

## ADMINISTRATIVE PROCEDURE

Effective: February 15, 2001 (draft revision January 31, 2012)

Subject: Requests for Facilities Management Services (RFMS)

Special Services, Maintenance, Minor Alterations, Lease Requests, Campus Projects and Capital Projects

Responsible Administrative Unit:

Facilities Management (FM), consisting of the following:

Department of Building and Landscape Services (B&LS)  
Department of Campus Projects (CAMP)  
Department of Capital Projects (CAP)  
Department of Facilities Planning (FP)  
Department of Operations and Maintenance (O&M)  
Office of Facilities Administration (OFA)

Applicable Form:

Request for Facilities Management Services  
[Available at [www.facilities.umd.edu](http://www.facilities.umd.edu)]

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### A. PURPOSE

This statement is provided to all units/departments as a guideline to the policies and proper procedures for requesting the services of FM. These services include the following: Special Services, Maintenance, Minor Alterations, Lease Requests, Campus Projects and Capital Projects.

### B. POLICY

1. FM has been charged with the responsibility for management of campus facilities. FM maintains a complete inventory on the assignment and utilization of all interior spaces. Periodic reports are made to the State and Federal governments on space utilization as classified by different functional categories (e.g., classroom, laboratory, office, etc.) and conditions of facilities. Periodic audits are conducted to determine the validity of these reports.
2. Divisions and colleges are generally expected to accommodate facilities needs within the space that is assigned to the division/college. Requests for additional space must follow the procedures for lease requests or capital projects.
3. Departments are not authorized to make the following modifications to existing buildings (e.g., architectural modifications, heating, ventilation and air conditioning systems, electrical systems, plumbing systems, etc.) or equipment (e.g., fume hoods, audio visual, etc.) that impact the building systems without the prior review and approval of the

proposed modification by FM and other appropriate approval authorities. (Note: Carpet installation/replacement can be purchased directly through the Department of Procurement and Supply (P&S) x55813.)

4. Requests for projects services from FM must be submitted through the review and approval chain on a Request for Facilities Management Services form.

Maintenance services and emergency services may be requested over the telephone by calling Work Control (x52222) or placing a request online at [www.facilities.umd.edu](http://www.facilities.umd.edu).

Requests for non-maintenance services must be funded by the requesting department or funded by central university funds approved by the Facilities Council or the Facilities Improvement Committee.

5. Projects funded by the requesting department in space assigned to them may be approved by FM contingent upon customer and VP review and approval of the project scope, budget and schedule. No dollar limit is placed on this delegated authority, but Facilities Council review may be requested at the discretion of the Director of FP.
6. All requests, which seek partial funding from central university funds for campus projects, must be accompanied by a detailed budget prepared by CAMP.
7. Due to the limitations of the central university funds, project cost sharing is encouraged. The general cost sharing guideline for campus projects funding requests is that the customer provides one half of the amount with the university contributing one half, if the project is approved. Adjustments to this guideline may be made in the funding recommendation to accommodate the financial situation of the requesting department.
8. Any funding required over the approved authorization must be borne by the responsible school/college/division.
9. The Facilities Council (FC) oversees - at a high level - the use, maintenance, upgrade, and planning of the university's facilities. The Council decides upon major space reassignments, allocation of funds for new buildings and major renovation projects, prioritization of capital construction and renovation projects, and oversees the short-term and long-term facilities planning, including the campus Facilities Master Plan. The Council approves program statements and design concept plans for all university facilities. The Facilities Council meets once a month. All projects that require Facilities Council approval are routed from FP to the Facilities Council. Facilities Council approval is required for projects under the following circumstances: budgeted to cost more than \$125,000 for which the department is requesting partial funding;
  - budgeted to cost more than \$125,000 and involve a change in space utilization, assignment or configuration that crosses divisional lines i.e., between one Vice President and another, or space assigned to the university (e.g., classrooms, mechanical rooms, hallways, etc.); and/or
  - that involve the lease or purchase of space (e.g., off-campus lease space, trailers or modular buildings); and
  - involving major policy issues.

