



CALIFORNIA STATE UNIVERSITY CHANNEL ISLANDS ADMINISTRATIVE POLICY MANUAL

Finance & Administration

Approved By: Richard R. Rush
President

Policy Number: FA.01.002

Effective Date: 2/26/08

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Policy on OPC Chargebacks

PURPOSE:

Operations, Planning, and Construction (OPC) is responsible for the maintenance and operations of the campus grounds and facilities funded by operating fund budget allocation. In addition to maintenance and operations, OPC is responsible for the oversight of all changes to campus grounds and facilities including new construction, renovation, change of utilization, alteration and installation of equipment. OPC may perform said work in house or via contracted services as a charge back to the requesting party.

BACKGROUND:

CSU Executive Order 847 (EO 847), dated January 10, 2005, defines Facility Maintenance on the campuses, establishes requirements for maintenance and operation of state-supported facilities, and indicates that campus operating fund operations shall be reimbursed actual direct costs plus indirect costs associated with requested non-maintenance services provided by the facilities department.

CSUCI maintenance operations are managed by Operations, Planning and Construction (OPC). OPC has four functional units providing services: Operations (skilled trades); Facility Services (custodial, grounds and event services); Planning, Design, and Construction; and Logistical Services (mail, shipping and receiving, warehouse, moving, and maintenance stores).

POLICY:

Accountability:

The Associate Vice President for OPC shall be responsible for establishing and maintaining computerized maintenance management systems to accurately track facilities work, and to provide timely and accurate accounting of direct and indirect project costs. OPC will work with the Director of Budget, Procurement, and Support Services to establish rates for OPC services in compliance with EO 847. OPC will work with the Controller to insure tracking, accounting, and invoicing is consistent with campus fiscal processes.

Applicability:

The policy applies to all campus administrative and academic departments; auxiliary organizations; tenants; and external organizations requesting facility services.

Definition(s):

Operations and Maintenance: *Activities required for ongoing, routine operations and maintenance of a building.* Operations and maintenance activities includes the routine work necessary to keep state-



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supported facilities, utility infrastructure, roads and grounds in good repair, appearance and operating condition. This work includes maintaining, operating, and repairing utility systems, e.g. electricity, water, gas, heat, ventilation, air conditioning, plumbing, sewage, and elevators. It also includes maintaining and repairing basic components of campus buildings and grounds, e.g., foundations, walls, roofs, stairs, ceilings, floors, floor coverings wall coverings, doors, windows, hardware, turf, sidewalks, streets, and ancillary facilities or equipment that support basic building operations, and routine custodial services.

Direct Costs: Costs that can be readily assigned to a particular cost objective with a high degree of accuracy.

Indirect Costs: 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 actually being done but are related to the ability of the facilities department to do work.

Resource: Operating 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.

Text:

OPC will provide Operations and Maintenance service to the campus per EO 847. Baseline Operations and Maintenance for state-supported facilities are provided by operating funds. Non-maintenance facilities services are provided to the campus on a charge back basis, for direct and indirect actual costs. Specific services provided by the four functional units of OPC are described below.

Operations:

The Operations unit provides baseline Operations and Maintenance services to state-supported facilities including operating and maintaining utilities, electrical systems, plumbing systems, mechanical systems; elevators, doors, windows and hardware, and instructional facilities. It also includes scheduled and preventive maintenance for these systems to ensure peak efficiency and minimal deterioration. 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.



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The Operations unit may also provide, when not provided via a major or minor capital outlay construction project budget, limited additional services to state-supported facilities. This may include initial installation and maintenance of basic instructional equipment such as white boards, projection screens, cabling and mounting for AV and IT equipment, window coverings, seismic anchoring of equipment, and other equipment. Cabling and connection of telecommunication, computer, and multimedia devices is the responsibility of the Information Technology department.

The installation of specialized instructional or research-related equipment is not routine Operations and Maintenance. The requesting campus department will be responsible for the cost of preparing facilities for specialized equipment including required design and engineering; plan reviews and approvals, providing utilities for such equipment, and alterations and modifications to any facility as required for the equipment installation.

