

PURPOSE

This document is intended to increase transparency for and among FMPC customers and staff and/or vendors delivering services. This document provides an outline and description of the various services that Moravian College's Facilities Management, Planning and Construction (FMPC) department provides to the campus in support of the mission of Moravian College. Included is a general description of the custodial, maintenance, transportation, plant preservation and other services that the FMPC annual budget is funded for, and the department is committed to providing. Any optional services that are above and beyond the services outlined below, may require the requesting entity be charged for that additional service.

Please contact FMPC should you need clarification of any of the items listed below, we would be happy to clarify and discuss.

Services normally provided through the FMPC operating budget:

1. Building maintenance items such as custodial services, trash collection, and repairs to walls, windows, doors, roofs, ceilings, floors, and elevators are funded by facilities.
2. Repairing and servicing all utility distribution systems (except video, voice and data communications cabling) including heat, cooling, water, gas, compressed air (if building wide system), electricity, air handling systems, waste water and storm water.
3. Repairs to walks, roads, curbs, street lights and storm sewers; care of lawns, trees and shrubs.
4. Scheduled maintenance activities include replacements and upgrades to items such as classroom painting/flooring, ceilings, lighting, plumbing systems, roofs, etc.
5. Shuttle service between the North and South Campus at designated stops.

Note: Departmental/Office painting and carpet replacement are completed based on age and condition assessment by FMPC and availability of funding.

Services normally charged to the requesting college or department:

6. Repairs to department purchased equipment. General examples of equipment not covered by FMPC include anything that is research or program specific equipment that is not hard wired and/or piped to the building, therefore, fume hoods are covered by FMPC but aquariums, microscopes, computer servers, etc. are not covered by FMPC.
7. Specialized service to refrigeration equipment, air conditioning equipment and utility services installed at the request of the department and that are installed to support research or program specific equipment, in short, non-building wide and more specialized than typical building equipment.
8. Installation of research or instructional equipment or machinery, that goes beyond plugging in to an outlet and instead requires the installation of utility support systems.

9. Special requests from a department for upgrades/remodeling and renovations, these would need to follow the Space Policy process and be approved by the Space Committee.
10. Services to prepare or support special non-Moravian events and/or installations and the necessary cleanup following these events should they occur outside the normal days of M-F and hours of 8:00am-4:00pm and/or inadequate notice given. Adequate notice requires a minimum of 48 hours from submittal of work order and day of event. Note: for Moravian events and/or installations and necessary cleanup following the event a charge will also be incurred should the work fall outside the normal days of M-F and hours of 8:00am-4:00pm. In the case of conflicting Moravian events during normal work hours, work will be performed on a first come basis.
11. Extraordinary maintenance or service (including custodial) requests that are discretionary and departmental in nature.
12. Shuttle requests to destinations other than the Campus route between the campuses and the associated authorized stops.

Moravian College FMPC Services

DESCRIPTION	Funding
Logistics and Support	
Solid waste and recycling materials management	FMPC
Office relocations and moves that occur outside the normal delivery days and hours.	Dept. or Project
Surplus property removal or delivery, that occurs outside the normal delivery days and hours.	Dept. or Project
Special event support, including set-ups and breakdowns, and delivery/setup of equipment, and janitorial and trash removal required to support event if it is outside the normal days of M-F and hours of 8:00am-4:00pm	Dept.
Grounds Maintenance	
Campus-wide snow and ice removal, including plowing of snow, salting of steps and walkways, and concentrated service in all entrance areas. Priority will be given to providing as safe as possible, pedestrian and vehicular pathways for navigation around campus.	FMPC

