

University Wide Service Level Agreement



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I. Introduction

The purpose of this SLA (Service Level Agreements) is to formally define and communicate the general fund* and cost recovery services provided by Infrastructure Planning and Facilities (IPF). This document outlines the services available to campus partners, the processes for requesting those services, expected response timeframes, and the respective responsibilities of both IPF and building occupants.

The Vice President of Infrastructure Planning and Facilities endorses this University Wide Service Level Agreement (SLA) and as a partner and steward of Michigan State University (MSU) will work responsibly to assist in maintaining the extensive university portfolio of infrastructure, buildings, and land assets. It is important that an investment of this size is appropriately operated and maintained to support MSU.

**The General Fund is budgeted annually and is funded mainly by tuition revenue and state appropriations and is used to account for the general operations and activities of the University, including all for-credit instructional classes.*

II. Infrastructure Planning and Facilities Organization

[Michigan State University's Infrastructure Planning and Facilities](#) (IPF) plans, builds, maintains, and beautifies the physical environment in support of Michigan State University's education, research, and outreach missions, and directs the university's long-term infrastructure planning goals. The unit's experienced team of over 1,000 professionals keep MSU running by supporting the infrastructure needs of the university and providing expert analysis for university objectives.

Maintenance and repair are essential activities that require annual financial commitment. In an environment of competing demands, financial risks can be managed through strategic planning, evidence-based decision making, and asset management. Each year through the university's general fund budget allocation process IPF receives funding to provide services to the University community. These funds are used by IPF to service general fund facilities and landscapes located on the main East Lansing campus.

1. Service Level Objectives

- Clearly define maintenance responsibilities for university buildings, infrastructure, and landscapes.
- Establish maintenance standards and service expectations.
- Ensure university assets are maintained in a safe, reliable, and cost-effective manner.
- Identify and manage risks associated with facility and infrastructure operations.
- Maximize the performance, reliability, and useful life of land, building, and infrastructure assets.
- Support informed and effective decision-making regarding maintenance and asset management strategies.
- Promote the appropriate and responsible allocation of maintenance resources and funding.
- Provide consistent and equitable levels of service to faculty, staff, students, and visitors.

2. IPF Responsibilities and Functions

- IPF is responsible for operating and maintaining the East Lansing (EL) campus facilities that comprise over 560 buildings and over 24 million square feet.
- IPF functions as 'building steward' regarding asset management and compliance with statutory and regulatory building requirements.
- IPF functions as the maintenance service provider of choice in relation to the built environment.

IPF Departments Include:

- **IPF Administration**
 - **University Policy may be held under IPF.**
 - **Authority Having Jurisdiction (AHJ):** Construction and Maintenance projects and certain components or systems therein shall be designed, constructed, inspected, and approved for use or occupancy by the appropriate party responsible and the Authority Having Jurisdiction (AHJ).
 - **The University as an Autonomous Constitutional Entity**
 - The Board of Trustees of Michigan State University is a State of Michigan constitutional body corporate. Const. 1963, Art. VIII, § 5. As a constitutional corporation, the Board of Trustees of Michigan State University possesses constitutional autonomy, has plenary authority to adopt its own ordinances and regulations for the operation of its property, and is exempt from local building and zoning ordinances. Const. 1963, Art. VIII, § 5; MCL 390.106. The Board of Trustees of Michigan State University has adopted a set of ordinances and building codes that apply to construction of buildings on land owned by the Board of Trustees of Michigan State University.
 - The Board of Trustees of Michigan State University also maintains its own processes and personnel for inspections and compliance with its ordinances and regulations, as well as any applicable State of Michigan laws and regulations.
 - Michigan State University deploys a governance model of State of Michigan licensed professionals to administer the design, construction, and maintenance of buildings and land adhering to Michigan building code and environmental regulations to ensure the safety and compliance of the buildings and land owned by the Board of Trustees of Michigan State University.
 - The University Fire Marshall serves as the primary AHJ for all life safety compliance and coordinates with Infrastructure Planning and Facilities Design, Construction, and Maintenance professionals and Environmental Health and Safety compliance professionals to govern the implementation of the Authority Having Jurisdiction.
 - The University Fire Marshall and the VP-IPF are authorized to, in writing, suspend or revoke a certificate of occupancy or completion when the space or asset is determined to be unsafe or in violation of any applicable code, ordinance, regulation or of any provision of this AHJ Policy.
 - **Ordinance 24.00 Plant Materials**
 - **.01** No person shall break or cut branches or flowers or fruit, or otherwise damage or mutilate any tree, shrub, herbaceous plant, or flower upon property governed by the Board of Trustees or remove from the same any identification tag or sign.
 - **.02** No person shall damage any tree by the attachment or affixing of signs, hammocks, or other items so as to preserve the health of plant life on University property.
 - **.03** Plant samples for teaching and research may be collected from University property in Ingham County with approval from the Secretary to the Board of Trustees or their designee.
- **Building Maintenance:** Maintains all university facilities and assets within the EL campus to ensure a safe, accessible, comfortable learning and research environment. Work responsibilities include electrical, lighting, HVAC services, plumbing, roofing and more. This also includes commissioning of the building assets, building automation and energy conservation teams.
- **Real Estate and Capital Planning:** Construction and renovation of space including equipment installation and interior design. The Real Estate office manages university property sales and leases throughout Michigan and beyond.
 - **Design and Construction:** which plans and manages major capital construction projects
 - **Real Estate Operations:** formerly called the Land Management Office, which leads real estate and leasing operations, and property management for multiple off-campus locations
 - **Campus Planning:** which guides campus land use consistent with the university's land use plan
 - **Capital Renewal:** Capital Renewal is a strategic reinvestment program that maintains the reliability and performance of General Fund facilities by replacing or refurbishing aging building systems (e.g., HVAC, electrical, plumbing, structural) at end of life. Customers identifying potential capital renewal needs should contact the appropriate Building Service Manager (Mechanical, Electrical, or Structural) to assess and escalate the issue. Building Service Managers serve as the entry point to the Capital Renewal planning process. IPF subject matter experts, in coordination with ISPM, lead annual planning and prioritization using risk- and opportunity-based criteria, including system criticality, likelihood of failure, mission impact, and alignment with university priorities.
- **Set-Up:** The Set-Up Crew is dedicated to supporting the campus community with comprehensive moving and event support services. Our team specializes in efficiently relocating and installing office furniture, arranging tables and chairs, and delivering a wide range of logistical solutions tailored to

