

	<b>Montana Operations Manual  Policy</b>	Category	<b>Facilities/Security/Leases</b>
		Effective Date	<b>09/06/2016</b>
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Issuing Authority	<b>Department of Administration General Services Division</b>		
<b>DOA Facility Management Policy</b>			

## I. Purpose

The purpose of this policy is to ensure facilities and related physical assets located within a 10-mile radius of the Capitol Complex function as intended and are maintained in a high quality, cost-effective, and timely manner.

## II. Scope

This policy applies to all state-owned (referred to as "state space" in this policy) and state grounds in Helena in accordance with the Department of Administration's (DOA) responsibilities under [2-17-811](#), Montana Code Annotated (MCA).

## III. Procedures

### A. Agency Coordinators

To foster and facilitate cooperation and communication, each tenant agency shall designate one or more individuals to serve as the Agency Coordinator(s) to answer questions or address problems that may arise concerning the agency's use of buildings and facility premises. Agency Coordinators serve as the contact person for General Services Division's Facilities Management Bureau (FMB) and represent their agency in facility-related issues.

#### 1. Agency Facility Coordinator

Tenant agencies shall designate an Agency Facility Coordinator who is authorized to request billable services from Facilities Management.

#### 2. Agency Access Coordinator

Tenant Agencies shall designate an Agency Access Coordinator to maintain accurate employee and contractor access information and coordinate the issuance of staff building access cards through Facilities Management for the Capitol complex.

## **B. Building Security**

FMB is responsible for managing security on the Capitol Complex. To report security issues or to request assistance from security, tenants may contact the Facilities Management at 444-3060 and dial 911 for all emergencies. Agencies shall report medical emergencies directly to 911 and then notify capitol security at 444-3060.

## **C. Building Access**

FMB maintained buildings are open to the public during normal business hours. The standard business hours are Monday through Friday from 8:00 am to 5:00 p.m. FMB buildings are closed to the public on Saturdays, Sundays and holidays.

The Montana State Capitol building is open to the public Monday through Friday, 7:00 a.m. to 6:00 p.m., weekends from 9:00 a.m. to 3:00 p.m., and closed on Thanksgiving, Christmas, and New Year's Day.

## **D. Housekeeping**

Routine custodial services are performed on a scheduled basis and require no special request or planning. These services include vacuuming and cleaning carpets in office spaces; garbage and recycling collection; restroom cleaning; and pest control services.

### **1. Emergency Cleaning Requests**

Agencies may request custodial services for spills, paper towels, bathroom tissue, etc. by calling the General Services Division operator at 406-444-3060 or [gsdservicedesk@mt.gov](mailto:gsdservicedesk@mt.gov).

### **2. Housekeeping Guidelines**

The following housekeeping guidelines will assist FMB in maintaining clean facilities:

- a) Office Space** – Keep clear all areas to be cleaned. The janitorial staff is instructed not to touch any computers, papers, files, or records that are lying on desks, file cabinets, or bookcases. Please do not store items on the floor as this makes it difficult for the housekeeping staff to clean your floor area.
- b) Storage Areas** – Do not store materials within 24 inches of the ceiling in storage or closet areas. This is to ensure fire safety clearance for the sprinkler heads.
- c) Restrooms** – Do not remove paper towels, toilet tissue, and

other janitorial supplies from restrooms or supply closets. Do not dispose of any paper towels, hand wipes, sanitary napkins, or other foreign objects into the plumbing system.

- d) Trash Collection** – All boxes or items too large for the "Trash Only" containers that are to be disposed of must be labeled as "TRASH."
- e) Waste Disposal** – Do not dispose of unwanted food into kitchenette or restroom sinks, drinking fountains, toilets, urinals, or in recycle containers. Please properly dispose of unwanted food in trashcans.
- f) Recycle Bins** – Do not use recycle bins for anything other than recyclable materials.
- g) Kitchens** – Agency employees are responsible for cleanup of kitchenettes and other established food preparation areas.

