



**Office of
General Services**

A Guide to

Tenant Space Alteration Requests



For Tenant Agencies in State-Owned or Leased Facilities

September 2020

Welcome



Introducing a New Tenant Space Alteration Process

The NYS Office of General Services (OGS) is committed to providing our tenant agencies with the best possible customer service. Consistent with New York State's Lean Management philosophy, OGS has developed this new process to streamline the Tenant Space Alteration project life cycle, creating both cost and time savings. Highlights include:

- A new, single electronic form for all Tenant Space Alteration requests in state owned and leased buildings.
- A Project Manager (PM) will be assigned as a single point of contact for tenant agencies to oversee all aspects of the project from start to finish. The PM will provide and update project schedules and estimates. The PM will work with the agency to coordinate third party vendor work / installations (i.e. telephone/data, furniture, moving, and surplus of old equipment). The PM will coordinate agency initiated scope changes and will coordinate with building managers to make arrangements for vendor access.
- New workstation standards that will increase efficiency and maximize the use of space.

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Exhibits

Tenant Alteration Request form (TAR-101)
Instructions for Completing the Tenant Alteration Request
State Office Building Generic Tenant Alteration Project Schedule
OGS-Owned and/or Managed Building Names
Tenant Space Alteration - Project Life Cycle Process Flow Diagram
Project Performance Assessment

What does OGS consider a Tenant Space Alteration project?

Tenant Space Alteration projects include all work that alters space owned or leased by NYS agencies. A Tenant Space Alteration project generally involves the altering of workstation layouts, location of walls and/or paths of ingress/egress; and requires space planning services, development of construction documents, and a building permit. Common examples include:

- Request for space in a new location or increase / decrease of space in an existing location.
- Change in usage of existing rooms (i.e. converting an enclave to an office, etc.).
- Reconfiguration of doors, interior walls and windows.
- Reconfiguration of work stations.
- Increase or decrease in the number of work stations.
- Construction/reconfiguration of additional offices or conference rooms.
- Electrical modifications (lighting, receptacles, etc.).
- Paint and carpet.
- Plumbing fixture changes.
- Tenant security system modifications.

What does OGS consider a Building Repair or Maintenance Request?

Common examples of building repairs and maintenance:

- Patching walls, adjusting doors.
- Lock repairs.
- Electrical (receptacle) repairs.
- Restroom and cleaning supplies.
- Indoor temperature complaints.
- Light bulb changes.

It is important to understand that within state owned office buildings repairs and maintenance requests are made through the agency contact. All requests for state building repairs or maintenance need to be made to OGS electronically via AiM, OGS' computerized maintenance management system. Within leased office buildings, NYS agencies must follow the procedure established within the lease by their landlord.



Initiating a Tenant Space Alteration Project

In order to initiate a Tenant Space Alteration, the agency will complete the Tenant Alteration Request (TAR-101) form and submit it electronically. The TAR-101 form can be accessed online and is exhibited herein for ease of reference.



Download: [Tenant Alteration Request Form \(TAR-101\)](#)