Campus-wide lawn maintenance and recycling of landscape debris. Note: college-owned private residences occupied by staff members do not fall under the purview of FMPC grounds maintenance other than the residences of the President and the Provost.	FMPC
Herbicide and pesticide spraying on campus grounds	FMPC
Trimming of trees, pruning of bushes, hedges, ivy, etc., planting of seasonal flowers and trees	FMPC
Authorized dedication tree planting	Dept.
Interior plant maintenance	Dept.
Removal of exterior trash and debris across campus (7 days per week), including emptying of outdoor campus trash and recycling collectors	FMPC
Pressure washing of hardscape, and interior and exterior graffiti removal	FMPC
Special event related pressure washing, if beyond normal services	Dept.
General Athletic Field Maintenance	FMPC
Custodial and Housekeeping Services <i>Note – Frequency of cleaning is dictated by contract and building</i>	
Ongoing monitoring of all public areas during building business hours	FMPC
Monitoring of restrooms, and replenishing of paper products during building business hours	FMPC
Cleaning of spills throughout campus buildings during business hours	FMPC
Scheduled routine cleaning of offices: vacuuming of carpets, mopping of hard floor surfaces, dusting and wiping of available horizontal surfaces.	FMPC
Scheduled trash and recycling removal from interior building spaces	FMPC
Scheduled cleaning of all public areas: hallways, lounges, lobbies, and available horizontal surfaces	FMPC
Cleaning of classrooms; includes floor-care, washing of whiteboards or chalk boards, removal of spills and graffiti from furniture, and rearrangement of classroom seating	FMPC

Scheduled cleaning of all restrooms/locker rooms and replenishing of all products	FMPC
Special cleaning requests of an area above and beyond normal scheduled cleaning (if utilizing CSI a minimum of 4 hours coverage required)	Dept. or Project
Hard floor maintenance in public areas, classrooms, locker rooms, restrooms	FMPC
Window treatment repair or replacement in public areas and classrooms	FMPC
Window treatment replacement requested in private offices If the window treatment is damaged or broken, FMPC will replace in kind. If the window treatment is to be replaced with something other than in kind, then the Department or Project will fund.	Dept. or Project
Scheduled vacuuming and shampooing of carpet in public spaces	FMPC
Spot cleaning of walls, and interior and exterior graffiti removal	FMPC
Periodic cleaning of vents and lights	FMPC
Scheduled cleaning of elevators and stairs	FMPC
Scheduled cleaning of indoor sports facilities	FMPC
Interior extermination and general pest control	FMPC
Public area furniture cleaning, repair or maintenance	FMPC or Dept.
Shampooing of private office furniture	Dept.
Cleaning of entrance door glass	FMPC
Window cleaning at all buildings, inside and out as per available funding and schedule	FMPC
Window cleaning requests, in addition to scheduled cleanings	Dept.
Cleaning of departmental microwaves and refrigerators	Dept.
Facilities Maintenance	
Maintenance and repair of plumbing systems, HVAC systems, electrical and lighting systems	FMPC

Mechanical, electrical, or plumbing system modifications due to program changes	Dept. or Project
Maintenance, repair and replacement of emergency electrical power for specialized departmental lab equipment, uninterruptible power supplies, and processed chilled water systems	Dept. or Project
Maintenance and repair of building automation controls, energy management systems, elevators	FMPC
Maintenance, repair and replacement of back-up air conditioning units, and computer room air conditioning units that are department and/or program specific, depends on complexity and extent of required work.	FMPC, Dept. or Project
Modifications to building systems to accommodate space reconfiguration due to program or personnel changes	Dept. or Project
Modifications to building systems to accommodate new departmental equipment installation	Dept. or Project
Maintenance, repair, and replacement of department refrigerators, freezers, and autoclaves	Dept.
Air balancing and duct cleaning	FMPC
Repair and replacement of radiant heat system components, fan coil units, and unit ventilators	FMPC
Repair, replacement, inspection and certification of life-safety systems: fire alarm systems, fire sprinkler and suppression systems, fire extinguishers, standby emergency power and lighting	FMPC
Maintenance, repair and replacement of building and kitchen fire alarm / life safety systems	FMPC
Maintenance, repair and replacement of specialty alarm systems designed for departmental specific equipment	Dept. or Project
Maintenance and repair of building common area walls and ceilings (patching and painting), acoustical ceiling tile, light fixtures, lamps, flooring, and carpet	FMPC
Maintenance and repair of other building common area items such as toilet partitions, fixtures, and accessories; doors, door hardware, and locks; and water fountains	FMPC
Building Access Control Systems and hardware repair	FMPC **

