

## TUFTS FACILITIES SERVICES – BASELINE MAINTENANCE VS. CHARGEABLE SERVICES

Below is a list of services delivered by the University’s Facilities Services Department. While all of these services are delivered by our team, some of these services are chargeable to the requesting department, as noted below. Work is generally deemed to be chargeable when it is beyond the scope of baseline maintenance. This means that such work generally pertains to specialized programmatic equipment, off cycle requests, or requests for services that are best anticipated and therefore budgeted for by the requesting department. This list is not intended to be comprehensive. If the service you need is not listed specifically, please contact the Operations Control Center at 617-627-3496 to ascertain whether or not the service is chargeable.

Service Area	Maintenance Services Funded by Facilities	Discretionary Services Funded by Departments
Alarms	<ul style="list-style-type: none"> <li>Alarm monitoring and alarm response for Facilities owned building and equipment alarms</li> </ul>	<ul style="list-style-type: none"> <li>Alarm monitoring and alarm response for specialized department equipment</li> </ul>
Building Custodial	<ul style="list-style-type: none"> <li>Planned carpet shampoo/cleaning, floor strip and wax done every 24 months</li> <li>Graffiti removal (unless clear student malfeasance)</li> <li>Routine* cleaning services performed daily in general use spaces such as lobbies, corridors, restrooms, and other public areas</li> <li>Routine* cleaning services in labs, offices, classrooms, and other supported areas</li> <li>Spill cleanup in public areas (unless excessive student malfeasance)</li> <li>Trash removal - regular trash in standard containers</li> <li>Recycling and compost pick-up and removal</li> <li>Routine scheduled pest control</li> <li>Exterior window washing provided every 5-years, as budget allows</li> </ul> <p>*Routine services include emptying trash, sweeping and/or mopping, and vacuuming included in master contract.</p>	<ul style="list-style-type: none"> <li>Carpet shampoo/cleaning, floor strip and wax in all departmental occupied, non-public spaces in between the 24 month planned cycle.</li> <li>Event setups and cleanups</li> <li>Specialty high-clean requests</li> <li>Non-hazardous spill clean-up in departmental spaces; (Hazardous spills are generally provided for in the Ops budget by EH&amp;S)</li> <li>Project clean-up over and above routine cleaning</li> <li>Special requests such as walk-off mats and special cleanup above and beyond established routine cleaning</li> <li>Trash removal of irregular items or excessive accumulations above and beyond everyday norms</li> <li>Interior window washing</li> <li>Cleaning due to bodily excretions or clear student malfeasance</li> </ul>

Service Area	Maintenance Services Funded by Facilities	Billable Services Funded by Departments
Carpentry	<ul style="list-style-type: none"> <li>• Baseboard repairs</li> <li>• Ceiling tile replacement and repair due to unsightly damage.</li> <li>• Door repairs</li> <li>• Drywall and plaster repairs</li> <li>• Door closers</li> <li>• Doorstop installation</li> <li>• Restroom partitions</li> <li>• Floor tile repair and replacement in public spaces</li> <li>• Replacement and/or repair of carpets, linoleum, vinyl floors, wooden floors, and other floor surfaces in public spaces</li> <li>• Furniture repair in public spaces</li> <li>• Mirror replacements in restrooms and public or residential spaces</li> <li>• Wooden railings and steps repair and replacement</li> <li>• Stair tread, guard replacements, safety strips</li> <li>• Window and glass repairs (not due to clear malfeasance)</li> </ul>	<ul style="list-style-type: none"> <li>• Construction, repair, and/or installation of cabinets, bookshelves, and miscellaneous casework</li> <li>• Shelves, cabinets, bookshelves, file cabinets, or other such furniture or equipment</li> <li>• Picture framing, picture hanging, white board / chalk board installations or moving</li> <li>• Furniture setup, installation, or repair</li> <li>• Hanging of screens or special projection equipment</li> <li>• Non-residential mirror installation, repair, or moving</li> <li>• Replacement and/or repair of carpets, linoleum, vinyl floors, wooden floors, and other floor surfaces in departmental (non-public) spaces</li> <li>• Purchase, installation, maintenance, or repairs of shades, venetian blinds, or draperies in non-residential areas</li> <li>• Event support and event standby</li> <li>• Window, door, wall, ceiling, or floor repairs or replacements due to clear student malfeasance</li> </ul>
Dining & Residential Equipment	<ul style="list-style-type: none"> <li>• Utilities (electric, heat, gas) up to the point of the equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• All work performed on dining equipment including laundry and vending equipment and dedicated systems.</li> <li>• Maintenance or repair of dedicated dining building elements (grease traps, ventilation shafts) connected to departmental equipment and appliances</li> </ul>

