



# Facilities Management Service Level Commitment (SLC) July 1, 2019 – June 30, 2020

## I. Overview

The Service Level Commitment (SLC) summarizes services the Facilities Management provides to the general campus community (State and Non-State/Auxiliary) in accordance with State University Administrative Manual (SUAM) 9700 and Executive Order 847, which outlines Facilities policies regarding *facilities maintenance (routine, scheduled, deferred) and capital renewal of facilities, utility infrastructure, roads and grounds*. Executive Order 987 guides our efforts when it comes to maintenance and construction, and how we apply *energy conservation and sustainable practices for the University*. Executive Order 1000, *Delegation of Fiscal Authority and Responsibility*, guides our efforts as we work with campus groups that are considered “Auxiliary/Non-State.” Executive Order 672, *Delegation of Capital Outlay Management Authority and Responsibilities* requires delegated authority to manage the capital outlay process from project design through construction and to comply with all applicable statutes and regulations. (See Appendices B-K for links to Executive Orders and SUAM– page 17 & 18).

Groups deemed as “State funded” will get “Routine Maintenance” services at no charge. State funded groups will only pay for services deemed as “Non-Routine Maintenance” and/or “Projects.” Non-State/Auxiliary groups, per Executive Order 1000, will need to pay for “Routine Maintenance” through the cost recovery plan as identified by Administration and Finance. “Non-Routine Maintenance” and “Projects” will be billed separately. Departments paying cost recovery through EO 1000 will have additional considerations as required by their unique operational business needs.

	<b>Routine Maintenance</b>	<b>Non-Routine Maintenance</b>	<b>Project</b>
<b>State Funded</b>	No Charge	Charge	Charge
<b>Non-State/ Auxiliary Groups</b>	Charges covered by EO 1000	Charge	Charge

## II. The Purpose of this SLC is to

- Provide governing CSU mandates as related to Facilities Maintenance & services.
- Provide and clarify how State University Administrative Manual (SUAM) and Executive Orders guide and determine our services.
- Define Facilities Management’s role in supporting Sonoma State Strategic Plan.
- Identify what activities are considered “Routine Maintenance” and part of our “Routine Maintenance / Baseline Services.”

- Clarify services and/or items deemed as “Non-Routine Maintenance”
- Provide cost recovery rates & associated fees
- Define “Projects,” budgeting, timeframes, & schedules
- Define Pre-Construction & Construction phases
- Clarify fee amounts for “Minor Cap & Major Cap” projects

### III. SSU Strategic Plan

1. **Student Success:** Sonoma State aspires to be a national model for student success, which includes all aspects of the student experience, from academics to campus life to graduation. All members of our campus community have the responsibility to serve students with integrity and to provide the support services students need to succeed.
2. **Academic Excellence and Innovation:** Sonoma State has high-quality, innovative academic programs that prepare students to flourish in a changing workforce and world. By educating beyond classroom walls and across disciplines, Sonoma State promotes synergy and creativity in a dynamic educational environment that responds to regional workforce and community needs.
3. **Leadership Cultivation:** Sonoma State embraces its leadership role in the North Bay and beyond. We prepare the next generation of leaders by providing students with opportunities to learn the knowledge and skills needed to build a better society both locally and globally.
4. **Transformative Impact:** Sonoma State transforms the lives of students, families, and communities by providing educational access and opportunity to help all students succeed. Our faculty and staff work to transform our region, our communities, and our academic disciplines through service, research, programming, and outreach.

### IV. Facilities Management -Communication, Transparency & Teamwork

Facilities Management is a customer service-based organization and provides campus maintenance support through a transparent and deliberate process. Our intent is to preserve our campus with sustainable stewardship – by conducting ourselves with integrity as we interact with students, staff, and faculty; by providing excellent service to our constituents; respecting the rights and dignity of others whom we interact with; and by accepting responsibility for our actions, and by being ethical members of the community.

In support of our University’s academic mission, our goal is to create, support, and maintain a clean and safe environment by maintaining our facility with impactful stewardship that continues to evolve and adapt to new and future academic needs and technology. Our metrics are measured in our continued commitment to honoring campus schedules, project schedules and budgets.

### V. SUAM 9700 & EO’s 847, 987, & 1000 Definitions

Work performed on CSU facilities is categorized as either as “maintenance” and performed in accordance with ICSUAM 5000, Policy Manual for Contracting & Procurement or a “project” and performed in accordance with State University Administrative Manual (SUAM) 9700:

- **Maintenance (SUAM 9700)** includes: (1) Routine, recurring and usual work for the preservation, protection and keeping of any publicly owned or publicly operated facility (plant, building, structure, ground facility, utility system or any real property) for its intended purposes in a safe and continually usable condition for which it has been designed, improved,

constructed, altered or repaired. (2) Carpentry, electrical, plumbing, glazing, [touchup painting,] and other craft work designed to preserve the publicly owned or publicly operated facility in a safe, efficient and continuously usable condition for which it was intended, including repairs, cleaning and other operations on machinery and other equipment permanently attached to the building or realty as fixtures.

- **Project (SUAM 9700)** includes the erection, construction, alteration, painting, repair, or improvement of any state structure, building, road, or other state improvement of any kind. Project includes a project located on California State University property and performed pursuant to a contract entered into or awarded by an auxiliary organization, as defined in Section 89901 of the Education Code, and funded in whole or in part by public funds.

