

**UNIVERSITY OF CALIFORNIA, MERCED
FACILITIES MANAGEMENT
BUILDING/SITE MANAGEMENT POLICY**

RESPONSIBLE OFFICIAL: Assistant Vice Chancellor, Facilities Management
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REFERENCES AND RESOURCES:

[University of California Facilities Manual](#)

SUMMARY OF POLICY:

This policy establishes responsibility and authority of the Facilities Management division at UC Merced for operation, maintenance, and small capital construction/renovation affecting all existing site(s), and all existing structures (leased or owned) that are managed by the FM Facility Manager (FM) structure.

DEFINITION(S):

U. C. Merced through its building management division provides all buildings, with a Facility Manager, as an occupant of a building you can find out who your Facility Manager is by calling the Facilities help desk at 209-228-2986. The role of the Facility Manager is to manage the buildings day to day operation, provide services to its occupants and manage any and all, in conjunction & coordination with PPD&C, building renovations and alterations. The following is a list of services provided by the Facility Manager and the procedures to access them.

Policy:

Facilities Management has sole responsibility for operation and maintenance of buildings and grounds for UC Merced. This includes minor capital projects that have a construction value of less than \$750,000.00 or as modified by the Office of the President. Facilities Management has established and assigned a Facility Manager who is responsible for all operations and maintenance activities that occur within the Facility Managers assignment. This includes all minor capital projects that are requested by building occupants or campus senior management.

- I. Renovations and Alterations.** All building renovations such as drywall & painting, electrical installations or renovations, plumbing installations, and carpeting, are managed by the Facility Manager, he or she will assist in developing the job scope, prepare the necessary documents, secure necessary contractors, schedule any necessary utility interruptions and manage the entire project to completion. For any building renovations and alterations contact the Facility Manager.
- II. Maintenance and Repairs.** Any and all maintenance & repairs are the responsibility of the Facility Manager, any building system repair that is needed such as lighting, plumbing, air conditioning & heating, utility interruptions, repairs to doors walls and windows etc. can be accessed by contacting the Help Desk at fmhelp@ucmerced.edu. Your request will generate a work order and a service technician will be dispatched, the Facility Manager will get a copy of the work order and assure proper & timely completion. You can also contact the Facility Manager.
- III. Lock and Access.** All building lock and access is managed by the Facility Manager, any services such as lock replacement, door repairs and adjustments, locking & unlocking of doors and gates and card reader access are provided by the Lock and Access department by contacting the Help Desk at fmhelp@ucmerced.edu. Your request will generate a work order and a lock smith will be dispatched, the Facility Manager will get a copy of the work order for management purposes.
- IV. Building Furnishings.** All building furniture services such as the installation or removal of furniture, moving furnishings, repairs to furniture etc are provided by contacting furniturerequest@ucmerced.edu.
- End user submits online request for furniture or reconfiguration.
 - Request is routed electronically to vendor and to Operations
 - Operations initiates online work order record in Facilities Link
 - Operations evaluates order to insure that campus standards are met
 - Operations determines if HVAC, Electrical, ADA, Fire or other building related issues will arise with the order and contacts Facility Manager to advise.
 - If a site visit for pre-design work is needed, PBI contacts end user and sets this up
 - If the item is drop ship or requires no further design item is ordered directly from website, move to step 13
 - PBI performs site visit and provides a "not-to-exceed" estimate for project
 - PBI checks existing inventory to asses if items will be new or used for project
 - End user issues a PO# for "not-to exceed amount" to PBI
 - PBI performs design work and provides layout and quote to end user and operations
 - If existing surplus furniture is used, inventory is updated by PBI.
 - End user reviews layouts and performs a change order on original PO to match quote.
 - End user faxes PO to PBI
 - PBI sends confirmation of PO receipt to end user and operations

- PBI sends ETA for delivery of product to operations and end user
- PBI contacts end user and schedules and install work.
- If FM is involved operations or PBI will contact FM so that additional building work will be completed prior to install.
- PBI installs
- PBI notifies operations that work is completed.
- Operations log all steps, and communications from end users, FM and PBI in Facilities Link.

V. Custodial Services. All custodial services are provided daily by the Custodial department, any additional services can be accessed by contacting the Help Desk at fmhelp@ucmerced.edu. Your request will generate a work order and a custodian will be dispatched.

VI. Emergency Services. Any equipment failure that requires immediate attention such as Electrical, HVAC, Plumbing failures as well as any condition that is considered an emergency please call the Central Plant Control Room at 209-228-4218. The control room is staffed 24 hrs a day and will assist in dispatching necessary services. In addition please call your Facility Manager and he/she will assist in assuring quick and effective response to resolve the emergency.