

# CAL MARITIME

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TO: Kurtis D. Lohide, CFO

FROM: Cost Recovery Committee. Chair: Diane Rawicz; voting members: Ken Toet, Steve Mastro, Roger Scranton, Veronica Boe, Deborrah Hebert, Peter Hayes, Student reps Kevin Sweeney, Tomas Pierson Perez. Non-voting members Bob Brown, Diane Rawicz, Roseann Richard.

Date: June 3, 2013

Subject: Recommendation regarding the 2013-14 Cost Recovery Plan

*The Cost Recovery Committee is presenting the attached 2013 General Fund Cost Recovery Plan to the CFO and is recommending approval and implementation.*

The Cost Recovery Committee has reviewed, updated and made modifications to the 2013 General Fund Cost Recovery Plan. Revenue Management Changes (RMC) to the CSU processes continue to require review of plan terminology and methodology. The primary objectives of this committee in reviewing this comprehensive plan were to:

1. Review cost methodology as applied to the Cost Recovery Plan
2. Identify and allocate costs to all appropriate Auxiliary and Enterprise entities that receive support services
3. Continue to investigate other current costs for potential recovery or development of internal service centers.

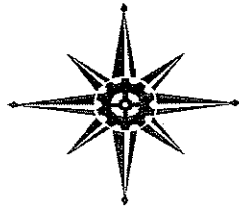
The attached final version of the FY 2013 Plan meets all of the objectives including:

- In 2012 many of the longstanding institutional adjustments were reduced or eliminated.
- Service Level Agreements between service providers and entities are in place
- Information Technology services presented a case for cost recovery this year. The detailed plan emphasizes the top three functional categories of Help Desk, Service Administration & Program Interface, and People Soft. IT Projects beyond the scope of basic services are charged the non-operating fund rates. The plan was thoroughly vetted by the committee, and approved.

The Committee intends to continue to evaluate cost recovery categories and methodologies. This will be accomplished with regular meetings in FY 2013 according to the Charter approved in 2009 investigation of costs recovered by the Chancellor's Office. The committee will need to track the utility charges and guide the implementation of Phases 2 and 3 the Print Copy Solution.

If after review of the recommended plan you wish to meet with the Committee, please let us know.

/DBR



# CAL MARITIME

***THE CALIFORNIA MARITIME ACADEMY  
CSU OPERATING FUND - COST RECOVERY PLAN (CRP)  
For FY2013/14***

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## **INTRODUCTION**

Executive Order No. 1000 has assigned responsibility to the campus Chief Financial Officer (CFO) to ensure that enterprises are charged for allowable direct costs plus an allocatable portion of indirect costs associated with facilities, goods, and services funded by the CSU Operating Fund. This 2013/14 Cost Recovery plan employs the terminology included in EO 1000.

In FY2006/07 CMA established methodologies for recovery of direct and indirect costs from non-operating fund entities. This 2013/14 plan continues to improve all facets of the plan including methodology, procedures, measurements, adjustments, and billing processes. The goal is to comply with EO 1000 and to a lesser extent EO 1059 to properly assign cost for centralized support. This has resulted in some changes in business processes at CMA that have increased efficiency. To mitigate the fiscal effects on specific departmental entities of this recovery plan CMA continues to make "institutional adjustments" to the calculated allocated costs in FY2013/14 for in kind services.

The University Budget Office, in concert with the Cost Recovery Committee, will update this Cost Recovery Plan annually. The updated Plan will be presented to the University Chief Financial Officer – The Vice President for Administration and Finance, for final review and approval.

## **PRINCIPLES**

State legislative appropriations and mandatory student fees are deposited in the CSU 485 Operating Fund as the primary, but not the only source, of support for the University's educational mission. Enterprise activities provide supplemental services critical to the delivery of state supported programs. Enterprise organizations are formed to provide essential functions that are an integral part of the educational mission of the California State University. It is appropriate to recognize these interdependencies between the CSU Operating Fund (OF) and enterprise activities in the cost recovery plan.

- ❖ No more than the full costs of a CSU Operating Fund activity, inclusive of direct and indirect costs, may be allocated. Where formulas or methodologies calculate cost that exceeds the full cost recovery rate an adjustment factor will be used to reduce the rate appropriately.
- ❖ Allocations of CSU Operating Fund costs may be offset with unrecovered costs incurred by enterprise activities on behalf of the CSU Operating Fund (see Institutional Adjustments section). If a cost recovery plan incorporates such exchanges of value they should be documented.
- ❖ All significant incremental costs should be included in the cost recovery plan. Generally, "significant" means that the effort and cost of allocating the cost is in line with the benefit. The University should document the reasons for excluding incremental costs. CMA has not analyzed all incremental costs as yet. Once Direct and Indirect costs processes are fully established this will become a priority.
- ❖ Recovery of indirect costs should be based on a process that is reasonable relative to the activity and the related costs. CMA Indirect costs are based on one of four criteria; 1) Gross Square Feet (GSF) of space occupied, 2) Percent of effort of personnel, 3) Percent of

budgeted expense by Non-OF department as compared to institution,4) Utilities based on prior years actual.

- ❖ The basis of recovery for a service may vary as the University determines what is appropriate and reasonable. If a different allocation approach is used for the same CSU Operating Fund service, the costs of the service should be allocated only once and any duplication eliminated. CMA Indirect services are allocated using a methodology deemed to be reasonable and equitable by the CRP. Direct services are allocated based on the actual hourly rate of personnel cost plus overhead.

## DEFINITIONS

CSU Operating Fund refers to the CSU fund 485 designation that will combine funds from the legislature's Budget Act appropriation and the campus collection of instructional student fees.

Proprietary Funds refers to a university-related entity (program, activity, or fund source) that furnishes facilities, goods or services to students, faculty, staff, or incidentally to the general public for which a fee is collected. There are two types of Proprietary Funds:

1. Enterprise Funds are entities that charge fees to external users for goods or services. Although they are supported by user fees the activity is under the administration of the university.

CMA Enterprise activities include:

- Extended Learning / MARSEC (Continuing Maritime Education and Maritime Security)
- Conferences and Events (Facility Rental)
- Parking
- Book Store (operated under Contract by Follett)
- CMA Enterprise Services (Housing and Food Service)
- Lottery Funds
- Instructionally Related Activities- IRA
- Summer Academic Enrichment and Sailing Programs
- Pirates Cove (Ships store)
- Sailing and Offshore Sailing
- MARAD Trust

2. Internal Service Funds are activities that provide goods or services to campus departments on a cost-reimbursement basis. Use of an Internal Service Fund is only appropriate if the campus is the predominant participant in the activity. CMA Internal Service Fund current and under consideration activities include:

- Telecommunications
- Shipping & Postage
- Copy & Printing

None of the activities listed above are currently self supporting. Therefore, they have not been set up as Internal Service Funds at this time.

Fiduciary Funds are used to account for assets held by a campus in a trustee capacity or as an agent for individuals, private organizations, or other governmental units, and therefore cannot be used to support CSU programs and activities.

1. Agency Funds refers to funds held by the campus as an agent for an organization or other governmental unit which can only be utilized in support of the unit's programs or activities.

Included are:

Associated Students of the California Maritime Academy -ASCMA

Auxiliary Organizations are any separately organized non-state entity that operates in compliance with auxiliary organization policies of the CSU Board of Trustees, the terms of leases and operating agreements with the CSU, and policies established by the university.

