Carleton University

Policy Name:	Internal Charges for Goods & Services
Originating/Responsible Department:	Financial Services
Approval Authority:	Senior Management Committee (SMC)
Date of Original Policy:	March 2003
Last Updated:	June 2023
Mandatory Revision Date:	June 2024
Contact:	Associate Vice-President (Financial Services)

POLICY

Internal charges for goods and services must be approved by the Senior Management Committee (SMC) on an annual basis. Internal charges must be based on direct costs (labour and materials) plus a reasonable amount of overhead; no element of profit shall be included in the charge.   Additionally, in approving the amount of the charges for goods and services, SMC will consider:

- The purpose for charging for the good or service;
- The consequences of not charging for the good or service; and
- The appropriateness of the amount proposed to be charged.

PURPOSE

The delivery of most goods and services is a necessary component of university support operations and are provided at no cost to departments or support units. There are circumstances, however, where discretionary activities exceeding the normal level of support, result in additional costs being incurred by the department supplying the good and/or service. In order to control consumption and to compensate the provider of the goods and services, charges may be considered where appropriate.

SCOPE

Internal charges for goods and/or services are limited to those departments and their charges approved by the SMC; principally Facilities and Management Planning, Information Technology Services, Teaching and Learning Services, Campus Safety Services, and University Communications.
The policy does not apply to sales of goods and services by Ancillary departments.

The policy does not apply to transfers of expenditures between funds.

PROCEDURE

Departments currently having SMC approval for internal charges, must submit annually (March 1 for charges effective in the new fiscal year) a list of, and rationale for, charges to the SMC. Departments wishing to initiate charges for the internal supply of goods and services must first submit a list of and

rationale for, such charges to the appropriate Vice-President, or President (i.e. that position having oversight of departmental operations) and the AVP Financial Services for approval prior to submission for SMC for final approval.

Departments must be able to provide their goods and service via the University's purchasing system (eShop). Once approved, itemized charges must be published on the departmental website.

For transfers of expenses between funds (e.g. cost sharing for a major purchase, charges to research accounts for shared equipment maintenance, one-off sales of goods and/ or services, etc.) a request to transfer funds should be made to your research fund administrator, or the Controller's office for operating fund transactions. A journal entry will be made to account for these types of transactions.

EXCEPTIONS

In some circumstances, exceptions to charging for goods and/or services may be required. These exceptions must be authorized by SMC.

ROLES AND RESPONSIBIITIES

The Associate Vice-President (Financial Services) is responsible for the administration and renewal of this policy. Each individual department is responsible for implementing the approved prices and collecting payment from internal users.

CONTACT

 AVP Financial Service

RELATED POLICIES

Procurement
Alteration, Repair and Maintenance of University Buildings and Outdoor Space
Tunnel Carts (as it speaks to cart maintenance)
Acquisition of Wireless Cellular Services
Telecommunications Cabling and Wiring
Desktop and Laptop Computer Equipment
Conference Services Space Booking Policy

INFORMATION TECHNOLOGY SERVICES

For details on services provided, please refer to the ITS website

Operations and Infrastructure Labour Rate

Services	2022-2023 Rate	2023-2024 Rate	Percentage Change
Operations & Infrastructure	$45.00/hour	$45.00/hour	N/A
Network			
Addition of New Data Network Connection	Estimated minimum $450. (network connection cost of $150.00 + labour + materials)	Estimated minimum $450. (network connection cost of $150.00 + labour + materials)	N/A
Addition of New Voice Network Connection	Estimated minimum $300. (final cost includes labour + materials)	Estimated minimum $300. (final cost includes labour + materials)	N/A
Move/Change to existing Data Network/Voice Connection	$45.00/hour + materials	$45.00/hour + materials	N/A
Activate Existing Data Network/Voice Jack	Estimated minimum $275. (includes network connection cost of $150 + labour + materials)	Estimated minimum $275. (includes network connection cost $150+ labour + materials)	N/A
Renovations, construction and major moves, adds, changes	Direct cost + 10%	Direct cost + 10%	N/A
Voice Services			
5201 IP Phone (no voicemail)	$12.30	$12.30	N/A
VoIP 5312, 5330, 5340	$12.30	$12.30	N/A
IP Phone 6920, 6930, 6940	$12.30	$12.30	N/A
6920 IP Phone	$285.30	$285.30	N/A
6930 IP Phone	$361.60	$361.60	N/A
6940 IP Phone	$443.35	$443.35	N/A
VoIP Cordless set & Voicemail	$12.30	$12.30	N/A
Additional VoIP Cordless Handsets with Voicemail	$12.30	$12.30	N/A
VoIP Cordless signal extender	$10.00 flat rate	$10.00 flat rate	N/A
Advanced Voicemail	Free	Free	N/A
Headsets			
Wireless Integrated (6930/6940)	$290.00	$290.00	N/A
Cordless (one-time charge)	$330.00	$330.00	N/A
Wired - with quick disconnect (one-time charge)	$130.00	$130.00	N/A

