



Service Agreement
USERS GUIDE

Facilities Management Division

Facility Regions:

- North (West)
- South
- Governmental Center
- Criminal Justice Complex
(Stockade)

Division Director
Michael Boroviak
Facilities Management Division
Facilities Development & Operations

Communications Division

Division Director
Robert Zelazny
Communications Division
Facilities Development & Operations

Providing Services in agreement with:

----- **Department**
-----, **Director**

The Facilities Management and Communications Divisions of Facilities Development & Operations Department provides services focused on asset management and preservation of County owned property and electronic Communications systems. These divisions provide customer services for the tenants and users through:

- ◆ team oriented, decentralized/centralized, fast, competitive, quality service to all customers;
- ◆ focusing on its primary core responsibilities of operations and maintenance of County assets and electronic communications systems;
- ◆ providing or coordinating additional services beyond operations and maintenance to County building tenants and Departments at cost in a quality, competitive, responsive manner.

(Customer Information)(see attached building list)

This agreement is entered into _____
(Date)

USERS GUIDE

C:\Documents and Settings\Administrator.SDANG\Local Settings\Temp\new999S1.wpd (8-10-99)

Table of Contents		Page
	Cover Sheet	1
1.0	Table of Contents	2,3,4
2.0	General	5
2.1	Goals	5
2.2	Authority	5
2.3	Term	5
2.4	Annual Agreement Review	5
3.0	Definitions	6
4.0	General Agreement Elements	7
4.1	Financial	7
4.1.1	Funding Responsibility for Services	7
4.1.2	Authorized personnel	7
4.1.3	Requests for Service/Communication Work Order	7
4.1.4	Budget Availability Statements	7
4.1.5	Change orders	7
4.1.6	Additional COMP equipment	7
4.1.7	Acceleration of scheduled maintenance	7
4.1.8	Budget identification	7
4.1.9	Fiscal responsibilities	8
4.1.10	Central accounting	8
4.2	Logistics	8
4.2.1	Service locations	8
4.2.2	Ownership	8
4.2.3	Addresses	8
4.2.4	Size	9
4.2.5	Equipment	9
4.3	Facilities Maintenance Program (FMP)	9
4.3.1	Scheduled maintenance	9
4.3.2	Operations / Capital Projects / Renewal Plan	9

Table of Contents		Page
4.3.3	Operational Program for Asset Management	9
4.3.4	Computerized Maintenance Management System (CMMS)	10
4.3.5	Regulatory compliance assurance	10
4.3.6	Procurement	10
4.3.7	Support to operations	11
4.4	Customer oriented services (<i>County owned buildings</i>)	12
4.4.1	Service hours	12
4.4.2	COMP Non maintenance projects	12
4.5	Other customer oriented services	12
4.5.1	Capital projects, Renewal, or COMP equipment projects	12
4.5.2	Special event services	12
4.5.3	Custodial	13
4.5.4	Landscaping	13
4.5.5	Security operations	13
4.5.6	Security systems	13
4.5.7	Vandalism	13
4.5.8	Energy / Utility Management	13
4.5.9	Emergency preparedness	13
4.5.10	Leased buildings	13
4.6	Customer Operations Maintenance Program (COMP)	13
4.6.1	Fixed equipment	13
4.6.2	Mobile / small equipment	14
4.6.3	Regulatory requirements for COMP equipment	14
4.6.4	COMP written authorization	14
4.6.5	COMP Service contract coordination	14
4.6.6	Costs by COMP vendor	14
5.0	Communications Division	15
5.1	Communications Division Services	15
5.2	Customer Operations Maintenance Program (COMP)	15
5.3	Facilities Maintenance Program (FPM)	15
5.4	Preventive Maintenance / Testing	15

5.5	Systems / Equipment Maintenance	15
5.6	Billing	15
5.7	Monitoring Services	15
5.8	Requests for Service	15
Form	Request for Service	16
Form	(Facilities) Budget Availability Statement	17
Form	(Communications) Budget Availability Statement	18

2.0 General

This service agreement is the mutually discussed and agreed to format for accomplishing the Facilities Management, Communications / Electronic Functions in support of the Customers Operating Program. This agreement will enable each party to focus on their primary purpose and through the working relationship further the service effectiveness of each organization.

2.1 Goals:

1. Each workforce will be enabled to meet the varied and changing needs of the organization in a predictable and cost effective manner.
2. Provide quality customer service which is reliable and responsive.
3. Match customer expectation to operational and budgeting realities.
4. Guarantee performance standards and provide predictable yet flexible services.
5. Identify provider and customer responsibilities.
6. Foster and maintain constructive customer communications and relationships.
7. Enable each organization to focus on their primary business expertise and strategic plan.
8. Provide effective measuring and reporting processes.

2.2 Authority

- 2.2.1 PPM#: CW-O-040** defines the basic elements and processes for the Facilities Management support of County owned and occupied buildings.
- 2.2.2 Department Directors to sign agreement:** The Departmental Directors who have the authority and responsibility will sign and authorize the Service Agreement.
- 2.2.3 Division Directors to develop agreement:** The Service Agreement will be structured between the Customer, Facilities Management and Communications Divisions and will be documented in a check list. The format will specifically identify all of the known elements of the different programs and the interrelated nature. The agreement will designate the responsibilities and authorities of the differing programs and specify which program will support the related item. This will eliminate the potential for duplication of efforts and facilitate effective use of County resources.

