



FACILITIES MANAGEMENT SERVICE GUIDE



MISSISSIPPI VALLEY STATE
UNIVERSITY

Department of Facilities Management Staff

Terrence Hurssey

Director

Department of Facilities Management

Marshell Boyd

Office Manager

Department of Facilities Management

Stephanie Smith

Work Control/Transportation

Department of Facilities Management

Timenisha Nalls

Receptionist

Department of Facilities Management

Travarus Horton

Project Manager

Department of Facilities Management

Vanderbilt Dixon

Custodial Service, Manager

Department of Facilities Management

Roderick Wallace

Grounds, Manager

Department of Facilities Management

Tommy Brooks

Maintenance of Buildings, Manager

Department of Facilities Management

Table of contents

General Service Information	1
Work Control Center (WCC).....	2
Maintenance Service Agreements	3
Custodial Services/.....	4
Carpet Replacement	5
Carpentry Services	6
Grounds and Landscape	7
General Repairs	8
Elevators	9
Interior Design.....	10
Painting, Plaster and Drywall.....	11
Plumbing Services.....	12
Preventive Maintenance	13
Capital Projects	14
Renovations	15
Recycling.....	16
Off-Campus Recycling Drop-Off Sites.....	17
Roads and Hardscape	18
Campus Key Policy	19
Space Information Management	20
Special Events	21
Staging (Moving Services).....	22
Standards and Commissioning	23
Surplus Property	24-25
Utilities	26
Vehicle Maintenance.....	27
Waste Removal and Pest Control.....	28

Other MVSU Services.....	29
COVID-19.....	30
Phone List.....	31-32

General Service Information

This document serves to provide guidance regarding non-billable versus billable services, clarify what services The Department of Facilities Management provide, and outline how to access these services.

Each year, through the education and general budget allocation process, Facilities Management (FM) receives funding to provide on-going custodial cleaning, maintenance and operational services for campus buildings and grounds. The types of services FM provides as a result of this budget allocation are referred to, hereinafter, as “non-billable.”

Special requests from various University departments or administrative units for services not considered ordinary maintenance or requests made outside the normal schedule for routine maintenance are generally billed to those units on a monthly basis. Other billable services include small project renovations, interior design services and capital construction. These services are referred to, hereinafter, as “billable.”

Services, both “billable and non-billable,” performed for auxiliary units or affiliates of the University are all chargeable to the customer at the time of service delivery.

Work Control Center (WCC)

The Work Control Center (WCC) is the communications hub within Facilities Management that serves as a support center for overseeing and fulfilling request for the University's buildings and departments. Regular business hours are 8:00 a.m. to 5:00 p.m. Monday – Thursday and Fridays from 8:00am to 4:00pm. After-hour emergency calls will be reported to the Facilities Management Alert Phone at 662-299-0130.

For emergency conditions or other problems that require immediate attention, please call the WCC at 662.254.3580 during normal working hours.

A service request should be submitted in one of the following ways:

- Use the online Customer Request Form available on the web at (www.webtma.net)
- Telephone the WCC at 662.254.3580

How a Service Request is processed

All buildings and departments have been or will be assigned a building manager who acts as a primary liaison for Facility Management. Managers are very knowledgeable and trained with the service procedures. Please coordinate requests with the building manager in your building whenever possible. This will help eliminate duplication of work order request. Request for services are processed as outlined below:

1. When possible, contact the building manager to inform him/her of the service request.
2. The building manager contacts the Work Control Center.
3. Upon receipt of the request, the WCC will determine whether the project is billable or non-billable (routine maintenance).
4. If the request is billable, the requesting department is asked to provide an account number (banner organization number) to which the work will be charged.
5. A work order is then created and forwarded to the appropriate service unit.
6. The WCC will provide the requesting department a work order number for future reference. Call the WCC at any time to check on the status of a work order. Please have the work order number available when calling.
7. The service unit will contact the requesting department, if necessary, and set a schedule to complete the work.
8. If the work order is considered an emergency, (fire, flood, gas leak, etc.), a tradesmen will be dispatched immediately to resolve the emergency.

Maintenance Service Agreements

In conjunction with University Purchasing, Campus Services negotiates and administers maintenance service agreements for the campus. Services under these agreements are pro-rated as “billable vs. non-billable” based upon building occupancy per square foot.

Types of services covered by these agreements include:

- Roof management
- Pest control
- Termite inspections
- Elevator inspections
- Fire alarms
- Fire sprinkler system inspections
- Fire extinguishers
- Emergency generators
- Chilled water treatment
- Waste disposal
- Building control systems (HVAC Systems)

Contact the Work Control Center (WCC) for questions or to request services.

