Facilities Services
Work Request and Project Guidelines

Facilities Services Mission Statement:

The Facilities Services Department maintains the staff, equipment, and supplies sufficient to create, maintain, and operate the physical facilities in a way that fosters the safety, cleanliness, convenience and attractiveness of the campus and buildings and promotes learning, research and public services at Valley City State University.

The VCSU Facilities Services Department is a service-oriented department and is readily available to assist in any maintenance, service or project request. All requests are to be submitted through the online work request system. The online system allows the requestor to track the request from start to finish and submit an anonymous satisfaction survey when the work is completed.

Submitted work requests will be assigned to the appropriate “crew” (power house, maintenance, custodial, or administrative) and given a priority code. Work requests are also broken down into categories based on type of project and funding information.

Priority Codes:

- **Priority code #1**: is assigned to emergency requests that could result in an immediate or imminent threat to life, or severe property damage (ex. Flooding, no power, broken window, overheating, etc.)
- **Priority code #2**: is assigned to building maintenance requests that will not result in injury or have a negative impact on the department (ex. broken toilet seat, squealing from worn belt, leaky faucet, broken light sensor, etc.)
- **Priority code #3**: is assigned to minor maintenance routine requests (ex. ceiling tile replacement, hanging pictures or coat racks, ballast replacement, etc.)

*If your request is an emergency such as a power outage or a gas or burning odor, please call 701-845-7705 during regular office hours. Please call the Power House at 701-845-7708 for after-hour emergency requests.*

Work Request Type:

- **General Maintenance**: Work that involves the upkeep of the building or grounds. Examples may include a leaky faucet or a broken lock. These types of repairs should be reported to the Facilities Services Office through the submittal of an online work request.
- **Service**: A work request that specifically aids the customers and is not a building or grounds upkeep request. Examples include repairs to department specific equipment or charges for replacement keys. These types of services should be requested through the submittal of an online work request.
• **Projects**: Any type of work that adds to or changes the current space or function of the space. Examples range from installing department equipment, space renovations or new construction. Project requests should be submitted through the Facilities Services Project Request form. *Please see Facilities Services-Project Guidelines: Appendix C and Facilities Services Project Request Form for complete request procedure*. All project funding requests should be submitted through the annual department budget request, sent by the Vice President of Business Affairs. Please submit work order for project estimate by February 15th to allow time to complete the process. *If funding is not secured through this process, the project may be put on hold until a budget request has been made and approved.*

**Funding Categories:**

• **State Funded Maintenance**: The state provides funding for basic operation and maintenance of the University's Facilities Services department. These funded services include routine and preventative maintenance work required to keep the buildings, utilities, and grounds in an acceptable and safe operating condition. State funded maintenance includes: maintenance infrastructure (i.e. mechanical, electrical, and plumbing systems), the exterior of the building, and all attached components within the building (i.e. flooring, walls, carpeting, etc.). Certain items such as painting, carpeting, tile replacement, and window air conditioner replacement are performed on established cycles. All expenses related to this work are billed to the maintenance and operating budgets that have been established for this purpose. *(See Appendix A for a detailed list of State Funded Maintenance.)*

• **Department Funded Maintenance**: Maintenance (repair and preventative) services are department-paid if the services exceed the routine maintenance standard, are beyond the routine level funded by the state, or outside of the University's annual capital and project funds. These services may include: repairs to department furniture or equipment, alternations to space, including installation and fabrication of furnishings and equipment, etc. Departments can request a cost estimate for this type of work, which must be approved by the proper authorities before any work will begin. *(See Appendix B for a detailed list of Department Funded Maintenance Work.)*

• **Auxiliary Funded Maintenance**: Maintenance (repair and preventive) services are department-paid if the department is an auxiliary operation, a self-sustaining unit, and/or if the unit recharges for its services. These repairs would include: carpet, paint, general repairs, furniture, etc.

• **Special Use Systems**: Special Use Systems refers to systems that support a single department or program and is not typically utilized by all occupants of a building, not common to most campus buildings, or is not considered part of the basic infrastructure. Special use components may have been provided in the initial construction or added to
accommodate a change in occupancy. Special Use Equipment includes: (de)humidification systems, specialized air, water, and chemical delivery systems, dedicated, local air conditioners, etc.