CMA Auxiliary Organizations include:

1. Associated Students of The California Maritime Academy - ASCMA  
ASCMA books are maintained on the campus Peoplesoft system.
2. The California Maritime Academy Foundation – CMA Foundation  
CMAF books are maintained on its stand alone Blackbaud system.

Direct Costs refers to costs that can be readily assigned to a particular cost objective, i.e. identified and charged (or billed) to a specific enterprise, with a high degree of accuracy and without an inordinate amount of accounting.

Indirect Costs refers to costs that cannot be readily assigned to a particular cost objective without effort disproportionate to the benefits received. Indirect costs are those incurred for purposes common to a number, or all programs or activities of the campus, but which cannot be identified and charged directly to such programs or activities (e.g. enterprise) with a reasonable degree of accuracy and without an inordinate amount of accounting. Indirect costs may be called by other terms such as overhead or Facilities & Administration (F&A) expenses.

Incremental Costs refers to the change in CSU Operating Fund out-of-pocket expenses related to activities, projects, or programs assigned to an enterprise. Incremental costs are expenses that would not have been incurred if the enterprise were not present. Incremental costs are usually direct costs but may include indirect costs. Currently CMA is not using incremental costs. This will be looked at in the future if the OF costs were to be allocated on a per-employee basis for some services such as information technology.

## RECOVERY METHODOLOGY DETERMINED TO BE REASONABLE RELATIVE TO THE ACTIVITY AND THE RELATED COSTS.

### INDIRECT COSTS

The following are currently recognized services provided by CSU Operating Fund departments to Enterprise activities on campus. Currently, CMA is not allocating all of the Indirect Costs to our Operating Fund activities. The indirect cost services that may be considered in the future are noted in the Cost Recovery Plan table on page 6.

CMA indirect costs included in the Cost Recovery Plan:

- Personnel – Currently personnel costs are allocated for Accounting, Purchasing, Police Services, Facilities, Human Resources and Information Technology.
- The prominent methodology for personnel cost is to determine the percent of time and effort each departmental employee spends supporting non-OF departments based on current salary cost plus the institutional benefit cost average of 43% of salary.
- Utilities – Methodology for utilities was changed in FY2011. The campus has installed meters for electricity, gas, and water at strategic locations provide sub meter readings for buildings and units. The data collected during FY2011 & FY2012 was used to develop a cost allocation for utility costs in FY2013 including a projected 4.5% increase to the base cost. These calculated utility costs will be allocated monthly to the non-Operating Fund units. Actual costs and meter readings will be tracked for two purposes: 1) to prepare for cost allocation in FY2014; and, 2) to calculate actual utility use by unit which could lead to an end-of-year true up of Actuals if indicated.
- Facility Maintenance and Operations is allocated as a Rental Cost - Methodology for Rental charges is to use the CSU M&O Cost for GSF. This cost per GSF (\$10.23 in 2013/14) is multiplied by the GSF occupied by the non-OF department to create a total for utilities. This total Maintenance amount is adjusted by a factor, (0.58 for FY2013/14), so that full cost recovery is not exceeded. The amounts for housekeeping, grounds, trades etc. are allocated back to the appropriate OF department as a chargeback. The total rate is broken into: M&O for buildings, grounds, and custodial, plus administrative cost. Using this methodology allows Facilities to budget for and bill non-OF entities on a monthly basis for routine scheduled maintenance that is provided over a twelve month period. Special projects and unscheduled maintenance will continue to be billed on a monthly basis as using rates included in appendix D1. This business process change is in keeping with the primary objectives of the plan as it reduces the number of internal invoices that accounting will be required to process annually.

### DIRECT COSTS

Direct costs are expenditures initially incurred by the CSU Operating Fund, which can be easily determined and recharged to the Enterprise based upon the actual cost of the goods or services provided for which the CSU Operating Fund must be reimbursed. The recharge of direct costs is often documented by a work order with attached documentation of non-personnel costs. CSU Operating Fund departments that wish to charge for Direct Cost services must have an approved and

published rate (see Appendix D). The exceptions to this are reimbursements for actual costs incurred by one department on behalf of another department.

The rates in Appendix D are based on actual hourly rates for current employees at regular, shift differential, or overtime rates plus benefits. An overhead rate is added for the charge to non-OF departments for administrative and expendable supply costs incurred by the OF department in providing non-OF support.

**CMA Direct Costs included in the OF Cost Allocation Plan:**

- Telephone charges - Methodology for telephone charges is the actual cost of calls from the extension plus a base charge of \$20 per month for the maintenance and operation of the telephone system.
- Shipping and Postage - Methodology for shipping and postage meter costs are to allocate the actual cost back once the charges have been billed to CMA by the vendors.
- Non-OF Maintenance - Methodology for non-OF maintenance projects is to bill OF departments for personnel cost plus cost of materials. Hourly rates are calculated for each trade based on actual salaries for all employees. Vacant positions are added at the minimum market rate. Benefits are added at the institutional average of 43% of salary for regular time and 28% for the additional salary earned for overtime. Non-CSU Operating Fund departments are additionally billed an overhead charge (as a percentage) for OF expendable supplies and administrative oversight. See Appendix D1 for rates.
- Police Services– Methodology is the same as Facilities with the exception of the overtime benefit rate being 52% for regular pay. Any benefit cost for shift premium pay and overtime is calculated at 46%. See Appendix D2 for rates.
- Information Technology– Methodology for hourly rates for categories is the same as Facilities. See Appendix D3 for rates.

**CMA 2013/2014 Cost Recovery Plan**

Recipients of OF services on the California Maritime Academy campus are identified in the definitions section of this document.

The following have been identified as CSU Operating Fund supported facilities, goods, and services that are provided to an Enterprise for which there is (or could be in the future) a cost allocation method. Each of the facilities, goods or services has been categorized as a direct cost or an indirect cost as indicated in the table.

|                        | <b>Direct Cost</b> | <b>Indirect Cost</b> | <b>Notes</b>   |
|------------------------|--------------------|----------------------|--|
| Utilities              | In Test            | Appendix C           | Metering of electricity, gas, and water is in process. |
| Communications         | Current            | NA                   |  |
| Risk Pool              | N/A                | Appendix C           |  |
| Automobile Insurance   | Future             | To be Studied        | Motor Pool Issue.                                      |
| Information Technology | Appendix D3        | Appendix B           |  |
| Police Services        | Appendix D2        | Appendix B           |  |

|                         |               |               |  |
|-------------------------|---------------|---------------|--|
| Parking                 | N/A           | Appendix C    |  |
| Maintenance             | Appendix D1   | Appendix C    | Rent Formula   |
| Non-general Maintenance | Appendix D1   | Appendix B    |  |
| Office Space            | N/A           | Appendix C    | Rent Formula   |
| Garbage/Waste           | To be studied | Appendix C    | Utilities/Rent formula   |
| Motor Pool              | Future        | To be studied | Indirect rate to be studied.                                       |
| Warehousing/Receiving   | Future        | To be studied | Indirect rate to be studied.                                       |
| Printing & Photocopying | In Process    | In Process    | Print Copy Phase I – Students pay for copies has been implemented. |
| Postage/shipping        | Current       | To be studied | Allocation to all departments and indirect rate is being studied.  |
| Financial Services      | N/A           | Appendix B    |  |
| Procurement             | N/A           | Appendix B    |  |
| Human Resources         | N/A           | Appendix B    |  |
| Capital Planning        | To be studied | To be studied |  |
| CMS                     | Appendix D3   | To be studied |  |
|                         |               |               |  |

### **INSTITUTIONAL ADJUSTMENTS**

Institutional adjustments to the calculated allocation amount to any non-OF department can be made by CMA using one or more of the following rationale(s).

