

2022 University Wide Service Level Agreement



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Responsible	AVP, Infrastructure Planning and Facilities
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I. Introduction

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.

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.

Maintenance and repair are essential activities and require an 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.

*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.

The purpose of this SLA is to formally document and inform campus partners of the general fund and cost recovery services IPF provides, how to access the services, response times for the services, and the responsibilities of IPF and the building occupants.

Our Mission: Deliver facilities and services that help Spartans change the world

Our Vision: To be the highest performing, leading-edge facilities organization in the nation

1. Infrastructure Planning and Facilities Organization:

<https://ipf.msu.edu/about>

2. Service Level Objectives

- Clarify maintenance responsibilities for building and grounds assets.
- Specify the minimum requirements for the management of maintenance.
- Ensure assets are adequately maintained.
- Ensure associated risks are effectively managed.
- Ensure land and building assets perform effectively and efficiently throughout their service life.
- Ensure appropriate decisions are made in selecting maintenance strategies.
- Ensure a sound basis exists for the allocation of maintenance funds.
- Provide an equivalence of service to staff, students and visitors at any one of the University's campuses and selected sites.

3. Governance and Key Functions

- IPF is the University's authority regarding the operation and maintenance of campus facilities.
- Functions as "building steward" regarding asset management and compliance with statutory and regulatory building requirements.
- Functions as the maintenance service provider of choice in relation to the built environment.
- **Building Maintenance:** Maintenance of MSU's 564 buildings comprising 24.8 million square feet to ensure a safe, accessible, comfortable learning and research environment. Work responsibilities include electrical, lighting, HVAC services, plumbing, roofing and more.

- **Construction and Real Estate Management:** Construction and maintenance of MSU facilities, including space renovations, equipment installation and interior design, as well as management of university property sales and leases.
- **Custodial Services:** Cleaning of MSU's interior environments to ensure Spartans' safety in classrooms, lab spaces, personal offices and suites, restrooms, hallways, athletic facilities, and residence and dining halls. Specialized staff within Custodial Services perform pest control services and coordinate campus events put on by student, university and other groups.
- **Landscape and Grounds:** Maintenance and stewardship of MSU's campus, 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 the 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.
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II. Accessing Services

1. Online Service Request

Submit a service request [here](#).

2. Email

E-mail IPF at customer@ipf.msu.edu.

3. Chat

Go to ipf.msu.edu at the bottom of the page in the green bar request to Chat with us.

4. Phone

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

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

5. Follow---up

- ContactIPF is available to receive calls regarding the progress of your service request.
- Please have your "request number" on hand when you call.
- Alternatively, you can email customer@ipf.msu.edu to obtain a status update.

III. 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 therefore could contribute towards the cost of maintenance activities

Building occupants are responsible for:

- Reporting all maintenance, compliance, and emergency concerns in a timely and accurate manner.
- Ensuring the use of the facilities does not negatively impact the appearance, condition or life of building.
- That university employees, students, and visitors comply with University Policy in relationship to authorized access and safe use of the campus facilities
- Funding building related work that falls outside the scope of this SLA

IV. 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. The table below provides details about each type of charge listed by IPF department, and how it is reviewed and authorized.

All 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. The university develops policy and guidance regarding charge and billing rates. To learn more about labor rates, capital project fees and rates, and utility rates please visit <https://ipf.msu.edu/ipf-cost-transparency>.

1. IPF General Fund Services

- The university's general fund allocates funding for IPF to provide select operational and maintenance services.
- Work identified as IPF's responsibility will be prioritized and programmed to meet funding levels and available resources.
- Building occupants may choose to fund maintenance work if they require an outcome beyond current general fund service levels.

2. Customer Cost Recovery Services

- **Costs associated with work for enterprises, auxiliary units or affiliated bodies are 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 that are subject to cost recovery are identified in the General SLA.
- University auxiliaries and enterprises accommodated on university property may choose IPF, the University's facilities authority, to provide cost recovery services.
- Special requests from faculties or divisions for services not considered as general fund services, or a request outside the normal schedule for routine maintenance, are billable to those cost centers.

3. Maintenance Procurement

- All services will be procured, negotiated and administered in accordance with University Procurement and Logistics (UPL) guidelines.
- Wherever possible, services shall be sourced in a competitive marketplace and vendors will be evaluated on providing best value for.
- Service contracts are to have stated measurable performance objectives and standards.
- Skills and resources under UPL agreements will be accessed, when required, to supplement the availability of internal staff.