your department's needs. Whether it's setting up for a large event or handling everyday office moves, we are committed to ensuring everything runs smoothly and seamlessly. No task is too big or small—we're here to make your campus events and operations effortless and successful.

- **Stores and Logistics (Warehousing and Mail Services):**

- **Our Stores** team efficiently manages the procurement, storage, and distribution of high-demand, commonly used items across the campus. Faculty, staff, and graduate students can browse our comprehensive item catalog and place orders easily online through Spartan Marketplace, using their departmental accounting strings.
 - **The warehouse** provides secure, heated storage options for departments seeking to store non-sensitive records, supplies, or equipment. We offer flexible storage solutions with a simple monthly fee, along with same-day pickup and delivery services upon request. Additionally, we provide a secure environment for storing hazardous materials, ensuring compliance and safety.
 - **Logistics** also oversees the receipt and delivery of all university shipments—both inbound and outbound. Our team offers expertise in export compliance, hazardous materials shipping, and provides an Event Material Management service to transport conference and exhibit items to and from campus events.
 - The **Mail Services** team acts as the essential link between the US Postal Service and MSU, managing the university's mail permit and postage funding. We provide a range of specialized services, including folding and inserting First Class mail into windowed envelopes, billing activities, and ensuring supplier compliance—all aimed at supporting the efficient flow of mail across the campus.
- **Custodial Services:** Cleaning of MSU's interior environments to ensure Spartans' safety in classrooms, lab spaces, personal offices and suites, restrooms, residence and dining halls hallways, and athletic facilities. Custodial Services also specializes in performing pest control services and coordinating campus events for students, university and other groups.
 - **Landscape and Grounds:** Maintenance and stewardship of, 1,822 acres of developed park, including roads and sidewalks, parking lots and ramps, bike paths and golf courses. Additional responsibilities include litter control, lawncare, snow removal, signage placement, and tree and shrub maintenance.
 - **Power and Water:** Management of the supply of electricity and steam used to power MSU campus infrastructure, and provisioning and monitoring of all campus water needs.
 - **Surplus & Recycling:** Management of waste as a resource by the organization and sale of reusable items, and sorting and processing of recyclable materials.
 - **Vehicle Fleet:** Management of MSU's fleet of more than 400 vehicles including charter bus services, vehicle rental and full-service auto repair.
 - To learn more about IPF's Catalog of Services, please visit our website <https://ipf.msu.edu/service-and-billing/our-services>

III. Accessing Services

Infrastructure Planning and Facilities (IPF) offers multiple channels for requesting services and obtaining support.

1. Online Service Request

To request service, [submit a service request](#).

2. Email

For questions regarding service requests, work order status, billing inquiries, or general customer support, contact IPF Customer Service at: **customer@ipf.msu.edu**

IPF staff will assist with inquiries and direct requests to the appropriate department as needed.

3. Phone

If you have an emergency or require immediate assistance, call 24/7/365 at (517) 353-1760.

- Call immediately for any maintenance or service required within 48 hours.
- Contact IPF will inform, direct, and help you connect to IPF services.

