



Volume

1

DEPARTMENT OF PERSONNEL & ADMINISTRATION

Capitol Complex Facilities / July 2006

TENANT HANDBOOK

**DEPARTMENT OF PERSONNEL &
ADMINISTRATION**

Tenant Handbook

Division of Central Services

1525 Sherman Street, B-15 Denver, CO 80203

Phone (303) 866-4357 – Fax (303) 866-2470

Table of Contents

Contents Page		<u>CHAPTER 3</u>	
		<i>Emergency Procedures</i>	
Welcome Letters		Building Tenant Plan	17
		Capitol Complex Plan	17
<u>CHAPTER 1</u>		<u>CHAPTER 4</u>	
<i>Complex Overview</i>		<i>Life & Fire Safety</i>	
Statutory Authority	1	Occupant Safety Program	18
Capitol Complex Properties	2	Tenant Responsibilities	18
Contact Information	5		
<u>CHAPTER 2</u>		<u>CHAPTER 5</u>	
<i>Services Provided</i>		<i>Energy Management</i>	
Work Control Center	7	Energy Performance	
Tenant Relations	8	Contract	19
Tenant Improvements	9	Greening Government	20
Security and Access	11		
Housekeeping	12		
Routine Maintenance	13		
Grounds	14		
Utilities	14		
Appliance Usage	15		
Surplus	15		

State of Colorado



Bill Ritter, Jr.
Governor

Rich Gonzales
Executive Director

Jennifer Okes
Deputy Executive Director

DPA

Department of Personnel
& Administration

Executive Office
633 17th Street, Suite 1600
Denver, Colorado 80202
Phone (303) 866-6566
Fax (303) 866-6569
www.state.co.us/dpa

December 5, 2007

A MESSAGE FROM THE EXECUTIVE DIRECTOR

Please accept this Tenant Handbook on behalf of DPA and the dedicated members of the Capitol Complex (Division of Central Services). This reference manual will assist you in better navigating the complex and all available services. It is with the utmost pride in the many workers of the Complex that we present this handbook for your personal use.

It is with the utmost pride in the many workers of the Complex that we present this handbook for your personal use.

Sincerely,

Rich Gonzales

State of Colorado



Bill Ritter, Jr.
Governor

Rich Gonzales
Executive Director

Scott Madsen
Division Director

DPA

Department of Personnel
& Administration

Division of Central Services
633 17th Street, Suite 1600
Denver, Colorado 80202
Phone (303) 866-5533
Fax (303) 866-2102
www.colorado.gov/dpa/dcs

December 5, 2007

Dear Building Tenant,

There are times when our tenants need to have a handy and quick reference at their side in order to guide them through the task of who to contact for building services and requests. We have heard your requests and in response, I would like to personally welcome you to the first edition of the new "Tenant Handbook". As you will see, this Handbook contains an abundance of information about issues facing all tenants including safety issues.

This informational Handbook is meant to compliment the personal tenant relations we now have in place and it is my belief is that it will serve you well for years to come. Because this guide is meant for you, our valued tenants, we would like to hear from you if there are issues you would like included in future revisions.

I look forward to continuing to work with you and the Capitol Complex team in making our buildings an environment in which you enjoy working.

Sincerely,

Scott Madsen, Director
Division of Central Services

State of Colorado



Bill Ritter, Jr.
Governor

Rich Gonzales
Executive Director

Jennifer Okes
Deputy Executive Director

Scott Madsen
Division Director

Frank Lombardi
Manager

DPA

**Department of Personnel
& Administration**

**Division of Central Services
Capitol Complex Facilities**
1525 Sherman Street, #B-15
Denver, Colorado 80203
Phone (303)-866-4357
Fax (303) 866-2470
www.colorado.gov/dpa/dcs

December 5, 2007

Capitol Complex Tenants,

It is with great joy that we welcome you to the first edition of the new "Tenant Handbook" for the Capitol Complex.

This handbook has the information that you, the tenant, will come to appreciate. The many pages have not only the Capitol Complex contacts, but also, many pertinent definitions about the overall management of the complex and how it relates to the many State owned buildings.

It is our desire that you become personally familiar with this handbook, as it is designed to answer all of your questions. Your input is most important to us and we welcome your suggestions. We look forward to making sure that all of our tenants are taken care of in a most expedient manner when it comes to enjoying a pleasurable working atmosphere.

Sincerely,

Frank Lombardi
Property Manager

Greg McClintock
Asst. Property Manager

Capitol Complex Overview

Statutory Authority Program

Capitol Complex is responsible for the routine maintenance of buildings pursuant to Federal/State Statutory and other authority and can be found in sections; 24-1-136.5; 24-82-101; 24-82-102; 24-82-103; 24-30-1303; 18-9-117 CRS (combined with 24-82-101).

Capitol Complex Facilities is a full service, property management business. The Property Maintenance program is responsible for providing routine building maintenance including HVAC,¹ plumbing, electrical, elevators, lights, general maintenance and building security, among a variety of other services.

Building Audits: Building audits are performed to determine the condition of the buildings and to acquire monies for Capitol Constructions and controlled maintenance projects. The audit team consists of Capitol Complex employees who, while conducting an audit, evaluate all aspects of the building including mechanical and electrical systems, elevators, and plumbing, etc.

