

Technical Breakout

General Contractors Perspective on the Tile and Stone Industry

Monday, October 28th 10am-10:50 AM
Hermitage C Room: Opryland Hotel

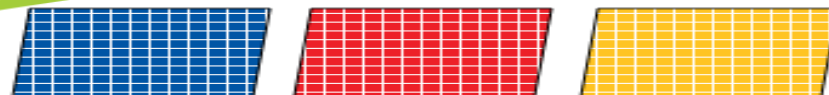


October 27-29, 2019, Nashville, TN

Panelists

Moderator: Bart Bettiga: National Tile Contractors Association

- Josh Meadows: JE Dunn Construction
- Roger Baum: Core Construction
- Sam Bruce: Visalia Tile



General Contractors Perspective

- What are your feelings about the general construction economic climate for the next couple of years?
- What factors, if any, could negatively or positively impact this?



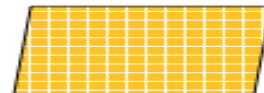
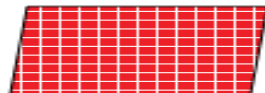
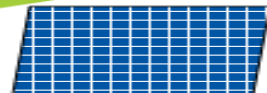
Labor Shortage

- How concerned are you with the lack of available skilled labor?
- Is this impacting all the trades?
- What are General Contractors doing to attract new people to the trade
- What are Tile Contractors Doing to attract new people to the trade?



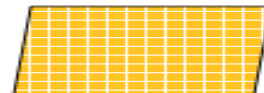
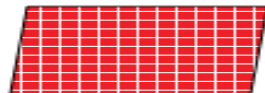
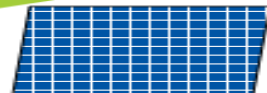
Trained and Skilled Workers

- Finding qualified subs in tile and stone compared to other categories. Is this a bigger problem in our trade?
- Is the problem national or regional?
- What is more important. Installer qualifications or budget and price?
- Can Associations help partner you with qualified contractors?



Technology

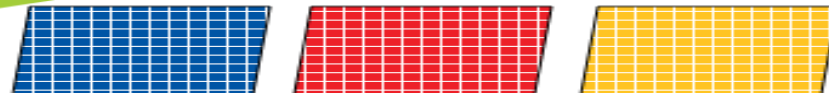
- Is innovation in our industry helping or hurting us to get more market share on your projects?
- How can we turn this into a competitive advantage
- What are tile contractors doing to embrace technology and educate general contractors?



Selecting the right tile contractor

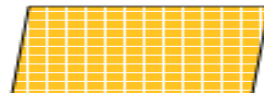
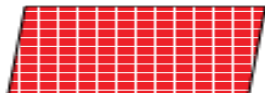
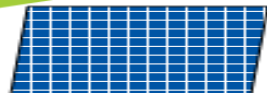
- Bid Process (open or negotiated)
- Project Scope and Cost Factors
- Installer Qualifications
- Previous work performed on your projects
- Flooring Contractor or Tile Specialty Contractor
- How can the tile contractor you don't know get a seat at your table?

- What is tile contractor doing to market their qualifications to general contractor



Project Challenges

- Budget Constraints
- RFP Challenges
- Compressed Schedules
- Pre-Construction Meetings
- Post Bid Interviews



RFP Process (Request For Proposal)

- When soliciting RFP, do you limit the playing field on the project specific conditions such as size, complexity, manpower needs, and quality?
 - If so, how do you manage expectations when the pre-approved team submits a bid, you know that the team will probably fail, but the bid is too low to look away?
 - How much do you add to your cost associated with managing expectations (5-10%) and do you share that cost with the owner?
 - If you know and you add cost, how do you manage the owner that is not aware of the challenge?



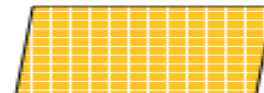
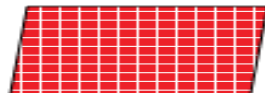
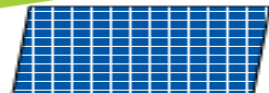
Tile Contractor Question

- How does your team decide what projects to bid?
 - Do you determine the scope and complexity and feel you have a real opportunity to secure this bid?
 - Do you pick challenging projects to bid that you feel you can have a real chance at?
 - Do you have the mindset of bid as much as you can and fill in the backlog no matter what the project is?



