



Service Agreement

Facilities and
Deferred
Maintenance

FY20 through FY24 Budget Information

	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
	Facilities Management				
Service Unit Allocation for Facilities	\$ 19,417,419	\$ 18,931,983	\$ 19,145,246	\$ 19,491,198	\$ 23,950,869
Service Unit Allocation for Deferred Maintenance	\$ 3,950,315	\$ 3,555,284	\$ 6,461,909	\$ 7,961,909	\$ 8,711,909

Service Unit	Brief Description of Services	Core	Premium	Recharge	Page #
Academic Custodial Services	Scheduled cleaning of academic building interiors, litter control around the perimeter of the buildings and snow removal around building doors.	X	X	X	4
Compliance & Safety / Preventative Maintenance	Services provided in compliance with various regulations, for safety purposes and according to manufacturers' specifications as available within existing resource allocation.	X			5
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			6
Facilities Management Administration	Responsible for the oversight of maintenance, custodial, operations and utilities of the University of North Dakota's buildings and grounds. Also responsible, in conjunction with the Planning Design Construction department, for all improvements, renovations and construction that occurs.	X			7
General Maintenance - Academics	General Maintenance - Academics encompasses repair services provided to buildings, building mechanical systems, and utility distribution systems in support of campus operations, requested through work order requests.	X			8
Landscape Services	Landscape Services provides maintenance services related to turf care, litter control, pruning, insect control, snow removal, hard-exterior surfaces, and floral plantings.	X	X	X	9
Minor Renovations	Services provided on minor renovation projects, facility/infrastructure upgrades/improvements and equipment installations funded on a recharge basis in support of campus operations.			X	10

Service Unit	Brief Description of Services	Core	Premium	Recharge	Page #
Moves, Deliveries & Special Event Set Up	Provide move and event set-up services and associated equipment (staging, podiums, chairs, tables, etc.). Provide delivery service. Provide general and emergency support of custodial operations as needed and available.	X		X	11
Non-Academic Services	Provide maintenance and repair services to non-academic buildings and grounds, and building mechanical systems, housekeeping and equipment repairs in support of their operations.	X		X	12
Planning, Design & Construction (PDC)	Responsible for the coordination of all improvements, renovations and construction that occurs in UND owned buildings and grounds. The department is also responsible for utility locates, move coordination and management of the space records for the campus.	X		X	14
Utilities	Acquisition of electricity, natural gas, and water necessary to support the campus mission at the most cost-effective rates that at the same time promote the accomplishment of University sustainability goals.	X		X	15
APPA Appendix	APPA information for maintenance, custodial and grounds.	N/A	N/A	N/A	16-18

Name of Service Unit:	Academic Custodial Services																										
Contact:	Mike Pieper, Associate Vice President																										
Web address:	https://UND.edu/finance-operations/facilities-management/																										
Brief Description:	Scheduled cleaning of Academic and Academic Support buildings' interior, litter control around the perimeter of the building and snow removal around building doors.																										
Customers Eligible to Request Service:	Academic departments																										
Core Services Specifics:	<p style="text-align: center;">Academic Cleaning Schedule</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Space</th> <th>Service Level</th> </tr> </thead> <tbody> <tr> <td>Class Rooms</td> <td>Daily</td> </tr> <tr> <td>Teaching Labs</td> <td>Daily</td> </tr> <tr> <td>Computer Labs</td> <td>Daily</td> </tr> <tr> <td>Restrooms</td> <td>Daily</td> </tr> <tr> <td>Conference Rooms</td> <td>Daily</td> </tr> <tr> <td>Break Rooms</td> <td>Daily</td> </tr> <tr> <td>Main Stairways & Elevators</td> <td>Daily</td> </tr> <tr> <td>Entrances & Hallways</td> <td>Daily</td> </tr> <tr> <td>Entryways Snow Removal</td> <td>Daily</td> </tr> <tr> <td>Offices</td> <td>Once a Week</td> </tr> <tr> <td>Fire Exit Stairways</td> <td>Once a Week</td> </tr> <tr> <td>Research Labs</td> <td>Three times a Week</td> </tr> </tbody> </table> <p>UND's Custodial Services provides a base standard of cleaning equal to a 3.0 APPA standard (Additional information on APPA ratings is included in the appendix.).</p>	Space	Service Level	Class Rooms	Daily	Teaching Labs	Daily	Computer Labs	Daily	Restrooms	Daily	Conference Rooms	Daily	Break Rooms	Daily	Main Stairways & Elevators	Daily	Entrances & Hallways	Daily	Entryways Snow Removal	Daily	Offices	Once a Week	Fire Exit Stairways	Once a Week	Research Labs	Three times a Week
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Recharge Services:	Cleaning requests above the core service standard, including greater frequency or tasks not included in core services. Work is funded on a recharge basis of. \$28.00/hr. (FY23 rate) plus the cost of directly billable materials.																										
Premium Services:	Increase in services on a routine basis available. Contact Facilities to discuss terms.																										

