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FLORIDA DEPARTMENT OF MANAGEMENT SERVICES

real estate development
and management

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Tenant Improvement System

Agency Representative Training Manual



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Table of Contents

Tenant Improvement System	I
Agency Representatives.....	I
Agency Representative Responsibilities:	I
Process Summary	I
Tenant Improvement Request Packet.....	2
Stages of the Tenant Improvement System.....	3
Stage 1: Inception & Approval	3
Stage 2: Project Pre-Execution.....	3
Stage 3: Project Execution	3
Stage 4: Project Close-Out.....	3
Background Checks & Permits.....	4
Tenant Allowable Projects	4
Client Agency Agreement Projects	4
Tenant Improvement (TI) System - Training Acknowledgement.....	5

Effective July 1, 2013, the Department of Management Services' Real Estate Development and Management division is implementing an updated Tenant Improvement system. This manual provides instructions, policies and requirements regarding the utilization of this system.

All tenant improvement requests must adhere to the guidelines set forth in this manual. Please review, and direct any concerns or questions to tenant.improvement@dms.myflorida.com.

Definitions

<i>Abbreviation:</i>	<i>Definition:</i>
AR	Agency Representative
AR-A	Agency Representative - Alternate
AR-P	Agency Representative - Primary
CAA	Client Agency Agreement
DMS	Department of Management Services
NTP	Notice to Proceed
FM	Facility Manager
NTS	Notice to Secure
REDM	Real Estate Development & Management
TA	Tenant Allowable
TI	Tenant Improvement

Tenant Improvement System

The Tenant Improvement system monitors and tracks tenant projects within DMS-managed facilities.

Tenant agencies must submit a formal request for review and obtain approval from REDM to make any modifications to their leased space.

Agency Representatives

Each agency must designate two ARs, an AR-P and an AR-A. These individuals will serve as the main points of contact for their agencies regarding all aspects of the TI system and will handle all aspects of the process (correspondence, questions, etc.).

Agency Representative Responsibilities:

1. Consult with and receive approval from the FM regarding all projects prior to submission of the TI request packet.
2. Complete and submit the TI request packet.
3. Secure and submit background checks and permits.
4. Coordinate all project-related activities with FM and contractor(s).
5. Ensure all guidelines, protocols and rules are adhered to during project execution.
6. Coordinate all project close-out activities.
7. Provide all required close-out documentation to REDM.

Process Summary

This section summarizes the steps involved in the TI system.

1. Agency representatives must complete the TI system training and provide signed acknowledgement forms.
2. An agency desires to make changes or modifications to its space. A list of TA tasks provides the types of projects that may be self-performed. Projects determined not TA will require a CAA.
3. The agency consults and receives approval from the FM for project(s) prior to submission of the TI request packet.
4. An agency representative completes the TI request packet:
 - a. **4048 - Tenant Improvement Request Form** - completed and signed
 - b. **4048A - Tenant Improvement Guidelines** - completed and signed
 - c. **Before/After Drawings** - marked up and notated
 - d. **Quotes** (in accordance with section 287.057, F.S., and Chapter 60A-1.002, F.A.C.):
 - i. *Less than or equal to \$2,500*: one quote
 - ii. *\$2,501-\$35,000*: two quotes (minimum)
 - iii. *More than \$35,000*: competitive solicitation
5. Agency representatives submit TI request packet to tenant.improvement@dms.myflorida.com.
6. Tenant Improvement request packet is processed into the TI system and submitted for review and approval. A notification email is sent to the ARs confirming initiation of the workflow process.
7. When the TI request has been approved, a **Notice to Secure (NTS) Background Checks and Approvals/Permits** letter is issued authorizing the ARs to secure and submit background checks (always required) and approvals/permits (as required).

8. When the NTS letter requirements have been fulfilled, a **Notice to Proceed (NTP) with Commencement of Work** letter is issued authorizing the agency to execute the project.
9. Agency representatives coordinate project execution with the FM and contractor(s).
10. Agency representatives coordinate inspections and final walk-throughs when the project is completed.
11. Agency representatives provide all required close-out documentation to REDM.
12. The TI request is closed out of the system.