Facilities Management is also mandated by EO 847 to provide ongoing building & campus related services:

- **Operations and Maintenance (EO 847):** Activities required for ongoing, routine operations and maintenance of a building. Operations and maintenance activities include the routine work necessary to keep state-supported facilities, utility infrastructure, roads and grounds in good repair, appearance and operating condition. This work includes maintaining, operating, and repairing utility system, e.g., electricity, water, gas, heat, ventilation, air condition, plumbing, sewage, and elevators. It also includes maintaining and repairing **basic components** of campus building and grounds, e.g. foundations, walls, roofs, stairs, ceilings, floor, floor covering, wall covering, doors, windows, hardware, turf, sidewalks, streets, and ancillary facilities or equipment that support basic building operations, and routine custodial services.

Facilities Management is funded to provide **basic component repairs**. Any major maintenance repairs/mechanical equipment replacement will require seeking one-time funds from the University or funds through non-state means. Availability of funds is determined by the priorities and needs of the campus. Operations and Maintenance also includes the scheduled and preventive maintenance performed to ensure peak efficiency and minimal deterioration leading to completion of successful life cycle operations for major facility systems. Such actions include, but are not limited to, inspection, adjustment, lubrication, testing, analysis, and minor repair and replacement of components on scheduled frequencies. This work is repetitive within a one-year cycle.

- **Deferred Maintenance (EO 847):** Work that has been deferred on a planned or unplanned basis due to lack of funds in the annual budget on building components that have not reached their expected life cycle. Routine maintenance, renewal, and/or replacement of building systems or portions of systems (elements of grounds and infrastructure) that is not regularly performed will create a deferred maintenance backlog.
- **Capital Renewal (EO 847):** The systematic replacement of building and utility systems to extend their useful life. All systems, or parts of systems, are assumed to have useful life, after which they must be replaced completely. This is true even if they are maintained regularly. Capital Renewal projects focus on maintaining the operability, suitability, and value of capital assets through the replacement and rework of those components of a building that extend the building beyond its original life cycle. Life cycle factors include age, climate and location, quality of original construction, use and abuse, natural factors, and level of investment.

- **Direct Costs (EO 847):** Costs that can be readily assigned to a particular cost objective with a high degree of accuracy. [Examples: materials, labor].
- **Indirect Costs (EO 847):** All costs that are not direct such as support personnel, management/supervisory personnel, transportation, etc. Indirect costs do not have a direct relationship to the production being done but are related to the ability of the facilities department to do work. [Examples: office and field related expenses such as work control, permits, invoicing, project and administrative support, miscellaneous department fees, equipment, supervision, and training].
- **Resources (EO 847):** General funds or other appropriate fund sources made available to complete the basic mission of the facilities department. This includes, but is not limited to, all in-house labor, contractor support, and related resources to complete the facilities maintenance task.
- **Service contract (EO 847):** Means any contract for services in connection with a project other than a project contract, and includes, but is not limited to, contracts for architectural, engineering, planning, testing, general studies, or feasibility services. Facilities Management has a number of service contracts with outside vendors to maintain and repair elevators, fire and life safety equipment.

There are two other facilities based Executive Orders which require implementation, EO 987 and EO 1000:

- **Energy Conservation and Sustainable Building Practices (EO 987):** Implementation of the California State University Board of Trustees' energy conservation, sustainable building practices, and physical plant management policy. This executive order reaffirms the need to conserve. It encourages campuses to continue to adopt an integrated design approach that includes sustainable materials and practices. It also requires new goals for energy conservation, and the purchase and generation of renewable power.
- **Delegation of Fiscal Authority and Responsibility (EO 1000):** Ensure that costs incurred by the CSU Operating Fund for services, products, and facilities provided to other CSU funds and to Auxiliary Organizations are properly and consistently recovered with cash and/or a documented exchange of value. Allowable direct costs incurred by the CSU Operating Fund shall be allocated and recovered based on actual costs incurred. Allowable and allocable indirect costs shall be allocated and recovered according to a cost allocation plan that utilizes a documented and consistent methodology including identification of indirect costs and a basis for allocation. The campus Chief Financial Officer, or designee, shall annually approve and implement the cost allocation plan.

## VI. **Priority of Work**

Turnaround time for work orders can vary due to: size, scope, procurement & contracting of goods/services, material lead times, time of year, campus events, volume of work, student needs, and other related events. To provide fair and reasonable expectations which is based upon available resources, the following identifies the level of general priority placed on work requests:

Type	Description	Response
<b>Emergency</b>	Issues deemed critical to life and fire safety to protect and save property and lives to eliminate hazards.	Immediate response.
<b>Urgent</b>	Issues, small or large, which may interrupt the University mission, integrity of a building or building operating systems. Items in this category are handled to prevent significant damage or disruption to scheduled activities.	Same day response.
<b>Routine Maintenance &amp; Non-Routine Maintenance</b>	Issues, small or large, which addresses maintaining normal operations. This covers most of the work requests and are handled on a first in/first out basis in coordination with staffing and higher priority items.	Depending on workload, received work orders can take up to 1 to 4 weeks.
<b>Preventive or Scheduled Maintenance</b>	Seasonal and preventive issues which take place on occasion. Example: Leaf removal from gutters.	Work orders are scheduled in advance or automatically generated on a determined frequency based on equipment requirements.
<b>Project</b>	As defined in SUAM 9700 which includes the erection, construction, alteration, painting, repair, or improvement of any state structure, building, road, or other state improvement of any kind.	Depending on the workload and complexity of the project, typical timelines can range anywhere from 3 to 18 months.

