

# Pain Points in Design Build with a Focus on Field Staff Working Outside of a Company's Home Area



## Objectives

- Identify areas of contention in the Design-Build delivery system specific to projects away from company base region.
- Determine which DBIA best practices are challenging to meet in an unfamiliar location.
- Analyze causes of pain points and offer recommended steps to mitigate.

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Design-Build is the project-delivery system of the future. Most notably among the benefits of Design-Build is the compressed project schedule as construction is able to begin while the design phase is still active. Building with an incomplete set of plans can raise challenges and requires continuous input from the designers, owners, and sub-contractors. This study aims to identify and analyze the additional challenges or pain points that arise when Design-Build construction is taking place in an unfamiliar location and distant from the company office. The pain points are identified with field staff input and are compared against the Design-Build Institute of America's list of 10 best practices for Design-Build.

## Data Collection

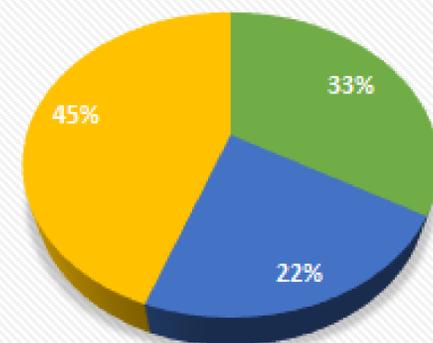
- Semi-Structured Interviews
- Emails Surveys

Keywords: Design-Build, Field Staff, pain points, traveling, construction

## Findings

The majority of pain points identified in this study can be traced back to not having enough education in industry as to the process of Design-Build. Owners and clients do not always understand the extra procurement and contract requirements for DB projects to run smoothly. There are a more limited number of subcontractors capable of performing design-build services. These issues are further multiplied when pursuing projects outside of an area where a company has a familiar client and subcontractor base as well as less access to the resources the DB company has. The added pain points are not localized to one phase of project delivery.

**DBIA Best Practice Hardest to Meet Outside of Home Area**



■ Practice 2 ■ Practice 4 ■ Practice 7

### Procuring Design-Build Services

1. An owner should conduct a proactive and objective assessment of the unique characteristics of its program/project and its organization before deciding to use design-build.
2. An owner should implement a procurement plan that enhances collaboration and other benefits of design-build and is in harmony with the reasons that the owner chose the design-build delivery system.
3. An owner using a competitive design-build procurement that seeks price and technical proposals should: (a) establish clear evaluation and selection processes; (b) ensure that the process is fair, open and transparent; and (c) value both technical concepts and price in the selection process.

### Contracting for Design-Build Services:

4. Contracts used on design-build projects should be fair, balanced and clear, and should promote the collaborative aspects inherent in the design-build process.
5. The contract between the owner and design-builder should address the unique aspects of the design-build process, including expected standards of care for design services.
6. The contracts between the design-builder and its team members should address the unique aspects of the design-build process.

### Executing the Delivery of Design-Build Projects:

7. All design-build team members should be educated and trained in the design-build process, and be knowledgeable of the differences between design-build and other delivery systems.
8. The project team should establish logistics and infrastructure to support integrated project delivery.
9. The project team, at the outset of the project, should establish processes to facilitate timely and effective communication, collaboration, and issue resolution.
10. The project team should focus on the design management and commissioning/turnover processes and ensure that there is alignment among the team as to how to execute these processes.

Table 2: DBIA Best Design-Build Practices

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# References

DBIA . (2014, April 21). 10 design-build best practices. Retrieved December 2, 2021, from <https://www.bdcnetwork.com/10-design-build-best-practices>.