Tenant Improvement Request Packet

The TI request packet consists of the following forms:

- **4048 - Tenant Improvement Request Form**
 - Main form required to submit a TI request.
- **4048A - Tenant Improvement Guidelines**
 - Guidelines regarding definitions, approval and responsibilities of REDM, tenant agency and contractors, with regards to the TI system.
- **4106 - Agency's Authorized Signature Authority**
 - Lists all individuals within an agency authorized to provide signatures on paperwork submitted to REDM. This form must be renewed annually at the beginning of each fiscal year (July 1).
- **Tenant Allowable Tasks**
 - Provides a list of common improvements that may be self-performed.
- **Criminal Background Check Process**
 - Provides details regarding criminal background checks for access to DMS-managed facilities by contractors.
 - Contractors will not be allowed access to DMS-managed facilities without a current approval. Contractors must possess approved identification, along with a copy of the approval notice provided by DMS.

In addition, the following items must be provided to process the TI request packet:

- **Quotes** (in accordance with section 287.057, F.S., and Chapter 60A-1.002, F.A.C.):
 - Less than or equal to \$2,500: one quote
 - \$2,501-\$35,000: two quotes (minimum)
 - More than \$35,000: competitive solicitation
- **Before/After Drawings**
- **Schedule of Work**

Stages of the Tenant Improvement System

This section outlines the stages of the TI system.

Stage 1: Inception and Approval

1. Tenant agency consults the FM regarding TI request.
2. Agency representatives are contacted to submit TI request packet.
3. Agency representatives prepare TI request packet (4048, 4048A, quotes, before/after drawings, etc.) and submits to tenant.improvement@dms.myflorida.com.
4. Tenant Improvement request packet is processed into the TI system and submitted for review and approval. A notification email is sent to the ARs confirming initiation of the workflow process.
5. The TI request will be Approved, Declined or Suspended.
 - a. If a project is *Approved*, Stage 2 begins.
 - b. If a project is *Declined*, the agency may escalate the request.
 - c. If a project is *Suspended*, additional information is required. Once the requested information is received, the request is resubmitted for review and approval.

Stage 2: Project Pre-Execution

6. The NTS letter is issued authorizing the ARs to secure and submit background checks (always required) and approvals/permits (as required).
7. Agency representatives proceed with fulfilling all requirements of the NTS letter.
8. The NTP letter is issued authorizing the ARs to execute project.

Stage 3: Project Execution

9. Agency coordinates project execution with FM and contractor(s).
10. Project is executed.

Stage 4: Project Close-Out

11. Inspection(s) are performed by all necessary entities (FM, State Fire Marshal, etc.).
12. Final walk-through is performed by REDM.
13. A notification email is sent out verifying project completion.
14. Tenant Improvement request is closed out.

Background Checks & Permits

Background Checks: The Department of Management Services requires background checks for access to all DMS-managed facilities. Background checks are always required.

Approvals/Permits: Certain types of projects require approvals/permits. The Department of Management Services will assist with identification of required approvals/permits for projects; however, it is the agency's responsibility to coordinate with local, city and state building departments to secure all required approvals/permits for a project prior to project execution.

Tenant Allowable Projects

Tenant allowable projects are classified as minor and may be self-managed by the requesting agency. Projects classified as major are managed by REDM's construction group and require a CAA. A list of common TA projects is provided with the TI request packet.

Client Agency Agreement Projects

Tenant improvement requests classified as major require a CAA and are managed by REDM's construction group, where DMS effectively assumes the role of project manager and handles all aspects (contracting, project management, etc.) of the project from start to finish. A fee is paid to DMS based on the total project cost. For more details, DMS' construction group should be contacted directly.

Tenant Improvement (TI) System - Training Acknowledgement

(Print, sign and submit to tenant.improvement@dms.myflorida.com)

I have read and understand the requirements and expectations of the Department of Management Services' (DMS) Real Estate Development and Management (REDM) policies regarding the Tenant Improvement (TI) system. I understand it is my responsibility to address any concerns or questions to REDM TI administration at tenant.improvement@dms.myflorida.com.

I certify I have completed the TI training and agree to abide by the guidelines and policies set forth by REDM for requesting TI projects in all DMS-managed facilities.

Agency Representative - Primary (AR-P):

SIGNATURE

DATE

PRINT NAME

EMAIL

PHONE

Agency Representative - Alternate (AR-A):

SIGNATURE

DATE

PRINT NAME

EMAIL

PHONE

Disclaimer: The Department of Management Services' Tenant Improvement System - Agency Representative Training Manual has been prepared for informational purposes and is intended to cover the policies and procedures utilized with the TI system. The TI system, its process and guidelines are regularly being reviewed and revised, as needed. The Department of Management Services' Real Estate Development and Management division reserves the authority to make changes or revisions to the TI system, as needed.

