



**Department  
Directive**



Approved By:  
Gary D. Maynard  
Secretary

<b>Title:</b> Maintenance — Facilities Leased by the Department	<b>Directive Number:</b> DPSCS.070.0001
<b>Related MD Statute/Regulations:</b> Correctional Services Article, §2-103, Annotated Code of Maryland	<b>Supersedes:</b> N/A
<b>Related ACA Standards:</b> N/A	<b>Authorized By:</b> Assistant Secretary – Capital Programs
<b>Related MCCS Standards:</b> N/A	<b>Effective Date:</b> May 15, 2010 <b>Number of Pages:</b> 5

**.01 Purpose.**

This directive establishes policy for the Department of Public Safety and Correctional Services (Department) to request and monitor maintenance and janitorial services at facilities leased by the Department.

**.02 Scope.**

This directive applies to all agencies and units of the Department responsible for a facility leased by the Department to conduct administrative or operational responsibilities.

**.03 Policy.**

- A. The Department shall establish and maintain a process for requesting and monitoring maintenance and janitorial services at facilities leased by the Department.
- B. The Department shall comply with established procedures for approving expenditures for and procurement of maintenance and janitorial services.

**.04 Definitions.**

- A. In this directive, the following terms have the meanings indicated.
- B. Terms Defined.
  - (1) “Facility” means work space leased by the Department from a private or public organization that is used by the Department to conduct or support administrative or operational activities.
  - (2) Point of Contact (POC).
    - (a) “Point of Contact (POC)” means an employee designated and trained in the process for requesting and monitoring maintenance and janitorial services.
    - (b) “Point of Contact (POC)” is liaison with the Department’s Office of Real Estate Management and a Janitorial Service Contract Monitor (JSCM) concerning maintenance and janitorial services issues.

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(3) Priority.

- (a) “Priority” means classifying a request for maintenance or janitorial services based on the totality of the circumstances necessitating the request to determine the appropriate response.
- (b) “Priority” may be:
  - (i) “Normal” which means the circumstances do not prevent employees from performing assigned duties or responsibilities or impose a threat to the personal health or safety of the employees or other individuals at the facility or, if appropriate, others occupying the structure containing the facility.
  - (ii) “Urgent” which means the circumstances do prevent employees from performing assigned duties or responsibilities or impose a threat to personal health or safety of the employees or other individuals at the facility or, if appropriate, others occupying the structure containing the facility.
  - (iii) “Emergency” which means the circumstances pose a threat to health and safety.
- (4) “Remedy Facilities Work Order (Remedy)” means an automated process used to request and monitor maintenance and janitorial services at facilities leased by the Department.

**.05 Responsibility.**

A. The Department’s Office of Real Estate Management (OREM) shall:

- (1) In cooperation with the Department’s Information Technology and Communications Division (ITCD), establish the Remedy;
- (2) Maintain the Remedy for maintenance and janitorial services managed by the OREM;
- (3) Ensure maintenance and janitorial issues are properly addressed according to lease agreement requirements;
- (4) Ensure ITCD is notified of changes concerning contact information for a POC, landlord, or facilities management provider;
- (5) Document and maintain records concerning maintenance and janitorial services provided under a lease agreement;
- (6) Review Remedy reports to identify and resolve quality of service and building system issues to ensure the property is managed in accordance with Department of General Services Lease Compliance Standards;
- (7) If appropriate, schedule and conduct meetings with the property owner concerning OREM or Department of General Services lease compliance issues; and
- (8) Ensure training and support related to use of the Remedy is provided a POC.

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**B. A Janitorial Services Contract Monitor (JSCM) shall:**

- (1) In cooperation with the ITCD, maintain the Remedy for janitorial services managed by the JSCM;
- (2) Ensure that ITCD is notified of changes concerning a janitorial services contract provider;
- (3) Ensure janitorial service contractual issues are addressed and resolved;
- (4) Ensure that daily, weekly, monthly, quarterly and annual contract services are delivered and meet contract performance standards;
- (5) Properly document and maintain documents concerning janitorial services according to an approved records retention schedule;
- (6) Review Remedy reports to identify and resolve quality of service issues; and
- (7) If appropriate, schedule and conduct meetings with contractors to address compliance with janitorial services contract requirements.

**C. An agency head, or a designee, shall:**

- (1) Designate a POC and an alternate POC to represent a facility leased by the Department under the authority of the agency head;
- (2) Inform OREM of the designated POC and alternate POC, POC-related contact information, and any changes to the designation or contact information; and
- (3) Require that work schedules ensure a POC or an alternate POC is available when the facility is in operation.

**D. Assignment of a POC and Alternate POC:**

- (1) A primary POC shall work at an assigned facility; and
- (2) An alternate POC for a designated facility, at the discretion of the agency head, may:
  - (a) Work on site or off site; or
  - (b) Work from a central location representing more than one facility.

**E. A POC or and alternate POC shall:**

- (1) Be a permanent full-time Department employee;
- (2) Act as the facility's liaison with the OREM and JSCM concerning requests for maintenance and janitorial services;

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- (3) Except in an emergency, make requests for maintenance and janitorial services for the facility according to requirements of this directive; and
- (4) Monitor maintenance and janitorial services performed at the facility and report completion and ongoing performance to the OREM and JSCM by:
  - (a) At least monthly, physically inspecting the facility;
  - (b) Monitoring active requests to ensure resolution; and
  - (c) Verifying and, if appropriate, providing a recommendation to pay or not to pay a work order invoice submitted by the property owner or service provider.

F. An employee shall report circumstances related to maintenance or janitorial services to the designated POC as soon as the employee is aware of the circumstances.

G. Requesting Maintenance or Janitorial Services.

- (1) Normal Priority Request.
  - (a) A POC shall report a normal priority request using the Remedy by close of business of the day of the need for maintenance or janitorial services is identified.
  - (b) The Remedy requires the following information:
    - (i) In addition to the address information already in the Remedy, the specific location requiring maintenance or janitorial services, such as suite number, office number, foyer, hallway or restroom;
    - (ii) The name and contact telephone number of the individual making the request, if other than the designated POC; and
    - (iii) A detailed description of the circumstances necessitating the request.
- (2) Urgent Priority Request.
  - (a) A POC shall report an urgent priority request by the most expeditious means possible, e.g. telephone call or personal contact, to the OREM or JSCM, or a designee;
  - (b) The POC shall follow up on the same day the urgent priority request is made to ensure that the issue is properly addressed; and
  - (c) The POC shall continue to monitor the request until resolved.
- (3) Emergency.
  - (a) The individual first aware of the emergency shall:
    - (i) Call 9-1-1 and request the appropriate emergency services; and

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(ii) Immediately notify the Department employee responsible for the facility, or a designee.

(b) The Department employee responsible for the facility, or a designee, shall:

(i) Initiate the appropriate emergency plan; and

(ii) Ensure that the appropriate notifications are made through the agency's chain of command.

H. After initiating a request under §.05F of this directive, the POC making the request shall:

(1) Update the Remedy, as required, while the request remains open; and

(2) Close the request in the Remedy when the request is properly resolved.

**.06 Attachments.**

A. There are no attachments to this directive.

**.07 History.**

A. There is no Department Directive that this directive replaces or rescinds.

B. This directive supersedes provisions of any other prior existing Department or agency communication with which it may be in conflict.