Building Hours: The normal building hours of operations are from 7:00 a.m. to 5:00 p.m., Monday through Friday except legal holidays.

NOTE – The Lessee shall have the right, with a minimum 48 hours advance written notice, to request services for HVAC, lighting and electricity to all or a portion of the Premises after the hours specified above. Lessor may charge Lessee for Lessor’s actual costs incurred for use of the HVAC after normal Building hours.

Routine Maintenance: These services receive rent from tenant Capitol projects that are funded through the agencies. (A description of these services can be found in Chapter 2.) Funding directly from Legislature is not included in base rent.

Work Request Form: The *Work Request and Cost Estimation Form* for non-routine maintenance, tenant remodel or construction is available on the State DPA web site at <http://www.colorado.gov/dpa/>. Select the Central Services button and then the Capitol Complex button and scroll down to locate the form. Please complete and submit it as directed on

the Request form. The Assistant Property Manager, Greg McClintock, will review and further process the form.

“Maintenance Driven” is defined as those projects arising out of the deterioration of a facility’s physical and functional condition, including site and infrastructure, and the inability to comply with current codes and energy conservation. These types of requests would be considered **Controlled Maintenance**.

“Program Driven” is defined as those projects arising out of an agency’s need to create, expand, or alter a program due to growth, advances in technology or changes in methods or program delivery. Requests addressing physical space requirements needed to accommodate particular functions, such as those traditionally included in facility programs would constitute a “Program Driven” request and therefore would be considered **Capitol Construction**. The agencies pay rent as stipulated in the Inter-Agency leases, which are automatically renewed on a yearly basis.

Capitol Complex Properties

State Capitol Building

- 200 E. Colfax, Denver, Colorado 80203
268,086 Gross Square Feet
Tenants: Governor’s Office, Lt. Governor’s Office, General Assembly, State Treasurer, Department of Human Services (Business Enterprise-Cafeteria), Department of Personnel & Administration and the Department of Public Safety

Centennial Building

- 1313 Sherman St., Denver, Colorado 80203
201,746 Gross Square Feet
Tenants: Department of Natural Resources, Department of Personnel & Administration, Department of Local Affairs and the Department of Human Services (Business Enterprise-Cafeteria)

State Services Building

- 1525 Sherman, Denver, Colorado 80203
201,746 Gross Square Feet
Tenants: Department of Personnel & Administration, Department of Law, Department of Human Services (Business Enterprise-Cafeteria) and the Department of Education (Exceptional Student Unit)

Human Services Building

- 1575 Sherman, Denver, Colorado 80203
145,370 Gross Square Feet
Tenants: Department of Human Services

State Office Building

- 201 E. Colfax, Denver, Colorado 80203
78,115 Gross Square Feet
Tenants: Department of Education

Legislative Services Building

- 200 E. 14th Ave., Denver, Colorado 80203
59,301 Gross Square Feet
Tenants: General Assembly, Department of Personnel & Administration and State Auditors

Capitol Annex Building

- 1375 Sherman Street, Denver, Colorado 80203
114,720 Gross Square Feet
Tenants: Department of Revenue and the Department of Human Services
(Business Enterprise-Cafeteria)

Power Plant Building

- 1341 Sherman Street, Denver, Colorado 80203
49,751 Gross Square Feet
Tenants: State Patrol

Executive Mansion

- 400 E. Eighth Ave., Denver, Colorado 80203
26,413 Gross Square Feet
Tenants: Governor's Residence

Woodward House (Archives Building)

- 1530 Sherman Street, Denver, Colorado 80203
10,327 Gross Square Feet
Tenants: Vacant

Health Care Policy and Finance

- 1570 Grant St, Denver, Colorado 80203
Gross Square Feet
Tenants: Department of Health Care Policy and Finance and the Wellness Center

The North Campus includes:

- Three industrial and office buildings (North, East and West buildings)
1001 E. 62nd Ave., Denver, Colorado 80216
100,588 Gross Square Feet
Tenants: Community College of Denver, Department of Personnel & Administration,
Department of Revenue and the Department of Labor and Employment

The West Campus includes:

- Dale Tooley Building
690 Kipling Street, Lakewood, Colorado 80215
67,035 Gross Square Feet
Tenants: Department of Public Safety and the Department of Personnel & Administration
- 700 Kipling Street, Lakewood, Colorado 80215
60,964 Gross Square Feet
Tenants: Department of Public Safety and the Department of Agriculture

Department of Revenue

- 1881 Pierce Street, Lakewood, Colorado 80214
122,542 Gross Square Feet
Tenants: Department of Revenue

Grand Junction – State Office Building

- 222 South 6th Street, Grand Junction, Colorado 81501
34,499 Gross Square Feet
Tenants: Department of Human Services, Department of Local Affairs, Department of Personnel & Administration, Department of Public Health, Department of Regulatory Agencies, Department of Revenue, CDOT, Department of Labor & Employment and the Department of Natural Resources

Camp George West:

- 15000 S. Golden Road, Golden, Colorado 80401
285,755 Gross Square Feet
Tenants: CDOT, Department of Public Safety, Department of Corrections, Department of Local Affairs and the Department of Military Affairs

Capitol Grounds:

- The area between Lincoln Street and Grant Street and between 13th Street to 16th Street

Lincoln Park:

- The area between Lincoln Street and Broadway and between 14th Street to Colfax Street

