



[ESC] use escape
key to exit

Your Company as the Owners Favored Bidder



Owners (builders, developers, general contractors), they're like you and the Sherpa, they are people and they want to do business with companies they like and **trust**. If you are the right type of company owners will justifiably want to try to work with you if at all possible- you will become the favored bidder. A favored bidder is on the **inside track** of the project- the owner really wants to award his **favored bidder** the project. *Continue >*





Here are nine ways to become a favored bidder:

Before the job starts,

1. **Pick up the plans when you say you will.** It's so simple, yet so often a contractor gets a call to pick up a set of plans to bid, says he'll get them on Thursday, and a week later the owner still sees the plans sitting in his lobby. The best scenario is for the estimator to swing by the owner's office at the announced time and introduce himself when he picks up the plans. Seven out of 10 times this turns out to be for naught and the estimator simply picks up the plans (but at least can check the owner out a little bit). Three out of 10 times the estimator gets to meet someone and start a relationship.

***Amateurs talk a good game-
professionals shoot straight and produce accordingly.***

2. **Turn the bid in on time.** A smart estimator will tell the owner when a proposal will be returned- and return it on that exact day. At this point, you haven't poured a drop of concrete yet but you are starting to make an impression. Compare this to the owner having to call a contractors voice mail five times trying to find out where his bid is.....





- 3. Turn in a clear and detailed proposal.** Your proposal should be neatly typed and outline step-by-step what is included- and have a clearly outlined section of what is not included.
- 4. Turn in a “smart bid.”** A “smart bid” presents to the customer what the customer doesn’t even know they don’t know. Huh? What I mean is that you are the concrete expert- you know things the architect, specifier, and owner can’t know- because the realities in concrete construction are always changing. It may be that in that particular county of the job there is a certain requirement...list this new requirement as an alternate and point it out to the owner. None of the other bidders will have mentioned it. You’ll stand out like favored bidders always do.
- 5. Be easy to reach.** Return your calls. Don’t be a typical concrete contractor who is difficult to reach.

Returning all your calls won’t be so hard when you pick up plans on time and turn in proposals on time- since owners won’t be calling you multiple times trying to find out where their bid is.





During the job,

- 6. Be realistic on the schedule.** Never over promise- which since it is only talk, is easy to do! I've learned telling the owner that the project will take 19 days and then taking 17 days, makes me a superstar....yet telling the owner 15 days and taking 17 days, makes me the goat. Note that the project took the same amount of days in both cases. Amateurs talk a good game- professionals shoot straight and produce accordingly.

You become the favored bidder because – you do what you say you're going to do, you're easy to work with, and you have a high level of communication

- 7. Show up to the job with all the information.** Pass along a job sheet to your foreman outlining all the information about the job (special discussions, requirements, or precautions that were agreed to) - not just the plans and the specifications. Avoid the owner telling your foreman, "I told your boss/estimator all this, didn't they pass it on to you?"
- 8. Do a great job.** Need I explain this item? You can do all of the above listed items but if you fall flat here, it is all for naught.





After the job,

9. **Provide excellent customer service.** You've been a delight to work with. The job turned out outstanding. But if you don't get back on service calls in a timely manner and the job superintendent has to have the owner call you....your whole program is ruined.

Do these things and over time the builders, developers and general contractors will appreciate the little things you do for them, and *you'll become their favorite bidder*. Maybe you get the jobs you bid for them at your full price- they just don't have time or the job is too important for them to mess around with a concrete contractor of unknown quality. Or maybe your bid is close and it all looks good but the other guy's bid is a little bit lower than yours, the owner may meet you in the middle.

You become the favored bidder because – you do what you say you're going to do, you're easy to work with, you have a high level of communication, and you're that right type of firm that the top notch builders, general contractors, and developers want on their team. They've been down the path where they've worked with the concrete contractor that starts a job and then leaves and doesn't come back for two weeks, doesn't return phone calls, doesn't take care of customer service. They've had enough of that kind of contractor.





Provide ***excellent*** customer service, you'll be a ***delight*** to work with!

Bonus #1

Favored bidder times two. By doing the things that favored bidders do you actually build two loyal customers at once. The superintendent on the project is going to love your company, and when he starts his own company or switches companies- he is going to bring you along with him. Now you have another account.