Standard Sets (monthly)	Campus and Ancillary	Campus and Ancillary	
Model 470 set - Single line set with call display	$12.30	$12.30	N/A
Model Unity/T100 - Single line set	$12.30	$12.30	N/A
Model SS4/4150 Multi-line Set	$12.30	$12.30	N/A
Model 2554 Wall Phone	$12.30	$12.30	N/A
Analog Line (fax line)	$12.30	$12.30	N/A
Teleworker			
License (one-time charge)	$70	$70	N/A
Softphone client			
Monthly charge	$12.30	$12.30	
License (one-time charge)	$70	$70	
Voice Menu			
Voice Menu Mailbox	$2.00 / month	$2.00 / month	N/A
Voice Menu License	$40.00 flat rate	$40.00 flat rate	N/A
Initial Set-up	$45.00 / hour (min. 1 hour)	$45.00 / hour (min. 1 hour)	N/A
Programming Changes	$45.00 / hour	$45.00 / hour	N/A
Miscellaneous Voice – monthly charge			
Voicemail Box	Free	Free	N/A
Reserved Numbers	$5.00	$5.00	N/A
Bell White Pages Listing	Free	Free	N/A
Direct-In-Dial (DI)	$7.35	$7.35	N/A
Yellow Pages Listing	Free	Free	N/A
Automated Call Distribution (ACD) – monthly charge			
Agent License – Voice	$6.00	$6.00	N/A
Agent License – Multi- Media	$10.00	$10.00	N/A
Reporting License	$20.00	$20.00	N/A
Dedicated RAD (Recorded Announcement Device) Ports	$14.00	$14.00	N/A
Automated Call Distribution (ACD) one-time charges			
Initial Set-up	$45.00 / hour (min. 1 hour)	$45.00 / hour (min. 1 hour)	N/A
Set License	$100.00	$100.00	N/A
Multi-Media License per department	$700.00	$700.00	N/A
Programming Changes	$45.00 / hour	$45.00 / hour	N/A
Reporting PC Client Installation	$45.00 / hour (min. 1 hour)	$45.00 / hour (min. 1 hour)	N/A
Conference charges			
Audio Conferencing (monthly)	$5.00	$5.00	N/A
Audio/Web Collaboration	Free	Free	N/A
Conference Phone Rental	$30.00 per use	$30.00 per use	N/A
Bluetooth Speaker – requires 6930/6940 phone	$440.00	$440.00	N/A
Bluetooth Cordless Handset – works with 6930/6940 phones	$165.00	$165.00	N/A

Installation, Move, Add, Change			N/A
Phone Installation	$45.00 / hour (min. 1 hour)	$45.00 / hour (min. 1 hour)	N/A
Non-standard Phone Installation	$45.00 / hour + materials	$45.00 / hour + materials	N/A
Analog Phone Moves	$45.00 / hour (min. 1 hour)	$45.00 / hour (min. 1 hour)	N/A
Phone Accessories	$10.00	$10.00	N/A
Emergency Phone			
Emergency phone	$100.00 + installation + cabling costs	$100.00 + installation + cabling costs	N/A

Service Level Agreements (SLAs)

Initial Setup of Standard Virtual Server (covers 5 years)	Cost for internal SLAs have been eliminated. An agreement will still be provided to the client to outline the service(s) provided and responsibilities of each party involved.	N/A
Initial Setup of Standard Physical Server (one-time fee)		
CommVault File System backup license (one-time fee)		
Monthly fee for Virtual Server		
Monthly fee for Physical Server		
Configuration and Maintenance of Virtual or Physical Server		
Server Systems support (Backup, recovery, administration)		

ITS support/development for projects

Upgrades and/or maintenance	$100 / hour	$100 / hour	N/A
Integration	$200 / hour	$200 / hour	N/A
Development (custom)	$300 / hour	$300 / hour	N/A

Miscellaneous

Software installation on personal-use computers	$46.00/hour	$46.00/hour	N/A
Network configuration of PC for home use	$25.00 flat rate	$25.00 flat rate	N/A
PC and peripheral repairs, upgrades, relocations	$46.00/hour + materials	$46.00/hour + materials	N/A
eCommerce Service	$100.00 per engagement	$100.00 per engagement	N/A

FACILITIES MANAGEMENT AND PLANNING

Facilities Management and Planning charge for services that are outside the normal repair and maintenance of the buildings and grounds in academic and administrative areas, and fully recover services provided to Ancillary operations. For descriptions and additional details of the services we provide, please refer to our website: FMP Chargeable Services

Labour is calculated at cost plus 40% overhead. Material is at cost (including the 3.41% HST cost). No further markup is applied.