## **E. Plumbing, heating, ventilation, and air-conditioning**

Plumbing, heating, ventilation, and air conditioning services are provided during the building hours of operation. Every effort is made to provide an even temperature and acceptable working environment throughout the building using the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) Standard 55. Agencies may not adjust thermostats. Agencies shall contact General Services Division when temperature adjustments are required.

### **1. Heating**

Occupied space temperatures are maintained between 68-74° F during the winter months. During periods where normally occupied spaces are not used during the daytime, weekends, or holidays, FMB shall follow procedures to minimize unnecessary energy use. Designated operational areas for vestibules, stairwells, machinery, and unoccupied spaces temperatures are maintained at 68° F during the winter.

### **2. Air Conditioning**

Not all state- owned buildings currently have air conditioning systems in place. However, when a system is present, occupied space temperatures are maintained between 73-79° F during the summer months. Stairways, storage areas and mechanical rooms are not air-conditioned.

### **3. HVAC Restrictions**

The following HVAC restrictions will help maintain consistent temperatures and working conditions throughout the buildings:

- a) Temperature Controls** – FMB staff are the only individuals

allowed to adjust or make modifications to thermostats, diffusers, dampers, temperature sensors, floor grills, fan boxes or any other part of the Heating, Ventilation, and Air-Conditioning Systems (HVAC). Only building maintenance staff is authorized to make temperature control adjustments. Report any heating or cooling problems to General Services Division at 406 444-3060 or email [gdservicedesk@mt.gov](mailto:gdservicedesk@mt.gov).

- b) **Fan Coil Units** – Nothing is to be placed on the coil cover (windowsill) obstructing the airflow or in front of the air intake at the bottom of the cover. In order to access the filters for the units, furniture and other objects should be kept 36” away from the fan coil units. Nothing is to be placed in front of the window higher than the windowsill.
- c) **Portable Space Heaters** - The use of space heaters is strongly discouraged: they disrupt the normal control sequence of operation and may pose a safety hazard if left unattended. If the unit is deemed a safety hazard, FMB will ask the employee to remove the heater. Repeated work orders to fix tripped breakers due to portable heaters may result in charges to the agencies.
- d) **Other Devices** – To optimize building efficiency, building occupants should avoid positioning office equipment in close proximity to thermostats and temperature sensors. Devices such as copiers, microwaves, refrigerators, and computers often generate extensive heat that can result in compromising building heating and cooling efficiencies.

#### 4. Plumbing

The waste lines in the buildings were not designed to handle refuse, such as garbage, food, coffee grounds, grease, and large quantities of toilet paper, paper towels, feminine napkins, and foreign material. These items can clog the drains and result in damage to the building. If you encounter a plumbing fixture that does not appear to be operating as it should (slow drain, clogged toilet, inoperable flush) please notify General Services Division at 406 444-3060 or email [gdservicedesk@mt.gov](mailto:gdservicedesk@mt.gov).

#### 5. After-Hours HVAC Requests

The Agency Facility Coordinator shall request via a work order after-hours heating and cooling. The request must be made 72 hours before needing service as well as 72 hours before cancelling a request that has been submitted to FMB. There may be an hourly charge to the agency to cover the cost of the extra utility charges. Call GSD at 444-3060 or email [gdservicedesk@mt.gov](mailto:gdservicedesk@mt.gov) for more

information regarding charges.

## **6. Energy Management**

For effective energy management, building occupants shall turn off all office lights, personal computers, copiers, and printers at the end of each day, unless essential to the operation of the agency's mission.

## **F. Maintenance Work Order Requests**

Agency rent includes the following list of services. If a work requests falls outside the scope of the services below, those requests are considerable billable, and FMB shall charge the agency per project. See Appendix A for a list of billable services.

Agency rent includes:

- Janitorial service
- Sanitation services
- Recycling services
- Heating and cooling
- Pest control
- Elevator maintenance
- Insurance
- Security
- Utilities
- Ground and landscape maintenance
- Snow removal
- Fire suppression

### **A. Work Order Requests – Routine Maintenance**

For routine maintenance service, agencies shall call 444-3060 or email [gsdservicedesk@mt.gov](mailto:gsdservicedesk@mt.gov) during regular business hours.