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Electrical	<ul style="list-style-type: none"> <li>• Ballast replacement (facility lighting)</li> <li>• Circuit breaker resets, repair or replacement (if not excessively due to customer equipment overloading circuits or a result of space heaters or portable air conditioners)</li> <li>• Electrical distribution repair</li> <li>• Emergency generator and circuit service</li> <li>• Emergency lighting</li> <li>• Facility fixture cleaning and relamping</li> <li>• Building facility lighting control systems</li> <li>• Handicap door access controls</li> </ul>	<ul style="list-style-type: none"> <li>• Lighting requests for services above baseline (beyond original building programming)</li> <li>• Additional outlets and circuit requests</li> <li>• Cord replacement and/or repair</li> <li>• Desk lamps and relamping</li> <li>• Departmental display case lighting installation, repair, and relamping</li> <li>• Intercom repairs and installation</li> <li>• Department-owned equipment installation and hook-up</li> <li>• Temporary power installations</li> <li>• Specialized lighting requests such as UV lamps, dark room lamps, performance lighting, including special use bulb replacements</li> <li>• Fume Hood lighting installation, maintenance, and/or repairs</li> <li>• Maintenance and repair of specialized departmental power conditioners and emergency power systems</li> <li>• Maintenance and repair of non-dining / non-residential dedicated departmental equipment and appliances</li> <li>• Event support and event standby</li> <li>• Circuit breaker reset due to space heaters, portable air conditioning or other department equipment</li> </ul>
Elevator	<ul style="list-style-type: none"> <li>• All general elevator maintenance and repair</li> </ul>	<ul style="list-style-type: none"> <li>• Special use lifts within specific departments</li> <li>• Special requests such as opening cab ceiling to allow transportation of large furniture or equipment</li> </ul>

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Fire and Life Safety	<ul style="list-style-type: none"> <li>• Fire extinguishers, hoses, cabinets, sprinklers</li> <li>• Fire alarms / smoke detectors and routine system monitoring covered by Environmental Health and Safety department and programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Additional protective devices beyond code requirements</li> </ul>
Furniture & Furniture Resets	<ul style="list-style-type: none"> <li>• Annual classroom furniture 'reset' on the Medford / Somerville campus to ensure furniture is configured for classroom use.</li> <li>• Annual residential furniture replacement in accordance with Operations Division 10-year replacement cycle as budget permits.</li> <li>• Ongoing classroom and event furniture resets on Boston campus in accordance with funded limits in C&amp;W contract.</li> </ul>	<ul style="list-style-type: none"> <li>• Medford / Somerville: ongoing ad hoc furniture re-sets to classroom or other use</li> <li>• Boston / Grafton: ongoing furniture resets outside of budgeted allowances.</li> <li>• Non-residential furniture repair and replacement and residential furniture outside the scope of the Ops Division 10-year replacement plan.</li> <li>• Furniture replacement / repair due to student or staff negligence</li> </ul>
General Maintenance	<ul style="list-style-type: none"> <li>• Brick, mortar, cement inspection</li> <li>• Public space inspection</li> </ul>	<ul style="list-style-type: none"> <li>• Minor moving services of equipment, furniture, etc.</li> <li>• Installation and takedown of flags or banners.</li> <li>• Hanging of holiday decorations and/or lighting, displays, etc.</li> </ul>

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<p><b>Landscaping Services</b></p>	<ul style="list-style-type: none"> <li>• General landscape maintenance of all non-dedicated landscape areas</li> <li>• Hardscape maintenance and trash removal</li> <li>• Tree trimming, removal, and replacement</li> <li>• Litter pickup</li> <li>• Road and walkway maintenance, snow removal and repair on University owned roads, pathways and property.</li> <li>• Irrigation system installation and repair</li> <li>• Exterior planter beds and containers not specifically assigned to a department</li> <li>• Parking lot maintenance and cleanup *</li> </ul>	<ul style="list-style-type: none"> <li>• Project related landscape needs or repair of damage caused by project work</li> <li>• Special requests for plantings or color changes</li> <li>• Special event preparation and cleanup</li> <li>• Damage and vandalism to existing landscaping and irrigation systems</li> </ul> <p style="text-align: right;"><i>*DPES responsibility.</i></p>

