



**DEMAND**  
Construction Services, Inc.

Claims, Scheduling,  
and Cost Experts

www.demandinc.com

303.740.8647

demand@demandinc.com

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#### Offices In

Denver, CO

Kansas City, MO

## DEMAND QUARTERLY UPDATE

### SUMMER 2010

30 Years • Projects in 35 States, 5 Countries • Experts Average 25 Years of Experience  
• Exceptional Client Value •

ISSUE I

### Demand and GSA Vendor Review — May 2010

Demand has worked for the GSA on 6 projects over the past 8 years. The following review was based on our most recent project, and reflects the comments of Mr. Courtney Springer, a GSA Branch Chief.

#### Project Background:

The job was the Edward Zorinsky Federal Building in Omaha. It was a 432,000-square-foot renovation. The building is named after the late Ed Zorinsky, former Mayor of Omaha, Nebraska, and US Senator from that state.

The 8 story building, once renovated, became new office space and court rooms.

This was a \$65 million project with a \$12 million claim, settled during negotiations for \$4 million.

#### GSA Vendor Rating:

##### Quality of Service: 5 – Outstanding

Demand provided scheduling analysis for the Zorinsky R&A project claim. Their systematic approach was industry standard and educational to the project team, who didn't have an extensive background in claims. The quality of the presentations, both to GSA and the Courts, was fantastic.

##### Cost Control: 5 – Outstanding

Considering costs in preparation of a claim is difficult. Typically there are multiple facets to a claim, and large amounts of research and documentation need to be put together to defend the GSA position. Demand walked GSA through where our time, efforts and funding could be best spent. Since we knew GSA was partly responsible for the delay, the team understood that GSA would have some liability. Demand helped us save funding by focusing us on ADR and a negotiated resolution

##### Timeliness of Performance: 5 – Outstanding

Demand was brought on board 6 months after project completion, and the claim was resolved in less than a year and a half — extremely fast compared to the National Office norm. Demand attended the discovery visit at the general contractors' offices with minimal notice immediately after award. Demand also made, with minimal notice, numerous "what if" schedules for GSA review and presentation at ADR with the Board Judge in DC.

##### Business Relations: 5 – Outstanding

GSA National Office Legal had already engaged Demand for the Miami Courthouse claim when we placed Demand under contract for the Zorinsky claim. They were able to prioritize efforts and bring temporary help on board in order to meet the Zorinsky claim schedule. Demand provided some assistance with the anticipated El Paso claim, which is from the same general contractor as the Zorinsky project. The team set up monthly update meetings to discuss progress and strategies.

##### Contractor Key Personnel

Jeff Jackmond and Al Jongeneel were the main principles we worked with on the claim, with Jeff Jackmond being the prime contact overall and for schedule related issues. Al Jongeneel was the prime contact for considerations of fair and equitable costs to GSA for the impacted schedule. Both provided great services. Jeff was the primary spokesman at ADR, and he represented GSA and Demand very professionally.



### **Al Jongeneel, Chairman**

B.S. – Civil Engineering  
University of Colorado, Boulder, CO

303-740-8967  
AJongeneel@demandinc.com

#### Professional Highlights

Al has worked in construction management, project engineering, and contract dispute resolution since 1968. He joined Demand in 1984, and is currently the Chairman of the Board.

- Eight years consulting experience with Kellogg Corporation of Littleton, CO.
- Served as Demand's President for 17 years, during which time he was responsible for contract disputes work and company management.



### **Jeff Jackmond, President**

B.S. – Construction Engineering  
Cal Poly State University, San Luis Obispo, CA

303-531-7063  
JJackmond@demandinc.com

#### Professional Highlights

Jeff began his career in construction management in 1974, working as an estimator and project manager for international and regional general contractors. He joined Demand in 1982 and was named President of the company in 2005.

- Has prepared and negotiated numerous large construction claims and disputes involving heavy/highway, commercial/industrial, resort hotel complexes, office buildings, and mechanical contracts.
- Jeff has testified extensively as an expert witness in courts, arbitrations, mediations, and administrative hearings.



### **Robert Pratt, Vice President**

B.S. – Architectural Engineering  
University of Colorado, Boulder, CO

303-531-7064  
BPratt@demandinc.com

#### Professional Highlights

Bob's service in the construction industry began in 1970 and has included cost estimating, scheduling, and project management. He joined Demand in 1987.

- Nine years on-site field experience with a Denver-based general contractor on projects including shopping malls, schools, transportation facilities, raw and waste water treatment plants, housing projects, and heavy structures.
- National President of the American Society of Professional Estimators, 1982-84. Became a Fellow Certified Professional Estimator (FCPE) in 1991.
- Seven years consulting experience with Kellogg Corporation and Pricin Corporation. The latter is a company he founded to specialize in cost estimating software development as well as consulting and expert testimony services in estimating, claims, and scheduling.



### **Andrew Lonergan, Senior Consultant**

B.S. – Construction Management 303-531-7067  
University of Florida, Gainesville, FL ALonergan@demandinc.com

#### Professional Highlights

Andrew has worked in estimating, construction and project management since 1991, gaining valuable field experience during that time. He joined Demand in 1999, and since then has assisted in multiple mediations and has testified as an expert witness in courts and arbitrations.

- Expertise in estimating, scheduling, job cost control, claim preparation, and contract administration.
- Gained extensive knowledge and experience working for private sector companies on hard bid and negotiated contracts.
- Completed projects for owners utilizing expedited schedules for accelerated completion contracts.



### **John Adams, Consultant**

B.S. – Construction Management 303-531-7066  
Mankato State University, Mankato, MN JAdams@demandinc.com  
B.S. – Marketing  
St. Cloud State University, St. Cloud, MN

#### Professional Highlights

John has been involved in estimating and project management since 1989. He joined Demand in 2001. His expertise is in project management, and he has assisted in several mediations and negotiations, as well as testifying in court and arbitrations

- Skills include estimating, scheduling, job cost control, claim preparation, and contract administration.
- Worked with Edward Kraemer & Sons, Inc., a national heavy highway heavy contractor.



### **Edmond Sun, Senior Analyst, Construction Professional**

B.S. Building Construction 303-740-8648  
University of Florida, Gainesville ESun@demandinc.com

#### Professional Highlights

Ed's experience in the construction industry began in the early 1990's. Ed has been a project manager on competitively bid and negotiated institutional, commercial, corporate, and government facilities projects. He has acted as a liaison with project owners, and has expertise in strategic planning, scheduling, budgeting, estimating, contract negotiation, and administration, plus value engineering. Ed joined Demand in early 2009.

- Licensed General Contractor in FL, LA, and MS.
- Project Manager for ADP Marshall – A Fluor Company (formerly Marshall Contractors, Inc.). Semiconductor and pharmaceutical projects. Clients included IBM, Motorola, Polaroid, Pfizer, Sandoz Pharmaceuticals, Glaxo and Merck.