Special Services

Campus renovations range in cost from tens of thousands for distance learning classrooms to tens of millions for a complete overhaul of an academic building. The UHM Office of Planning and Facilities Special Services Division directs these projects in conjunction with the Design, Engineering and Construction Management Divisions. Together they provide resources including project management, engineering, estimating, construction, as well as provide liaison services for contracted interior design, space planning, and furniture selection.

All renovations require the approval of UHM Facilities. All renovations (or spaces changes) that permanently alter the future use of the space must be approved by the UH Mānoa Campus Facilities Planning Board (CFPB). For approval, projects must win support based on campus-wide priorities. See CFPB Policies and Procedures to begin this process.

UHM OPF Special Services is a group formed by the collaboration of the Design, Engineering Construction Management, and Operations and Maintenance Divisions. The Special Services group provides professional design, estimating, and project management services as well as liaison services for space planning, interior design, signage and furniture selection to some 400 projects each year. The Special Services group’s goal is to be excellent client advocates in delivering quality service and space alterations to the UHM Departments, Institutes, and Programs (DIPs). They are responsible for managing the proposals to the UH Mānoa Campus Facilities Planning Board (CFPB) of projects from the planning and approval stages through to commissioning and occupancy.

In addition, the UHM Facilities Special Services group interacts closely with the Design, Engineering, and Central Services Divisions to provide coordinate other necessary services to UHM DIPs. The group also collaborates with Space Administration, Campus Planning, EHSO, and DCAB to manage the UH Mānoa Building Committee space utilization review process. Clients can find information on UHM space alteration policies, the CFPB process, and online forms on the Renovation, Alteration, and Space Planning page.

Basic Services

- Provide basic information on the space alteration process
- Cost estimates for straightforward renovations
- Provide basic information on sustainable systems design
- Consultation on Space Needs Assessment process

Special Services (non-CFPB funded Special Services are subject to charges)

- Perform studies and feasibility analysis (including cost estimation)
- Manage projects from early design through construction
- Select and engage consulting architects/engineers and construction firms
- Furniture selection and interior design
- Installation of signage and plaques

Renovations, Alterations, Reallocations

Request a Service

Requests for space renovation, alteration and reallocation Work Order request forms are available on-line and are required to initiate a space renovation and or alteration project, request additional space, or request a planning study. Completed original forms, endorsed by the Department Head and Senior Fiscal Officer, are to be submitted to the UHM Facilities Work Coordination Center.
Those requests, which are determined to be subject to a fee by Special Services, must be endorsed by a Department Head and Senior Fiscal Officer before they will be processed by Special Services Group and reviewed by CFPB. Unendorsed fee projects will be returned to the issuing department.

The Renovation, Alteration, and Reallocation process and definitions webpage details the review and approval process after the request has been submitted. Each request will consist of three parts:

1. Work Order Request

This form requests specific information on the space: renovations, sources of funding, primary designated user of the space, contact person, requested schedule for completion.

2. Project Checklist

This form requests information related to the scope of the requested space alteration: general work, casework, furnishings, telecommunications, mechanical, electrical/lighting, and special equipment.

3. Letters of Endorsement

A letter of endorsement should be prepared and signed by the department head or center/laboratory director and cosigned by the relevant senior officer (dean or director level). This letter should describe the following:

- The research or activities currently taking place in the space;
- The proposed future use including a description of the specific changes requested i.e., laboratory renovations, reconfiguration of existing space;
- The rationale for the space alteration/increase in space including a description of the likely benefits and the consequences of not going forward;
- A description of the likely beneficiaries of this change as well as a description of others who might be affected by it, including adjacent space users;
- An explanation of why this specific request is important both to the mission of the DIP requesting it and to the strategic priorities of the unit;
- A description of available sources of funding (cost-sharing) to support the request.

For a Space Allocation Request that includes a specific location, a Letter of Agreement signed by both the requester and the present assignee is also required.
Planning Studies

Procedures for Planning Study Request

A study or feasibility review to consider alternatives and the best course of action is often useful when a department anticipates significant changes in its size or operations.

Projects may be referred for further study by CFPB or the DIP may request this assistance directly. **Departments may be asked to contribute funds for all or part of the study.** Use the Work Order Request form, with supplementary materials, to initiate a planning study request. The department head or laboratory/center director as well as the senior fiscal officer must sign all requests for a planning study.