IV. Service Standards

IPF is dedicated to following the Association of Physical Plant Administrators (APPA) custodial and landscape standards.

1. Service Level Agreement Exclusions/ Occupants Responsibility

- Facilities not owned by the University.
- Facilities excluded by formal lease arrangements or Deed of Understanding, etc.
- Facilities or part thereof managed by divisions and recognized as MSU auxiliary units.
- Facilities or part thereof managed by faculties to generate an income and shall contribute towards the cost of maintenance activities.

- Farm facilities, where IPF provides maintenance of the building exterior and envelope only; all interior building assets are the responsibility of the occupying department.
- 2. Building occupants are responsible for:**
- Promptly reporting maintenance, compliance, safety, and emergency concerns.
 - Using university facilities in a manner that preserves their condition, appearance, and useful life.
 - Ensuring faculty, staff, students, and visitors comply with university [Campus Safety](#) requirements and authorized access procedures.
 - Funding facility-related work that falls outside the scope of services covered by this SLA.

V. Customer Cost Recovery Attributes

1. Charge Rate Information

IPF is committed to openness and transparency with our campus partners, including sharing what, how much and why we charge what we do. Billing rates and fees are reviewed and approved by [MSU's Office of Financial Analysis and Reporting](#) (Office of the Controller). These rates and fees are based on actual costs, applied consistently, and based on actual use of service. To learn more about labor rates, capital project fees and rates, and utility rates please visit <https://ipf.msu.edu/ipf-cost-transparency>.

2. Customer Cost Recovery Services

- Costs associated with work that is not funded from IPF's general fund responsibilities. IPF maintains the University's asset records and funding source map which depicts the asset ownership and funding account for all assets owned by Michigan State University.
- Items or services subject to cost recovery are identified on pages 9-29 of this document.
- University auxiliaries and enterprises accommodated on university property may choose IPF, the University's facilities authority, to provide cost recovery services.
- Requests for services not covered under the general fund or a request outside the normal schedule for routine maintenance are billable to the requester.
- Building occupants may choose to fund maintenance work if they require an outcome beyond IPF's current general fund service levels.

3. Maintenance Procurement

- Provided by IPF, third party or customer.
- University Procurement and Logistics (UPL) agreements may be used to supplement internal staff availability.

VI. Billing

IPF processes a service bill each month through MSU's Kuali Financial System for services that are performed on a cost recovery basis

For questions regarding IPF charge rates, please visit our web site <https://ipf.msu.edu/ipf-cost-transparency> or email us at customer@ipf.msu.edu

VII. General Fund Services vs. Cost Recovery Services

IPF provides a wide variety of services performed by IPF staff members or by managing contractors and vendors through the competitive bid process to obtain the lowest cost for MSU. The following sections will outline the catalog of services and what is funded by the general fund vs. cost recovery.

1. Capital Renewal (as outlined above)

Capital Renewal a strategic reinvestment program that maintains the reliability and performance of General Fund facilities by replacing or refurbishing aging building systems (e.g., HVAC, electrical, plumbing, structural) at end of life. Customers identifying potential capital renewal needs should contact the appropriate Building Service Manager (Mechanical, Electrical, or Structural) to assess and escalate the issue. Building Service Managers serve as the entry point to the Capital Renewal planning process. IPF subject matter experts, in coordination with ISPM, lead annual planning and prioritization using risk- and opportunity-based criteria, including system criticality, likelihood of failure, mission impact, and alignment with university priorities.

2. Emergency/Critical Building Infrastructure Failure Events

IPF is not financially responsible or liable for any department-owned assets or personal property that are damaged as a result of infrastructure failures or emergency events. This includes, but is not limited to, damage caused by failing or aged equipment and infrastructure, routine system failures, or weather-related incidents.

Departments may coordinate with MSU's Risk Management Office, as appropriate, for insurance-related claims.

IPF will remain responsible for funding, or requesting funding, for the repair or replacement of general fund equipment and infrastructure, in accordance with the IPF General Service Level Agreement (SLA).

3. Asbestos and Abatement

IPF works with MSU's Environmental Health and Safety team to coordinate the removal and abatement of hazardous materials that may be impacted during a maintenance or relocation activity.

General fund services include:

- Asbestos/ Lead and PCB
- Fire
- Mold
- Water intrusion

Cost recovery services include:

- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.

4. Building Maintenance

IPF Building Services performs maintenance to existing standard building interior and exterior, mechanical, structural, and architectural components.