Name of Service Unit:	Compliance & Safety / Preventative Maintenance
Contact:	Mike Pieper, Associate Vice President
Web address:	https://UND.edu/finance-operations/facilities-management/
Brief Description:	Services provided in compliance with various regulations, for safety purposes and according to manufacturers' specifications as available within existing resource allocation.
Customers Eligible to Request Service:	University of North Dakota - Facilities Management
Core Services Specifics:	<p>Services are provided as mandated by applicable safety/compliance legislation or based on manufacturer specifications in the following areas:</p> <ul style="list-style-type: none"> • General Building Maintenance • HVAC/Building Automation • Plumbing • Electrical • Carpentry/Roofing/Abatement • Flooring • Paint • Electronics/Fire Alarm/Security Systems • Locks/Hardware/Signage • Contract Maintenance – Manage special maintenance contracts with 3rd parties. <p>Service Response Times:</p> <ul style="list-style-type: none"> • Work is performed within existing resource allocations subject to safety and compliance legislation, and in conjunction with general and utility distribution systems maintenance services.
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Deferred Maintenance
Contact:	Mike Pieper, 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

Name of Service Unit:	Facilities Management Administration
Contact:	Mike Pieper, Associate Vice President
Web address:	https://UND.edu/finance-operations/facilities-management/
Brief Description:	Responsible for the oversight of the maintenance, custodial, operations and utilities of the University of North Dakota’s buildings and grounds. It is also responsible, in conjunction with the Planning Design Construction department, for all improvements, renovations and construction that occurs in UND owned buildings and grounds. The management of the Transportation department is also under the Facilities Management portfolio.
Customers Eligible to Request Service:	UND departments
Core Services Specifics:	<p>One Time Work: Typically campus departments request the functions provided by this service unit by submitting a Project Request. This starts the process to determine where the work fits within other priorities, is there an estimate that needs to be developed, etc.</p> <p>Ongoing Work: Also, work covered by the staff in this service unit is related to a lot of ongoing work. Examples of this is the oversight of the custodial, maintenance & utility work that goes on across campus.</p> <p>Regarding one-time work, requests are continually processed and communication happening with customers to update the status of requests. Regarding ongoing work, this happens each & every day on campus. If customers have an issue, they typically contact the FM administration.</p>
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	General Maintenance - Academics
Contact:	Mike Pieper, Associate Vice President
Web address:	https://UND.edu/finance-operations/facilities-management/
Brief Description:	General Maintenance - Academics encompasses repair services provided to buildings, building mechanical systems, and utility distribution systems in support of campus operations.
Customers Eligible to Request Service:	UND Faculty, Staff & Students request services through the Operations Center 24 hours a day 7-2591
Core Services Specifics:	<p>General maintenance services may include work in the following general areas:</p> <ul style="list-style-type: none"> • General Building Maintenance • HVAC/Building Automation • Plumbing • Electrical • Carpentry/Roofing/Abatement • Flooring • Paint • Electronics/Fire Alarm/Security Systems • Locks/Hardware/Sign Shop • Contract Maintenance – Manage special maintenance contracts with 3rd parties. <p>Maintenance Services follows industry-maintenance standards laid out by the APPA: Leadership in Educational Facilities (additional information on APPA ratings is included in the appendix.). Each level is defined by common characteristics. UND’s Maintenance Services provides a base standard equal to 3.0. Additional information on APPA ratings is included in the appendix. Maintenance requests over and above the base standard require increased funding or other resources.</p> <p>Service Response Times:</p> <ul style="list-style-type: none"> • Emergency work responded to immediately (same day) • Work required to mitigate imminent threats to research, instruction, or safety responded to within 2 days • Work required to ensure continuity of the general instruction/research mission responded to within 7 days • Work required to alleviate discomfort or inconvenience completed within 30 days
Recharge Services:	N/A
Premium Services:	N/A

