

**All Units**  
**Direct Billed Services**  
**As of April 2024 until Revised**

**Service Centers**

If a unit receives an invoice/IDT from a service center (cost centers begin with RC) then those expenses are not in the IRM model therefore will not impact Support Rates or SLA. With that, the unit must pay the direct bill for services rendered.

Examples of service centers are listed below (Units as of May 2024).

1. RC0002 – Telecommunications Enterprise
2. RC0003 – Telecomm Srvs Inv for Resale
3. RC0011 – REPM/Facilities Services Recharge Center
4. RC0012 – REPM/Facilities Services Inv for Resale
5. RC0013 – REPM/Facilities Coordinated Projects [last utilized in FY23]
6. RC0020 – Animal Care Services
7. RC0021 – Publications
8. RC0029 – REPM/Facilities Construction Team
9. RC0034 – UTSA Football Suites [last utilized in FY21]
10. RC0035 – Main Campus Mail Services
11. RC0036 – DT Campus Mail Services
12. RC0037 – General Stores
13. RC0040 – Kleberg Advanced Microscopy Ctr
14. RC0041 – Genomics Core
15. RC0042 – Cell Analysis Core Inter Users
16. RC0043 – Stem Cell Core
17. RC0044 – Sedimentary Geochemistry and Mineralogy

-Revised as of April 2024

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# REPM [Real Estate and Property Management]/Facilities Services

## 1. Billing Criteria Definitions

### A. Base Services

Buildings/Areas that are **classified as Non-Auxiliary** are provided “Base Services” by REPM/Facilities or contracted vendors with expenditures managed and included in the REPM/Facilities budget. These expenditures are included in the calculation of the Support Rate [colleges and auxiliary] and SLA [auxiliary] in IRM, which are assessed to both colleges and auxiliary units.

Buildings/Areas that are **classified as Auxiliary** will be provided with an annual estimated schedule for “Base Services” to be assessed by REPM/Facilities. These schedules are discussed during the budget process and are shared with the auxiliary units to include in budget data. Services may include those performed by a Contracted Service Vendor or by REPM/Facilities staff. As services are provided by a contracted vendor, the actuals will be billed directly to auxiliary units and the expense will show up in auxiliary budgets. Services provided by REPM/Facilities staff are handled through a REPM/Facilities Service Center, which is not included in the IRM model, therefore not part of the allocation of support to both Colleges & Auxiliaries.

### B. Premium Services

“**Premium Services**” [material and labor] are billed via an IDT through the REPM/Facilities Service Center in which the related expense and revenues reside. These services are charged to all units as requested, whether functioning within a college, support unit or auxiliary unit. The charges relate to projects or service requests that cannot easily be estimated for inclusion in the original budget process, thus are billed as they occur. Service Center activities are not included in the annual IRM model therefore are not part of the calculation of the Support Rate and SLA that are assessed in IRM.

### C. Shared Occupancy

Building with multiple occupants, 5% assignable, or non-assignable calculation:

- i. Splits for building maintenance charges are based on a department’s total assignable space within a particular building. The percentage of the split is calculated by taking the department’s total assignable space and dividing it by the total assignable space of the building.
- ii. Splits are established for the total of Educational and General (E&G) assignable space and the total assignable space for each Auxiliary department that occupies at least 5 percent of the assignable space in the building.

- iii. Non-assignable space is unoccupied space that benefits all building occupants and not considered in the building split. Examples include restrooms, corridors, circulation space, mechanical rooms, etc.

## 2. Services Provided Listing

2.1. [Base Services](#) – This link will guide you to the REPM/Facilities website that will detail these services.

- Services that are covered by the Support Rate for those areas are classified as E&G. Building/Areas that are classified as E&G are colleges and support units since their operations predominantly are categorized as E&G.
- Areas that are classified as Non-E&G will be provided with an annual estimated schedule for base services (Auxiliary Units) however actual billables will be utilized for each unit.