1. Charging the calculated rate would result in exceeding full cost recovery by the Operating Fund.
2. Charging the fully calculated rate does not take into consideration the cost offset for services the non-OF department provides to the Operating Fund.
3. Charging the fully calculated rate when the methodology for rate calculation has been modified and results in a significant increase and undue hardship in allocation to the non-OF department.

Institutional adjustments will be documented in the Cost Recovery Plan Summary – Appendix A and further documented in Agency Fund’s and Auxiliary Organization’s Operating Agreements.

### **BILLING PROCEDURES**

Direct costs may be recorded directly by the non-OF department or to the CSU Operating Fund with a charge back to the Enterprise activity or Auxiliary Organization. Indirect costs will be billed in the PeopleSoft and Financial Edge accounting systems.

Indirect Cost Recovery expense will be billed at the beginning of each month based on the annual rate as established in the cost recovery plan and approved by the Chief Fiscal Officer (Vice President for Administration and Finance). Any requested services outside of this agreement can be negotiated for and provided for through separate negotiated agreements.

Direct costs shall be billed as incurred on a monthly basis throughout the year based on the rate sheets in Appendix D.



**SERVICE LEVEL AGREEMENTS (SLA)**

The service level provided by the service providers to the service recipients is documented in appendix E. SLA's are in place for the following areas.

-Fiscal Services

-Procurement and Risk Management

-Human Resources

-Police Services

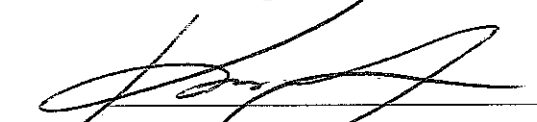
-Facilities Management Services

-Information Technology

**PLAN REVIEW AND APPROVAL**

The Budget Office will update the cost allocation plan each spring. Salary\benefit rates will be updated based on February or March data. Other Indirect Rates will be updated using Current FY costs and /or projections provided by CSU management offices. These rates will be presented to the Cost Recovery Committee for review and discussion, which will result in a recommended Cost Recovery Plan to the CFO. The CFO will review and approve the Cost Recovery Plan for implementation at the beginning of the new Fiscal Year on July 1<sup>st</sup>.

**I have reviewed this Cost Recovery Plan for the 2013/14-year and give my approval to execute the plan as described in these documents and attachments.**

  
Kurtis D. Lohide, CFO

6/11/13  
Date

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## Appendix A 2013-14 (FINAL) CALIFORNIA MARITIME ACADEMY CSU OPERATING FUND COST RECOVERY SUMMARY

| Non GF Entity                               | Type Entity | Financial Operations | Procurement & Risk Mgt. Services | HR Services     | Police Services  | Information Technology | Risk Pool CSURMA | Utilities        | Facilities M & O | CY Total 2013-2014 | CMA Inet. Adjmts. | CY Revised 2013-14 Total | PY Amounts 2012-13 | Current Year +/- \$ | Notes    |
|---|-------------|----------------------|----------------------------------|-----------------|------------------|------------------------|------------------|------------------|------------------|--------------------|-------------------|--------------------------|--------------------|---------------------|----------|
|   |             |                      |                                  |                 |                  |                        |                  |                  |                  |                    |                   |                          |                    |                     |          |
| <b>CSU Operating Trust</b>                  |             | <b>866,897</b>       | <b>146,859</b>                   | <b>659,915</b>  | <b>1,271,741</b> | <b>1,084,466</b>       | <b>462,010</b>   | <b>1,144,953</b> | <b>310,976</b>   | <b>5,637,768</b>   |                   | <b>5,637,768</b>         | <b>4,275,033</b>   | <b>1,562,675</b>    | <b>1</b> |
| ASCMA                                       | Auxiliary   | 11,088               | 2,348                            | -               | 4,398            | 3,483                  | -                | 586              | 642              | 22,505             | -                 | 22,505                   | 18,210             | 4,295               | 2 & 9    |
| Ext. Learn / Maritime Security              | Enterprise  | 47,128               | 8,951                            | 19,396          | 21,514           | 17,484                 | 16,851           | 1,340            | 4,689            | 137,324            | -                 | 137,324                  | 111,000            | 26,324              | 9        |
| Foundation                                  | Auxiliary   | 73,535               | 5,144                            | -               | -                | 12,780                 | -                | -                | -                | 81,459             | -                 | 81,459                   | 66,362             | 25,097              | 9        |
| Conferences & Events                        | Enterprise  | 4,437                | 1,760                            | -               | 6,630            | 426                    | 448              | 6,852            | 12,208           | 31,760             | -                 | 31,760                   | 23,669             | 8,091               | 4        |
| Parking                                     | Enterprise  | 9,372                | 1,028                            | -               | 119,527          | 426                    | 1,934            | 5,982            | 40,000           | 178,269            | (40,000)          | 138,269                  | 131,966            | 6,303               | 5        |
| Housing                                     | Enterprise  | 44,650               | 6,166                            | 5,651           | 86,655           | 25,395                 | 43,658           | 220,249          | 244,870          | 677,503            | -                 | 677,503                  | 634,129            | 43,374              | 6, 7 & 9 |
| Food Services                               | Enterprise  | 44,650               | 4,699                            | 27,010          | 29,303           | 15,475                 | 53,304           | 116,145          | 32,762           | 323,343            | (9,679)           | 313,669                  | 257,566            | 56,103              | 6, 7 & 9 |
| Book Store                                  | Enterprise  | 1,185                | 1,173                            | -               | 10,285           | 1,168                  | 501              | 4,547            | 9,723            | 28,580             | -                 | 28,580                   | 22,204             | 6,376               | 9        |
| Lottery                                     | Enterprise  | 7,442                | 736                              | -               | -                | -                      | 1,130            | -                | -                | 9,308              | -                 | 9,308                    | 9,224              | 84                  | 8        |
| IRA   | Enterprise  | 4,577                | 734                              | -               | -                | -                      | 2,235            | -                | -                | 7,546              | -                 | 7,546                    | 6,837              | 709                 | 8        |
| MARAD Trust                                 | Enterprise  | 6,612                | 1,614                            | -               | -                | -                      | 6,534            | -                | -                | 14,760             | -                 | 14,760                   | 13,642             | 1,118               | 9        |
| Pirates Cove                                | Enterprise  | 4,256                | 1,469                            | 1,619           | -                | 1,058                  | 586              | -                | -                | 8,966              | -                 | 8,966                    | 7,636              | 1,350               | 9        |
| Sailing & Offshore Sailing                  | Enterprise  | 5,165                | 734                              | -               | -                | -                      | 607              | -                | -                | 6,506              | -                 | 6,506                    | 3,773              | 2,733               | 9        |
| Summer Acad. Enrich. Prog.                  | Enterprise  | 2,985                | 734                              | 1,765           | 1,943            | 714                    | 732              | -                | -                | 8,883              | -                 | 8,883                    | 7,078              | 1,805               | 9        |
| <b>Total Allocated Cost 2013/14</b>         |             | <b>267,070</b>       | <b>37,291</b>                    | <b>55,440</b>   | <b>280,266</b>   | <b>76,375</b>          | <b>128,719</b>   | <b>354,682</b>   | <b>344,894</b>   | <b>1,546,737</b>   | <b>(49,679)</b>   | <b>1,497,058</b>         | <b>1,313,296</b>   | <b>183,762</b>      |          |
| <b>Unfunded Institutional Adj</b>           |             | <b>0</b>             | <b>0</b>                         | <b>(40,000)</b> | <b>(40,000)</b>  | <b>(40,000)</b>        | <b>(40,000)</b>  | <b>(40,000)</b>  | <b>(40,000)</b>  | <b>(40,000)</b>    | <b>(40,000)</b>   | <b>(40,000)</b>          | <b>(40,000)</b>    | <b>(40,000)</b>     |          |
| <b>Net Allocated Cost 13/14</b>             |             | <b>267,070</b>       | <b>37,291</b>                    | <b>55,440</b>   | <b>240,266</b>   | <b>76,375</b>          | <b>128,719</b>   | <b>354,682</b>   | <b>344,894</b>   | <b>1,506,737</b>   | <b>(49,679)</b>   | <b>1,457,058</b>         | <b>1,313,296</b>   | <b>183,762</b>      |          |
| <b>Total Allocated Cost 2012-13</b>         |             | <b>242,225</b>       | <b>34,109</b>                    | <b>54,638</b>   | <b>264,594</b>   | <b>126,124</b>         | <b>126,124</b>   | <b>315,318</b>   | <b>326,362</b>   | <b>1,363,370</b>   | <b>(53,969)</b>   | <b>1,313,294</b>         | <b>1,313,294</b>   | <b>1,313,294</b>    |          |
| <b>Unfunded Institutional Adj</b>           |             | <b>(1,000)</b>       | <b>(1,000)</b>                   | <b>(45,076)</b> | <b>(45,076)</b>  | <b>(45,076)</b>        | <b>(45,076)</b>  | <b>(45,076)</b>  | <b>(45,076)</b>  | <b>(50,076)</b>    | <b>(50,076)</b>   | <b>(50,076)</b>          | <b>(50,076)</b>    | <b>(50,076)</b>     |          |
| <b>Net Allocated Cost 12-13</b>             |             | <b>241,225</b>       | <b>34,109</b>                    | <b>54,638</b>   | <b>219,518</b>   | <b>126,124</b>         | <b>126,124</b>   | <b>315,318</b>   | <b>322,362</b>   | <b>1,313,294</b>   | <b>(53,969)</b>   | <b>1,313,294</b>         | <b>1,313,294</b>   | <b>1,313,294</b>    |          |
| <b>Dollar Increase (Decrease)</b>           |             | <b>25,845</b>        | <b>3,182</b>                     | <b>802</b>      | <b>20,748</b>    | <b>76,375</b>          | <b>2,595</b>     | <b>39,364</b>    | <b>22,532</b>    | <b>193,443</b>     | <b>4,280</b>      | <b>183,764</b>           | <b>183,764</b>     | <b>183,764</b>      |          |
| <b>Percentage Increase (Decrease)</b>       |             | <b>10.7%</b>         | <b>9.3%</b>                      | <b>1.5%</b>     | <b>9.5%</b>      | <b>100.0%</b>          | <b>2.1%</b>      | <b>12.5%</b>     | <b>7.0%</b>      | <b>14.7%</b>       | <b>-7.9%</b>      | <b>14.0%</b>             | <b>14.0%</b>       | <b>14.0%</b>        |          |
| <b>Cost Recovery % of Department Budget</b> |             | <b>30.6%</b>         | <b>25.4%</b>                     | <b>8.5%</b>     | <b>28.1%</b>     | <b>5.1%</b>            | <b>23.2%</b>     | <b>31.0%</b>     | <b>13.9%</b>     |                    |                   |                          |                    |                     |          |

