Indiana University Architects Office
Interior Design
March 2016

REQUESTER OR POINT OF CONTACT RESPONSIBILITIES:
What role do I play in the process?

PHASE 1: PROJECT ASSIGNMENT
• The requester will be the contact who receives auto-generated emails from the initial Request for Service submitted
• The requester will be the contact who receives the reply from judesign@iu.edu to share the name of the assigned UAO Interior Designer

PHASE 2: SCOPE REVIEW
• The requester will be contacted to initiate conversation by the assigned UAO Interior Designer to determine actual scope of the request. At this time, the requester may ask the Interior Designer to work with an alternate point of contact to review initial scope and for the duration of the project

PHASE 3: DESIGN
• The point of contact will be expected to meet with the assigned UAO Interior Designer and/or vendor as led by the Interior Designer.
• The point of contact is expected to forward design and quotes to decision makers (and Fiscal Officer as appropriate), within the department for input throughout the process.

PHASE 4: FINAL QUOTE & APPROVAL
• The point of contact will share final design and quotes for final approval with the appropriate decision makers (and Fiscal Officer as appropriate)
• The point of contact will sign off on the final design plan and quote and confirm the account number to be used for initiating the requisition

PHASE 5: ORDER PROCESS
• The point of contact will notify the account administrator that the requisition is being issued and to prepare to approve; only with funding approval will the requisition route to Purchasing for a Purchase Order to be generated.

PHASE 6: LEAD TIME FOR ORDER MANUFACTURE
• The point of contact may be contacted by the assigned UAO Interior Designer or vendor to share acknowledgement dates/lead times; the point of contact will be expected to share this information with appropriate people within their department.

PHASE 7: INSTALLATION
• The point of contact will receive notification from the vendor to schedule installation. This communication is made with the point of contact so that it can be coordinated and scheduled to the convenience of the department.
• Changes cannot be made in the field unless unexpected issues arise with the intended installation. In this event, the point of contact should reach out to the assigned UAO Interior Designer or direct the installation team to make contact with the assigned UAO Interior Designer for resolution.
• There may be “punch list” items that require additional attention (follow up visit or need for added product). The vendor is responsible for generating this list and may provide a copy to the point of contact for reference. The vendor will contact the assigned UAO Interior Designer if added product is needed. Otherwise, punch list items are expected to be completed within two weeks of installation and the vendor will schedule return visits with the point of contact.
• The point of contact will notify the assigned UAO Interior Designer when installation is complete. The assigned UAO Interior Designer will close-out the project.