CHAPTER 2
WORK REQUESTS AND RELATED PROCEDURES

Emergency and service work requests are received during the normal work day by telephone, by our website at facilitiesandservices.sdstate.edu, or in person at:

Facilities and Services
Administration, Room 304
688-4136

After-hours emergency service requests should be directed to the University Police Department Office at 688-5117. Please do not use e-mail for emergency requests.

Work by Facilities and Services Forces or Contract

Facilities and Services employs a workforce of employees trained in every principal trade required for facilities maintenance, repair, alteration, construction, or service. These employees can respond to urgent or specialized needs and provide continuity of basic maintenance and repair programs. They also offer a timely and flexible response to renovation projects of moderate or limited scope.

Generally, the use of Facilities and Services forces has proven more economical than contractual services, although the scope, cost, or specialized nature of some work may make it more advantageous to perform certain work by contract. Facilities and Services, with the customer, will determine the best way to complete each project. However, if a University department has a specific preference for work by either contract or Facilities and Services forces, Facilities and Services will arrange for the work accomplishment as requested, whenever possible. Projects exceeding $50,000 in cost are generally performed by contract. However, Facilities and Services forces are normally used for maintenance and routine projects.

Facilities Responsibility

Facilities and Services must ensure that all maintenance, repair, construction, renovation, or alteration to University facilities and installed systems and equipment is carried out in accordance with all applicable building and fire codes and regulations, and conforms to University standards.

Generally, this is best provided by plans and specifications developed through Facilities and Services, or with contracts for facilities work administered by Facilities and Services project management staff. Regardless of the source of funds or the methods used for such work, the Facilities and Services staff is available to review or develop plans and specifications and to provide field reviews and inspections.
Requests for Services

A written Letter of Request is required for some service work and for all major and minor work.

The requestor must fully describe the services desired and should identify any time or other constraints on the service to be provided. Complete information in the Letter of Request will expedite action on the request. Note that all significant requests except emergencies should be authorized by the appropriate dean, director or department head.

The following information is required to request services:
1. Requestor's name and phone number.
2. Account number to be charged.
3. Building name, department name and room number(s).
4. Detailed description of request.
5. Desired completion date.
6. Signed by appropriate dean, director or department head, or an authorized person.

GENERAL SERVICES

Facilities and Services' General Services labor crew provides moving services, setups for special events, deliveries, and other general labor support on a limited basis. These services must be requested and scheduled in advance and are reimbursable. A request for services can be made by calling the Facilities and Services Office at 688-4136.

Services available, but not limited to, are:
1. Departmental moves (Administrative-Academic moves when initiated by University Administration).
2. Freight delivery to all areas except as noted below. Time frame is generally within two working days, but time may vary depending upon work schedules.
3. Provide window covering for all general classrooms.
4. Normal registration setup.
5. Provide fire extinguishers in Administrative, Academic, and some Research Facilities in the main campus area.
6. Provide window shades as needed in Administrative and Academic Facilities in the main campus area.
7. Transport surplus to property management.

Services for which charges are made:

1. Commencement and other miscellaneous setups, including bleacher setup and take-down.
2. Miscellaneous moves requested by the department or student activities.
3. Campus freight delivery to self-liquidating projects.
4. Equipment rental (trucks, forklift, etc).
5. Rental of tables and chairs (See Chapter 8).
6. Bleacher rental (See Chapter 8).
7. Window coverings requested by departments, including hardware.
8. Freight delivery to all areas. Time frame is generally within two working days, but times may vary depending upon work schedules.
9. Delivery of surplus from property management to a department.
11. Surplus property removal/disposal for major projects.
12. Fire extinguisher servicing in recharge facilities.

FACILITIES MAINTENANCE AND REPAIR

Facilities and Services is responsible for a comprehensive, University-wide program to identify and carry out necessary maintenance and repairs of University facilities.