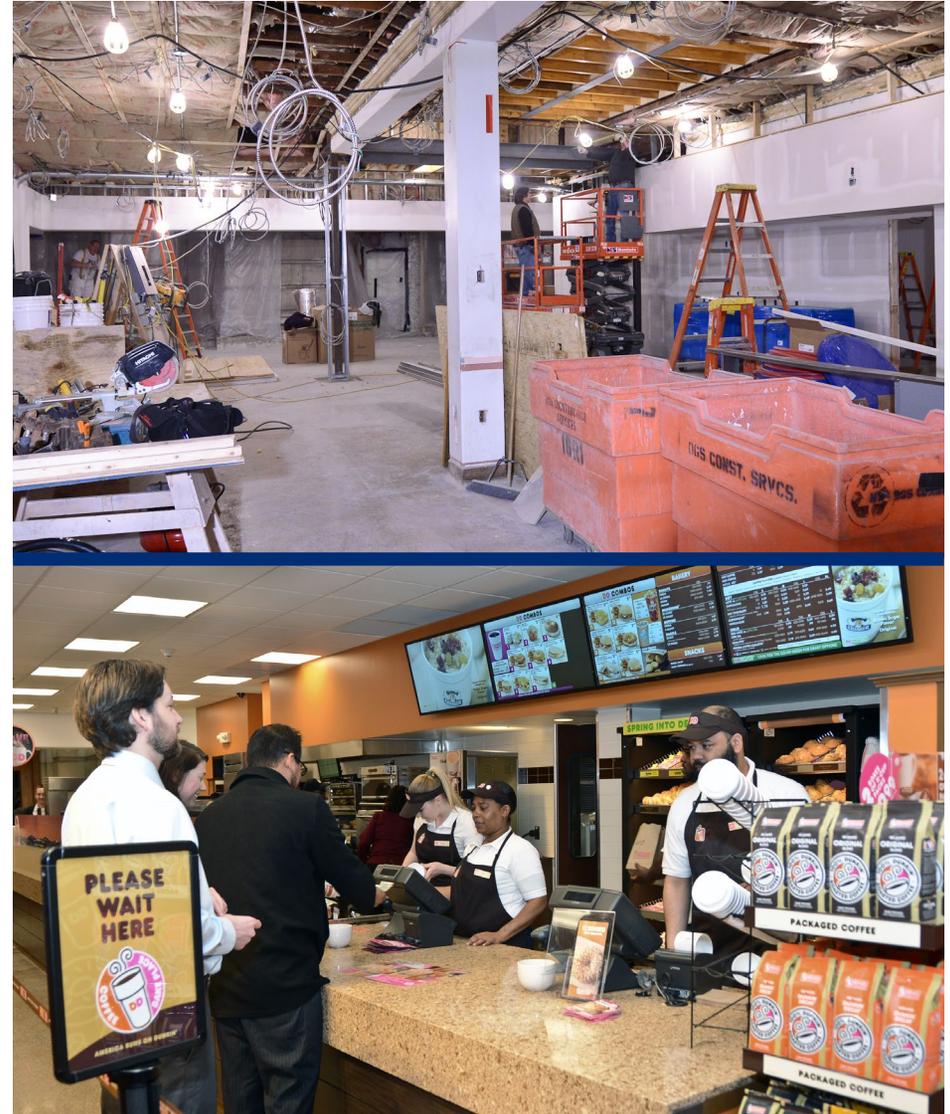
Once saved and filled out, it can be submitted electronically by clicking the “Submit Form” button. This will send it to TAR@ogs.ny.gov.

The initiation of a project request engages the services of OGS, and in most cases those of outside consultants and/or contractors. Only an authorized agency contact can initiate a project in order to safeguard against unauthorized use of OGS staff resources and external expenditures. When a project is requested, the client agency is only authorizing OGS to proceed with the initial project scoping and space planning phase. Only when the agency approves the Field Check Construction Documents and provides funding authorization, will the project advance to the construction phase.

Minor Tenant Space Alteration Projects/ Work Orders

Agencies will use the same Tenant Alteration Request (TAR 101) form and follow the same process for minor tenant space alterations/work order requests. A work order is a small project (typically less than \$10,000) that does not involve space planning, construction documents or a building permit. These type of requests include minor electrical modifications, interior decorating (i.e. painting or carpet upgrade), minor plumbing, HVAC system upgrades, etc. As described above, minor tenant space alteration/work orders requests will be streamlined after OGS receives and reviews it. These types of projects will have fewer steps to follow.

OGS Project Before & After: Dunkin Donuts in the New York State Capitol



Tenant Space Alteration Projects in State Owned Buildings

When a Tenant Alteration Request (TAR-101) form is submitted for a state owned building, OGS will categorize it as either a Tenant Space Alteration project or a Work Order. The following outlines the flow of both Tenant Space Alteration and Work Orders:



Process 1: If Your Project is a Tenant Space Alteration

A OGS reviews the request and decides whether or not to approve it. The review is based on space standards, regional space plans, capital projects that may prevent work from being done, and account standing. In most cases, OGS “fronts” project costs then bills agencies in arrears. To be fiscally responsible, it is extremely important for OGS to reconcile its billings. Agencies who have an outstanding balance past due in excess of 60 days will have new project requests denied until they are in “good standing.” OGS will review extenuating circumstances on a case-by-case basis.