10. The Facilities Advisory Committee (FAC) advises the Facilities Council regarding projects to be included in the university's facilities budgets. FAC is informed of site selection issues for new facilities. With input from FM, FAC reviews and makes priority recommendations to the Facilities Council for annual facilities project submissions from the colleges/schools/divisions for projects to be included in the capital budget programs, including the:

- Capital Improvement Program (CIP)
- System Funded Construction Program (SFCP)
- Access Maryland Program (AMP)
- Access UM Program
- Occupational Safety and Health Administration (OSHA) Program
- Various environmental programs (asbestos, chlorofluorocarbons, etc.)

Recommendations for these capital budget programs are developed during the fall semester.

FAC also reviews and makes priority recommendations for the annual facilities project submissions from the colleges/schools/divisions for projects to be funded from central university funds including the:

- Facilities Renewal Program (FRP)
- Facilities Council Program (Central Funds).

Recommendations for use of central university funds are developed during the spring semester.

All project submissions that request partial funding require a detailed project budget to be provided by CAMP. All funding requests over \$125,000 are to be reviewed by FAC which makes recommendations to the Facilities Council on projects to be included in the annual capital budget programs. The Facilities Council approves all projects to be included in these annual capital budget programs. Funding approval by the University System of Maryland Board of Regents (for SFCP) and/or the Maryland State Legislature (for CIP, FRP, AMP and the environmental programs) is required before proceeding with implementation. FP provides staff support for FAC and Facilities Council.

11. All projects that require Facilities Improvement Committee (FIC) approval are routed from FP to FIC. FIC meets as needed to quickly address project requests. FIC approval is required for projects under the following circumstances:

- budgeted at \$125,000 or less for which the department is requesting partial funding;
- budgeted at \$125,000 or less and involve a change in space utilization, assignment or configuration that crosses divisional lines i.e., between one Vice President and another, or space assigned to the university (e.g., classrooms, mechanical rooms, hallways, etc.);
- that involve the siting of satellite dishes and antennas.

12. The Teaching Facilities Committee (TFC) advises the Facilities Council and the Provost on all teaching related facilities issues. An annual call will be made by TFC to the Deans requesting suggestions for classroom improvement projects. All requests for changes to teaching facilities and facilities actions that may affect teaching facilities must be

reviewed by TFC. A representative of the TFC will be involved at all stages of the project.

13. The UM Architectural and Landscape Review Board (ALRB) is the group charged to assure aesthetic quality and design coherence for the campus. The major focus of the ALRB is on new construction and renovation/renewal projects that will result in a visible change to the exterior campus environment. The ALRB meets as needed and reports to the Facilities Council through the Associate Vice President for Facilities Management.
14. Major Building Committees are established for capital projects and include representatives from the occupants of the new or renovated facility as well as representatives who will address broader land use development and open space issues for the university.

## PROCEDURES

1. Customer completes a Request for Facilities Management Services (RFMS) form and submits it to Work Control. A Financial Record System (FRS) number is required for processing the form. *Note:* If a form is not submitted by the requestor, the first point of contact in FM will provide assistance to the customer to complete a RFMS form and forward to Work Control.
2. Emergency service items are usually directed to Work Control via a phone call.
3. All incoming requests are reviewed by a Work Control staff member who assigns a number, enters the item in the database and then routes the item to the appropriate unit(s).
4. Specific procedures follow for each of the six services provided by FM.

### a. Special Services

**Special services include requests for assistance to support special events.**

Examples include: extra cleaning services, set up of tables and chairs, providing electrical power, supplying microphone/speakers/podium and other equipment, moving units, and assistance with packing for moves.

The cost of providing these services must be paid by the requesting department. These requests are routed directly to B&LS or O&M by Work Control.

### b. Maintenance

**Maintenance is the recurrent, day to day, periodic or scheduled work required to preserve or restore a facility to such condition that it can effectively be used for its designated purpose.**

Examples of maintenance work that might be requested by building occupants include: broken doors, water coming into facility from a leaking pipe, roof or ground seepage, toilet backup, no heat, no air conditioning or improper functioning of the heat or air conditioning.

