

*USERS GUIDE*  
*Facilities Services*

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Facilities Management Department,  
Maintenance Operations Division

Division Director  
Michael Boroviak

Campus

- AMC
  - Downtown
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The Building Maintenance & Operations Division, Facilities Management Department provides services focused on asset management and preservation of University owned and managed property. The division provides customer services for the tenants and users through:

- team oriented, decentralized/centralized, fast, competitive, quality service to all customers;
- focusing on its primary core responsibilities of operations and maintenance of University assets
- providing or coordinating additional customer program equipment services in operations and maintenance to University building tenants and Departments at cost in a quality, competitive, responsive manner.

This framework for Departmental responsibilities is authorized by:

\* Fiscal Policy Titled Facilities Operations Building Maintenance Responsibilities revision date January 7, 2005

\*Facilities Management Departmental Policy OPP: 102-010

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## 2.0 General

This service agreement is the mutually discussed and agreed to format for accomplishing the Facilities Management Functions in support of the Customers Operating Program. This agreement will enable each party to focus on their primary purpose and through the working relationship further the service effectiveness of each organization.

## **2.1 Goals:**

1. Each workforce will be enabled to meet the varied and changing needs of the organization in a predictable and cost effective manner.
1. Provide quality customer service which is reliable and responsive.
2. Match customer expectation to operational and budgeting realities.
3. Guarantee performance standards and provide predictable yet flexible services.
4. Identify provider and customer responsibilities.
5. Foster and maintain constructive customer communications and relationships.
6. Enable each organization to focus on their primary business expertise and strategic plan.
7. Provide effective measuring and reporting processes.

## **2.2 Authority**

- 2.2.1 Building Maintenance Operations and Campus Policy, OPP: 102-010** defines the basic elements and processes for the Facilities Building Maintenance & Operations support of University owned and occupied buildings.
- 2.2.2 Department Directors may sign the guide and an equipment list as an agreement:** The Departmental Directors who have the authority and responsibility will sign and authorize the Service Agreement documents.
- 2.2.3 Division Directors develop the agreement lists:** The Service Agreement will be structured between the Customer and Facilities Operations Department, Building Maintenance & Operations Division and will be documented in a check list. The format will specifically identify all of the known elements of the different programs and the interrelated nature. The agreement will designate the responsibilities and authorities of the differing programs and specify which program will support the related item. This will eliminate the potential for duplication of efforts and facilitate effective use of University resources.

## **2.3 Term**

The agreement shall be effective until the Department Directors mutually establish a new agreement or until modified by the University policy, budgetary constraints or Administration direction. In the case of modification by administration direction, this agreement shall also be modified accordingly.

## **2.4 Annual agreement review**

- 2.4.1 Planned annual meetings on agreements / changes:** The Customer and Building Maintenance & Operations plan to meet annually (between January and March) to discuss any changes to the agreements and submit the changes in summary form to the Department Directors for review and signature approval. These changes can only be modified by written amendment. Those changes will be submitted to the Departmental Fiscal authority for budget purposes after the agreements are signed.
- 2.4.2 Notification of changes:** Changes in the Service Agreements which will affect staffing levels (increase or decrease) will require at least six (6) months advance notice or no later than the budget submittal deadline for services to begin or end in July. Shorter time frames may be possible with mutual agreement and consideration.  
The only exception is that added facilities will initiate an early service agreement form, which will act as an amendment to this agreement

