

REQUEST FOR A REPAIR, RENOVATION, OFFICE FURNITURE PURCHASE, OR SPACE RECONFIGURATION

SUMMARY

This procedure explains how to submit requests for minor repairs, renovations, office furniture purchases, or space reconfigurations with estimated costs of \$20,000 or less, classified as Service Tickets, or requests with estimated costs over \$20,000, classified as Work Orders, through the Internal Services Department (ISD).

PROCEDURE

Departments are encouraged to determine their needs or request assistance from ISD with estimating project costs for projects that will be initiated during current or future fiscal years. The initiation of Service Tickets or Work Orders may be created online at the ISD Intranet website: <http://intra8.miamidade.gov/APPS/ISD/DCSWOONLINE/servreqSql>

Billing for all Service Tickets or Work Orders occurs on a monthly basis and may also be monitored online.

1. Prior to submitting a request to ISD, the requesting department must first follow its own internal approval process and procedure for requesting repairs, space planning, office designs or relocations, furniture acquisition, graphic design, signage improvements, architectural and engineering building renovation, new construction work, or office furniture reconfigurations.
2. The requesting department must obtain authorization from the Office of Management and Budget for Work Orders to commit the necessary funds.
3. The requesting department must identify the index charge code to which the request should be charged.
4. ISD does not provide formal estimates on Service Ticket Request. Departments requiring estimates must specify "Estimate Only" when submitting requests.
5. Requesting departments may provide the following information when submitting a request:
 - a. General description of the project requirements
 - b. Confirmed and approved total funding
 - c. Index charge code to be charged for services
 - d. Time restraints, if any
 - e. Special requirements – must be done after normal hours, etc.
 - f. Any other factors affecting the project
 - g. Name, title, mailing address, and telephone number of the contact person
6. A project manager will be assigned, who will contact the requesting department for follow-up information and who will be the liaison for overall completion of the work requested.
7. The requesting department contact person should regularly check the status of the work

and any correspondence should reference the Service Ticket and/or Work Order numbers online at <http://intra8.miamidade.gov/APPS/ISD/DCSWOONLINE/WorkOrders>

8. Work Order assignments are prioritized according to safety and need, priority levels being:
 - 1 – Safety and Protection of Life and Property
 - 2 – Production/Operation
 - 3 – Routine
 - 4 – Preventive Maintenance

Requesting Departments that are tenants in ISD-Managed Facilities

If the requesting department is a tenant in an ISD-managed facility, they must notify the ISD Building Manager of the proposed project request

If the requesting department is a tenant in an ISD-managed facility, they must notify the ISD Building Manager of the proposed project request prior to the submission – and follow the above-stated procedures.

A list of ISD managed buildings is available at <http://www.miamidade.gov/realestate/library/ISD-Maintained-Buildings.pdf>

CONTACTS(S): Department/Division

Internal Services Department/Design and Construction Services Division/Service Ticket Intake Desk or Work Order Coordinator

Internal Services Department/Design and Construction Services Division/Manager, Design Services Section