



## **DEPARTMENT OF ADMINISTRATION**

### **Capitol Mall Services Facility Use Policies**

#### **State of Idaho**

Brad Little, Governor

#### **Department of Administration**

Keith Reynolds, Director

#### **Division of Public Works**

Pat Donaldson, Administrator

#### **Facilities Management**

Ric Johnston, Facilities Manager

**[cms.idaho.gov](http://cms.idaho.gov)**

Updated May 2020

---

## 1. INTRODUCTION

---

The Department of Administration is charged by statute with the responsibility of managing all State-controlled, multi-agency facilities in the State Capitol Mall. Pursuant to Idaho Code 67-5708 and 67-5709 (see link below), this manual is provided to assist the tenant agencies of buildings being managed and operated by the Department of Administration, Division of Public Works, Facilities Management, Capitol Mall Services (hereafter referred to as, “CMS”).

**67-5708:** [legislature.idaho.gov/statutesrules/idstat/title67/t67ch57/sect67-5708](https://legislature.idaho.gov/statutesrules/idstat/title67/t67ch57/sect67-5708)

**67-5709:** [legislature.idaho.gov/statutesrules/idstat/title67/t67ch57/sect67-5709](https://legislature.idaho.gov/statutesrules/idstat/title67/t67ch57/sect67-5709)

---

## 2. CAPITOL MALL SERVICES (CMS)

---

CMS provides cost effective, safe, clean, and well-maintained State office buildings and grounds, which includes the following:

- Capitol Building (700 W. Jefferson Street, Boise)
- Joe R. Williams Building (700 W. State Street, Boise)
- Len B. Jordan Building (650 W. State Street, Boise)
- Parking Garage #1 (550 W. State Street, Boise)
- Parking Garage #2 (608 W. Washington Street, Boise)
- Public Works Building (502 N. 4th Street, Boise)
- P. T. Cenarrusa Building (450 W. State Street, Boise)
- Alexander House (304 W. State Street, Boise)
- State Library (450 N. 4th Street, Boise)
- Secretary of State (325 W. State Street, Boise)
- Supreme Court (451 W. State Street, Boise)
- 954 Jefferson Building (954 W. Jefferson Street, Boise)
- Capitol Annex (514 W. Jefferson Street, Boise)
- Lewiston State Office Building (1118 “F” Street, Lewiston)
- Idaho Falls State Office Building (150 W. Shoup Street, Idaho Falls)

In addition, CMS maintains and operates surface parking areas associated with the above-listed properties.

---

## 3. LEASE AGREEMENTS

---

### A. MEMORANDA OF UNDERSTANDING (MOU)

The Department of Administration (ADM) is the contracting agent for multi-agency facilities owned by the State. As such, ADM enters into Memoranda of Understanding (MOU) with the various state agencies who sublease facilities in State Office Buildings. These MOUs include a floor plan and set forth the timing of rental payments, the amount of square feet occupied, and

the applicable space charges. MOU are renewed on an annual basis beginning July 1 of each fiscal year.

## **B. BILLINGS**

MOU payments are made through the inter-agency accounting process as prescribed by the Office of the State Controller. Agencies are typically billed based on occupied square footage, and calculations are based on interior wall dimensions. When billings for space charges are made, common areas are apportioned to all agencies within the building. The Department of Administration prepares all DA-18s for interagency accounting based on the amount of square footage assigned. Billings are generally prepared on a bi-annual basis, are payable in advance, and cover the State fiscal year periods from July 1 to December 31, and January 1 to June 30. The billing rates are based on the type of property leased, including office space, warehouse space, storage space, or basement office space. Billing rates may be adjusted with notification one year in advance.

---

## **4. SPACE MANAGEMENT**

---

### **A. AGENCY FACILITY COORDINATOR**

Each agency should have one individual identified as their “Agency Facility Coordinator.” This person will work with CMS to determine the agency’s needs for space and to coordinate any facility issues that may arise in the future. This could include matters such as maintenance, remodeling, renovations, repairs, and other building-related concerns. The Agency Facility Coordinator should have the authority to commit agency funding and define agency needs related to building usage.

### **B. DETERMINING AGENCY SPACE NEEDS**

Because of building design, life safety codes, and the sophistication of support facilities, Facility Use Standards developed by the Department of Administration will be applied in the process of planning and allocating space for agency use. All space planning will be coordinated with the mechanical and electrical systems for each facility according to these standards.

