Recent relevant experience of company/ies
- Qualifications of proposed team members
- Quality control plan
- Design approach

Qualifications Selection Criteria (continued)

- Resources available to perform work
- Past performance/recent references on similar projects
- DBE plan
- Current workload with CRAA

Design Phase

- Develop clear dispute resolution process (prime, subs, and client)
- Help to tightly define the scope (based on lessons learned from previous contracts)
- If the client does not have a consultant performance evaluation form, create one with the client
- Do the scope

Design Phase (cont.)

- We really don't want a "yes consultant"
- Be proactive in offering suggestions or recommendations
- Be proactive in identifying problems and offering solutions
- Meet the established deliverable deadlines

Design Phase (cont.)

- QC on all deliverables (I don't want to be the one to find the glaring errors)
- Don't be afraid to (politely) tell the client's top dog when there are problems with the client's staff or the client's processes
- Act like the national or world class firm you are

Design Phase (cont.)

- Always inform the client up front before doing work out of scope that you expect to bill for
- Provide the client with responses to all plan review comments
- If and when an E&O happens, accept responsibility for it

Bidding Phase

- Verify the engineer's cost estimate with a local contractor or CM
- Beware of being the low bid (pay for cost of re-bid)
- Explain significant deviations between the low bid and the engineers estimate

Performance Evaluation Elements for Design/Bidding Phases

- Timeliness of tasks
- Staff expertise
- Design approach
- Ability to stay within established cost
- Communication and cooperation with Authority staff

Performance Evaluation Elements for Design/Bidding Phases

- Suitability of design to meet intended purpose at bid phase
- Quality of work
- Coordination with subconsultants
- DBE participation
- Performance during bid phase

Construction Phase

- Timely shop drawing reviews and responses to RFIs
- Learn from the contractor's value engineering ideas
- Bring field issues to client's attention
- Timely submittal of as-builts
- Lessons learned

Performance Evaluation Elements during Construction

- Prompt responses to RFIs
- Shop drawing reviews
- Review and preparation of change orders
- Timely completion of punch list work
- Timely submittal of as-built drawings

Performance Evaluation Elements during Construction

- Staff expertise
- Communication and cooperation with Authority staff
- Coordination with contractor
- Control of disruptions to (airport) operations

Performance Evaluation Elements during Construction

- Adequacy of daily inspection reports
- Progress meeting minutes
- Cost control
- Performance during close-out

Summary

- Be on time
- Be proactive
- Practice good quality control
- Keep the end in mind (ref the performance evaluation form)
- Periodically ask the client how your firm is doing

Questions?

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