The university funds maintenance of facilities occupied by state-supported units. Auxiliary units (i.e., Intercollegiate Athletics, Dining Services, Residential Facilities, Campus Recreation Services, etc.) are responsible to provide funding for the maintenance of facilities they occupy. B&LS and O&M have separate agreements with each auxiliary unit and maintenance is performed by B&LS and O&M as a reimbursable cost.

These services may be called in to Work Control (x52222) if they are of an emergency nature. There is no charge to state-supported units for these services. These requests are routed directly to B&LS or O&M by Work Control.

c. Minor Alteration

**A minor alteration is defined as work in a facility that is beyond maintaining an existing building component. For this type of work, there is no space use change and no design services are required. This type of work is intended to move quickly (“fast track”) into implementation.**

Examples of minor alterations include: making/installing signs (room number and name plates), bulletin boards, shelves, counters, replacing window air conditioning units, fans, mail boxes, show cases, electric outlets, switches, lighting fixtures, carpet or moveable equipment, completing repairs to departmental furniture, unscheduled room painting, and small modification projects. Work is performed by CAMP, B&LS or O&M as a reimbursable cost.

These requests are routed directly to CAMP, B&LS or O&M by Work Control.

d. Lease Requests

**Lease requests are for additional space requirements that can be located in rental facilities off campus.**

A university unit requiring space must first obtain signatures from the respective Dean and Vice President indicating that no space is available in the college/division to satisfy the requirement.

The RFMS is then forwarded to the Director of FP. In the request, the unit should identify the source of funding for the monthly lease payments for the term of the required lease and the associated one-time moving, tenant improvement, brokerage

and related transaction costs if the unit will provide funding. If funds are being requested from the university, the unit should identify the request on the RFMS.

If FP determines that there is no on-campus space available, FP will advise the Vice President for Administrative Affairs who will gather the latest leasing market information for off-campus space. The off-campus space need will be forwarded to the Facilities Council for approval. The Council will authorize a fund source and an estimated funding amount and the designee of the Vice President for Administrative Affairs will work with the prospective tenant to lease the most suitable off-campus space at market rates.

The designee of the Vice President for Administrative Affairs will negotiate lease terms with the prospective landlord. Any brokerage and advisory fees, tenant fit-up, moving and other related transaction expenses will be included in the rental cost estimate for each lease presented to Facilities Council for approval and will be charged back to the authorized fund source.

The UM Office of Legal Affairs (OLA), will document the transaction terms in the lease, obtain the landlord's and the President's signatures prior to execution by the Vice President of Administrative Affairs, or its designee. Certain leases will also require the Office of the Attorney General and Board of Regents (BOR) review and approval prior to execution by the President and/or the University System of Maryland Chancellor. OLA will obtain the necessary approvals.

Upon full execution of the lease, OLA will retain the original and the Office of the Vice President for Administrative Affairs will update the UM Rent Roll.

The unit as tenant will receive monthly invoices for rent and other charges under the lease and shall ensure that they are paid in a timely manner.

e. Campus Projects

**Campus projects are facility improvements or new construction projects that cost under \$1million which may be approved by the UM administration's Facilities Council.**

Examples of these types of projects range from modifications to subdivide a space to renovating an entire office suite to support new/changed programs or equipment.

The FM services related to a campus project are initiated by submitting an RFMS and may include:

- a written detailed scope of work;
- a graphic layout/plan of the construction work;
- a preliminary budget (ballpark estimate) to assist with making the decision to proceed (no fee charged, budget will be provided as a range);

- a detailed estimate after some design is completed. This will typically require a charge to the customer;
- a proposed general schedule (duration in number of days/weeks/months) for the project;
- authorization of funding;
- design and production of construction documents;
- construction services.

For campus projects costing more than \$125,000 if the customer requests partial funding, colleges/departments/divisions forward project requests through their Dean/Vice President to FAC. A budget prepared by CAMP is required for all projects to be considered by FAC.

For fullest consideration, these requests must be submitted by January to be evaluated for construction implementation during the summer time period and October to be evaluated for construction implementation during the winter break.