Maintenance needs are dispatched and assigned on a priority basis. FMB performs routine maintenance due to normal wear and tear at no charge. However, if the work or damage was caused by willful or a negligent act, the agency may be billed for the costs to repair or rectify the damage.

Agency Facility Coordinators must be aware of all billable work order requests.

If FMB determines that the repair needed is excessive, the agency will be charged. The amount includes materials, handyman fee, and an administrative fee of 15 percent.

If an outside contractor must be utilized, all costs will be passed on to the agency plus 15 percent. Examples of excess damage are: Plumbing issues including sinks, urinals, toilets and drinking faucets clogs caused by chewing tobacco, food, coffee grounds or other foreign materials.

## **B. Regularly Scheduled Maintenance**

FMB shall perform regularly scheduled maintenance for service equipment like furnaces, boilers, chillers, and smoke detectors based on a predetermined schedule. FMB shall notify building occupants through the public information officer network when work is scheduled that may affect or disrupt operations

## **C. Specialty Work Order Requests**

FMB shall work to accommodate special work order requests. All special requests will be billed a minimum of half an hour, costs of materials, a handyman rate, and a 15 percent administrative fee. Examples of special requests include but not limited to:

- hanging pictures
- hanging whiteboards
- name plates
- signage
- moving furniture
- touching up painting
- after hours heating and cooling changes

See Appendix A for a complete list of billable services.

## **D. Payments**

Agencies shall pay rent and charges for billable services when due. These transactions are handled through inter unit journals in SABHRS.

## **G. Building Improvements and Renovations**

### **1. Building Improvements and Renovations**

FMB provides construction services and improvements in state-owned spaces. Projects may not exceed \$150,000 without legislative approval and are subject to state procurement requirements and thresholds. Agencies may request an estimate for a building improvement or modifications by calling 444-3060 or email [gsdservicedesk@mt.gov](mailto:gsdservicedesk@mt.gov). A work order will be generated for a project manager to review your project with you and provide a cost estimate for work.

### **2. Long Range Building Program**

The Long Range Building Program is the funding mechanism for implementing comprehensive building improvements in state-owned buildings. FMB is responsible for reviewing building needs, prioritizing, and making recommendations for building improvements to the Architecture & Engineering Division. FMB bases its recommendations on Facility Condition Assessments as well as

ranking criteria. The criteria are:

- a) Health, Life & Safety
- b) Major Maintenance of Building and Utility Systems
- c) Code Compliance
- d) Operational Efficiency/Savings
- e) Adaptive Renovations
- f) New Construction

If you have a building request or need that should be incorporated into General Services, Long Range Building Plan submittal, contact General Services at 444-3060 or email [gsdservicedesk@mt.gov](mailto:gsdservicedesk@mt.gov).

## **VIII. GENERAL BUILDING RULES**

### **A. Use of State Property**

Agencies may not use state-owned facilities for any purpose other than their intended use without the consent of Facilities Management.

#### **Telecommunications Rooms**

Telecommunications rooms are defined as rooms that are used for telephone equipment, building cable distribution, network hubs, routers, switches, gateways, and cable termination equipment used for IT network support. This room is separate from any agency computer/server room with equipment defined as “any electronic digital or analog computer, along with all peripheral, support, memory, programming, or other directly associated equipment, records, storage, and activities.”

1. These rooms must remain secure at all times (24/7); only dedicated agency personnel, Facilities Management and their sub-contractors are authorized in the room. Facilities Management will not provide access to rooms for non-approved agency personnel or contractors.
2. All equipment (i.e. racks, switches, etc.) installations must be in accordance with local building code. This includes proper use of wire management systems. Installation of racks requires prior written approval from Facilities Management and will be required to comply with local building codes
3. Tenants may not install server equipment, cooling units, fans, and furniture unless approved by Facilities Management.

### **B. Prohibited Materials**

The following are not allowed in buildings due to the health and safety of building occupants who may be chemical sensitive or suffer with allergy problems: heated potpourri pots, scented sprays, or other pungent odor items. Due to potential fire hazards, no heat producing appliances are allowed in work areas (i.e. crock pots, hot plates, popcorn poppers, toaster, toaster ovens, etc.), nor burning candles or

incense.