2.3 Term

The agreement shall be effective until the Department Directors mutually establish a new agreement or until modified by the Board of County Commissioners policy or budgetary direction. In the case of modification by BCC direction, this agreement shall also be modified accordingly.

2.4 Annual agreement review

- 2.4.1 Planned annual meetings on agreements / changes:** The Customer, Facilities Management and Communications Division will meet annually (between January and March) to discuss any changes to the agreements and submit the changes in summary form to the Department Directors for review and signature approval. These changes can only be modified by written amendment. Those changes will be submitted to the Departmental Fiscal authority for budget purposes after the agreements are signed.
- 2.4.2 Notification of changes:** Changes in the Service Agreements which will affect staffing levels (increase or decrease) will require at least six (6) months advance notice or no later than the budget submittal deadline for services to begin or end in October. Shorter time frames may be possible with mutual agreement and consideration.
- The only exception is that added facilities and added/new electronic communications systems will initiate an early service agreement form, which will act as an amendment to this agreement.

3.0 Definitions

Building Maintenance	The preventive and remedial upkeep of building components (HVAC, electrical, plumbing, elevations, carpentry, painting etc.) excluding janitorial and grounds maintenance.
CMMS COMP	Computerized Maintenance Management Systems Customer Operations Maintenance Program: The Customer Program associated with the equipment, site specifics, structural additions, system additions and materials which are specifically relevant to their operations. Items in this category would not typically be supplied as a facility related item when a customer moves into a facility and would be added by the customer upon occupying a facility.
Common Support Space/Equipment	Space or equipment devoted to common support services. Common support space/equipment is a portion of the useable area or system that is not attributed to any one occupant but provides support for several or all occupant groups. Examples include cafeterias, vending areas, auditoriums, fitness facilities, mail rooms, and first aid rooms.
Communications Equipment	Defined as telephone services, cellular services, pager services, radio services, fire detection alarm systems, audio systems (Public Address, Intercoms, Sound Reinforcement, Sound Recording, etcetera), electronic access systems, closed circuit television systems, and security or intrusion alarm systems.
Customer Oriented Services	Services required by the customer which fall outside the definition of operating and maintenance but are within the scope of Facilities Development & Operations', Facilities Management & Communications Divisions' expertise, or affect the facility for which FDO/FMD/COMM is responsible. These services shall be at added cost to the customer program unless otherwise designated.
FMP	Facilities Maintenance Program : The Program recognizes facilities as a complex system of site, structural, mechanical, electrical and electronic components that require ongoing and systematic maintenance. The County has assets which vary in style and structure but which have common elements of site, structure and systems which relate to all basic locations. This Program covers utility maintenance services, structural maintenance services, custodial, security, communication systems and grounds services from varying resources or <u>any item the customer and Facilities Management/Communications mutually agrees will be maintained by Facilities Management and Communication Divisions in a written service agreement.</u>
Facility Facility Management	Any site, structure, support system, or related component of a standard structure/system. The practice of coordinating the physical workplace with the people and work of the organization. Facility Management and Communications integrates the principles of business administration and the behavioral and operational engineering sciences.
Fire Alarm Testing	Communications will perform scheduled testing and inspections of all Fire Alarm Detection Systems in accordance with the requirements of the National Fire Protection Association (NFPA) and the local Fire Marshal having jurisdiction.
Preventive Maintenance	Planned actions undertaken to retain an item at a specified level of performance by providing repetitive scheduled tasks which would prolong system operation and a useful life, (i.e. inspection, testing, cleaning, lubrication, part replacement).
Primary Circulation Area or Equipment	The equipment or portion of a building that is a public support system, corridor or lobby, or is required for use or access by all occupants on a floor to stairs, elevators, toilet rooms and building entrances. This includes common primary equipment systems related to building operations.
Secondary Circulation	The portion of the building required for access to some subdivision of space that is not defined as primary circulation.
Useable Area	The floor area that can be assigned to occupant groups. Useable area includes the area of interior wall, building columns and projections and secondary circulation. Useable area excludes exterior walls, major vertical penetrations, primary circulation, building core and building service areas.

4.0 General Agreement Elements

4.1 Financial:

- 4.1.1 **Funding Responsibility for Services:** Funding responsibility will be determined primarily by fund source and secondarily by this agreement.
- 4.1.1.1 **General Government** - all costs are included through the Facilities Maintenance Program.

Category I, II and III. (See PG. 9). Cost to occupant Departments is applied to the respective user through the indirect cost allocation plan. The costs for Facilities Management Division are based on the square footage use as a percentage of total occupancy and the square foot use as a percentage of common spaces of buildings and sites. The costs for the Communications Division is based on the number of radios as a percentage of the total number of radios maintained by Communications throughout the County.