- Approved Projects: An approval email with an attached generic project schedule is sent to the agency to inform them that the project has been accepted and that the assigned Project Manager (PM) will contact them shortly.
- Disapproved Projects: The request is sent back to the agency with an explanation as to why it was not approved.

B After reviewing the TAR, the Project Manager (PM) will reach out to the agency contact to discuss the scope of work, budget, and schedule expectations.

If a meeting is required, the OGS-assigned Space Planner should be included. The Space Planner may require additional supporting documentation such as agency programming sheets, product specifications, budget waivers, and file retention guidelines to determine the requirements to create a space plan(s). Site visits may be necessary to determine/verify existing space conditions as well as features and systems already in place. Site visits may include meetings with relevant parties to ensure program Owned requirements are developed appropriately.

C After developing the scope of work, the Project Manager will update the project schedule and forward it to the agency and other stakeholders. The project schedule will be updated periodically throughout the project life cycle. **Agencies should expect that a typical tenant renovation project will take approximately 160 calendar days to complete** [a generic project schedule with milestones and durations is included in the Exhibit]. **The agency should also contact ITS to begin the telephone/data planning and installation process, and should begin the process to procure systems furniture.**

D Upon conceptual approval of the space plan, a budget estimate will be prepared. OGS will send the estimate along with the conceptually approved space plan drawing(s) to the agency.

- The agency has 7 calendar days to review and approve the space plan and budget estimate. Once approved, the agency should also begin the procurement process for furniture and ITS services (as applicable). If the estimated project budget exceeds available funds, revisions to project scope can be examined to try to fit within constraints. If a revised space plan and budget estimate is submitted, the agency will have 5 calendar days to review and approve them or the project may be cancelled.

E Upon receipt of the approved space plan and budget estimate, the Project Manager (PM) will initiate development of the construction documents (CDs). Upon development of the CDs to the field check stage (approximately 90% complete), the field check documents will be forwarded to the agency, as well as other project stakeholders for review and comment. At this time, a “funding package” will be forwarded to the agency as well. The funding package consists of; a Funding Authorization request form, and an updated funding estimate summary.

- The agency along with other project stakeholders will have 7 calendar days to provide OGS with Construction Document review comments. If no response is received, OGS will interpret the “no response” to be “approval without comments” and will continue to finalize the documents.
- Fourteen (14) days after submission of field check CDs, a funding package consisting of; a Funding Authorization request form, and an updated estimate to complement the funding request will be forwarded to the agency for approval.
- The agency will have seven (7) calendar days to provide OGS with funding authorization.

F Within two (2) days of receipt of funding authorization, OGS will distribute final Construction Documents to all project stakeholders.

- The Project Manager (PM) will then provide the agency contact with an updated construction schedule. The PM also works with the agency contact to ensure any necessary vendors are notified of the schedule.
- Depending on size of the project and scope of work, the Project Manager may schedule a construction kickoff meeting which may include; the space planner, lead designer, Building Manager, agency contact, and all appropriate vendors (i.e. office furniture and equipment, telephone/data, etc.).
- During the Construction Phase, coordination between ITS, furniture installation, and agency move-in will take place with agency’s active involvement and the OGS Project Manager as requested.

Process 2: If Your Project is Categorized as a Work Order

A OGS reviews the project request and makes a determination as to whether or not the request is approved. The review and process for approval or disapproval is the same as noted above under the Tenant Space Alteration process.

B A funding estimate summary / funding authorization request will be forwarded to the agency for approval. The agency has 7 calendar days to review and approve the estimate.

C Upon receipt of the project funding authorization, Construction Phase services will be scheduled.

Project Costs and Billing

The agency is responsible for all costs associated with the Tenant Space Alteration. The agency should know how much they have available to spend prior to initiating the project. **Agencies are billed monthly (in arrears) for actual, reasonable, and necessary costs.** Common examples of costs obligations include:

- Fees (i.e. design, consultant, construction supervision, etc.).
- Hazardous materials testing and removal (i.e. asbestos, vermiculite, mold, etc.).
- Construction demolition and debris removal.
- Construction.
- Electrical.
- Plumbing.
- HVAC system modifications (i.e. ductwork, grilles, differs, etc.).
- Premium costs for after-hours project work.
- Life safety systems (i.e. smoke detectors, fire suppression/sprinklers, etc.).
- Special security (tenant specific).
- Furniture/office equipment purchase and installation/modifications.
- Telephone and data installations/modifications.
- Moving expenses.