In addition, all University facilities are covered by a computer-based preventative maintenance program under which facility components, equipment, and systems are inspected, tested, and serviced on a scheduled basis. Required periodic tests of elevators, fire protection systems, boilers, and pressure vessels are performed in accordance with applicable codes and regulations.

While these tests and inspection programs identify the majority of the University's maintenance and repair work, additional deficiencies should be reported immediately to the Facilities and Services Office by building users.

Questions concerning available maintenance and repair services should be referred to the Assistant Vice President of Facilities and Services.

CORRECTIVE MAINTENANCE AND REPAIR

Most major maintenance, repair, and building renewal projects in academic buildings costing between $15,000 and $250,000 are funded through the annual appropriation for maintenance and repair. These projects include roofing repair or replacement, correction of structural defects, replacement or repair of installed utilities and distribution systems, and other high cost items which cannot be funded in the operating budget. Unfortunately, funding for these major projects is less than adequate, so a priority must be determined and the work is completed as funding allows. Questions concerning the use of maintenance and repair funds should be addressed to the Assistant Vice President of Facilities and Services, Administration 304 or by calling 688-4136.

CARPET

Carpet installations must meet all state standards. Facilities and Services will determine condition and replacement or maintenance of carpet that is Facilities and Services' responsibility. Departments may install or replace carpet at the department's expense and approval by Facilities and Services staff. Facilities and Services will not finance carpet or floor covering replacement in areas where carpet was installed without approval and/or did not meet required standards and specifications. Facilities and Services reserves the right to refuse to provide Custodial Services in areas with non-standard or where unapproved floor coverings exist. Carpet will not be installed over existing floor tile. Tile removal, clean-up, floor preparation and any other asbestos costs will be part of the project expenses.
PAINTING

Exterior and interior painting is scheduled on a cyclical basis, modified when necessary based on actual need. Every effort is made to program exterior painting frequently enough to avoid deterioration of facilities. Interior painting schedules, however, are generally limited by the availability of funds.

Special interior color schemes are developed for major public spaces of the University. For all other scheduled interior painting, surfaces are normally repainted in the same color. For major renovations, colors may be selected from a series of standard color schemes.

Requests for desks, file cabinets and any office furniture that must be painted in the spray booth will be completed as work load dictates. These are low priority jobs and will not be treated as emergency requests, but rather scheduled when possible.

MODULAR FURNITURE

Departments must notify Facilities and Services when ordering modular furniture. We can coordinate floor preparations, and assist with electrical needs as necessary. If at all possible, the installation should not interfere with the operation or maintenance of building systems. If modular furniture is installed that blocked access to heating/cooling/air handling equipment, the department will be responsible to hire an installer to dismantle and reassemble the furniture pieces when maintenance is necessary to the building equipment.

REMODELING AND/OR ALTERATIONS POLICY

The Buildings and Grounds Committee approved the following guidelines in 1980: All remodeling and/or alterations that are proposed for an area either presently assigned to college, department, or group, or proposed for assignment to a college, department, or group, that will in any way affect the type of use or the way that space is used, shall be submitted with full details to the Space Assignment Committee for approval prior to the execution of any portion of the proposed remodeling or alterations. The proposal submitted to the Space Assignment Committee shall include, but need not be limited to the following:

1. Present use.
2. Proposed use with rough layout of proposal.
3. Affect on other areas within the department or other departments.
4. Total cost and budget(s) charged.
5. Disposal of materials or equipment presently located within room or area.
6. Length of time area will be used in its remodeled condition.
7. Any additional justification the requestor may see necessary.

NOTE: Cost estimates will be provided by Facilities and Services as outlined in the Cost Estimate Policy in Chapter 2 of this guide.
DEPARTMENTAL ALTERATIONS AND REMODELING

No painting, decorating, alterations, removal of secured items, and/or remodeling shall be undertaken without the prior approval of Facilities and Services to ensure compliance with applicable building codes and University policy. These codes apply to all activities with no exception. Some applicable codes are the Uniform Building Code, National Electrical Code, State Plumbing Code, requirements of the State Fire Marshal's Office and the State Engineer's Office.

