

The *UManage* Facilities Services program was established as a joint effort between Business and Finance and the academic units to serve the needs of customers across campus. The program, which focuses on facilities-related services, is designed to give users additional supplier choices and management tools, while remaining in compliance with university policies, and building and safety regulations. University of Michigan (U-M) internal service providers remain an option for facilities-related needs.

The following services are available for direct procurement. Please review and use the checklists noted at the bottom of the page to ensure all guidelines and policies are followed.

- [Floor Covering and Installation](#)
- [Interior Design](#)
- [Moving and Storage](#)
- [Painting](#)
- [Reupholstery](#)
- [Security Guard](#)
- [Window Treatments](#)

Click on the type of service you require from the list above to view the approved suppliers. Only the suppliers listed as part of the UManage program may be used for the services listed above. Use of other outside suppliers will be in violation of U-M guidelines. Please review the associated guidelines and checklists that follow

If you prefer not to manage your project or if you have questions about the services offered by U-M internal service providers, please contact the appropriate U-M department:

- |                                                        |          |
|--------------------------------------------------------|----------|
| <a href="#">Moving and Trucking</a>                    | 764-2487 |
| <a href="#">Construction Services</a>                  | 936-0264 |
| <a href="#">Division of Public Safety and Security</a> | 763-8391 |
| <a href="#">Interior Design Services</a>               | 764-3414 |

If you have questions regarding this program or how to use these services, please contact the UManage Team at [umanageteam@umich.edu](mailto:umanageteam@umich.edu). For general information on university contracts, visit the [Procurement Services](#) website.

Attached Guidelines and Checklists:

1. [Floor Covering and Installation](#)
2. [Interior Design](#)
3. [Moving and Storage](#)
4. [Painting Services](#)
5. [Reupholstery](#)
6. [Security Guard](#)
7. [Window Treatments](#)

# Floor Covering/Installation Checklist/Guidelines

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## **Important Notes:**

- **Contact your unit's facility manager prior to ordering facilities-related services to ensure compliance with University and/or departmental policies, procedures, and standards.**
- **Flooring projects under the UManage program are limited to \$25,000 per project. For projects exceeding \$25,000, contact AEC Construction Services (936-0264).**

## Getting Started

- Establish a defined scope for the flooring project including: approximate measures of each defined area to have flooring installed; accessibility of the areas to determine if flooring supplier is willing to move items as part of their quotation; if any item requires dismantling or disconnection from a power or water source; assess condition of area surfaces as damaged areas (e.g., chipped subfloor, rust and corrosion, moisture, and mold) may require additional preparation work not normally covered in flooring quotes. **If you are not the facility manager for the facilities impacted, then the facility manager(s) should be contacted well in advance and provide approval to proceed before committing to the flooring project.**
- If the preparation of the existing surfaces or removal of floor covering has the potential to disturb asbestos or lead containing materials (e.g., floor tile, mastic, cove base, pipe insulation, existing surface paint and sub-layers) the supplier must follow U-M [EHS](#) (647-1143) and AEC asbestos abatement specifications. Your unit's facility manager is the appropriate liaison to EHS for counsel and possible testing.
- If any campus building systems (electrical, mechanical, or plumbing) are impacted, contact the [Facilities Services Center](#) (647-2059) to set up a work request for the required disconnections/reconnections.
- Be mindful of smoke and fire detectors. Dust from sanding or fumes from epoxies may set them off.
- If the project requires other services (e.g., painting, moving) then coordinate these services with all parties impacted to mitigate possible conflicts. Remember to secure these other services (or ascertain the availability of these services) soon after the scope of the flooring project has been defined and approved by the facility manager.
- If the planned flooring project involves a leased property, contact the U-M Real Estate Office (615-8774) in advance of making commitments for floor covering or other services related to the project.

## Initiating the Project

- Review [approved supplier information](#).
- Establish contact with the supplier(s) who appear capable of meeting your needs. Note: If other services are required as part of the flooring project (e.g., disconnect plumbing via Facilities Maintenance) it may be prudent to determine availability for these other services before committing to flooring dates with supplier(s).
- Once likely flooring dates are solidified, engage supplier(s) in soliciting a quote for services. To avoid future scope conflicts consider scheduling a walk-through with supplier(s) before obtaining a quote. Also, the walk-through serves to initiate communication and immediate feedback about other considerations such as the existing condition of areas to be installed, access to the facility including parking, and any hazards or obstacles to avoid.
- If estimated project cost exceeds \$25,000 or the UManage contracted suppliers cannot meet your needs, contact AEC Construction Services (936-0264) for assistance.
- Before work begins it is best to include all expectations in writing and have a formal not-to-exceed acknowledgement from the supplier. Also, floor samples should be of sufficient size to render reasonable assurances that expected color and tone will be realized.