Move and Furniture Services

Services	2022-2023 Rate	2023-2024 Rate	Percentage Change
Moving office supplies, furniture; installing or removing items and furnishings, furniture repair, etc.	$30.70/hour/person + materials (if required) + $35.00/hour vehicle	$31.00/hour/person + materials (if required) + $35.00/hour vehicle	1.0%
Contracted services for any of the above	Direct Cost	Direct Cost	N/A

Event Services

Event set up and tear down costs – contracted services	Direct Cost	Direct Cost	N/A
Event set up and tear down costs	$36.80/hour/person	$37.20/hour/person	1.1%

Signage

Event signage – interior and exterior, including name plates, office signs, etc.	Direct Cost	Direct Cost	N/A

Painting

All painting other than scheduled maintenance	$42.45/hour/person + materials	$42.85/hour/person + materials	0.9%
Contracted Services for the above	Direct Cost	Direct Cost	N/A

Carpentry

Refinishing, manufacturing, repair, or replacement of departmental furnishings, departmentally-requested renovations or alterations, etc.	$44.80/hour + materials	$45.25/hour + materials	1.0%

Locksmith

Supply and cutting of all keys (other than broken), lock changes, rekeying, supply and installation of other locking devices, etc.	$44.80/hour + materials (One hour minimum)	$45.25/hour + materials (One hour minimum)	1.0%

Grounds Services

Delivery and set up of picnic tables, garbage cans and site clean-up for departmental or student events, disposal of obsolete materials and furnishings, etc.	$32.70/hour/person + $35.00/hour vehicle charge + disposal fee (if required)	$33.05/hour/person + $35.00/hour vehicle charge + disposal fee (if required)	1.1%

Custodial Services

Cleaning of office space on departure of occupants, non-routine steam cleaning of carpets and furniture, etc.	Direct Cost	Direct Cost	N/A

Electrical Services

Installation and repair of dept. purchased equipment, power supplies, etc.	$47.10/hour + materials	$47.60/hour + materials	1.1%
Contracted services for the above	Direct Costs	Direct Costs	N/A

Mechanical Services

Installation and repairs on dept. purchased equipment	$47.10/hour + materials	$47.60/hour + materials	1.1%

Automotive Services

Repair and maintenance of departmental golf carts and vehicles	$46.15/hour + materials	$46.60/hour + materials	1.0%

Renovations and Alterations

All requests for renovation/alteration	Direct costs + PM Fee based on Project Value Project value < $500K: PM Fee = 4% Project value $500K - $2M: PM Fee = 2.5% Project value $2M - $4M: PM Fee = 2% Project value > $4M: PM Fee = 1.5%	Direct costs + PM Fee based on Project Value Project value < $500K: PM Fee = 4% Project value $500K - $2M: PM Fee = 2.5% Project value $2M - $4M: PM Fee = 2% Project value > $4M: PM Fee = 1.5%	N/A

DEPARTMENT OF CONFERENCE SERVICES - Room Charges

Room rental fees are used to help offset the cost of services provided by Conference Services to support meetings and events on campus. A significant amount of labour time is spent on:

- responding to and managing booking requests
- reviewing event details for risk management and safety purposes
- coordinating event set up & tear down
- managing the cleaning of spaces & arranging for special cleaning as requested by clients
- supporting event partners such as Dining Services, CUES, Safety, DUC, and others
- providing day of event to support to clients including troubleshooting

Room Rentals

Services	2022-2023 Rate	2023-2024 Rate	Percentage Change
General Classroom: Less than 75 seats	$0	$0	N/A
General Classroom: 76-150 seats	$0	$0	N/A
General Classroom: 151-300 seats	$0	$0	N/A
Azrieli Theatre 101, 102, 301 or 302	$0	$0	N/A
Canal Building Foyer	$0	$200	New
Health Science Theatre 1301	$0	$0	N/A
Minto Bell Theatre 2000	$0	$0	N/A
Minto Theatre 5050	$0	$0	N/A
Southam Hall Theatre B	$0	$0	N/A
Richcraft Building Theatre 2200	$0	$0	N/A
Tory Building Foyer	$0	$200	New
Residence Commons 270, 272 or 274	$200	$200	N/A
Residence Commons 270-272 or 272-274	$400	$400	N/A
Residence Commons Conference (270, 272, 274)	$500	$500	N/A
Residence Commons Fenn Lounge	$300	$300	N/A
Leeds House 124 Multipurpose Room	$150	$150	N/A
Russell-Triple Lounge (RU 131)	$150	$150	N/A