Facility Use Standards: <http://leasing.idaho.gov/wp-content/uploads/sites/26/2017/12/FACILITY-STANDARDS-SHEET-1.docx>

### **C. EXISTING SPACE OCCUPIED**

CMS maintains floor plans showing each occupying agency’s office floor plan. These plans may be obtained by contacting CMS.

### **D. VACATING A STATE OFFICE BUILDING**

It is the responsibility of CMS to maintain State Office Buildings at an optimal level of occupancy. Agencies occupying these buildings must request approval from CMS before vacating a facility. This approval may require that the space be pre-leased to another agency.

State Office Buildings provide an enormous economic advantage to agencies. The lease rate is well below that which can be found in the private sector. Historically, rent increases have been minimal. Building amenities, such as conference rooms and storage areas, are generally available at a nominal cost. In addition, agencies in State Office Buildings are typically billed for usable space while the private sector leases space on net rentable area. This factor alone can save an agency an additional 25-30% in facility costs.

---

## **5. REMODELLING AND RENOVATION**

---

CMS will coordinate remodeling or renovation projects requested by an occupying agency. The agency will be responsible for the remodel/renovations costs. On many occasions, building or moving a wall will result in a higher expense than one might have projected because the HVAC system may need to be rebalanced, carpet or ceilings may need to be repaired, light fixtures may need relocated, or fire codes may require additional exits. These additional costs, if created by the agency's remodeling request, will be billed to the agency. Expenses incurred in replacing floor coverings, such as moving agency furniture or partitions will be billed to the occupying agency.

---

## **6. BUILDING MAINTENANCE**

---

### **A. CLEANING/JANITORIAL STANDARDS**

Janitorial needs vary according to building use and tenant mix. It is the responsibility of CMS to provide clean, well-maintained buildings. The majority of cleaning is done by a night crew and after business hours. A daytime support team handles some cleaning and responds to needs that arise during work days.

Cleaning quality standards are established by contract and monitored by regular inspections, reporting, and quality control meetings. In addition, tenants can report deficiencies or spontaneous cleaning needs throughout the day by submitting at [cms.idaho.gov](https://cms.idaho.gov) a work request. These requests are received and addressed by the daytime support team.

CMS works directly with the cleaning contractor management to assure that contract requirements are maintained and deficiencies corrected in a timely manner.

### **B. GENERAL MAINTENANCE STANDARDS**

CMS provides materials and labor related to the general maintenance of floors, walls, doors, lights, heating and air conditioning, and plumbing, including:

- Repair or replacement of worn floor coverings with standard carpeting;
- Repair and painting of walls in standard colors;
- Maintenance of the proper operation of doors, as well as locks when required;
- Replacement or repair of inoperative light fixtures, including lamps;
- Temperature management, including maintenance of HVAC equipment;
- Maintenance of existing water and sewer systems;

- Replacing blinds or standard drapery (with existing style and grade); and
- Providing assistance on any agency specific building related installation.

### **C. MAINTENANCE OF BUILDING INTERIOR**

It is the responsibility of both the occupying agency and CMS to ensure that the interiors of buildings are maintained in an acceptable manner. Occupying agencies are expected to conduct business in a manner that prevents damage to building interiors and avoids disrupting other tenants. Care must be taken to not overload floor load limits, overuse utilities, or attach large items to walls without appropriate hardware. Any changes to the interior of the space leased by the occupying agency, such as moving walls or partitions, will require the prior approval from CMS.

Agencies should contact CMS with maintenance suggestions or concerns. Painted walls will be spot-cleaned or spot painted as required to maintain a professional appearance. Re-painting of the building interior will be completed as required for a good overall appearance.

### **D. FURNITURE**

It is the responsibility of occupying agencies to supply and maintain their own furniture, including desks, chairs, and partitions.

### **E. BUILDING COMFORT AND SAFETY**

CMS shall maintain comfortably heated and air-conditioned facilities for State employees and their clientele during normal working hours. Mechanical systems of the buildings shall be maintained in good operating condition to ensure building and energy efficiency. No agency or any of its personnel are permitted to use extension cords or space heaters without the specific approval from CMS. All electrical-mechanical systems are designed as balanced systems, and any alteration of this balance may jeopardize the comfort and safety of State employees as well as the operation of the buildings.

It is the responsibility of CMS to keep the structure of the building in an acceptable appearance and condition. CMS is also responsible for the landscaping around the buildings and the maintenance of the parking lots. Snow shall be removed from the sidewalks prior to normal working hours if possible, and as necessary throughout the working day. Snow removal priority is given to entry ways, sidewalks and lastly parking areas.