## Project Close-Out

- Verify work was completed appropriately by performing a project close-out inspection.
- Immediately contact the supplier with the results of the inspection. If remedies are required, it is important to present the results in writing.
- Contact the Procurement Services Solutions Team (764-8212 option 2) to be connected to the contract administrator if you do not get a satisfactory resolution from the supplier in a timely manner (usually within ten days).

## ***Important Note:***

- ***Contact your unit's facility manager prior to ordering facilities-related services to ensure compliance with University and/or departmental policies, procedures, and standards.***
- ***Interior design projects under the UManage program are limited to \$25,000 per project. For projects exceeding \$25,000, contact [AEC](#) (764-3414) to initiate a project.***

## Getting Started

- Establish a defined scope for the interior design project including freestanding strategic furnishings, floor coverings, window treatments, paint, and desired timetable. Establish priorities and budget for each component contained in the scope of the design project. If furniture systems, wall mounted shelving, electrical, change of use, or major structural changes are planned that will affect building systems, contact AEC to initiate a project. **If you are not the facility manager for the facilities impacted, then contact the facility manager(s) well in advance and obtain approval to proceed before committing to interior design.**
- Consideration of the timing sequence for multiple services is most important to avoid schedule delays and duplicate costs (e.g. repeat movement of furniture and equipment). For projects that have more than one significant component, it may be beneficial to contact AEC Interior Design not only for design specifications, but to include project consultation and/or project management and coordination.
- Many U-M units have established mandatory building standards for flooring, paint, and furnishings for facilities they occupy. Be aware of these standards before seeking design services, and share them with the supplier.
- If the design project is occurring at a leased property, contact the [U-M Real Estate Office](#) at 647-9852 in advance of making commitments for design or other services related to the project.

## Initiating the Project

- Review [approved supplier information](#).
- Establish contact with the supplier(s) who appear capable of meeting your needs. Note: If other services are required (e.g. painting, flooring) it may be prudent to determine availability for these other services so as to inform supplier(s) of likely timetable for complete installation of the project.
- Once likely design dates are solidified, engage design supplier(s) in soliciting a quote for services. To avoid future scope conflicts, consider scheduling a walk-through with supplier(s) before obtaining a quote. Also, the walk-through serves to initiate communication and immediate feedback about other considerations such as the existing condition of areas to be designed and any hazards or obstacles to avoid.

- Clarify to potential suppliers that specifications and drawings are U-M property and the supplier must forward copies to AEC Interior Design and the U-M unit for archival purposes.
- If the estimated design fees for a project exceed \$25,000 or the approved suppliers cannot meet your needs, contact [AEC](#) (764-3414) to initiate a project.
- Before work begins, it is best to include all expectations in writing and have a formal not-to-exceed acknowledgement from the supplier.

### Project Management/Close-Out

- Work with design supplier and suppliers of other services (e.g. painting, flooring) to establish logical sequence of installation of all components.
- Review and approve specifications for furnishings, flooring/floor coverings, window treatments and paint.
- Timely inspection of each phase of work minimizes the chance for problems to emerge later. Inspections should address the quality of the work and timeliness of service, but also be mindful of changing conditions beyond the control of the supplier, where some modification in the timetable might be required.
- Verify work was completed appropriately by performing a final project closeout inspection. Immediately contact the supplier with the results of the inspection and follow up with a written list of items that need to be addressed.
- Contact the Procurement Services Solutions Team (764-8212 option 2) to be connected to the contract administrator if you do not get a satisfactory resolution from the supplier in a timely manner (usually within ten days).
- Ensure that supplier has delivered copies of specifications and measured drawings before closing the project.
- File final documents with [FOIS](#) for records:
  - Drawings (PDF and CAD)
  - Quotes
  - Finishes documentation (e.g. fabrics, wall coverings, carpets)

# Moving and Storage Services Checklist/Guidelines

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## **Important Notes:**

- **Contact your unit's facility manager prior to ordering facilities-related services to ensure compliance with university and/or departmental policies, procedures, and standards.**
- **Moving and storage projects under the UManage program are limited to \$25,000 per project. If the estimated cost exceeds \$25,000 contact Procurement Services (764-8212 option 1).**