### 3.0 Definitions

<b>Building Maintenance</b>	The preventive and remedial upkeep of building components ( HVAC, electrical, plumbing, elevations, carpentry, painting etc.) excluding Custodial (janitorial) and grounds (landscaping) maintenance.
<b>CMMS COMP</b>	<b>Computerized Maintenance Management Systems</b> <b>Customer Operations Maintenance Program:</b> The Customer Program associated with the addition of specific equipment, site specifics, structural additions, system additions and special materials which are specifically relevant to their operations. Items in this category would not typically be supplied as a facility / building standard related items when a customer moves into a facility and would be added by the customer before or upon occupying a facility for the program to perform its specified mission or work.
<b>Common Support</b>	Space or equipment devoted to common support services. Common support space/ Equipment are a portion of the useable area or system that is not attributed to any one occupant but provides support for several or all occupant groups. Examples include cafeterias, vending areas, auditoriums, fitness facilities, mail rooms, common entry foyers, receptions areas and first aid rooms.
<b>Customer Oriented Services</b>	Services required by the customer which fall outside the definition of operating and maintenance of existing standard building components and systems but is within the scope Facilities expertise, or affect the facility for which Facilities is responsible. These services shall be at added cost to the customer program unless otherwise designated in the component check list.
<b>FMP</b>	<b>Facilities Maintenance Program:</b> The Program recognizes facilities as a complex system of site, structural, mechanical, electrical and electronic components that require ongoing and systematic maintenance. The University has assets which vary in style and structure but which have common elements of site, structure and systems which relate to all basic locations. This Program covers utility maintenance services, structural maintenance services, custodial, security, communication systems and grounds services from varying resources or <u>any item the customer and Facilities Operations mutually agrees will be maintained by Facilities Operations in a written service agreement.</u>
<b>Facility Facility Management</b>	Any site, structure, support system, or related component of a standard structure/system. The practice of coordinating the physical workplace with the people and work of the organization. Facility Management integrates the principles of business administration and the behavioral and operational engineering sciences.
<b>Fire Alarm Testing</b>	Building Maintenance & Operations will perform scheduled testing and inspections of all Fire Alarm Detection Systems in accordance with the requirements of the National Fire Protection Association (NFPA) and the local Authority having Jurisdiction.
<b>Preventive Maintenance</b>	Planned actions undertaken to retain an item at a specified level of performance by providing repetitive scheduled tasks which would prolong system operation and a useful life, (i.e. inspection, testing, cleaning, lubrication, part replacement).
<b>Primary Circulation Area or Equipment</b>	The equipment or portion of a building that is a public support system, corridor or lobby, or is required for use or access by all occupants on a floor to stairs, elevators, toilet rooms and building entrances. This includes common primary equipment systems related to building operations.
<b>Secondary Circulation</b>	The portion of the building required for access to some subdivision of space that is not defined as primary circulation.
<b>Useable Area</b>	The floor area that can be assigned to occupant groups. Useable area includes the area of interior wall, building columns and projections and secondary circulation. Useable area excludes exterior walls, major vertical penetrations, primary circulation, building core and building service areas.

## 4.0 General Agreement Elements

### 4.1 Financial:

- 4.1.1 **Funding Responsibility for Services:** Funding responsibility will be determined primarily by fund source and secondarily by this agreement.
- 4.1.1.1 **General Fund** - all costs are included through the Facilities Maintenance Program. Category I, II and III. (See PG. 8). Cost to occupant Departments is applied to the respective user through the indirect cost allocation plan. The costs for Facilities Operations Division are based on the square footage use as a percentage of total occupancy and the square foot use as a percentage of common spaces of buildings and sites.
- 4.1.1.2 **Enterprise and Special Revenue** - all Facilities Operations costs are chargeable to the funding activity. Departments with mixed activities will be charged for the activity within the Department which relates to the funding activity type. These services can be provided by Facilities Operations on a Job Request.
- 4.1.1.3 **Other Funding** - all operations funded from other sources will be treated as enterprise activities for the relationship to Facilities Operations.
- 4.1.1.4 All Customers Oriented Service requestors will provide a signed Job Request and Speed type payment authorization.
- 4.1.2 **Authorized personnel to approve costs:** This Agreement authorizes costs limited to those services identified in the agreement. Costs not specified in this agreement will be considered an added cost and must have the authorized documents to enable an order to be entered into the system. No Facilities Operations Personnel are authorized to perform any work or provide any services without a supporting order. This enables Facilities Operations to track and manage all costs.
- 4.1.3 **Job Requests:** All work requested from the Facilities Operations Division but not listed in the Service Agreement or identified as Customer Program funded will require a Job Request form (the forms are available on the web site <http://administration.ucdenver.edu/admin/facilities/>). These forms must be completed in full with proper account numbers and submitted with authorized signatures.
- 4.1.4 **Budget Availability:** All work for Facilities Operations requiring a Job Request (JR) for initiation will require a Speed type to enable the funds to be encumbered prior to the work commencing.
- 4.1.5 **Change Orders:** All work requested in addition to the work described in the Job Requests shall require a written change order in the form or another Job Request form. No additional work will be authorized without the proper documents relating to the added costs and authorization.
- 4.1.6 **COMP equipment:** When the Customer adds program equipment to the fixed equipment inventory, the Customer Program will be responsible for providing the incremental additional funding for maintenance services or will negotiate as a part of the agreement. All added items will be properly added to the Service Agreement equipment list.
- 4.1.7 **Acceleration of scheduled maintenance** - Any customer requested repairs / replacements which cause the planned maintenance schedule to be accelerated or performed prior to the normal schedule will be performed at full cost to the requesting customer and necessitate a Job Request and Speed Type with approval of the customer department director.
- 4.1.8 **Budget identification:** The Service Agreement will identify the services, source of funding and assist in determining cost responsibility for services and materials supplied. The customer will provide the appropriate account numbers to enable correct billing through the University system. The Service Agreement will also identify when the Customer will pay for services rendered.
- 4.1.9 **Fiscal responsibilities:** The monitoring of cost responsibilities to the respective program will be assured by the Facilities Operations team.
- 4.1.9.1 **Customer interface:** Procurement activities will be handled at the building supervisor level and audited through the Facilities Management financial team. Service status will be consistently communicated to the respective customer contact person.

