

Office Relocation Planning Guide

The Department of Administrative Services (DAS) offers these guidelines to help plan office relocations. Once an agency's lease agreement and space planning are complete, the tenant improvements are underway and it's time to begin planning a move that will cause the least disruption to your staff, customers and clients.

DAS staff is here to assist you at WorkSpace.Planning@oregon.gov.

Select a Move Coordinator

Planning is essential to a successful project. The Move Coordinator is critical to ensure the success of any office relocation. It is recommended that the Move Coordinator form an advisory team of staff who are knowledgeable about work flow, staff responsibilities, shared office equipment, individual space requirements, telephone and data services, security and keycards, ergonomics and safety, contracts and procurement, etc.

Select your method of internal communication

How will you distribute information to management, staff and service providers and how often?

Establish a target move date and timeline of activities

- Develop a project schedule (Gantt chart or time line) for clarity in expectations for all stakeholders. List all resources and assign responsibilities. Resources include individuals on staff who will be responsible for certain tasks, as well as private sector service providers and contractors. This document will become the core communication information vehicle for distribution to staff and service providers.
- DAS Interior Project Managers can assist in the development of the project schedule.
- Based on the completion date of a remodel (also known as a Tenant Improvement) or construction of new office space, consideration of time should be scheduled for the installation of telephone, data and video wiring, systems furniture installation and electrical connections to the systems furniture.

Prepare Floor plans for the use of staff and service providers

- Floor plans in a standard format, showing locations of all furniture, office equipment and telephones, computers, photocopiers, fax machines, will need to be provided to the moving company, the information technology (IT) team, the telephone and data wiring contractor, the systems furniture installation company, the electrician, the mechanical (HVAC) contractor, the sign company, and staff.
- DAS Interior Project Managers or your landlord's architect can develop and provide floor plans.

Brainstorm with co-workers to identify and list move tasks

The Move Coordinator and Interior Project Manager should conduct brainstorming sessions with key members of the tenant's staff to identify and list tasks, and determine their sequence, duration and assigned responsibility. Target dates for each task, with start and finish dates and assigned responsibilities are merged into the project schedule.

Schedule and conduct regular meetings with stakeholders

- Include the regularly scheduled meetings in the project schedule for the entire project to update the schedule and responsibilities.
- Develop a plan for continuing to serve and communicate with your agency's customers and clients during the move.
- Develop a contact sheet for all meeting attendees.
- Distribute agendas of the meetings in advance.

Forward voice and facsimile services while phone service is down

Post Temporary signage

Post temporary signs to announce information about the move and temporary inconveniences for all staff and the public (if necessary). Include the new address, phone number and move date if needed.

Inform customers and clients

Formally notify customers and clients of the move. Explain how and where to obtain services during the move.

- Inventory existing furniture and equipment**

Inventory furniture, equipment and furnishings to decide what will be reused at the new location and what will not. Note in the floor plan where existing furniture and equipment will be located in the new facility.
- Order new furniture and equipment as needed**
 - When new systems furniture is ordered, arrange for it to ship to a qualified installer who will also inspect it for damage, verify that the order is complete, and store it until the new facility is ready for installation.
 - Order new equipment in a timely manner and verify that there is adequate space and wiring for it in the new space plan.
 - Determine who will deliver and install new furniture and when.
- Contact the moving company on state contract (if applicable)**
 - Set up meeting with moving company representative to visit your current location and assess agency needs. Order the appropriate number of boxes, labels, rolls of tape, and other supplies needed for packing.
 - Request that moving company representative provide a handout for staff that explains preferred methods to safely pack and label contents for their work areas.
 - Provide the moving company with a floor plan of the existing facility and the new facility.
 - Establish who will move computers, printers, copiers and other sensitive equipment; a vendor, technical support staff, moving company or other.
 - The moving company should be able to provide a realistic duration for relocating your office to its new quarters.
 - Require the moving company, if there is an expectation, to deliver any surplus furniture and equipment to the State Surplus Warehouse. Address how surplus items will be identified.
- Packing and purging unnecessary items**
 - To avoid needlessly moving unnecessary items, provide time during the packing process for staff to sort through and dispose of unnecessary files, materials and equipment. In DAS-owned buildings, DAS will provide extra recycle barrels during the packing process.
 - Consult with the State Surplus Warehouse to arrange for receiving any surplus items to be delivered by the movers on move day. (Surplus Warehouse recommends 6-8 weeks' notice).
 - Set and communicate for responsibility of the handling of personal property. Note that personal property is not insured by the State of Oregon.
- Labeling and tagging**

Every item in the existing space should have a label indicating its location in the new space, or a designation for State Surplus, recycling or disposal. Items that cannot be sold or recycled should be disposed of in the trash, avoiding any abandonment in the old facility.
- Archive**

Consult with Secretary of State Archives Division about off-site storage of files
- Effectively communicate with new landlord**

Ask questions of the new landlord and document answers about:

 - Building Security.
 - Hours the building is open.
 - Restriction on elevator use for your move.
 - Signage.
 - Evacuation plans.
 - Parking for staff and guests.
 - Keys and keycard access.
 - Janitorial service.
 - Recycling and trash removal services.
 - Utility services such as water, sewer, gas and electric.
 - Loading dock availability and use.
 - Grounds maintenance.
 - Other.
- Notify service providers of the upcoming change of address**
 - United State Post Office.
 - UPS and FedEx.

