

CONSTRUCTION AND MAINTENANCE

POLICY SUMMARY

In accordance with Arizona law and Arizona Board of Regents (“ABOR”) and Northern Arizona University policy, all Construction and Maintenance activities affecting the University’s built environment must comply with all applicable building codes, standards, and procurement requirements. Facility Services oversees and manages these processes for all University facilities, structures, buildings, and other real property. Construction and Maintenance projects must be appropriately reviewed and approved by the University’s certified professionals who administer this work prior to its commencement. Construction and Maintenance may only be performed by Facility Services or persons or entities authorized by Facility Services to undertake such work. University officials or units requesting Construction or Maintenance are responsible for identifying funding for all Chargeable Services as outlined in this policy.

REASON FOR THIS POLICY

Appropriate regulation of Construction and Maintenance activity protects life safety and capital investment, enhances operational efficiency and environmental protection, and mitigates institutional risk.

ENTITIES AFFECTED BY THIS POLICY

- All University units requesting Construction or Maintenance from Facility Services
- Auxiliaries
- Campus Services and Activities
- Facility Services
- Housing

WHO SHOULD KNOW THIS POLICY

- Building managers
- Campus Services and Activities staff
- Construction and Maintenance project managers
- Fire Marshal
- Housing staff
- Unit leaders contemplating changes to the unit’s space or facilities

DEFINITIONS

Construction: the process of building, altering, repairing, improving, or demolishing any University facility, structure, building, or other University real property. Construction does not include Maintenance or the investigation, characterization, restoration, or remediation due to an environmental issue with existing University facilities, structures, buildings, or other real property. See Section I(G) for Construction examples.

Chargeable Service: Construction, Maintenance, facility use, or operational services provided by Facility Services for which the Requestor is responsible for securing funding, as further described in Section II(E). Chargeable Services are billed to the Requestor, who is responsible for identifying funding to defray the project’s cost.

Maintenance: routine operation or repair of existing University facilities, structures, buildings, or real property that is generally preventative or corrective and performed to keep existing improvements as they were originally constructed. Maintenance activities typically occur according to set schedules (e.g., weekly, monthly, annually) and are intended to keep facilities, structures, buildings, or real property and their systems operating as originally designed in response to expected wear and tear. See Section I(H) for Maintenance examples.

Non-Chargeable Service: preventative or corrective Maintenance services or repairs that are the responsibility of and are performed by Facility Services because they are necessary to keep the University's built environment in proper operating condition, as further described in Section II(D).

Requestor: the University official or unit submitting a Construction or Maintenance work request to Facility Services who is responsible for identifying the funding necessary to defray the project's Chargeable Services.

POLICY

Section I. Construction and Maintenance Activity

A. Facility Services Authority

The University has delegated to Facility Services the authority for oversight and enforcement of all building codes and related standards that apply to the University's built environment. Additionally, Facility Services is responsible for managing the University's Construction-related procurement processes. Accordingly, Facility Services oversees and directs all Construction and most Maintenance activity to ensure proper planning, reviews, permitting, inspections, and procurement and that all such work complies with all applicable requirements. Any University unit contemplating changes to its physical space must engage Facility Services to obtain support, guidance, and approvals prior to undertaking such activity. Requestors are responsible for identifying sufficient funding to pay for all Chargeable Services.

B. Delegated Maintenance Authority

The Vice President for Capital Planning and Campus Operations may delegate limited authority to perform certain Maintenance activities to University departments to achieve administrative efficiencies or in response to certain business needs. The scope of such delegations shall be detailed in writing. The Vice President for Capital Planning and Campus Operations may revoke such delegated Maintenance authority at any time.

C. Construction Project Contracting Requirements

University Construction may only be performed in accordance with one of the three options described below.

1. **Option A.** Facility Services tradespersons perform the work when the project's total labor costs are protected not to exceed \$50,000.
2. **Option B.** Facility Services procures a licensed contractor in accordance with applicable Arizona law and ABOR and University policies using one of the following contracting methods:
 - a. Construction-Manager-at-Risk ("CMAR")
 - b. Design-Bid-Build ("DBB")
 - c. Job-Order-Contracting ("JOC")
 - d. Simplified Construction Procurement (a "Task Order")
3. **Option C.** In the manner outlined and in accordance with ABOR Policy 3-803(C), Facility Services may sole source a Construction contact when no reasonable alternative exists, if necessary to respond to an emergency, or if the project is anticipated to cost less than \$100,000. The Vice President for Capital

Planning and Campus Operations is responsible for determining what constitutes an emergency for purposes of ABOR Policy 3-803(C)(3) and for ensuring compliance with all applicable sole source procurement requirements.