Notes: 1 Operating Trust Costs totaling over 5.8 Million are potentially allocable under the OT Cost Allocation Plan for 2013/14 due to addition of Information Technology services.  
2 ASCMA cost allocation cost increase in 2012-13 due primarily to the addition of IT costs.  
3 Foundation costs impacted by increased fiscal reporting and IT cost recovery.  
4 Facility Rental adjustment of \$4K for utilities were eliminated. We are not charging (employee) tenants market rate. Personnel cost expense removed for 2012-13.  
5 Pending institutional adjustment reduced to \$40,000 against the Public Safety services from Permits/fees revenue.  
6 Police cost increase due to POST Staffing.  
7 Utilities estimated based on PY Actuals. Dining charges based on GSF of new Dining Hall with institutional adjustment for utilities in July & August before new Building is open.  
8 Increase primarily due to increased Risk Pool costs for off campus activities.  
9 Increase due to addition of Information Technology Services

**Appendix B**

**2013-14 Operating Fund Departmental Labor Costs Recovery from Non OF Entities**

| Non-OT Fund Rates      |  |                                       |                |                 |                        |                 |                 |   |  |  |
|------------------------|--|---------------------------------------|----------------|-----------------|------------------------|-----------------|-----------------|---|--|--|
| Departments            | OPERATING FUND DEPARTMENTS - Allocation as Determined by percent effort of OF Department Staff on behalf of Non-OF Unit. |                                       |                |                 |                        |                 |                 | Adjustment to Allocation based on Institutional Mission | Amount to be paid by non-Operating Fund Unit for 2013/14 | Amount to be invoiced for at the beginning of each Month |
|                        | Fiscal Services  | Purchasing & Risk Management Services | Public Safety  | Human Resources | Information Technology |                 |                 |   |  |  |
| ASCMA                  | 11,068   | 2,348                                 | 4,398          | -               | 3,483                  | -               | -               | 21,297  | 1,775  |  |
| Ext. Learning / MARSEC | 47,128   | 8,951                                 | 21,514         | 19,396          | 17,454                 | -               | -               | 114,444   | 9,537  |  |
| Foundation             | 73,535   | 5,144                                 | -              | -               | 12,780                 | -               | -               | 91,459  | 7,622  |  |
| Facility Rental        | 4,437  | 1,760                                 | 6,630          | -               | 426                    | -               | -               | 13,252  | 1,104  |  |
| Parking                | 9,372  | 1,028                                 | 119,527        | -               | 426                    | (40,000)        | -               | 90,353  | 7,529  |  |
| Housing                | 44,650   | 6,166                                 | 86,665         | 5,651           | 25,395                 | -               | -               | 168,526   | 14,044   |  |
| Food Service           | 44,650   | 4,699                                 | 29,303         | 27,010          | 15,475                 | -               | -               | 121,137   | 10,095   |  |
| Book Store             | -  | 1,173                                 | 10,285         | -               | 1,166                  | -               | -               | 12,624  | 1,052  |  |
| Lottery Trust          | 7,442  | 736                                   | -              | -               | -                      | -               | -               | 8,178   | 681  |  |
| IRA Trust              | 4,577  | 734                                   | -              | -               | -                      | -               | -               | 5,311   | 443  |  |
| MARAD Trust            | 6,612  | 1,614                                 | -              | -               | -                      | -               | -               | 8,226   | 686  |  |
| Pirates Cove           | 4,256  | 1,469                                 | -              | 1,619           | 1,056                  | -               | -               | 8,400   | 700  |  |
| Sailing                | 5,165  | 734                                   | -              | -               | -                      | -               | -               | 5,899   | 492  |  |
| Summer Bridge          | 2,995  | 734                                   | 1,943          | 1,765           | 714                    | -               | -               | 8,151   | 679  |  |
|                        |  |                                       |                |                 |                        |                 |                 | -   | -  |  |
| <b>TOTALS</b>          | <b>265,885</b>   | <b>37,291</b>                         | <b>280,266</b> | <b>55,440</b>   | <b>78,375</b>          | <b>(40,000)</b> | <b>(40,000)</b> | <b>677,258</b>  | <b>56,438</b>  |  |