Custodial Services

Custodial Services provides routine cleaning services by consulting with customers, a satisfactory level of cleaning is determined. This can vary depending on usage of the space (classrooms, laboratories, etc.), construction finishes (vinyl, carpet, hardwood, etc.), or customer requirements. This department champions environmentally conscious behavior by choosing to operate as a sustainable entity, committed to reducing the impact on the environment through the use of Green Cleaning methods.

Non-Billable services include:

For Academic Facilities

- Cleaning according to current codes and standards
- Daily cleaning of restrooms
- General cleaning of offices, classrooms, labs and patient care areas
- Removal of interior waste and recycling
- Maintenance of the hard floor surface care areas including dusting, damp mopping, burnishing, stripping and refinishing
- Carpet care including vacuuming, bonneting and extracting

Student Residential
Facilities

- Daily cleaning of student community bathrooms and public restrooms in the residence halls
- Daily cleaning of common areas to include lobbies, parlors, study halls, bathrooms and kitchens within the residence halls.
- Removal of interior waste and recycling

Additional services offered by Custodial Services should be scheduled through the Work Control Center (WCC). These billable services include:

- Clean-up after special events
- Work scheduled outside of normal service times or areas
- Request for cleaning services, which require additional staff

NOTE: The Custodial Services' Floor Care Team is specifically trained to clean and maintain all types of floor coverings at MVSU University and is familiar with the special needs that each floor covering requires.

Carpet Replacement

Carpet in office spaces typically lasts 10 years or more. Carpeting in other areas may last longer or wear out faster depending on the type of carpet installed and traffic pattern. Unfortunately, Campus Services is not funded to replace carpet and other flooring on a ten-year cycle. For approximately 2 million square feet of flooring across campus, a ten-year replacement program would require over \$450,000 per year in an ongoing program for our standard basic carpet and floor replacement. We do try to cover the cost of replacement flooring in emergency situations. When funding is available, Facilities Management may partner with customers to share in replacement costs for carpet or other flooring.

Please contact the Work Control Center (WCC) for questions or services.

Carpentry Services

Carpentry services involve repair to existing building interior architectural components.

Examples of non-billable services include: When funds are available

- Repair of existing doors, doorstops and hinges
- Repair and maintenance of interior tile surfaces
- Repair/replacement of acoustical tiles in ceilings
- Repair of torn carpeting
- Repair of horizontal and vertical blinds
- Repair to moldings, baseboards and weather stripping
- Replacement of handrails
- Repair of counter tops

Billable services are those where new work or work on non-facility items are accomplished. Examples of billable services include:

- Renovations of all sizes from new counter tops to single room or multi-room modifications
- Installation or relocation of wall-mounted shelves, new chalkboards and dry wipe boards
- Assembly/disassembly or construction of furniture such as desks, computer stations, freestanding bookcases, and prefabricated partitions
- Placement of pictures, plants and minor wall items
- Construction of bulletin boards
- Installation of new doors, door conversions, door stops and door enclosures
- Repair of wooden furniture
- Installation of desks' tops
- Relocation of wall shelves

NOTE: Customers will not be billed for carpentry services, which require less than the sum of half an hour to complete.

Please contact the Work Control Center (WCC) for questions or services.



Grounds and Landscape

The Grounds Department maintains the aesthetics of 487 acres of landscaped areas throughout the central campus, and the MVSU auxiliary units located on the perimeter of campus.

Normal, routine activities for which customers are not billed include the following:

- **Turf Care:**
Grass is mowed as needed, generally on a weekly basis. Aeration is performed as required but no less than two times per year. Annual over-seeding of fescue and/or perennial rye grass is applied. Weed control is practiced when weeds present a visible problem or when weeds represent 5% of the turf surface.
- **Tree Care:**
Specimen trees on campus are monitored for structural integrity. A fertilization program prescribed by an on-site Certified Arborist is followed. Any dead wood or hazardous limbs are removed when identified.
- **Fertilizer:**
Adequate fertilizer is applied to ensure all plant materials are healthy and growing vigorously. Amounts depend on species, length of growing season, soils and rainfall. Only environmentally approved products are used.
- **Irrigation:**
Frequency of use is determined by rainfall amounts, temperature, season and demands of plant material. In an effort to continue to be a leader in environmental initiatives, water is collected from condensate and rain runoff in underground cisterns for use in irrigation.
- **Litter Control:**
Campus Services staff walk the campus to pick up litter a minimum of once per day, five days per week.
- **Pruning:**
Pruning usually is done once per season unless the species dictates more frequent attention.
- **Disease and Insect Control:**
Integrated Plant Pest Management practices are followed.
- **Floral Plantings:**
Seasonal color is maintained year-round with two major plantings each year.