Change Orders

Generally Tenant Space Alteration projects involve three distinct phases: planning, design and construction. Change orders are defined as changes to the project scope subsequent to the prior “phase” approval. Change orders are generally classified as either “program” or “field condition” changes.

Program Change Orders occur when the agency initiates a change to the project after the space plan or final construction documents are approved, and/or once the project is under construction. OGS will document program changes in terms of scope, cost, and schedule. The agency will be required to sign off on such changes before the change(s) can be implemented.

Field Condition Change Orders are intended to cover the cost of unforeseen or latent field conditions which may occur during construction. For example, conduits, pipes, ductwork, structural members, etc. exposed from within a wall, ceiling or floor where they were not previously depicted on record drawings from where a designer would have known the condition.

The project’s final estimate will have a field order allowance line item valued to hopefully “cover” the costs for unforeseen conditions. In some cases, the field order allowance might cover the cost of program changes but that determination will be made by OGS on a case by case basis depending upon the magnitude and timing of the change.

How Can Agencies Help to Control Project Costs and Time?

Below are a few tips for agencies to help OGS keep budgets under control and projects on time:

- Consider obtaining a single DOB 1184 approval for all anticipated projects at the start of each fiscal year. This should shorten the timeframe for funding approvals, thus gaining efficiencies in the overall project timeline.
- Eliminate/minimize change orders through advanced planning, vigorous review and commenting on space plans and field check construction documents during the design phases.

What is the Agency’s Role in the Tenant Space Alteration Process?

- Only an agency authorized contact person may submit the TAR 101 form.
- The project scope and justification articulated on the TAR should be clear, concise, and complete.
- Understand and commit to the new Tenant Space Alteration process.
 - Use the OGS Project Manager (PM) as the single point of contact for all principal communications.
- Timely approval of the space plan / budget estimate, field check construction documents, funding authorization, and program change orders when submitted.
- Stay current on all projects billings. If an agency account has a past due balance in excess of 60 days, new project requests will be denied.
- Agency is required to contact and coordinate services of ITS, furniture and moving contractors. The OGS project manager will assist when requested.
- Agencies are requested to complete a post-project assessment to help identify areas for process improvements.

Redecoration Clause in Leased Locations

For leased locations, the agency contact should review the lease to see if there is a redecoration clause requiring the landlord to re-paint and replace carpet at their expense, instead of the agency. A Tenant Alteration Request (TAR-101) form does not need to be submitted, if it is part of a lease redecoration clause.

If an agency is updating their office via the lease redecoration clause, please notify OGS at: TAR@ogs.ny.gov, with “Redecoration [lease #]” in the subject line.

Space Alteration Projects in Leased Facilities

1 Agency submits the Tenant Alteration Request (TAR 101) to OGS.

2 OGS reviews the request and decides whether or not to approve the request. The review is based on space standards, lease term expiration, and regional space plans.

Approved Projects: An approval email is sent to the agency to inform them that the project has been accepted and that the assigned Project Manager (PM) will contact them shortly.

Disapproved Projects: The request is sent back to the agency with an explanation as to why it was not approved.

3 If a meeting is required, the OGS-assigned Space Planner should be included. The Space Planner may require additional supporting documentation such as agency programming sheets, product specifications, budget waivers, and file retention guidelines to determine the requirements to create a space plan(s). Site visits may be necessary to determine/verify existing space conditions as well as features and systems already in place. Site visits may include meetings with relevant parties to ensure program requirements are developed appropriately.

4 The Project Manager (PM) sends the final space plan drawing(s) to the agency contact for approval. The agency has 7 calendar days to review and approve/comment on space plans.

5 Once the agency approval is received, the Project Manager provides the space plans to the landlord for creation of construction documents and estimate.

6 The landlord provides an itemized estimate showing labor, material and equipment details to the Project Manager.

- PM reviews estimate to see if it meets the “Fair and Reasonable” standards.