NOTES:

## Appendix C

### 2013-14 Operating Fund Department Non Labor Costs Recovery from Non OF Depts.

| Non-OT Fund Rates                 |  |                |                |   |  |  |
|-----------------------------------|--|----------------|----------------|---|--|--|
| Departments                       | OPERATING FUND DEPARTMENTS<br>Allocation determined as follows: Risk pool as percent of institutional funding ; utilities & space rental by GSF occupied times CSU M&O rate adjusted by CMA funding of Facilities Departments. |                |                | Adjustment to Allocation based on Institutional Mission | Amount to be paid by non-CSU Operating Fund Unit for 2013/14 | Amount to be invoiced for at the beginning of each Month |
|                                   | Risk Pool  | Space M & O    | Utilities      |   |  |  |
| ASCSA                             | -  | 642            | 566            | -   | 1,208  | 101  |
| Ext. Learning \ MARSEC Foundation | 16,851   | 4,689          | 1,340          | -   | 22,880   | 1,907  |
| Facility Rental                   | 448  | 12,208         | 5,852          | -   | 18,507   | 1,542  |
| Parking                           | 1,934  | 40,000         | 5,982          | -   | 47,916   | 3,993  |
| Housing                           | 43,858   | 244,870        | 220,249        | -   | 508,977  | 42,415   |
| Food Service                      | 53,304   | 32,762         | 116,145        | -   | 202,211  | 16,851   |
| Book Store                        | 501  | 9,723          | 4,547          | -   | 14,771   | 1,231  |
| Lottery Trust                     | 1,130  | -              | -              | -   | 1,130  | 94   |
| IRA Trust                         | 2,235  | -              | -              | -   | 2,235  | 186  |
| MARAD Trust                       | 6,534  | -              | -              | -   | 6,534  | 544  |
| Pirates Cove                      | 586  | -              | -              | -   | 586  | 49   |
| Sailing                           | 607  | -              | -              | -   | 607  | 51   |
| Summer Bridge                     | 732  | -              | -              | -   | 732  | 61   |
| <b>TOTALS</b>                     | <b>128,719</b>   | <b>344,894</b> | <b>354,682</b> | <b>-</b>  | <b>828,295</b>   | <b>69,025</b>  |

NOTES: Utility costs are based on FY2011 actual costs using campus meter readings projected with minor increase for FY2012.

# Appendix D1

## Facilities Maintenance and Operations Labor Rates

| 2013-14 Cost Recovery Rates                                    |   |   |   |  |  |  |
|--|---|---|---|--|--|--|
| Operating Fund Labor Rates                                     |   |   | Non-Operating Fund Labor Rates                    |  |  |  |
| CMA Trade Services<br>Average Hourly Rate by<br>Classification | Regular Time Rate                                 |   | Overtime Rate                                     | Regular Time Rate  |  | Overtime Rate  |
|  | Non-maintenance work for Opr.<br>Fund Departments | Non-maintenance work for Opr.<br>Fund Departments | Non-maintenance work for Opr.<br>Fund Departments | Maintenance work for non-Opr.<br>Fund Departments + Overhead | Maintenance work for non-Opr.<br>Fund Departments + Overhead | Maintenance work for non-Opr.<br>Fund Departments + Overhead |
| Chief Engineer   | 50.28   |   | 72.17   | 58.32  |  | 83.70  |
| Stationary Engineer  | 42.43   |   | 60.90   | 49.21  |  | 70.63  |
| Maintenance Mechanic   | -   |   | -   | -  |  | -  |
| Electrician  | 44.20   |   | 63.44   | 51.26  |  | 73.57  |
| Carpenter  | 41.95   |   | 60.21   | 48.65  |  | 69.83  |
| Painter  | 39.76   |   | 57.06   | 46.11  |  | 66.18  |
| Motor Pool Services  | 44.00   |   | 63.15   | 51.03  |  | 73.24  |
| Warehouse Services   | 29.82   |   | 42.81   | 34.59  |  | 49.65  |
| Grounds  | 27.81   |   | 39.91   | 32.25  |  | 46.28  |
| Custodial  | 21.42   |   | 30.74   | 24.84  |  | 35.65  |
| Overhead = 15.97%  |   |   |   |  |  |  |

**Appendix D2**

**Police Services Labor Rates**

| <b>2013-14 Cost Recovery Rates</b>            |   |   |                                       |  |  |
|---|---|---|---------------------------------------|--|--|
| <b>Operating Fund Labor Rates</b>             |   |   | <b>Non-Operating Fund Labor Rates</b> |  |  |
|   | <b>Regular Time Rate</b>                          | <b>Overtime Rate</b>                              |                                       | <b>Regular Time Rate</b>   | <b>Overtime Rate</b>   |
|   | <b>Non-routine work for Opr. Fund Departments</b> | <b>Non-routine work for Opr. Fund Departments</b> |                                       | <b>Non-routine work for non-Opr. Fund Departments + Overhead</b> | <b>Non-routine work for non-Opr. Fund Departments + Overhead</b> |
| <b>Police/Safety Officers</b>                 |   |   |                                       |  |  |
| <b>Average Hourly Rate per Classification</b> |   |   |                                       |  |  |
| <b>Safety Officer - Day Shift</b>             | \$ 33.55  | \$ 64.51  | \$                                    | \$ 37.24   | \$ 71.61   |
| <b>Safety Officer - Evening Shift</b>         | \$ 35.15  | \$ 66.12  | \$                                    | \$ 39.02   | \$ 73.39   |
| <b>Safety Officer - Night Shift</b>           | \$ 37.97  | \$ 67.33  | \$                                    | \$ 42.15   | \$ 74.74   |
| <b>Police Officer - Day Shift</b>             | \$ 45.87  | \$ 100.43   | \$                                    | \$ 50.92   | \$ 111.47  |
| <b>Police Officer - Evening Shift</b>         | \$ 47.70  | \$ 102.25   | \$                                    | \$ 52.94   | \$ 113.50  |
| <b>Police Officer - Night Shift</b>           | \$ 50.91  | \$ 103.64   | \$                                    | \$ 56.51   | \$ 115.04  |
| <b>Overhead Rate = 9.6%</b>                   |   |   |                                       |  |  |