Alterations and remodeling undertaken that do not meet these requirements shall be removed and/or modified to meet the applicable codes at the department's expense.

RENOVATIONS AND IMPROVEMENTS

Facilities and Services is prepared to plan and carry out renovation, alteration, and improvement of the University's academic, research, and support facilities as needed to accommodate new or changed programs. Such work is normally funded by the requesting organization.

In order to provide responsive, economical support to renovation requirements of limited scope, Facilities and Services maintains a renovation work force comprising all basic construction skills except roofing and sheet metal.

Work may be assigned to this force or completed under outside contract, depending on the scope, schedule, and work load. Normally, construction or renovation work exceeding $50,000 in costs is performed by contract, but may be assigned to Facilities and Services forces when timing and staffing permits and when a comparison of Facilities and Services costs with a professional cost estimate for contract performance indicated that the work may be more economically completed by University forces.

Renovation work should be described in detail in a Request For Service letter and submitted to the service desk. For the requestor's planning and budget purposes, Facilities and Services will develop an estimated budget on request.

Maintenance and service on refrigerators, freezers, small cooler units and window air conditioners

Facilities and Services does not service:

- Residential type refrigerators or freezers
- Food service coolers or freezers
- Window air conditioner units
- Small coolers

The department is responsible for arranging for their own service on these units. The department should contact a service provider off campus.
Notes on Equipment:

- Power or other utility services – Facilities and Services must be contacted prior to hookup and reserves the right to determine how connections are made.
- The cost of troubleshooting/resetting breakers due to faulty equipment or overloaded circuits remains with department.
- Facilities and Services may require a department to pay for new/upgraded electrical service for equipment.
- Service to a select group of large cooler or freezer units in various labs. This work will be recharged to the department. For these units, only Facilities and Services should provide service to ensure compliance with refrigerant policies. Contact Facilities and Services for a complete list.

Facilities and Services must be notified of all refrigerant-containing equipment on campus that contain 50 lbs or more of refrigerant. Facilities and Services will ensure that record keeping requirements are met for compliance purposes.

Guidelines for Requesting Large Projects

The procedures for administrating large projects (Special work orders over $1,000) are:

1. Department sends a written request to Facilities and Services. This request should include a short description of what you would like done, the name and telephone number of the person in charge or the contact person for the project and the account number that you would like to use.

2. Facilities and Services will then estimate the cost of the project. This estimate will be given to the department for approval of the cost to complete the project.

3. Upon approval of the project by the department requesting it, Facilities and Services, along with the department, will schedule a time frame that the project will be completed.

Cost Estimates

All requests for cost estimates will be channeled through the appropriate Dean, Director, or Department Head. Estimates will be furnished in writing, will clearly describe the work involved, and will be signed by the Assistant Vice President of Facilities and Services or one of his designees.

Budget estimates should be within 25% of actual costs and does not make any provisions for changes. Estimates are only an approximate calculation and are to be treated as such. They should be used for budget and planning purposes only.

The cost of preparing detailed estimates will be charged to the department making the request for the service. These charges will include time required to figure estimates, drafting time, etc. After an estimate is furnished, any changes in the work which will involve a change in cost will be covered by a written change order and will be signed by the individual requesting the work. All estimates are valid for 30 days unless a specific expiration date is included with the estimate.
FINANCIAL AND BILLING PROCEDURES

Funding Responsibilities

Facilities and Services receives an annual appropriation which provides basic maintenance, operations, and utilities to University facilities which are supported by state education and general funds.

Other services are normally provided on a reimbursable basis, chargeable to the requesting department.

See Chapter 10 for detailed invoicing instructions and explanations.