## Getting Started

- Establish a defined scope for the move including: accessibility of facilities containing the items and the accessibility of the new location; if dismantling or disconnections need to be performed; if items need to be packaged for protection; best times to perform the move considering normal use of facilities and any potential events that could compete with the move; and whether interim storage is required. **If you are not the facility manager for the facilities impacted, then the facility manager(s) should be contacted well in advance and provide approval to proceed before committing to the actual move.**
- If chemicals or hazardous materials are involved, U-M [EHS](#) Hazardous Materials Management group must be contacted (763-4568) to review credentials and packaging procedures to ensure safe handling and transport. No hazardous waste may be moved without approval from EHS. Note: U-M Moving & Trucking is an approved licensed supplier.
- If any campus building systems (electrical, mechanical, or plumbing) are impacted, contact the [Facilities Services Center](#) (647-2059) to set up a work request for disconnections/reconnections.
- If any oversize or heavy items (e.g., freezer, centrifuge) are to be moved, contact the [Facilities Services Center](#) (647-2059) to ensure that elevators can accommodate the item and that exterior and interior door sizes are adequate.
- Determine whether any accommodations need to be made for specialized or sensitive equipment such as laboratory equipment. Special packaging procedures may be required to keep instruments tuned and void of damage.
- If the project requires other services (e.g., painting newly-exposed walls, prepping the new location with power and water source, or arranging interim storage), coordinate these services with all parties impacted to mitigate possible conflicts.
- If the planned move involves a leased property, contact the U-M Real Estate Office (615-8774) in advance of making commitments for moving or other services related to the move.

## Initiating the Project

- Review [approved supplier information](#).
- Establish contact with the supplier(s) who appear capable of meeting your needs. Note: If other services are required of the move (e.g., disconnect plumbing via Facilities Maintenance) it may be prudent to determine availability for these other services before committing to move dates with supplier(s).
- Once likely move dates are solidified, engage supplier(s) in soliciting a quote for services. To avoid future scope conflicts, consider scheduling a walk-through with supplier(s) before obtaining a quote. Also, the walk-through serves to initiate communication and immediate feedback about other considerations such as any special handling and packaging requirements, storage needs, as well as any hazards or obstacles to avoid.
- If estimated project cost exceeds \$25,000 or the approved suppliers cannot meet your needs, contact [Procurement Services](#) (764-8212 option 1).
- Before work begins it is best to include all expectations in writing and have a formal not-to-exceed acknowledgement from the supplier.

## Project Close-Out

- Verify work was completed appropriately by performing a project close-out inspection.
- Immediately contact the supplier with the results of the inspection. If remedies are required, it is important to present the results in writing.
- Contact the Procurement Services Solutions Team (764-8212 option 2) to be connected to the contract administrator if you do not get a satisfactory resolution from the supplier in a timely manner (usually within ten days).

## **Important Notes:**

- **Contact your unit's facility manager prior to ordering facilities-related services to ensure compliance with university and/or departmental policies, procedures, and standards.**
- **Painting projects under the UManage program are limited to \$25,000 per project. For projects exceeding \$25,000, contact AEC Construction Services (936-0264).**

## Getting Started

- Establish a defined scope for the painting project including: surfaces to be painted (e.g., ceiling, walls, floors) and take approximate measures of each type of surface; accessibility of the areas to be painted to determine if paint supplier is willing to move items as part of their quotation; if any item requires dismantling or disconnection from a power or water source; assess condition of area surfaces as damaged areas (e.g., punctured wall board, rust and corrosion, moisture, and mold) may require additional preparation work not normally covered in painting quotes. **If you are not the facility manager for the facilities impacted, then the facility manager(s) should be contacted well in advance and provide approval to proceed before committing to the painting project.**
- If the preparation of the existing surfaces has the potential to disturb asbestos or lead containing materials (e.g., floor tile, mastic, cove base, pipe insulation, existing surface paint and sub-layers) the supplier must follow U-M [EHS](#) (647-1142) and AEC asbestos abatement specifications. Your unit's facility manager is the appropriate liaison to EHS for counsel and possible testing.
- Determine what to do with extra paint after the project. Would it be best to only store enough for touch up but obtain (and file) the formula mixture should larger quantities are required in the future?
- If any campus building systems (electrical, mechanical, or plumbing) are impacted, contact the [Facilities Services Center](#) (647-2059) to set up a work request for the required disconnections/reconnections.
- Be mindful of smoke and fire detectors, as dust from sanding or paint fumes may set them off.
- Be mindful when planning a painting project involving a historically significant building. Consult with your unit's facility manager in advance of making commitments for painting. If there is uncertainty as to whether a building is historically significant, contact AEC Campus Planning (764-2455).
- If the painting project requires other services (e.g., flooring, moving), coordinate these items with all parties impacted to mitigate possible conflicts. Remember to secure these other services (or ascertain the availability of these services) soon after the scope of the painting project has been defined and approved by the facility manager.
- If the planned painting project involves a leased property, contact the U-M Real Estate Office (615-8774) in advance of making commitments for painting or other services related to the project. Note that landlord agreements may preclude units from using university painting suppliers.