**Appendix D3**  
**Information Technology Labor Rates**

|   |   | <b>2013-14 Cost Recovery Rates</b>                |   |  |  |
|---|---|---|---|--|--|
|   |   | <b>Operating Fund Labor Rate</b>                  |   | <b>Non-Operating Fund Labor Rates</b>                            |  |
| <b>Information Technology Labor Rates</b> | <b>Average Hourly Rate per Classification</b> | <b>Regular Time Rate</b>                          | <b>Overtime Rate</b>                              | <b>Regular Time Rate</b>   | <b>Overtime Rate</b>   |
|   |   | <b>Non-routine work for Opr. Fund Departments</b> | <b>Non-routine work for Opr. Fund Departments</b> | <b>Non-routine work for non-Opr. Fund Departments + Overhead</b> | <b>Non-routine work for non-Opr. Fund Departments + Overhead</b> |
| Help Desk                                 | \$  | 33.18   | \$ 47.62  | \$ 37.64   | \$ 54.03   |
| PeopleSoft Support                        | \$  | 60.87   | \$ 87.37  | \$ 69.06   | \$ 99.12   |
| Network                                   | \$  | 48.99   | \$ 70.32  | \$ 55.58   | \$ 79.78   |
| Special Projects                          | \$  | 42.55   | \$ 61.07  | \$ 48.27   | \$ 69.29   |
| <b>Overhead Rate = 13.45%</b>             |   |   |   |  |  |

## APPENDIX E

### SERVICE LEVEL AGREEMENTS GENERAL PROVISIONS

This business Service Level Agreement describes the services to be provided by the Cal Maritime Service Providers and its Service Recipients pursuant to the Cal Maritime annual Cost Recovery Plan. Each Service Recipient is entitled to receive these services in return for the fees authorized and agreed to in the Cost Recovery Plan.

#### TERMS AND CONDITIONS

1. Terms: The services under this Agreement shall commence on July 1 of each year, upon approval of the campus Cost Recovery Plan, and terminate on June 30 of the subsequent year, unless terminated by choice as set forth in Sections 9 and 10 below. The charge for these services will be set forth in the annual Cost Recovery Plan as approved by the campus CFO.
2. Nature and Scope of Services. The University will provide to its non-Operating Trust Service Recipients the services outlined in this Service Level Agreement.
3. Indemnification and Save Harmless. The University assumes no management responsibility for day-to-day operations of its Service Recipients.

In this regard, all service recipients agree to indemnify, hold harmless, and defend the University from, and the University assumes no responsibility or obligation for, any and all loss, damage or liability that may be suffered or incurred by Service Recipients that may be caused by or arising out of or in any way connected with performance of the University.

4. Fee for Services. In consideration of the services provided by the University under this Agreement, the Service Recipient shall pay the University the amount approved per the CMA Cost Recovery Plan. This amount will be reviewed and adjusted annually. Payments will be recovered in 12 equal monthly payments.
5. Primary contacts. In order to simplify the coordination needed to carry out the services to the fullest, the Cost Recovery Committee shall serve as the primary contact to amend or resolve major issues concerning this Agreement:
6. Dispute Resolution. The parties will make a good faith effort to resolve any disputes concerning the interpretation or performance of this Agreement. If the parties cannot resolve the dispute, either party may submit the dispute to the Cost Recovery Committee for resolution, which resolution shall occur within thirty (60) business days of submission.
9. Agreement Modification. Any modifications to this Agreement must be in writing and signed by the university CFO, Service Recipients and Service Providers.
10. Termination. Either party may terminate this Agreement for good cause, and with the CFO's consent, upon sixty-day (60) written notice to the other party. The University shall calculate the amount owed by the service recipient through the date of termination based upon the fee structure specified in this contract to include any reasonable itemized closeout costs.



11. Notices Required by Agreement. Any notice required by this Agreement shall be deemed given when made in writing and personally delivered by courier, deposited with the United States Postal Service by certified or registered mail, return receipt requested, or by facsimile transmission addressed as follows:

California Maritime Academy  
Chief Financial Officer  
200 Maritime Academy Drive  
Vallejo, CA 94590  
(707) 654-1042 fax

12. Binding on Successors. This Agreement shall inure to the benefit and shall be binding upon the legal representatives, successor-in-interest, and assigns of the parties hereto.
13. Sole Agreement. This document, together with the exhibits appended hereto and other materials referenced herein, constitutes the sole agreement of the parties on the subject matter hereof, and any prior understandings or agreements, written or oral, are of no effect. This Agreement may not be amended or modified except in writing signed by the parties.
14. Assignment. Except as may be provided elsewhere in this Agreement, this Agreement shall not be assigned by either party, except upon the written approval of the other party.
15. Severability. Each provision of this Agreement is severable, and if any provision is held to be invalid or unenforceable, the remainder of the provisions shall remain in effect.
16. Choice of Law and Venue. This Agreement shall be construed under the laws of the State of California, and venue in any action to enforce this Agreement shall be in Solano County, California.
17. Force Majeure. Neither party shall be responsible for losses resulting from the failure to perform any terms or provisions of this Agreement if the failure is attributable to natural phenomena, fire, disorder, or other condition beyond the reasonable control of the party whose performance is impaired thereby, and which, by the exercise of reasonable diligence, such party is unable to prevent, provided, however, that monies payable at the time of such circumstance shall be payable as required by this Agreement.

## SERVICE LEVEL AGREEMENT

### Fiscal Services

| <u>FUNCTION</u>                                | <u>CMA</u> | <u>SERVICE<br/>RECIPIENTS</u> |
|--|------------|-------------------------------|
| <b>1. Accounts Payable</b>                     |            |                               |
| Vendor payments                                | X          |                               |
| Check distribution                             | X          |                               |
| Data entry                                     | X          |                               |
| Statement reconciliation                       | X          |                               |
| Purchase order preparation                     | X          | X                             |
| Travel claims                                  | X          |                               |
| Procurement, bidding                           | X          | X                             |
| Storage of documents                           | X          | X                             |
| Payment authorization (verification)           | X          | X                             |
| Check production                               | X          |                               |
| Check signing control                          | X          |                               |
| Provide timely account transaction information | X          | X                             |
| <b>2. Cashiering</b>                           |            |                               |
| Cash deposits & receipt issuance               | X          |                               |
| Posting cash to system                         | X          |                               |
| Deposit reconciliation & balancing             | X          |                               |
| Banking services                               | X          |                               |
| Provide timely account transaction information |            | X                             |
| <b>3. Accounts Receivable</b>                  |            |                               |
| Billing  | X          |                               |
| Collection                                     | X          |                               |
| Deposits                                       | X          |                               |
| Account analysis & aging                       | X          |                               |
| Write offs/authorizations                      | X          | X                             |
| Provide timely account transaction information |            | X                             |
| <b>4. Fixed Asset Reporting</b>                |            |                               |
| Subsidiary accounting                          | X          |                               |
| Depreciation reporting                         | X          |                               |
| Physical inventory and reconciliation          | X          | X                             |