- 4.1.1.2 Enterprise and Special Revenue** - all FMD/COMM costs are chargeable to the funding activity. Departments with mixed activities will be charged for the activity within the Department which relates to the funding activity type. These services can be provided by Facilities Management on a Request for Services and by Communications on a Communications Work Order (CWO) or an annual estimated cost.
- 4.1.1.3 Other Funding** - all operations funded from other sources will be treated as enterprise activities for the relationship to Facilities Management and Communications Services.
- 4.1.1.4 Constitutional Officers / State Agencies** - (for all Customer Oriented Services) will provide a signed Request for Service or a signed Communications Work Order and payment authorization on the BAS (See PG.18 THRU 21).
- 4.1.2 Authorized personnel to approve costs:** This Agreement authorizes costs limited to those identified in the agreement. Costs not specified in this agreement will be considered an added cost and must have the authorized documents to enable an order to be entered into the CMMS. No Facilities Management Personnel are authorized to perform any work or provide any services without a supporting order. This enables Facilities Management to track and manage all costs.
- 4.1.3 Requests for Service:** (Page 17) All work requested from the Facilities Management Division but not listed in the Service Agreement or identified as Customer Program funded will require a Request for Service form (the forms are available from the Purchasing Warehouse by requesting commodity code #6158200000023). All work requested from the Communications Division, with the exception of repairs (generated by a telephone verbal report), involving the acquisition of equipment or the rearrangement of existing system(s) will require a Communications Work Order form (the forms are available from the Purchasing Warehouse by requesting commodity code #6158200000022). These forms must be completed in full with proper account numbers and submitted with authorized signatures.
- 4.1.4 Budget Availability Statement:** (Pg.19 & 20) All work for Facilities Management requiring a Request for Service (RFS) for initiation and in excess of \$1500.00 will require a Budget Availability Statement along with the RFS to enable the funds to be encumbered prior to the work commencing. All work requested from the Communications Division involving the acquisition of equipment or rearrangement work will require a Budget Availability Statement after Communications provides the estimated costs based on the submitted CWO request.
- 4.1.5 Change Orders:** All work requested in addition to the work described in the Request for Services or the Communications Work Order shall require a written change order in the form of another Request for Service form or Communications Work Order form and another Budget Availability Statement. No additional work will be authorized without the proper documents relating to the added costs.
- 4.1.6 COMP equipment:** When the Customer adds equipment to the fixed equipment inventory, the Customer Program will be responsible for providing the incremental additional funding for maintenance services or will negotiate as a part of the agreement. All added items will be properly added to the Service Agreement equipment list.
- 4.1.7 Acceleration of scheduled maintenance** - Any customer requested repairs / replacements which cause the planned maintenance schedule to be accelerated or performed prior to the normal schedule will be performed at partial or full cost to the requesting customer and necessitate a Request for Services and Budget Availability Statement with approval of the customer department director.
- 4.1.8 Budget identification:** The Service Agreement will identify the services, source of funding and assist in determining cost responsibility for services and materials supplied. The customer will provide the appropriate account numbers to enable correct billing through the CMMS. The Service Agreement will also identify when the Customer will pay for services rendered.
- 4.1.9 Fiscal responsibilities:** The monitoring of cost responsibilities to the respective program will be assured by the Regional FMD Management team, the Service Facility of Communications and Telephone Section Management team.
- 4.1.9.1 Customer interface:** Procurement activities will be handled at the Regional level and audited through the Facilities Management team in Building #503, Communications' Telephone Section at Building #506 and Communications' Service Facility at Building #505. Service status will be

consistently communicated to the respective customer contact person.

- 4.1.9.2 Fiscal Budgeting System:** Facilities Management will maintain full budget responsibility for the County facility assets assigned to their responsibility. The costs will be tracked to the respective building where the costs are generated. The operating costs for the Regional teams will be captured as overhead and be allocated on a square foot basis to the buildings. The costs for Communications' Services will be directly charged back to the user departments based on materials and hourly labor rates.
- 4.1.9.3 Decentralized responsibility/authority:** The Regional Managers will be responsible for the facility support activities of their assigned geographical region. They will have the needed authority assigned to them to make decisions, provide direction and manage the support staff of the region. The Telephone Section Manager and the Service Facility Manager will be responsible for the communications support activities of their respective electronic systems. They will have the needed authority assigned to them to make decisions, provide direction and manage the support staff of their respective organizations.
- 4.1.10 Centralized Accounting:** The Facilities Management team located in Building #503 shall have the responsibility to monitor, audit and oversee the Regional Operations to ensure consistent application of the FMD program, budget management, personnel management, procurement and uniform adherence to FMD practices. The Fiscal Management team of FD&O located in Building #503 shall have the responsibility of monitoring, auditing and overseeing the fiscal operations of the Telephone and Service Facility Sections of Communications.
- 4.1.10.1 Funding/revenue/charge off/expense system/invoicing:** The varied activities of the budget process will be coordinated through Facilities Management and Communications.
- 4.1.10.2 Hourly charge out rates:** Work provided to customers by Facilities Management and/or Communications and the trade service personnel will be cost allocated to the related buildings and Customer Programs on an average cost basis. The basis will be the average cost of the trade group on an hourly rate.

Average trade rates: Each craft in Facilities Management and Communications Divisions will be separated. The costs will be averaged for all personnel in the specific trade. This average cost calculation will cover all Regions of Facilities Management and Communications enabling any craft to respond to any location. The expense will be costed to the related building/equipment.
- 4.1.10.3 Timely/accurate reports/data:** Reports will be generated through the Computerized Maintenance Management System in support of the operating needs of the Regional Managers and Communications Sections and the programs served.
- 4.1.10.4 Measurement reports/Bench marking:** Measurements will be consistently taken and reports produced in the Computerized Maintenance Management System. These reports will be compared to history and industry standards to develop a base and comparison capability to ensure an effective program for service to the BCC.
- 4.1.10.5 Energy/utility cost tracking:** These costs will be tracked and continually compared to establish a management program and enhance the cost reduction capability for the County asset.