Contacts / Capitol Complex Staff

- **DPA² - Division of Central Services Division Director** - Scott Madsen - Scott can be reached at 303-866-5533 or by email at scott.madsen@state.co.us
- **DPA - Division of Central Services Deputy Director** - Bill Taylor - Bill can be reached at 303-866-3882 or by email at william.taylor@state.co.us
- **State Operator** - Sylvia Santistevan The State Operator can be reached at 303-866-5000 and is available Monday thru Friday 8:00 a.m. - 5:00 p.m., holidays excepted.
- **Help Desk / Emergency** - Lynne Maricle – Normal business hours are 7:00 a.m.- 5:00 p.m. Monday through Friday, holidays excepted. Services include answering the Help Desk and serves as a first contact for all questions or work order requests pertaining to the Capitol Complex. Lynne can be reached at 303-866-4357. **After-hours** calls will be automatically routed to the DoIT³ Service Center located at 690 Kipling St. They will contact the appropriate on-call individual who will immediately follow-up with the original caller.
- **Property Manager** - Frank Lombardi Services include oversight of the managers in charge of all Capitol Complex maintenance functions. Frank also functions as the Department of Personnel & Administration's ADA Coordinator and should be contacted for any environmental health and safety issues. Frank can be reached at 303-866-5816 or by email at frank.lombardi@state.co.us
- **Assistant Property Manager** - Greg McClintock Services include assisting the Property Manager in all aspects of the Capitol Complex as well as personally managing all Tenant Relations issues. Greg can be reached at 303-866-3837 or by email at gregory.mcclintock@state.co.us
- **Building Repair and Maintenance Operations Manager** - Rob Morris Services include management of routine and emergency maintenance issues. These staffed departments include the plumbing, HVAC and electrical sections of Capitol Complex. Rob can be reached at 303-866-2056 or by email at rob.morris@state.co.us Please call the Help Desk (303-866-4357) for work orders.
- **Energy Manager/Life & Fire Safety** - Richard Lee Services include the management of Capitol Complex tenant relations in regards to energy management (utilities) as well as Life and Fire Safety issues. Richard can be reached at 303-866-3838 or by email at richard.lee@state.co.us
- **Work Control Center Manager** - Delaine Piontkowski Services include overall management of the Work Control Center. This includes the event permits, TMA work order system for the Help Desk, State ID program and parking program. Delaine can be reached at 303-866-2743 or by email at delaine.piontkowski@state.co.us

² Department of Personnel & Administration

³ Division of Information Technologies, an agency within the Department of Personnel & Administration

- **Work Control Center** - Vickie Thordsen Services include ID Badges and assists as the back-up person for all related functions pertaining to the Work Control Center.
- **Landscaping and Building Maintenance** - Jim Davis Services include supervision of building maintenance, snow removal and landscaping sections of the Capitol Complex. Jim can be reached at 303-866-2007 or by email at jim.davis@state.co.us Please call the Help Desk (303-866-4357) for work orders.
- **HVAC/Electrical /Plumbing** - Dave Belmear Services include supervision of the HVAC, Electrical and Plumbing sections of the Capitol Complex. Please call the Help Desk (303-866-4357) for work orders.
- **Contracts** - Frank Wanczyk Services include management of janitorial, pest control and waste disposal contracts. Frank can be reached at 303-866-5517 or by email at frank.wanczyk@state.co.us
- **Construction Design and Management** - Ric Conard Services include tenant/building construction design and project management and coordination, included is space planning and architect/engineer consulting coordination; tenant occupied space and building floor plan computer drawing services. Ric can be reached at 303-866-5458 or by e-mail at ric.conard@state.co.us
- **Parking Program Coordinator** - Lucy Trujillo Services include the monthly and temporary parking program as well as issuing event permits. Lucy can be reached at 303-866-4356 or by e-mail at lucy.trujillo@state.co.us
- **Accounts Receivable Billing Clerk** - Janice Benton Services include rent and parking invoicing. Janice can be reached at 303-866-2131 or by email at janice.benton@state.co.us
- **Accounting and Budgeting** - Audrey Aultman Accounting services are provided by Department of Personnel & Administration staff who can be reached by calling Audrey Aultman at 303-866-2433 or by email at audrey.aultman@state.co.us

Services Provided

Work Control Center

- **Overview:** The purpose of the Capitol Complex Work Control Center is to administratively support the section with a staff of five personnel. The unit administers the TMA work order system that generates work order forms. When a tenant calls the Help Desk (303-866-4357), the request is entered into the system and sent to the shops on a real time basis. Calls are received by Capitol Complex staff Monday thru Friday 7:00 a.m. to 5:00 p.m. The DoIT Service Center answers all calls after-hours and on weekends. The State of Colorado telephone operators are also part of the Work Control Center group. Operators answer the state local and toll-free lines from 7:00 a.m. to 5:00 p.m., holidays excepted.
- **Service Requests:** The building management team is dedicated to supplying efficient service to tenants occupying Capitol Complex buildings. To accomplish this we ask that each agency/department appoint at least two tenant representatives to whom all calls for services are filtered. Not only will this allow us to respond to your request in a timely manner, it will prevent multiple tickets from being opened for a single issue. Tenant representatives should contact the Help Desk at 303-866-4357 to report problems and request services such as hot/cold calls, lights out, outlets not working, water leaks, locks to be repaired, repairs or changes in the work areas, etc.