Billable services include:

- Landscape enhancements
- Special event support
- Athletic event support



Contact the Work Control Center (WCC) for questions or to request services.

General Repairs

A significant number of service requests are for general repair services. General repair work items are typically non-billable.

Examples of non-billable work items are listed below:

- Lights burned out
- Sticking doors
- Room temperature too hot/too cold
- Odors (gas, fire, electrical, etc.)
- Water leaks
- Toilet repairs
- Internal and external graffiti removal (unless the damage can be billed directly to specific perpetrators)
- Items or issues that take less than half hour to repair

If general repair services are needed, please check with the building manager prior to contacting the Work Control Center (WCC) as the work request may already have been submitted.

Elevators

The Work Control Center (WCC) must be contacted for all elevator trouble calls. Facilities Management maintains special contract arrangements on maintenance and standby repair service for all MVSU elevators. Contact the WCC who will coordinate the most expedient response.

Telephones installed in elevators are linked directly to the MVSU's Police & Fire Safety Department (or other 24 hour security switchboard) who will respond in the event of an emergency.

Emergency Elevator Phone Information: Elevator Emergency Phones all calls to MVSU Police (662-254-3479).

Non-Billable services include regular preventative maintenance performed during normal business hours:

- Annual inspections (e.g. weight capacity, evaluation of speed, wait time, travel time, cables, hydraulics, etc.)
- Regular maintenance (e.g. hydraulic fluids, regular computer diagnostics and upgrades, cleaning of the pit, replacement of light bulbs in cab and buttons, etc.)

Billable services include:

- Maintenance on elevators provided to auxiliary units or affiliated departments of MVSU University
- Upgrades, modernizations, or modifications to elevator cabs as requested
- Maintenance due to vandalism or deliberate damage
- At most locations, regular maintenance that must disrupt the operation of the elevator and is performed at the customer's request outside normal hours. In this case, the overtime differential only is billable.
- At most locations, the overtime differential of five year tests is billable.
- Repairs due to vandalism [Residence Halls, Athletic Support Facilities, and Auxiliary Facilities.

Contact the Work Control Center (WCC) for questions or to request service.

Interior Design

The Interior Design Department is a self-funded service in Planning Design and Construction. As an MVSU department, we ensure that we'll serve you in the best interest of MVSU. Services are charged at a much-reduced market rate and allow the first three (3) hours of services are at no charge.

With over 50 years of combined experience, our professional staff's knowledge can help you find the best products and services that the MVSU University Community can buy.

- Programming, needs analysis, and space planning
- Space plan drawings of your space with layout ideas and suggestions
- Serving as the customer's agent to Procurement Services to push your order through the MVSU System
- Setting up the installation of all furniture and finishes
- Selection of furnishings and finishes in accordance with University standards and the installation of items listed below but not exclusive to:
 - o Paint /Wall covering
 - o Carpet
 - o Window Treatment
 - o Furniture/Fixture (FFE)

Project Tips

To make sure that time is used efficiently; please have the following information gathered before meeting with an MVSU Interior Design Professional:

- Determine your total scope of work
- Know your budget
- Know your schedule
- Be prepared to answer questions concerning the needs of the people that will be using the space

Billing

Rates

Senior Designer: \$65/hr

Contact the Work Control Center (WCC) for questions or to request service.

Painting, Plaster and Drywall

Maintenance painting is completed on an as needed basis to protect surfaces (e.g. wood, drywall, etc.) from deterioration. Routine building inspections are performed to assess painted surface conditions. Maintenance painting is generally performed about once every 10 years for offices, labs, etc. where traffic is light and the potential for marking and paint damage is minimal. In high traffic areas painting may occur more frequently, depending on need.

Non-billable services include:

- Maintenance painting (as described above)

Billable services include:

- Cosmetic painting of all building interior and exterior surfaces (e.g. soiled areas or marks exposed when wall-hung items or furniture is moved)
- Dry-walling, texturing and painting associated with remodels or renovations
- Furniture refinishing
- Painting or staining new furniture
- Changing color of walls, trim, cabinets and doors
- Areas that require more regular maintenance (e.g. dugouts, retail areas, etc.)

Note: Changing colors of walls, trim, cabinets, or doors may require two or more coats of new paint. Typically, if the painting is for maintenance (i.e., once every 10 years), the first coat is non-billable and the customer pays for the subsequent labor and materials for additional coats.

Contact the Work Control Center (WCC) for questions or to request services.

Plumbing Services

Plumbing services are provided to ensure that the campus infrastructure is properly installed to current codes. Plumbing infrastructure includes sanitary and storm drainage systems as well as water supply lines throughout campus.