**SERVICE LEVEL AGREEMENT**  
**Fiscal Services**

| <b>FUNCTION</b>                                    | <b>SERVICE PROVIDER</b> | <b>RECIPIENT</b> |
|--|-------------------------|------------------|
| <b>5. Accounting &amp; General Ledger System</b>   |                         |                  |
| Control of input, document flow                    | X                       |                  |
| Preparation of journals                            | X                       |                  |
| Authorization for processing                       | X                       | X                |
| Bank reconciliation                                | X                       |                  |
| Account analysis & reconciliation                  | X                       | X                |
| Financial reporting                                |                         |                  |
| Monthly operating reports                          | X                       |                  |
| Balance sheets                                     | X                       |                  |
| Financial analysis to users                        | X                       | X                |
| Investment of surplus funds                        | X                       |                  |
| <b>6. Insurance</b>                                |                         |                  |
| Property and liability (procurement)               | X                       |                  |
| Risk management                                    |                         | X                |
| Workers Compensation reporting<br>and management   | X                       | X                |
| General insurance matters                          |                         | X                |
| Safety inspection and training                     | X                       | X                |
| <b>7. Legal Matters</b>                            |                         | X                |
| <b>8. Annual Audit (cost for University staff)</b> | X                       |                  |
| Implementation of management letter                |                         | X                |
| Response to Audit Findings                         |                         | X                |
| <b>9. Signature Authority to Expend Funds</b>      |                         | X                |
| <b>10. ATM</b>                                     |                         |                  |
| Load Cash  | X                       |                  |
| Security Costs                                     |                         | X                |

## **SERVICE LEVEL AGREEMENT**

### **Procurement Services and Enterprise Services and SPEL**

This Agreement is made between the California Maritime Procurement Services department (hereinafter called Procurement) and Enterprise Services department of the California Maritime Academy, and Special Projects and Extended Learning, hereinafter called SPEL.

#### **Purpose**

The purpose of this Service Agreement is to set forth the terms and conditions under which Enterprise Services and SPEL and Cal Maritime Procurement cooperate to ensure a safe, secure, and healthy environment at non-GF departments including Housing, Dining (Food) Services, Conference & Event Services (Facility Rentals), and the Bookstore. The administrator for the non-GF departments is Executive Director of Enterprise Services, and the Dean of SPEL.

#### **Functions Procurement agrees to provide:**

Procurement Cards (Pro Cards)

Purchase Orders

Acquisition of all commodities and services including Public Works projects

Review requisitions

Recommend acquisition methods in accordance with CMA procurement policy.

Commodity requisition details to vendors

Review open orders and close out encumbrances as needed

Participate in project planning prior to acquisition

Manage Credit Cards in accordance with procurement Policy

#### **Projects**

The Project Request Form is used when Procurement Services that require additional time and research are needed, such as issuing an RFP and all actions related to that. Projects are billed to the Enterprise based on the Labor Rates for Procurement included in the Cost Recovery Plan.

#### **Functions Provided by Enterprise Services and SPEL**

Business functions and special considerations of each department

Current directors contact names and numbers

Hours of operation and contact information

Adhere to Procurement policies and procedures

## **SERVICE LEVEL AGREEMENT**

### **Risk Management and Enterprise Services and SPEL**

This Agreement is made between the California Maritime Risk Management department (hereinafter called Risk Management) and Enterprise Services department of the California Maritime Academy and Special Projects and Extended Learning, hereinafter called SPEL.

#### **Purpose**

The purpose of this Service Agreement is to set forth the terms and conditions under which Enterprise Services and SPEL and Cal Maritime Risk Management cooperate to ensure a safe, secure, and healthy environment at non-GF departments including Housing, Dining (Food) Services, Conference & Event Services (Facility Rentals), and the Bookstore. The administrator for the non-GF departments is Executive Director of Enterprise Services.

#### **Functions Risk Management agrees to provide:**

General liability coverage for all employees

Property coverage

Auto liability coverage

Industrial Leave

Workers Compensation coverage

*The above insurance services are provided by Cal Maritime's participation in CSURMA.*

Risk Assessment

Interface with entities

Contract review at campus level prior to submittal to CO Legal

#### **Functions Provided by Enterprise Services and SPEL**

Business functions and special considerations of each department

Current directors contact names and numbers

Hours of operation and contact information

## **SERVICE LEVEL AGREEMENT**

### **Human Resources and Enterprise Services and SPEL**

This Agreement is made between the California Maritime Human Resources department (hereinafter called HR) and the Enterprise Services department of The California Maritime Academy and Special Projects and Extended Learning, hereinafter called SPEL

#### **Purpose**

The purpose of this Service Agreement is to set forth the terms and conditions under which Enterprise Services and SPEL and Cal Maritime HR cooperate to ensure a safe, secure, and healthy environment at non-GF departments including Housing, Dining (Food) Services and Conferences & Events (Facility Rental). The administrator for the non-GF departments is the Executive Director of Enterprise Services and SPEL Dean.

#### **Functions HR agrees to provide:**

- Payroll processing
- Recruitment
- Hiring process services
- Guidance to supervisors on employee relations issues
- Labor Relations
- Benefits management
- Access to HR training and employee information seminars

#### **Functions Provided by Enterprise Services and SPEL**

- Business functions and special considerations of each department
- Timesheets
- Current directors contact names and numbers
- Hours of operation and contact information

## **SERVICE LEVEL AGREEMENT Police Services and ASCMA and SPEL**

This Agreement is made between the California Maritime **Police Services** department (hereinafter called Police Services) and **ASCMA** of The California Maritime Academy (hereinafter called Auxiliary Services) an auxiliary enterprise organization and Special Projects and Extended Learning, hereinafter called SPEL

### **Purpose**

The purpose of this Service Agreement is to set forth the terms and conditions under which Cal Maritime Associated Students of Cal Maritime Academy and SPEL and Cal Maritime Police Services cooperate to ensure a safe, secure, and healthy environment for the students. The administrator ASCMA is the president of ASCMA, and SPEL Dean.

#### Routine services:

Patrol ASCMA and SPEL locations and student activities  
Respond to requests for assistance  
Provide monetary escorts and alarm response for the ATM  
Respond to requests for emergencies  
Provide directions  
Event parking signage  
Refer to the Calendar of Events at [www.csum.edu](http://www.csum.edu)  
Provide timely reports on incidents, emergencies or general areas of concern

#### By Appointment:

Crime prevention training  
Fire safety checks  
Hall meetings

#### Chief of Police to attend meetings and coordinate with Police Services and ASCMA executive staff

Topics include range of authority; threshold for involvement; when to contact Police Services; what is a 'civil stand-by'; special event coordination, and the duties and responsibilities of the Police or other topics as requested by ASCMA.

#### ASCMA and SPEL agrees to:

Maintain accurate event information on campus Calendar of Events  
Provide contact name and number of ASCMA executive leadership and large event coordinator  
State protocol for contacting after hours  
Provide hours of events and contact information for emergencies

## **SERVICE LEVEL AGREEMENT**

### **Police Services and Housing**

This Agreement is made between the California Maritime **Police Services** department (hereinafter called Police Services) and **Enterprise Services** of The California Maritime Academy (hereinafter called Enterprise Services).

#### **Purpose**

The purpose of this Service Agreement is to set forth the terms and conditions under which Enterprise Services and Police Services cooperate to ensure a safe, secure, and healthy environment at the RESIDENCE HALLS AND TSGB. The administrator for the Residence Halls and TSGB as regards Housing is the Executive Director of Enterprise Services.