Capitol Complex provides the following services for managed Capitol Complex buildings:

- Electrical
 - Plumbing
 - HVAC
 - Keys
 - Signage
 - Lock Repairs/Replacements
 - Consulting for Tenant Finishes
 - Monitoring Build Outs
- **Signage:** Capitol Complex maintains building directory and any building related signage. Tenants are required to maintain all program signage including floor directories. If signage is to be replaced, it must match existing signage and must first be approved by Capitol Complex. Please contact the Help Desk at 303-866-4357 for assistance with signage questions and issues.

Tenant Relations

- **Tenant Newsletter:** A quarterly publication that is distributed to tenants regarding building issues in Capitol Complex managed buildings.
- **Tenant Notices:** Routine and Emergency notices are sent out to tenant representatives within Capitol Complex managed buildings regarding buildings issues, routine maintenance, and any other building related information that tenants should be aware of. Tenant representatives are responsible for forwarding the information to their respective agencies.
- **Tenant Meetings:** Regularly scheduled quarterly tenant meetings are held by the Capitol Complex Assistant Property Manager (Greg McClintock) in order to address tenant issues and concerns. These meetings are meant to provide an atmosphere of greater communication between Capitol Complex tenants and Central Services staff and how issues relate to one another. Past, present and future issues are brought forth for discussion and clarification on all sides of the spectrum, thereby allowing all individuals to gain knowledge of what is happening in the Capitol Complex and how it relates to them personally as well as their departments and buildings.
- **Leases:** State owned buildings (Capitol Complex) are leased to State Agencies and automatically renew every year. Review your “Interagency Lease Agreement” for terms and definitions of your current Lease. The terms are strictly enforced. For questions and forms about Vacating, Reducing, or Increasing Space, or Term changes such as cost per square foot amendments as authorized by the Colorado General Assembly, contact Greg McClintock/Division of Central Services at 303-866-3837 or by email at gregory.mcclintock@state.co.us.
- **Smoking:** As of July 1, 2006 and per House Bill 06-1175 (Colorado Clean Indoor Air Act) smoking is not allowed within 15 feet of any Capitol Complex public building entryway. In order to keep our buildings smoke free, please do not smoke near any building air intakes or open windows.
- **State Agency Contacts:** Each agency in the Capitol Complex managed buildings should designate at least two people from their department to be an agency contact. These contacts will be responsible for distributing tenant newsletters and notices to employees within their department. These individuals will also attend quarterly tenant council meetings held by Capitol Complex. Please inform Greg McClintock of any changes at 303-866-3837 or by email at gregory.mcclintock@state.co.us
- **Parking:** Capitol Complex manages several parking lots in the downtown area including the new parking structure located at Lincoln and 14th Street. Employees wishing to park in a state-managed lot must complete and submit the *Parking Wait List Request Form* found on DPA’s website <http://www.colorado.gov/dpa/>, clicking on the Central Services button and then on the Capitol Complex button. You will be placed on a wait list (a copy of which can be found on the web page as well as all other parking forms). The Parking Coordinator will notify you when a space becomes available and you will be asked to complete a Parking Application, payroll deduction form and, if applicable, a carpool form. When complete, return the forms to the Parking Coordinator, Lucy Trujillo, at 1525 Sherman Street, #B15,

Denver, Colorado 80203. Please be aware that signatures on the carpool form must be notarized.

- **Parking Structure Access Methods:** Depending on which parking lot you are assigned, you will be given a wand or a clicker to open the gates. If you have been assigned parking in the new parking structure at Lincoln and 14th Street, please be aware that the Lincoln Street entrance/exit gate will be used for daytime hours only (5:00 a.m. thru 6:30 p.m.) It is intended that the 14th Street gate should be used for 24/7 (normal hours/after-hours) entrance and exiting purposes.
- **Access Wand Tips:** Employees parking in the structure located at 14th Street and Lincoln will be provided an access wand by the Parking Coordinator. Attach the wand to the upper inside passenger corner of your windshield via the 2-way tape, or to the visor via rubber bands, then flipping it over upon arrival. Keep the wand numbers visible to the reader by positioning it below any snow, dirt, or windshield tinting. Keep the exterior windshield clean to allow a direct line of sight for the reader. If needed, use the Key Pad to enter your access code. This code is the last set of 5 numbers on your Wand, followed by the # sign. The gate will now allow you to enter the structure. If you are still unable to enter the parking structure, push the “Help Button” for assistance. This will automatically connect you to the “Help Desk” (303-866-4357) during the hours of approximately 7:00 a.m. - 5:00 p.m. After-hours calls are handled by the DoIT Service Center and the State Patrol. For after-hours side door access, you must use your personal Hirsch System code number. This code must be activated for this structure by the State Patrol first. If needed, contact the Parking Coordinator, Lucy Trujillo at 303-866-4356 for code activation confirmation.

Note: For Security purposes, if you do not have your Access Wand or your Pin #, you will not be allowed access into the parking structure.

- **Capitol Ground Permits Process:** If you wish to obtain a permit to conduct a rally, demonstration, or special event on the Capitol Grounds (State Capitol or Lincoln Park only) you may do so by contacting Lucy Trujillo at 303-866-4367 or e-mail at lucy.trujillo@state.co.us For further information on the permit process visit the state DPA web site at <http://www.colorado.gov/dpa/>, select the Central Services button and then the Capitol Complex button.

