

University of Maryland

Guidance for Facilities Management Customers

Effective November 10, 2015 (rev. September 30, 2016)

This document is provided to all units/departments as a guideline to the policies and procedures for requesting the services of Facilities Management (FM). This document includes the following information:



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Please contact FM for answers to questions regarding any of the information contained here.

FM Customer Service Center can be reached any time at 301-405-2222. Departmental contact information can be found on our website, www.facilities.umd.edu.



Overview of FM and our Services

Facilities Management (FM), consists of the following departments:

- Department of Building & Landscape Maintenance (B&LM)
- Department of Design & Construction (D&C)
- Department of Engineering & Energy (E&E)
- Department of Facilities Planning (FP)
- Department of Operations & Maintenance (O&M)
- Facilities Business Operations (FBO)

FM is part of the Division of Administration & Finance, which is headed by the Vice President, Administration & Finance. The head of FM is the Associate Vice President and Chief Facilities Officer (AVP-FM).

Space Management

- FM has been charged with the responsibility for management of university facilities.
 - FM maintains a complete inventory on the assignment and utilization of all interior and exterior spaces.
 - Annual reports are made to State government on space utilization as classified by different categories (e.g., classroom, laboratory, office, etc.) and quality of facilities.
- Divisions and colleges are generally expected to accommodate their facilities needs within the space that is assigned to them; requests for additional space must follow the procedures for lease requests or capital projects.
- Departments are not authorized to make modifications to buildings (e.g., architectural modifications, heating/ventilation/air conditioning system, electrical system, plumbing system) or equipment (e.g., fume hoods, audio-visual) that impacts building systems, without prior approval by FM and other appropriate authorities.

Funding

- Requests for non-maintenance services must be funded by the requesting department or by central university funds approved by Facilities Council (FC) or Facilities Improvement Committee (FIC).
- 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 FC review may be requested at the discretion of the Director, FP.
- Due to the limitations of the central university funds, projects requesting FC or FIC funds will receive best consideration if they have a 50/50 cost sharing. Adjustments to this guideline may be made in the funding recommendation to accommodate the financial situation of the requesting department.
- Any funding required over the approved authorization must be borne by the responsible school/college/division.

Requesting Service from FM

- The following services are requested from FM by our customers
 - Maintenance/Repair
 - Billable Services, including Move Support, Special Event Support and Waste/Recycling
 - Renovations
 - Capital Projects
 - Lease for Rental Space
- Requests for services from FM may be submitted in a variety of ways:
 - Emergency services may be requested by calling FM Customer Service Center (x52222) any time.
 - Maintenance services may be requested by calling FM Customer Service Center (x52222) any time, or by placing a request online at www.facilities.umd.edu.
 - Other service requests, including all project requests, must be submitted through the review and approval chain on a [Request for Facilities Management Services](#) form; form is also available at www.facilities.umd.edu.

Campus Approval Authorities

Facilities Council

- The Facilities Council (FC) oversees - at a high level - the use, maintenance, upgrade, and planning of the university's facilities.
- The FC approves major space reassignments, allocation of funds for new buildings and major renovation projects, prioritization of capital construction and renovation projects, and oversees short and long-term facilities plans for the campus, including the campus Facilities Master Plan.
- The FC approves program statements, sites and design concept plans (schematic design) for all university facilities.
- The FC meets six times during the academic year.
- Projects that require FC approval are routed from the appropriate Vice President via FP to the FC.
- FC 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, corridors, etc.);
 - And/or that involve the lease or purchase of space (e.g., off-campus lease space, trailers or modular buildings);
 - Involve the siting of satellite dishes and antennae; and
 - Involving major policy issues.
- FP provides staff support for this committee.
- The FC approves all projects to be included in annual capital budget programs.
- Funding approval by the University System of Maryland Board of Regents for the System Funded Construction Program (SFCP) and/or by the Maryland State Legislature, for the Capital Improvement Program (CIP), Facilities Renewal Program (FRP) and Access Maryland Program (AMP) is required before proceeding with implementation.

Facilities Advisory Committee

- The Facilities Advisory Committee (FAC) advises the FC regarding projects to be included in the university's facilities budgets.
- All funding requests over \$125,000 are reviewed by FAC, which makes recommendations to the FC on projects to be included in the annual capital budget programs.
- With input from FM, FAC reviews and makes priority recommendations to the FC for annual facilities project submissions from the colleges/schools/divisions for projects to be included in the capital budget programs, including the CIP, SFCP, AMP, Access UMD Program and Occupational Safety & Health (OSH) Program
- 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 FRP and Facilities Council Program (Central Funds).
- Recommendations for use of central university funds are developed during the fall and spring semesters.
- All project submissions that request partial funding require a project budget, provided by D&C.
- FP provides staff support for this committee.

