

## 0210.01 Facility Operations and Maintenance Management

Issued: January 6, 1997  
Revised: June 24, 2019  
Reviewed: April 15, 2025

### PURPOSE

---

To provide uniform services and establish directives concerning maintenance management in DTMB-managed facilities.

### 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: 517-284-7943 Building & Parking Services (BPS)

Email: [DTMB-Building-Parking-Services@michigan.gov](mailto:DTMB-Building-Parking-Services@michigan.gov)

### 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, contact DTMB State Facilities Administration (SFA), Building & Parking Services (BPS) at 517-284-7943 or [DTMB-Building-Parking-Services@michigan.gov](mailto:DTMB-Building-Parking-Services@michigan.gov).

### 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:
    - Agency Key Contact submits a request to Building and Parking Services (BPS) via the computerized maintenance management system (CMMS), telephone at 517-284-7943, or e-mail at [DTMB-Building-Parking-Services@michigan.gov](mailto:DTMB-Building-Parking-Services@michigan.gov).
  - Special Maintenance Services:
    - Agency Key Contact submits a work request that is not covered under the building occupancy agreement.
    - Agency Key Contact receives estimate for the work and, if accepted, provides bill back information to the Facilities Supervisor to approve proceeding with the work.

### DTMB

---

#### DTMB SFA BPS

---

- 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:
  - BPS immediately contacts BOD or contract staff assigned to the specified building to resolve issue.
  - BPS enters a work order to track the issue.
- All other maintenance services:
  - BPS approves work request or enters a work order and assigns it to the Building Trades Supervisor of the specified building, who will schedule the work to be performed.

#### **Facilities Supervisors or Building Trades Supervisors:**

---

- General Maintenance Services Requests:
  - Accept work order or enter work order if request did not come through BPS.
  - Route work order to appropriate staff.
  - Contact staff directly if work order requires immediate attention.
- Contracted Maintenance Service Request:
  - Accept work order or enter work order if request did not come through BPS.
  - Contact appropriate contractor to delegate the request.
- Special Maintenance Services:
  - Receive the work order and work with the SFA Real Estate Division (RED) and the agency to determine scope.
  - Determine whether work shall be performed by DTMB personnel or contracted labor, in partnership with RED & the SFA Design & Construction Division.

\*\*\*