Tenant Improvements

- Capitol Complex manages tenant improvement projects. These services run concurrent with budgetary appropriations. Improvements may involve minor interior and exterior tenant remodeling projects and from time to time, state approved major renovations.
- The Tenant is responsible for any remodeling expenditures and should seek approval first from the Capitol Complex Property Manager Frank Lombardi. **Should the Tenant choose to individually remodel any applicable work area, Capitol Complex strongly recommends following the health guidelines in the US Green Building Council / LEED – CI program.** Volatile Organic Compounds (VOCs) are emitted as gases from certain solids or liquids. VOCs include a variety of chemicals, some of which

may have short-and long-term adverse health effects. VOCs are emitted by a wide array of products numbering in the thousands. A good source of information about these products and how to apply the usage and disposal of them can be found at www.epa.gov/iaq/voc.html

Examples of items that may contain VOCs:

- ✓ Carpet
- ✓ Paints and Lacquers
- ✓ Paint strippers
- ✓ Cleaning supplies
- ✓ Pesticides
- ✓ Building materials and furnishings
- ✓ Copiers and Printer

- **Joint Construction Programs:** Both Tenant and Capitol Complex personnel will work together in accomplishing the proposed goal of the Tenant and DPA. Capitol Complex staff will offer their expertise and vendor contacts to the tenant and assist them in every way possible to achieve the tenant's goal. Should you have any questions, please contact the Assistant Property Manager, Greg McClintock at 303-866-3837 or by email at gregory.mcclintock@state.co.us before any work is started. The Capitol Complex buildings are maintained to the highest degree of structural and aesthetic integrity possible.

“**Maintenance Driven** ” is defined as those projects arising out of the deterioration of a facility's physical and functional condition, including site and infrastructure, and the inability to comply with current codes and energy conservation. These types of requests would be considered *Controlled Maintenance*.

“**Program Driven**” is defined as those projects arising out of an agency's need to create, expand, or alter a program due to growth, advances in technology or changes in methods or program delivery. Requests addressing physical space requirements needed to accommodate particular functions, such as those traditionally included in facility programs would constitute a “Program Driven request and therefore would be considered *Capital Construction*.”

- **Work Request Form:** The *Work Request and Cost Estimation Form* for non-routine maintenance, tenant remodel or construction is available on the State DPA web site at <http://www.colorado.gov/dpa/>. Select the Central Services button and then the Capitol Complex button and scroll down to locate the form. Please complete and submit it as directed on the Request form. The Assistant Property Manager, Greg McClintock, will review and further process the form.

Security and Access

- **ASACK Building Access Codes / Keys:** The ASACK program is to be implemented in early March 2006. Applications for building access codes and keys are handled through the Colorado State Patrol. The applicant should complete the request form via the ASACK web page at <https://asack.state.co.us/> (this page should answer all of your access/key questions) or via the DPA web page at <http://www.colorado.gov/dpa/> by selecting the Central Services button and then the Capitol Complex button and scrolling down to link under Building Access and Key Requests. Complete the *Access* form and forward it to the department's AI (authorizing individual). The AI will forward the form to the State Patrol where it will be reviewed and approved. The State Patrol will send an email directly to the AI as to the status of the access request. If you have additional questions, you may call the State Patrol Communications Center at 303-866-3660; they are available 24-hours a day.

Note: The Colorado State Patrol is responsible for after-hours building access

- **Key issuance:** Capitol Complex is responsible for issuing all keys in state-managed buildings. Keys will be issued to tenants /applicants upon request with the approval of the requesting department's AI and in conjunction with the State Patrol's authorized **ASACK** security program. After the key approval is completed, Capitol Complex will issue the key and obtain the completed and personally signed *Key Agreement* form from the individual obtaining the key. The key may be picked up Monday through Friday between the hours of 9:00 a.m. and 4:00 p.m. at 1525 Sherman St. Denver, Colorado 80203 Room B-15. A picture I.D. is required.

Note: Per Colorado Revised Statute, a \$25 dollar key replacement fee will be assessed. This is necessary to cover key costs which are in line with outside vendor pricing. If a master key is lost, the department shall bear the cost of re-keying the entire area.

Important points to remember about key and lock issues:

- Must have a completed and signed key request form.
 - Capitol Complex does not issue spare keys.
 - Only Capitol Complex is authorized to duplicate office door keys.
 - Capitol Complex does not issue, copy or make keys for filing cabinets.
 - People must sign for their own key.
 - Capitol Complex does not service programmatic locks.
 - Contact the Colorado State Patrol to unlock doors.
 - New locks must be approved by Capitol Complex.
- **Lost or Stolen Parking Access Wand or Clicker:** For security purposes contact Lucy Trujillo immediately at 303-866-4356 and inform her of any situation. There is a replacement fee for missing Wand's. **Note: If you do not have your Clicker or Access Wand or your Pin # (new parking structure only), you will not be allowed access into the parking structure.**
 - **Employee I.D. Badges:** Badges are issued by DPA's Division of Central Services. Human Resources managers from various state agencies have authorized specific personnel to request State Employee ID Badges using a secure web interface. The authorized HR representative will place the request for any badge - whether a new hire, transfer, temporary employee, etc. -

and will notify you when the request has been approved. Upon approval, you may have your picture taken between the hours of 8:00 a.m. and 4:00 p.m. Monday through Friday (holidays excluded) at 1525 Sherman Street, #B-15, Denver, Colorado. For security purposes, you must present a valid driver's license or other state-issued photo identification. If your badge has expired or is lost, please consult your Human Resources unit to request a new badge. For assistance, please contact the Help Desk at 303-866-4357.