**C. Hanging/Affixed Items**

Tenants may not mark, paint, hang, or affix anything to building common area walls, windows, doors, or elevators. Affixed items that deface the surface of the building will be removed and costs will be charged to the building occupant's agency. Agency Facility Coordinators may contact Facilities Management to hang pictures, posters, etc., in the appropriate place and with appropriate hardware. Bulletin boards are located throughout the buildings for the posting of public notices. Posters and pictures shall be allowed within cubicles (internal panels). However, no posters, pictures, whiteboards, or bulletin boards shall be allowed on exterior cubicle walls without written approval from Facilities Management and the Agency. No items shall be affixed to ceiling grid, light fixtures, sprinklers, etc.

**D. Signs/Advertisements**

No sign or advertisement should be attached to the building and no sign shall be put or painted upon the building, in the halls, elevators, staircases, or entrances. Any deviation from building standards must be submitted in writing and approved by Facilities Management.

**E. Door Locks**

No additional mechanical/electrical lock, latch, or bolt of any kind shall be placed upon any door, nor shall any changes be made to existing locks without consent of Facilities Management.

**F. Weight Limitations**

Facilities Management shall have the right to prescribe the weight limitations, position, and manner of installation of heavy articles such as safes, shelving, machines, and other equipment brought into the building. At no time shall any weight be placed upon any floor by tenant that exceeds the design conditions of the floors at the applicable locations. Please contact Facilities Management prior to installation of any heavy articles.

**G. Ingress/Egress**

All fire access corridors, mechanical/electrical rooms including the elevator lobbies and stairwells, are to be kept free of storage and furniture. Fire code regulations require the stairwell doors to be closed at all times. No items shall be stacked on floors within offices/cubicles as to impeded egress path; clear pathways shall be maintained.

**H. Mobility Devices**

Bicycles, mopeds, scooters, skateboards, roller blades or skates, motorcycles or vehicles of any kind are prohibited inside of any

building, unless specifically permitted for individuals with disabilities. Sidewalks, entrances, passages, corridors, halls, elevators, and stairways in the building shall not be obstructed by any tenant or used for any purpose other than for ingress and egress.

**I. Plants**

Small plants are allowed in the building within common usage areas. All plants must have watering trays and be maintained by the individuals responsible for bringing them on site. No plants shall be set on windowsills, fan coil units, or any other building equipment.

**J. Cafeteria**

Only approved cafeterias will be allowed to handle process and sell food within the capital complex buildings. All cafeterias must be registered, licensed and in compliance with all local laws and ordinances governing food preparation and distribution. Cafeteria vendors must provide their own equipment within their allotted space and all equipment must be energy star rated.

**K. Cooking**

Except for the cafeterias on the Capitol Complex, no cooking is allowed in buildings. The use of microwave ovens is acceptable. Contact Facilities Management for exceptions.

**L. Refrigerators and Ice Makers**

Refrigerators and icemakers must be approved and authorized by Facilities Management. Only frost-free refrigerators may be used and will be set upon a plastic floor pan. All appliances installed must have a minimum energy star rating.

**M. Vending Machines**

No vending machines shall be installed, maintained or operated upon the premises without the written consent of Facilities Management.

## Appendix A

### **Facilities Management Billable Services**

All tenant improvements to Facilities Management facilities must be coordinated and approved through the Agency Facilities Coordinator and Facilities Management.

Examples of billable tenant improvements include but are not limited to:

- Office renovations, remodeling, or painting for example:
  - ✓ hanging pictures
  - ✓ hanging whiteboards
  - ✓ name plates
  - ✓ signage
  - ✓ moving furniture
  - ✓ touching up painting
- After hours heating and cooling changes
- Installation of new electrical circuits
- Installation of new light fixtures or special lighting
- Installation of new or additional card readers
- New keys or door locks
- Maintenance of all tenant-owned furniture
- Repairs caused by tenant negligence or policy violations
- Cost of ADA compliance for tenant requested services
- Other changes to the building