- 4.1.9.2 Fiscal Budgeting System:** Facilities Operations will maintain full budget responsibility for the University facility assets assigned to their responsibility. The costs will be tracked to the respective building where the costs are generated. The operating costs for the teams will be captured as overhead and be allocated on a square foot basis to the buildings.
- 4.1.9.3 Decentralized responsibility/authority:** The Building Supervisors will be responsible for the facility support activities of their assigned zone. They will have the needed authority assigned to them to make decisions, provide direction and manage the support staff of the zone.
- 4.1.10 Centralized Accounting:** The Facilities Management team located in Campus Services Building (T-36) shall have the responsibility to monitor, audit and oversee the Zone and Trades Operations to ensure consistent application of the Facilities program, budget management, personnel management, procurement and uniform adherence to Facilities Management practices.
- 4.1.10.1 Funding/revenue/charge off/expense system/invoicing:** The varied activities of the budget process will be coordinated through Facilities Operations financial staff.
- 4.1.10.2 Hourly charge out rates:** Work provided to customers by Facilities Operations and the trade service personnel will be cost allocated to the related buildings and Customer Programs on an average cost basis. The basis will be the average cost of the trade group on an hourly rate.  
**Average trade rates:** Each craft in Building Maintenance & Operations will be separated. The costs will be averaged for all personnel in the specific trade. This average cost calculation will cover all Zones and trades of Facilities Operations enabling any craft to respond to any location. The expense will be applied in total to the related building/equipment.
- 4.1.10.3 Timely/accurate reports/data:** Reports will be generated through the Computerized Maintenance Management System in support of the operating needs of the Zone Managers and the programs served.
- 4.1.10.4 Measurement reports/Bench marking:** Measurements will be consistently taken and reports produced in the Computerized Maintenance Management System. These reports will be compared to history and industry standards to develop a base and comparison capability to ensure an effective program for service to the University.
- 4.1.10.5 Energy/utility cost tracking:** These costs will be tracked and continually compared to establish a management program and enhance the cost reduction capability for the University asset.

## 4.2 Logistics:

- 4.2.1 Service locations:** The Service Agreements will identify a hierarchical structure for each and every location where service is to be provided. This format will be utilized to operate the Computerized Maintenance Management System used by Facilities Operations to track actual costs to each location by address, building and system. This method tracks costs related to the component.
- 4.2.2 Ownership:** The buildings and related equipment will be identified as to owned or leased. Any special conditions will be noted.
- 4.2.3 Addresses:** The Facilities Operations program has a developed hierarchy which identifies University owned facilities by address. An address may include multiple buildings, each will be identified by a number and the costs of maintenance will be assigned to the building. The building may have single or multiple tenants which have varying cost responsibilities as noted in this Service Agreement format.
- 4.2.4 Size:** The building square footage is noted for reporting purposes.
- 4.2.5 Equipment:** All buildings are an assembly of structures and system components which interrelate to create an operating Facility for the use of the occupant. However, equipment related to the Customer Program not integral to the base functions of the building will be the responsibility of the Customer unless otherwise agreed to in writing. All equipment which is the maintenance responsibility of Facilities Operations will be specifically identified in this agreement.