Plumbing services provided as non-billable maintenance include:

- Repair and maintenance of all plumbing (pipes and fixtures) integral to the building operating system
- Repair and maintenance of plumbing components such as tanks, valves, traps, exchangers and water heaters
- Repair and maintenance of laboratory drains and fixtures
- Repair and maintenance of all plumbing systems outside of existing buildings

Billable plumbing services include:

- Maintenance of plumbing services to same appliances
- Remodels or renovation plumbing
- Minor construction plumbing
- Installation of new equipment
- Repair and maintenance of laboratory drains and fixtures caused by neglect or misuse.
- Repair of plumbing problems related to departmental equipment (water lines, etc.)
- Repair and replacement of fixtures, supply and discharge lines for laboratory gases and compressed air troubleshooting for elimination of gas odors

Contact the Work Control Center (WCC) for questions or to request service.

Preventive Maintenance

The Preventive Maintenance Department inspects, cleans, lubricates and prepares building equipment units for seasonal use. Preventive maintenance is typically completed on the evening shift to be less intrusive to customer operations.

Most preventive maintenance is scheduled and provided as non-billable work. Non-billable services include:

- Changing of air filters
- Replacement of belts
- Lubrication of motors
- Cleansing of coils
- Replacement of bearings
- Maintenance and repair of air filtration systems
- Maintenance and repair of exhaust fans

The above listed services are billable to auxiliary units and affiliates.

Preventive Maintenance is scheduled based upon specific equipment needs. When a department purchases equipment that is to be maintained by Facilities Management, the department should contact Facilities Management first before purchasing the equipment. The Work Control Center (WCC) should be contacted to schedule frequencies and types of maintenance to be performed.



**DEPARTMENT OF
FACILITIES MANAGEMENT
MAINTENANCE SLIP**

Date: _____

Description of Issue: _____

In Progress Waiting on Supplies Other

HOURS OF OPERATIONS
Monday- Friday 8am-5pm

Office Phone (662)254-3580
After Hours (662)299-0130

Capital Projects

The Facilities Planning Design and Construction Department (PD&C) provides oversight project management services for all new capital construction projects and many smaller renovation projects for the University. Capital Projects is responsible for insuring that projects are completed on time and on budget, while protecting the University's interest with general contractors, A/E firms, and other outside vendors. Capital Projects acts as the liaison between the building occupant(s), design team, stakeholders and the general contractor.

Services provided by Facilities Planning for capital projects are billable to the projects and include: Ongoing design review

Budget management

- Construction coordination
- Commissioning
- LEED certification
- Contract negotiation and pay applications
- Building HVAC system and quality certification
- Coordination of signage
- EHSO/Abatement interface
- Coordination with Plant Operations for maintenance once construction is complete

For information on the status of a current capital construction project, call 662-254-3584.



Renovations

When possible, job order contracting (JOC) is used for small to medium sized construction, renovation or repair projects. JOC is a unit price based contract system designed to reduce cost of construction, lower design fees, eliminate contractor generated change orders and insure fast response and on-time construction. Smaller renovation projects should always be coordinated through Facilities Planning. Often these projects have an adverse impact on building engineering systems (air conditioning, heating, plumbing or electrical), which must be considered during the design phase of any project.

Billable services for smaller projects are calculated at a rate of 7.6% of the total contract amount. Renovation services provided include:

- Developing the scope of work and plan design
- Solicitation and evaluation of competitive bids for contracted services
- Preparation of contractual documents engineering firms, abatement contractors, general contractors, etc.
- Project oversight to ensure compliance with the contract documents and applicable codes and standards
- Coordination with other MVSU departments, such as Environmental Health and Safety, OIT, Purchasing, Transportation & Parking, etc.
- Publishing of project reports and related information to customers

For further information, contact Facilities Planning at 662-254-3584.

Recycling

Recycling services are provided for virtually all campus buildings. For detailed information regarding accepted commodities, services special events or to request recycling services or recycling container(s) please contact the Recycling Office at 662-254-3098.

Pick-up for materials collected for recycling from all campus buildings Campus Recycling Center personnel service recycling containers for disposal into labeled rolling carts in designated areas within buildings):

- White Paper
- Mixed Paper which includes magazines, newspaper, cardstock, file folders and colored paper (if you can tear it and it isn't white, it is mixed paper)
- Aluminum Can
- Plastic #1 & #2
- Corrugated Cardboard

Additional non-billable recycling services include:

- Recycling of purged files or excessive volumes of recyclables - please provide 72 hours advance notice for delivery of additional containers
- Recycling of phone books on a seasonal basis - gather in a centrally located area and contact the Recycling Office to arrange for pick-up
- Pre-paid envelopes for ink jet cartridges, cell phones, pagers and pick-up of laser toner cartridges are available upon request
- Delivery and pick-up of recycling containers for special events on MVSU's main campus*
(The delivery and pick-up of event recycling containers is non-billable when service is completed during regular working hours M-Th 8:00am-5:00pm and Fridays 8:00am – 4:00pm. This service is billable for overtime labor charges if the event falls outside of these hours, or if the request is made less than 48 hours or 2 days prior to the event.)