Operations will prepare a list annually for replacement of expendable finishes and equipment, such as carpeting, window coverings, and white boards. This list will be prepared in coordination with university divisions. Estimates for these projects will be submitted during annual budget process. Items/projects funded during the budget process (either start-of-year or year-end) will be completed by OPC without additional charges.

Operations staff includes electricians, plumbers, building mechanics, painters, locksmiths, masons, and laborers. Depending on Operations workload and staffing, Operations may be able to provide additional services to state-supported facilities on a charge back basis.

Operations may provide the same services described above on a charge back basis, to non-state-supported facilities and stakeholders such as auxiliary organizations; tenants; and external organizations requesting services. This work will be reviewed in consideration of workload and campus priorities.

Operations work is performed by Unit 6 bargaining unit skilled trades employees and cannot be performed by other campus staff. Operations should be contacted before any repairs, modifications, alterations, or upgrades are undertaken.

Examples of OPC services provided on a charge back basis include, but are not limited to, new construction, alterations, remodeling, fabrication and installation of equipment or furnishings, maintenance of specialized department equipment, and supervision and inspection of this work. The



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charge to the requesting department will include direct and indirect costs. Examples of charge back services include:

- Decorative changes such as color of paint or carpet, decorative light fixtures, accent trim, etc.
- Maintenance of all special department equipment such as freezers, refrigerators, icemakers, bench or wall mounted water distillers, and environmental chambers.
- Modifications to any space, alteration or remodeling of a building's structure, hardware, or mechanical/electrical systems.
- Locksmith services including locking and unlocking filing cabinets, providing locks for cupboards and cabinets, installation of electronic locks, and replacement of door locks or re-keying for other than maintenance reasons.
- Repairs to non-instructional furniture or equipment.
- Addition of electrical circuits.
- Construction and/or installation of shelving/cabinets, installation or hanging of pictures, murals, clothes racks and miscellaneous equipment not required for the academic program.
- Servicing of departmental vehicles, including required annual safety inspection or any department-requested repairs.
- Personal name signs, office hour signs, or department directory of informational signs. (Permanent building signs, room numbers, room name and identification signs are considered baseline maintenance.)
- Damage caused to facilities due to department neglect or misuse.
- Event support services such as electrical and lighting prior to and during events, and fire watch as needed for events, will be supported without charge back for supported events described in Facility Services, and with charge back for other events.

Facility Services:

Facility Services provides Operations and Maintenance services to state-supported facilities. Grounds workers provide routine maintenance and repair of all state-supported landscaped areas, routine cleaning of paved areas, replanting of garden material, maintenance and repair of irrigation systems, and trimming of trees and shrubs. Custodial staff provides routine cleaning and trash removal in classrooms, bathrooms, offices and common areas, including periodic stripping and re-waxing of floors, cleaning of windows and blinds, and shampooing of carpets. Custodial services outside of normally scheduled service, or requested more often than baseline maintenance, are provided on a charge back basis, based on the availability of resources.



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Facility Services also provides event services as needed for state-supported and non-state-supported units. These services include additional custodial services as needed before and after events; set-up and take-down of furniture, equipment, and limited audio-visual equipment; staff support as needed during events; and coordination of these services. Facility Services provides event services to a limited number of previously identified events without charge back. These events are noted to be related to the university mission and scheduled academic classes. A list of these events is available for the EFC or OPC.

Some event requests exceed Facility Services capacity, either in staffing, equipment, or specific event needs. This includes, but is not limited to, portable sanitary facilities, professional sound and lighting equipment, tables and chairs exceeding current inventory, tablecloths, and all room decorations. When feasible, Facility Services will assist requestors in procuring these services from an outside vendor on a charge back basis.

Facility Services will provide the same services described above on a charge back basis, to non-state-supported facilities and stakeholders such as auxiliary organizations; tenants; and external organizations requesting services.

