***Performance Based Studies Research Group (PBSRG)***

*Del E. Webb School of Construction*

*School of Sustainable Engineering and Built Environment Date: June 24, 2015*

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Subject: Job Order Contracting Research Survey

The Performance Based Studies Research Group (PBSRG) out of Arizona State University (ASU) is currently conducting an industry wide study evaluating the Job Order Contracting (JOC) construction delivery method. We are surveying vendors/buyers on their experience and opinion of the JOC system.

We would appreciate your support in filling out the following survey. If you do not have the information to or do not know how to answer any question in the survey, feel free to skip over the question. Please give your honest opinion. The information that you provide is strictly confidential and only non-contract specific information will be published. If desired the information will be available to you as “feedback” so that you may compare the level of performance of you JOC relative to others in the study. Your help and cooperation is appreciated.

Please email the completed survey to [jacob.kashiwagi@asu.edu](mailto:jacob.kashiwagi@asu.edu) and if you have any questions please call Jacob Kashiwagi at (480) 577-3726.

Thank you,

Jacob Kashiwagi, PhD

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**JOC Buyer Survey and Interview Questions**

Respond to the following questions as accurately as possible, estimate when needed and please give your honest opinion. **All information is confidential!** Use a range of 1-5 for questions requiring a rating (5=very satisfied, superior quality, or important; 3=satisfied, average quality, or don’t know; and 1= very unsatisfied, poor quality, or not important). You can put N/A if there is question that you cannot answer.

**Overview Questions**

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | Type of contractor (general or subcontractor): | General  Subcontractor | |
| 2 | Type of work performed (HVAC[[1]](#footnote-1), Electrical, etc.): |  | |
| 3 | Number of years performing JOC[[2]](#footnote-2) work: |  | |
| 4 | Delivery methods contractor has performed work under (DB[[3]](#footnote-3), DBB[[4]](#footnote-4), CMAR[[5]](#footnote-5), IPD[[6]](#footnote-6), etc.): |  | |
| 5 | Total number of owners contractor has JOC contracts with: | # |  |
| 6 | Total number of current JOC contracts participating in: | # |  |
| 7 | Contractor Satisfaction with the JOC system: | (1-5) |  |
| 8 | Average contractor satisfaction with how the owner uses the JOCs: | (1-5) |  |
| 9 | Contractor satisfaction with the flexibility of the JOC system: | (1-5) |  |
| 10 | Transparency of JOC contracts compared to other delivery systems: | (1-5) |  |

**JOC Project Performance**

1. Comparison of contractor performance and satisfaction of JOC projects compared to other delivery systems

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Criteria | Unit | JOC | Design-Bid-Build | Design Build | CMAR | Other: |
| 1 | Overall Contractor Satisfaction Rating | (1-5) |  |  |  |  |  |
| 2 | Average Customer Satisfaction Rating of the Contractor | (1-5) |  |  |  |  |  |
| 3 | % Projects on budget | % |  |  |  |  |  |
| 4 | % Projects on time | % |  |  |  |  |  |

1. Speed comparison of JOC vs low-bid, alternative methods: average time needed:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| # | Average Time | Unit | Bid Preparation | Construction | Design | Response time for cost estimate of an emergency project | Response time for cost estimate of an average project |
| 1 | JOC | Days |  |  |  |  |  |
| 2 | Low-bid | Days |  |  |  |  |  |
| 3 | Others\_\_\_\_\_\_ | Days |  |  |  |  |  |

1. Average cost comparison of JOC vs low-bid, alternative methods (A 0% means that the cost is the same as other delivery systems. Anything over a 0% identifies the average % the cost is **decreased** due to the delivery model in comparison with the other deliver systems).

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| # | Average Cost Decrease | Unit | Procurement | Construction | Design | Total |
| 1 | JOC | % |  |  |  |  |
| 2 | Low-bid | % |  |  |  |  |
| 3 | Others\_\_\_\_\_\_ | % |  |  |  |  |

**Administration Information**

1. Average % cost savings on JOC projects due to increased efficiency:
2. What major areas does JOC contracts help you to save costs in?
3. Are there any other areas that JOC contracts help you increase efficiency that is not related to cost?

**Short answer and other questions**

1. What major tasks are required for correctly administering JOC system?
2. What should be the roles for contractors and clients in successful JOCs?
3. What are the major benefits of working on JOC contracts?
4. Are you able to get involved in JOC projects sooner than other delivery methods?
5. Does a JOC contract enable you to be more transparent? How?
6. Do you have any “good” or “bad” examples of successful JOC contracts or delivery orders that you would like to share? List any major lessons learned.
7. Please identify the top errors that owners perform when administering JOC that minimize your performance and efficiency:

1. Heating, Ventilation, and Air Conditioning [↑](#footnote-ref-1)
2. Job Order Contracting [↑](#footnote-ref-2)
3. Design Build [↑](#footnote-ref-3)
4. Design Bid Build [↑](#footnote-ref-4)
5. Construction Manager At Risk [↑](#footnote-ref-5)
6. Integrated Project Delivery [↑](#footnote-ref-6)