## 4.3 Facilities Maintenance Program (FMP)

The Facilities Operations Division will provide services through a defined program. Facilities Operations Division will supply all of the following for the benefit of maintaining and operating

University facilities and systems. These services will be available to Customer Operating Maintenance Programs as basic services.

- 4.3.1 Scheduled Maintenance:** Facilities Operations will establish schedules of inspection and preventive maintenance for the ongoing repairs and refurbishing of facilities under the Facilities Maintenance Program. These schedules will be based on optimum services for facility component life, on utilization type and limited by the funding available. The scheduled services will be performed on the following priority basis:

- #1 **Primary Circulation/Equipment**
- #2 **Common Support Space/Equipment**
- #3 **Secondary Circulations**
- #4 **Useable areas**

**Note:** Facilities Operations may provide basic services internally or may elect to utilize an outside contractor and oversee the work performed to ensure compliance with University requirements.

- 4.3.2 Operations/Capital Projects/Renewal Plan (through the FMP)**

**4.3.2.1 Category I** - routine maintenance/daily operations/preventive maintenance schedules and or corrective work efforts at cost to operating budget or Customer Program as agreed.

**4.3.2.2 Category II** -non-routine maintenance projects tasks and work efforts which are maintenance but not in the routine category. These unplanned items happen every three years or less frequent, at irregular times and / or have a larger than normal impact but are often handled by the operating budget process. (i.e. Re-tubing a chiller, large air handler replacement, large spot roof repairs, broken sidewalk replacement.)

**4.3.2.3 Category III** - replacement, renewal or improvement - funded through renewal projects procedures - projects which are large items and which renew a facility. These projects typically require an advanced planning effort, engineering services, and / or a contractor. (i.e. Replacement of a chiller, a complete roof, exterior repaint project, emergency repair from catastrophic event.) (See Customer Oriented Services for further Capital Project definition.)

- 4.3.3 Operational Program for Asset Management (through the FMP)**

**4.3.3.1 Service operation hours:** The hours of support will be defined by the Customer and Facilities Operations programs. The basic operating hours for the Facilities Maintenance Program will be 7:30 a.m. to 5:00 p.m., Monday through Friday. Additionally BMO will have limited shift personnel on-site after normal operating hours for rapid response to emergency situations and for specified maintenance operations work items.

**4.3.3.2 Authority to mobilize:** The University Administrators will supply a listing of personnel who will have the authority to call for mobilization for emergency personnel and assume responsibility for all related costs. These personnel will be identified by position, ranking and name. This will further be updated as changes occur or not later than the annual Service Agreement renewal meeting.

**4.3.3.3 Maintenance & operations services:** These services attend to the daily wear, tear and time degradation of buildings and systems which reside in, around and in support of facilities. Operations management will encompass the aspects of personal attention to operating systems and timely system support through planned maintenance efforts or the use of outside service providers. The outside providers will be monitored and managed by Facilities Operations.

**4.3.3.4 Maintenance services to existing University assets:** Facilities will provide professional services through skilled and semiskilled personnel in the repair and maintenance of facility systems.

**4.3.3.5 Operating expertise** for building systems using skilled and semi skilled personnel to perform work: The management of the operating systems and components require technically trained personnel to ensure efficient use and servicing; Facilities Operations will ensure the availability of the best local persons for this effort.

The personnel supplied or contracted to perform tasks in support of the facilities will have the best skills available to the University.

Example areas of skilled and semi skilled services are as follows:

- a. General Building Maintenance/Carpentry

- b. Air conditioning, Refrigeration
- c. Electrical
- d. Plumbing, steam fitting, piping
- e. Painting
- f. Security (1) door hardware (2) key control (not card access)
- g. Grounds maintenance
- h. Custodial maintenance
- i. Welding, machining
- j. Irrigation technicians
- k. Autoclave and glass washer technicians

**4.3.3.6 Decentralized Zone management for highest efficiency:** Facilities Operations BMO is divided into fully staffed Zone operating teams with all skill sets available for the routine tasks required to ensure effective facilities support. The Zone teams are monitored and managed by a central Facilities Operations Division under Building Maintenance & Operations Division.

