

PROCEDURE FOR FACILITIES SERVICES COST RECOVERY

Cost Recovery Service Requests

Facilities Services renders non-maintenance services upon special request. These services are not otherwise funded by the General Fund budget allocation. This work includes maintenance services requested above and beyond the regularly scheduled occurrence. Requests may be originated by anyone but must be approved by authorized representatives. A list of authorized representatives is maintained at the Customer Service Center. The originator can submit a sketch of the change requested, if necessary, with the Service Request form. The form should then be sent to the Customer Service Center.

This form can be found online at http://www.fm.csus.edu/Service_Request.htm. The form can be used by any campus organization to request any type of projects and non-maintenance services. The form must be filled out in its entirety. Use of the Service Request form is necessary to maintain process order and for clarification of the request. The charge to the requesting department will include labor, materials and overhead costs.

Facilities Services Customer Service Center

The Customer Service Center receives and processes all the service requests and is responsible for establishing design/specification requirements, work scheduling, coordination and prioritization. Cost estimates will be prepared for each and every project.

After analyzing the request and generating an estimate, the Customer Service Center will respond to the originator with a project number and estimate. The originator then has two options:

- Accept the estimate and return the form to the Customer Service Center with a project funding source and written approval to proceed. Estimates are valid for thirty (30) days from the day they are generated.
- Decline the estimate and return the form to the Customer Service Center so the project can be canceled and cleared from the records.

The Customer Service Center shall initiate work only after approvals have been received. Work requests are normally processed on a first come, first served basis as scheduling permits.

Project Charges

The final actual cost of the project will be charged to the requestor. The final cost may be higher or lower than the original estimate that the requestor received. Components of the final cost are:

- Labor rates, which are derived by averaging the actual hourly wage for each worker within a given craft. A composite dollar per hour average is established for the craft and a percentage is added to the hourly rate to cover overhead and appropriate chargeable benefits. Labor rates shall be updated annually. Beginning in July of each fiscal year, all labor rates are recalculated to reflect changes in compensation within each bargaining unit's Memorandum of Understanding.
- Material costs, which are billed as actual costs including tax, freight and shipping charges. A percentage mark-up is added to cover overhead costs.

Change Order Request

If additional work is requested by the customer or the scope of work changes during the course of the project, the requestor should submit a Change Order Request to the Customer Service Center, which will analyze the change and determine whether a cost increase or decrease is required. If so, then a modified estimate in the form of a Change Order Request is given to the customer for approval to proceed. The customer has an opportunity to approve or reject the change order. Approval constitutes a signature from an authorized representative of the department or organization.

Cost Recovery Process

1. Work Order Review

All non-maintenance work is considered cost recovery work and, therefore, requires a speed type that is provided by the requesting department or organization. Approval to charge the department or organization is required prior to scheduling the work. Approval constitutes an electronic signature by an authorized representative of the department or organization seeking the service. In some instances, it may be necessary to contract the work. All contracted work must be reviewed, coordinated and approved by Facilities Services for code compliance, safety and collective bargaining considerations.

2. Scheduling

Work will be planned and scheduled after being approved. Materials are ordered and a start date is determined. The Customer Service Center establishes the official work schedule and presents it to the craft supervisors at the weekly scheduled meeting.

3. Inspection

During construction or in the course of rendering services, each cost recovery job is inspected from initiation through completion. Inspection and review is handled by a craft supervisor, a manager of record, and/or the staff from the Customer Services Center to ensure that the work meets appropriate building codes, University standards, quality considerations and the customer's expectations.

4. Review of Charges

a. Preliminary Report

Each cost recovery project or service order is reviewed before it is billed. A Preliminary Report is printed monthly and each charge back/cost recovery job is reviewed. The Preliminary Report consists of the project (work order) number, speed type, description of work, and the billed amount. Customer Service assures that all fields are populated with correct labor date entries, account numbers and that the billing type designations are accurate. The Customer Service Manager and the Director of Facilities and Utilities will proceed to review the report for accuracy of labor and material costs, adherence to in-house charge back policy, and determine whether the billing type is accurate.

b. Variance Report

A Variance Report is produced along with the Preliminary Report. The Variance Report depicts the estimate and establishes a minimum (under) and maximum (over) the estimated amount. The allowable variance within this report is plus or minus twenty-five percent of the estimate. A tolerance greater than the fixed variance calls for an analysis of the work performed. In such cases, the labor and materials are compared with that of the estimate. The scope of work is reviewed and craft supervisors are queried. Once the discrepancy has been detected, the Manager of record and the craft supervisors are informed. The information is then entered into the "Comments" section of the work order and an official record is established for future review.

5. Billing

Once the billing review has taken place and discrepancies are dealt with, the billing procedure begins. This procedure begins by posting all work for the previous month on or about the tenth day of each month. The billing listing is electronically filed and submitted to Management Services at month's end for campus billing.

6. Cancellation

If a project request is canceled after work has started, a charge will be made for the labor and material utilized. If the work order is canceled before beginning the work, no charge is assessed to the customer.

7. Disputes

The Manager of the Customer Service Center handles all project related disputes. The Manager will discuss the issue with the customer and can provide the customer with a cost breakdown of labor and materials. Disputes may differ and each is resolved accordingly.

Self-Supporting Enterprises

Self-supporting enterprises recognized by the University include, but are not limited to, the following:

- Associated Students, Inc.

- Athletics
- Capital Public Radio, Inc.
- Child Care Center
- College of Continuing Education
- Copy Graphics Center
- Dining Commons
- Food Services
- Housing & Residential Life
- Peak Adventures
- Private Contractors
- Recreational Sports
- Recycle Center
- Student Health Center
- U.S. Geological Survey
- University Enterprises, Inc.
- The University Union
- University Transportation and Parking Services

Examples of Cost Recovery Services

- Construction, installation and/or disassembling of cabinetry, shelving, furniture, bulletin boards, white boards, chalkboards, and the relocation of such items.
- Changes in door locks, including the re-keying of locks that are otherwise functional and sound.
- Any space change alterations or remodeling of the building structure, its hardware or mechanical and electrical systems.
- Installation and securing of pictures, bookcases, murals, projectors, screen, all computer components, televisions, and microwaves; and other similar equipment.
- Maintenance, repair, relocation, or disposal of departmental equipment and apparatus such as autoclaves, water distillers, icemakers, freezers, refrigerators, athletic equipment, theater or production equipment including lighting and staging equipment.
- Maintenance and repair of departmental vehicles including fuel costs.
- Moving services and/or the removal of property including off-campus pickups and deliveries; providing packing materials for such moves.
- Special events setup and take down for various departmental functions that may include, but not limited to, tables and chairs and the installation of staging or platforms.
- Service requests that require staff support for events beyond normal hours of operation.
- Personal nameplates, office hour signs, special office directional and information signs. (Permanent building signage is considered baseline maintenance.)
- Repairs to facilities due to departmental neglect or misuse.

- Custodial and grounds services requested outside of regularly scheduled working hours including service requests that exceed the frequency provided (under baseline maintenance).□

University Policy Manual: Cost Recovery, Facilities Services