V. Billing

For those services that are performed on a cost recovery basis, IPF processes a service billing each month within MSU's Quali Financial System.

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

VI. General Fund and Cost Recovery Service Catalog

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

To learn more about IPF's Catalog of Services, please visit our website <https://ipf.msu.edu/service-and-billing/our-services>

1. Asbestos and Abatement

IPF provides support for the removal of hazardous materials or equipment that may be impacted during a maintenance or relocation activity. IPF works with MSU's Environmental Health and Services team.

General fund services include:

- Asbestos
- Fire
- Mold
- Water

Cost recovery services include:

- All costs associated with work for enterprises, auxiliary units or affiliated bodies are not funded from IPF's general fund responsibilities.

2. Building Maintenance

IPF Building Services involves work to existing 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
- Plumbing repair/replacement of damaged piping and leaks excluding departmental equipment (labs)
- Roofing
- Drinking water systems
- Electrical system including lights, light switches, occupancy sensors and wall outlets

Cost recovery services include:

- Repair of damage caused by others under control of the faculty/division/entity
- Renovations or modification of any kind
- Relocation of existing office establishment: relocating shelving, whiteboards and furniture
- Assembly or construction of office furniture or fittings that are additional to the standard establishment
- Hanging of picture frames, etc.
- 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
- Moveable classroom seating
- Exterior window cleaning and repair of window coverings
- 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

3. Carpet Replacement

General fund services include:

- N/A

Cost recovery services include:

- Carpet in office spaces typically last fifteen (15) years or more while carpet in corridors and common areas can deteriorate at a faster rate.
- IPF includes an assessment of carpet condition and the useful life remaining in its rolling condition assessment process, however available funding will inform the decision to replace or repair carpet and other flooring.
- IPF will facilitate the urgent repair or replacement of carpet that has deteriorated to a point where it could constitute a safety concern.
- **All carpet replacement will require a departmental special funding that must be approved.**

4. Custodial Services

IPF Custodial Services provides cleaning services on a scheduled basis to improve the health and safety of the campus environment. The IPF Custodial Services is specifically trained to clean and maintain all types of floor coverings at the University and is familiar with the special needs that each floor covering requires.

General fund services include:

- Cleaning according to APPA current codes and standards
- Daily cleaning of restrooms disinfecting and polishing restroom fixtures.
- Scheduled general cleaning of offices, classrooms and laboratories
- Maintenance of hard floor surfaces, including sweeping, vacuuming with HEPA filtration, dust-mopping, damp mopping, and stripping and refinishing.
- Carpet cleaning for building entryways and vacuuming and shampooing in non-office areas (budget permitting).
- Window cleaning on entryways and doors.
- Collecting recycled materials
- Maintaining soap, tissue, and towel dispensers
- Keeping building entrances clear of snow
- Emergency spill response (as certified)

Cost recovery services include:

- Clean-up after special events
- Work scheduled outside normal service times or areas, or additional cleaning service requests.
- Exterior window cleaning and interior window cleaning beyond 6ft.
- Office carpet cleaning or hard floor refinishing
- Detail cleaning for office move out

5. Electrical Services

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

General fund services include:

- Maintenance of all underground and above ground electrical distribution networks owned by the University
- 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
- Thermal imaging program
- Transformer oil tests, electrical substation preventative maintenance

Cost recovery services include:

- Repair of damage by others to under-ground services, building systems and fixtures
- Several services listed above are recovered from enterprises, auxiliary units or affiliated bodies
- Maintenance and repair of appliances (e.g., dishwashers, dryers, clothes washers, etc.)
- Installation of new equipment
- Repair or maintenance of faculty/ research equipment (e.g., most laboratory equipment, reverse osmosis, specialty test equipment, fume hoods, compressed air equipment, etc.)
- Repair or maintenance of plant and equipment related to enterprises, auxiliary units or affiliated bodies (e.g., trade waste systems, farm services, wine producing equipment, food preparation systems, etc.)

6. Elevators

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

Telephones located in the lift cars are dispatched to ContactMSU 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
- Maintenance on plant and equipment provided for enterprises, auxiliary units or affiliated bodies

7. Events

IPF aids faculties and divisions for special event preparation such as commencement, athletic activities, and 5k races, etc. Sufficient notice is required to allow IPF to plan its other work activities around the event such as needing to abide by MSU sound ordinances).