- Phone company for directory change.
- State Payroll.
- State Human Resources.
- DAS Printing and Distribution.
- State Mail.
- Vendors of office supplies.
- Magazines, periodicals, journals, association newsletters, etc.
- Other.

Schedule pre-installation meetings

Depending on the size of the move, it is important to hold at least one pre-installation meeting, which includes the voice - data service provider. Provide each attendee with:

- The latest floor plan (dated).
- A written summary following the meeting listing determinations and responsibilities.

Stay updated on the new facility readiness

- Visit the new facility site, with permission from the construction contractor and construction project manager, to confirm that the particular details necessary for occupancy are on-schedule.
- Prior to actual move, verify that the new location is in compliance with the Americans with Disabilities Act, has a Certificate of Occupancy and complies with the lease agreement.
- Prepare a punch list of items to be remedied, working with the construction project manager or landlord.

Allow time for computers, printers, copiers, etc., to be installed

Make sure that technical support staff have time and space to get desktop and other equipment set up.

Coordination

- Make sure access to both the existing and the new facility is kept clear for the movers and other service providers.
- Coordinate with local officials (City parking permits, etc.), as needed.
- Station one representative of the tenant agency at the existing location and a second at the new location. Use cell phones to maintain communication between them.
- Distribute a list of contact numbers in both locations.
- Provide agency representatives with copies of the floor plans, move plans, contact names and phone numbers of movers, etc.
- Keep casual observers away from the movers and installers for everyone's safety and to avoid confusion.
- Confirm that the furniture and equipment have been placed according to the plan before the movers leave. (Note: Mid-move is not the time to redesign).

Transfer and hook up

- Verify with telecommunications provider that your telephone and data services are connected and scheduled for activation.
- Test equipment using the appropriate staff.

Utilities

Allow several days' overlap in utilities services between vacating your existing space and moving into your new facility.

Essentials

- Supply the new facility with toilet paper, soap and paper towels prior to staff reporting to work in the new facility.
- Set up a basic coffee and refreshment station in the new facility for staff to use during move in.

Dress appropriately

Advise staff to dress appropriately for bending, stooping, lifting and dusty conditions during the move.

Recycle and trash

- Provide extra containers at both sites for staff to use while packing and unpacking.
- Designate a space for staff to stack flattened packing boxes.

White boards, bulletin boards, framed posters, etc.

- In DAS-owned buildings, Maintenance Program will remove and re-install these for you.
- Remove signs from old location as appropriate. Post temporary notice of new location, as permitted by landlord.

After the move

- Identify damaged furniture and equipment and make claims with the responsible parties for repair or loss.
- Clean the former location.
- Check inventory against the pre-move inventory.
- Walk through the former location with lessor and document the condition.
- Retrieve and return keys to former lessor or DAS, as appropriate.
- Have moving company pick up boxes for credit.
- Train staff on use of new equipment.
- Arrange for systems furniture installers to make ergonomic adjustments.
- De-brief management and staff to review lessons learned for future moves.
- Share recommendations with DAS management.
- Other

DAS, Enterprise Asset Management staff available to assist you:

Real Estate Services	<p>Leasing agents help find the right location and space for your needs. They negotiate all leases, including landlord-provided services in both state-owned and privately-owned facilities. Leasing agents also coordinate the termination of existing leases.</p> <p>Interior Project Managers develop space plans for new space and systems furniture arrangement. They also assist with furniture pricing and ordering in state-owned or privately-owned buildings.</p>
Planning & Construction Project Management	Construction project managers provide services for state agencies throughout Oregon. They provide fiscal and construction oversight of new construction, renovations, upgrades and remodeling of publicly owned buildings.
Maintenance	Maintenance program provides services for HVAC, electrical, lighting, plumbing, painting and other services and repairs including installing marker boards, signs, and hanging pictures and clocks. DAS will remove all white boards, bulletin boards, framed pictures and posters and install them in your new space in DAS-owned facilities.
Operations	Operations program will arrange to clean the carpets and provide janitorial and landscape services in state-owned facilities.
Fleet & Parking	Parking Program assists agency employees locate parking in DAS-owned parking areas. They also maintain a list of privately-owned parking lots. This program identifies, develops and promotes alternative modes of transportation for state employees in Salem.
Surplus Property Warehouse	Surplus Property Program assists federal, state and local government in the disposing of usable furniture and equipment that is no longer needed. State Surplus recommends providing them with advance notice of six to eight weeks prior to the move to prepare space for your surplus items. Make arrangements with your movers to deliver your surplus items to the State Surplus Warehouse on move day.
Enterprise Technology Services Delivery	Technology Services Center assists agencies in arranging for the installation of low voltage telephone, data and video wiring and services needed in the new facility and will set up computers in the new workspaces.
Risk Management	Risk Management advises agencies regarding the need for additional insurance coverage. They also provide expertise on safety measures, ergonomics, emergency preparedness, etc.