- **Lost & Found:** Each Department/Agency should formulate their own lost & found program.

Housekeeping

Capitol Complex provides full housekeeping services Monday through Friday for all the Capitol Complex buildings.

Routine Cleaning:

- **Day Cleaning:** Each day there is a custodian assigned a certain area in the Capitol Complex Buildings sites. They will perform routine cleaning Monday – Friday between the hours of 5:30 a.m. and 3:30 p.m. Custodians will thoroughly clean all areas of the building including cleaning of the common areas, maintaining restrooms, and responding to emergencies.
- **Night Cleaning:** The night crew provides a more thorough cleaning of all offices areas, including emptying trash cans, vacuuming, sweeping, mopping floors, and thoroughly cleaning and disinfecting all restrooms.
- **Periodic Cleaning:** Includes stripping and waxing of floors, shampooing carpets, washing windows, dusting, cleaning brass, etc. These tasks are contracted and accomplished on a frequency outlined in the specifications for customized services for each building.
- **Recycling:** To encourage recycling activities among all of the occupants of Capitol Complex managed buildings, we have established a program for all buildings. Each employee is encouraged to keep a bin or box for collecting mixed office paper in his or her personal work area. A larger box will be located in each copy room for paper collections from copy jobs or for consolidating desk side boxes. If you have any questions regarding recycling please contact Frank Wanczyk at 303-866-5517 or e-mail at frank.wanczyk@state.co.us

The following materials will be recyclable at various locations throughout the buildings:

- ✓ White Paper: copy, letterhead, computer print out
- ✓ Colored paper: pastels only, carbonless
- ✓ Envelopes: white and pastel with plastic window, no adhesives
- ✓ Direct mailings: opened, no adhesives
- ✓ Coated papers: fax, brochures, advertising, bindings
- ✓ File folders: manila or pastel only, no labels

Pest Control:

Capitol Complex contracts with a professional pest control services company to provide routine insect and rodent control. Please make sure that all food is kept in sealed containers at all times; mice and insects will migrate towards any food, or crumbs in a hurry. The health of everyone is paramount. In the event of an infestation, please contact the Help Desk at 303-866-4357.

Routine Building Maintenance

- **Temperature Control - Cooling** for the building on the chilled water loop systems are as follows:

The chilled water system runs from April through October 1st, dependent upon outside ambient temperatures. Three chillers work in combination on a closed loop system to provide chilled water to each building. The limitation of this system is that we are unable to provide individual cooling to a building without running the entire loop. Buildings not included on the loop system are: The Capitol, Grant Street and the outlying buildings.

For Capitol Complex buildings, the air conditioning system utilizes a chilled water loop system that provides air conditioning (A/C) to all buildings from a centralized location. Air conditioning service is provided from April through October 1st, (depending on the outside ambient temperatures) from 6:00 a.m. to 5:00 p.m. Monday thru Friday, holidays excepted. Our goal is to maintain an office temperature of 74° , plus or minus 2 degrees, during the cooling season.

- **Temperature Control - Heating System:** The type of heating provided by Capitol Complex Facilities (CCF) varies depending upon the buildings. The types of heating systems are steam, hot water and electric. Our goal is to maintain a temperature of 74°, plus or minus 2 degrees, during the heating season.
- **Electrical:** CCF maintains all electrical systems; this includes interior building lighting as well as any applicable building parking lot lights. CCF strives to assure a continuous power supply to all tenant spaces. Any alterations, relocation and/or addition of lighting, switches and outlets must be approved by CCF to verify that electrical demand and NEC code requirements are not violated. To request electrical alterations, tenants must complete and submit a *Work Request and Cost Estimation Form*. This form can be found on the State DPA web site at <http://www.colorado.gov/dpa/>. Select the Central Services button and then the Capitol Complex button and scroll down to locate the form.
- **Painting and Carpet:** CCF is responsible to provide **common area** (i.e., hallways and stairs) paint and carpet as needed in all buildings in its portfolio. However, carpet and paint are not considered routine maintenance in the usable space occupied by the tenant agencies. The common areas should be addressed through a work order at 303-866-4357. Work area carpet and paint can only be addressed through a controlled maintenance request or through the operating budget of the tenant agencies. If your agency wishes to fund a project, Capitol Complex will assist management in the acquiring of project cost. This would include determining cost, taking bids, choosing the vendor, project labor, management and accounting. To initiate a request, please complete the *Work Request and Cost Estimation Form*

(found on the State DPA web site at <http://www.colorado.gov/dpa/> and selecting the Central Services button and then the Capitol Complex button).

- **Plumbing:** CCF maintains all building plumbing fixtures, both supply and drainage, for its buildings. CCF must assess all plumbing alterations for compliance with applicable codes, quality standards, component availability and on-shelf stocking and to ensure excessive demands are not being placed on the system.