Planning, Design, and Construction (PDC):

PDC is primarily focused on design and construction of minor and major capital projects. Staff includes planners, architects, and construction managers. The Director of PDC is the CSUCI Deputy Building Official for the campus. PDC provides the following services to state-supported facilities: review on new and ongoing space use for code compliance; coordination with the California State Fire Marshal (CSFM) for special events and changes in facility use. Additionally, PDC plans campus growth, new facilities, and studies options for new projects and renovations.

OPC will work with the requesting campus department to identify code compliance requirements, issues of location and best practices pertaining to availability of necessary utilities, infrastructure or proper installation methods. The modification of any building or space and the installation of any equipment may require stamped engineering or architectural drawings and approvals from the California State Fire Marshal, Division of the State Architect for accessibility, plan check agencies, and the CSU Seismic Review Board. Consultation with OPC during the planning of any facility alteration or upgrade is critical to the success of any project. Proposed projects that will change the internal or external configuration of buildings or grounds, the classification of space, or



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environmental health and safety requirements will also require additional approvals, such as the Physical Master Planning Committee; the Space Allocation Committee; and the CSUCI Cabinet.

The CSU delegation of authority to CSUCI for design and construction services is granted by the Trustees specifically to Planning, Design and Construction. PDC follows procedures established in the Capital Outlay Management Plan for all projects.

The planning and design functions provided by PDC are not specifically addressed under facilities operations in EO 847. PDC provides these services to state-supported departments without chargeback in consideration of workload, and campus priorities. Other campus departments, auxiliaries, tenants and external organizations shall arrange for specified PDC services with full charge back for all services. PDC may contract outside design and construction consultants as needed for projects. These services will be contracted on a charge back basis to each project without additional mark-up.

Logistical Services:

Logistical Services provides the following baseline Operations and Maintenance services to state-supported facilities: mail distribution and pick-up services; and shipping and receiving of university related materials. These services are provided to state-supported departments on a charge back basis for the actual postage/shipping expense only. Logistical Services will not accept delivery of any material or items that are not the property of the university. Logistical Services may provide the same services described above on a charge back basis including actual postage/shipping expense, including packaging materials if any, and direct/indirect costs for staff time, to non-state-supported facilities and stakeholders such as auxiliary organizations; tenants; and external organizations requesting services. These additional services to tenants and outside requestors will be reviewed in consideration of workload and campus priorities.

Logistical Services also manages Maintenance Stores, a warehouse and inventory of items generally needed by OPC for Operations and Maintenance; and also manages the university warehouse of furniture and equipment stored for re-use. Logistical Services will move and set up furniture and equipment within the limits of available trained staff and equipment at the time of the original occupancy of a facility for state-supported departments.

When ordering furniture, requestors should obtain quotes/bids that include costs to deliver, assemble, and install furniture as part of the purchase price. Procurement staff shall check requests for goods and services to ensure such costs are included before placing furniture orders. Logistical



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Services will provide for inter and intra-building moves of furniture and office equipment, not including computers, phones, or copiers, for state-supported departments, when related to the occupancy of a new building. Excess furniture and equipment from state-supported spaces should be carefully evaluated for potential re-use and tagged for storage or surplus. Logistical Services will move instructional equipment as well as surplus equipment and furniture for state-supported departments as part of baseline services. Furniture and equipment identified for storage will be moved to the warehouse on a charge back basis, and requestors should commit to re-evaluating the status of furniture and equipment in storage at least once annually.

Logistical Services will accept requests to move and set up furniture and equipment within the limits of available trained staff and equipment at the time of the original occupancy of a facility. Some moving and warehousing requests may exceed Logistical Services capacity, either in staffing, equipment, or specific needs. This includes but is not limited to moving staff and equipment, or specialty expertise required for specific equipment. When workload and campus priorities require outside support for moves, Logistical Services will assist requestors in procuring these services from an outside vendor on a charge back basis.

Logistical Services may provide the same services described above on a charge back basis to non-state-supported facilities and stakeholders such as auxiliary organizations in consideration of workload and campus priorities.

Logistical Services will not accept delivery of any material or items that are not the property of the university and will not be responsible for any personal items delivered to the warehouse or anywhere else on campus.