The Process

1. Project Definition:

   The Project team will work with the client to review the request and existing conditions, clarify issues to be addressed, determine the scope of the project (e.g. renovation, alteration, and or reallocation) and review potential approaches to solution. Allow one to four months for this step.

2. Planning Study:

   Staff will undertake an appropriate study such as a strategic plan, feasibility study, site selection, master plan, or concept design, typically including these steps:

   - Confirm goals and analyze existing conditions
   - Benchmarking and review of trends in area
   - Identify problems and opportunities
   - Develop and evaluate alternative solutions
   - Select and refine a preferred solution
• Develop an implementation plan and final documentation

The planning study may involve consultant or architectural services and structured participation by the users. This process may take three to 18 months, depending on complexity.

3. Recommend a Course of Action

CFPB will consider action on the recommendations from the planning study process. This may include approval, referral to the UHM Building Committee, or other actions.

Existing UHM current space and budgetary constraints may limit new projects or expansion of current activities. Designated users should house these activities within currently assigned spaces or negotiated spaces if possible. Resources to undertake studies are limited, so while informal consultation is always available, formal studies should be requested only where necessary.
CFPB Policies and Procedures for Space Renovation and Alteration

The University of Hawaii at Mānoa Campus Facilities Planning Board (CFPB), an advisory group to the Chancellor, reviews all space renovation and alteration requests prior to design and construction.

Submission of the Work Order request form is a necessary first step of all space alterations requests. An accompanying project planning checklist, for both office and laboratory renovations, is meant to help the client identify items to be considered and determine the scope for estimating purposes. The estimating and design phases of projects can be reduced when the client provides vital information early. Advance planning is the most important factor in cost- and time-efficient space alterations.

The Space alterations process involves many types of improvements and quite a few steps. The information below outlines what constitutes a space alterations and steps to anticipate:

- **What's a renovation and alteration?**
- **Customer Responsibilities**
- **Steps in the renovation and alteration Process**
- **Definitions**

**What's a Space renovation and alterations?**

A space renovation alteration is generally a significant renovation or major alteration in a room where changes to walls or partitions are included and different room dimensions result. Repair, maintenance, or replacements are not space alterations in themselves but are often a part of a space alteration. In general, any alteration costing $10,000 or more or requiring two or more construction trades is considered a space alteration and should be treated accordingly.

**Customer Responsibilities**

Mānoa Campus facilities users should be aware that all construction activity at all UHM facilities, as defined by the University's Administrative Practices A8.265 and Executive Policy E8.202, must be reviewed and approved by the UHM Facilities prior to any work being performed.

In general, "construction" shall mean the alteration, repair, painting, or decorating of existing structures or the building of new structures (includes scaffolding and temporary structures). Decorating includes furnishing and installing items such as carpets, draperies, window blinds, light fixtures, audio visual equipment, window and split air conditioning systems, and other fixtures as part of an overall alteration or renovation project to an existing building. Additionally, connecting to any building operating system (plumbing, air conditioning, electrical); and the addition of free standing equipment (including computers) with point loads in excess of 500 lbs (227 kg) and or an aggregate power load of 1kW require prior FMO approval.

In order to ensure compliance with all codes and health and safety regulations, and to ensure the availability of adequate electrical power and or structural capacity users wishing to initiate construction and or equipment installation projects, even if extramurally or departmentally funded, must have their projects reviewed and approved by the UHM Facilities prior to start of any work.

To initiate a construction and or alteration project users are required to submit a fully completed Work Request to the Work Coordination Center. Customer initiated Work Requests are served on an “as available” basis and are subject to preemption by normal Repair & Maintenance activity and may be subject to charges for services provided.
Steps in the Space renovation and alteration Process

Project conception and planning

Project conception and planning involves the primary users of the proposed space. Especially in the case of laboratory renovations, the involvement of the primary investigator is absolutely necessary from the very beginning. The project planning checklist that accompanies the space alteration request form should be used to make sure all items have been considered in the proposed renovation.

Space alteration request

Space alteration requests are completed using the standard Work Order request and are required to initiate a new space alteration project, request additional space, or request a planning study. In addition to the information herein, as background, please review the sections on procedures for Space alterations, Space Allocation and Planning Study Requests on the CFPB Policies and Procedures webpage.