The following table designates Service Types & Cost (Sections VIII, IX, X):

Type of Services	Labor Costs	Materials Costs	Equipment Costs	Cost - Outside Services	Oversight Costs
<b>Routine Maintenance</b>	No	No	No	No	No
<b>Non-Routine Maintenance</b>	Yes	Yes	Yes	Yes	Yes
<b>Preventive Maintenance</b>	No	No	No	No	No
<b>Projects</b>	Yes	Yes	Yes	Yes	Yes

## **VII. APPA – Facility Operational Standard & KPI's**

As part of benchmarking a “facility operational standard” Facilities Management utilizes an organization known as the “Association of Physical Plant Administration (APPA)” which is better known today as the “Association of Higher Education Facility Operations”.

Within our current base-level standards, as defined by APPA, Facilities Management is striving to achieve and maintain an APPA standard Level 3 which is considered “Managed Care” and Level 4 is referred to as “Reactive Management.” This rating is determined by key performance indicators (KPI's) that consider total operating budget, total area of coverage by square footage, and current staffing levels. As part of our services, Facilities Management offers regular inspections as a means of holding ourselves accountable to our committed APPA standards, supported by our KPI's.

## **VIII. Routine Maintenance / Baseline Services**

*Self-supports and auxiliaries may have additional considerations for their guidelines based on their unique operational needs, quantities, and building components which may adjust/extend this list below.*

### **Custodial Services (Regular & Ongoing)**

1. Common areas will be cleaned daily and products replenished. Common areas to include classrooms, lecture halls, laboratories, restrooms/locker rooms, elevators, stairs, gym/fitness centers, hallways, entry ways, and all public spaces.
2. As part of our “Task & Frequency” program, office recycling will be collected on a weekly basis. There is no desk side trash program. All “trash” from offices, workstations, or desk-side should be directed to a common area trash receptacle to be collected daily.
3. Recyclables and trash in the “common areas” including, but not limited to lounges, kitchenettes, breakrooms, conference rooms, lobbies, classrooms, restrooms, hallways will be collected daily.
4. Routine cleaning of main entry glass doors.
5. Care and cleaning of all flooring types including vacuuming carpets, cleaning of entry walk off mats, general sweeping, and mopping as needed, and on an ongoing basis as needed.
6. Spot cleaning, stain removal of flooring as required.
7. Emergency cleanup as required.

### **Exterior Services (Regular & Ongoing)**

1. Mowing, edging, blowing, weeding, mulching, fertilization.
2. Care and maintenance of campus trees, flowers, shrubs and lawns.
3. Minor tree trimming, pruning of bushes, hedges, and flowers.
4. Planting of seasonal and drought tolerant flowers and plants.
5. Irrigation repair and inspections.
6. Trash/waste/litter removal campus wide.
7. Basic repair of pedestrian pathways.
8. Storm drain maintenance.
9. Pressure washing of pedestrian hardscape pathways and exterior graffiti removal on an as needed basis.
10. Maintain exterior building and pathway lighting.

## 11. Pest management.

### **Building Maintenance**

1. Maintenance and repair of plumbing systems.
2. Maintenance and repair of HVAC systems, air conditioning units and chilled water systems.
3. Maintenance and repair of electrical, building and office lighting fixtures (does not include personal lamps).
4. Maintenance and repair of building automation controls and energy management systems.
5. Maintenance and repair of emergency electrical power for equipment, standby emergency power and lighting, and major uninterrupted power supplies for buildings (not individual offices).
6. Maintenance, repair, and replacement of existing domestic and reclaimed water supply lines.
7. Maintenance, repair, replacement, inspection, and certification of life safety systems to include fire alarm systems, fire sprinkler and suppression systems, and fire extinguishers.
8. Maintenance and minor repairs of building common area walls and ceilings (patching and painting), acoustical ceiling tile, and flooring. Costs for major repairs that are deemed excessive will be discussed further.
9. Maintenance and repair of other building common area items such as toilets, partitions, fixtures, countertops, mirrors, water filling stations/fountains, and accessories.
10. Maintenance and repair of doors, door hardware, locks, and electronic card swipe readers.
11. Maintenance and repair of windows, window screens, and original window treatments (blinds, curtains).
12. Maintenance and repair of sidewalks and pathways.
13. Repairs due to leaks from room or plumbing/mechanical systems.
14. Maintenance work covers normal "wear and tear."
15. Key requests for new employees and vendors/supplies which includes making brass keys, uploading electronic readers, programming new access controls, or troubleshooting card issues or equipment malfunctions.
16. Painting of classrooms, hallways, building lobbies, corridors, offices, and common space on the established timeframe to include standard colors used for that building. Timeframe includes refreshing approximately every seven to ten years.
17. Painting of individual offices and departmental space is completed once every 10 years or as resources are available. When new faculty or staff are welcomed to campus Facilities Management makes every effort to perform basic paint refresh in office areas. Office touch-ups due to employee moves will include touch-up painting and patching.

### **Special Use Systems**

Special use system applies to systems that supports the unique operations of a department utilized by occupants of a building, not common to most campus buildings, and not considered part of facility infrastructure. Special use components may have been provided at initial construction or added to accommodate a change in university programs, occupancy or objectives. The funding sources utilized to fund this initial purchase and installation has no bearing on the financial responsibility for ongoing maintenance, repair or replacement of such systems.