### **F. REQUESTING MAINTENANCE OR JANITORIAL SUPPORT**

CMS provides an online work request submittal service for building occupants: [cms.idaho.gov](https://cms.idaho.gov). This system should be used to submit all day-to-day requests for maintenance and janitorial support, and for reporting deficiencies.

---

## **7. BUILDING OPERATIONS AND DAY-TO-DAY MANAGEMENT**

---

### **A. BUILDING USE STANDARDS**

In order to maintain an appropriate business environment and to preserve State assets, CMS has established standards relating to the day-to-day operations of State Office Buildings. These standards apply to State employees, contractors, invitees, and other authorized users of the building both during and after normal working hours. Each occupying agency may develop its own standards for the use of its own employees, providing they do not conflict with the standards established by CMS, which reserves the right to make such other use standards as may be deemed necessary.

Certain activities may be offensive, disruptive, or not consistent with the comfort, health and convenience of the public and facility occupants. As such, the following Building Use Standards have been established:

- Open flames and items that emit smoke, fumes, or noxious odors are prohibited within State Office Buildings.
- Pets, aside from Service Animals, are prohibited within State Office Buildings.
- Children and invitees shall be supervised and shall not be allowed within other State employees' work areas or to use State-owned equipment.
- Bicycles shall be stored in designated bicycle storage areas or placed in exterior bicycle racks. Bicycles are not allowed inside buildings or office areas.
- Activities which result or may result in waste or damage to the facility are prohibited.
- Care shall be taken to ensure that office equipment, furnishings, papers, files, and personal items do not block pathways throughout work areas. Additionally, all items shall be taken off of the floor so cleaning services may vacuum the carpets.
- Any displays in public corridors must be pre-approved prior to their installation. Posting of notices shall be restricted to those areas designated by CMS.

Failure to comply with Building Use Standards may result in a written report to the director of the occupying agency. Repeated offenses may result in the withdrawal of privileges to access the building after normal working hours.

## **B. INSURANCE**

ADM is responsible for ensuring that all buildings under its jurisdiction have adequate property insurance coverage. In addition, ADM carries liability insurance to cover the personnel involved in the management and operation of State Office Buildings. Contractors and vendors supplying services to agencies and to the building are required to provide insurance indicating the State as an additional insured. Each occupying agency must ensure that all inventory assigned to it under the statewide inventory system is properly insured.

## **C. UTILITIES**

All utility services, such as gas, electricity, water, sewer, trash removal, and geothermal heat, are provided to the State Office Buildings for the benefit of the occupying agencies. Utility costs are included in the rent.

Any equipment placed into a State Office Building by an occupying agency must be energy efficient in nature and used for its intended purpose. If it is determined that a piece of equipment will use a large amount of energy, it should be approved by CMS. Depending upon

the nature of the equipment and the amount of energy consumed, the agency may receive an additional billing for that additional energy consumption.

#### **D. PARKING ASSIGNMENTS AND ARRANGEMENT**

CMS administers the Capitol Mall Parking Rules, IDAPA 38.04.04 ([adminrules.idaho.gov/rules/current/38/0404.pdf](http://adminrules.idaho.gov/rules/current/38/0404.pdf)). Due to the limited amount of parking available and the need to keep available an adequate number of spaces during the legislative session, parking in Capitol Mall parking lots is not available to agencies or agency employees occupying privately leased facilities.

Parking permits are available to State employees in the Capitol Mall area at a nominal cost. Temporary/contract employees of an agency may be issued a temporary parking permit.

#### **E. BUILDING ACCESS**

It is considered a public right to enter State Office Buildings during normal working hours. As such, State Office Buildings are open for public access during normal working hours (7:00am to 5:30pm on scheduled working days). State Office Buildings shall be fully accessible and operational during these hours barring any unforeseen circumstances such as mechanical breakdowns, utility brown-outs, or emergencies.

Arrangements for use by an agency after working hours shall be made through CMS. The sponsoring agency shall be responsible for the use of the building and the conduct of attendees and visitors, including conduct that could affect security.

Depending on each occupying agency's policies, certain state employees may be provided with an appropriate means of access after regular hours. Procedures should be established by the head of each occupying agency to designate which of their staff may be given access to the building, to specify the areas of access to be made available. The State Security Manager may assign keys to individuals who need access to the building for special occasions. Requests for these special keys should be made by the agency head to State Security. Both the agency and the individual provided the key shall have joint responsibility for returning the key to State Security.