Work Orders

Charges for reimbursable Facilities and Services services are normally accumulated and billed through a work order system. However, partial billings may be generated.

Standing work orders are established for work performed on a continuing basis such as preventive maintenance, periodic work of a limited scope through the service call system, and requests for services for minor work (under $5,000).

Special work orders are established for all major work and for any work of lesser scope requiring individual cost accounting. A specific work order number will be established for service calls or minor work orders. Detailed accounting of all costs can be provided for each specific work order.

Planned Preventive Maintenance work orders are for scheduled inspection and routine maintenance of existing systems and equipment, usually mechanical and electrical, to ensure proper operation and to detect problems before they become a major problem.

Facilities and Services Project Billings

PERCENT OF PROJECT PAYMENT MUST EQUAL THE PERCENT OF WORK COMPLETED WITHIN THE SAME FISCAL YEAR. WE DO NOT BILL IN ONE FISCAL YEAR FOR WORK TO BE COMPLETED IN ANOTHER FISCAL YEAR.

These guidelines are required to meet the guidelines set by State auditing and appropriation procedures.

If a project will be completed in June, we will bill for 100% of the project with only minor adjustments at a later date. This is allowed only because of processing time restrictions. If an outside vendor is contracted as part of a project, Facilities and Services will issue a total project bill at the time the contract is awarded. The funds will be held in a special working account and used to issue the contract payments. This system could be used when ordering specialized or expensive pieces of major equipment for a project.
Work Pricing

Work performed by Facilities and Services on a reimbursable basis is priced in several different ways depending upon the nature of the service or customer preference.

A. Time & Materials

The majority of work done by Facilities and Services is reimbursed on an at-cost basis. This is a total charge determined by the actual price of the labor, materials, and equipment used to accomplish the work. Work done at cost is typical of the pricing done for the service call or minor work order or when the customer prefers to proceed if the magnitude of the work or a fixed price cannot be estimated in advance.

B. Unit Prices

Certain Facilities and Services services are in the unit price category, such as making keys, name tags, or small signs, and may be found in Chapter 8.

C. Fixed Price Work

The Facilities and Services Department will perform construction and certain other work on a fixed price basis. A fixed construction price covers actual construction only, and does not include the costs of design services and project management, when required, as further discussed in Chapter 3, Page 1, CHARGES FOR SERVICES. The cost of preparing a fixed price proposal for all major project work (direct cost in excess of $5,000) is also billed separately.

Under the fixed construction price procedure, a firm construction or service price proposal will be made by Assistant Vice President of Facilities and Services approval only, based on work cost estimates. If the proposal is accepted by the department funding the work, Facilities and Services will complete the work for the fixed price amount, regardless of actual costs of the specified work.

Changes in the scope of work, the plans and specifications, or the conditions of work made after the acceptance of the fixed price will be accomplished only on the basis of a written change order amending the original work order and the fixed price agreement, as required. It should be understood that changes in the scope of work will probably extend the projected completion date of the project.

Labor Rates

Monthly billings include labor charges associated with the performance of work by Facilities and Services shop forces. These charges are based on labor rates for each work center which are a uniform total labor cost rate for principal skills including direct salary costs, fringe benefits, and all necessary indirect cost recoveries.

Costs recovered through this method include all shop force supervisory costs; nonproductive time for all productive personnel such as training time, shop cleanup, similar tasks and other indirect shop and safety program costs (clerical and cost
accounting services) and most costs associated with work planning and materials requisition. Charges for minor work estimating are absorbed as an indirect cost, while estimates for all major project work are billed as a reimbursable service.

**Utilities Rates**

Utilities rates are established on a semi-annual basis for steam, and on a quarterly basis for electric power, domestic water, sewer, gas, and other distributed utilities services. These rates recover the entire cost of providing the utilities services, and include the amounts needed to purchase or produce the utilities, operate and maintain the utilities systems, and to make minor improvements to the systems up to the point of connection of the user departments facility. Metering expenses are not directly billed back.