Departmental specific Access Control Systems and hardware repair	Dept. Police, IT
Animal and bird control (does not include any research animals)	FMPC
Repair and replacement of directories, way-finding signage, and message board kiosks. FMPC is responsible for campus and overall building signage and wayfinding.	FMPC or Dept. or Project
Repair and replacement of loading dock levelers, roll-up doors, and vehicle restraint	FMPC
Environmental remediation, unless research lab spill	FMPC
Flood/storm damage preparation and response, including snow and ice removal	FMPC
Repairs due to leaks from roof or plumbing/mechanical systems	FMPC
Space refurbishments (e.g., paint, electrical, flooring, etc.) due to program or personnel changes	Dept.
Installation of additional electrical receptacles due to program or personnel changes	Dept. or Project
Hanging pictures, boards, signs and banners	FMPC, Project or Dept.
Demolition and removal of student/research projects and department equipment	Dept.
Sign replacement and support of security initiatives due to program changes	Dept.
Special event support (e.g. rentals, temporary electric and plumbing, and standby technicians)	Dept.
Transportation	
Main-South Campus loop shuttle services	FMPC
Special - student transportation service	Dept.
Chauffeured van or car service (A-1 through LVAIC)	Dept.
Student Affairs sponsored trips	Dept.

Athletic team trips	Dept.
Other Moravian College affiliate	Dept. / Org.
Utilities Management	
Procurement, metering, and strategic management of: electricity, domestic water, sewage/wastewater, storm water management, natural gas, heating oil, steam, chilled water	FMPC
Demand management services and energy efficiency upgrades	FMPC
Oversight of campus utility infrastructure, including distribution systems and utility plants	FMPC
Planning, Design and Construction	
Master planning for all campuses and coordination of college-level plans with campus plans	FMPC
Space planning and allocation studies conducted to increase efficiency of space utilization	FMPC
Selection and procurement of furniture for public spaces, as funds allow	FMPC
Signage design (building wide)	FMPC
Development of preliminary space needs/program, and preliminary program, planning and concepts	Project
Development of project feasibility studies scope, sufficient to gain go-ahead for design and construction	Project
Development of preliminary cost estimates for renovation of existing building space and for new construction	Project

Management and development of all aspects of planning and design for a renovation or new construction project. This includes, but is not limited to the following: Management of the design process, including selection and supervision of the outside design professionals and specialty consultants, as needed, including the contract development and procurement process Management of outside design professionals in all phases of project development, including project design, code analysis, permit drawings, permit and zoning coordination (as required).	Project
Management of all aspects of the delivery of a construction project, including but not limited to the following: Project cost estimates and budget management throughout the project Procurement and contracts coordination Scheduling, coordination, and project implementation Project close-out and turnover	Project

** frequency of cleaning determined by contract*

*** expenses paid by FMPC operating budget with services provided by Dynamic Security*

Plant Preservation Overview

Each year a percentage of total FMPC's budget is allocated to Plant Preservation primarily dedicated to the repair and replacement of campus buildings and infrastructures. Funds are spent on the following major categories:

1. Building façade / Masonry / Curtain wall repairs
2. Classroom painting, carpet and furniture
3. Electrical system upgrades / Utility distribution
4. Exterior lighting, sidewalks, and paving
5. Flooring and carpets in common areas and classrooms
6. Health and safety projects
7. HVAC system renewals
8. Landscape improvement projects
9. Plumbing Repairs
10. Roofing, windows, and exterior doors
11. Special studies such as feasibility studies