

## 0210.01 Facility Operations and Maintenance Management

Issued January 6, 1997

- SUBJECT:** Management, maintenance.
- APPLICATION:** Executive Branch Departments and Sub-units, and all other tenants of facilities under the jurisdiction of the Department
- PURPOSE:** To provide uniform services and establish directives concerning facility operations.
- CONTACT AGENCY:** Department of Management and Budget (DMB) - Facilities Administration (FA), Building Operations Division (BOD)
- TELEPHONE:** 517/373-6227 Customer Service Center
- FAX:** 517/241-3143
- SUMMARY:** Affected entities are to follow specific procedures to address general operation of facilities, including, but not limited to:
- Contract maintenance
  - General maintenance
  - Signage
  - Special maintenance
- To initiate any action concerning these services or other facility operational services, or necessary forms, contact the facility manager or DMB, FA, Customer Service Center at 517/373-6227 or DMB-customerservice@michigan.gov.
- APPLICABLE FORMS:** DMB-123, Special Services Request  
DMB-689a, Sign Order Sheet (8/00)

### PROCEDURES:

#### Agency:

- Ascertains need and submits a request to facility manager, Building Operations Division (BOD), either in writing, by telephone, or both.

#### Facility Manager:

- Initiates proper action with the BOD and contracted services in any of the following areas:
  - Carpentry
  - Contracted services
  - Electrical
  - General maintenance
  - Heating/Air Conditioning
  - Lighting
  - Locksmith
  - Mechanical
  - Painting
  - Plumbing
- All regular maintenance services not provided by BOD personnel are contracted with the private sector but managed by the facility manager. Questions or concerns regarding any of these services should be directed to the appropriate facility manager:
  - Elevator maintenance
  - Janitorial services

- Recycling
- Pest control
- Rubbish removal
- Security (for specific security needs, see Section 0250.01)
- Window cleaning
- Special Services:
  - Services to buildings or grounds, not considered "general maintenance," are coordinated through the facility manager but may be provided by BOD personnel or the private sector, including:
    - Special cabinetry
    - Special electrical hook-ups
    - Special air-conditioning installation
    - All other physical modifications to any buildings or grounds

BOD:

- Signage:
  - The signage for all DMB-operated buildings falls into 3 categories:
    - Individual
    - Lobby, elevator, and general directional
    - Special
  - All signage and signage placement in DMB-operated buildings must have the approval of the respective facility manager prior to being ordered to ensure compliance with signage specifications. All signage not specifically listed, such as brass, aluminum, etc., must have the approval of the BOD director.
  - Where required by law in common areas of buildings, Braille and raised character signage will be supplied by DMB.

Tenant:

- Agencies may request approval for other Braille and raised character signs.
- General Information:
  - BOD will provide signage in accordance with DMB sign specifications for DMB-managed buildings as a service within the structure of the building occupancy charges. No charge is levied for this service. Requests for signage by State agencies in non-DMB-operated buildings may be accepted and completed as time permits. BOD will charge for signage service in all non-DMB-operated buildings on a cost-of-service basis.

DMB-Operated Buildings:

- Agency:
  - Completes the DMB-689a Sign Order form and forwards it to the facility manager.
- Facility Manager:
  - Reviews the request for completeness and, if necessary, visits the location to determine consistency with policies and the building signage plan.
    - If the request is for "special" signage, which is not specifically identified herein, the facility manager may review the request and secure a written justification statement from the requesting department or agency.
  - Once the review is completed, signs and forwards the sign order form to DMB Print & Graphic Services, Visual Communications Unit.
- Visual Communications Unit

- Completes the order according to specifications and returns it directly to the department requesting the sign.

Non-DMB-Operated Buildings:

- Agency:
  - Completes the DMB-689a Sign Order form and forwards it to:  
DMB Print & Graphic Services, Visual Communications Unit
  - Should the requesting department or agency require a quotation prior to authorizing the order, the Sign Order form shall be forwarded to Print & Graphic Services requesting a quote.
- Print & Graphic Services:
  - Reviews the order and provides a quotation and returns the form to the requester for final approval and signature.
- Agency:
  - Reviews the quotation and returns it to Print & Graphic Services authorizing the sign order.
- Print & Graphic Services:
  - Completes the order and returns the sign to the requesting agency.
- Agency:
  - Installs the sign.

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