



**Office of  
General Services**

# **D&C Client Survey Guidance Document**

**January 25, 2024**

This document is intended to provide guidance and serve as reference material to clients when completing the Client Survey utilizing the Client Portal within DCNet.

Client Surveys will be filled out on the DCNet Client Portal.

If you have been identified as a role to complete surveys, you would have received an invitation to create your account.

If you already had an account, you would have been notified that the ability to complete surveys has been granted.

To make any changes to roles within the DCNet  
Client Portal, email:  
[ogs.dl.d&cprojectcontrol@ogs.ny.gov](mailto:ogs.dl.d&cprojectcontrol@ogs.ny.gov)

## *NYS OGS - Design & Construction Group*

### **Client Survey Design Program Phase - 46108**

Project# 46108

Survey Testing

NYS Police Academy

D&C is always striving to improve and in order to do so, utilizes feedback from our Clients throughout the project lifecycle. The Program Phase of the above referenced project is complete, and a Client Survey is now available to you in your [DCNet Client Portal](#). Please take a few minutes to complete this survey and provide your feedback on the Program Phase of your project. Thank you!

If the recipient of this email is not the person responsible for performing this survey please contact the [D&C Project Control](#) group.

OGS - Design & Construction - Empire State Plaza, Albany, NY 12242

Please do not reply to this e-mail; it is a system generated e-mail that is not monitored.

An email notification will be sent to the identified individual for the project that there is a Client Survey available.

The email will come from:

[dcnetmail@ogs.ny.gov](mailto:dcnetmail@ogs.ny.gov)

The link in the email will take you to the Client Portal. You will need to sign on with your ID (email address) and navigate to the survey.

Browser address bar: <https://online-dev.ogs.ny.gov/DNC/projectinfo/Projectinfo.asp>

OS General Project Information 5/4/2023 2:21:32 PM

Project Number: 43409 [C](#) [E](#) [H](#) [P](#) Return to Previous Page

Provide Headquarters Bldg Addition, Headquarters Renovations & Field Investigation Unit Bldg

Client Agency: DSP  
 Funding Agency: DSP  
 Client Priority:  
 Status: Awarded 12/19/11  
 Business Unit: Business Unit 4  
 BU Leader: Bullis  
 Team Leader: Scott  
 Project Manager:

Facility: [Project Scope](#)  
 Troop F Headquarters  
 55 Crystal Run Road  
 Middletown, NY 10940

Client Project Number:  
 Related Projects: 43288 54540  
 County: Orange (Region 2 - NYC Region)  
 Building Permit: Y  
 Enviro Permits: N

Const. Duration(days): 730  
 Bondable: Unknown  
 Construction Value: \$10,831,019  
 Design Fee: (H) \$0

[Related Contractors](#) [Change Order List](#) [Field Order List](#) [CADM Milestones](#) [Biweekly Report](#)  
[Related Consultants](#) [Billing Inquiry](#) [Invoices](#) [Project Cost Summary](#) [Labor Distribution](#) [Project Fee Breakdown](#)

**Project Milestones**

Milestone Name	Perf Measure	Current	Dur Weeks	Actual	Estimate
Project Received			0.0	02/12/07	\$2,500,000
Client Contact	2/26/2007	02/26/07	0.0	02/12/07	
Project Acceptance			10.0	02/12/07	
Field Trip	05/16/07	05/16/07	33.1	04/23/07	
Program Review					
Program Submission	09/26/07	09/26/07	19.4	12/11/07	\$7,118,000
Program Approval <a href="#">Client Survey</a>		07/16/08	69.0	04/25/08	\$7,118,000
Interim Submission	08/28/09	08/28/09	55.6	08/21/09	
100% Submission	09/10/10	09/10/10	45.3	09/14/10	\$11,822,000
Client Approval					
Authorization to Advertise		07/28/11	0.0	07/28/11	\$12,200,000
Design To CADM <a href="#">Client Survey</a>		07/28/11	1.0	07/28/11	\$12,195,000
		08/04/11	9.9	08/04/11	
Project Bid					
Project Award		10/12/11	9.3	10/12/11	
		11/02/11	90.0	12/16/11	\$10,148,277
<b>Construction Milestones</b>					
	Specified	Modified	Estimated	Actual	Construction Value
Substantial Completion	12/15/2013	6/14/2015	11/7/2014	11/7/2014	
Physical Completion <a href="#">Client Survey</a>	12/15/2013	6/14/2015	5/4/2016	5/4/2016	\$10,831,019
<b>Remarks:</b>	08/15/11 The bid date is scheduled for 9/21/11				

[D&C Project Manager Remarks](#)

The following project information screen will show the “Client Survey” link when the survey is available at each respective milestone, and only for individuals that have the permissions to complete them.