### The following are examples of typical Base Services:

- Building maintenance (corrective and preventive)
- Clocks (repair/replace in classrooms, common areas, hallways, and labs)
- Grounds maintenance (including irrigation)
- Pest control

For a complete listing of **Base Services** for REPM/Facilities: <https://facilities.utsa.edu/wp-content/uploads/2024/01/BASE-SERVICES-Jan-2024.pdf>

2.2 [Premium Services](#) – This link will guide you to the REPM/Facilities website that will detail these services.

- Services that are not covered by the Support Rate for those areas that are classified as E&G.
- These services (material + labor) are billed via an IDT through the service center in which the expense (at service center) and the revenue (provided by functional area to the service center) reside.
- Colleges, auxiliaries, and support units incur these billables.

### The following are examples of typical Premium Services:

- Carpentry or fabrication work (bookshelves, cabinetry, frames, shelves, etc.)
- Electric and plumbing outlets/fixtures (additional)
- Flooring replacement (tile/carpets) outside the normal replacement cycle
- Moves (office, furniture, equipment, artwork, etc.)

For a complete listing of **Premium Services** for REPM/Facilities: <https://facilities.utsa.edu/wp-content/uploads/2024/01/PREMIUM-SERVICES-Jan-2024.pdf>

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3. The following Non-E&G Classified areas receive an annual estimate for “Base Services” from REPM/Facilities and are billed on a monthly basis as services occur. Referenced below is a generic sample of an annual estimate that REPM/Facilities would produce for an Auxiliary unit to include in their budget.

**Non-E&G Areas**

- Student Health
- Campus Recreation
- Campus Services – Housing
- Institute of Texan Cultures
- Student Union
- Athletics
- Campus Services
  - Bookstore
  - Business
  - Food Services
  - Parking
  - Transportation
  - UTSA Card
  - Vending

**Sample of Annual Estimate Provided:**

APPENDIX A - COST ESTIMATES	
Description of Charges - Cost Center ABC123	Annual Cost Estimate
<b>Preventive Maintenance - 1.1</b>	
Refer to Appendix B for PM Schedule - Projected labor costs, does not include materials	\$ 34,746.83
<i>Total</i>	\$ 34,746.83
<b>Planned Maintenance - 1.2</b>	
Boiler Inspection	\$ 140.00
Chiller Maintenance - FS	\$ 325.45
<i>Total</i>	\$ 465.45
<b>Custodial Services - 1.6</b>	
AHI Custodial	\$ -
<i>Total</i>	\$ -
<b>Grounds Maintenance - 1.7</b>	
Combined Yellowstone Grounds	\$ 32,980.32
<i>Total</i>	\$ 32,980.32
<b>Pest Control</b>	
AHI Pest Control	\$ -
<i>Total</i>	\$ -
<b>Utilities - 1.10</b>	
Combined utilities	\$ 538,000.00
<i>Total</i>	\$ 538,000.00
<b>Contracted Services - 1.11</b>	
Elevator Service	\$ 4,416.66
Elevator Inspections	\$ 176.58
Generator Service	\$ 1,554.83
Water Treatment Service	\$ 387.20
Fire Alarm Inspection and Testing	\$ 3,611.84
Fire Sprinkler Inspection and Testing	\$ 356.00
Fire Suppression Inspection and Testing	\$ 315.54
<i>Total</i>	\$ 10,818.65
<b>Trash / Recycling - 1.11</b>	
One (1) – 6 cubic yard container at XXX	\$ 1,652.40
<i>Total</i>	\$ 1,652.40
<i>Grand Total</i>	\$ 618,663.65

*Note: The costs listed above are estimates only. The actual cost of the service provided will be charged.*

# University Technology Solutions (UTS)

## 1. Billing Criteria Definition

- a. UTS direct bills for services in which they do not receive a budget therefore is not part of the IRM cost structure that impacts Support Rates. With that, there are only five services that are directly billed out to the units.

