

process may vary from firm to firm, but it is important to understand that a level of order and consistency should be maintained from project to project, regardless of the project size or scope. This allows the design professional a system of checks and balances and, thus, a level of comfort from the bidding and negotiations phase through the actual project build-out.

The sections of this chapter were written to illustrate various components of a thorough approach to the administrative portions of the project process. Of course, several processes may be modified to compensate for existing internal workings, but the end result is typically exemplified by strict adherence to a formalized process. The following should serve as a brief list of those things to which special attention should always be given.

1. Always review contract documents thoroughly before sending them out to bid. If possible, have a checklist in place to review the basics as far as format and critical filing information.
2. Know your jurisdiction as it pertains to codes that may impact your project.
3. Know the capabilities of those who are to perform the work for you, namely, contractors—always check references.
4. The owner and design professional should make a conscious effort to look for a contractor who is familiar with or specializes in the proposed project type.
5. Leave little room for interpretation. Bid documents should be clear and concise.
6. Know from whom you are soliciting bids. Prequalify your contractors at all times.
7. The format of proposal requests should be comprehensive and project specific.
8. Time and expertise of someone familiar with the project being designed and the construction process should be allocated to evaluate contractor proposals.
9. Written notification should be the only method of notification that a bid has been accepted.
10. Educate your client throughout the project process and allow communication within the entire project team.
11. The design professional should be very conscious of the questions asked and provide not only oral replies but written responses.

12. The design professional is always aware of the basic coverages required for projects.
13. Design professionals should always verify whether or not a license is required to perform the services being offered to their clients.
14. Before a design professional engages a contractor, it is very important that all parties understand the rights of the clients concerning dispute resolution.
15. Make sure the service provided during the contract administration portion of a project is clearly defined in the proposal of services provided to the client.
16. Document the entire process.