## **Safety & Compliance**

1. Oversee building code and regulatory requirements.
2. Maintain fire life and safety systems: building sprinklers, standpipes, fire extinguishers, control panels and regulatory annual inspections.
3. Maintain water systems, backflows, and pumps.
4. Maintain health and safety requirements: eyewash, safety showers, and air quality.
5. Maintain emergency powers systems: UPS and electrical generators.
6. Maintain major mechanical: boilers, water heaters, air handlers, chillers, and elevators.
7. Provide for all work-related PPE requirements.
8. Manage campus Energy and Sustainability program.
9. Manage solid waste diversion and recycling.

## **IX. Non-Routine Maintenance**

As per EO 847, the campus facilities department is responsible for providing non-maintenance services. All non-routine maintenance will be billed back to the requesting department. Upon work order completion, Facilities Management will bill in most cases within 90-days. Typical costs include labor, materials, equipment rental, and outside services as needed. Near the end of the fiscal year, departments should plan on encumbering or rolling over funds to cover work requests that are placed or completed late in the fiscal year.

As a “*general rule of thumb*” non-routine maintenance is defined as follows: If an item is part of the building’s core/infrastructure, whether it’s hardwired, attached to structure, then it’s Facilities Maintenance’s responsibility to maintain it, with the exception of special use systems. If there’s a desire to add a component to a building’s core/infrastructure, this will be reviewed on a case by case basis. Additionally, if there’s an item that’s currently a part of the building’s core/infrastructure, and the requestor wants it removed, the cost for this work will also be absorbed by the requestor. (See examples below)

### **Building Maintenance/Projects**

1. Modifications of mechanical, electrical, or plumbing systems due to program changes.
2. Modification requiring carpentry/maintenance work to construct, alter, or improve building structures and components, to include but not limited to reconfiguration of space.
3. Modifications to building system to accommodate new departmental equipment or furniture installations.
4. Maintenance and repair of department refrigerators, freezers, ice makers, dish washers and water dispensers.
5. Maintenance, repair, and replacement of an ansul fire suppression system and exhaust hood cleaning.
6. Installation and modification (including work associated) of office address placards, directories, way-finding signage, and message board kiosks.
7. Space refurbishments including electrical, flooring, and lighting due to program or personnel changes.
8. Installation of pictures, boards, signs, and banners.
9. Environmental remediation and asbestos abatement will require discussion and consultation from Environmental Health & Safety prior to any work being started. Charges for abatement assessment, and monitoring, are reviewed on a case-by-case basis.
10. Requests for specially modified equipment requiring sheet metal work to be performed.



11. Specialized equipment unique to a department will be reviewed on a case-by-case basis.
12. The painting of interior areas outside of base building standards, i.e. accent walls, and/or other related color changes.
13. Repair locks or make keys for any non-building structure, such as cabinets, banner boxes, and carts. The Sonoma State University Key Control and Key Issuance Policy gives Facilities Management authorization to charge individuals and departments for a lost key and any charges associated with rekeying (brass/metal keys). In addition to the individual \$25 fee charged to the person responsible for the lost key per key or per card, the department originally authorizing the issuance of the keys will be charged actual costs of re-keying if the lock must be changed for safety or security reasons.

### **Custodial & Moving Services**

1. Special cleaning requests above and beyond normal cleaning due to a department event such as an employee relocation, a furniture install/removal/swap out, a clean-up after a departmental event.
2. Cleaning of high exterior and interiors windows and treatments addressed on a case-by-case basis.
3. Carpet cleaning of private office flooring or furniture beyond base level service, usually caused by a relocation, new furniture, and/or remodel.
4. Cleaning of departmental appliances: microwaves, refrigerators, and dishwashers.
5. Moving services including office relocation moves, equipment, and SSU property/equipment/furnishings. Off-site relocations will be considered on a case-by-case basis. Note: Facilities Management is not responsible for personal belongings that experience loss or damage during the move.
1. Delivery, assembly, and installation of office furniture/furnishings will be reviewed on a case-by-case basis.
2. Surplus property removal or delivery from warehouse may include disposal fees for specific items and reviewed on a case-by-case basis.

### **Additional Services Deemed as “Non-Routine Maintenance”**

#### **Event Support Services**

1. Delivery, set/remove tables and chairs
2. Rentals: lectern, performance staging, bleachers, fencing, umbrellas
3. Sign placement and retrieval
4. Rentals for dumpster, recycle and trash bins
5. Custodial event related porter services
6. Power washing due to event related cleanup
7. Event related permits (i.e. fire marshal, health & safety)
8. Special event support and standby of Facilities Management staffing including installation of temporary electrical or mechanical, reprogramming of electronic locks or other locking issues, and grounds preparation and support.
9. Special event support, including set-ups and breakdowns, and delivery and set up of equipment or furniture.

Below is a list of equipment rental rates. A \$25 charge will be assessed to all equipment deliveries regardless of the quantity ordered.

