



I. 9.2.11 Construction Process

Chapter 9 - Facilities	Original Effective Date: June 2017
Section: 9.2 Facilities Management	Date Last Reviewed: July 2021
Responsible Entity: AVP for Facilities, Safety and Risk Management	Date Last Revised: July 2021

II. Purpose

To establish the required process for all new construction, renovation, alteration, or demolition projects administered or performed on UT Health San Antonio (University) facilities.

III. Scope

This policy applies to all construction projects in all buildings, facilities and on all campuses whether owned, leased, or otherwise controlled by UT Health San Antonio.

IV. Policy

Facilities Management strives to provide a customer-oriented approach to project executive along with excellent quality service and customer requirements-based results. Communication with the customer is paramount to addressing issues quickly and resolving problems in a manner that allows customers to meet the mission of the University. To this end, staff of the project management office act as project managers and are the primary liaison between Facilities Management and clients once construction has begun. Project managers are key to the success of projects.

A. Prioritization of Projects

Facilities Management has a priority system that is used to assist in determining the prioritization of projects. Priority status for work orders must be formally requested, in writing, at the initiation of a work order by either a Dean or a Vice President. Each Dean or Vice President assign a priority rating of 01 to 04 for any work order being conducted for their area of responsibility. When submitting multiple work orders, only one project may be ranked in each priority category.

Projects are to be pursued diligently once the project has been started. Once a project begins, whether it is Priority 01 or Priority Z, it will be pursued to completion with the same level of diligence.

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1. Ranking of priorities
 - a. 01: This is the highest priority; projects must be urgent and critical to the mission of our institution;
 - b. 02: Dean or Vice President's 2nd priority;
 - c. 03: Dean or Vice President's 3rd priority;
 - d. 04: Dean or Vice President's 4th priority; and,
 - e. Z: These projects are standard priority.

B. Project Process

Every project, regardless of size, is implemented using the following process:

1. Project Initiation
 - a. Department end user submits a Service Request for project services.
 - b. The Service Request is authorized by the departmental PID approver.
 - c. Once approved, the work order is accepted and generated by FM, and a design project manager is assigned.
 - d. Work orders are completed on a priority basis. Deans or Vice Presidents may request that a project be assigned as their priority 01, 02, 03, or 04. All other work orders are processed as standard priority (Z).
2. Design Process
 - a. The department provides preliminary project requirements on the Service Request form;
 - b. Design and Engineering confirms scope and budget, and then commences formal design;
 - c. It is very important the department establish and communicate a desired project budget at the beginning of the design phase so that appropriate design decisions can be made; and,
 - d. Construction documents are prepared and sent to the department for review.
3. Approvals and Estimate
 - a. The department reviews and approves the completed project drawings;
 - b. A written cost estimate is prepared and sent to the department for approval;
 - c. Should the estimate be over the department's budget, the Facilities team is available to assist in adjusting scope or evaluating other project modifications to reduce cost.
 - d. Upon estimate approval, project funds will be encumbered, and project will be sent to construction.
4. Construction

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- a. A Construction Project Manager is assigned and will coordinate the execution of the project.
 - b. A written schedule will be prepared, and bidding and procurement will begin. Note that certain materials have extended procurement times. The project manager will coordinate project activities with the designated departmental contact.
 - c. Construction will begin as soon as possible.
5. Project Closeout
- a. Upon completion of the work, the construction project manager will walk through the project with the designated departmental contact to document any deficiencies or punch list items.
 - b. Punch list items will be corrected.
 - c. Occupancy may occur as soon as all significant punch list items have been corrected and a substantial completion form has been approved.
 - d. A client satisfaction survey will be provided.
6. Warranty Service
- a. All construction projects are covered by a standard contractor's warranty for construction related defects for one year.
 - b. The warranty starts on the date of substantial completion.
 - c. Contact the Work Control Center for warranty service at 567-2800.

V. Definitions

There are no defined terms used in this Policy.

VI. Related References

[Service Request System](#)

VII. Review and Approval History

The approving authority of this policy is the University Executive Committee.

Effective Date	Action Taken	Approved By	Approved Date
06/2017	Policy Origination		
07/2021	Policy Revision, discretionary edits		