

UNIVERSITY OF MANITOBA PROCEDURE

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| Procedure: | PHYSICAL PLANT SERVICE REQUESTS AND CHARGING PROCEDURES |
| Parent Policy: | Physical Plant Service Requests and Charging Policy |
| Effective Date: | May 12, 2011 |
| Revised Date: | July 2, 2013 |
| Review Date: | May 12, 2021 |
| Approving Body: | Administration: Vice-President (Administration) |
| Authority: | |
| Responsible Executive Officer: | Vice-President (Administration) |
| Delegate: | Director of Physical Plant |
| Contact: | Director of Physical Plant |
| Application: | Board of Governors members; Senate members; Faculty/School Councils; Department Councils; Students; All External Parties; All Employees |

Part I Reason for Procedure

- 1.1 These procedures enforce the Physical Plant Service Requests and Charging Policy, which defines responsibility for the cost of services provided by Physical Plant. They are intended to provide additional details and examples to aid in administration and interpretation of the policy.

Part II Procedural Content

Maintenance and Repairs

- 2.1 Maintenance requests may be placed via telephone, e-mail, web-based work requester, regular mail, or fax to the Physical Plant Work Order Desk, and must be accompanied by a valid FOAP if work is chargeable.
- 2.2 Physical Plant maintains buildings and integral equipment, infrastructure, and grounds. Physical Plant also maintains equipment and furnishings used directly in the delivery of teaching services. This applies to all faculties, schools, colleges, academic areas, administrative support units, student organizations, and The

William Norrie Centre. Examples of non-chargeable work: repairs to building structures (walls, windows, doors, roofs), elevators, built-in environmental chambers, lighting and electrical services, mechanical systems, fire and life safety systems, natural gas service; maintenance of exterior landscaping, sidewalks, roadways; repairs to classroom tables and chairs; repairs to lab equipment used for teaching purposes.

- 2.3 Maintenance of furnishings and equipment which are not integral parts of a building structure, and which are being used for research or income producing activities, is the responsibility of the requesting department. Maintenance of furnishings and equipment, which are not used directly in the delivery of teaching services, is the responsibility of the requesting department. Examples of chargeable work: repairs to lab equipment used for research; repairs to furnishings and equipment used for income producing activities; repairs to office furniture.
- 2.4 Physical Plant provides maintenance services to Ancillary Services including Residences, Food Service, Bookstore, Parking Services; University tenants; St. John's College Residence, Chapel, and Cafeteria. All of the costs involved will be charged to those organizations. Specific details:
- (a) Residences (Housing and Student Life) is responsible for all costs of maintenance of buildings and integral equipment, utilities, infrastructure, equipment and furnishings, and delivery services. Physical Plant does not provide caretaking services to Residences.
 - (b) Food Service is responsible for costs of utilities, maintenance of equipment and furnishings (for example, kitchen equipment), caretaking services, and delivery services. It shares the cost of building maintenance in Pembina Hall only.
 - (c) Bookstore is responsible for costs of utilities, maintenance of equipment and furnishings (for example, special display lighting), caretaking services, and delivery services.
 - (d) Parking Services is responsible for costs of utilities, maintenance of infrastructure and all parking surfaces, including parkades.
 - (e) University tenants will be charged for services, as per the conditions of their respective lease agreements.
 - (f) St. John's College Residence, Chapel, and Cafeteria is responsible for all costs of maintenance of buildings and integral equipment, utilities, infrastructure, equipment and furnishings, and delivery services. Physical Plant does not provide caretaking services to these areas.

New Work

- 2.5 New construction and major alterations, renovations, or additions to buildings or infrastructure require the approval of the Vice-President (Administration) and will be managed by Physical Plant.
- 2.6 Requests for new equipment requiring substantial increases in utility costs, as well as any related construction costs, require the approval of the Vice-President (Administration).
- 2.7 New work is considered to be: renovations, alterations, or additions to any University of Manitoba building or infrastructure system; supply and installation of new furnishings or equipment; modification of existing furnishings or equipment. All new work is managed by Physical Plant and is the financial responsibility of the requesting department.
- 2.8 Requests for new work must be submitted on a Requisition 7 (Requisition for New Work), including a valid FOAP and signed by authorized signing authority for the account provided.
- 2.9 An estimate fee of .5% of the estimated construction cost will be charged for every estimate that is provided by Physical Plant's Architectural and Engineering Services department, with the exception of Order of Magnitude estimates which will be provided at no charge. (An Order of Magnitude estimate is an educated guess at an order of magnitude cost so as to begin budgetary and feasibility determinations. If there has been precedence of a very similar renovation with similar constraints it can be based on that historical information with adjustments made for different square footages, number of rooms/seats, etc. There are so many variables that are unknown at this stage that no commitment can be made on the cost accuracy.) The estimate that we provide will be appropriate for the scope of the project and funding requirements. For example, if an estimate is required for a CFI project, the estimate will be refined to meet CFI submission requirements. Please refer to "Physical Plant Cost Estimates" form.
- 2.10 Financial assistance for estimates related to grant-funded projects will be provided by the Office of the VP Research, providing that the Faculty or Department has matching funds to cover the cost of the estimate fee. The Dean of the Faculty or Head of the Administrative Unit must sign off on the request for an estimate before it is submitted to Physical Plant.
- 2.11 Physical Plant's Architectural and Engineering Services department will apply a design fee of 4% of the estimated costs of projects that are designed in-house.
- 2.12 Physical Plant's Architectural and Engineering Services department will apply a coordination fee of 2% of the estimated costs for project coordination services on all projects that proceed to construction.
- 2.13 If Physical Plant must employ external consultants for estimate and/or design work, due to limited resources, the associated costs will be passed on to the

requesting department, even if the project does not proceed. The department will be made aware of these costs and asked for approval before the consultant is engaged.