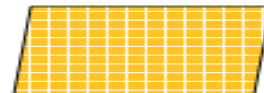
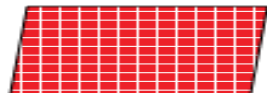
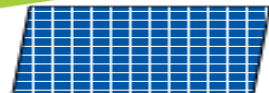
Post Bid Interviews

- How do you manage the job specific items required to meet (as per the plans and specifications) such as:
 - Chemical/stain resistant grout
 - Leveling clips or systems vs traditional installation methods
 - Crack isolation needs vs specification requirement
 - Surface preparation allowances
 - Surface profiles
 - Water tightness
 - Movement Accomodation



Pre-Qualification Process

- When setting standards for your company process, how do you manage in house teams vs sub-contracted teams?
 - If you have a process how do you assess the outcome or the quality standards you are selling your customer?
 - How much do you think the pre-qualification process helps limit unqualified bidders on bid day?
 - If you have a process do you qualify a lesser team to a financial limit? A customers expectation limit? A project managers limit? Because when a low bid is published everyone is focused on hitting that number?



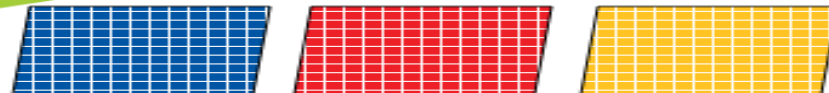
Warranties

- Will the work you manage meet minimum warranty criteria?
 - Is it your responsibility to provide better performance than warranty work?
 - If you feel your building should last longer than one year, how can you offer your customer satisfaction that your team is offering a worry free product?
 - If tile contractors can offer a labor and material extended warranty, would that be a factor for consideration as an alternative to price?



Construction Schedule

- What is yours or the owners perspective on schedule slippage and who should be picking up the bill for any cost increases?
 - How do you manage this challenge and treat owner and sub-contractor fairly?
 - What is your expectation of specialty contractors (tile and stone) regarding holding manpower for projects with moving schedules? What do you consider to be realistic or reasonable?



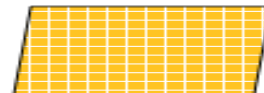
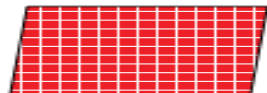
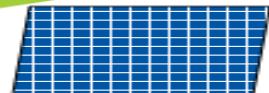
Early Design Involvement (EDI)

- Bringing Subcontractors together to determine scope, schedule, preparation and qualification expectations
- How can tile contractors improve the process before work commences



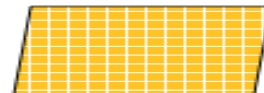
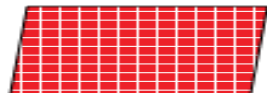
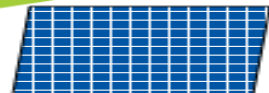
Tile vs Competitive Products

- How is tile and stone comparing to other product categories on your projects?
 - Are you using products in areas where you traditionally use tile and stone?
 - What factors are impacting this?
 - Price
 - Availability of Trained and Qualified Labor?
 - Product Performance and Appropriate Use of Material



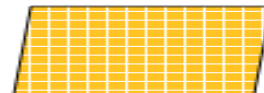
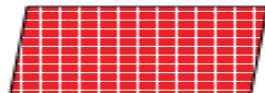
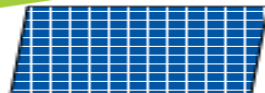
Completing the Circle

- Architect and Project Owner
 - Distributor or Tile Material Supplier and Manufacturer
 - General Contractor
 - Flooring/Tile Contractor
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- How can we improve the communication process so budget is met, specification is accurate and installation performance exceeds expectations? Examples of projects where this worked well?



Project Failures

- When you have a tile team fail more than once on a project, do you not accept bids from them anymore?
- What is your process to handle this to not send a message that you are looking for price?



THANK YOU FOR ATTENDING, DO YOU HAVE ANY QUESTIONS?

Moderator: Bart Bettiga: Executive Director of National Tile Contractors Association