## 2. Direct Billed Services Listing

<u>Service</u>	<u>Description of Cost</u>	<u>Process</u>
AT&T	<ul style="list-style-type: none"><li>• \$295/annually (for each extension) which does not include disconnects, connections, prorations, and pass-through (applies to 6 depts) costs as applicable for telecom provider</li></ul>	Expense resides in service centers therefore not part of IRM calculations for both Support & SLA rates
Azure	<ul style="list-style-type: none"><li>• Units billed for use of virtual server Azure thru Dell</li><li>• Cost varies depending on usage and is generally billed quarterly in arrears</li></ul>	Cost that exceeds Mandatory fees assessed
Service Now	<ul style="list-style-type: none"><li>• Units billed for license use</li><li>• For 2 ITSM licenses, at \$470 per year/per license</li></ul>	Cost that exceeds Mandatory fees assessed
High Performance Computing	<ul style="list-style-type: none"><li>• Researchers billed for rack space</li><li>• For 3 Compute Nodes, \$6,000/node/annually</li></ul>	Cost that exceeds Mandatory fees assessed
Network Activation Fee	<ul style="list-style-type: none"><li>• Activation Fee charged at \$100 per data drop</li><li>• Fee is to help offset hardware costs (specifically switches associated in making the network connection) when a department requests a new data drop</li></ul>	Cost that exceeds Mandatory fees assessed

# Public Safety

## 1. Billing Criteria Definition

- a. Public Safety direct bills for scheduled events outside routine patrol duties.

## 2. Examples of events (not limited to list below)

Internal Events	<ul style="list-style-type: none"> <li>• Graduation</li> <li>• Ring ceremony</li> <li>• Athletic events</li> <li>• BestFest</li> <li>• Downtown Theater at Buena Vista</li> <li>• Other Campus events that an officer is needed</li> </ul>
External Events	<ul style="list-style-type: none"> <li>• Rock n Roll Event</li> </ul>

## 3. Labor Rates

- a. Labor Chart by title (availability of personnel varies and is determined by Public Safety Administration)
- b. Units Billed OT Rate + 10% Fringe (Min & Max Estimates Listed in Matrix)

Job Code	Job Title	OT Rate (Min)	10% Fringe Min	Total Rate Min	OT Rate (Max)	10% Fringe Max	Total Rate Max
16319	LIEUTENANT, UNIV POLICE	66.81	6.68	<b>73.49</b>	67.35	6.73	<b>74.08</b>
16320	SERGEANT, UNIV POLICE	57.35	5.74	<b>63.09</b>	66.07	6.61	<b>72.68</b>
16322	CORPORAL, UNIV POLICE	48.60	4.86	<b>53.46</b>	53.08	5.31	<b>58.39</b>
16333	POLICE OFFICER III	48.30	4.83	<b>53.13</b>	49.63	4.96	<b>54.59</b>
16334	POLICE OFFICER IV	45.00	4.50	<b>49.50</b>	55.73	5.57	<b>61.30</b>
16335	POLICE OFFICER II	41.91	4.19	<b>46.10</b>	46.76	4.68	<b>51.44</b>
16336	POLICE OFFICER I	39.28	3.93	<b>43.21</b>	40.73	4.07	<b>44.80</b>
16337	POLICE OFFICER TRAINING	32.52	3.25	<b>35.77</b>	32.52	3.25	<b>35.77</b>
16339	POLICE CADET	32.52	3.25	<b>35.77</b>	32.52	3.25	<b>35.77</b>
16341	Public Safety Officer, Spvsr	26.38	2.64	<b>29.02</b>	28.85	2.89	<b>31.74</b>
16343	Public Safety Officer	22.50	2.25	<b>24.75</b>	23.65	2.37	<b>26.02</b>
16345	POLICE COMM OPERATOR I	38.81	3.88	<b>42.69</b>	38.81	3.88	<b>42.69</b>
16349	POLICE COMM OPERATOR II	28.97	2.90	<b>31.87</b>	34.38	3.44	<b>37.82</b>

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