Grounds

- **Snow Removal:** CCF is responsible for snow removal of the sidewalks, building entrances, and steps. Depending upon the size and timing of the storm, Capitol Complex prioritizes the removal by creating a path to each building this includes sidewalks, steps, and door entrances. These areas will be expanded and sanded throughout the day based upon conditions. The initial removal will be completed prior to 7:00 a.m. depending upon storm intensity. The sidewalks will be cleared when there is 1” or more of snow on the ground and the parking lots will be cleared when there is 2” or more of snowfall. Parking lots are scheduled to be cleared by 7:30 a.m. by the Contractor. There is no minimum snowfall amount for snow removal for the downtown locations. Depending on conditions, this may not occur until the following day. The Grounds Crew works with the Contractor to provide the safest situation during work hours while limiting the risk of damage to vehicles. The Grounds Crew will check the driveways and keep them clear during working hours. After working hours, the Contractor will finish clearing the parking lots.
- **Trash:** Grounds are policed for trash removal everyday between 6:00 a.m. and 10:00 a.m. and then periodically monitored throughout the day to maintain a trash free environment.
- **Landscaping:** CCF and/or its contractors are responsible for the maintenance of all turf area, trees, bushes, flowers and, hardscape⁴. The Grounds are maintained in optimum condition depending upon environmental conditions.

Utilities

- **Energy Conservation:** We make every effort to maintain a comfortable working environment in our buildings, however, resources are limited so please try to conserve energy use whenever possible. Turn computers, lights, and fans off when you are not in the room and/or when you leave for the evening. Also, turn off any office equipment that does not need a constant supply of electricity. This will significantly help the state conserve on energy usage.

Appliance Usage

(Refer to Chapter 4 for additional Building/Floor Warden information)

- **Personal electrical heating units and coffee makers are prohibited in personal workstations.** They are a fire hazard and consume energy at an alarming rate. We must all do our part in reducing energy rates and utility consumption, as well as preventing fire hazards. **Candles are also not allowed.** The building Warden shall report any violation immediately to CCF.
- **Extension Cords:** Electrical extension cords are not permitted, however, a temporary extension cord will be allowed for no longer than 30 days. A single “UL Listed Power Strip” connected directly from the wall outlet is allowed. Simply connect all electrical units (computer, printer, small fan, radio and calculator.) into this single power strip. This strip will protect the department/building from power outages via its internal breaker. **Do not reset a “tripped breaker”.** Call the Capitol Complex Help Desk at 303-866-4357 and the problem will be investigated and attended to as soon as possible.
- **Holiday/Casual Decorations:** Holiday ribbon and low heat lighting decorations (mini-bulbs) are permitted within the buildings. Effective January 2006, **Real Christmas Trees** (fire retardant treated or not) and **candles** (holiday or not) will not be allowed within State owned buildings or other State rented space. These measures are necessary in eliminating the threat of fire to the building and its occupants.
Note: The State Capitol building is exempt from this rule.
- **Kitchen Area:** The department or area kitchen may have any of the appliances listed below. The appliances should be protected by an electrical wall mounted GFI (ground fault protector); if a GFI is not installed, please contact the Help Desk at 303-866-4357 for assistance.

Acceptable Kitchen Appliances:

- ✓ Microwave
- ✓ Coffee Maker
- ✓ Can Opener
- ✓ Refrigerator
- ✓ Small Toaster (UL Listed) (Please be mindful of smoke caused by burnt food)

Note: These appliances are not allowed within personal work areas.

Remember: NO open flames (candles, BBQ’S etc.) are permitted within or near the exterior of the building.

Surplus

- Disposing of items such as furniture (chairs, desks, tables, couches, file cabinets, etc.) should be handled through the state’s surplus center, Colorado Correction Industries (CCI). Contact CCI at 303-370-2161 to discuss your needs and arrange for a pick-up date.

- Storage of these and any other items should be designated as temporary and should not be stored in closets, hallways or doorways. For safety reasons, these areas are to be kept clear at all times.
- Storage rooms should be free from clutter and allow individuals easy movement to and from the desired space. Per Denver Fire Code, boxes and other items must have a minimum clearance of 18 inches from the ceiling at all times.

Emergency Procedures

In the event of an Emergency, call 9-911 immediately

Building Tenant Plan

- The Tenant Emergency Response Plan is developed through the Capitol Complex Life and Safety Manager, Richard Lee (303-866-3838) and the Building Wardens. Each building should have a minimum of at least two representatives assigned to this position. All Wardens should have an “Emergency Plan” in place and on file for quick and easy reference. This plan should be readily accessible by all emergency personnel (police, fire, State officials, etc.) and should detail emergency procedures and evacuation routes and procedures should an emergency arise. Bi-annual Fire Alarm Drills are required to familiarize all tenants of the appropriate evacuation routes. This route should also be used in the event of bomb threats, terrorist acts, earthquakes and other man-made or natural disasters. Contact your Supervisor and Building Warden in order to become familiar with your buildings particular Emergency Action Plan (EAP).

Capitol Complex Plan

- The Capitol Complex Emergency Response Plan is developed by the Capitol Complex Property Manager, Assistant Property Manager and the Life and Fire Safety Manager. This plan allows the Managers and DPA Executives the needed contact information for Capitol Complex state employees as well as State Emergency response teams. This plan is kept on location at the Property Manager’s office and will be utilized immediately in the event of an emergency within the Capitol Complex.