Facilities Improvement Committee

- Facilities Improvement Committee (FIC) approval is required for projects under the following circumstances:
 - Budgeted at \$125,000 or less for which the department is requesting partial funding (up to \$50,000, the maximum amount of FIC funds provided);
 - 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, corridors, etc.);
 - That involve the siting of satellite dishes and antennas.
 - FP provides staff support to this committee.
- All projects that require FIC approval are routed from the appropriate authority via FP to FIC.
- FIC meets as needed to quickly address project requests.

Teaching Facilities Committee

- The Teaching Facilities Committee (TFC) advises the FC and the Provost on all teaching related facilities issues.
- All requests for changes to teaching facilities and facilities actions that may affect teaching facilities must be reviewed by the TFC; a representative of the TFC will be involved in all stages of the project.
- An annual call is made by TFC to the Deans requesting suggestions for classroom improvement projects.
- The Provost's Office provides staff support for this committee.

Architectural and Landscape Review Board

- The UMD Architectural and Landscape Review Board (ALRB) advises the FC and 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 monthly.
- D&C provides staff support for this Board.

Major Building Committees

- Major Building Committees are established by the AVP-FM 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.
- D&C provides staff support for these committees.

Facilities Site Review Committees

- Ad hoc committee established by the Senior Vice President and Provost to make recommendations to the FC on sites for new facilities.
- Representatives include FAC, Department of Environmental Safety, Sustainability Council, College Park Senate and student groups.
- FP provides staff support for this committee.

- Site location recommendations are made in the timeframe required to support the capital budget and programming milestones for the project.

Maintenance/Repair

Maintenance and repair 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 service requests for maintenance services include: 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, University Recreation and Wellness, etc.) are responsible to provide funding for the maintenance of facilities they occupy.
 - B&LM and O&M have separate agreements with each auxiliary unit and maintenance is performed by B&LM and O&M as a reimbursable cost.
- There is no charge to state-supported units for these services. These requests are routed directly to B&LM or O&M by the Customer Service Center. Maintenance requests may be submitted by either calling Customer Service Center (x52222) or by completing an online request.
- Carpet installation/replacement – contact the Department of Procurement & Strategic Sourcing (P&SS), x55813.

Billable Services

Billable Services includes a variety of tasks and activities. Services include:

- Extra cleaning services
- Event support including: setup of tables and chairs, providing electrical power, supplying microphone/speakers/podium and other equipment, waste removal
- Moving services, assistance with packing for moves
- Requested extra services and items such as picture hanging, signs, and installation of a single outlet, that are not complex enough to be considered a project

The cost of providing these services must be paid by the requesting department; a KFS number must be provided at the time service is requested.

Billable Services may be requested by phone (x-52222) or online at www.facilities.umd.edu.

Renovations

Renovations are facility improvements or new construction projects that cost under \$5 million; they may be approved by the UMD administration's Facilities Council (FC). Examples of these 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 project are initially requested by submitting a Request for Facilities Management Services (RFMS) form and may include:

- a written detailed scope of work;
- a graphic layout/plan of the construction work;
- a preliminary budget (preliminary 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 may 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; and
- construction services.

Small Projects

For small projects not requiring design, the RFMS form will generate a service request to the Department of Operations & Maintenance Renovation Services Unit. A Project Manager will be assigned to handle the project through to completion.

Complex Projects

For 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 the Department of Design & Construction (D&C) 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.

Projects budgeted between \$1M and \$5M must be approved by USMO.

The D&C Project Manager (PM) is responsible for the project from idea generation (preparation of scope of work, budget and implementation schedule) through design, construction and financial closeout. The PM:

- prepares a Project Plan document incorporating scope of work, budget and schedule, which the customer approves;
- obtains TFC input and approval for all projects involving teaching facilities and facilities actions that may affect teaching facilities;
- provides direction on the method for implementing construction;

- obtains the customer's written approval to implement scope of work, budget and schedule;
- assists with preparation of agenda item for necessary approval authorities (e.g., FC, FIC, ALRB);
- works with P&SS to obtain appropriate architect/engineer, if outside design services are required;
- conducts a design initiation meeting with customers and other university representatives as required; and
- reviews requests and makes recommendation on scope additions/changes or quality upgrades.