Service	Description	Rate	Note
Equipment delivery and pick up	Equipment delivery and pick up	\$25 flat	Applies to all equipment rentals
Chair rentals (only available for 50 chairs or less)	Rental	\$0.50 ea	For set up include an additional \$.50 for a total of \$1.00 ea.
Chair rentals and set up	Rental, set up, and break down	\$1.00 ea	
Table Rounds 8'/Tables 6' (15 or less)	Rental	\$3.50 ea	For set up include an additional \$3.50 for a total of \$7.00 ea.
Table Rounds 8'/Tables 6' (16 or more)	Rental, set up, and break down	\$7.00 ea	
Bleachers	Rental, set up, and break down	\$50.00 ea	
4-YD Dumpster	Rental, set up, and break down	\$35.00 ea	
Performance Stage	Rental, set up, and break down	\$400.00 ea	12x24
Blue Recycle/Trash Bin	Rental, set up, and break down	\$2.50 ea	
Sign Boards	Rental, set up, and break down	\$2.00 ea	
Lectern	Rental, set up, and break down	\$30.00 ea	
White Fencing	Rental, set up, and break down	\$3.00 ea	
Umbrella w/ Stand	Rental, set up, and break down	\$10.00 ea	
Porter Service	Support is based on an hourly rate	\$29.00 ea	There is a 4 hour minimum labor charge
Power Washing	Support is based on an hourly rate	\$29.00 ea	There is a 4 hour minimum labor charge

### Event Tents

According to [California Building Code 3103.2](#) all tents larger than 400 sq./ft will require campus approval/permit, as well as State Fire Marshal approval/permit. Additionally, multiple tents less than 400 sq./ft will also require campus approval/permit, and State Fire Marshall approval/permit.

### Electric Carts & Fleet Maintenance

Executive Order No. 691, SUAM Section 9171, and Education Code §89031.5, mandates the CSU provide delegation of authority from the campus president to Facilities Management to implement all aspects of the Motor Vehicle Inspection Program. According to the "Use of University & Private Vehicles Guidelines" published in July 2012 by the System Wide Risk Management and Public Safety Office, minor repair of CSU-owned vehicles will be performed in campus automotive service shops when possible. Facilities Management has the discretion to set the campus practice for repairs. Billable services include:

1. Any and all repairs, materials, or upgrades to electric carts, gas powered carts, or campus vehicles and the labor associated with the work
2. Maintenance service of electric carts, gas powered carts, or campus vehicles and the labor associated with the work.
3. Individual departments will be responsible for their own gas through the Voyager program.

Please refer to Motor Vehicle Inspection Program for details as well as specifics for requirements related to safety inspections on vehicles and carts (Appendix M).

**In-House hourly labor rates for Non-Routine Maintenance**

Craft	Hourly Rate
Auto	\$58
Building Service Engineering	\$59
Carpentry and Maintenance	\$52
Custodial	\$30
Electrical	\$56
Laborers & Movers	\$30
Landscaping	\$39
Lock	\$55
Paint	\$51
Plumbing	\$54
Project Supervisors	\$70

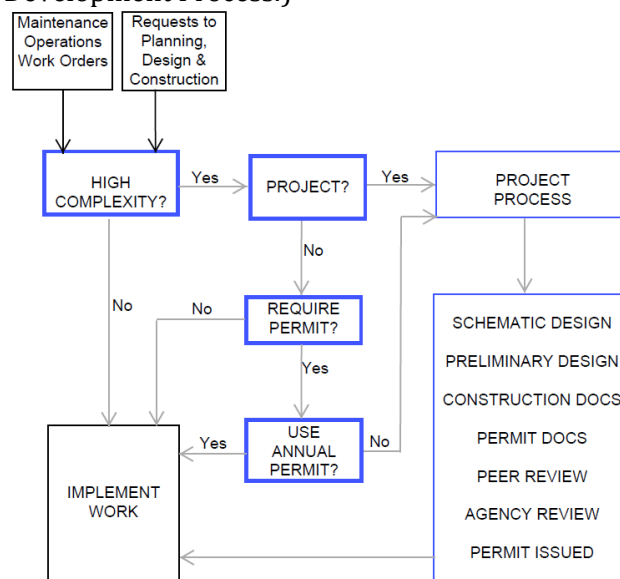
Labor rates include an administration fee for both direct (10%), and indirect costs (8%). Jobs that require “cost recovery” will be billed at “time & material”. Estimates can be provided upon request.

A 10% administrative fee will be applied for materials, contracts, and equipment rental.

**X. Projects & Renovations**

**Project Development Process**

Space renovations/remodels that involve construction are also deemed as “Non-Routine Maintenance.” All costs related to “Projects” will be absorbed by the requesting department. There are various project delivery methods and project costs vary depending on size and complexity. Planning, Design & Construction (PDC) considers project scope, schedule, and budget when applying appropriate delivery methods. (Appendix N Planning Design, and Construction Project Development Process.)



## **EO 672 – Permitting Process**

Per Executive Order EO 672, Sonoma State University has been granted delegation authority to manage campus projects. As part of this agreement, Facilities Management must adhere to a permitting process that verifies the following oversight and review:

1. 3<sup>rd</sup> Party Plan Check (peer review)
2. DSA – Department of State Architect
3. SFM – State Fire Marshall
4. SRB – Seismic Review Board (peer review)
5. MRB – Mechanical Review Board (peer review)

## **Early / Preliminary Budgeting Process**

Upon project request PDC will summarize and define the project scope and prepare a rough order of magnitude (ROM) budget estimate and schedule. This high-level budget amount summarizes the overall project costs from pre-construction to construction phases and schedule which provides an overview for the project timelines from design to implementation. Once the budget is established, and project moves forward, PDC will work with Budget office to set up project chartfield and Budget will procure the funding. Projects that are at a value less than \$709K are deemed as “Minor Cap” projects. Projects greater than \$709K are deemed as “Major Cap” projects.

