

Project Initiation Form (PIF) – Service Level Standards Design Office & Planned Projects

This Service Level Standard (SLS) covers all requests made by PIFs for works undertaken by the Design Office & Planned Projects. The project will be managed in line with the performance targets set out below:

Criteria	Performance Target
Make initial contact with the Client with a view to understanding the general project requirements	5 working days from receipt of PIF
Appoint a Technical Officer / Project Manager to guide the Client and manage the process	10 working days from initial contact with the Client
Carry out the pre-construction activities to an agreed timescale	By timescale agreed between both parties

Our Obligations to You

1. We will describe the development process and procedures for projects and highlight Client responsibilities
2. We will work together with key stakeholders as required to develop the brief
3. We will endeavour to deliver a project to an acceptable quality, within an agreed budget and to an agreed timescale
4. We will undertake Client duties on behalf of the University as defined under the Construction (Design and Management) Regulations 2015 and advise Clients on health and safety issues
5. We will undertake all statutory and non-statutory duties as required in respect of the building project and advise Clients of any known duties required of themselves
6. We will look to introduce feedback analysis at key stages in the design and construction process for our Clients, as required, to ensure that we are maintaining the quality of service expected of us

Your Obligations to Us

1. You should provide a clear and concise written description of the works required, including the location(s) and preferred timescales
2. You will allow sufficient time for the programming and execution of the works to facilitate effective planning, mobilisation and construction in a safe and efficient manner
3. You will provide a business case for projects, as required, seeking appropriate financial and departmental/service approval
4. You will provide a single point of contact for the life of the project and provide required information in a timely manner
5. You will develop and manage change control procedures in liaison with the Technical Officer, where cost and time implications need to be reconsidered

Client Considerations

Programme & Timescales

It is essential that designers and contractors have sufficient time and resources for each stage of the project so that all construction work and any future works or maintenance can be undertaken safely. Such stages include, briefing, design, obtaining statutory consents, procurement, tender evaluation, mobilisation and construction.

Example of a Typical Small/Medium Project Timeline

Design Period	Procurement	Mobilisation	Construction
8 Weeks (Variable)	8 Weeks (Typical)	2 Weeks (Minimum)	8 Weeks (Variable)

Timescale Pressures

Every effort is made to accommodate, often very challenging timescale requirements. However, from a legal health and safety perspective, the designers and contractors must still be provided with sufficient time and resources to undertake the works safely. Therefore, it is vitally important that a realistic programme is prepared at a very early stage and monitored throughout the project.

Other Programme Considerations (if applicable)

- Asbestos – If the building was constructed prior to the year 2000, surveys and removal may be required
- Statutory Consents i.e. Planning Permission and/or Listed Building Consent (8-12 weeks) and/or Building Regulation Approval (5 weeks)
- Lead-in Times e.g. glazed partitions and lighting fittings (6 weeks)
- Hazardous Environments e.g. NMR areas
- Summer Works – Busiest time of the year for Design Office/Planned Projects and Contractors
- End of Financial Year – Needs to be planned well in advance, with a realistic programme if required to be completed prior to the end of the financial year
- Funding Approvals

Information Sharing & Collaborative Working

Estate Services will collate and provide information to those that require it. This may involve the need for you to provide information within your control or expertise, which should be done in a timely manner so as not to cause delay to the programme. It may also be necessary to access areas to undertake investigatory works some time before the actual works start which might in itself cause some disruption.

Decant Space

When construction works are undertaken, the working areas usually need to be decanted and it is the Client's responsibility to arrange for this. The level of decant will be project specific and will be advised.

Specialist Equipment

Specialist equipment can have a major effect on a project and in some instances the project is solely to facilitate specialist equipment. In these instances, all the technical information about the equipment is required to permit the design of the facility and associated services (power supplies, etc). The specialist equipment may have a drawn out procurement process, long lead-in time and long installation time, all of which need to dovetail with the overall programme and recognise that late information, changes, etc. will affect the overall programme.