A Project Manager in CAMP will be responsible for the project from idea generation (preparation of scope of work, budget and implementation schedule) through design, construction and financial closeout. The CAMP Project Manager will:

- meet with the customer to develop scope of work, budget and schedule;
- obtain TFC input and approval for all projects involving teaching facilities and facilities actions that may affect teaching facilities;
- provide direction on the method for implementing construction;
- obtain the customer's written approval to implement scope of work, budget and schedule;
- assist with preparation of the agenda item for the necessary approval authorities (e.g., FC, FIC, ALRB);
- work with Procurement and Supply to obtain appropriate architect/engineer, if outside design services are required;
- conduct a design initiation meeting with the customers and other university representatives as required;
- review requests and make a recommendation on scope additions/changes or quality upgrades.

A Plant Fund Account will be established by the Comptroller's Office following project approval and funding authorization. Multi-year funding authorizations can be accommodated in Plant Fund Accounts. All funds for project expenses managed by FM will be transferred to the Plant Fund Account to which all project expenses will be charged. Upon financial close-out of the project, unspent funds will be returned proportionately to the contributing units/sources.

#### Design Phase Activities

- The architectural firm/in-house design staff meets with customers and other university personnel to gather information and prepare a schematic design.
- The customer and others review and comment on the schematic design.
- The architectural firm/in-house design staff incorporates all appropriate review comments and the schematic design is approved by CAMP and the customer.
- The customer and others review and comment on all subsequent design submissions.
- Each subsequent design submission is approved by CAMP and the customer.
- If the customer requests a scope change during design, the request must be reviewed by CAMP. A scope change is defined as an adjustment (additional work or quality upgrade) that will result in an increase to the project budget or the project square footage or changes to the approved room uses. Changes requiring additional funding are funded either by the customer or require the customer to submit a supplemental funding request to be forwarded by CAMP to the approving authority. The CAMP Project Manager will make a recommendation to the approving authority and the customer of the action.

#### Construction Phase Activities

- Upon completion of design, the PM requests proposals from one of the construction vendors, requests the procurement office to bid the project or assigns the project to be executed by the CAMP construction unit.
- A contract for construction is awarded.
- PM works with the customers to establish the substantial completion date.
- If the customer requests a scope change during construction, the request must be reviewed by CAMP. The PM will make a recommendation to the approving authority and the customer of the action.
- As the project progresses through construction, the contingency accounts are used to cover the cost of items not foreseen in the project scope at the time of approval.

These items include latent conditions and design adjustments. The construction contingency accounts are not to be used to fund scope changes. Scope changes, if desired by the customer, are funded by the customer or by allocation of supplemental funding by the approving authority.

- CAMP PM coordinates with the FM Move Coordinator and with the customer to ensure delivery and installation of furniture and other moveable equipment, voice and data services, moving services and keys are provided. The CAMP PM will coordinate the project schedule with other service providers (Office of Information Technology, Department of Business Services, Housekeeping, etc.) by making contact by phone or e-mail at the appropriate time for coordinated services. The customer must identify a departmental move coordinator to act as the on-site contact for equipment, furniture, voice and data, signs, moving and keys for the project. The departmental move coordinator or other staff in the department will complete all necessary forms for voice and data, keys, moving, etc.
- Prior to occupancy, CAMP PM completes a site walk through of the project with the customer and generates a punch list of items, identifies warranty problems and develops a schedule to complete the project. CAMP works with the customer to correct warranty problems.
- CAMP PM obtains signature of customer on letter of substantial completion acknowledging and accepting that all work has been done.
- Upon construction completion, the goal is to financially close-out the project within 60 days.

#### f. Capital Projects

**Capital Projects are those improvements for new facilities or major renovations that cost \$1M or more and require approval beyond the UM administration's Facilities Council (i.e., University System of Maryland, Board of Regents, and/or the Maryland State Legislature).**

#### Budgeting

- Colleges/departments/divisions forward project requests through their Dean/Vice President to FAC (September). A detailed budget prepared by FP is required for all projects to be considered by FAC.
- FAC reviews all project requests and prepares a recommended 10-year Capital Improvement Program (CIP) (includes Capital Facilities Renewal funded projects over \$1M) and a recommended 10-year System Funded Construction Program (SFCP) (January).
- Facilities Council reviews and approves the 10-year CIP and 10-year SFCP (February/March).