General fund services include:

- Repair and maintenance to existing doors and door hardware
- Repair and maintenance to interior tile surfaces
- Repair and maintenance of walls and ceilings including ceiling tile, wall base, chair rails and corner guards
- Repair of damaged flooring such as floor tile, stair treads and torn carpeting
- Maintain windows and glass; excluding seal failures (fogged units)
- Repair of fixed classroom seating
- Repair of classroom spaces
- Building heating and cooling (HVAC)
- Heated sidewalks
- Repair/replacement of damaged piping and leaks; excluding departmental equipment (labs)
- Roofing
- Drinking water systems
- Repair and maintenance of eyewash and safety showers in hallways, mechanical space or corridors
- Electrical system including lights, light switches, occupancy sensors and wall outlets
- Window well, areaway, loading dock, and stairwell cleanup of leaves to mitigate storm drainage issues

Cost recovery services include:

- Repair of damage or neglect caused by others under control of the faculty/division/entity
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.
- Renovations or modification of any kind
- Move or relocation of existing office space, relocating shelving, whiteboards, and furniture
- Assembly or construction of office furniture or fittings that are additional to the standard establishment
- Hanging of picture frames or another temporary wall displays
- Installation and maintenance of through-wall or window air conditioners
- Laboratories and associated equipment and related utility piping
- Installation, cleaning and replacement of carpeting and draperies
- Distilled and reverse osmosis water systems
- Compressed air systems and other air supply systems not intended for building environmental control
- Vacuum systems
- Repair and maintenance of eyewash and safety showers not located in hallways, mechanical space or corridors
- Moveable classroom seating
- Exterior window cleaning and repair of window coverings
- Exterior limestone cleaning
- Provision of standard classroom establishment, such as shelving, whiteboard, etc. in accordance with ISPM's space standards and design guidelines
- Process cooling system maintenance and repair (cooling needed to cool equipment)
- Welding and fabrication

5. Carpet Replacement

General fund services include:

- N/A

Cost recovery services include:

- Carpet in office spaces typically holds up for fifteen (15) years or more while carpet in corridors and common areas can deteriorate at a faster rate.
 - All carpet replacements will require approved departmental special funding.
- IPF includes an assessment of carpet condition and the useful life remaining in its rolling condition assessment process, however available department funding will inform the decision to replace or repair carpet and other flooring.
- IPF will facilitate the urgent repair or replacement of the carpet that has deteriorated to a point where it could constitute a safety concern.
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.

6. Custodial Services

IPF Custodial Services provides cleaning services on a scheduled basis to improve the health and safety of the campus environment. Employees are specifically trained to clean and maintain all types of floor coverings at the University and are familiar with the special needs that each floor covering requires. Extended services may be provided budget permitting.

General fund services include:

- Cleaning according to APPA current codes and standards
- APPA Level 2
 - Public space, Floor care, lighting, window cleaning
- APPA Level 3
 - Private Space, stairwells
- Daily cleaning of restrooms disinfecting and polishing restroom fixtures
- Daily cleaning of Personal Health Room and any restroom-type fixtures
- Scheduled general cleaning of offices, classrooms, and laboratories
- Appropriate floor finish care based on space designation and use (i.e., public space, labs, classrooms)
 - Daily care of hard floor surfaces including sweeping, vacuuming with HEPA filtration, damp mopping
 - Carpet cleaning for building entryways and vacuuming and shampooing in non-office areas (budget permitting).
- Window cleaning at entry vestibules and entryway doors (within reach of 6ft ladder)
- Collecting waste and recycled materials from centralized receptacles
- Maintaining soap, toilet tissue, and towel dispensers
- Keeping building, entrances clear of snow (6ft of door entrance/ where LS can reach with equipment)
- Emergency spill response (as certified)
- Free emergency menstrual hygiene products in all general fund facilities within public facing women and single occupancy restrooms located on the 1st floor of the facility.

Cost recovery services include:

- Post-event custodial services
- Work scheduled outside normal service times or areas, or additional cleaning service requests.
- All exterior window cleaning
 - Exception: Curtain Wall Windows are on a 3-year rotation. For a list of buildings or to confirm a building please reach out to ipf.custodial@msu.edu
- Interior windows, glass enclosed offices and partitions (spot cleaning may be done on request)
- Office carpet cleaning or hard floor refinishing (wood floors are done through Project Services)
- Providing paper towel and soap dispensers in breakrooms / kitchenettes
- Detail cleaning for office move-out
- Sharps containers or contaminated glass (with the exception of light bulbs)– No department of IPF including Custodial Department, shall purchase, distribute, remove/replace, or dispose of any sharps, sharps containers, and/or contaminated glass. These containers are the sole responsibility of the facility in which they reside including maintaining per any federal, state, and local regulations
 - [EHS Medical Waste Sharps information page](#) – disposal/pick-up shall be orchestrated through MSU's Office of Environmental Health and Safety (EHS).
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.

7. Electrical Services

Electrical services are provided to ensure the campus infrastructure is properly installed and maintained to the current code. Electrical infrastructure includes High Voltage network; Low Voltage network; and those electrical components considered part of the building's basic electrical wiring.

