

0210.01 Facility Operations and Maintenance Management

Issued: January 6, 1997
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PURPOSE

To provide uniform services and establish directives concerning maintenance management.

APPLICATION

Executive Branch Departments and Sub-units and all other tenants of facilities under the jurisdiction of the department.

CONTACT AGENCY

Department of Technology, Management and Budget (DTMB)
State Facilities Administration (SFA)
Building Operations Division (BOD)

Telephone: 517-373-6227 Customer Service Center
517-373-0196 DTMB Central Control (24/7 for non-business hour's
facility maintenance emergencies)

Fax: 517-284-7972

SUMMARY

State agency personnel in DTMB-managed buildings will follow specific procedures to address general operation of facilities, including, but not limited to:

- General maintenance services
- Contract maintenance services
- Special maintenance services

To initiate any action concerning these services or other facility operational services, or for necessary forms, contact DTMB Cybersecurity and Infrastructure Protection (CIP), Customer Service Center at 517-373-6227 or DTMB-customerservice@michigan.gov.

APPLICABLE FORMS

DTMB-0123 Special Services Request for DTMB-Owned Facilities

MAINTENANCE SERVICE DEFINITIONS

- General Maintenance Services – Services included in the building occupancy agreement and performed by BOD personnel, such as:
 - Electrical
 - Plumbing
 - Mechanical
 - Heating
 - Air conditioning
 - Snow removal
 - General maintenance and repairs
- Contracted Maintenance Services – Services included in the building occupancy agreement and performed by contracted companies/labor, such as:
 - Janitorial services
 - Elevator maintenance
 - Recycling
 - Pest Control
 - Rubbish removal
 - Window washing
- Special Maintenance Services – Services not included in the building occupancy agreement and selected design services. These services may be performed by DTMB staff or contracted labor and in most cases result in additional fees to the agency requesting the services. These services include:
 - Special cabinetry
 - Special electrical hook-ups
 - Modular furniture reconfigurations/Reasonable Accommodations
 - Special janitorial requests
 - Physical modifications to buildings or grounds
 - Building signage
 - Other services not covered by the building occupancy agreement.

PROCEDURES

Agency

- Submits requests for maintenance services by the following methods:
 - General Maintenance Services and Contracted Maintenance Services:
 - Contacts the DTMB Customer Service Center via telephone at 517-373-6227 or e-mail DTMB-CustomerService@michigan.gov.

- Special Maintenance Services:
 - Fills out a Special Service Request for DTMB-Owned Facilities (DTMB-0123).
 - Has form signed by agency personnel authorized by the agency to approve DTMB-0123 expenditures.
 - Submits completed and signed DTMB-0123 to the building's Facilities Supervisor.

DTMB

- DTMB CIP Customer Service – The Customer Service Center (CSC) takes the General or Contracted Maintenance Service requests and follows the priority procedures:
 - Urgent maintenance services – issues impacting the ability of employees to access or perform their duties:
 - CSC immediately contacts DTMB or contract staff assigned to the specified building to resolve issue. CSC also enters a work order to track the issue.
 - All other maintenance services:
 - CSC enters a work order that is forwarded to the management of the specified building, who will schedule the work to be performed.
- Facilities Supervisors or Building Trades Supervisors:
 - General Maintenance Services Requests:
 - Accepts work order or enter work order if request did not come through CSC.
 - Routes work order to appropriate staff.
 - Contacts staff directly if work order requires immediate attention.
 - Contracted Maintenance Service Request:
 - Accepts work order or request.
 - Contacts appropriate contractor to delegate the request.
 - Special Maintenance Services:
 - Receives the DTMB-0123.
 - Determines if work should be performed by DTMB personnel or contracted labor.
 - Routes the DTMB-0123 to the appropriate source for fulfillment of the request.