Billable services include:

- Special Event delivery and pick-up of recycling containers not completed during regular working hours M-F 8:00am-2:00pm, or if the request is made less than 48 hours or 2 days prior to the event.
- All recycling services for entities not affiliated with the University.

Off-Campus Recycling Drop-Off Sites

Students living off campus, MVSU's "neighbors", and the general public are encouraged to take advantage of MVSU's recycling services. There are currently two, well-lit sites available 24-hours per day, which are convenient for people delivering their recyclables by car.

The Recycling Center drop-off is located at Facilities Management/Technical Education Building. The drop-off is on the right hand side before you get to the recycling area. The Recycling Center can be contacted at 662-254-3098.

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Roads and Hardscape

The Grounds and Landscape Department is responsible for the maintenance, repair and aesthetics of all exterior hardscape on campus.

General maintenance of roads and hardscape is typically a non-billable service. Maintenance is provided on hardscape items including:

- Roads
- Bollards
- Existing signage
- Benches
- Pavers
- Sidewalks
- Poles and chains
- Crosswalks
- Storm drainage and other structures
- Masonry and concrete work

Billable services provided for roads and hardscape encompass those services that are provided for the benefit of:

- Capital projects
- Major renovations
- Specific events
- New signage

Please contact the Work Control Center (WCC) with questions or requests for service.



Campus Key Policy

Facilities Management staff provides services designed to secure property and assets. The level and detail of security is based on the areas' need and type of usage. The Campus Locksmith is responsible for mechanical key control but not electronic access control in buildings.

Non-billable services include:

- Lock repairs
- New keys for new construction or renovations
- Duplicate keys for existing locks for basic education and general budget funded spaces
- Security surveys
- Estimates for billable services
- New or duplicate access cards (swipe or proximity)

Billable services include:

- Replacement key for faculty and staff is \$75. Replacement key for students is \$17.50
- Re-keying and replacement of keys and access cards where lock cores must be replaced for security reasons (*if lost, you must present your receipt before another key is reissued and must be presented to the facilities Management Work Control Center*)
- Replacement of locks to filing cabinets, desks and other furniture
- Safe combination changes or safe repairs
- Key duplication for master keys, file cabinets and office machines
- Mechanical or electrical access systems
- Grand master key duplications, which require approval in writing by the Vice President for Business and Finance.
- Installation of closed circuit television security systems

The Campus Locksmith staffs are able to assist with the purchase of security related products at favorable market rates. Products available include:

- Safes
- Fireproof fire cabinets
- Key cabinets
- Key rings and accessories
- Padlocks
- Locker locks

Issuing Keys

- To request a key, the chair or director must submit on letter to the Director of Facilities Management. Upon Approval, the requestor will be notified by the Work Control Center for pick-up. Once the employee signs the Key form, a copy is given to the employee and the original is kept on file in Facilities Management.

Returning Keys

- Upon the employee returning his or her key(s), the key is checked against the lock log compiled the University's Lock Smith. After verifying the key(s) with the file, the employee is marked through clearance (if applicable).
-

Please contact the Work Control Center (WCC) for any security systems needs.

Space Information Management

Facilities Management is the custodian of space data for the University. To ensure all building blue prints are current and accurate, all renovations or space modification projects should be reported. Types of information maintained in the space management system are space identification (room numbers), organizational owner, square footage and space type.

Non-billable services available through the computer aided design team include:

- Routine requests for drawings to building owners
- Documentation and maintenance of MVSU's facilities space inventory
- Storage of "as built" drawings for campus buildings
- Documentation and maintenance of MVSU's campus map (<http://mvsu.edu/>) Billable

services include:

- Request for drawings and services for groups outside of MVSU (e.g., Architecture and Engineering Firms)
- Extraordinary requests that are beyond the scope of normal services provided by the Space Information Management Department. These may include rush jobs, multiple copies for the same set of plans, reprints, etc.

Definition of terms:

- o Assignable space - is defined as offices, labs, classrooms, conference rooms, etc, available for assignment to an occupant or specific use.
- o Non- Assignable space - includes circulation areas, public toilets, elevator shafts, mechanical spaces, stairwells, lobbies, corridors, loading docks, housekeeping, Net/Com, unassigned storage, etc.
- o Gross Sq Ft. = Assignable + Non Assignable + Structure

For questions contact the Work Control Center (WCC).