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Lock Shop	<ul style="list-style-type: none"> <li>• Repair and replacement of architectural door hardware: standard locksets, key cylinders, closers, door operators, and panic devices located in public spaces.</li> <li>• Installation and maintenance of Electronic Access Control systems for non-dedicated exterior, interior student residences, and public spaces.*</li> <li>• Door alarm installation and maintenance In public spaces.*</li> <li>• Proximity locks in public spaces</li> <li>• Door maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Department level / department funded combination lock / Omni lock installation, maintenance, and repair*</li> <li>• Deadbolt installation*</li> <li>• Electronic access control installation,* maintenance, and repair, dedicated to departmental space or program</li> <li>• Dedicated intrusion/freezer alarm installation,* maintenance, and repairs</li> <li>• Key fabrication, reissue</li> <li>• Lock re-keying, installation</li> <li>• Window, cabinet, file, and desk locks</li> <li>• Unlocking cabinets, desks, and other case goods</li> <li>• Lockouts**</li> <li>• Repair/replacement of locks on interior office doors</li> <li>• Security alarm reports</li> </ul> <p>*Locks and security systems installed only after Tufts DPES approval is acquired by customer.</p> <p>**For security purposes, DPES must verify customer's right to access an area during regular business hours.</p>
Mail Services	<ul style="list-style-type: none"> <li>• Pickup and delivery of campus mail from designated mail locations</li> <li>• Metering of mail and small parcel post packages</li> </ul>	<ul style="list-style-type: none"> <li>• Pickup or transport and delivery of parcel post outside of routine delivery schedules or locations</li> <li>• Bulk item transport</li> <li>• Inter library transport</li> </ul>

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Mechanical	<ul style="list-style-type: none"> <li>• Building fans</li> </ul>	<ul style="list-style-type: none"> <li>• Dedicated fans</li> <li>• Animal bedding systems</li> <li>• Dedicated humidifiers</li> <li>• Fume hood maintenance or repairs</li> </ul>
Moving Services		<ul style="list-style-type: none"> <li>• Rearranging or transporting furniture or department equipment</li> <li>• Delivery of items from surplus furniture program</li> </ul>
Painting	<ul style="list-style-type: none"> <li>• Routine, touch-up painting in public spaces, based upon a reasonable but not cosmetic standard of care.</li> <li>• Planned painting in public spaces as per schedule, as budget allows</li> </ul>	<ul style="list-style-type: none"> <li>• Painting in non-public spaces</li> <li>• Vinyl and/or wallpaper installation or repair in non-public spaces (unless part of funded capital project or on-cycle facilities budgeted repair plan.)</li> </ul>
Plumbing	<ul style="list-style-type: none"> <li>• Restroom equipment maintenance and repair/replacement</li> <li>• Drinking fountains in public spaces</li> <li>• Facility wide systems: chilled water, DI water</li> <li>• Water, gases vacuum, etc.</li> <li>• Leaks, facility drain stoppages, and flooding</li> </ul>	<ul style="list-style-type: none"> <li>• Laboratory equipment hook-up, installation, and repairs</li> <li>• Emergency eyewash/shower installation, maintenance, repair, or cleaning</li> <li>• Installation, maintenance, or repairs of dedicated laboratory systems: DI Water, waste systems, cooling systems, vacuum systems, gases, etc.</li> <li>• Clogged sinks, drains, or traps due to department operations or department equipment (such as grease traps).</li> <li>• Self-contained / specialized department level water filter installation, maintenance and/or repairs</li> </ul>

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Refrigeration / HVAC	<ul style="list-style-type: none"> <li>• Building chillers</li> <li>• Building air conditioning systems</li> </ul>	<ul style="list-style-type: none"> <li>• Installation, maintenance, or repairs to the following:</li> <li>• Dedicated air conditioning units, humidifiers and air ventilation equipment exclusively for particular lab or programmatic use</li> <li>• Portable air conditioning units</li> <li>• Dedicated fan coil units</li> <li>• Dedicated chillers</li> <li>• Refrigerators</li> <li>• Freezers</li> <li>• Freezer rental</li> <li>• Ice machines</li> <li>• Walk-in boxes (cold and warm)</li> </ul>
Refuse and Recycling	<ul style="list-style-type: none"> <li>• Routine recycling material pickup (by custodial staff)</li> <li>• Bulky waste removal (periodic scheduling)</li> <li>• Routine computer and office electronics recycling</li> <li>• Operations supplied bins (trash, recycle, e-waste)</li> </ul>	<ul style="list-style-type: none"> <li>• Excessive or unusual recycling materials pickup</li> <li>• Wooden pallets and excessive or non-flattened cardboard or packing materials</li> <li>• Furniture and special item pickup (outside of scheduled bulky waste pickup)</li> <li>• Equipment with hazardous materials (such as Freon).</li> </ul>
Signage		<ul style="list-style-type: none"> <li>• Installation or repair to signage / name plates / holders*</li> </ul> <p>* <i>These services are provided to the campus community on a billable basis, unless specifically done as part of New Construction or a funded remodel project</i></p>



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Structural Maintenance	<ul style="list-style-type: none"> <li>• Roof maintenance and repairs</li> <li>• Structural waterproofing</li> <li>• Building window leaks and caulking</li> <li>• Gutter and downspout maintenance</li> </ul>	
Vehicles	<ul style="list-style-type: none"> <li>• Facilities Owned/Leased Vehicles</li> <li>• Gasoline used by Facilities Vehicles</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance, repair, replacement of non-Facilities Owned/Leased Vehicles</li> <li>• Gasoline used by non-Facilities vehicles</li> <li>• Cleaning or detailing of non-Facilities vehicles</li> </ul>