## **Pre-Construction Phase (Part I)**

The pre-construction phase may range anywhere from 3 to 6 months, or longer, depending on the size and complexity of the project. Pre-Construction costs (soft costs) typically average 30% to 35% of the total cost of the project. Project requests that necessitate a space change, or type of building use change, will need Campus Space Planning Committee’s (CSPC) approval. The pre-construction phase designs and develops construction documents through following phases: Schematic, Preliminary, Working Drawings and Construction Documents development. PDC assures that State University Administrative Manual (SUAM) procedures are adhered to during pre-construction services. Our services may include following:

- Feasibility Studies
  - Facility infrastructure and deferred maintenance studies
  - Market and pro-forma studies (Housing)
  - Programming and master planning efforts
  - Hazmat considerations & special testing
  - Land surveys and infrastructure studies
- Estimating services and project development
- California Environmental Quality Act (CEQA) notifications. Projects in existing buildings/site require us to file Categorical Exemptions, these do not have a cost component, however large projects may need to develop Environmental Impact Reports (EIR) or other CEQA documents and will have a cost for consultants and legal services. PDC will obtain proposals for these services as part of the ROM budget.
- Sustainability: CSU is mandated to build to “Title 29” standards, plus 10% (LEED Silver equivalent).
- Design and Consulting Services: architecture, engineering (civil, electrical, mechanical, structural, plumbing), geo-technical, soil surveys, and hazardous materials reports.
- Peer Reviews and approvals during 75% Schematic, 100% Preliminary Plans, 95% Working Drawings:
  - Plan Check
  - Mechanical, Electrical, Plumbing (MEP)

- Seismic and Structural
  - California Accessibility Specialist (CAsp) review per EO 1111 mandated for all Major Cap projects.
  - California State Fire Marshal (CSFM) for Fire Life & Safety
  - Department of State Architect (DSA) for Accessibility
- Additional professional services based on project need (acoustical, graphic design, interior design, landscaping, space planning, lab planning, legal)
- Coordination with campus departments:
  - Information Technology coordination for wireless, data, network
  - Environmental Health & Safety (EH&S) for safety and hazardous materials
  - Contracts & Procurement, Finance, Accounts Payable
  - Disability Services for Students (DSS)
  - Academic Affairs for space use and allocation
  - University Police
  - Transportation and Parking Services
  - Facilities management support for work orders
  - Other departments as required
- Chancellor's Office submittals and oversight
  - Board of Trustees (BOT) and Finance
  - Amendments to Capital Outlay Program
  - Submittals during 75% Schematic, 100% Preliminary, 95% Working Drawings and 100% Working Drawing documents development and after bid and award
- Contingency
  - PDC recommends 10-15% contingency during design phase to account for unknown conditions at existing building/site.
  - Contingency is used with client's approval and unused contingency will be returned to client.

### **Construction Phase (Part II)**

The construction implementation may range from 1 to 18 months, or longer, depending on the size and complexity of the project. The construction phase typically averages 60% to 65% of the total cost of the project. At the completion of the project, State Fire Marshal issues a Certification of Occupancy (COO) and client may start using the renovated space. The Notice of Completion (NOC) must be filed within ten days of project completion and acceptance per SUAM 9830.04 with the County Recorder.

There are several factors that may have a direct impact to a project's schedule before construction: the project's complexity, available campus resources, campus schedules, project development, contracting, and other unforeseen items. PDC takes the aforementioned items into account when developing preliminary schedule for the campus clients. PDC assures that State University Administrative Manual (SUAM) procedures are followed during the construction services phase outlined below:

- Insurance: Major Capital projects over \$709K will carry Builder's Risk Insurance Program (BRIP) and sometimes Owner Controlled Insurance Premiums (OCIP).
- Construction
  - In-house labor (project materials, equipment rental)
  - Job Order Contracting (JOC)
  - Task Order Contract Agreement (TOCA)
  - Task Orders Service Agreements (TOSA)
  - Outside specialty contractor (roof, parking lots, landscaping, etc.)

- Project oversight and project management
  - Change orders (additional work that is not included in the original scope of the project, and typically require additional budget funds, usually from contingency)
  - Close-out deliverables: record drawings, O&M Manuals, warranties, training videos, project archiving, MetaBIM updating Space Facilities Database (SFDB), floor plan revisions
  - Warranty support post project completion
- Chancellor's Office submittals
  - Quarterly budget reports
  - Insurance program and updates
  - Building, Space Facilities Database (SFDB) and master plan updates
- Inspections
  - Inspector of Record (IOR) and special inspections
  - California State Fire Marshal (CSFM)
  - California Accessibility Specialist (CASP) – Major Cap requirement
- Fixtures, Furnishings & Equipment (FF&E) procurement and installation
- Contingency
  - 10-15% of the total cost of the project will be held in reserve. Contingency funds are only to be used to address any unforeseen conditions and/or agreed upon change orders.
  - Projects less complex may have a construction contingency as low as 5%.
  - Unused contingency will be returned.
- Indirect cost/administrative overhead
  - Per SSU's Space Modification and Renovation Policy SSU rate is 10%.
  - Construction Management, per [SUAM 9034.01](#), 7% administrative fee is based on the total cost of construction or Guaranteed Maximum Price (GMP).
  - Minor Cap Fees:
    - 10% on both goods & services
  - Major Cap Fees:
    - State funded projects 7% = 5.5% PDC + 1.5% Chancellor's Office fee
    - Non-state funded projects 7% = 6.5% PDC + 0.5% Chancellor's Office fee

### **Budget & Billing**

Our intent is to provide campus clients with a comprehensive project budget, and successfully lead the project from start to completion adhering to budget, schedule, project scope and construction administration requirements and deliverables per SUAM. The budget proposal estimates are a "Not to Exceed" budgets. Once the project is complete, client will be billed for the actual cost of the project and unused funds will be returned, or rather not billed.

