

Data and Voice Line Installation Procedure

OBJECTIVE	Data and Voice Line Installation Procedure
SCOPE	Information Services – Technical

Revision History

Date	Detail of Change	Change Made By
1/14/11	Revision 1: Initial publication	Nigel Robertson
1/27/11	Revision 2	Jessica Shin

Location

The IT Service Delivery & Customer Service division of the Information Services department manages all data and voice line installation at Downstate Medical Center. Three buildings make up the main campus at DMC: University Hospital, Basic Sciences Building, and Health Sciences Education Building. There are two student dormitories on Lenox Road across the street from Health Sciences Education Building, an Administrative trailer located on East 34th Street, and Financial Administration located at 711 Parkside Avenue. DMC also has 5 satellite clinics throughout Brooklyn: Throop Avenue in Bedford-Stuyvesant; Lefferts Boulevard in Crown Heights; Nostrand Avenue in East Flatbush Midwood; and 710 Parkside Avenue in Flatbush. Downstate Hospital also recently acquired SUNY Downstate at Bay Ridge and Long Island College Hospital (LICH) in Downtown Brooklyn. Each location has a managed data and voice infrastructure that provides users access to both data and telecommunications services located at the main campus. All requests for additional data and voice resources are made utilizing DMC’s Customer Support Services via Track-IT.

Contract

The Office of General Services, <http://www.ogs.state.ny.us/>, provides a listing of data and voice line installation vendors. Award Number 02135, Group 77007:

<http://www.ogs.state.ny.us/purchase/snt/awardnotes/7700702135pm.pdf>

The Customer Support center provides documentation outlining policy and procedure for the installation of data and voice lines infrastructure at Downstate Medical Center. This information is provided to all vendors that are awarded projects for the installation of both data and voice lines on DMC premises. The Office of Facilities Management and Development also provides a policy that must

be followed for all installations of cable infrastructure within Downstate Medical Center premises. This document can be obtained from either Customer Support Center or FM&D.

Data and Voice Line Request

1. Request for data and/or voice lines are initiated by contacting the Customer Support Center with a work request using the Self Service site at <http://is.downstate.edu/helpdesk>, e-mailing HelpDesk@downstate.edu, or calling 718-270-HELP(4357).
2. Users should use the following template when submitting a work request:
Example
Subject: *Install (1) Data Line in BSB 6-81* (the number of data lines enclosed with brackets; the building location e.g. UHB, BSB, or HSEB, followed by the room number). If voice lines are required, the user should follow the same format e.g. **Subject: *Install (1) Voice Line in BSB 6-81***.
3. The same information from the subject should be duplicated in the body of the work request. Any special requirements or additional contact information that may be required for the installation should be included in the body. If installations are required in different locations throughout the campus, the initial location should be provided in the subject, duplicated in the body, followed by the other locations using the same format as the subject.
4. Users are provided with a Track-IT work order number. This work order number is required to reference any information located in the users' request.
5. The installation of data and/or voice lines require 4 to 6 weeks from initial request after funding is approved and secured.

Vendor Selection

1. The Office of General Services provides a "How To" document outlining the procedures used in obtaining quotes from contracted vendors.
<http://www.ogs.state.ny.us/purchase/snt/awardnotes/7700702135can.pdf>
2. The Authorized User will review the list of discount rates from the vendors for products from the Contract Award Notification. The Authorized Users are encouraged to utilize product of the lowest bidder first whenever possible, consistent with the needs of Downstate Medical Center.
3. The Authorized User should contact all vendors to perform a mandatory site visit and provide a cost quote using the document provided by the Office of General Services. The cost quote should itemize the cost of installation based on the contract unit pricing. The contractor will enter a "best and final" quote on form **CS68C** that is equal to or less than the unit pricing total.



4. When a price quote is received from the vendor, it shall be attached to the Track-IT work order and forwarded to the requesting department via email. The requesting department is required to process the quote in preparation for obtaining a purchase order number for the work requested.