**4.3.4 Computerized Maintenance Management System (CMMS):** Facilities Operations is implementing a computerized system to ensure accurate tracking of work and related costs of the extensive University asset base.

**4.3.4.1 Work order system:** The work order system will be managed through the Zone and trade office operations. The orders will be received by the Customer Service Center for input into the system then assigned, completed with materials & services allocated and closed at the Zone or trade level.

**4.3.4.2 Preventive maintenance system:** A planned/prescheduled system for the routine checking, maintenance and planned repair/renewal of systems/components will be installed and managed for top facility performance.

**Examples:** Equipment component checks and parts replacement schedules; Painting schedules - inside and outside; filter replacement.

**4.3.4.3 Operations management rounds system:** Zone teams will establish a routine operating rounds checking structure to ensure facility systems are fully functional for the use of the occupants of the facility.

**4.3.4.4 Data base information/reports:** The Computer System will be structured in a data base format to enable the information input into the system to be retrieved in any manner needed by Facilities or the Customer to determine applicable building and program related costs.

**4.3.5 Regulatory compliance assurance:** Regulatory responsibilities for the building elements of facilities are the O&M responsibility of Facilities Operations and all related costs will reside in Facilities Operations unless otherwise noted.

**Examples:** Facilities Program certifications

Building / Facilities equipment annual certifications and code compliance

Disposal of or use of regulated material related to facilities building program.

FMD personnel skill, regulatory and safety certifications

Physical Plant work space (OSHA) requirements

NFPA / NEC / EPA / CDEP requirements

Risk insurance, personnel safety, building insurance compliance

Indoor Air Quality related issues as it relates to facility systems and maintenance.

**4.3.6 Procurement:** Facilities Operations will handle the procurement of products and services for the continued operations of University facilities.

**4.3.6.1 Materials management:**

**Material Costs:** All materials related to the work performed will be applied to the authorized work order. The work order is directly associated with a building or related piece of equipment. The material costs and/or vendor costs are gathered into the same order. This provides a full costing to the authorized order.

**Specifications:** Product and service specifications will be provided by Facilities Operations and utilized for the benefit of University asset management.

- Standards:** Standards will be established and implemented to ensure quality and least cost for quality goods and services.
- Coordination:** The goods and services procured will be coordinated through the Zone / Facilities Operations Division teams.
- Delivery valuation:** Products and services received will be monitored to ensure proper and correct value is attained by the University and related Departments served.
- Communication:** Products and services delivery status, in support of facilities and customer programs, will be communicated in a timely manner for effective support.

#### 4.3.7 Support to Operations:

**4.3.7.1 Office Operations:** The Zone and trades teams of Facilities Operations will maintain an office operations team to fully support the in the Zone and trades.

**Examples:**

- personnel accounting system
- records management
- payroll
- training
- office automation
- fiscal and secretarial support
- University and Divisional policies

**4.3.7.2 Maintenance operations support by customer:** The maintenance of facilities and the COMP will require support from the customer for Facilities Operations to function.

These items are as follows:

**Regular scheduled customer contact meetings:** The Customers will meet with the Facility Management responsible personnel on a regular basis (recommending no longer than annually) maintaining continuity of the Service Agreement.

**Access:** The customer residing in the Facility will provide full access to the Facilities Operations personnel.

**Examples:** Restricted area access, escorting as needed, access card approvals

**Keys:** Facilities Operations will have keys to all University Buildings, mechanical rooms, and electrical rooms. All maintenance and facility lock repairs through normal wear and tear will be covered in the basic maintenance program. Rekey requirements for security or customer choice will be the responsibility of the requesting program.

**Service and Equipment Space:** This space is designed into buildings for the basic operation and utility / equipment servicing points for the Facility. These spaces are use restricted by fire, regulatory and insurance requirements. The Customer Program shall agree to not compromise these space requirements by attempting to use them for storage or Customer Program purposes or otherwise impact the maintainability of the Facilities Operating team.