4.2 Logistics:

- 4.2.1 Service locations:** The Service Agreements will identify a hierarchical structure for each and every location where service is to be provided. This format will be utilized to operate the Computerized Maintenance Management System used by Facilities Management and Communications to track actual costs to each location by address, building and system. This method tracks costs related to the component.
- 4.2.2 Ownership:** The buildings and related equipment will be identified as to owned or leased. Any special conditions will be noted.
- 4.2.3 Addresses:** The Facilities Management/Communications program has a developed hierarchy which identifies County owned facilities by address. An address may include multiple buildings, each will be identified by a number and the costs of maintenance will be assigned to the building. The building may have single or multiple tenants which have varying cost responsibilities as noted in this Service Agreement format.
- 4.2.4 Size:** The building square footage is noted for reporting purposes.
- 4.2.5 Equipment:** All buildings are an assembly of structures and system components which interrelate to create an operating Facility for the use of the occupant. However, equipment related to the Customer Program not integral to the base functions of the building will be the responsibility of the Customer unless otherwise agreed to in writing. All equipment which is the maintenance responsibility of FMD and/or COM will be specifically identified in this agreement.

4.3 Facilities Maintenance Program (FMP)

The Facilities Management Division will provides services through a defined program. Facilities Management Division will supply all of the following for the benefit of maintaining and operating County facilities and systems. These services will be available to Customer Operating Maintenance Programs as basic services.

4.3.1 Scheduled Maintenance: Facilities Management will establish schedules of inspection and preventive maintenance for the ongoing repairs and refurbishing of facilities under the Facilities Maintenance Program. These schedules will be based on optimum services for facility component life, on utilization type and limited by the funding available. The scheduled services will be performed on the following priority basis:

- #1 **Primary Circulation/Equipment**
- #2 **Common Support Space/Equipment**
- #3 **Secondary Circulation**
- #4 **Useable area**

Note: Facilities Management may provide basic services internally or may elect to utilize an outside contractor and oversee the work performed to ensure compliance with County requirements.

4.3.2 Operations/Capital Pprojects/Renewal Plan (through the FMP)

4.3.2.1 Category I - routine maintenance/daily operations/preventive maintenance schedules and or corrective work efforts at cost to operating budget or Customer Program as agreed.

4.3.2.2 Category II -non-routine maintenance projects tasks and work efforts which are maintenance but not in the routine category. These items happen every three years or less frequent, at irregular times and / or have a larger than normal impact on the budget process. (i.e. Retubing a chiller, large spot roof repairs, broken sidewalk replacement.)

4.3.2.3 Category III - replacement, renewal or improvement - funded through renewal projects procedures - projects which are large items and which renew a facility. These projects typically require an advanced planning effort, engineering services, and / or a contractor. (i.e. Replacement of a chiller, a complete roof, exterior repaint project, emergency repair from catastrophic event.) (See Customer Oriented Services for further Capital Project definition.)

4.3.3 Operational Program For Asset Management (through the FMP)

4.3.3.1 Service operation hours: The hours of support will be defined by the Customer and FMD programs. The basic operating hours for the Facilities Maintenance Program will be 8:00 a.m. to 5:00 p.m., Monday through Friday.

4.3.3.2 Authority to mobilize: The Customer will supply a listing of personnel who will have the authority to call for mobilization for emergency personnel and assume responsibility for all related costs. These personnel will be identified by position, ranking and name. This will further be updated as changes occur or not later than the annual Service Agreement renewal meeting.

4.3.3.3 Maintenance & operations services: These services attend to the daily wear, tear and time degradation of buildings and systems which reside in, around and in support of facilities. Operations management will encompass the aspects of personal attention to operating systems and timely system support through planned maintenance efforts or the use of outside service providers. The outside providers will be monitored and managed by Facilities Management.

4.3.3.4 Maintenance services to existing County assets: Facilities will provide professional services through skilled and semiskilled personnel in the repair and maintenance of facility systems.

4.3.3.5 Operating expertise for building systems/skilled and semi skilled personnel to perform work: The management of the operating systems and components require technically trained personnel to ensure efficient use and servicing; Facilities Management will ensure the availability of the best local persons for this effort.

The personnel supplied or contracted to perform tasks in support of the facilities will have the best skills available to the County.

Example areas of skilled and semi skilled services are as follows:

- a. General Building Maintenance/Carpentry
- b. Air conditioning
- c. Electrical
- d. Plumbing
- e. Painting
- f. Security (1) software (2) electrical (3) hardware (4) key control
- g. Grounds maintenance
- h. Custodial maintenance
- i. Welding
- j. Irrigation technicians
- k. Communications, electronics, telephone, radio, and audio

4.3.3.6 Decentralized Regional management for highest efficiency: Facilities Management is divided

into fully staffed Regional operating teams with all skill sets available for the routine tasks required to ensure effective facilities support. The Regional teams are monitored and managed by a central Facilities Management operation as a Division of the Facilities Development & Operations Department.

Regional teams are:

North Region

(1) West Sub-region

South Region

Governmental Center Region

Criminal Justice Center (CJC) Region

(1) Stockade Sub-region

4.3.4 Computerized Maintenance Management System (CMMS): Facilities Management is implementing a computerized system to ensure accurate tracking of work and related costs of the extensive County asset base.

4.3.4.1 Work order system: The work order system will be handled regionally through the Regional Office operations. The orders will be received, input into the system, assigned, completed, materials & services assigned and closed at the Regional level.