General fund services include:

- Maintenance of all underground and above ground electrical distribution networks owned by the University
- Transformer oil tests, electrical substation preventative maintenance
- Repair and maintenance of electrical components such as lighting, outlets, motors, and associated controls for building heating and cooling
- Repair and maintenance of fire detection systems
- Repair and maintenance of fume hoods
- Thermal imaging program

Cost recovery services include:

- Repair of damage by others to underground services, building systems and fixtures
- Repair of damage caused by others under control of the faculty/division/entity
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building. (e.g., lab equipment, farm services, wine producing equipment, food preparation systems, etc.)
- Maintenance and repair of appliances (e.g., dishwashers, dryers, clothes washers, etc.)
- Installation of new electrical equipment
- Repair or maintenance of faculty/ research equipment (e.g., most laboratory equipment, reverse osmosis, specialty test equipment, compressed air equipment, etc.)

8. Elevators

IPF must be contacted for all elevator breakdown calls immediately by calling ContactIPF at (517) 353-1760.

Telephones button located in the lift cars are dispatched to ContactIPF staff that can assist in obtaining an expedient response to a call.

General fund services include:

- Annual inspections (e.g., weight capacity, evaluation of speed, wait time, floor level tolerance, cables, hydraulics, electric motors, and controls)
- Regular maintenance (e.g., hydraulic fluids, regular computer diagnostics and upgrades, cleaning of the pit, replacement bulbs in the car and buttons, etc.)
- Trouble call response

Cost recovery services include:

- Repair of damage caused by others under control of the faculty/division/entity
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.

9. Events

The [IPF Campus Events Office](#) provides logistical support for events, optimizes responsible stewardship of campus assets, and ensures that events adhere to all university policies and ordinances.

INDOOR EVENTS

*Excludes events held within Residence Halls, MSU Union, MSU Alumni Memorial Chapel, and other RHS managed facilities. *

An IPF Event Service Request is required when one or more of the following applies:

- Food is served at an organized event/activity
- Food is served at an intradepartmental gathering (between personnel within a single department) with an expected attendance exceeding 25
- An event/activity ends after 5:00 p.m. on a Friday
- An event/activity takes place on a Saturday, Sunday, or University Holiday
- Details of the event/activity may conflict with University Ordinances/Policies and require review for approval
- Requesting rental of IPF equipment (tables, chairs, stanchions, waste/recycling containers, etc.)
- Requesting specific IPF services

OUTDOOR EVENTS

An IPF Event Service Request is required for all OUTDOOR events on MSU's East Lansing campus

General fund services include:

- Charges for required IPF Custodial Services are waived for credit-earning activities (with no food) that support academic mission. An IPF EVENT Service Request may still be required to ensure proper University approvals are obtained.

Cost recovery services include:

- Rental Equipment (Tables, Chairs, Stages, Stanchions, Generators, Light Towers, Etc.)
- Electrical Support
- Custodial Services
- Landscape Services
- Recycling/Waste Services
- HVAC Services
- Management and Installation of temporary signage (lamp post banners, directional signs for events)
- Other as deemed necessary based on details of the IPF Event request

10. Fire Extinguisher

The IPF safety department ensure that the campus workplace meets the highest standard of safety and regulatory compliance. This includes fire extinguishers as they are vital for fire safety, offering a way to quickly address small fires before they escalate

General fund services include:

- Standard ABC fire extinguishers
- Signage when required for standard fire extinguishers
- Installation on a mounted hook
 - New construction Fire extinguishers are paid for by the project including the installation cost and necessary signage
- Hydrostatic testing
- Annual inspection
- Recharge as needed
- Replacement or recharge if used for designated purpose
- Addition of fire extinguishers as noted by the MSU Fire Marshal

Cost recovery services include:

- Installation of cabinets including cost of cabinet, covers or any non-standard (mount hook) mounts/storage
- Signage if necessary
- Plastic inspection tags
- All other fire extinguisher types (Class K, Class D, CO2 etc.)
 - Including additional non-standard fire extinguishers required by the MSU fire marshal
 - Necessary services for lifespan of the fire extinguisher
- Recharge or replacement due to misuse, damage or theft
- Fire extinguishers not purchased/ installed by IPF are responsibility of the department including removal cost
 - All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.

11. Fume Hoods * new as of 2023

The General Fund will maintain the ventilation aspect and system of the Customer owned fume hood within general fund facilities.