D. Bonding, Insurance, and Auditing

Pursuant to ABOR Policy 3-804, all Construction requires appropriate bonding and insurance. All Construction is subject to auditing by the State of Arizona, ABOR, and Internal Audit.

E. Utility Connections

All connections to water, sewer, electrical, or natural gas utility systems into or out of any University facility, structure, building, or other real property shall be performed exclusively by Facility Services or persons or entities authorized by Facility Services to undertake such work.

F. Permitting and Inspections

All Facility Services personnel and persons or entities authorized by Facility Services must obtain as applicable valid Construction, fire, or other required permits prior to the start of work. All work plans and completed work must be inspected and approved by the University Building Official to ensure compliance with all applicable building code, fire, safety, and other requirements.

G. Examples of Construction

For purposes of this policy, Construction shall include, but is not limited to, the examples provided below. Construction is further described in the *Building Manager Handbook*.

1. Design, feasibility studies, or cost estimating for new building activity or remodeling of existing facilities;
2. Concrete work or landscaping that requires a footing or the relocation of utility services;
3. Like-for-like replacements of significant scope, as determined by the Associate Vice President for Facility Services (or designee);
4. Altering, renovating, or remodeling existing facilities by, for example, demolition, changing the location of walls, doors, windows, or entry or exit ways or by constructing a half-wall, installing new cabinetry, dividing larger spaces into smaller spaces, or layout changes that affect building egress routes;
5. Major mechanical, HVAC, electrical, plumbing, or structural component replacements or upgrades that require significant work or modifications, new parts and/or connections, or code upgrades that allow for improved, increased, or expanded service capacity or capability;
6. Installation of fixed equipment or furniture, carpeting or other flooring, exterior signage, or fume hoods;
7. Any hot work that requires a fire permit, including but not limited to, welding, torch cutting, or soldering;
8. Facility or building envelope repairs or upgrades such as door or window replacements, enhanced insulation or weatherproofing, or repair or replacement of roofing, flashing, gutters, or downspouts; and
9. Significant interior decorating that requires perforations in walls, ceilings, or other building elements.

H. Examples of Maintenance

For purposes of this policy, Maintenance shall include, but is not limited to, the examples provided below. Maintenance is further described in the *Building Manager Handbook*.

1. Replacement of broken windowpane glass, repairing malfunctioning doors, locks, or windows;
2. Minor plumbing repairs such as unplugging clogged sinks or toilets or fixing leaks or drips;

3. Like-for-like replacements during preventive or corrective work of less than significant scope, as determined by the Associate Vice President for Facility Services (or designee);
4. Repairing torn or leaking roofing, flashing, gutters, or downspouts or installing heat tape;
5. Fixed furniture or cabinet repair;
6. Routine preventative or repair work on elevators, water softeners, generators, or similar fixed equipment or systems;
7. Wall or partition damage repairs such as patching and re-painting; and
8. Landscape work such as grass mowing, tree or plant trimming, lawn or planting bed edging, etc.

Section II. Chargeable and Non-Chargeable Services

A. General

Facility Services is responsible for the design, physical planning, and Construction and Maintenance of the University's facilities, structures, buildings, and other real property and their respective systems. Facility Services provides baseline Non-Chargeable preventative and corrective Maintenance and replacements-in-kind to keep the University's built environment as originally constructed or in proper working order, with the exception delineated in Section II(C) below. Beyond the baseline Non-Chargeable Services outlined in Section II(D), the project Requestor is responsible for identifying the funding necessary to defray the project's Chargeable Services.

B. Funding

Requestors are responsible for identifying funding to pay the cost of Chargeable Services, examples of which are outlined in Section II(E). Chargeable Services are billed for as the work is performed and costs are incurred. The Vice President for Capital Planning and Campus Operations (or designee) determines what constitutes Non-Chargeable versus Chargeable Services.