- FP prepares the required documentation for the 10-year CIP and 10-year SFCP for submission to USMH (March).
- The University of Maryland Board of Regents recommends a five-year CIP and SFCP and provides funding authorization for the first year of the SFCP (June).  
Funds for projects in the first year of the five-year SFCP are available (July).
- The five-year CIP is submitted to the State Department of Budget and Management (DBM) (July).
- DBM recommends a five-year CIP to the Governor (November).
- The Governor's recommended five-year CIP is published (late January).
- The Maryland State Legislature approves funding for projects in the first year of the five-year CIP (April).
- Funds for projects in the first year of the five-year CIP are available (July).
- A Plant Fund Account will be established by the Comptroller's Office following project approval and funding authorization. All funds will be transferred to the Plant Fund Account to which all project expenses will be charged.

#### CIP Projects

- Following UM approval of the CIP request, FP initiates development of the Part I program to meet external deadline requirements.
- FP works with the customer to prepare a Part I program that justifies and describes the project including a room by room space list, special space requirements, site analysis and assessment of capital equipment that will be needed to support the project.
- FP obtains TFC input and approval for all projects involving teaching facilities and facilities actions that may affect teaching facilities.
- Facilities Council approves the Part I program executive summary which includes the scope/overview, justification, space and population summaries, site and financial plans as appropriate.
- The Part I program is submitted to the USMH for submission to the state review agencies (DBM, and the Maryland Higher Education Commission - MHEC).
- The state review agencies prepare program comments and questions.
- FP prepares responses with input from the customers and others as needed.

- The state review agencies (DBM and MHEC) approve the Part I program.
- FP initiates development of the Part II program to meet external deadline requirements.
- FP works with the customer and others to prepare the Part II program that includes a detailed description of the scope of work (including a space requirement sheet for each room) and the scope of architectural/engineering services required. Any program changes must be approved by the Facilities Council, USMH, and the state review agencies.
- The Part II program is submitted to the USMH for submission to the state review agencies.
- The state review agencies prepare program comments and questions.
- FP prepares responses with input from the customers and others as needed.
- The state review agencies approve the Part II program.

#### SFCP Projects

- Following UM approval of the SFCP request, FP initiates development of the Part I program.
- FP works with the customers to prepare a Part I program that justifies and describes the project (including a room by room space list).
- FP obtains TFC input and approval for all projects involving teaching facilities and facilities actions that may affect teaching facilities.
- Facilities Council approves the Part I program executive summary which includes the scope/overview, justification, space and population summaries, site and financing plan, and approves proceeding with a Part II.
- FP works with the customers, CAP Project Manager, O&M Staff and others to prepare a Part II program.
- Any program changes must be approved by the Facilities Council and USMH.

#### Project Implementation

- Upon program and funding approval, CAP prepares an implementation plan designating the financial arrangements, schedule and construction methodology that the President submits to USMH.

#### Selection of Architectural Firm

- CAP prepares an A/E selection Request for Proposal (RFP).
- Upon program and funding approval, CAP submits the RFP to the Department of Procurement and Supply (P&S) to advertise for an architectural firm to design the project.
- Upon receipt of technical proposals, CAP chairs a committee to review proposals. CAP is the lead university representative, and requests participation from the customers and others. Through several steps, the committee rank orders the firms.
- CAP negotiates the fee with the top ranked firm. CAP requests input from the customers and others as needed.
- If the contract exceeds \$500,000, approval is required from the Board of Public Works (BPW).
- After appropriate approvals, CAP requests (P&S) to issue the design contract. Upon issuance, CAP administers the design contract.