## Initiating the Project

- Review [approved supplier information](#).
- Establish contact with the supplier(s) who appear capable of meeting your needs. Note: If other services are required of the painting project (e.g., disconnect plumbing via Facilities Maintenance) it may be prudent to determine availability for these other services before committing to painting dates with supplier(s).
- Once likely painting dates are solidified, engage supplier(s) in soliciting a quote for services. To avoid future scope conflicts, consider scheduling a walk-through with supplier(s) before obtaining a quote. Also, the walk-through serves to initiate communication and immediate feedback about other considerations such as the existing condition of areas to be painted, access to the facility including parking, and any hazards or obstacles to avoid.
- If estimated project cost exceeds \$25,000 or the approved suppliers cannot meet your needs, contact AEC Construction Services (936-0264).
- Before work begins it is best to include all expectations in writing and have a formal not-to-exceed acknowledgement from the supplier. Also, paint samples should be of sufficient size to render reasonable assurances that expected color and tone will be realized.

## Project Close-Out

- Verify work was completed appropriately by performing a project close-out inspection.
- Immediately contact the supplier with the results of the inspection. If remedies are required, it is important to present the results in writing.
- Contact the Procurement Services Solutions Team (764-8212 option 2) to be connected with the contract administrator if you do not get a satisfactory resolution from the supplier in a timely manner (usually within ten days).

## **Important Notes:**

- **Contact your unit's facility manager prior to ordering facilities-related services to ensure compliance with university and/or departmental policies, procedures, and standards.**
- **Reupholstery projects under the UManage program are limited to \$25,000 per project. For projects exceeding \$25,000, contact AEC Interior Design (764-3414).**

## Getting Started

- Establish a defined scope for the project including repair/touch-up of wood furniture components, if reupholstered items should match existing, and desired timetable. Establish priorities and budget for each component contained in the scope of the project. **If you are not the facility manager for the facilities impacted, then contact the facility manager(s) well in advance and obtain approval to proceed before committing to a reupholstery project.**
- Consideration of the timing sequence for multiple services is most important to avoid schedule delays and duplicate costs (e.g. other projects in area or moves needed to access space). For projects that have more than one significant component, it may be beneficial to contact AEC Interior Design not only for design specifications but to include project consultation and/or project management and coordination.
- Reupholstery projects in high traffic or public spaces typically require careful consideration of textile attributes/specifications to increase long term performance such as double rubs (100,000 double rubs minimum), stain resistance, fiber type, color of the upholstery, construction of the textile and construction of the cushions/upholstered furniture. Consider contacting AEC-Interior Design for assistance with the design and specifications for your project.
- Many U-M units have established mandatory building standards for facilities they occupy. Be aware of these standards before seeking design services, and share them with the supplier.
- If the reupholstery project is occurring at a leased property, coordinate with the U-M Real Estate Office (615-8774) prior to making a commitment for services.

## Initiating the Project

- Review [approved supplier information](#).
- Contact the supplier who appears capable of meeting your needs. Note: If other services are required in addition to the reupholstery project (e.g. painting, flooring) it may be prudent to determine scheduling for the other services to inform the supplier of the overall project timetable.
- Request a quotation from the supplier for desired services. To avoid future scope conflicts consider sending photos or scheduling a walk-through/site meeting with the supplier before obtaining a quote. Also, the walk-through serves to initiate communication (and instant feedback) about other considerations such as the existing condition of furniture/tackboards/acoustic panels, if matching existing is possible, and access to the facility including elevators, parking, and any hazards or obstacles to avoid.

- If the estimated project cost exceeds \$25,000, or the approved supplier cannot meet your needs, contact AEC Interior Design (764-3414).
- Before work begins, provide supplier with all deliverables and expectations in writing and request a formal proposal. Supplier must complete walk-through/site meeting prior to contract approval.

#### Project Management/Close-Out

- Work with reupholstery supplier and suppliers of other services within your project (e.g. painting, flooring) to establish logical sequence of installation of all components.
- Review and approve wood finish, fabric, and specifications for upholstery such as direction of fabric, welting, decorative accents like nail head trim, etc. submitted by the supplier.
- Timely inspection of each phase of work minimizes the chance for problems to emerge later. Inspections should address the quality of the work and timeliness of service. Also be mindful of changing conditions beyond the control of the supplier, where some modification in the schedule might be required.
- Ensure that supplier has delivered copies of specifications before closing the project.
- Verify work was completed appropriately by performing a final project close-out inspection. Immediately contact the supplier with the results of the inspection and follow up with a written list of items that need to be addressed.
- Contact the Procurement Services Solution Team (764-8212 option 2) to be connected with the contract administrator if you do not get a satisfactory resolution from the supplier in a timely manner (usually within ten days).

