

Project Checklist

This checklist is to be used whether specifying previously used items at SFO or new ones. All tasks are to be completed per furniture type unless otherwise noted.

1 DESIGN & PLANNING

- Consider aesthetic and behavioral goals for project
- If previously used at SFO, always start with most recent specification and modify as necessary
- Engage local product representative and/or furniture dealer
- Ask key questions for each item under consideration (see Questions to Ask Manufacturers)
- Engage SFO stakeholders (project team, representatives from SFO Maintenance & Operations, REACH Committee, Design Review Committee (DRC)) to review product images and attributes
- Conduct initial sit test with design team at furniture showrooms or SFO (not required if specifying items previously used at SFO)
- Arrange site visit for furniture representative to evaluate the space and conditions where items will be placed (if existing); it is important the furniture rep sees where and how the furniture will be used
- Evaluate material and finish options with furniture representative and SFO maintenance together to ensure item can be properly cleaned using routine cleaning methods
- Furniture procurement process varies depending on parties involved; verify the exact process and timelines early on and communicate this information to stakeholders
- Create a design intent plan with key dimensions
- Determine if furniture will be bolted to floor and how

2 SIT TESTS & MOCK UPS

- Conduct second sit test at SFO with DRC and project stakeholders; if possible, include materials being specified and a furniture expert such as a representative, dealer or consultant
- At sit test, have available: assembly and installation documentation, cleaning procedures, repair instructions and videos, warranty information
- The test environment should be set up to most accurately reflect the journey moment it is proposed for; for example, include luggage, boxes, pet carriers, coffee cups, laptops, mobile devices. Imagine how passengers may use (and abuse) the item
- Track stakeholder comments and create a spreadsheet for test results from the session
- If item passes the second sit test and time permits, consider installing a mock-up in an active SFO space for further performance evaluation

3 PROCUREMENT

- Clarify with SFO Project Manager which method of procurement will be used and what steps to take
- The SFO base contract requires a 2-year minimum warranty without additional cost to owner; the target warranty for lounge furniture is 5 years; work with the manufacturer on how to meet this target
- Warranties must be direct from manufacturer, not through contractor or other thlr party
- Always include SFO Maintenance in warranty discussions
- Work with the manufacturer to ensure that specification language is detailed enough so no unwanted substitutions are made
- If modifications to the base product are needed, ensure they do not void the warranty
- Ensure that upholstery choices are approved and tested for the product; no untested Customers Own Material (COM) permitted
- Manufacturer to produce shop drawings
- Furniture dealer to create a dimensioned installation plan
- Determine with SFO how much attic stock to purchase, including replacement parts such as seat cushions, extra upholstery, etc.
- Most furniture is made-to-order and is not returnable; once a purchase is placed with a manufacturer it cannot be canceled

4 INSTALLATION

- After receipt of items, check immediately to make sure the product meets specifications; note damages and report any discrepancies
- For attic stock, confirm product meets specifications and is not damaged; return to its original packaging; fix specification sheet to outside of packaging for proper storage and easy access
- The furniture dealer must be present for installation
- Perform a site walk with project team to verify placement
- Arrange site visit for the designer to walk the space to make adjustments and approve the final layout
- REACH Committee, DRC review
- Secure furniture in place, if required

5 ASSET MANAGEMENT

- Ensure the furniture dealer creates as-built furniture plans once the space has been open for 3 to 4 weeks; some items may migrate due to usage so this plan may be different from the installation plan
- Ensure manufacturers have provided complete assembly, cleaning and repair instructions via printed documentation and video per furniture type
- Conduct a post-occupancy evaluation 90 days after installation to determine how furniture is performing
- Check-in with duty managers and SFO Maintenance to see how items are performing
- Communicate with SFO Project Manager any issues that were discovered so they may track and inform future projects
- Conduct formal close out process with SFO Project Manager that includes a final project walk-through and the review of as-built drawings and specifications
- Work with SFO Project Manager to make any necessary updates to this document