A Plant Fund Account (PFA) will be established by the Comptroller's Office following project approval and funding authorization.

- Multi-year funding authorizations can be accommodated in the PFA.
- All funds for project expenses managed by FM will be transferred to the PFA, to which all project expenses are 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 D&C and the customer.
- The customer and others review and comment on all subsequent design submissions.
- Each subsequent design submission is approved by D&C and the customer.
- A scope change is defined as an adjustment (additional work or quality upgrade) that will result in an increase to project budget or project square footage, or changes to the approved room uses.
 - If customer requests a scope change during design, the request must be reviewed by D&C.
 - Changes requiring additional funding are funded either by the customer or require the customer to submit a supplemental funding request to be forwarded by D&C to the approving authority. The D&C PM 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 and requests P&S to bid the project or assigns the project to be executed by the D&C 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 D&C. PM makes a recommendation to the approving authority and advises the customer.
- 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.
- The PM coordinates with the FM Move Coordinator (appointed on selected projects) and the customer/departmental move coordinator to ensure delivery and installation of furniture and other moveable equipment, and the provision of voice/data, moving services and keys.
- The D&C PM coordinates the project schedule with other service providers (Division of Information Technology, Department of Business Services, Building & Landscape Maintenance, etc.) by making contact at the appropriate time for coordinating 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 designee completes all necessary forms for voice and data, keys, moving, etc.
- Prior to occupancy, PM completes a 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. D&C works with the customer to correct warranty problems.
- 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.

Capital Projects

Capital Projects are those improvements for new facilities or major renovations that cost \$5M or more and require approval beyond the UMD administration's Facilities Council (FC); for example, University System of Maryland Office (USMO), 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 budget prepared by D&C is required for projects to be considered by FAC.
- FAC reviews all project requests and prepares a recommendation to the FC on project priorities.
- FC reviews and approves the 10-year CIP and 10-year SFCP (February/March).
- D&C prepares the required documentation for the 10-year CIP and 10-year SFCP for submission to USMO (March).
- 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).
- 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).
- Governor's recommended five-year CIP is published (late January).
- Maryland State Legislature approves funding for projects in 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 (PFA) will be established by the Comptroller's Office following project approval and funding authorization. All funds are transferred to the PFA, to which all project expenses are charged.
- Changes to project budgets are approved as part of this annual capital budget process.

CIP Projects

- Following UMD approval of the CIP request, D&C initiates development of the Part I program to meet external deadline requirements.
- D&C works with customer to prepare a Part I program that justifies and describes the project, including projections of headcounts, sponsored research, space needs, and site location.
- D&C obtains TFC input and approval for all projects involving teaching facilities and facilities actions that may affect teaching facilities.

- FC approves the Part I program executive summary, which includes a scope/overview, justification, space and population summaries, site and financial plans as appropriate. When necessary to meet external deadlines, the Provost and VPAF approve the executive summary and it is presented to FC as an information item.
- The Part I program is submitted to the USMO for submission to the state review agencies (DBM, and the Maryland Higher Education Commission - MHEC).
 - The state review agencies prepare program comments and questions.
 - D&C prepares responses with input from the customers and others as needed.
 - DBM approves the Part I program.
- D&C initiates development of the Part II program to meet external deadline requirements.
 - D&C 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.
 - Program changes must be approved by the Provost and DBM.
- The Part II program is submitted to the USMO for submission to DBM.
 - DBM prepares program comments and questions.
 - D&C prepares responses with input from the customers and others as needed.
 - DBM approves the Part II program.

SFCP Projects

- The material presented to FAC and FC provides the justification, financing plan, scope description and site location required for project approval.
- Customer may elect to hire consultants to prepare a program, study or concept design and cost estimate prior to seeking FC approval.
- D&C obtains TFC input and approval for all projects involving teaching facilities and facilities actions that may affect teaching facilities.
- Program changes must be approved by the Provost or appropriate Vice President.
- Budget increases which require FC funds must be approved by FC.
- The BOR must approve budget increases of \$500,000 or more.

Project Implementation

- Upon obtaining program and funding approval, D&C implements the project.

Selection of Architectural Firm

- D&C prepares an A/E selection Request for Proposal (RFP).
- Upon obtaining program and funding approval, D&C submits the RFP to the P&SS to advertise for an architectural firm to design the project.
- Upon receipt of technical proposals, D&C chairs a committee to review proposals. D&C is the lead university representative, and requests participation from the customers and others. Through several steps, the committee rank orders the firms.
- D&C negotiates the fee with the top ranked firm. D&C requests input from the customers and others as needed.
- If the contract exceeds \$1M, approval is required from the Board of Public Works (BPW).
- After obtaining appropriate approvals, D&C requests P&SS to issue the design contract. Upon issuance, D&C administers the design contract.