4.3.4.2 Preventive maintenance system: A planned/prescheduled system for the routine checking, maintenance and planned repair/renewal of systems/components will be installed and managed for top facility performance.

Examples: Equipment overhaul / replacement schedules; Painting schedules - inside and outside
Reroofing; Repaving; Carpet replacement

4.3.4.3 Operations management system: Regional teams will establish a routine operating structure to ensure facility systems are fully functional for the use of the occupants of the facility.

4.3.4.4 Data base information/reports: The Computer System will be structured in a data base format to enable the information input into the system to be retrieved in any manner needed by Facilities or the Customer to determine applicable building and program related costs.

4.3.5 Regulatory compliance assurance: Regulatory responsibilities for the facilities are the O&M responsibility of FMD and all related costs will reside in FMD unless otherwise noted.

Examples: Facilities Program certifications

Building / Facilities equipment annual certifications and code compliance

Disposal of or use of regulated material related to facilities program.

FMD personnel skill, regulatory and safety certifications

Physical Plant OSHA requirements

NFPA / NEC / EPA / FDEP requirements

Risk insurance, personnel safety, building insurance compliance

Indoor Air Quality related issues as it pertains facility systems and maintenance.

4.3.6 Procurement: Facilities Management will handle the procurement of products and services for the continued operations of County facilities.

4.3.6.1 Materials management:

Material Costs: All materials related to the work performed will be applied to the authorized work order. The work order is directly associated with a building or related piece of equipment. The material costs and/or vendor costs are gathered into the same order. This provides a full costing to the authorized order.

Specifications: Product and service specifications will be provided by Facilities Management and utilized for the benefit of County asset management.

Standards: Standards will be established and implemented to ensure quality and least cost for goods and services.

Coordination: The goods and services procured will be coordinated through the Regional Facilities Management Division teams.

Delivery valuation: Products and services received will be monitored to ensure proper and correct value is attained by the County and related Departments served.

Communication: Products and services delivery status, in support of facilities and customer programs, will be communicated in a timely manner for effective support.

4.3.7 Support to Operations:

4.3.7.1 Office Operations: The Regional Facilities Operations will maintain an office operations team to fully support the activities in the Region.

Examples:

personnel accounting system

records management

payroll
training
office automation
fiscal and secretarial support
County and Divisional PPMs

4.3.7.2 Maintenance operations support by customer: The maintenance of facilities and the COMP will require support from the customer for Facilities Management to function.

These items are as follows:

Regular scheduled customer contact meetings: The Customers will meet with the Facility Management responsible personnel on a regular basis, no longer than annually, to maintain continuity of the Service Agreement.

Access: The customer residing in the Facility will provide full access to the Facilities Management personnel.

Examples: I.D. badges, keys, cipher codes

Keys: Facilities Management will have keys to all County Buildings, mechanical rooms, and electrical rooms. Keys will be supplied at the cost of the Customer Program. All maintenance and facility lock repairs through normal wear and tear will be covered in the basic maintenance program. Rekey requirements for security or customer choice will be the responsibility of the requesting program.

Service and Equipment Space: This space is designed into buildings for the basic operation and utility / equipment servicing points for the Facility. These spaces are use restricted by fire, regulatory and insurance requirements. The Customer Program shall agree to not compromise these space requirements by attempting to use them for storage or Customer Program purposes or otherwise impact the maintainability of the Facilities Management Operating team.

Work space: Facilities Management will be provided work space for maintenance personnel to perform work and have storage (not including service spaces, mechanical and electrical rooms as defined by fire codes). This will be a minimum of 100 Sq. Ft. working space per person.

Storage space: Storage will be provided at a rate of 25 Sq. Ft per 5,000 Sq. Ft. serviced unless otherwise noted (not including service spaces, mechanical and electrical rooms as defined by fire codes).

Parking: The customer operations will supply Facilities Management personnel, contractors, and vendors with close in / accessible parking to perform the functions related to Facility and Customer Program Maintenance.

“Ship to” location: The customer will provide a “ship to” location where ever possible for material deliveries.

4.4 Customer Oriented Services: (*County owned buildings*)

Routine Services required by the customer which fall outside the definition of facility operating and maintenance but are within the scope of Facilities Development & Operations expertise or which modify or in any way affect a facility. These services shall be at added cost to the customer program. The services will require a Request for Services and a Budget Availability Statement for proper authorization to proceed. These services will be identified as an estimated cost basis at the beginning of the fiscal year.

4.4.1 Service Operation Hours: The hours of support will be defined by the COMP and FMD programs. The basic operating hours for the Facilities Maintenance Program will be 8:00 a.m. to 5:00 p.m, Monday through Friday. Any needs beyond these hours will be covered in this agreement and defined for the customer support need and the availability of facilities for service. The COMP operating requirements will determine the need for continuous on site maintenance teams or remotely located teams of Facilities Management personnel responding to scheduled maintenance programs or customer corrective maintenance calls. All COMP program needs which require Facilities to work outside regular Service operation hours will require the COMP to pay for all additional costs.

Facilities support hours: The support hours for this agreement are as requested by the COMP.

Emergency services: Facilities management will make available emergency services for response to situations which are life / safety related, those which could cause serious asset damage to the County asset, or which would be facility related and cause a customer program to suspend operations.