Work Permit Request

1. Requirements for Issuance of Construction Permit for Installation of Utility Components - University Hospital (to be used in conjunction with SOP # S-313)
2. Prior to construction, the contractor shall submit to the Office of Design & Construction the following:
 - Small-scale drawings (1/32"=1') showing complete routing of all utility components being installed. Small scale drawings are obtainable by contacting the Office of Design & Construction (typical). Routing should indicate all locations where contractor is penetrating partitions (walls, floors, ceilings, shafts, closets etc.).
 - Specification for each and every utility component being installed.
 - Specification for all fire stopping, penetration sealants, masonry filler materials, etc. intended to be used to close penetrations.
 - Name and pager or cellular phone number of the superintendent or foreman who will be present during contraction activities. **NO CONSTRUCTION WILL BE PERMITTED WITHOUT FOREMAN PRESENT.** Foreman and other personnel will be required to sign-in daily in logbook in the Office of Design & Construction
 - Names of all personnel scheduled to work on this project required for Issuance of Temporary I.D.
3. Once all of these items are received and approved by the Office of Design & Construction, a construction permit will be issued for the project. Temporary I.D. cards will be issued for contractor's personnel. In addition, foreman shall be instructed on sign-in requirements for construction access.
4. Upon completion of project, the Customer Support Center shall arrange with the Office of Design & Construction through contracting department, a final walk-thru of the project. Contractor will be responsible to provide access for spot-checking of the following details by the Office of Design & Construction:



- Fire stopping of a representative sampling of penetration locations indicated on small-scale drawings. It shall be the campus' determination as to how many spots will be checked to determine the adequacy of fire stopping.
 - Support of the utility components above ceiling. Contractor shall install all components in accordance with all requirements (support, placing in proximity to other conduits, pipes and wiring, etc.) of the applicable codes.
 - Ceiling closure/replacement after the installation. Contractor shall repair or replace all ceilings in areas required to be opened for installation of cabling.
5. If all of these items are reviewed and deemed satisfactory by the Office of Design & Construction, contractor will be asked to provide a written certification to the campus stating that the utility components have been installed in accordance with the referenced code. NO PAYMENTS WILL BE AUTHORIZED TO CONTRACTOR PRIOR TO RECEIPT OF SUCH WRITTEN CERTIFICATION OF CODE COMPLIANCE. Upon receipt of contractor's certification, the Office of Design & Construction will authorize contracting department to process payment.

Phase I - Pre-Construction

1. Data Cable Manager to develop scope of work for project, which must include FM&D Policy and Procedure.
2. FM&D to review scope of work, contract requirements and submit comments to Data Cable Manager.
3. Data Cable Manager to coordinate final scope of work with Contracts & Procurement and FM&D prior to issuance of P.O. by Contracts & Procurement.

Phase II - Construction

1. Kick-off meeting with vendor to be scheduled by Data Cable Manager with FM&D inspector and other support staff. The following requirements are needed at the kick-off meeting to assess work schedule for the day and to ensure that all penetrations have been fire stopped at the end of each day.
2. Data Cable Manager to meet with contractor in morning and at the end of each workday. The vendor/contractor must fill out the daily sign in sheet, which is kept in the Design & Construction Office (BSB Room 1-15). The FM&D inspector must provide his comment at the



end of each workday. FM&D inspector to provide completion certification of project (Charles Reed).

3. At the completion of the outlined contracted work, a final site survey is required by the office of Facilities Management and Development to complete the data and/or voice line installation. When all criteria, as stated in (FMD document), have been fulfilled, recommendation for payment of invoices applied to the users request can be met.

Reporting and Data Collection

1. All contracted vendors are required by Downstate Medical Center to provide, in electronic format, test results for all data and/or voice lines that are installed during the duration of the contracted work. Test results are property of Downstate Medical Center and are required to confirm and validate all work done by contracted vendors.
2. Requestors can obtain up-to-date status reports on the progress of all contracted projects by either accessing the Self Service site at <http://is.downstate.edu/Helpdesk> or calling the Customer Support Center at 718-270-4357 (HELP).