#### Routine services performed by Police Services:

Walkthrough halls and exterior of buildings once a day and at night  
Upper Res Hall smoke shack  
Walk about of TSGB dock, pier  
After hours lockouts  
Assist with move-in and move-out  
Fire watch when a system goes down for up to 24 hours for 5 days, after such time watch becomes a project subject to an agreement  
Monitor loading dock- security checks and parking enforcement  
Monetary escort upon request  
Recommend improvements for safety and welfare  
Respond to incidents and associated investigation  
Security Assessments  
Situational meetings with Housing Pro Staff and resident(s)  
Provide timely reports on incidents, emergencies or general areas of concern

#### By Appointment:

Crime prevention training      Fire safety checks      Hall meetings

#### Chief Richard to Convene an orientation session with Police Services and Housing

Topics include range of authority; threshold for involvement; when to contact Police Services; what is a 'civil stand-by'; and the duties and responsibilities of the Director of Housing, Resident Life Coordinator (RLC), Resident Assistant ( RA), and resident student.

#### Housing agrees

Provide current contact names and numbers of Pro Staff – Director, RLC  
Provide current contact names and numbers of RAs  
Provide current EMERGENCY contact names and numbers  
Protocol for contacting after hours  
Roles and responsibilities of Director, RLC and RA; Hours of duty and contact information

This list is a guide and does not claim to be a comprehensive, all inclusive list of services provided. Circumstances and events dictate level and depth of service and associated charges for such service.



## **SERVICE LEVEL AGREEMENT**

### **Police Services and Dining Services**

This Agreement is made between the California Maritime **Police Services** (hereinafter called Police Services) and **Enterprise Services** of The California Maritime Academy (hereinafter called Enterprise Services).

#### **Purpose**

The purpose of this Service Agreement is to set forth the terms and conditions under which Enterprise Services and Police Department cooperate to ensure a safe, secure, and healthy environment at the DINING HALL and Morrow Cove Café located in the Student Center.

#### Routine services:

Walkthrough interior and exterior of buildings

After hours lockouts

Fire watch when a system goes down for up to 24 hours for 5 day, after such time watch becomes a Project subject to an agreement

Monitor loading dock security checks and parking enforcement

Monetary escort upon request

Recommend improvements for safety and welfare

Respond to incidents and associated investigation

Security Assessments

Situational meetings with Dining Services managers and staff

Provide timely reports on incidents, emergencies or general areas of concern

#### By Appointment:

Crime prevention training

Fire safety checks

#### Chief of Police to convene an orientation session with Police Services and Dining

Topics include range of authority; threshold for involvement; when to contact Public Safety; what is a 'civil stand-by'; special event coordination, and the duties and responsibilities of each department.

#### Dining Services agrees to:

Hours of operation

Provide current contact names and phone numbers of managers

Provide current EMERGENCY contact names and phone numbers

Protocol for contacting after hours

Roles and responsibilities of Director, managers

## **SERVICE LEVEL AGREEMENT**

### **Police Services and Conference & Events**

This Agreement is made between the California Maritime **Police Services** department (hereinafter called Police Services) and **Enterprise Services** of The California Maritime Academy (hereinafter called Enterprise Services).

#### **Purpose**

The purpose of this Service Agreement is to set forth the terms and conditions under which Cal Maritime Auxiliary Services and Cal Maritime Police Services cooperate to ensure a safe, secure, and healthy environment ON CAMPUS for Outside Group(s) renting Facilities. The administrator for the Conference & Events Services (Facility Rentals) is the Executive Director of Auxiliary Services.

#### Routine services:

- Patrol buildings daily
- Respond to requests for assistance
- Respond to requests for emergencies
- Provide directions
- Event parking signage
- Refer to the Calendar of Events at [www.csum.edu](http://www.csum.edu)
- Provide timely reports on incidents, emergencies or general areas of concern

#### Conference & Event Service agrees to:

- Maintain accurate event information on campus Calendar of Events
- Provide contact name and number of event leader
- State protocol for contacting after hours
- Provide hours of events and contact information for emergencies

This list is a guide and does not claim to be a comprehensive, all inclusive list of services provided by Police Services and Conference & Event Services (Facility Rental). Circumstances and events dictate level and depth of service and associated charges.

## **SERVICE LEVEL AGREEMENT**

### **Facilities Management Services and Enterprise Services**

The purpose of this Service Agreement is to set forth the terms and conditions under which the Cal Maritime **Facilities Management Services** and **Enterprise Services** cooperate to ensure a safe, secure, and healthy environment at non-GF departments including Housing, Dining (Food) Services, Conference & Event Services (Facility Rentals), and the Bookstore and Uniform Annex. The administrator for the non-GF departments is Executive Director of Enterprise Services.

### **Functions Facilities Management Services agrees to provide:**

#### **Routine services**

Advance notification of interruptions of service

Building Trades

Plumbing

Electrical

Lock smith

Pest control

Painting

Preventive Maintenance schedule

Custodial Services

Deliveries

Grounds Services

Scheduled and routine

Protocol for contacting after hours

Respond to requests for assistance

Respond to requests for emergencies

Scheduled Planned and Preventive Maintenance

Timely reports on incidents, emergencies or general areas of concern

Utility use reports

Work Order system for repair requests

Current EMERGENCY contact names and numbers

### **Project Services**

The Project Request Form (under construction) is used to initiate a project request.

### **Functions Provided by Enterprise Services**

Business functions and special considerations of department

Hours of operation and contact information

Work order system

Current EMERGENCY contact names and numbers

Protocol for contacting after hours    Protocol for access to student rooms

This list is a guide and does not claim to be a comprehensive, all inclusive list of services provided by Facilities. Circumstances and events dictate level and depth of service and associated charges for such service.

# **SERVICE LEVEL AGREEMENT**

## **Information Technology**

The purpose of this Service Agreement is to set forth the terms and conditions under which the Cal Maritime **Information Technology** and **Enterprise Services, Cal Maritime Foundation** and **SPEL** cooperate to ensure a safe, secure, and healthy environment at non-GF departments including Housing, Dining (Food) Services, Conference & Event Services (Facility Rentals), and the Bookstore and Uniform Annex. The administrator for the non-GF departments is Executive Director of Enterprise Services, VP for Advancement, and the SPEL Dean.

## **Information Technology**

IT provides secure, reliable and stable network and digital services to support the Academy's business practices, enterprise activities, and its central work of learning, discovery, and engagement.

Top functional categories IT agrees to provide:

1. Help Desk
  2. Server administration
  3. Network Maintenance and Support
  4. PeopleSoft Support and Integration
  5. Application security administration
  6. Information Security and Payment Card Industry (PCI) compliance review
  7. Telecommunications
- Basic services –
    - Computer support and maintenance
    - PeopleSoft application and backend support
    - Network support
    - Database administration for all locally hosted applications
    - Application security for various products, including but not limited to, PeopleSoft, BlackBoard, CASHNet, Raisers Edge, Financial Edge, and 25Live
    - Authentication services (single-sign on and user login)
    - Information Security, identifying all confidential information, and ensuring proper oversight and procedures are in place for compliance with CSU, state and federal regulations
    - Payment Card Industry compliance review, identifying all areas credit card information is handled and ensuring that the PCI standards are being adhered to
    - Total phone support, both on-campus desk phones and university owned cellular devices
    - Printer support and integration
    - Support for other systems on campus, such as one-card related devices

Projects - any projects on the campus that interact in any of the noted "Basic Services" listed above

Inventory – All university owned computers are eligible for basic IT support and maintenance. This also includes printers and other technical devices

Prioritize the key areas IT serves – IT serves all administrative areas, all instructional spaces, the campus data centers (SIM Center shares some responsibility for their co-located systems), Housing, TSGB, all telecom locations, Felton houses, and any other administrative space that requires technology support.