

Purpose

To define the type of work that the Physical Plant provides, clarify which services Physical Plant is base funded to provide and which customer requests are chargeable to the customer. This document is not intended to be comprehensive or to attempt to identify every conceivable circumstance. Please contact the Physical Plant Work Control Center (WCC) at x2920 for clarifications or questions related to customer requests not identified in this document and you will be directed to the appropriate area for answers.

General Information

1. Physical Plant is an organization within the Administration & Finance Division of Ferris State University responsible for the planning, design, construction, maintenance, and repair of campus facilities, grounds, fixed equipment, and utility infrastructure on the Big Rapids, Michigan campus.

Base funded maintenance work includes most preventive, corrective and unscheduled maintenance required to ensure a safe, healthful, and secure campus environment.

- Physical Plant is responsible for oversight of all facility improvements including the installation of new equipment and for ensuring compliance with all federal and state codes/regulations and University standards.
- The safe and compliant operation of program specific equipment is the responsibility of individual departments.

2. Physical Plant work is classified as either **Maintenance (routine)** or **Service (non-routine)**

Maintenance (routine) work is typically provided by the Physical Plant at **no charge** to our customers. Base funds are provided by the University to Physical Plant to provide basic levels of maintenance or “routine services” on facilities, grounds, and permanently installed equipment and systems to ensure proper operation within their design limitations and normal service life.

Service (non-routine) work is customer requests that fall outside routine repair and maintenance and/or have customer requested timelines that exceed available Physical Plant resources. These non-routine services are provided upon special request and are **chargeable to the customer**.

3. Requesting Physical Plant Services

All customer requests for Maintenance or Service work should be submitted and processed electronically via the Physical Plant AiM computerized maintenance management system.

<http://www.ferris.edu/htmls/administration/adminandfinance/physical/docs/CustomerRequestTrainingGuide110211.pdf>

In the case of an emergency involving potential safety issues, a phone call to the Work Control Center (WCC) at x2920 is still encouraged for immediate response and resolution of the issue.

What is Maintenance and What is Service?**Maintenance Work (Base Funded)**

Maintenance work is required to ensure safety, health, and security of facility occupants. This work includes what is necessary to preserve and ensure the building envelope, structure, elevators, mechanical, electrical, life safety systems and fixed non-program specific equipment are functional within their expected service life and design limitations, and are consistent with governmental and institutional standards.

Base funds are allocated by the University to provide maintenance work including, but not limited to the following:

Skilled Trades

- Utility distribution systems internal and external to buildings - electrical, fire alarm, fire suppression, heating, process steam, water lines, gas lines, and sewer lines
- Plumbing
- HVACR (heating, ventilation, air conditioning, and refrigeration)
- Electrical for primary and secondary systems, building & site light fixture lamp replacements, elevator maintenance, and outdoor lighting fixtures
- Painting and caulking
- Windows and doors including hardware, and security (locks and key systems)

Custodial

- Custodial functions including cleaning and collection of trash in general funded, housing and dining facilities.
- General fund building service levels generally include: daily service for common areas such as restrooms, corridors and lobbies. Private offices are serviced approximately twice per month. Occupants are responsible to empty their own trash and deposit into the centrally located containers within each building. For a more detailed description of services please refer to the campus-wide memo dated September 8, 2010 which can be viewed at:

<http://www.ferris.edu/HTMLS/administration/adminandfinance/physical/docs/CustodialServices090810.pdf>

Grounds

- Maintenance of grounds, walks, roads, parking areas, lawns, athletic fields, trees, plantings, landscape features, surface and storm drainage, trash and snow removal.

Business Services

- Moving of campus owned items up to 300 pounds on campus only.
- Generally, Physical Plant does not provide set-up service for events on or off campus. Limited preparation and set-up of facilities for special events which are related to student and academic functions (i.e. Commencement). Does not include catered events, camps, etc.

- Mail services including inter-campus and US Mail pickup and delivery on campus. Customers are responsible for the cost of US Mail postage and any FedEx deliveries.

Planning and Engineering

- Maintaining campus and building records as they relate to facilities.
- Support during all phases of new construction and renovation projects.
- Limited small scale feasibility studies, project estimates, furniture layouts/budgets, and sign design/planning.
- Energy procurement, management and conservation.

Customer Requests – Chargeable to Requestor

Service Work

Services that are considered non-routine are chargeable services requested by the customer and are considered discretionary; (i.e., these services typically include all work that enhances aesthetics, alters and/or customizes a space, or involves an upgrade to a space, furniture, fixtures, or equipment).

Customer requests with desired completion dates that exceed Physical Plant resources and require overtime or contractor to meet customer demands are also chargeable.

Physical Plant will work diligently with customers to accommodate non-routine services in a manner that provides maximum value while minimizing costs.

1. Any maintenance work requested for a time other than normally scheduled working hours is considered service or non-routine and is chargeable to the customer requesting the service; charges are based on direct costs incurred by Physical Plant.
2. Any customer request that can be categorized as an aesthetic enhancement, space or system alteration/customization, and/or upgrades/changes to furniture, fixtures, or equipment is considered to be non-routine and is chargeable to the customer requesting the work.
3. Any customer request related to a University or non-University event may be chargeable to the customer requesting the service. University related events that typically do not have a charge associated include: Commencement, Dawg Days, Homecoming, and Intercollegiate FSU athletic competitions.
4. Service and repair of department or academic program specific equipment.
5. Service of furniture, fixtures, and equipment.
6. Refer to Business Policy Letter “University Rate Schedule” for additional information
<http://www.ferris.edu/HTMLS/administration/buspolletter/financial/>
7. Refer to Business Policy Letter “Capital Project Policy and Procedures” document for additional information <http://www.ferris.edu/htmls/administration/buspolletter/bpl1010.pdf>
8. Refer to Capital Project Management Fees document for additional information
<http://www.ferris.edu/HTMLS/administration/adminandfinance/physical/planningdesign/index.htm>

Examples of Customer funded requests considered service or non-routine include, but are not limited to the following:

Aesthetic Enhancement

- Installation of pictures, plaques, artwork, signs, banners, etc. (only material and rental equipment charges apply unless work is performed outside normal work schedules)
- Exterior window cleaning – outside of normal work schedules
- Housekeeping (i.e., non-routine custodial services such as cleaning lounges/break room appliances, dishes, laundry, etc.)
- Customer requested landscaping
- Interior finishes including, paint, flooring, window treatment, wall coverings, etc., or outside of normal replacement schedules

Space or System Alteration / Customization

- Alteration of buildings, systems, structures, or grounds areas
- Permanently installed furniture or equipment relocation
- Relocation of existing or installation of new fixed electrical, HVACR, and plumbing fixtures or services
- Installation of fixed shelving or cabinetry if overtime or contractors are required
- Door hardware changes, including core changes or re-keying effort
- Installation of card access systems
- Installation and maintenance of security systems, including specialty door security systems
- Purchase and installation of marker boards, tack boards, etc.

Upgrades or Changes to Furniture, Fixtures or Equipment

- Modifications to existing furniture, fixtures or equipment
- Purchase and installation of program equipment (includes fixed program equipment)
- Purchase, installation and/or maintenance of window air conditioning units
- Purchase and installation of furniture, fixtures or equipment
- Repairs and replacement of interior signage including name plates, donor recognition, way finding, directories
- Purchase and installation of new signage

Miscellaneous – Chargeable Services

- Equipment rentals (i.e., vehicles, lifts, tents, banners, tables, chairs, etc.)
- Use of Physical Plant employees to set up for or assist at events