- If standards are met, the PM will forward estimate to agency for review. At that time it will either be sent to the agency in the form of a Fair and Reasonable Letter with appropriate attachments and background information. Or it is sent to the agency prior to Fair and Reasonable approval if there are options and additional questions to be answered.

- The project cannot move forward without authorization and funding source identified by the agency to the landlord. If the agency elects not to move forward due to the cost, it will be canceled.

- The PM advises the agency contact that they may need to separately budget for any non-construction items such as design and construction management fees, furniture, telephone, data, moving services, office equipment, security, etc.

7 Once funding approvals are secured, the Project Manager (PM) provides the agency contact with an estimated construction schedule.

- The PM works with the agency contact to ensure any necessary vendors are notified of the schedule.
- Agency-requested change orders must be forwarded to the PM for processing and approval. No change can be completed until it is approved and funded. A change order may delay or significantly alter the project timeline and cost.

8 Depending on project size and scope of work, the Project Manager (PM) may schedule a construction kickoff meeting.

- Meeting is scheduled with the PM, Space Planner, agency contact, and all appropriate vendors (i.e. furniture, office equipment, telephone/data, etc.).

Frequently Asked Questions

Q: What type of work do I request through the Tenant Alteration Request (TAR 101)?

A: Any work in a state owned or leased building that alters the space and/or building systems. This includes but is not limited to: reconfiguration of workstations, adding electrical outlets, construction of additional offices, or requests for additional space.

Q: My agency has limited funds to do tenant alteration work. Will OGS pay for any of the work that is done in State Owned Buildings?

A: The agency is solely responsible for funding any tenant alteration work it requests. As part of the process, the agency will be presented with a project estimate and can choose to not move forward if the agency does not have sufficient funds. Projects will not commence until a funding source has been identified.

Q: How do I request maintenance work in state owned buildings?

A: Maintenance work is requested through OGS Real Property Management's computerized maintenance management system (AiM) program. There is no change to that process.

Q: Does this mean I cannot go directly to the Building Manager to have a new outlet or other alteration work done?

A: That is correct. All alteration work must be requested via the new TAR 101 form.

Q: Who do I contact if I have HVAC issues in a state owned building?

A: Those requests are made through the AiM system.

Q: What do I do if I am having HVAC or other landlord issues in a leased building?

A: If you have not received a resolution from the landlord or building manager, contact OGS Real Estate Services, Construction/Design Management & Tenant Services at 518-402-4194.

Q: How do I request new carpet or painting to be done?

A: In a state-owned / managed building, requests should be made through the TAR 101 form. For leased locations, the lease should be reviewed first to see if there is a redecoration clause that would require the landlord to replace the paint and carpet at their expense, not the agency. A form does not need to be filled out if it is part of a redecoration clause.

Q: My agency is renewing an existing lease. Do we need to buy or reconfigure workstations to comply with the new space standards?

A: No.

Q: My agency needs space planning assistance so we can maximize our current space. Who do we contact?

A: Fill out and submit the TAR 101 form.

Q: My agency is hiring additional staff and we would like to utilize our conference room to accommodate them. Do I need OGS sign off?

A: Yes, anytime you are increasing the number of seats, you will need to complete a Tenant Alteration Request (TAR 101) form. OGS needs to ensure the additional staff does not violate any code requirements.

Q: Do I need to let OGS know if we have had a large number of staff retirements or attrition?

A: Yes, please contact RES if this is happening so we can work with your agency on a solution.

Q: We currently rent conference room space approximately once a month. Can OGS assist us with looking to see if there is another solution?

A: Yes, please contact RES at 518-402-4194.

Q: Our agency would like to work with a furniture vendor prior to submitting a TAR. Should we do that?

A: No. After a TAR has been submitted, your Space Planner and Project Manager will work with the agency contact and furniture vendor to ensure the furniture meets your agency's needs while remaining compliant with OGS Space Standards.

Q: Our agency has staff familiar with CAD. Can we do our own space planning?

A: No. OGS has space planning staff that are dedicated to addressing your space planning needs and are responsible for developing space standards, and acceptable project space plans within both leased and state owned locations.