Non-maintenance System Services: The Facilities Management Regions will supply customer program support and services in a pass through manner to service providers in the respective specialty area.

Response time requirements: The Customer will define these requirements and as a result staffing requirement and related costs will be defined.

4.4.2 COMP Non Maintenance Projects: Facilities Management will assist with added services through the Facilities Management Division Program to add, alter, and/or modify facility and customer related systems. This support will generally be a pass through. Facilities Management would help the Customer Program with available specification and process advise; then the work would be performed by other FD&O Divisions or outside resources.

Examples:

1. energy management program
2. construction services from internal and external resources
3. support services (additions, alterations, modifications) to County building tenants and other County Departments
4. design and engineering services for small construction
5. contract services specification and support

4.5 Other Customer Oriented Services

4.5.1 Capital Project, Renewal or COMP Equipment Projects: Facilities will identify Projects to the Customer which relate to the Customer Operation but fall outside of the base funding responsibility of Facilities Management. When these projects are identified to the Customer; it will be the Customers responsibility to fund, prioritize and schedule with Facilities Management.

- a. **Request for services:** All work requested but not listed in the Service Agreement will require a Request for Service form. This must be completed in full with proper account numbers and authorized signatures.
- b. **Budget Availability Statement:** All additional work requested in excess of \$1,500.00 will require a Budget Availability Statement to enable the funds to be encumbered prior to commencement of the work.
- c. **Additional cost:** All work requested in addition to the work described and agreed to herein will require a written change order to be processed in the form of another Request for Service form and Budget Availability Statement. No work is authorized to proceed without the proper documents authorizing the added costs.
- d. **Facilities supported or outside contractor:** Facilities management may support this effort or may elect to utilize an outside contractor and over see the work performed to ensure compliance with County requirements.

4.5.2 Special Events -Fairs, festivals, promotional events, gatherings initiated by COMP: All Special and Promotional Events are the responsibility of the requesting Program. Consequently the requesting Program is responsible to fund, and schedule with Facilities Management.

4.5.3 Custodial Services: Custodial Services are supplied through the Facilities Management Program and support personnel. The services provided will have the added cost of the Contract Evaluator which

- monitors the contract and ensures the conformity to the contract specifications.
- 4.5.4 Landscape services:** Landscape services are supplied through the Facilities Management Program and support personnel. The services provided will have the added cost of the Contract Evaluator which monitors the contract and ensures the conformity to the contract specifications.
- 4.5.5 Security Operations:** Facilities Management has a Security Manager employed to monitor and ensure security of facilities through the use of in-house security staff and contracted security services for the screening posts at the Court Facilities based on funding structure. The Manager monitors the compliance with the Court Screening contract specifications. The in-house personnel are assigned to various County facilities through Facilities Management Division.
- Managed by COMP:** The Customer Operations Maintenance Program in some cases may elect to separately contract and manage a security contract through their own resources with the costs directly charging their operating program.
- Locks: general wear & tear:** Facilities Maintenance program will cover the costs of normal wear and tear of locking mechanisms and related hardware in County owned Facilities.
- changes, lost masters, rekeying, lockouts, unlocking emergencies (added cost) :** Requests for these items will be at added cost to the COMP. Control for these items are with the customer.
- 4.5.6 Security systems:** Requesters will supply a CWO to Communications and provide the necessary funding to procure, install, maintain and monitor security systems. The systems installed at the customer request may be operated and maintained by Communications upon request and with the necessary funding.
- 4.5.7 Vandalism:**
- a. **Chargeable:** Vandalism caused by the COMP personnel or through activity which creates the opportunity for vandalism will be the responsibility of the COMP.
 - b. **Included (non charged):** Random acts of vandalism which are not COMP related will be part of the Facilities Maint. Program plan, reported to Risk Management and will be tracked in the Computerized Maint. System. The costs will be charged to the building operating expense.
- 4.5.8 Energy / utility management:** Facilities Management will provide management of the energy consumption and utility systems related to facility operations as directed by the BCC.
- 4.5.9 Emergency preparedness:** Facilities Management will provide the needed emergency services related to facility operations and will work with County Emergency Management as needed for County wide facilities emergency preparation, response and reporting.
- 4.5.10 Leased Buildings:** Properties which are leased by the BCC will be governed by the lease requirements. The agreement will identify each individual property and the corresponding responsibilities. Service may be provided as directed by the F D & O Department Director. These services will be identified as chargeable and the Computerized Maintenance Management System will track each and all services provided. These services will be identified as an estimated cost basis at the beginning of the fiscal year. This cost basis will be put into the form of a Request for Services and a Budget Availability Statement. The forms will be signed in advance of the work provided and will be identified as a cost item on the service agreement check list. All work items over and above the service agreement check list and/or the budgeted amount from the RFS will be identified as an added cost item.
- The Facilities Management Division will charge only for the services provided and at actual cost including administrative. These costs will be applied as a pass through. The labor rates programmed into the CMMS will reflect the actual costs of the services and materials involved.
- 4.6 Customer Operations Maintenance Program (COMP)**
- COMP = Customer Operations Maintenance Program:** The Customer Program may require associated equipment, site specifics, structural additions, system additions and materials which are specifically relevant to their operations. Items in this category would not typically be supplied as a standard facility related item when the County would build a facility. When a customer has the County construct or moves into a County owned facility they would require changes to be added at additional costs as program specific requirements. The customer would determine this to be a need to operate their program and would acquire, install, operate and maintain through various arrangements. The costs to operate and maintain shall be at added cost to the customer and shall be defined in the agreement.
- 4.6.1 Fixed Equipment:**
- annual budget amount planned and billed monthly:** The Customer may chose to annually fund routine maintenance (which is handled by Facilities Management) for their Program Fixed Equipment inventory. The costs for this service will be identified annually by Facilities Management and the estimated costs will be placed in the Customer Budget for additional services provided by Facilities Management.
- fixed equipment definition:** Any item which the Customer installs or requests for the purpose of their operating program. Equipment related to the Customer Program not integral to the functions of the building itself will be the responsibility of the Customer unless otherwise agreed to in writing.
- Fixed Equipment List:** a fixed equipment list shall be attached to the service agreement forms to define