Special Events

Support Services provides assistance with special events to campus constituents. Equipment reservations and all other special event support requests should be completed on a Facilities Reservation Form and submitted to the Facilities Management Office for approval.

Non-billable services are those completed during regular working hours of 8:00a.m. to 5:00pm Mon- Thur. and Fridays at 4:30p.m. Special Events include:

- Delivery and set up of folding tables, chairs, platforms, trash cans, recycling containers, etc.* (Please specify both recycling and trash containers if you would like to recycle at your event).
- Services requested more than two business days before the event

Billable services include:

- Event support performed on overtime (outside regular hours of 8:00a.m. to 4:30p.m. Monday-Friday)
- Requests received within 48 hours or 2 business days of the event
- Rental of additional equipment
- Special clean-up crews
- Electrical work including but not limited to new or additional power supplies
- Public address systems
- Stand-by electricians and flood light set-up

For questions about support for campus special events, please contact the Work Control Center (WCC).



Staging (Moving Services)

Moving services are provided by Support Services. When submitting work requests customers should be very specific as to which items will be moved or set up. Personnel and time allotted for jobs are determined by the information provided by the customer.

Contract moving is required when the work exceeds Support Services' capability. Evaluations of all large moves are done based on the information provided to Customer Service and/or at the request of the customer. Names and telephone numbers of contract moving companies are provided upon request.

Non-billable services are provided during regular work hours of 8:00a.m. to 5:00p.m. Monday-Thursday and Fridays at 4:00pm. Examples of items Staging is capable of moving includes:

- Furniture (file cabinets, desk drawers, bookshelves/cases, etc. must be emptied by the customer prior to the move date)
- Laboratory equipment (must be inspected and approved for move by MVSU prior to service date)
- Photocopied materials
- Boxed items
- Items to/from on-campus storage areas

Billable moving services are those performed:

- Outside regular hours of 8:00a.m. to 4:30p.m. Monday-Friday
- On weekends or holidays
- In conjunction with small or major project renovations
- By outside contracted firms
- Items to/from off campus storage areas and/or rearranging/sorting/maintaining on campus storage areas.
- Requests received less than 48 hours or 2 business days of the work to be performed.

Estimates will be provided, upon request, with a "not to exceed" amount. However, a change in the scope of original work will result in a revised written estimate with appropriate customer notification.

When placing a work order, inform the Work Control Center if items to be moved are especially fragile or valuable. Staging may request a waiver of liability to be filed.

Support Services items may be retained by customers for a maximum of ten calendar days. Items belonging to Support Services should not be left outside overnight and should not be moved from their delivered location. Pick up or delivery of items during non-regular hours (as shown above) will incur an overtime charge. Damaged or missing items will be charged to the customer's account. Support Services is not responsible for incidental damage to items being moved including dents, scratches, or any other damage to particle board furniture, as this type of furniture is not designed or constructed to be moved.

- Facilities Management does NOT move computers, laptop, printers or any other devices

Contact the Work Control Center (WCC) for questions or service requests.

Standards and Commissioning

All construction and major renovation on campus must adhere to a complete set of physical design standards maintained by Campus Services staff. The primary purpose of these standards is to provide uniformity to campus facilities and to give reasonable control over construction quality. This discipline for construction allows for better and more economical care and maintenance of facilities by focusing on life cycle costs rather than initial installation costs.

Commissioning is a quality assurance program for construction, which essentially provides field verification of performance requirements for MVSU and project sponsors.

To learn more about MVSU construction standards or the commissioning process, please visit our website at <http://mvsu.edu>.

Surplus Property

MVSU Purchasing & Procurement supports the prudent disposition of surplus furniture, equipment and vehicles, which are property of MVSU University, by facilitating the resale, liquidation, salvage or disposal of such items.

Purchasing & Procurement Property is dedicated to MVSU's Sustainability Vision by supporting the resale of used MVSU property, prolonging furniture life and decreasing our landfill waste.

It is the responsibility of the department that has ownership of MVSU property to contact Facilities Management and Purchasing & Procurement when planning the disposal of property. All disposal of MVSU property, including sale to another MVSU department, sale to MVSU faculty, staff, or students, the liquidation of the item(s), the salvage of items, or the disposal of property, must be completed through the Purchasing & Procurement Department.

Location:

Surplus Property
3157 Hwy 468W, Pearl, MS
601-939-2050

Hours of Operation: Open

Tuesday and Thursday
9:00am – 11:00am
1:15pm - 3:00pm

Procedures:

To dispose of an item to surplus, complete a Purchasing & Procurement Property Transfer Form by going to <http://mvsu.edu>.