Life and Fire Safety

Occupant Safety Program

- The Capitol Complex management in conjunction with the building Warden Safety Committee has developed a standard Emergency Action Plan (E.A.P). This E.A.P. has building specific information for the safe and orderly evacuation of personnel in emergency situations. The E.A.P. also instructs building personnel in how to respond to bomb, hazmat, natural disasters, power outages, flooding, violent person(s) and civil unrest.
- The importance of this E.A.P. cannot be overemphasized. It is understood that this plan cannot address every possible emergency situation. The guidelines set forth should be followed as closely as circumstances allow in order to reduce the chances of injury. The purpose of the E.A.P. is to establish a command structure with a sound decision making process and effective lines of communication.
- Safety and personal security is the goal. Adhering to fire, electric and general housekeeping safety rules takes an awareness and team concept by all occupants of the building to ensure a safe and secure work area exists for everyone.

Tenant Responsibilities

- **Tenant management will assign specific employees to serve as building Wardens, Floor Wardens and assistant Floor Wardens.**
- Tenants should be familiar with the locations of all fire alarm pull stations, extinguishers and egress routes within their work area.
- Wardens should be the first point of contact in cases of unsafe or unhealthful conditions. Procedures and forms have been developed for reporting, tracking and remediation of these conditions.
- Wardens may provide or arrange training for Floor Wardens and other building personnel.
- Wardens are responsible for keeping a list of mobility-impaired employees. This list should be kept within the E.A.P.
- Building fire drills will be held at least annually. Participation is **mandatory** for all building personnel. Fire Department personnel, if asked, may observe and offer recommendations.
- Wardens shall complete the building Self-Inspection Form semi-annually.
- Adhering to fire, electrical and general housekeeping safety rules as well as a smoke free work environment help maintain a safe and healthy work area for all individuals.

Energy Management

State of Colorado

Energy Performance Contract

On November 14, 2003, the Department of Personnel & Administration/Division of Central Services entered into a comprehensive energy performance contract with Chevron U.S.A. Inc. through its division, Chevron Energy Solutions Company, for the purpose of sale and installation of certain energy saving equipment, within the Capitol Complex.

Objective

The Chevron performance based energy savings program was developed with the assistance of the Capitol Complex staff. Coordination with the staff played an integral part in the development of a program that will enhance the working environment and current long range planning requirements. Such as:

- Improve comfort for the staff and occupants of Complex buildings.
- Extend value to the Complex by upgrading facilities and increasing the life expectancy of existing building systems.
- Implement cost effective, energy efficient, measures that support Complex improvement goals.
- Name a staff energy manager to track specific, long range energy conservation measures.

An energy conservation program is a vital component to minimizing energy consumption within the Capitol Complex. Your cooperation in becoming conservation-conscious consumers is an important part of the program. The primary goal of this program will always be to improve the working environment for the tenants and visitors to the Capitol Complex while improving energy usage. To that end, please ensure that all your area equipment is turned off at the end of the day including: Coffee Pots, Fans, Lamps, Computers (not in sleep mode), Monitors, Printers, Speakers, Audio Visual Equipment, and other electronic components.

Your conservation efforts will help on the environmental, economic and personal comfort level. Attention to energy issues that we all can control every day by themselves may not seem significant but will add up to substantial energy savings over the year. Please help and do your part to reduce energy consumption within your work area.

Greening Government

What is “Greening State Government”? Executive Order Overview

In recognition of state government’s environmental impact and its potential to address a number of environmental and economic concerns, on July 15, 2005 Colorado Governor Bill Owens signed Executive Order D 005 05. The order calls on all state agencies to “develop and implement policies and procedures to promote environmentally sustainable and economically efficient practices.” It also establishes a Colorado Greening Government Coordinating Council to include representatives from each state agency and department.

Seven agencies were pre-selected to begin their overall review of current practices. Program areas to review included Energy Efficiency, Water Quality and Conservation, Waste Reduction & Recycling, Environmental Preferable Purchasing and Transportation. Additional agencies will be included as the overall project develops. The full Executive Order, along with identified agency processes and best practices, will be shared with all agencies on the newly created “Greening Government” website:

www.colorado.gov/greeninggovernment

The Capitol Complex believes state government can be a model for environmental leadership by implementing pollution prevention and resource conservation programs with our already in place Energy Performance Contract to working with the U.S. Green Building Councils LEED-EB program. The Capitol Complex is committed to bringing about and maintaining a sustainable operation. These programs and procedures will not only enhance environmental protection, but also save taxpayers money.

Tenant Awareness

The areas in which tenants can help implement greening government practices are many and varied. From the water and energy consumed to the solid waste generated, the type of vehicles we drive to work and day-to-day government operations. All these have an impact on the local, regional and even global environments. There are two main areas that as tenants you can assist Capitol Complex in meeting its Greening Government Goals:

- Utilize the recycling program in your building
- Utilize the U.S. Green Building Councils LEED-CI (commercial interiors) recommendations for in house remodel/construction projects

The Capitol Complex offices will be happy to assist you with LEED criteria for any in house remodel/construction project.

Capitol Complex request that all tenants ask themselves one simple question while going about their every day office routines. When it comes to conservation,

“Am I doing the right thing”?