Name of Service Unit:	Landscape Services
Contact:	Mike Pieper, Associate Vice President
Web address:	https://UND.edu/finance-operations/facilities-management/
Brief Description:	Landscape Services provides maintenance services related to turf care, litter control, pruning, insect control, snow removal, hard-exterior surfaces and floral plantings.
Customers Eligible to Request Service:	UND Departments – request via project request form https://campus.und.edu/facilities-management/files/docs/projectreq-form-8-2020.pdf
Core Services Specifics:	<p>Landscape Services follows industry-maintenance standards laid out by the APPA: Leadership in Educational Facilities. Each level is defined by a range of tasks and their frequency.</p> <p>UND’s Landscape Services provides a base standard equal to 3.0 (additional information on APPA ratings is included in the appendix)</p> <p>Quality Measure: Landscape Services performs weekly audits; the aggregate audit scores correlate to APPA’s standards.</p>
Recharge Services:	Landscaping requests over and above the base standard provide greater frequency and can be arranged and are at the cost of the requesting department. Work is funded on a recharge basis. \$54.80/hr. (FY24 rate)(Maintenance, Landscape, Lockshop, Pick-Up Delivery) or \$64.00/hr. (FY24 rate) (Mechanical, Electrical, Plumbing) plus the cost of directly billable materials.
Premium Services:	Athletics field maintenance

Name of Service Unit:	Minor Renovations
Contact:	Mike Pieper, Associate Vice President
Web address:	https://UND.edu/finance-operations/facilities-management/
Brief Description:	Services provided on minor renovation projects (<\$150K), facility/infrastructure upgrades/improvements and equipment installations funded on a recharge basis in support of campus operations (primarily in support of campus construction and deferred maintenance projects).
Customers Eligible to Request Service:	UND Departments – request via project request form https://campus.und.edu/facilities-management/files/docs/projectreq-form-8-2020.pdf
Core Services Specifics:	All work is funded on a recharge basis
Recharge Services:	<ul style="list-style-type: none"> • HVAC/Building Automation • Plumbing • Electrical • Carpentry/Roofing/Abatement • Flooring • Paint • Electronics/Fire Alarm/Security Systems • Locks/Hardware/Signage • Contract Construction – Manage construction contracts with 3rd parties. <p>Work is performed within existing resource allocations and in conjunction with general and utility distribution system maintenance services.</p> <p>All work is funded on a recharge basis. \$54.80/hr. (FY24 rate) (Maintenance, Landscape, Lockshop, Pick-Up Delivery) or \$64.00/hr. (FY24 rate) (Mechanical, Electrical, Plumbing) plus the cost of directly billable materials.</p>
Premium Services:	N/A

Name of Service Unit:	Moves, Deliveries & Special Event Set Up
Contact:	Mike Pieper, Associate Vice President
Web address:	https://UND.edu/finance-operations/facilities-management/
Brief Description:	Provide move and event set-up services and associated equipment (staging, podiums, chairs, tables, etc.). Provide delivery service. Provide general and emergency support of custodial operations as needed and available.
Customers Eligible to Request Service:	UND departments – request service by contacting Facilities 777-2591
Core Services Specifics:	<ul style="list-style-type: none"> • Departmental moves may be charged based on discretion of Facilities Management. • General deliveries of building supplies and equipment • Special event set up <p>Note: Core services include total costs under \$250 for all events.</p>
Recharge Services:	Work is funded on a recharge basis. \$54.80/hr. (FY24 rate) (Maintenance, Landscape, Lockshop, Pick-Up Delivery) or \$64.00/hr. (FY24 rate) (Mechanical, Electric, Plumbing) plus the cost of directly billable materials.
Premium Services:	N/A