**Work space:** Facilities Operations will be provided work space for maintenance personnel to perform work and have storage (not including service spaces, mechanical and electrical rooms as defined by fire codes). This will be a minimum of 100 Sq. Ft. working space per person.

**Storage space:** Storage will be provided at a rate of 25 Sq. Ft per 5,000 Sq. Ft. serviced unless otherwise noted (not including service spaces, mechanical and electrical rooms as defined by fire codes).

**Parking:** The Facilities Operations personnel, contractors, and vendors shall have close in / accessible parking to perform the functions related to Facility and Customer Program Maintenance. General Parking at the University is a pay to park requirement.

**“Ship to” location:** The buildings will have a “ship to” address and location wherever possible for material delivery.

## 4.4 Customer Oriented Services: (*University owned buildings*)

Routine Services required by the customer which fall outside the definition of facility operating and maintenance but are within the scope of Facilities Operations expertise or which modify or in any way affect a facility. These services shall be at added cost to the customer program. The services will require a Job Requests and a Speed type in advance for proper authorization to proceed. These services can be identified as an estimated cost basis prior to the beginning of the work.

**4.4.1 Service Operation Hours:** The hours of support will be defined by the COMP and FMD programs. The basic operating hours for the Facilities Maintenance Program will be 7:30 a.m. to 5:00 p. m., Monday through Friday. After hours minimal staff will be provided through Facilities Operations to monitor and maintain fixed funded facility systems in the most cost efficient manner and to provide on-site rapid response to base facility structures, services and systems. Any needs beyond these functions will be identified in this agreement with the proper funding source and defined for the customer support need. The COMP operating requirements will determine the need for continuous on site maintenance teams or remotely located teams of Facilities Operations personnel responding to scheduled maintenance programs or customer corrective maintenance calls. All COMP program needs which require Facilities to work outside regular Service operation hours will require the COMP to pay for all additional costs.

**4.4.1.1 Facilities support hours:** The support hours for this agreement are as requested by the COMP.

**4.4.1.2 Emergency services:** Facilities Operations will make available emergency services for response to situations which are life / safety related, those which could cause serious asset damage to the University asset, or which would be facility related and cause a customer program to suspend operations.

**4.4.1.3 Non-maintenance System Services:** The Facilities Operation Zones / Trades will supply customer program support and services in a pass through manner to service providers in the respective specialty area.

**4.4.1.4 Response time requirements:** The Customer will define these requirements and as a result staffing requirement and related costs will be defined.

**4.4.2 COMP Non Maintenance Projects:** Facilities Operations will assist with added services through the Facilities Billable Services Program to service or repair customer related systems & equipment. This support will generally be a pass through and operate as an auxiliary service provider. FBS would help the Customer Program with available specifications and process advice; then the work would be performed by other FBS personnel or outside resources.

**Examples:**

1. program equipment services from internal and external resources
2. support services (additions, alterations, modifications) to University building tenants and other University Departments
3. Design and engineering services for program tie into building systems
4. Contract services specification and support

## 4.5 Other Customer Oriented Services

**4.5.1 Capital Project, Renewal or COMP Equipment Projects:** Facilities will identify Projects to the Customer which relate to the Customer Operation but fall outside of the base funding responsibility of Facilities Operations. When these projects are identified to the Customer; it will be the Customers responsibility to fund, prioritize and schedule with Facilities Management.

- a. **Job Requests:** All work requested but not listed in the Service Agreement will require a Job Request form. This must be completed in full with proper account numbers and authorized signatures.
3. **Budget Authorization:** All additional work requested in excess of \$1,500.00 will require a signed Budget Authorization to enable the funds to be encumbered prior to commencement of the work.

