Outsource of Utility Coordination: State Perspective

North Carolina Department of Transportation: Lessons learned after three years of utility coordination outsourcing
Why Outsource

• Lack of staff to handle workload
• Inexperience staff to handle major projects
• Tight schedules
• Need someone to devote 100% of time to a specific alternative driven projects such as design build, turnpike, public private partnership or political driven projects
Define a clear scope of work

- Who
- What
- When
- Where
- How
Project Manager

- Dedicate one or more employees to handle your outsource program
- CCC = C
Training

• Be prepared to train firms on your internal processes
Prequalify Firms

• All firms seem to believe they are qualified to perform utility coordination
Negotiating Man-hours & Cost

• This can be a challenge for both parties
Consultant Monthly Reports

• What do you want to see in a monthly report?
Final Evaluation Performance Report for Consultant

• Grade consultants performance
Questions

• If I can’t answer your question……..
• “I’ll get you an answer”
PowerPoint Pictures

• I like to give thanks to the Redneck Engineers Society for providing the pictures as seen in this slide presentation.

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