

University of Maryland Facilities Management

Guidance for Customers



**FACILITIES
MANAGEMENT**

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FACILITIES MANAGEMENT (FM)

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)
- Office of Facilities Administration (OFA)

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

Please contact FM for answers to questions regarding any of the information contained here. The FM Customer Response Center can be reached any time at 301-405-2222 or fmcrc@umd.edu.

FM'S ROLE IN SPACE MANAGEMENT

FM has been charged with the responsibility for management of university facilities, and 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 by category (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, including leased space, must be made on the [Space Request Form](#) and be submitted for approval to the Provost or FP per instructions. Once the Space Request has been approved, it is the responsibility of the requesting unit to complete a [Request for Facilities Management Services](#) (RFMS) form if lease negotiation, renovation, moving, or other assistance is required.

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.

UMD PROJECT APPROVAL AUTHORITIES

Facilities Council (FC)

- FC oversees - at a high level - the use, maintenance, upgrade, and planning of university facilities.
- 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.
- FC approves program statements, sites and design concept plans (schematic design) for all university facilities.
- The Provost is the Chair of the Committee; meeting schedules are set by the Provost's Office.
- Projects requesting approval should be submitted on an RFMS for to the appropriate Vice President for review and signature. Once signed the form should be forwarded to the Director, FP for consideration by 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 that involve a change in space utilization, assignment or configuration that crosses divisional lines, i.e., between one VP 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
- FC approves all projects to be included in annual capital budget programs.
- Funding approval by the USM 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.
- FP provides staff support for this committee.

Facilities Advisory Committee (FAC)

- 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 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 Facilities Renewal Program (FRP) and Facilities Council Program (Central Funds); recommendations are developed during the fall and spring semesters.
- Project submissions that request partial funding require a project budget, provided by D&C.
- The AVP of FM is Committee Chair; FP provides staff support for this committee.

Facilities Improvement Committee (FIC)

- FIC approval is required for projects that meet one or more of the following criteria:
 - budgeted at \$125,000 or less for which department is requesting partial funding

- budgeted at \$125,000 or less and involving a change in space utilization, assignment or configuration that crosses divisional lines
- involves space assigned to the university (classrooms, mechanical rooms, corridors, etc.)
- involves the siting of satellite dishes and antennas
- FIC provides a maximum of \$50,000.
- Staff from Campus Projects or Renovation Services, with customer approval, will assist with completing necessary paperwork and route to FIC for consideration and approval.
- FIC meets as needed to quickly address project requests.
- FP provides staff support to this committee.

Teaching Facilities Committee (TFC)

- The TFC advises the FC and the Provost on all issues related to General Purpose Classrooms (GPC).
- Projects involving the creation of new, or modification/impact to existing GPC must be reviewed by the TFC.
- A representative of the Provost's office is engaged at all stages of the project to serve as customer/end user representative to ensure that functional, pedagogical, and logistical objectives are met.
- Campus users may submit requests for upgrades/modifications to GPC space by submitting a [Space Request Form](#).
- Submissions are reviewed by the TFC and prioritized in alignment with the goals outlined in the Classroom Master Plan.
- The Provost's Office provides staff support for this committee.

Architectural and Landscape Review Board (ALRB)

- The ALRB advises the FC; it is 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.

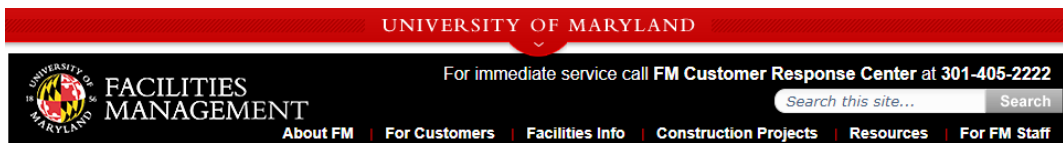
Facilities Site Review Committees

- These ad hoc committees are established by the Provost to make recommendations to the FC on sites for new facilities.
- Representatives include FAC, Department of Environmental Safety, Sustainability & Risk, the Sustainability Council, College Park Senate and student groups.
- Site location recommendations are made in the timeframe required to support the capital budget and programming milestones for the project.
- FP provides staff support for this committee.

FUNDING

- Requests for non-maintenance services must be funded by the requesting department, or by central university funds approved by the FC or FIC.
- Due to funds limitations, projects requesting FC or FIC funds will receive best consideration if they have a 50/50 cost sharing.
- Projects funded by the requesting department in space assigned to them may be approved by FM, contingent upon customer and VP review/approval of the project scope, budget and schedule.
- No dollar limit is placed on this delegated authority, but FC review may be requested by Director, FP.
- Adjustments to this guideline may be made in the funding recommendation to accommodate requesting department's financial situation.
- Any funding required over the approved authorization must be borne by the school/college/division.

FM ONLINE REQUEST AND RFMS FORM



Welcome to the FM Customer Response Center

For immediate service, or to place a service request by phone, call us at 301-405-2222

Emergency requests should always be placed by phone.