- c. **Additional cost:** All work requested in addition to the work described and agreed to herein will require a written change order to be processed in the form of a formal change order request or another Job Request form and Budget Authorization. No work is authorized to proceed without the proper documents approving the added costs.
  - d. **Facilities supported or outside contractor:** Facilities Operations may support this effort or may elect to utilize an outside contractor and over see the work performed to ensure compliance with University requirements.
- 4.5.2 Special Events -Fairs, festivals, promotional events, gatherings initiated by COMP:** All Special and Promotional Events are the responsibility of the requesting Program. Consequently the requesting Program is responsible to fund, and schedule with Facilities Operations.
- 4.5.3 Custodial Services:** Custodial Services are supplied through the Facilities Building Services Program and support personnel. The services provided will have the added cost of the Contract Proctors which monitors the contract and ensures the conformity to the contract specifications.
- 4.5.4 Landscape services:** Landscape services are supplied through the Facilities Operations Grounds Program, support personnel and through contracted services. The services provided will have the cost of the Grounds staff that perform grounds work and through contract services. The internal staff monitors the contract and ensures the conformity to the contract specifications.
- 4.5.4.1 Snow removal:** Grounds will perform the snow removal and clean up services to ensure safe site access and travel.
- 4.5.5 Security Operations:** University Police has on-site certified Police personnel and a Security Manager employed to monitor and ensure security of facilities through the use of in-house security systems, staff and contracted security based on funding structure. The Manager monitors the compliance with the contract specifications. Access is managed through the Security Badge System administered through the University Police.
- 4.5.5.1 Locks: general wear & tear:** Facilities Operations Maintenance program will cover the costs of normal wear and tear of locking mechanisms and related hardware in University owned Facilities.
- 4.5.5.2 Changes, lost keys or masters, rekeying, lockouts, and unlocking emergencies (added cost):** Requests for these items will be at added cost to the COMP. Control and replacement costs for these items are with the customer.
- 4.5.6 Security systems:** Requesters will supply a request to University Police and provide the necessary funding to procure, install, maintain and monitor security systems.
- 4.5.7 Vandalism:**
- a. **Chargeable:** Vandalism caused by the COMP personnel or through activity which creates the opportunity for vandalism will be the responsibility of the COMP.
  - b. **Included (non charged):** Random acts of vandalism which are not COMP related will be part of the Facilities Maintenance Program plan, reported to University Police and Risk Management and will be tracked in the Computerized Maintenance System. The non recovered costs will be charged to the building operating expense.
- 4.5.8 Energy / utility management:** Facilities Operations Department will provide management of the energy consumption and utility systems related to facility operations as directed by the University. The Central Utility Plant is an auxiliary operation that provides steam, chilled water for the campus locations and contracted sites, UCH and TCH. The Facilities Operations Department Administration staff monitors energy usage and distribution.
- 4.5.9 Emergency preparedness:** Facilities Operations will provide the needed emergency services related to facility operations and will work with University Emergency Management as needed for University wide facilities emergency preparation, response and reporting.
- 4.5.10 Leased Buildings:** Properties which are leased by the University will be governed by the lease requirements. The agreement will identify each individual property and the corresponding responsibilities. Service may be provided as directed by the Facilities Operations Division Director. These services will be identified as chargeable and the Computerized Maintenance Management System will track each and all services provided. These services will be identified as an estimated cost basis at the beginning of the fiscal

year. This cost basis will be put into the form of a Job Requests and a Budget Authorization. The forms will be signed in advance of the work provided and will be identified as a cost item on the service agreement check list. All work items over and above the service agreement check list and/or the budgeted amount from the JR will be identified as an added cost item.

The Facilities Operations Division will charge only for the services provided and at actual cost including administrative. These costs will be applied as a pass through. The labor rates programmed into the CMMS will reflect the actual costs of the services and materials involved.

**4.6 Customer Operations Maintenance Program (COMP)** The Customer Program may require associated equipment, site specifics, structural additions, system additions and materials which are specifically relevant to their operations. Items in this category would not typically be supplied as a standard facility related item when the University would build a facility. When a customer has the University construct or moves into a University owned facility they would require changes to be added at additional costs as program specific requirements. The customer would determine this to be a need to operate their program and would acquire, install, operate and maintain through various arrangements. The costs to operate and maintain shall be at added cost to the customer and shall be defined in the agreement.

**4.6.1 Fixed Equipment:**

**4.6.1.1 Annual budget amount planned and billed monthly:** The Customer may chose to annually fund routine maintenance (which is handled by Facilities Maintenance) for their Program Fixed Equipment inventory. The costs for this service will be identified annually by Facilities Operations and the estimated costs will be placed in the Customer Budget for additional services provided by Facilities Management Construction Services Group.

