

On-Campus Office Facilities Fee

This fee is charged to tenants of state-owned buildings on the Capitol Campus managed by Enterprise Services. The fee covers rent, a basic level of utilities, custodial services, refuse and recycling, maintenance, security systems and building access and similar services. The basic services are defined in the tenant agreements between the customers and Enterprise Services.

Service rates

The total costs for the services covered by this fee are divided by the total rentable square feet in state-owned Capitol Campus facilities to determine the rate per square foot. Current components of the rate include:

• Building maintenance and operations -	\$5.53 per rentable square foot
• Utilities -	\$4.36 per rentable square foot
• Parking maintenance -	\$0.42 per rentable square foot

Total On-Campus Facilities Fee	\$10.31 per rentable square foot

Capital Project Surcharge Fee: For some Capitol Campus buildings, there is an additional surcharge of \$1.00 - \$2.39 per square foot to cover costs related to capital improvements approved in the capital budget.

Included services

Standard facility maintenance services are provided through an occupancy agreement at state-owned facilities managed by Enterprise Services. These services include:

- Carpentry
- Control systems
- Custodial
- Electrical
- Elevators and escalators
- Environmental systems
- Grounds
- Mechanical
- Painting
- Pest control
- Powerhouse
- Security

- Solid waste removal and recycling
- Utilities
- Window washing

These services are detailed in the [Capitol Campus Standard Services](#), and in the tenant agreement between each tenant and Enterprise Services.

Tenant improvement and reimbursable services are also available for a separate fee. These services include:

- Electrical modifications
- Painting
- Wall changes and moves
- Carpentry and cabinet making
- Key cutting
- Furniture movement and set-up for campus events
- Miscellaneous labor
- Estimates

In addition to the services above, construction services has the authority to contract with private vendors for projects under \$15,000. Enterprise Services can also assist agencies in coordinating larger construction projects through the department's Engineering & Architectural Services program.

Who can use these services?

These services are provided to tenants of Capitol Campus buildings owned or managed by Enterprise Services.

Our service commitments

Services are provided in accordance with the [Capitol Campus Standard Services](#) and the Capitol Campus occupancy agreement with Enterprise Services.

Each facility on the Capitol Campus is assigned an Enterprise Services asset or building manager who will be the primary point of contact for facility services. The building manager will periodically inspect facilities to identify corrective and preventive maintenance requirements. The building manager will also facilitate maintenance services through a multi-craft crew that includes carpentry, mechanical, electrical, grounds maintenance, custodial and caretaker skill sets.

The building manager will receive requests for service, determine the scope of work to be done, and monitor the status of maintenance and facility-related activities. In addition, the building manager will coordinate information-sharing among tenants and stakeholders.

Asset and building managers are available Monday – Friday, 8 a.m. to 5 p.m. Customers needing immediate assistance at a state-owned building can contact an operating number 24 hours a day, seven days a week at (360) 725-0000.

Maintenance and Operations categorizes and prioritizes all requests for repair work as they are submitted. Here are the service level definitions, along with the response and completion standards that Maintenance & Operations adheres to:

Work order work priorities are defined by the following conditions:

Emergent: Condition represents a threat to life, health or safety.

Urgent: Problem poses indirect or moderate threat to life, health, or safety and/or acute threat to property or mission.

Routine: Problem is a routine repair or maintenance.

Emergent	Urgent	Routine
<p>Respond:</p> <ul style="list-style-type: none"> On-site within one hour of the work order creation. Work until emergency is secured. Will provide workaround for life safety & mission critical equipment until final repairs are accomplished. <p>Complete:</p> <ul style="list-style-type: none"> Once emergency has been secured, any follow-up work will be completed via urgent or routine work order. 	<p>Respond:</p> <ul style="list-style-type: none"> On-site within four hours of the work order creation. Work until urgent condition is secured. Will provide workaround for life safety & mission critical equipment until final repairs are accomplished. <p>Complete:</p> <ul style="list-style-type: none"> Within two weeks of the work order creation. 	<p>Respond:</p> <ul style="list-style-type: none"> On-site or coordination with customer within two working days of the work order creation. <p>Complete:</p> <ul style="list-style-type: none"> Within two weeks of the work order creation.

How to access these services

Each facility on the Capitol Campus is assigned an Enterprise Services building manager who will be the primary point of contact for facility services.

Requests for Buildings & Grounds services can be accessed 24 hours a day, seven days a week via phone at (360) 725-0000, email at bgmail@des.wa.gov, or online via the Facilities Request System at <https://fortress.wa.gov/ga/apps/FACSR/Login.aspx>.

Contact and additional information

- Buildings & Grounds customer service (360) 725-0000.
- Parking Services office (360) 725-0030.

For Buildings and Grounds Operations Manager Jeff Whitehead, call (360) 725-0014.

A list of building managers and their contact information is posted at:

<http://www.des.wa.gov/SiteCollectionDocuments/Facilities/AssetMgrAssign.xlsx>.

Additional information is available at:

<http://www.des.wa.gov/services/facilities/MaintenanceOps/Pages/FacilityServices.aspx>.