- The state does not allocate funds for these special use systems in the Facilities Services budget. Facilities Services staff can perform basic maintenance to this equipment, but the department will be billed for any replacement parts or outside labor. Department “owners” should include these special use systems in their budget request planning, so replacements or upgrades can be funded when needed.
Appendix A

State Funded Maintenance (Facilities Services Responsibilities):

1. Utility costs associated with water, gas, and electricity.
2. Costs associated with grounds care and upkeep.
3. Costs associated with heating, cooling, and (de)humidification.
   a. Maintenance and replacement of existing window air conditioners.
4. Campus exterior lighting.
5. Interior finishes (walls, floors, ceilings, doors)
   a. Paint and floor coverings in the area have been inspected by Facilities Services staff and the proper authority deems it necessary to repair.
   b. Damaged floor and ceiling tile (unless deliberately damaged).
6. Corridors
   a. Painting and color choice.
   b. Attaching anything to ceilings and walls shall be requested through a Work Request (ex. monitors, pictures, shelves, signs, showcases, etc.)
7. ADA compliance requirements.
8. Trash removal and vacuuming.
9. Electrical outlet and lighting repairs.
10. Toilets, sinks and water fountain repair (unless deliberately damaged).
11. Life safety issues including signage, fire extinguishers, and first aid boxes.
12. Basic window coverings.
    a. Repairs to shades, blinds, and drapes.
14. Fire safety systems repair (smoke detectors, fire alarms, and toxic gas monitoring systems).
15. Locks and door repairs.

*Other financial responsibilities may not be listed and will be evaluated case-by-case.*
Appendix B

Department Funded Maintenance:

1. Cost unique to a specific department to be charged back through Interdepartmental Billing.
   a. Wiring costs from the outlet, jack, wall, etc. to the respective departmental equipment.
   b. Communication wiring (work directly with the ITC Department).
   c. Plumbing (water, dump, waste, vent) from wall/floor to department specific equipment.
   d. “Non-fixed” furnishings to include purchase and installation of equipment.
   e. Waste unique and specific to a department:
      i. Fees assessed for electronic and appliance recycling (include printers, monitors, TV’s, VCR’s, and other electronic items).
      ii. Hazardous material disposing and handling.
   f. Equipment costs specific to the program or department.
   g. Labor costs associated with revenue generating events.
   h. Replace flooring or re-painting with it is not deemed necessary by the appropriate authorities (ex. new occupant wants a different color in the office).
   i. Environmental conditions (cooking and (de)humidification in your area when the building doesn’t provide.
   j. Specific department signage (name badges, desk plates, etc.)
   k. Repairs to furnishings requested over the basic level supplied by the Facilities Services department.
   l. Purchasing department specific furniture.
   m. Key Replacement.

*Other financial responsibilities may not be listed and will be evaluated case-by-case.

There may be situations when a department will choose to provide the financial support of a work request in order to complete the work sooner than what the Facilities Services department can offer. If the work is contracted out, the department would be responsible for the costs associated with the contracted work. Work associated with building and/or infrastructure modifications must be coordinated through the Facilities Services Office to maintain established code requirements and campus standards.
Appendix C

Project Request Process:

1. Submit online work order requesting project estimate. *Include as much detail as possible to ensure accurate and timely estimate.*
2. Facilities management will return project estimate to Requestor.
3. Requestor will submit budget request to Cabinet using the annual department budget form sent by the Vice President for Business Affairs.
4. Cabinet will review each request and upon approval the Requestor will fill out Facilities Services Project Request form with required approval.
5. The Requestor will submit the Facilities Services Project Request Form to the Facilities Services Office.
6. Allow one week for project review. Facilities Management will set up a meeting to discuss project details and to go through the Facilities Services Project Checklist with the Requestor and Facilities Project Manager.
   a. At this meeting the project timeline will be discussed.
7. Project will commence on the pre-determined date.
8. A Project Completion Checklist will be completed with the Facilities Project Manager and the Requestor.