Name of Service Unit:	Non-Academic Services
Contact:	Mike Pieper, Associate Vice President
Web address:	https://UND.edu/finance-operations/facilities-management/
Brief Description:	Provide maintenance and repair services to non-academic buildings and grounds, and building mechanical systems, housekeeping and equipment repairs in support of their operations.
Customers Eligible to Request Service:	UND non-academic departments – request services through the Operations Center 24 hours a day 7-2591
Core Services Specifics:	<p>Non-academic support services may include work in the following general areas:</p> <ul style="list-style-type: none"> • General Building Maintenance • HVAC/Building Automation • Plumbing, Electrical, Carpentry/Roofing/Abatement • Flooring • Paint • Electronics/Fire Alarm/Security Systems • Locks/Hardware/Signage • Contract Maintenance - Manage special maintenance contracts with 3rd parties • Custodial <p>Maintenance Services follows industry-maintenance standards laid out by the APPA: Leadership in Educational Facilities. Each level is defined by common characteristics. Additional information on APPA ratings is included in the appendix.</p> <p>UND’s Maintenance Services provides a base standard equal to 3.0. Maintenance requests over and above the base standard require increased funding or other resources.</p> <p>UND’s Custodial Services provides a base standard of cleaning equal to a 3.0 APPA standard.</p> <p>Service Response Times:</p> <ul style="list-style-type: none"> • Emergency work responded to immediately (same day) • Work required to mitigate imminent threats to research, instruction, or safety responded to within 2 days • Work required to ensure continuity of the general instruction/research mission responded to within 7 days • Work required to alleviate discomfort or inconvenience completed within 30 days

Residence Halls & University Place Cleaning Schedule (7 Days a Week Service)	
Space	Service Level
Trash Emptied	Daily
Recycling Emptied	Daily
Suite Bathrooms Cleaned and Restocked	Once a week
Public Bathrooms Cleaned and Restocked	Daily
Entryways Snow Removal	Daily
Entrances Cleaned	Daily
Public Areas Cleaned	Daily (Mon. - Fri.) As Needed (Sat.-Sun.)
Suites/Rooms	As Vacated

Recharge Services:	Services outside of housekeeping. \$54.80/hr. (FY24 rate) (Maintenance, Landscape, Lockshop, Pick-Up Delivery) or \$64.00/hr. (FY24 rate) (Mechanical, Electrical, Plumbing, etc.) plus the cost of directly billable materials. Paid by non-academic and non-academic support units such as Housing, EERC, Alumni Center, etc.
Premium Services:	N/A

Name of Service Unit:	Planning, Design and Construction (PDC)
Contact:	Mike Pieper, Associate Vice President
Web address:	https://UND.edu/finance-operations/facilities-management/
Brief Description:	The Planning Design Construction department is responsible for the coordination of all improvements, renovations and construction that occurs in UND owned buildings and grounds. This work covers the development of estimates and project plans, the project management and coordination through closeout of the work. The department is also responsible for utility locates, move coordination and management of the space records for the campus.
Customers Eligible to Request Service:	UND departments
Core Services Specifics:	<p>The Planning Design Construction department is responsible for the coordination of all improvements, renovations and construction that occurs in UND owned buildings and grounds.</p> <p>This work covers the development of estimates and project plans, the project management and coordination through closeout of the work.</p> <p>The department is also responsible for utility locates, move coordination, management of the space records for the campus and ADA compliance review.</p> <p>Projects less than \$10,000 are included in core services. Priorities are established by Facilities and/or Master Plan.</p>
Recharge Services:	<p>For projects greater than \$10,000:</p> <ul style="list-style-type: none"> • Project budgets of \$10,000-\$99,999 the fee is 12%; • Project budgets of \$100,000-\$199,999 the fee is 10%; • Project budgets above \$200,000 the fee is on a sliding scale between 1% to 3%. • P3 Project - .25%
Premium Services:	N/A

Name of Service Unit:	Utilities
Contact:	Mike Pieper, Associate Vice President
Web address:	https://UND.edu/finance-operations/facilities-management/
Brief Description:	Acquisition of electricity, natural gas, and water necessary to support the campus mission at the most cost-effective rates that at the same time promote the accomplishment of University sustainability goals.
Customers Eligible to Request Service:	University of North Dakota, External Customers. Request service 7-3152
Core Services Specifics:	<p>Purchase, produce and distribute utilities necessary to support the campus mission at the most cost effective rates. Dispose, divert, and recycle campus waste generated.</p> <ul style="list-style-type: none"> • Purchase and Distribute Electricity • Purchase Natural Gas • Purchase and Distribute Water & Sewer • Generate and Distribute Steam (Heating) • Recycling/Trash/Waste Management • Disposition of Surplus Property • Operations & Energy Management • Utilities billing and administration
Recharge Services:	Actual utilities costs based on established actual usage and approved campus rate are paid by external customers, select auxiliaries and non-core space.
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
<u>Description</u>	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