Design

- Upon approval of the design contract, D&C conducts a design initiation meeting that includes FP, the customers and other university representatives.
- Architectural firm meets with customers and other university representatives to gather information and prepare a schematic design.
- Customer and others review and comment on the schematic design.
 - D&C 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 D&C presents to FC for approval.
 - D&C presents the schematic design submission to the State Architectural Review Board (ARB) and the Maryland-National Capital Park and Planning Commission (M-NCPPC) if required, for review and comment.
- Architectural firm incorporates all appropriate review comments of the design team directed by UMD and the schematic design is approved by D&C and the customer.
- Customer and others review and comment on all subsequent design submissions (typically design development, 50 percent construction documents, 95 percent construction documents and 100 percent construction documents).
- Each subsequent design submission is approved by D&C and the customer.
- D&C provides written comment for conformance to project scope at the final design submission.
- If customer requests a scope change during design, the request must be approved by the FC. For CIP projects, program changes must be approved by the FC, USMO, and the state review agencies. For SFCP projects, program changes must be approved by the FC and USMO.

- Scope deletions that do not compromise standards/specifications must be approved by the Vice President for Administration & Finance and university administration.

Construction

- Upon design completion and construction funding approval, D&C requests P&SS to bid project.
- Project is awarded after BPW approval of the contract.
- If customer requests a scope change during construction, the request must be approved by the FC. For CIP projects, program changes must be approved by the FC, USMO, and the state review agencies. For SFCP projects, program changes must be approved by the FC and USMO.
- 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.
 - Contingency accounts are not to be used to fund scope additions/changes or quality upgrades; these requests, if desired by the customer, are funded by the customer or by allocation of supplemental funding by the approving authority.
- D&C works with customer to establish substantial completion date and develop a punch list.
- D&C coordinates with 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; this person (or designee) completes all necessary forms for voice and data, keys, moving, etc.
- After occupancy, D&C 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. D&C/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 of Maryland requires submission of a detailed capital and operating equipment list when the university is requesting construction funding.
- D&C initiates and coordinates submission of this list, with input from customers and others, in time to meet the State of Maryland's deadline.
 - The list contains every item of moveable equipment needed and its estimated price.
 - The list includes both capital equipment with a greater than 15-year life expectancy (e.g., desks, chairs, tables, file cabinets) and operating equipment with a less than 15-year life expectancy (e.g. computers, copy machines, A/V equipment).
- The list is submitted to the Department of Budget & Management (DBM) with a copy to USMO.
- D&C responds to state agency questions with input from the customers.
- DBM approves the equipment list and the budget amounts.
- Upon funding authorization, D&C initiates requisitions for capital equipment.
- Customers and others prepare operating equipment specifications for requisitions, with D&C coordinating.
- P&SS purchases the equipment.
- D&C coordinates with customer, contractors and vendors to receive and oversee equipment installation.
- D&C certifies receipt of equipment prior to any payment.

SFCP Projects

- The State does not require equipment lists for SFCP projects. However, D&C 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. D&C coordinates the development of the list with input from the customers.
- Upon funding authorization, D&C initiates requisitions for equipment.
- Customers and others prepare equipment specifications for requisitions, with D&C coordinating.
- P&SS purchases the equipment.
- D&C coordinates with the customer, contractors and vendors to receive and oversee installation.
- D&C certifies receipt of equipment prior to any payment.

Lease

- Lease Requests are for additional space requirements that can be located in rental facilities off campus, and are requested on a Request for Facilities Management Services (RFMS) form.
- 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, Facilities Planning (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 there is no on-campus space available, FP will advise the Vice President, Administration & Finance.
- The designee of the Vice President, Administration & Finance 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 FC for approval and will be charged back to the authorized fund source.
- The UMD Office of General Counsel (OGC) will review the transaction terms in the lease.
- FP will obtain the landlord's signature prior to execution by the Vice President, Administration & Finance or its designee.
- Certain leases require 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; OGC will obtain the necessary approvals.
- Upon full execution of the lease, FP and OGC retain the originals and copies are provided to Accounting and to the tenant.
- FP updates the UMD Rent Roll.
- Invoices are sent directly to Accounting for payment; operating expense reconciliations will be reviewed and approved by FP.