**Material Rates**

All materials will be charged at cost plus 18% overhead with the exception of materials that are specially ordered for a specific project which will be charged at 9% overhead. Project Management for Contractual Services providing labor and materials will be charged at 3% overhead.

**Billing Process**

Work performed at cost is billed monthly as work orders are completed. Statements summarizing these monthly charges are prepared and distributed by account number. The time required to receive material invoices from vendors and to process payments often results in billing for some charges well after actual completion of the work. A fixed price agreement establishes the amount that a customer will pay. Fixed price work also is billed as charges occur, up to the fixed price amount. The final billing is for the fixed price total amount regardless of actual costs incurred for agreed and modified scope of work.
Refrigerant Record Keeping Policy

Stationary Equipment: In order to maintain compliance with Section 608 of the Clean Air Act, the Facilities and Services has implemented a recordkeeping database for all SDSU owned stationary equipment containing refrigerants (commonly called Freon). This will include all equipment, on or off the SDSU campus that is owned by SDSU. These rules define specific requirements for service contractors, building owners, and other users and disposers of refrigerants. There are specific requirements covering operation, service procedures, and leak repairs for systems containing refrigerants. For the purposes of this policy, "Stationary" equipment is basically defined as any equipment, other than automotive type equipment. This would include window air conditioners, large packaged cooling systems, water chillers, walk-in coolers or freezers, reach-in coolers, refrigerated water coolers, refrigerators, freezers, lab equipment with internal cooling circuits, etc.

Please contact the Facilities and Services Engineering Department whenever service work or disposal is needed of any equipment containing refrigerant. This would even include disposal of non-functioning equipment such as an old refrigerator or window air conditioner, even if you plan to take it to the landfill and have them recover the refrigerant. In the eyes of the EPA, we are responsible for the equipment from arrival on site until it is disposed of (including proper disposal), so we need to tag the equipment and properly document that the refrigerant was removed properly.

Automotive Air Conditioning: Section 608 does not cover automotive air conditioning systems but other Sections of the Clean Air Act do. There are specific requirements for that as well. Basically, all service work on any type of automotive air conditioners, including farm machinery, needs to be performed by certified technicians. Departmental staff should not service their own automotive air conditioning systems.

Self-Help Work

Departments with assigned technicians or other personnel with trades skills may wish to perform minor facilities alterations and renovations themselves. Although this arrangement is usually acceptable, to ensure compliance with required codes and standards, Facilities and Services must review and approve plans, and must inspect the completed work. These precautions are intended to help ensure the safety of staff and students who will use the area. Departments will be charged for tools or materials provided. There may be a labor charge for instruction and items such as mixing paint.

Departments interested in initiating a "self-help" project should use the "Self Help Project Request" form found on the next page or on our website facilitiesandservices.sdstate.edu, or contact the Facilities and Services office at 688-4136, AD 304. The Assistant Vice President of Facilities and Services will need to sign this form, before work is begun. Facilities and Services can better meet customer's time requirements if adequate lead time is provided.
Department:______________________________________________________________

Contact Person:____________________________________ Phone#____________________

Location of work:__________________________________________________________

Scope of work:______________________________________________________________

________________________________________________________________________

________________________________________________________________________

Account Number:________________(To be used for any labor involved in preparing tools and materials or for any materials and tools purchased from Facilities and Services. In addition, this account number will be used for any corrective action for problems/damages found upon Facilities and Services inspection.)

Materials Required:__________________________________________________________

Acquisition of Materials:_____________________________________________________

Who will be working on this project:___________________________________________

________________________________________________________________________

Completion Date:____________________________________________________________

Code Issues:_______________________________________________________________

Supervising Personnel from Facilities and Services:__________________________________________

________________________________________________________________________

Signature of Assistant Vice President, Facilities and Services Date ________________________