**4.6.1.2 Fixed equipment definition:** Any item which the Customer installs or requests for the purpose of their operating program. Equipment related to the Customer Program not integral to the functions of the building itself will be the responsibility of the Customer unless otherwise agreed to in writing.

**4.6.1.3 Fixed Equipment List:** a fixed equipment list shall be attached to the service agreement forms to define items which are the responsibility of the COMP and who has the maintenance responsibility.

**Examples:**

- a. secondary vacuum pumps, utility pumps, piping, lift stations, blowers
- b. back up generators
- c. un - interruptible power systems
- d. computer system HVAC systems
- e. access control, cameras and security systems
- f. personal care systems ( barber and dental care equipment, food coolers / equipment)
- g. autopsy equipment and coolers
- h. advertising bill boards or entry street signage/ lighting
- i. laboratory equipment, autoclaves, glass washers, hoods, BSL Lab systems, tanks and gas supply systems
- j. Kitchen and cafeteria / food systems & equipment
- k. Program freezers, coolers and refrigerators
- l. FF&E, program furniture, fixtures & equipment, corresponding locks and lights for the components

**4.6.1.4 Adding to the COMP fixed equipment inventory:** When the Customer adds equipment to the fixed equipment list, the Customer Program will be responsible for providing the incremental additional funding for maintenance or will negotiate as a part of the agreement.

**4.6.2 Mobile / small equipment / furnishings**

**4.6.2.1 COMP requirement to maintain:** Items of equipment which are small and or mobile will remain the responsibility for the COMP system and not be the responsibility

of the Facilities Maintenance program (i.e. Small refrigerators, shop vacuums, furnishings). Facilities will be responsible for maintaining source energy for the small equipment. (i.e. Checking building power system for electricity at an outlet.)

**4.6.2.2 Furnishings:** Items of furniture are specific responsibility of the Customer Operating Program and costs related to the movement, installation, removal, storage or repair shall be at the cost of the Customer Program. This includes as examples: desks, chairs, book cases, conference tables, file cabinets, pictures, white or chalk boards, projection screens.

**4.6.3 Regulatory requirements for COMP equipment (as related to customer program):** These requirements and costs shall be the full responsibility of the Customer.

**Examples:**

- Program/Equipment certifications / accreditations/ licenses
- Disposal of or use of regulated material related to operating program
- BSL lab certifications
- Medical facilities/ Morgues - personal services and drug dispensing
- Child care
- Criminal justice
- EPA requirements
- OSHA requirements
- NFPA requirements
- Risk insurance
- Indoor Air Quality related issues (i.e. copying, photo processes, chemical systems which cause an occupant complaint due to Customer installed or utilized products).

**4.6.4 Customer Operations Maintenance Program (COMP) written authorization:** Facilities Operations personnel may perform work for the COMP operations and be required to order materials for this support. The originating program must supply the corresponding Customer Account number and authorizing signature in advance for the procurement of these materials for the benefit of the requesting Program. At no time will COMP material or procurement costs be expended against Facilities Operations accounts.

**4.6.5 COMP Service contract coordination:** Customer Operations Maintenance Programs may have service providers coming into facilities to perform service work. This work must be coordinated with the local Facilities Operations personnel and meet all regulatory requirements when ever this work will impact any facility related component or operating service commitment provided by Facilities Management. Additionally the security and access control will be coordinated through University Police and handled by the COMP program contact.

**4.6.5.1 COMP term contract specifications provided to Facilities:** The Customer Program will provide Facilities Operations with all service contracts where outside vendors will access the facility. Facilities Operations will be allowed to be involved with the contract specifications when Facilities is responsible to respond to component / system problems. Full disclosure of the contract specifications and requirements will be presented to Facilities Management. All contracts must meet all Regulatory and Security requirements.

**4.6.6 Costs created by COMP vendor to building is added cost to COMP:** The Customer Operating Maintenance program will be responsible for added cost created by any vendor or program related service provider which causes costs not related to normal wear and tear of facility components, equipment, or systems.