Caretaking Services

- 2.14 Requests for regular caretaking services may be submitted to Physical Plant or directly to the respective Caretaking Zone. Basic caretaking services are provided in all buildings, at no cost to departments, except for remote research stations, Residences, Food Service, Bookstore, Parking Services; University tenants; St. John's College Residence, Chapel, and Cafeteria.
- 2.15 Requests for caretaking services, which are required for special events, may be submitted to Physical Plant or directly to the respective Caretaking Zone. If the event is not income producing and the work may be carried out in two hours or less, there will be no charge to the requesting department. However, if the event is income producing or if it involves more than two hours of caretaking work, the requesting department may be charged, in which case a FOAP must be provided at the time of the request.
- 2.16 Caretaking services which are normally provided by Caretaking Services, but which are requested at a greater frequency and/or higher standard than scheduled, may be charged to the requesting department, depending on availability of resources. An example of this type of work is carpet shampooing that is to be performed more frequently than scheduled.

Moving

- 2.17 Requests for small moves (furniture, boxes) within a building may be submitted to Physical Plant or directly to the respective Caretaking Zone. Normally, moves requiring less than two hours will be handled by the Caretaking Zone and will not be charged to the requesting department.
- 2.18 Requests for larger moves which are not associated with a Requisition 7 may be handled by the Caretaking Zone, Physical Plant General Services, or an external moving company, and costs may be charged to the requesting department, depending upon the availability of resources. In this case, a valid FOAP must be provided before the work begins.
- 2.19 Requests for larger moves, which are associated with a Requisition 7, will be arranged by the Project Coordinator, and costs will be charged to the FOAP provided on the Requisition 7.

Deliveries

- 2.20 Delivery requests may be placed via telephone, e-mail, regular mail, or fax to Physical Plant Dispatch Desk, and must be accompanied by a valid FOAP if work is chargeable.

- 2.21 Delivery services and set-ups for special events to support academic functions or activities are provided at no cost to the requesting department. Examples of non-chargeable deliveries and set-ups: deliveries for classroom services, libraries, other academic functions; deliveries for University of Manitoba departments to off-campus locations; set-up for convocation.
- 2.22 Deliveries of furnishings and equipment, which are not used directly in the delivery of teaching services, are the responsibility of the requesting department. Examples of chargeable deliveries: delivery of appliances for office lunchrooms. Deliveries and set-ups for income-producing events like conferences or symposiums, or for external income-producing organizations like Food Service or Bookstore, are also charged to the requesting organization.

Charges

- 2.23 Physical Plant may charge for labour, materials, and vehicle and/or equipment usage.
- 2.24 Labour rates are defined as the hourly rate established by the appropriate collective agreement or University policy, plus benefits, pay levy, statutory holidays, average sick and vacation time, administrative costs, and supplies/equipment costs. If overtime is required, a multiplier will be applied to the hourly rate, as established by the appropriate collective agreement or University policy.
- 2.25 Material costs are the costs of materials purchased through University of Manitoba preferred suppliers, plus applicable taxes, specifically for the respective job.
- 2.26 Vehicle rates are based on the actual vehicle purchase, maintenance, and depreciation costs.
- 2.27 For internal customers, charges are debited directly to the requesting department's FOAP via an interdepartmental charge. For external customers, an external billing request will be created, which will result in an invoice.

Part III Accountability

- 3.1 The Office of Legal Counsel is responsible for advising the Vice-President (Administration) that a formal review of this Procedure is required.
- 3.2 The Director of Physical Plant is responsible for the implementation, administration and review of this Procedure.
- 3.3 Board of Governors members, Senate members, Faculty/School Councils, Department Councils, Students, All External Parties and All Employees are responsible for complying with this Procedure.

Part IV Review

- 4.1 Governing Document reviews shall be conducted every ten (10) years. The next scheduled review date for this Procedure is May 12, 2021.
- 4.2 In the interim, this Procedure may be revised or repealed if:
- (a) the Vice-President (Administration) or Approving Body deems it necessary or desirable to do so;
 - (b) the Procedure is no longer legislatively or statutorily compliant; and/or
 - (c) the Procedure is now in conflict with another Governing Document.
 - (d) the Parent Policy is revised or repealed.

Part V Effect on Previous Statements

- 5.1 This Procedure supersedes all of the following:
- (a) all previous Faculty/School Council Procedures stemming from the Faculty/School Council Bylaw and academic and admission Regulations and any resolutions on the subject matter contained herein;
 - (b) all previous Board of Governors/Senate Governing Documents on the subject matter contained herein; and
 - (c) all previous Administration Governing Documents on the subject matter contained herein.

Part VI Cross References

- 6.1 This Procedure should be cross referenced to the following relevant Governing Documents, legislation and/or forms:
- (a) [Physical Plant Service Requests and Charging Policy](#)
 - (b) [Physical Plant Project Cost Estimates](#)