General fund services include:

- Repairs and maintenance of fume Hood - valve & controls, sash sensors, monitors (ODPs), dedicated exhaust fan, etc.
- Repairs and maintenance of general exhaust valve & controls
- Repairs and maintenance of gas cabinet valve, control, and thermal dampers
- Repairs and maintenance of ductwork
- Testing and Balancing
- Hibernation and restart for long term (cost worth determined by Energy Engineer) vacancies
 - Consider Consumers Rebate submission when this is done
- Adjustment based on recommendation of EHS (Environmental Health and Safety)
- Aircurity alarms that impact lab safety
- Aircurity calibrations/routine maintenance, software/dashboards, and network issues (items covered on the service contract)
- Phoenix system central hardware, software, and network issues

Cost recovery services include:

- Structural damage (broken glass, dents, etc.)
- Extensive system damage caused by corrosion, fire, explosion, etc.
- Plumbing/gas devices within the hood/lab
- Fume Hood replacement/install & associated scope increase due to code updates
- Reconfiguration of system due to lab/PI changes
- Light bulbs and electrical outlets in Fume Hoods
- Repairs and modifications to user installed equipment
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.

12. Keys and Locks (Access Control and Security Systems)

IPF is responsible for the selection, management, maintenance and repair of access control and intruder alarm systems on campus. IPF provides advice on systems approved by the university, coordinates installation, and interfaces with central access and security control systems on behalf of our clients.

General fund services include:

- Lockout service for staff
- General lock repairs
- Replacement of broken or worn-out keys and locks
- Maintenance of security panels and motion detectors/cameras*
- Keypads and systems*
- Key swipe*

* Paid for by MSU Police

Cost recovery services include:

- Issuance of keys from grand master key system to staff
- Padlocks and key with MSU cores
- Recoring and keying
- Repair of damage caused by others under control of the faculty/division/entity
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.

13. Landscape and Grounds

Landscape Services administers a landscape management plan aligned with the [Facilities & Land Use Plan](#) using APPA Grounds Maintenance Standards to provide a beautiful and safe campus environment.

General fund services include (APPA Level 3):

- Turf care
- Pruning and landscape maintenance of trees
- Plant and bed maintenance
- Irrigation
- Litter control
- Graffiti removal
- Exterior site appurtenances
- Snow removal

Cost recovery services include:

- Repairs required to landscapes and site appurtenances due to damage by others
- Landscape replacements and enhancements
- Special event support for landscape cleanup
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.

14. Landscape and Grounds (non-vegetation)

Ownership of exterior assets including all related furniture, fixtures and/or equipment (FFE), is identified on the funding source map. IPF Landscape Services maintains the funding source map. To access the most up to date map please contact IPF Landscape Services

Specific examples of exterior assets and related support materials*

- Outdoor decks
- Bike loops and bike docking stations
- Specific outdoor basketball and volleyball courts
- Tables, trash cans, and seating and benches (exception: doner funded/memorial items)
- Decorative railings
- Asset specific fencing
- Building specific way finding (green panel) signs
- Wayfinding (traffic signage)

*Support materials such as concrete pads and other modifications directly related to the installed asset are part of the asset. (i.e. concrete pads underneath an installed table)

15. Painting and Decorating

IPF does not receive general funds for painting. All re-painting is a cost recovery service. However, IPF will do touch ups as required in public spaces as result of normal wear and tear.

General fund services include:

- N/A

Cost recovery services include:

- Cosmetic painting
- Furniture painting or refinishing
- Changing colors on occupant's request
- Repairing damaged walls caused by the occupant or someone under their control
- Repair of damage caused by others under control of the faculty/division/entity
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.

16. Pest Control

IPF is responsible for pest management on MSU's East Lansing campus. We utilize an Integrated Pest Management approach to evaluate and eradicate pest problems.

General fund (GF) services include the following in GF buildings:

- Evaluation and Eradication of Pest Issue in/around facility
- Provide recommendations for repairs/pest exclusion
- Provide additional information regarding specific pests

Pests that require an urgent response should be reported to Contact IPF immediately (517) 353-1760. Non-urgent pests should be reported by submitting an online IPF Pest Control service request.

If you live in University Apartments or a Residence Hall, you should submit your maintenance request through [Live On MSU](#).

Urgent Pests

- Bats in occupied spaces
- Stinging Insects in occupied spaces
- Confirmed Bed Bugs
- Nuisance Wildlife in occupied spaces (excluding mice)

Cost recovery services include:

- Routine inspections added to the building on customer request
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.

17. Plumbing and Gas

Plumbing services are provided to ensure the campus infrastructure is properly installed and maintained to current code. Plumbing infrastructure includes sanitary, trade waste and storm water drainage systems, potable water network, water supply for fire services, and natural gas network.