items which are the responsibility of the COMP and who has the maintenance responsibility.

Examples:

- a. utility pumps, piping, lift stations, blowers
- b. back up generators
- c. un - interruptible power systems
- d. computer system HVAC systems
- e. access control, cameras and security systems
- f. personal care systems (barber and dental care equipment, food coolers / equipment)
- g. autopsy equipment and coolers
- h. advertising bill boards or entry street signage/ lighting

Adding to the COMP fixed equipment inventory: When the Customer adds equipment to the fixed equipment list, the Customer Program will be responsible for providing the incremental additional funding for maintenance or will negotiate as a part of the agreement.

4.6.2 Mobile / small equipment / furnishings

COMP requirement to maintain: Items of equipment which are small and or mobile will remain the responsibility for the COMP system and not be the responsibility of the Facilities Maintenance program (i.e. Small refrigerators, shop vacuums, furnishings). Facilities will be responsible for maintaining source energy for the small equipment. (i.e. Checking building power system for electricity at an outlet.)

Furnishings: Items of furniture are specific responsibility of the Customer Operating Program and costs related to the movement, installation, removal, storage or repair shall be at the cost of the Customer Program. This includes as examples: desks, chairs, book cases, conference tables, file cabinets, pictures, white or chalk boards, projection screens.

4.6.3 Regulatory requirements for COMP equipment (as related to customer program): These requirements and costs shall be the full responsibility of the Customer.

Examples:

- Program/Equipment certifications / accreditations/ licenses
- Disposal of or use of regulated material related to operating program
- Shooting ranges
- Medical facilities/ Morgues - personal services and drug dispensing
- Child care
- Criminal justice
- EPA requirements
- OSHA requirements
- NFPA requirements
- Risk insurance
- Indoor Air Quality related issues (i.e. copying, photo processes, chemical systems which cause an occupant complaint due to Customer installed or utilized products).

4.6.4 Customer Operations Maintenance Program (COMP) written authorization: Facilities Management personnel may perform work for the COMP operations and be required to order materials for this support. The originating program must supply the corresponding Customer Account number and authorizing signature in advance for the procurement of these materials for the benefit of the requesting Program. At no time will COMP material costs be expended against Facilities Management Accounts.

4.6.5 COMP Service contract coordination: Customer Operations Maintenance Programs may have service providers coming into facilities to perform service work. This work must be coordinated with the local Facilities Management personnel and meet all regulatory requirements when ever this work will impact any facility related component or operating service commitment provided by Facilities Management.
COMP term contract specifications provided to Facilities: The Customer Program will provide Facilities Management with all service contracts where outside vendors will access the facility. Facilities Management will be allowed to be involved with the contract specifications when Facilities is responsible to respond to component / system problems. Full disclosure of the contract specifications and requirements will be presented to Facilities Management. All contracts must meet all Regulatory requirements.

4.6.6 Costs created by COMP vendor to building is added cost to COMP: The Customer Operating Maintenance program will be responsible for added cost created by any vendor or program related service provider which causes costs not related to normal wear and tear of facility components, equipment, or systems.