To purchase Surplus Property please visit the Surplus Property showroom during open hours or view items on the Purchasing & Procurement Property website. [http://www.fm.MVSU.edu/Purchasing & Procurement/index.htm](http://www.fm.MVSU.edu/Purchasing%20&%20Procurement/index.htm)

Purchased items may be picked up during open hours or a deliver (for departmental/on campus purchases only) may be arranged for a minimum \$35 delivery fee.

Delivery/Pick-up: To schedule a pick-up or delivery of an item to/from Purchasing & Procurement please contact Facilities Management and submit a Work Request. (662-846-4748) or visit <https://mvsu.edu/>

All purchased items MUST be picked up within seven days. Items can also be placed "on hold" using the Purchasing & Procurement website and will remain on hold for seven days, after which they will be made available for purchase by others. (Items may only be placed on hold for one seven day period by the same customer.)

Computers: The primary responsibility for "scrubbing" computer systems before transfer to Surplus Property rests with the department that owns them. The department must ensure, through their IT support team, that all software and sensitive data is removed from computer systems before it is sent to Surplus Property.

Computer hard drives must be sanitized by using a secure file deletion program which helps ensure all information is not only deleted but is completely destroyed. See articles referenced at: <http://mvsu.edu>. A secure file deletion program can help ensure that

computer information is deleted and destroyed. Non-rewritable media such as CD's or non-usable hard drives must be physically destroyed. NOTE: Deleting files or dragging them to the trash bin does NOT destroy them.

Refrigerant Containing Equipment:

In order to dispose of non-functioning equipment containing refrigerant the following process must be followed. DO

NOT place the item in the dumpster

DO NOT drop the equipment off at Campus Services HVAC Shop or Recycling Dept.

If the equipment was used for laboratory purposes call Facilities Management at 662-254-3584 and have the equipment decontaminated. Facilities Management will then place a completed decontamination form on the equipment. Call Facilities Management and place a work request for HVAC Shop to recover the refrigerant. Be sure to include the room number where the equipment is located, as well as your contact information. The HVAC Shop will come to your location to verify that the decontamination form is in place and signed, and will then recover the refrigerant. When the refrigerant has been recovered an orange permanent sticker will be affixed to the equipment and a work request placed to Support Services for pick-up and delivery to the recycling center.

To dispose of non-lab use non-functioning refrigerant containing device contact Facilities Management to place a work request for HVAC Shop to recover the refrigerant.

If the equipment is in good condition and you wish to send it to Purchasing & Procurement Property for resale, refrigerant recovery is not required.

Vehicles: To surplus Vehicles please complete a Surplus Property Vehicle Transfer Form at <http://mvsu.edu>.

Utilities

Non-billable utility functions serviced by Camus Services include:

- Campus electrical infrastructure
- Campus plumbing infrastructure
- Building heating, ventilation, air conditioning and refrigeration (HVAC) equipment and associated systems (e.g. chillers, air handlers, cooling towers, etc.)
- Campus steam infrastructure for use in autoclaves (sterilizers), humidifiers and heating services.

Ancillary services provided by HVAC include the billable maintenance of:

- Water coolers
- Constant temperature rooms
- Freeze dryers
- Centrifuges

Other billable services are offered for maintenance of:

- Freezers
- Refrigerators
- Ice makers
- Stoves
- Ovens
- Incubators
- Ultra-low scientific equipment
- Glass washers and other sterilizers

Contact the Work Control Center (WCC) for questions or service requests.

Vehicle Maintenance

Vehicle Maintenance provides vendor purchase orders to University departments for vehicle repairs. In order to maintain current records, please notify the Vehicle Maintenance department of all purchases, sales or transfers to Purchasing & Procurement property pertaining to University vehicles.

A summary of non-billable services includes:

- Preventive maintenance notices sent at least twice per year to customers
- Vendor list provided for various repairs such as bodywork, mufflers, radiators, engines, tires, etc.
- Maintenance of vehicle repair records
- Issuance of insurance cards
- Repository and administration of all University vehicle titles

Billable services include:

- Registrations obtained for University vehicles
- Annual emissions testing scheduled and performed
- License tags purchased and replaced
- Requested maintenance services
- Repairs due to misuse or vandalism

Questions concerning vehicle repairs, maintenance or registrations should be made directly to Vehicle Maintenance at 662-254-3580.



Waste Removal and Pest Control

The Waste Management/Pest Control department provides campus wide solid waste and pest control services as outlined below:

Non-billable services for all solid waste needs outside of campus buildings and houses include:

- Service to trash compactors
- Hauling waste to county disposal sites
- Servicing litter containers
- Service Special events outdoors, occurring during regular working hours, M-F 8:00am-4:30pm. (This service is billable for overtime labor charges if the event falls outside of these hours, or if the request is made less than 48 hours or 2 business days prior to the event.) Trash containers for special events are provided by Support Services. Requests for event waste removal service should be made through Work Control Center (WCC).

