

Trades (“Blended Rate”) Fee

The monthly rent for office space in state-owned buildings managed by Enterprise Services includes basic maintenance as outlined in the lease agreement. Work beyond this basic level that involves carpenters, electricians, HVAC technicians, plumbers, maintenance mechanics and other trades workers is charged to tenants as a Trades Fee using a “blended rate.”

Service rates

Maintenance, repair and tenant improvement services (beyond basic maintenance included in the lease) are charged at the rate of \$86 per hour.

Included services

Basic maintenance services that are included in the monthly rent are detailed in the [Capitol Campus Standard Services](#), and in the tenant agreement between each tenant and Enterprise Services.

Examples of tenant improvement and reimbursable services available at the “blended rate” 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 above in-house capabilities, 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 and Architectural Services program.

Who can use these services?

These services are provided to tenants of state-owned buildings managed by Enterprise Services.

Our service commitments

Each facility on the Capitol Campus is assigned an Enterprise Services building manager who will be the primary point of contact for facility services. The building manager will facilitate tenant-requested 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 necessary scope of work and monitor the status of maintenance and facility-related activities. In addition, the building manager will coordinate information-sharing among tenants and stakeholders.

Maintenance and Operations categorizes and prioritizes all requests for repair work as they are submitted. Below are the service level definitions, along with the response and completion standards to which Maintenance and Operations adhere.

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 work-around 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 work around 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

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

Contact and additional information

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>.