For instance, the early Rough Order of Magnitude (ROM) budget may be \$140K and include a design contingency of 10-15%. After the pre-construction process and competitive bidding, the project may come in at \$120K including 10-15% construction contingency. When project is complete, the final overall budget may be \$106K due to the actual costs and return of unused contingency amount.

Phases	Base Budget	Contingency 10-15%	Project Budget
ROM	\$119,000	\$21,000	\$140,000
Bid	\$102,000	\$18,000	\$120,000
Actual			\$106,000

## **XI. The Procurement of Goods & Services**

Facilities Management works closely with the university's Contracts & Procurement department for both contracting, and for the procuring of goods and services. Depending on the size and scope of the project there are contracting and bidding requirements that need to be followed. They are as follows:

- ICSUAM 5301 – Multiple bid thresholds for property (+\$50K)
- ICSUAM 5401 – Multiple bid thresholds for services (+5K)
- ICSUAM 5501 – Multiple bid thresholds for both goods and services
- Public Contract Code 1070(b) – Construction over \$5,000 (public bid requirements, and the payment of prevailing wages).

Depending on the complexity and timing of the project this can be a timeline component to consider as part of the overall project schedule

## **XII. Customer/Client Responsibilities**

Facilities Management must be contacted regarding any and all construction related facilities work inside & outside of buildings, roadways, pathways, utility infrastructure, and hard-scape and soft-scape areas. Any facility related work contracted without Facilities Maintenance involvement will be violation of EO 847, SUAM 9700, ICSUAM 5000, and subject to possible filing of Union grievances as outlined in the Collective Bargaining Agreements (CBA) with Unit 5 (Article 3) and/or Unit 6 (Article 4).

## **XIII. Facilities Management - Hours of Operation**

Facilities Management follows University normal hours of operation, Monday through Friday 8 am to 5 pm and is closed on campus holidays as outlined in Sonoma State University's Master Payroll Calendar. Any costs for work outside normal operating hours or on holidays will be covered by the requesting department as part of EO 847 cost recovery.



SSU Campus Custodial Cleaning Frequency Guideline	Daily	Every Other Day	Weekly	Monthly	Quarterly	Annually
<b>COMMON AREAS</b>						
<i>(includes suites, reception areas, multi-occupant offices, conference rooms, breakrooms, restrooms, lobbies, corridors, stairwells, entry ways, landings, breezeways, elevators)</i>						
Empty trash receptacles, replace liner (if soiled), wash receptacles (as needed) and dispose of all trash.	X					
Sweep floors, removing debris from behind doors, in corners, and around furniture.			X			
Mop hard surface floors, removing spills/stains, including hallways, interior stairs, landings, breezeways, kitchens, dining	X					
Vacuum carpets/dust mop floors in common areas, i.e. suites, reception areas, conference rooms, corridors, etc. thoroughly			X			
Remove graffiti from desks, tables, walls, doors, restroom partitions.	X					
Thoroughly dust & clean flat surfaces in common areas, (Individual				X		
Spot wash walls and doors cleaning spills, spits, and slops, clean around light switches as needed.					X	
Clean wash basins, utility sinks, chalkboards, and white boards, etc.			X			
Dust/clean all building surfaces for cobwebs, dirt, dust, i.e. walls, ledges, signage, window sills, air grills, vents, blinds, exterior					X	
Carpet Spotting			X			
Strip and Apply Floor Finish for Hard Surfaces and Shampoo Carpet (More frequent may be a charge to dept.)						X
<b>CLASSROOMS &amp; LABS</b>						
Tag lights that do not work submit a service request.		X				
Empty trash receptacles & recycle bins, replace liner (if soiled), wash receptacles (as needed) and dispose of all trash. P/U	X					
Dust mop floors, removing debris from behind doors, in corners, and around furniture. Vacuum carpet		X				
Mop hard surface floors & spot clean carpet, removing spills/stains.		X				
Clean Chalk boards white boards		X				
Spot wash walls and doors, clean around light switches.				X		
Dust/clean surfaces for cobwebs, dirt, i.e. walls, ledges, window sills, air grills, vents, blinds, etc.				X		
Carpet Spotting			X			
Strip and Apply Floor Finish for Hard Surfaces and Shampoo Carpet						X
<b>SINGLE OCCUPANT OFFICES/CUBICLES</b>						
Tag lights that do not work submit a service request.		X				
Dust mop floors, removing debris from behind doors, in corners, and around furniture. Vacuum carpet			X			
Mop hard surface floors & spot clean carpet, removing spills/stains.			X			
Spot wash walls and doors, clean around light switches.				X		
Dust/clean surfaces for cobwebs, dirt, i.e. walls, ledges, window sills, air grills, vents, blinds, etc.				X		
Carpet Spotting				X		
Strip and Apply Floor Finish for Hard Surfaces and Shampoo Carpet						X
<b>LOBBIES, CORRIDORS AND INTERIOR STAIRWELLS</b>						
Remove pamphlets, circulars, flyers, etc, from walls & glass surfaces, unless posted on bulletin boards.	X					
Sweep and spot mop interior stairs and landings. Clean drinking fountains			X			
Buff corridor floors using floor restorer with a high-speed or ultra high-speed floor machine.			X			
Dust & Clean handrails, metal railings,			X			
Apply a coat of floor restorer finish and buff hard surfaces (lobbies & corridors).				X		
Bonnet-shampoo carpeted areas.					X	
<b>ENTRY WAYS AND BREEZE WAYS</b>						
Sweep building entrances and breezeways, remove dust tags, webs from walls, ceiling, corners	X					
Vacuum entry mats (replace as needed), clean glass doors, walls, windows (under overhang)	X					
Wash down floors, exterior stairs, landings and breezeways. Detail clean door frames/thresholds				X		
<b>ELEVATORS, WINDOWS, ATRIUMS, etc.</b>						
Vacuum all elevator tracks. Clean walls, doors, floors.				X		
Interior/Exterior Windows/Screens/Awnings - when funded by University. Departments can request more frequent washing					X	
High Dusting above 12 feet. Typically performed by outside contractor.					X	
<b>RESTROOMS/LOCKER ROOMS</b>						
Complete cleaning of restrooms and locker rooms, complete wipe down hi touch surfaces.	X					
Disinfect wash basins, urinals, commodes, trash receptacle, and dispensers.	X					
Sweep & Mop floors. Spot clean carpet, removing spills/stains.	X					
Damp wipe metal surfaces, doors, walls, partitions removing stains. Clean mirrors.			X			
Dust lockers and all flat surfaces.			X			
Pour fresh water into floor drains.				X		
Restock restroom paper supplies; towels, toilet paper, seat covers, hygiene vending machines & soap.	X					
Spray clean walls, stalls, fixtures, scrub restroom floors, pour enzyme solution into floor drains.				X		
Strip and Apply Floor Finish for Hard Surfaces and Shampoo Carpet						X
<b>ADDITIONAL INFORMATION</b>						
Request for exceptions will be considered on a case-by-case request by Director.						
Before restricted rooms can be brought back into the cleaning schedule, the department must submit a service request for a deep cleaning to bring the room into cleaning standards. This cost shall be at the expense of the requesting department.						
Requests to clean a restricted access room, may be a chargeable and will be considered on a case by case basis with a decision made by the custodial manager, depending on the condition of the room.						
O/E: if your room number is an odd number then you will receive services on the odd days of the month. If your room is an even number you will receive service on the even days of the month. Normal work schedules are Sunday-Thursday.						

