



Service Agreement

Deferred Maintenance

FY21 through FY25 Budget Information

	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
	Deferred Maintenance				
Service Unit Allocation for Deferred Maintenance	\$ 3,555,284	\$ 6,461,909	\$ 7,961,909	\$ 8,711,909	\$ 8,711,909

Service Unit	Brief Description of Services	Core	Premium	Recharge	Page #
Deferred Maintenance	Services and projects related to existing buildings, landscapes, utilities, and hard surfaces. The purpose of these funds are to address costs related to life-cycle based needs, or costs related to extending the life-cycles of UND's built environment.	X			3
APPA Appendix	APPA information for maintenance, custodial and grounds.	N/A	N/A	N/A	4-6

Name of Service Unit:	Deferred Maintenance
Contact:	Mark Johnson, Interim Associate Vice President
Web address:	https://UND.edu/finance-operations/facilities-management/
Brief Description:	Services and projects related to existing buildings, landscapes, utilities and hard surfaces. The purpose of these funds are to address costs related to life-cycle based needs, or costs related to extending the life-cycles of UND's built environment.
Customers Eligible to Request Service:	University of North Dakota - Facilities Management Deferred Maintenance: projects are dictated by Facilities and/or Master Plan: items that were not covered by general maintenance work in previous years resulting in deferral to future years.
Core Services Specifics:	<ul style="list-style-type: none"> • HVAC/Building Automation • Plumbing • Electrical • Carpentry/Roofing/Abatement • Flooring • Paint • Electronics/Fire Alarm/Security Systems • Locks/Hardware/Signage • Landscape & Grounds (includes "campus beautification" expenditures)
Recharge Services:	N/A
Premium Services:	N/A

APPA* Maintenance Matrix

*The Association of Higher Education Facilities Officers

Level	1	2	3	4	5
Description	Showpiece Facility	Comprehensive Stewardship	Managed Care	Reactive Management	Crisis Response
PM vs. RM	100% PM	75- 99% PM	50-75% PM	25-50% PM	0-25% PM
Service Efficiency	Highly Organized	Organized w/ Direction	Somewhat Organized	Somewhat Chaotic	Chaotic w/ No Direction
Bldg System Reliability	Breakdowns Rare	Few Breakdowns less than MTBF	Periodic Failures	Constant Repair Needs	Many Not Functioning
Budget % of CRV	> 4.0%	3.5 - 4.0%	3.0 – 3.5%	2.5 – 3.0%	<2.5%
Campus Avg. FCI	<0.05	0.05 – 0.15	0.15 – 0.29	0.30 – 0.49	>0.50

APPA* Custodial Matrix

*The Association of Higher Education Facilities Officers

Level	1	2	3	4	5
Description	Orderly Spotlessness	Ordinary Tidiness	Casual Inattention	Moderate Dinginess	Unkempt Neglect
Floors	Bright/Shiny	Minimal Dust	Few Stains	Dull/Dingy Stained	Dirty/Dingy Scarred
Surfaces	Freshly Cleaned	Clean w/ Few Marks	Obvious Dust, Dirt, Smudges	Conspicuous Dirt, Dust	Major Dust, Dirt
Restrooms	Freshly Cleaned	Clean w/ All Supplies	Obvious Dust, Dirt, Stains	Conspicuous Dirt, Stains	Major Dirt, Mold
Trashcans	Daily Waste, Odor Free	Daily Waste, Odor Free	Daily Waste, Odor Free	Old Waste, Malodorous	Overflowing, Malodorous
Light Fixtures	Freshly Cleaned	Clean	Clean	Dirty	Dirty Flies, Dust Balls

APPA* Grounds Matrix

* The Association of Higher Education Facilities Officers

Level	1	2	3	4	5
Description	State-of – the- Art	High Level	Moderate Level	Moderately Low Level	Minimum Level
Turf Care	Mowing < 5 Days , <1% Weeds	Mowing @ 5 Days , <5% Weeds	Mowing <10 Days , <15% Weeds	Low Freq. Mowing, Weed Control Limited	Very Low Freq. Mowing, Min. Weed Control
Floral Plantings	Extensive w/ Multiple Rotations	Many w/ 2 or more Rotations	Few w/ Only Perennials	None w/Few Perennials	None w/Few Perennials
Surfaces	Great Repair	Good Repair,	Repaired as Budget Allows	Repaired as Safety vs. Budget	Repaired Only as Safety Requirement
Snow Removal	Same Day < 0.5 inches	By Noon Following Day	Day After	Local Code Requirements	Local Code Requirements
Litter Control	1 x Day 7 Days/Week	1 x Day 5 Days/Week	2- 3 Times Per Week	Once per Week	On Demand