#### **F. DELIVERIES OF SUPPLIES AND MATERIALS**

All deliveries if directly to an agency should be made during normal working hours. If deliveries cannot be made during normal working hours, the agency must have staff available to accept that off hour delivery. For deliveries of large pieces of furniture or equipment, the agency must notify CMS at least forty-eight (48) hours in advance.

#### **G. MOVING**

CMS is available to assist occupying agencies in securing professional moving companies and developing general moving specifications. All costs associated with moving are the responsibility of the occupying agency. Schedules for moving must be established in advance and approved by CMS.

#### **H. BUILDING INSPECTIONS**

The Division of Building Safety conducts annual inspections to assure safety standards are being maintained. Problems or concerns detected by DBS will be provided to CMS and occupying agencies.

## **I. TELEPHONE AND OTHER COMMUNICATION SYSTEMS**

**Telephone Systems:** It is the responsibility of the occupying agency to request and coordinate installation or modification of telephone systems through the Office of Information Technology Services (OITS) at [its.idaho.gov](https://its.idaho.gov), if OITS is providing support to the agency. OITS is responsible for overseeing the acquisition, installation, modification and relocation of all telephone systems on the state networks.

**Installation of Data System Wiring and Equipment:** To insure code compliance, requests for new wiring for data systems, equipment upgrades, and other such items should be coordinated with CMS and OITS.

---

## **8. BUILDING SECURITY**

---

### **A. RESTRICTED AREAS**

Certain areas within State Office Buildings are restricted from public access and use. The tunnel under the Capitol Mall is limited to state employees and authorized personnel only. Mechanical and computer rooms should be kept locked to control access.

### **B. OTHER SECURITY CONCERNS**

Please visit the CMS website for information on security at [cms.idaho.gov/security](https://cms.idaho.gov/security). Any additional security concerns or questions should be addressed to the State Security Manager.

### **C. KEY AND ACCESS CARD ASSIGNMENTS**

The State Security Manager has the authority to issue keys and access cards for State Office Buildings. Keys and access cards must be accounted for. The occupying agency will assure that keys and access cards are returned to the State Security Manager when an employee terminates service or when access is no longer necessary.

An occupying agency may have suite master keys for its area only. Only department heads and administrators may have keys of the master category. All other State employees (except CMS staff) will be given single-use keys.

For security reasons, any lost or stolen keys or access card must be reported immediately to the State Security Manager. In the event re-keying is required to maintain building security, the agency will be responsible for associated costs. A fee of will be assessed for replacement of a lost or stolen key or access card. Receipt of a key or access card is regarded as acceptance of the responsibility to pay this fee if a key or access card is lost or stolen.

### **D. EMERGENCY SUPPORT**

Tenants should report all emergencies as quickly as possible by calling the Security command center's emergency number: **208-334-2222**. This number should be called **rather than 911** so



that Security can communicate with outside emergency services and assist them in responding efficiently to all needs.

Some locations are equipped with hidden emergency response buttons for subtle and immediate access to Security assistance. These buttons should be used if a situation arises that a tenant deems as potentially unsafe, threatening, or dangerous. Any questions about the procedures in place for responding when the buttons are pressed should be directed to the State Security Manager.

---

## **9. OTHER SERVICES**

---

### **A. FOOD SERVICE**

The Idaho Commission for the Blind and Visually Impaired (ICBVI) has the first right for providing food service and vending machines in State Office Buildings. It is the responsibility of the vendors of the ICBVI to keep those areas well maintained and clean. These areas are open during normal operating hours. Any special needs related to the food service operation are handled directly by the vendors assigned to these spaces.

### **B. MAIL DISTRIBUTION**

Agency is responsible for determining mail drop locations within their space. Central Postal Services ([postal.idaho.gov](https://postal.idaho.gov)) will work with each agency's Facility Coordinator to provide a convenient and regular mail service for occupying agencies as is economically feasible and possible.

### **C. CONFERENCE ROOMS**

CMS maintains several conference rooms for State Agency use in Capitol Mall Buildings. These rooms may be scheduled and used by State agencies. A minimal fee is charged to cover the cost of maintaining the rooms. Details about the rooms and services provided, and instructions for scheduling them, are at [cms.idaho.gov](https://cms.idaho.gov).