## *Appendices*

Appendix A – Education Code §89031.5:

[https://leginfo.legislature.ca.gov/faces/codes\\_displaySection.xhtml?lawCode=EDC&sectionNum=89045](https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=EDC&sectionNum=89045)

Appendix B – Executive Order 672: <http://www.calstate.edu/EO/EO-672.pdf>

Appendix C – Executive Order 691: <https://www.calstate.edu/eo/EO-691.pdf>

Appendix D – Executive Order 847: <https://www.calstate.edu/eo/EO-847.pdf>

Appendix E – Executive Order 987: <https://www.calstate.edu/eo/EO-987.pdf>

Appendix F – Executive Order 1000: <https://www.calstate.edu/eo/EO-1000.pdf>

Appendix G – Executive Order 1111: <http://www.calstate.edu/eo/eo-1111.html>

Appendix H - ICSUAM 5000: <https://www.calstate.edu/icsuam/documents/Section5000.pdf>

Appendix I - ICSUAM Section 5300 – ICSUAM 5501:

<http://www.calstate.edu/icsuam/sections.shtml>

Appendix J – SUAM 9171: <http://www.calstate.edu/cpdc/suam/SUAM9171.pdf>

Appendix K – SUAM 9700: <http://www.calstate.edu/cpdc/suam/suam9700-9843.pdf>

Appendix L - Event Support Services Rate Sheet:

<https://www.sonoma.edu/fm/slc/billable.pdf>

Appendix M – Motor Vehicle Program:

[https://www.calstate.edu/risk\\_management/documents/vehicleuseguidebook.pdf](https://www.calstate.edu/risk_management/documents/vehicleuseguidebook.pdf)

Appendix N – Planning Design, and Construction Project Development Process

<https://www.sonoma.edu/cpdc/planning/process.pdf>

Appendix O – Public Contract Code 10705:

[https://leginfo.legislature.ca.gov/faces/codes\\_displayText.xhtml?lawCode=PCC&division=2.&title=&part=2.&chapter=2.5.&article=1](https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=PCC&division=2.&title=&part=2.&chapter=2.5.&article=1)

Appendix P – SSU Key Control Policy: <http://www.sonoma.edu/policies/key-control>

Appendix Q – SSU Key Issuance Procedure Policy: <http://www.sonoma.edu/policies/key-issuance-procedures>

Appendix R - SSU Master Payroll Calendar: <http://web.sonoma.edu/hr/payroll/dates-calendar.html>

Appendix S – SSU Space Modification and Renovation Policy:

<http://www.sonoma.edu/policies/space-modification-and-renovation>

Appendix T – SSU Strategic Plan:

<http://strategicplan.sonoma.edu/sites/strategicplan/files/strategic-plan-2pg.pdf>

Appendix U - Unit 5 / Article 3: <https://www2.calstate.edu/csu-system/faculty-staff/labor-and-employee-relations/Documents/unit2-5-7-9-csueu/article3.pdf>

Appendix V - Unit 6 / Article 4: <https://www2.calstate.edu/csu-system/faculty-staff/labor-and-employee-relations/Documents/unit6-setc/article4.pdf>

Appendix W – Use of University and & Private Vehicle Guidelines:

[https://www.calstate.edu/risk\\_management/documents/vehicleuseguidebook.pdf](https://www.calstate.edu/risk_management/documents/vehicleuseguidebook.pdf)