The Work Order request form for renovation, alteration, or reallocation should, in most cases, be filled out by the primary user of the proposed space. The form consists of two pages — standard Work Order request and the Project Checklist. Both pages should be completed. Sketches, correspondence, or any other information should be included. The more information that is provided, the more efficiently an estimate can be prepared. The request form must be signed by the department, lab, or center head and then forwarded to the senior officer for approval. Please note that the completed space alteration request form must include information on pre-determined budgetary limits for the project, noted under the heading Project Budget. If there is a pre-determined budget limit for the project, this amount should be noted on the form. If there is no pre-determined budget, the project budget will be based on the scope as described by the primary user.

Request Form Submittal

In order to initiate a new project, the completed Work Order Request Form and Project Checklist in original form endorsed by the Department Head and Senior Officer and with any appropriate attachments, is to be submitted to the UHM Facilities Work Coordination Center (WCC) noted on the top of the form.

Senior fiscal officer review/approval to estimate

The senior fiscal officer reviews the request, paying particular attention to the funding source proposed and the requested completion date. If the completion date seems unrealistic, the senior officer should work with the requester to develop a more realistic date. The senior fiscal officer forwards the signed form to the secretary of CFPB. It should be noted that any space alteration requests that are explicitly related to undergraduate education must also be reviewed and approved by the dean of Undergraduate Education and Student Affairs before they are sent to Facilities for estimating.

Project number assignment

The space alteration request form is entered into a database when received by the UHM Facilities Work Coordination Center. A unique tracking number is assigned. This number is used to track the project through the space alteration process. It is helpful to include this number on any correspondence regarding the project. The space alteration request form is then forwarded to the Special Services projects coordinator for estimating. A copy of the request is also sent to other offices for review, including the Environmental Health and Safety Offices (EHSO). These offices work with Facilities to ensure that the project meets all current codes and standards.

Preliminary estimate

The project coordinator or a staff member will work with the primary user or other designated contact person to develop the preliminary estimate. The scope will be defined and the estimate prepared. This process generally takes 30 to 45 days. In the case of complex renovations, the estimate will take longer. The requester should take the complexity of the project into account when allowing time for the estimate phase. Some very complicated jobs may require schematic engineering design prior to estimating.
Departmental and senior officer review and approval of estimate

After the estimate is prepared, it is sent to the requester, the administrative officer or other departmental administrator, and the senior officer. The estimate should be reviewed thoroughly. Any questions regarding the estimate should be directed to the project coordinator. Many times, the requester will want to adjust the estimate based on altered scope requirements or additional information. In these cases, the project coordinator should be contacted to re-estimate the project. The re-estimate is then distributed.

CFPB review and decision

If the requestor would like to proceed with the project, the requester or administrative officer should speak with the senior officer about placing the project on the CFPB. If in agreement, the senior officer (or representative) should contact the CFPB no later than one week prior to the meeting. The proposed funding sources should be reviewed at that time. Often a statement of intent or support of the project, from the requesting department or the senior officer, is included in the CFPB package along with the request form and the estimate. If such documents are to be included in the agenda, they must be forwarded to the secretary no later than seven days prior to the meeting. The CFPB will review the request at its meeting. The CFPB communicates the decision of the committee verbally to the senior and administrative officer within 24 hours. The committee minutes are distributed to senior officers a week after the meeting.

Funding

A yearly appropriation of funds is available but it is far less than the total cost of all approved requests. At present, about half the approved space alterations are funded by alternate sources. Requests for all space alterations should be submitted in the same manner, regardless of the source of funds, and must be reviewed and approved by CFPB. After approval, all space alterations are assigned a space alteration account number. If the project is funded by non-CFPB funds and the account was not identified on the request form or has changed, the account information should be communicated to the senior staff accountant in Facilities Administrative Services. Work will not commence on the project until the project account is established with a signed funding commitment from the either the department or the CFPB.

Program/schematic design phase (and furnishings program/schematic design phase, if included)

After a project account is established for the project, the design phase commences. Facilities staff design, mechanical, and electrical division, and or consultants, will work with the client or client team to further refine the design for the proposed space. The client or client team (the primary user or investigator who holds the decision-making ability as well as others, users and administrators) signs off on the schematic design before the construction documents are prepared. If furnishings are to be included in the space alteration project, the interior designer will meet with the client/client team and the other designers to begin the schematic design for furnishings. Often the project budget will be reviewed at the end of schematic design to make sure the proposed project is within the estimated range.