# Security Guard Services Checklist/Guidelines

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## Getting Started

- All requests for event security must go through the [Division of Public Safety and Security](#) (DPSS).
- Determine the location(s), date(s) and time(s) and scope of the need for security and consult with the DPSS Special Events Unit (763-8391) via email at [DPSS-events@umich.edu](mailto:DPSS-events@umich.edu) or fill out the [on-line request form](#).
- If it is determined that a contract guard service would best fit the security need, obtain a clearance code from DPSS for the security service.

## Initiating Security Coverage

- Contact one of the [approved university suppliers](#) for security guards.
- Contract with the guard service, making expectations for service clear and providing them with a shortcode.
- Re-contact DPSS and provide the name of the supplier, location(s) and the date(s) and time(s) that the guard services will be contracted.
- Prepare instructions for on-site guard(s) to follow.

## After Event Actions

- Verify services were provided as agreed upon.
- Contact supplier to confirm hours worked and to resolve any concerns or conflicts.
- Contact the Procurement Services Solutions Team (764-8212 option 2) to be connected with the contract administrator if you do not get a satisfactory resolution from the supplier.

## **Important Notes:**

- **Contact your unit's facility manager prior to ordering facilities-related services to ensure compliance with University and/or departmental policies, procedures, and standards.**
- **Window treatment projects under the UManage program are limited to \$25,000 per project. For projects exceeding \$25,000, contact AEC Interior Design (764-3414).**

## Getting Started

- Establish a defined scope for the window treatment project including repair, replacement to match, new units, and desired timetable. Establish priorities and budget for each component contained in the scope of the project. If ceiling modifications or major structural changes are planned that will affect building systems, contact AEC to initiate a project. **If you are not the facility manager for the facilities impacted, then contact the facility manager(s) well in advance and obtain approval to proceed before committing to the window treatment project.**
- Consideration of the timing sequence for multiple services is most important to avoid timetable delays and duplicate costs (e.g. other projects in area or moves needed to access space). For projects that have more than one significant component, it may be beneficial to contact AEC not only for design specifications but to include project consultation and/or project management and coordination.
- Many U-M units have established mandatory building standards for facilities they occupy. Be aware of these standards before seeking design services, and share them with the supplier.
- If the project involves a leased property, you must contact the U-M Real Estate Office (615-8774) in advance of making commitments for window treatments or other services related to the project.

## Initiating the Project

- Review [approved supplier information](#).
- Establish contact with the supplier who appears capable of meeting your needs. Note: If other services are required in addition to the window treatment project (e.g. painting, flooring) it may be prudent to determine availability for these other services so as to inform supplier of the likely timetable for complete installation of the project.
- Request a quotation from the supplier for desired services. To avoid future scope conflicts, consider scheduling a walk-through with the supplier before obtaining a quote. In addition, the walk-through is a good opportunity to discuss and share instant feedback about other considerations, such as the existing condition of areas of installation and access to the facility including elevators, parking, and any hazards or obstacles to avoid.

- For new installations, inform potential suppliers that specifications and drawings are U-M property and the supplier must email copies to [umanageteam@umich.edu](mailto:umanageteam@umich.edu) and the U-M unit for archival purposes.
- If the estimated project cost exceeds \$25,000 or the approved supplier cannot meet your needs, contact AEC Interior Design (764-3414).
- Before work begins, provide supplier with all deliverables and expectations in writing and request a formal proposal.

#### Project Management/Close-Out

- Work with window treatment supplier and suppliers of other services within your project (e.g. painting, flooring) to establish logical sequence of installation of all components.
- Review and approve specifications for window treatments submitted by the supplier.
- Ensure that supplier has delivered copies of specifications and measured drawings before closing the project.
- Timely inspection of each phase of work minimizes the chance for problems to emerge later. Inspections should address the quality of the work and timeliness of service. Also, be mindful of changing conditions beyond the control of the supplier, where some modification in the timetable might be required.
- Verify work was completed appropriately by performing a final project close-out inspection. Immediately contact the supplier with the results of the inspection. If remedies are required, it is important to present the results in writing.
- Contact the Procurement Services Solutions Team (764-8212 option 2) to be connected to the contract administrator if you do not get a satisfactory resolution from the supplier in a timely manner (usually within ten days).