Upon receipt of your request, we will provide you with a temporary request number. An email confirmation and work order/project number will be sent upon our acceptance and authorization of the work request.

About FM:

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. FM consists of the following departments:

- Building & Landscape Maintenance (B&LM)
- Design & Construction (D&C)
- Engineering & Energy (E&E)
- Facilities Planning (FP)
- Operations & Maintenance (O&M)
- Facilities Administration (OFA)

FM provides a variety of services, including maintenance, repair, move support, special event support, waste/recycling management and project management. FM is responsible for classroom and administration buildings on the College Park. Our projects staff provide support for projects of any size, both on the College Park campus and at University of Maryland system schools across the state. To learn more about our range of services and the processes and procedures involved, please review our "Guidance for Customers" document.

[Online Work Request](#)

[Types of Services Provided](#)

[Check Work Order Status](#)

[Download Service Request Form \(RFMS\)](#)

[Services FM Does not Provide](#)

Request for Facilities Management Services
 (Form No. 601) - Please complete and submit to the appropriate FM Customer Response Center
 (Form No. 601) - Please complete and submit to the appropriate FM Customer Response Center

Requester Name: _____ Title: _____
 Department: _____ Phone: _____
 Building: _____ Room: _____
 Location of Work: _____
 Description of Work: _____
 Estimated Cost: _____
 Requested Date of Completion: _____
 Service Requested: _____

Requester Signature: _____ Date: _____
 Date Director: _____ Date: _____
 Vice President: _____ Date: _____
 FM Staff: _____ Date: _____

REPAIR AND MAINTENANCE SERVICES

Maintenance and repair is 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 requests for maintenance services include: water leak, 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; there is no charge to the requesting department for these services.
- 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.
- Carpet installation/replacement – contact Department of Procurement & Strategic Sourcing, x55813.

Requests for FM services from FM may be submitted in a variety of ways:

- **Emergency service should always be requested by phone!**
- Maintenance and Repair services requests may be submitted via call to 301-405-2222 or [online](#).

BILLABLE SERVICES

Billable Services include a variety of tasks and activities, including:

- 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. The online process or is usually used for these requests.

Billable Services may be requested by phone (x-52222) or [online](#).

RENOVATION PROJECTS PROCESS

Renovations are facility improvements or new construction projects that cost under \$5 million; FIC or FC approval may be required.

Simple Projects

- Construction projects (for non-academic units), under \$200,000 in cost, not requiring design, are submitted via RFMS form to the Customer Response Center

Complex Projects

- For projects budgeted between \$200,000 and \$1M, if funding is requested, for college managed projects, and for any size project that requires design:
 - For all units in Academic Affairs, Provost's approval must be obtained prior to request.
 - For approved academic unit projects and all other projects, the [RFMS form](#) with the appropriate approvals should be sent to the FM CRC.

Projects budgeted between \$1M and \$5M must obtain financial approval from the University of Maryland System Office (USMO) Vice Chancellor, and may be submitted via the [RFMS form](#).

FM services related to a project are initially requested by submitting an [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.

A budget prepared by 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.

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 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) is 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 appropriate review comments and the schematic design is approved by D&C and the customer.
- Customer and others review and comment on subsequent design submissions; each subsequent design submission is approved by customer and D&C.
- 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, PM requests proposals from one of the construction vendors and requests P&SS to bid the project or assigns the project to be executed by D&C construction unit.
- A contract for construction is awarded.
- PM works with the customer 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, B&LM, 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; coordinator or designee completes 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.

LEASE REQUEST PROCESS

- Lease Requests are for additional space requirements that can be located in rental facilities off campus, and are requested on a [RFMS form](#) after the [Space Request Form](#) has been completed and approved.
- A university unit requiring space must first obtain signatures from the respective Dean and VP indicating that no space is available in the college/division to satisfy the requirement.
- The [RFMS form](#) is then forwarded to the Director, 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 forms.
- If FP determines there is no on-campus space available, FP will advise the VP-AF.
- The designee of the VP-AF will negotiate lease terms with the prospective landlord.
 - Any brokerage and advisory fees, tenant fit-up, moving and other related transaction expenses will be charged back to the authorized fund source and will be included in the rental cost estimate for each lease presented to FC for approval.
- The UMD Office of General Counsel (OGC) will review the transaction terms in the lease.
- The request will be submitted to Facilities Council for approval.
- FP will obtain the landlord's signature prior to execution by the VP-AF 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.
- Invoices are sent directly to Accounting for payment; annual operating expense and real estate tax reconciliations will be reviewed and approved by FP.

CAPITAL PROJECTS PROCESS

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/VP 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).
- UMD 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 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 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 VP-AF 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 projects involving teaching facilities and facilities actions that may affect teaching facilities.
- Program changes must be approved by the Provost or appropriate VP.
- 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 VP-AF and university administration.

Construction

- Upon design completion and construction funding approval, D&C requests Procurement & Strategic Sourcing 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 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.
 - 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 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.
- Department of Procurement & Strategic Sourcing 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.