General fund services include:

- N/A

Cost recovery services may include:

- Event support
- Rental of equipment
- Electrical alterations to circuits, special equipment
- Special clean-up crews
- Pre and post event cleaning
- Additional security
- Tables, chairs, stage
- Lighting
- Generators
- Recycling and trash
- Outdoor landscape and grounds service
- Temporary sign placement (light pole banners, A-frame signs, temporary directional signs)
- More based on request

8. 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. This includes areas directly related to the activities of enterprises, auxiliary units or affiliated bodies.

General fund services include:

- Lockout service for staff
- General lock repairs
- Maintenance of security panels and motion detectors*
- Initial issuance of keys from grand master key system to new staff
- Keypads and systems*
- Key swipe*
- Replacing keys and locks
- Ordering new keys and locks

* Paid for by MSU Police

Cost recovery services include:

- Issuance of keys from grand master key system to staff after an initial provision of a key
- Some services related to enterprises, auxiliary units or affiliated bodies

9. 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:

- 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

10. Painting and Decorating

IPF is not funded to paint internally; however, IPF does try to paint in public areas as conditions warrant through special funding requests. External and internal painted surfaces typically last for ten (10) years or more except for high traffic areas or harsh environments.

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
- Painting for enterprises, auxiliary units or affiliated body

11. Pest Control

Integrated Pest Management process to evaluate and eradicate your pest problem

General fund services include:

- Vermin poisoning and trapping
- Nuisance wildlife removal which may include:
 - Damaging foundations/ property
 - Acting strange or sick
 - Trapped animals
- Rodent control
- Insect and arachnid control
- ContactIPF for emergency request, if in occupied space, at (517) 353-1760 for the following:
 - Bats/ live animals
 - Stinging insects
 - Bed bugs.

Cost recovery services include:

- Those services listed above for enterprises, auxiliary units or affiliated bodies
- For special profit-making events

12. Plumbing, Drainage and Gas Fitting

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 in-ground 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, traps, 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

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 plant and equipment related to enterprises, auxiliary units or affiliated bodies (e.g., trade waste systems, farm services, wine producing equipment, food preparation systems, etc.)

13. 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)

Cost recovery services include:

- Constant temperature room, glasshouses, greenhouses, etc.
- Freeze dryers, icemakers, etc.
- Research equipment maintenance and repair
- Fume hoods
- Any item of plant or equipment installed without the consent of IPF

14. Surplus Store and Recycling Center

General recycling services are provided or supported by IPF for the main 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 Recycling.

General fund services include:

- Recycle cardboard, paper, magazines, and marked recyclable metal, glass and plastic for not toxic contents.
- General surplus removal from learning, teaching, research and office accommodations
- General surplus removal for enterprises, auxiliary units or affiliated bodies
- 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 coordinated 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 may be taken and sold at MSU Surplus Store

15. Renovations and Improvements

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. Preliminary cost assessments will help departments and administrators make smart facility decisions.

General fund services include:

- Preliminary cost assessment (PCA)
 - Is a conceptual cost evaluation without the benefit of drawings or detailed investigation. It helps MSU administrators make initial plans, but it's not intended to be used as a final budget.

Cost recovery services include:

- All project related expenses

16. 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
- 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:

- The maintenance, repair and construction of exterior non-general funded hardscape directly related to the activities of enterprises, auxiliary units or affiliated bodies.

17. Safety and Statutory Compliance

Statutory compliance services are a requirement of law and are provided to ensure the campus infrastructure and equipment is properly maintained to 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 in accordance with 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 extinguishers
- Fire systems/alarms
- Green light phones
- Indoor air quality
- Asbestos/lead and PCB removal as it relates to repairs and maintenance within GF spaces
- Stairwells and accessories
- Mold remediation

Cost recovery services include:

- Inspection, testing and tagging of electrical appliances and leads in accordance with University Policy
- 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, fume hoods, linear flow cabinets, centrifuge and pressure vessels, etc.
- Security systems and camera

18. Small Appliances

General fund services include:

N/A

Cost recovery service:

The maintenance and repair of small appliances (refrigerator, washer, dryer, ice makers 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.

19. Utilities

The organization and maintenance to supply 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

Services provided at no cost to enterprises, auxiliary units or affiliated bodies include:

- 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.

20. Waste Removal

Removal and disposal of unwanted items on campus. For service of waste containers in suites, hallways or public areas contact Custodial Services: 517-355-8485.

General fund services include:

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

Cost recovery services include:

- Those services listed above for enterprises, auxiliary units or affiliated bodies
- Special events
- To order additional waste containers for special events submit a service request through the University Events Office: email ipf.campusevent@msu.edu or call (517) 432-0547
- 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: <http://recycle.msu.edu> or call 517-355-1723.