Bonus #2

Do these 'Favored Bidder' types of things year after year. I asked the Concrete Sherpa if I did all these things favored bidders do, could I be an overnight success and he told me what I knew to be true but didn't want to hear: You can do these things this year, and next year, and your success sort of grows in bursts and stops. Then you keep doing it for 5 years, 10 years... and it really works and then all the other contractors comment on how lucky you are and how did you do it? Have patience!





Sherpa info

HOW YOU CAN USE THIS DOCUMENT

You have unlimited right to print, distribute, and use this guide. E-mail it to a friend, put it on your website, or any other ideas you see fit. You can print it and post it on a job, at your favorite coffee shop, in your office, or get creative and engrave it in concrete. Please share freely, the only things you may not do is alter it or charge for it.

COPYRIGHT INFORMATION

The copyright in this work belongs to the ConcreteNetwork.com. Please direct questions regarding feedback, use, permission and screw-ups to dan@ConcreteNetwork.com.

DOWNLOAD GUIDE

This guide is available on line at <http://www.ConcreteSherpa.com/favored>.

EMAIL TO A FRIEND

Click here to pass the guide along to someone cool.
<http://www.ConcreteSherpa.com/email/favored>

SUBSCRIBE

Learn about the latest Sherpa Guides and other concrete information available in the Concrete Network's Newsletter. <http://www.ConcreteNetwork.com/newsletter.htm>





Sherpa info

SUMMIT DATE

This document reached the summit (was created) on January 6, 2005 and is based on the best information available to the Sherpa at that time. To check for updates please click here <http://www.ConcreteSherpa.com/favored>.

NAVIGATION & USER TIPS

You can move around this guide by using your mouse or keyboard arrows. Left mouse button goes to the next page, right mouse button goes to previous page. Click on the right arrow (→) for the next page and the left arrow (←) to go the previous page.

KEYBOARD SHORT CUTS

	PC	MAC
Zoom in (Larger)	[Ctrl] [+]	[⌘] [+]
Zoom out	[Ctrl] [-]	[⌘] [-]
Full screen/normal screen view	[Ctrl] [L]	[⌘] [L]

ABOUT THE CONCRETE SHERPA

The Concrete Sherpa is a team of people that represent the experience, teaching and learning of our team members and other industry leaders *on a mission to make life better for the concrete contractor*. We are an idea center striving to deliver thought provoking ideas based on “Concrete Advice for Business and Life” to stimulate you to reach new heights. As a user, you should remember to consider all information you receive, here at the Concrete Sherpa or elsewhere, not as a *cast in concrete* recommendation, but rather as an idea for you to consider and ponder.



Sherpa info

THE JOURNEY LEADING TO THE CONCRETE SHERPA PROJECT

The Concrete Sherpa Project (A [Sherpa](#) is a “guide”) was born at The Concrete Network in mid 2004. Here is how it happened:

The biggest surprise, or gift, since starting The Concrete Network in 1999 has been the concrete contractor friends from around the country we’ve made and witnessing the passion they have for what they do. These people include Dave Pettigrew, up in the San Francisco Bay Area, or the Verlennich brothers in Minnesota, or Bob Harris in Georgia, the list goes on and on. It’s quite inspiring.

We were once asked, “How are you so excited every day about concrete?” Well the answer is simple, it is impossible to not be excited about concrete when you have the job we do—interacting with hundreds of concrete contractors from every state in the country.

The thing we’ve learned about concrete contractors is that most are passionate *craftsmen*—they are often less passionate and experienced in the “office stuff”. Human nature channels us to do what we are most comfortable with; learning how to use a new saw-cutting tool is comfortable; learning and implementing a new estimating strategy, or job management tool, is not so comfortable.





Sherpa info

THE JOURNEY CONTINUES...

So Sherpa was born to provide FREE and easy to use information on topics many Contractors are not too comfortable with.

- Concrete Sherpa is here to provide help to contractors who are often 'Lone Rangers' and don't have anyone to get solid business advice from.
- Concrete Sherpa is here to provide help for contractors who have to work too hard and too many hours in their business, and one day realize they need to work *on their business, not in their business.*
- Have fun with Concrete Sherpa and go faster towards reaching success than you might have on your own.
- To skeptics who think something free can't be valuable, or there must be a trick- visit Concrete Sherpa and decide for yourself.

We hope you make great use of the Concrete Sherpa and it helps you to become an awesome success for yourself, your family, your church, and your community.

VISIT THE CONCRETE SHERPA

To visit the Concrete Sherpa click here <http://www.ConcreteSherpa.com>.