5.0 Communications Division

- 5.1 Communications Division Services:** The division is the County's resource organization responsible for the coordination and oversight in design, procurement, installation and maintenance of all communication / electronic systems in County facilities to include new construction, renovation and replacement. Communications is responsible for the following types of communications / electronic systems:
1. Telephone Services
 2. Cellular Services
 3. Pager Services to include digital and alpha-numeric pagers
 4. Radio Services
 5. Fire Detection Alarm System Services
 6. Audio Systems
 7. Electronic Access Systems
 8. Closed Circuit television Systems (CCTV)
 9. Security/Intrusion Alarm Systems
- 5.2 Customer Operations Maintenance Program (COMP):** Communications / electronics equipment associated with COMP are pagers (numeric & alpha-numeric), cellular phones and radios (mobiles, portables, controllers and base stations).
- 5.3 Facilities Maintenance Program (FMP) :** The communications / electronic equipment associated with the FMP are telephone, fire alarm, audio, electronic access, closed circuit television and security / intrusion alarm systems.
- 5.4 Preventive Maintenance / Testing:** The Communications Division performs testing / maintenance of Fire Alarm Systems on a planned scheduled basis as well as the radio backbone systems for Local Government Radio (LGR), Emergency medical Services (EMS) and Palm Tran's 800 MHZ Conventional Radio System.
- 5.5 Systems / Equipment Maintenance:** Ability to conduct maintenance on communications / electronic equipment determined by category of system (approved & non approved).
- 5.5.1** Approved standard communications / electronic systems are the systems planned, procured and acceptance tested by the Communications Division. These systems will also be maintained by the Communications Division.
- 5.5.2** Non-approved / non-standard communications / electronic systems are those systems procured by Departments / Divisions without approval of the Communications Directorate. Upon receipt of the necessary back-up documentation (schematic diagrams, equipment cut sheets, etc.) these systems will be maintained and repaired by the Communications Division. Without the necessary back-up documentation Communications cannot guarantee the maintenance / repair efforts can be accomplished.
- 5.6 Billing:** Maintenance costs will be calculated in accordance with County budgetary and financial policies. Departments / Divisions will be charged for new, additional, replacement, and lost equipment.
- 5.7 Monitoring Services:** Fire, Intrusion, Security Alarm Systems are monitored either centrally or in-house.
- 5.6.1** Central monitoring is performed by a privately owned UL certified company, under contract with the Communications Division, which has been certified by the Fire Rescue Department and the sheriff's office of Palm Beach County. Communications will respond to alarms / troubles and effect the necessary repairs when notified by the monitoring company.
- 5.6.2** In-house monitored services administered by the Department / Division will require user personnel to notify the appropriate Communications Division personnel for response to alarms and troubles. The Communications Division will perform repairs and maintenance to the input side of the Programmable Logic Controllers (PLCs) on all in-house monitored systems.
- 5.8 Requests for Services:** All requests for service must be submitted to the Communications Division via a Communications Work Order (CWO) for the design, procurement, installation, rearrangement, relocation and maintenance of electronic equipment. All repair work associated with communications equipment will be reported verbally by telephone to the Communications Division which will respond in a timely manner.



REQUEST FOR SERVICE

PALM BEACH COUNTY
 FACILITIES DEVELOPMENT & OPERATIONS
 FACILITIES MANAGEMENT DIVISION

Request #
 No. _____

_____ Requesting Dept./Division/Office	_____ LGFS Account Code
_____ Authorized Signature (Division Director or above)	_____ Date

SERVICE REQUESTED:

Building: _____ Room # _____ Address: _____

_____ Name of Contact Person _____ Telephone (Required) _____ Date Service is Required

NOTE: Check If Request for ESTIMATE of cost ONLY (Attach sketches, specs, etc.)

FOR FACILITIES MANAGEMENT USE ONLY

Comments:


Type	_____	Manager	_____
Bldg	_____	Approval	_____
Zone	_____	Date	_____
Craft	_____	Work Order #	_____
Labor	_____	Input Personnel	_____
Mat'l	_____	Date Posted	_____
Priority	_____		
Acct Code	_____		

White & Yellow Copies: Facilities Management

Pink Copy: Requesting Dept.

COUNTY FORM 023

Budget Availability Statement



Facilities Development & Operations
FACILITIES MANAGEMENT DIVISION

Mike Boroviak
DIRECTOR

Location: Administration South County
 CJC North County
 Gov't Center Security
 West County

REQUEST DATE: ____ / ____ / ____ **REQUESTED BY:** _____ **PHONE:** _____

PROJECT TITLE: _____ **WORK ORDER #:** _____

ORIGINAL ESTIMATED AMOUNT: \$ _____

ESTIMATE INCREASED BY: \$ _____

INCREASE JUSTIFICATION: \$ _____

COUNTY DEPARTMENT RESPONSIBLE FOR SERVICES:

FACILITIES MANAGEMENT DIVISION

PROVIDE A BRIEF STATEMENT OF THE SCOPE OF SERVICES TO BE PROVIDED:

MATERIAL COST: \$ _____

STAFF CHARGES: \$ _____

EQUIPMENT/OTHER: \$ _____

BUDGET ACCOUNT NUMBER:

FUND: _____ **AGENCY:** _____ **ORG:** _____ **OBJ:** _____ **RCAT:** _____

COUNTY DEPARTMENT REQUESTING SERVICES:


(Constitutional Officer - agrees to pay the amount indicated on this form)

BAS APPROVED BY: _____ **DATE:** ____ / ____ / ____

LGFS PO#: _____

LGFS IB#: _____

Budget Availability Statement



**Facilities Development & Operations
COMMUNICATIONS DIVISION**

**Robert Zelazny
DIRECTOR**

Location: Telephone Section
 Bldg #506

Service Facility
 Bldg #505

REQUEST DATE: ____ / ____ / ____ **REQUESTED BY:** _____ **PHONE:** _____

PROJECT TITLE: _____ **WORK ORDER #:** _____

ORIGINAL ESTIMATED AMOUNT: \$ _____

ESTIMATE INCREASED BY: \$ _____

INCREASE JUSTIFICATION: \$ _____

COUNTY DEPARTMENT RESPONSIBLE FOR SERVICES:

COMMUNICATION S DIVISION

PROVIDE A BRIEF STATEMENT OF THE SCOPE OF SERVICES TO BE PROVIDED:

MATERIAL COST: \$ _____

STAFF CHARGES: \$ _____

EQUIPMENT/OTHER: \$ _____

BUDGET ACCOUNT NUMBER:

FUND: _____ AGENCY: _____ ORG: _____ OBJ: _____ RCAT: _____

COUNTY DEPARTMENT REQUESTING SERVICES:

(Constitutional Officer - agrees to pay the amount indicated on this form)

BAS APPROVED BY: _____ **DATE:** ____ / ____ / ____

LGFS PO#: _____

LGFS IB#: _____

f:\office\wpwin\bas_fin.fm