Client Survey - Design Program Phase Project No. 43409

5/4/2023

03:02:06 PM

Exit Client Survey

Project Description

Provide Headquarters Bldg Addition, Headquarters - Renovations & Field Investigation Unit Bldg  
Middletown, NY 10940

Acceptance Date: 02/12/2007  
 Site Visit Date: 04/23/2007  
 Program Submission Date: 12/11/2007  
 D&C Project Manager: Peter Ryan  
 D&C TeamLeader: Douglas Scott

Client: DSP

*Instructions: Evaluate the performance of D&C staff on an Exceeds Expectations, Meets Expectations, and Needs Improvement scale. Utilize comments to provide additional feedback and/or to articulate any concerns or suggestions. The evaluation criteria listed below is not all inclusive and additional items may be applicable.*

Exceeds Expectations: The actions taken by D&C staff exceeded expectations.  
Meets Expectations: The actions taken by D&C staff met expectations.  
Needs Improvement: The actions taken by D&C staff did not meet expectations

Highest → → → Lowest

PROGRAM REPORT DOCUMENTS

Exceeds Expectations  Meets Expectations  Needs Improvement

Did the Program Report conform to the client's intent and meet the overall objective for the project?

Was the Program Report delivered on time?

Was a clear recommendation provided and alternatives/options listed?

Was the report clearly written and key issues and risks identified?

Were facility requirements and restrictions adhered to?

Comments and other considerations:

PROGRAM PHASE COMMUNICATION

Exceeds Expectations  Meets Expectations  Needs Improvement

Were client staff, facility staff, and other stakeholders successfully engaged by the Project Manager during this phase?

Were D&C staff responsive and available in communication?

Did D&C staff perform in a professional manner?Were budgetary constraints complied with, if necessary?

Comments and other considerations:

This is an example of what the survey will look like.

Please notes that comments are required for each section, regardless of rating.

**QUALITY OF PROJECT COSTS**  Exceeds Expectations  Meets Expectations  Needs Improvement

Was the project delivered within the defined budget?  
Were you informed of changes to the project budget?  
If applicable, were cost options presented?

Comments and other considerations:

**CONSTRUCTION PHASE COMMUNICATION**  Exceeds Expectations  Meets Expectations  Needs Improvement

Were client staff, facility staff, and other stakeholders successfully engaged by D&C Staff during the Construction phase?  
Were D&C staff responsive and available throughout construction?  
Did D&C staff perform in a professional and proactive manner?  
Did Client/Facility Staff receive the proper orientation/training for newly installed equipment/systems?


Comments and other considerations:

**OVERALL CONSTRUCTION PHASE RATINGS & COMMENTS**  Exceeds Expectations  Meets Expectations  Needs Improvement

Comments and other considerations:

Project Comments:

How may we improve our level of service?



When completing the survey, you can hit “Add Survey” at any point to save your progress. You will have the ability to make updates prior to submission of the survey to OGS.



**FINAL DOCUMENTS PHASE COMMUNICATION**

Exceeds Expectations  Meets Expectations  Needs Improvement

Were client staff, facility staff, and other stakeholders successfully engaged by the Project Manager during this phase?

Were D&C staff responsive and available in communication?

Did D&C staff perform in a professional manner?

Were budgetary constraints complied with, if necessary?

If budget was exceeded, were alternatives to reduce costs provided?

Comments and other considerations:

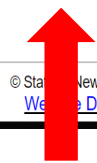
**OVERALL FINAL DOCUMENTS PERFORMANCE RATING**

Exceeds Expectations  Meets Expectations  Needs Improvement

Comments and other considerations:

Project Comments:

How may we improve our level of service?



If changes are made prior to submission, utilize the “Update Survey” button to save your updates.

**FINAL DOCUMENTS PHASE COMMUNICATION**

Exceeds Expectations  Meets Expectations  Needs Improvement

Were client staff, facility staff, and other stakeholders successfully engaged by the Project Manager during this phase?

Were D&C staff responsive and available in communication?

Did D&C staff perform in a professional manner?

Were budgetary constraints complied with, if necessary?

If budget was exceeded, were alternatives to reduce costs provided?

Comments and other considerations:

**OVERALL FINAL DOCUMENTS PERFORMANCE RATING**

Exceeds Expectations  Meets Expectations  Needs Improvement

Comments and other considerations:

Project Comments:

How may we improve our level of service?

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Once complete, select the “Submit Survey to OGS” button to send the survey to OGS for receipt.

After submission, anyone with access to the portal will be able to view the submitted survey.