Construction documents phase

Construction documents are the drawings and specifications that the contractor will use when bidding on and building the project. The schematic design and construction documents phases together generally take three to seven weeks on small projects, nine to 15 weeks on medium projects, and 12 to 26 weeks on large projects.

Design review phase

An internal Facilities review of all space alteration projects takes place as construction documents are prepared. This ensures that proposed mechanical, electrical, and plumbing systems will be in conformance with existing ones and that the design is consistent with architectural and safety standards. This review takes two weeks.
Bid phase

Space alteration projects go through an open, competitive bid process among pre-qualified contractors. The bid phase is usually two weeks long. Another week is allowed for bid summary and review. If the bid summary cost is greater than the estimated project cost, the scope must be revised or additional funds obtained.

Construction

Once the bid is awarded, a construction schedule is developed. A PMD construction coordinator or project manager will be assigned to the project. This person is the primary Facilities contact person for the remainder of the project. The contractor can take instruction only from this person and not the client. If the construction schedule is in conflict with any other activity in the space, he/she or the coordinator/project manager should be contacted immediately. The contractor will file for a building permit with the City of Cambridge. Requesters should be aware that it might take up to a month to obtain a permit.

Asbestos removal: If asbestos abatement is required in the area, it is usually determined during the design phase and abatement takes place prior to construction with little or no additional impact on the schedule. If, however, the asbestos is not discovered until construction has begun, work must stop and the schedule will be impacted by notification to commonwealth and federal agencies (20 days) as well as the abatement period. The construction phase of small projects generally takes three to 9 weeks, nine to 24 weeks for medium projects, and 11 to 28 weeks for large projects. Requesters should be aware that if the project needs to be phased or if the space will be occupied during construction, the construction phase will be considerably longer. Every effort should be made by the requester to relocate the activities/inhabitants of the spaces while they undergo renovation.

Furnishings installation, if included

Furnishings are delivered and installed at the completion of construction if they are included in the project. As furnishings fabrication takes eight to 12 weeks, furnishings may not be delivered by the completion of very small projects.

Occupancy

After Facilities has received an occupancy permit from the City and County of Honolulu, the users may occupy the space. Any immediate problems with the renovated space should be brought to the attention of the construction coordinator/project manager.

Definitions

Air Conditioning

Air conditioning, like painting, plumbing, and electrical work, may be part of a space alteration, but is not considered as such alone. As separate transactions, air conditioning requests should be forwarded to the Work Coordination Center.

Disposal of Unwanted Equipment

The removal of hazardous substances, unwanted machinery, and furniture and lab apparatus is the responsibility of the department or laboratory and generally is not part of the space alteration. Removal of hazardous chemicals should be arranged directly with the Environmental Health and Safety Office, (808-956-8660). Removal of surplus furniture should be arranged with OPRPM.

Furnishings

Traditionally, with the exception of new buildings and a small number of major space alteration projects, furnishings are the responsibility of the laboratory, department or center. With the advent of systems
furnishings, which often replace interior partition walls, furnishings costs may be considered part of the space alteration costs in some cases, and CFPB funding may be requested. In any case, a preliminary furnishings budget may be requested at the time a space alteration request is submitted. Interior design and furnishings selection assistance exclusive of space alterations can be requisitioned directly from the Special Services section of UHM Facilities.

Moving

Normal moving costs required in the course of a space alteration are considered part of the space alteration and included in project costs. Extraneous and independent moving of furniture and equipment should be requisitioned directly from UHM Work Coordination Center.

Telephones

While the installation of telephone wiring and jacks is included in the space alteration process, all other aspects of telephone relocation and installation are the responsibility of the requester. Requisitions and inquiries should be directed to UHM ITS.

Data Cabling

While it is always the requester's responsibility to arrange for data cabling, that item should be checked off on the request form checklist so that this work may be coordinated with ITS in the context of the space alteration.

For more information please contact the Work Coordination Center at 6-7134 or visit our website.

http://www.manoa.hawaii.edu/opf

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