General fund services include:

- Maintenance of all inground water mains and network systems through the buildings including sanitary fixtures
- Repair and maintenance of plumbing components such as boilers, chilled water units, tanks, valves, P-trap on a drain, thermostatic mixing valves, reduced pressure zone (RPZ) devices, heat exchangers and water heaters
- Repair and maintenance of natural gas network and hard plumbed fixtures
- Repair and maintenance of fire service network and firefighting fixtures
- Repair and maintenance of sewage and storm water network systems and fittings
- Repair and maintenance of eyewash and safety showers in hallways, mechanical space or corridors

Cost recovery services include:

- Repair of damage by others to in---ground services, building systems and fixtures
- Maintenance and repair of appliances (e.g., dishwashers, dryers, clothes washers, etc.)
- Installation of new equipment
- Repair or maintenance of faculty equipment (e.g., reverse osmosis, centrifuge, specialty gas lines, interceptor or neutralizing pits, compressed air, etc.)
- Repair or maintenance of soil and grease traps including supply and waste lines
- Repair of damage caused by others under control of the faculty/division/entity
- Repair and maintenance of eyewash and safety showers not located in a hallways, mechanical space or corridors
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.
- Garbage disposals including maintenance and repair must be done through IPF services, departments cannot use third party services (including Sparty Repair). Any cost associated with sewer back-ups caused by disposal use will be charged to the department.

18. Preventative Maintenance

IPF inspects, cleans, lubricates, and prepares building equipment for seasonal use. Preventative maintenance is scheduled based upon recommended manufacturers details, best practice, and available funding. Planned maintenance activities are typically completed at times when it has minimal impact on our clients' use of the facilities.

General fund services include:

- Changing air and water filters
- Replacement of belts
- Lubrication of motors
- Cleaning of coils
- Replacement of bearings
- Maintenance and repair of air filtration systems
- Maintenance and repair of exhaust fans
- Annual roof inspections
- Carpentry-walk public areas to identify general repairs including door function
- Window inspections (every 5 years)
- Masonry inspections (every 5 years)
- Annual inspection of fume hoods

Cost recovery services include:

- Constant temperature room, glasshouses, greenhouses, etc.
- Freeze dryers, icemakers, kitchenets etc.
- Research equipment maintenance and repair
- Any item of plant or equipment installed without the consent of IPF
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.

19. Surplus Store and Recycling Center

Surplus Store and Recycling Center provides services for the EL campus. Buildings will be placed on a scheduled recycling pick-up program dependent upon several factors, including the volume and type of materials produced. Where this service is provided, faculties and divisions may request recycling containers for their individual offices, rooms, or common rooms by contacting Surplus and Recycling.

General fund services include:

- Recycle cardboard, paper, magazines, and marked recyclable metal, glass, and plastic for not toxic contents.
- General surplus/salvage items removal from learning, teaching, research, and office accommodations*
- Containers (hampers) for large volume cleanouts of surplus materials for up to 5 business days
- Destruction of data on electronic media (hard drives, discs, etc.)
- Educational materials (posters, signs, presentations) to promote reuse and general waste reduction activities
- Freon reclamation from no-value items designated as surplus

Additional services on negotiated terms include:

- Recycling of redundant files or excessive volumes of recyclables, for which additional containers can be provided
- Large scale faculty or divisional clean-ups
- Consigned sale of surplus items where a portion of revenue is returned to owner
- Scrap metal sale where a portion of revenue is returned to owner
- Collection of surplus material where cost exceeds value (rare)
- Short- or long-term rental of IT equipment
- Service above for departments located in off campus buildings.

Cost recovery services include:

- Shredding and subsequent recycling of confidential documents. This may require coordination with third party vendor
- All recycling and services listed above for enterprises, auxiliary units, or affiliated bodies
- Mattress recycling
- Containers (hampers) for large volume cleanouts of surplus materials more than 5 business days
- Redeployment of surplus goods to departments
- Coordinating off-site and/or online sales to support department special projects
- Special events
- Large volumes of collected recycling more than 8 cubic yards (major office clean-outs, moves, remodeling, etc.)
- Specially designed recycling containers by request
- Certified and/or observed destruction of electronic media (hard drives, discs, etc.)

***Surplus items taken may be sold at MSU Surplus Store**

20. Renovations and Improvements (Estimate Request)

IPF works with campus partners to create and maintain academic, research and business space that allows Spartans to create a better future. IPF provides consultation services for projects of any size. Estimates will help departments and administrators make smart facility decisions. Any questions regarding the estimate types and additional details visit the [IPF Estimates webpage](#).

Cost recovery services include:

- All project related expenses
- General Costs for Minor Alterations and Improvements
 - View available information to get an idea of the potential cost of your minor project.
- Order of Magnitude Estimate (OME)
 - Submit a service request for an OME to receive a high-level, potential cost estimate based on limited information, broad assumptions, and experience from similar projects. OME's help determine whether a project may be financially feasible.
- Preliminary Cost Estimate (PCE)
 - Submit a service request for a PCE to receive a detailed estimate based on a defined scope of work. PCE's are typically used to develop a project budget to secure funding.