C. Auxiliaries

All work, including work that would otherwise be considered a Non-Chargeable Service, performed by Facility Services for Housing, Dining Services, University Transit Services, and the High Country Conference Center shall be billed to these auxiliaries as Chargeable Services, with the sole exception of Blue Stake utility location requests.

D. Non-Chargeable Services

Non-Chargeable Services include, but are not limited to, the examples provided below.

1. All work necessary, as determined by the Vice President for Capital Planning and Campus Operations, to keep the University's built environment as originally constructed or in proper working condition.
2. Blue Stake utility service location requests.

E. Chargeable Services

Chargeable Services include, but are not limited to, the examples provided below. Chargeable Services are further described in the *Building Manager Handbook*.

1. Building Alterations
 - a. Planning, design, engineering, permitting, and inspection services

- b. Structural changes or re-decorating
 - c. Utility service installation or relocation
 - d. Repair, service, or replacement of fixed facility or building equipment
2. Flooring
- a. New installation or replacement of carpet, tile, or other flooring surfaces
3. Equipment
- a. Commissioning or recertification of special equipment requiring specialized or expert vendor or governmental agency involvement
 - b. Repair or replacement of special equipment, including but not limited to equipment specific to departmental uses and not the building. Examples include ice machines, deionized water, etc.
4. Furniture
- a. Building, assembling, disassembling, or rearranging furniture, shelving, partitions, or cabinetry purchased by the requesting unit
 - b. Design or other assistance with furniture purchases or reconfigurations, or coordination of furniture purchases with other services such as electrical, carpet, etc.
 - c. Review or inspections to ensure that furniture purchases and installation are compliant with applicable building and fire codes, Americans with Disabilities Act requirements, etc.
5. Hanging, Mounting, Installing
- a. Pictures, plaques, banners, interior design elements, window treatments, interior signage, etc.
6. Hauling and Moving
- a. Removal of heavy items or dangerous substances such as oils, refrigerants, batteries, or light bulbs for proper disposal
 - b. Moving a unit from one office space to another
 - c. Rentals of moving equipment or boxes or tables and chairs
7. Keys and Locks
- a. Re-keying or replacing door locks, cutting new door, file cabinet, or desk keys
 - b. Installation of card access or security systems
8. Painting
- a. Painting outside of established Non-Chargeable Service painting schedules
 - b. Painting special graphics, effects, or other custom requests
 - c. Lining athletic game and practice fields
 - d. Painting special color requests that fall outside the University's standard color palette
9. Signage

10. Special Events and Services

- a. Labor and equipment costs including custodial services, temporary electrical hook-ups, table and chair or other equipment delivery, set-up, tear-down, and pickup
- b. All services and support for special events where the University or a unit is charging a fee
- c. Planning for and provision of fire life safety staff

11. Vehicles

- a. Repairs and maintenance
- b. Rentals and leases

12. Window Washing

- a. Window washing by Facility Services personnel
- b. Multi-story window washing performed by a vendor needing special equipment

Section III. Enforcement

Failure to comply with the requirements of this policy or other applicable procurement policies related to Construction or Maintenance is subject to appropriate disciplinary action under applicable ABOR and University employee conduct policies.

RESPONSIBILITIES

Associate Vice President for Facility Services: provides executive oversight to ensure campus-wide compliance with this policy.

Auxiliaries: provide funding for what would otherwise be Non-Chargeable Services performed by Facility Services in accordance with this policy.

Campus Services and Activities: maintains dining and conferencing areas and equipment in accordance with this policy; ensures that its projects and work meet all applicable standards and requirements.

Facility Services: oversees and performs Construction and Maintenance in accordance with this policy; coordinates with Campus Services and Activities and Housing to ensure that all applicable Construction and Maintenance standards and requirements are met for all work performed.

Housing: maintains residence halls in accordance with this policy; ensures that its projects work meet all applicable standards and requirements.

PROCEDURES

[Initiating a Construction Request](#)

[Initiating a Maintenance Request](#)

RELATED INFORMATION

Forms or Tools

[Building Manager Handbook](#)

[Construction Project Initiation Form](#)

[Maintenance Work Request Form](#)

Cross-References

[Northern Arizona University Fire Code](#)

[Northern Arizona University Fire Safety Manual](#)

Sources

[Arizona Board of Regents 3-803](#)

[Arizona Board of Regents 3-804](#)

[Arizona Revised Statutes § 41-2503\(4\)](#)

APPENDIX

None.