Non-billable pest control services are performed on a regularly scheduled basis per the terms of the contract with MVSU's contract service provider.

Billable solid waste and pest control services are those performed:

- For auxiliary units and affiliates
- Waste removal service for outdoor events that is completed outside of regular working hours, M-F 8:00am-4:30pm, or requests made less than 48 hours or 2 business days prior to the event. Requests for event waste removal service should be made through Facilities Management.
- For project or department moves

Special needs or requests for additional services should be submitted to Facilities Management.

Other MVSU Services

The Department of Facilities Management includes Campus Services Administration, Transportation, Design and Construction. Facilities Management works very closely with other MVSU departments, some of which are listed below. For information concerning services provided by these departments, please contact them directly.

The Division of Student Affairs and Department of Residential Life/Student Housing manages student development, the athletic and recreation facilities, fraternities and sororities, multicultural programs student health, counseling and other programs.

Facilities Management and Environmental Health and Safety (EHSO), is responsible for monitoring and assuring the safety of MVSU in the areas of biosafety, chemical safety, industrial hygiene and radiation safety. For more information, visit their web site at <http://mvsu.edu/>.

Academic Computing Services [ACS] maintains and coordinates centralized computing service on campus, including password setting. For more information, please see their web site at <http://mvsu.edu>.

Mail Services, part of Office of Business Management, handles both internal and external mail delivery services for MVSU. For more information, please see their web site at <https://mvsu.edu>.

Network Communications (NetCom) provides enterprise wide voice, data and video communications to MVSU. <http://mvsu.edu>.

The Office of Business and Finance provides real estate acquisition/disposal and property management services. For more information, visit their web site at <https://mvsu.edu>.

Parking and is part of Campus Police and provides traffic coordination on campus. This office also provides parking stickers and hangtags. For more information, visit their web site at <http://>

Police and Fire Safety works with Facilities Managements' Work Control Center as a liaison after hours and on weekends. They also are the first responders for many emergencies including elevator entrapment. For more information, visit their web site at <http://mvsu.edu>.

Transportation Services, part of Campus Services, coordinates the ride sharing, Mass Transit, and other alternative transportation programs. For more information, visit their web site at <http://mvsu.edu>.

COVID-19

Since the outbreak of COVID -19, the Department of Facilities Management has been thorough with taken protocols seriously to provide the University with a clean and healthy environment for its students, faculty, and staff. Facilities Management in conjunction with the University has continued to provide thorough cleaning, sanitizing and performing enhanced cleaning of high quality professional products of all it facilities on campus. The University is following the CDC Guidelines as given by the Mississippi Department of Health.

Contact the Work Control Center (WCC) for questions or to request services.



Phone List

Many of the below listed departments also have web sites and email addresses. For more information, please check out MVSU's web site at <http://mvsu.edu/>

Alternative Transportation	662-254-3580
Auxiliary Services	662-254-3304
Billing Information (for Services)	662-254-3580
Billing Information (for Utilities)	662-254-3580
Campus Planning Services	662-254-3580
Carpentry Services	662-254-3580
Cleaning Services (Custodial Services)	662-254-3580
Work Control Center (WCC)	662-254-3580
Electrical Services	662-254-3580
MVSU Police Department (EPD) Administration	662-254-3479
MVSU Police Department (EPD) Emergency	911 or 662-254-3479
Fire Safety	662-254-3584
Information Technology Department (ITD)	662-254-3744
Mail Services	662-254-3537
Maintenance, General and Small Appliances	662-254-3580
Network Communications (Netcom)	662-254-3744
Painting, Plaster and Drywall Services	662-254-3580
Parking	662-254-3479
Pest Control Services	662-254-3580
Plumbing Services	662-254-3850
Procurement and Material Center	662-254-3319
Planning Design and Construction	662-254-3584
Property Acquisition	662-254-3587
Purchasing	662-254-3319
Recycling	662-254-3098
Renovation and Construction Services	662-254-3580
Purchasing & Procurement Properties	62-254-3319
Tree/Limb Removal	662-254-3580
University Switchboard	662-254-9041

Vehicle Maintenance Information

662-254-3580

Waste Management

662-254-3580



DEPARTMENT OF
FACILITIES MANAGEMENT

MVSU 7256 | 14000 Hwy. 82 West | Itta Bena, MS 38941-1400
662.254.254.3628 Phone | 662.254.3585 Fax
www.mvsu.edu