21. Roads and Hardscape

IPF is responsible for the maintenance, repair, and construction of all exterior general fund hardscape on campus. Minor maintenance of roads and hardscape is carried out through planned and responsive maintenance activities. Large scale replacement of hardscape is typically not funded through the general fund maintenance budget allocation and is provided through capital construction projects or Capital Renewal funding.

For boundaries and ownership of roads and hardscapes please reference the [Source Funding Map](#).

General fund services include:

- Roadway maintenance
- Parking lot and ramp maintenance
- Sidewalk maintenance
- Post and chain installation and maintenance
- Maintain wayfinding, traffic advisory and general directional signage
- Storm water devices, catch basins and drainage systems
- Line striping of pedestrian crossing, bike lanes, parking lots and road lines
- Bollards
- Closure, barricading, and detours of roads due to damage, maintenance, or construction
- Snow and ice management
- Flood containment
- Retaining walls
- Planters
- Porous pavement
- Brick pavers

Cost recovery services include:

- Repair of damage caused by others under control of the faculty/division/entity
- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building.

22. Safety and Statutory Compliance

Statutory compliance services are a requirement of the law and are provided to ensure the campus infrastructure and equipment is properly maintained to the current code for the welfare and safety of students, staff, and visitors. Statutory compliance services are managed by IPF and are generally contracted to specialist service agents. Records are maintained on campus (with assistance of EHS in some cases) according to the requirements of the State, Territory, and local authorities.

General fund services include:

- Inspection and testing of high voltage electrical distribution networks owned by the University including thermal imaging, electrical pole and conductor inspections, transformer oil tests
- Inspection and testing of low voltage electrical components such as Residual Current Devices
- Inspection and testing of fire systems including EWIS, fire panels and detection systems, interconnections between fire panels and HVAC systems, emergency exit and lighting systems, fire compartmentalization components and systems
- Inspection and testing of life safety generators and egress lighting
- Inspection and testing external security lighting to roads, carparks, and pedestrian corridors
- Inspection and testing of Legionella control systems to cooling towers
- Inspection and testing of fresh air filters to air handling units
- Recording, inspection, and containment of hazardous building substances
- Eyewash and emergency showers
- Fire systems/alarms
- Green light phones
- Indoor air quality
- Stairwells and accessories
- Fume hood inspection and testing

Cost recovery services include:

- Inspection, testing and tagging of electrical appliances and leads
- Inspection and cleaning of exhaust hoods above commercial cooking vats
- Several services listed above are recoverable from enterprises, auxiliary units, or affiliated bodies
- Inspection and testing of faculty equipment (e.g., most laboratory equipment including specialty test equipment, linear flow cabinets, centrifuge, and pressure vessels, etc.
- Security systems and camera

23. Small Appliances

The maintenance and repair of small appliances (refrigerator, washer, dryer, ice maker etc.) are not the responsibility of IPF, however in certain circumstances IPF can facilitate this service for our clients through a local contracted provider at cost, plus a small fee for administration.

* Garbage disposals must be serviced through IPF Plumbing see Plumbing (section 13) for further information on garbage disposal services.

General fund services include:

- N/A

Cost recovery service:

- As Required

24. Utilities

IPF supplies the campus with electricity, gas, water, and sanitary systems.

General fund services include:

- Campus high voltage and electrical system
- Campus potable water infrastructure
- Campus natural gas infrastructure
- Campus steam system
- Campus sanitary systems
- Campus storm water systems
- Campus street and walk lights
- Campus chilled water system

Cost recovery service:

- The demarcation point for recoverable expenditure is the point of connection to the system main. This point is usually where the service can be distinguished as predominately related to the enterprises, auxiliary units, or affiliated bodies. This point can be underground and some distance from the facility it services. Examples of demarcation points include:
 - Power – IPF is funded for the primary line with (switch gear) whereas the secondary line with (sub panel) is not.
 - Water – IPF is funded for the main line up to the backflow preventer. The backflow preventer and subsequent water lines are not funded by IPF.
 - Steam – IPF is funded for the main line up to the pressure reducing station. The pressure reducing station and subsequent steam lines are not funded by IPF.

25. Waste Removal

Removal and disposal of unwanted items on campus.

General fund services include:

- General waste removal from learning, teaching, research, and office accommodations

Cost recovery services include:

- All costs associated with the above work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities. Including assets owned by a department within a general fund building. Special events
- Large volumes of collected waste more than 8 cubic yards or redundant equipment, or disposable assets (major office clean-outs, moves, remodeling, etc.)
- Contaminated waste, biohazards, etc. (<https://ehs.msu.edu/waste/index.html>)
- For service of waste containers at loading docks, or to order large volume containers submit a service request through [Surplus Store & Recycling](#) or call 517-355-1723.