### Design

- Upon approval of the design contract, CAP conducts a design initiation meeting that will include FP, the customers and other university representatives.
- The architectural firm meets with customers and other university representatives to gather information and prepare a schematic design.
- The customer and others review and comment on the schematic design. CAP presents the schematic design to the Architectural and Landscape Review Board (ALRB) for review. ALRB provides a recommendation on the schematic design and design development submissions, and CAP presents the recommendations to Facilities Council for approval. CAP presents the schematic design submission to the State Architectural Review Board (ARB) if required, for review and comment.
- The architectural firm incorporates all appropriate review comments of the design team directed by UM and the schematic design is approved by CAP and the customer.
- The customer and others review and comment on all subsequent design submissions (design development, 50 percent construction documents, 95 percent construction documents and 100 percent construction documents).
- Each subsequent design submission is approved by CAP and the customer.
- FP provides written comment for conformance to project scope at the final design submission.

- If the customer requests a scope change during design, the request must be approved by the Facilities Council. For CIP projects, program changes must be approved by the Facilities Council, USMH, and the state review agencies. For SFCP projects, program changes must be approved by the Facilities Council and USMH.
- Scope deletions that do not compromise standards/specifications must be approved by the Vice President for Administrative Affairs and university administration.

### Construction

- Upon design completion and construction funding approval, CAP requests the Department of Procurement and Supply (P&S) to bid the project.
- The project is awarded after BPW approval of the contract price.
- If the customer requests a scope change during construction, the request must be approved by the Facilities Council. For CIP projects, program changes must be approved by the Facilities Council, USMH, and the state review agencies. For SFCP projects, program changes must be approved by the Facilities Council and USMH.
- As the project progresses through design and construction, the contingency accounts are used to cover the cost of items not foreseen in the project scope at the time of approval. The contingency accounts are not to be used to fund scope additions/changes or quality upgrades. These situations, if desired by the customer, are funded by the customer or by allocation of supplemental funding by the approving authority.
- CAP works with the customer to establish the substantial completion date and develop a punch list.
- CAP coordinates with the customer to ensure delivery and installation of furniture and other moveable equipment, voice and data services, moving services and keys are provided. The customer must identify a move coordinator to act as the on site contact for equipment, voice and data, moving and keys for the project. The departmental move coordinator or other staff in the department will complete all necessary forms for voice and data, keys, moving, etc.
- After occupancy, CAP completes a site walk through of the project with the customer, FP and O&M to generate a punch list of items, identify warranty problems and develop a schedule to complete the project. CAP/O&M works with the customer to correct warranty problems. (Warranty periods extend two years after substantial completion.)

### Furnishings and Equipment

#### CIP Projects

- The state requires submission of a detailed capital and operating equipment list when the university is requesting construction funding. CAP initiates development

of this list in time to meet this deadline. This comprehensive list contains every item of moveable equipment needed, along with its estimated price. It includes both capital equipment with a greater than 15-year life expectancy such as desks, chairs, tables, file cabinets, etc. and operating equipment with a less than 15-year life expectancy such as computers, copy machines, fax machines, A/V equipment, etc.

- CAP coordinates the submission of the list and requests input and information from the customers and others.
- The list is submitted to the state review agencies via USMH.
- CAP responds to state agency questions with input from the customers.
- The state approves the equipment list and the budget amounts.
- Upon funding authorization, CAP initiates requisitions for capital equipment.
- Customers and others prepare operating equipment specifications for requisitions, with CAP coordinating.
- P&S purchases the equipment.
- CAP coordinates with the customer, contractors and vendors to receive and oversee equipment installation.
- CAP certifies receipt of equipment prior to any payment.

#### SFCP Projects

- The State does not require equipment lists for SFCP projects. However, CAP and the customer may determine that a list is needed in order to prioritize equipment purchases within the project budget and to provide information to the A/E during design. CAP coordinates the development of the list with input from the customers.
- Upon funding authorization, CAP initiates requisitions for equipment.
- Customers and others prepare equipment specifications for requisitions, with CAP coordinating.
- P&S purchases the equipment.
- CAP coordinates with the customer, contractors and vendors to receive and oversee equipment installation.
- CAP certifies receipt of payment prior to any payment.