Richcraft Building 2220, 2224 or 2228	$200	$200	N/A
Richcraft Building 2220-2224 or 2224-2228	$400	$400	N/A
Richcraft Building Conference (2220, 2224, 2228)	$500	$500	N/A
Richcraft Building Atrium	$300	$300	N/A
Richcraft Building Boardroom 2211	$125	$125	N/A
Richcraft Building Board of Governors Room 2440-R	$500	$500	N/A

University Centre Galleria	$250	$250	N/A

Outdoor Facilities

Alumni Park	$250	$250	N/A
Anniversary Park	$200	$200	N/A
Canal Quad	$200	$200	N/A
Makenzie Quad	$200	$200	N/A
Minto Quad	$200	$200	N/A
Oxbow Park	$200	$200	N/A
Richcraft building Quad	$250	$200	N/A
Richcraft Building Patio	$0 (When booked in conjunction with Richcraft Hall Conference Rooms and/or Atrium)	$0 (When booked in conjunction with Richcraft Hall Conference Rooms and/or Atrium)	N/A
Residence Quad	*Not bookable*	*Not bookable*	N/A
Tory Quad	$250	$250	N/A

DEPARTMENT OF UNIVERSITY COMMUNICATIONS

Services	2022-2023 Rate	2023-2024 Rate	Percentage Change
Available to E.C.C. Members only. To become a member contact: events.office@carleton.ca			
Carleton University Name Badge (Magnetic)	$15.00 each	$15.00 each	N/A

TEACHING AND LEARNING SERVICES

Learning Spaces

Services	2022-2023 Rate	2023-2024 Rate	Percentage Change
Weekday Hours General Labour(6:00 am to 11:00 pm)	$42.00/hour	$44.00/hour	4.5%
Weekday Hours Programming, Technical Direction	n/a	$50.00/hour	New
Weekday Hours Design, project management	n/a	$55.00/hour	New
Admin fee per "event"	n/a	$50.00	New
Weekday After Hours (10:00 pm to 6:00 am)	$63.00	$66.00/hour	4.5%
Weekend Hours (12:00 am to 12 pm)	$63.00	$66.00/hour	4.5%
*These rates reflect the recovery costs for providing the service (CUPE level 8PE/R, 9PE/R and 10PE/R, depending on work requested, average hourly rate) + 20% overhead for 2023 beginning July 1.			

Learning Spaces- Event Support

Weekday Hours General Labour (6:00 am to 10:00 pm)	$42.00/hour	$44/hour	4.5%
Weekday After Hours (10:00 pm to 6:00 am)	$63.00/hour	$66.00/hour	4.5%
Weekend Hours (12:00 am to 12 pm)	$63.00/hour	$66.00/hour	4.5%
Admin fee per "event"	n/a	Delivery only & exclusively online - $50.00 All other events - $175.00	New
Pre-production fees	n/a	Delivery only – no charge Exclusively online - $50.00 Exclusively in-person - $50.00 Hybrid or Customized – Estimate required Video recording - $50.00 Streaming - $100.00 (includes recording servies)	New

Digital Learning- Media Production

Weekday Hours General Labour (8:30 am to 4:30 pm)	$42.00/hour	$44.00/hour	4.5%
Weekday After Hours (4:30 pm to 8:30 am)	$63.00/hour	$66.00/hour	4.5%
Weekends	$63.00/hour	$66.00/hour	4.5%

CAMPUS SAFETY SERVICES

Campus Safety Services (Patrol Services and Technical Services) charge for services that are outside of the normal scope of operations. Cost recovery charges are based on direct costs (labour, materials, licenses etc) plus a reasonable amount of overhead.

Security System Installation and Intrusion Alarm Monitoring

Services	2022-2023	2023-2024	Percentage Change
Installation and maintenance of the security systems is the financial responsibility of the requesting department.			
Physical security systems service and maintenance requests	$58.14	$58.14	N/A
System Recording Fee	$400.00/Camera (one time charge)	$400.00/Camera (one time charge)	N/A
Monitoring and response			
User Class 1: Single alarmed area connected to computers and peripherals, including but not restricted to motion detectors, door contacts, card access and duress alarms.	$62.75/month	$62.75/month	N/A
User Class 2: Multi-alarmed areas with up to five (5) alarmed rooms in a single building connected to computer and peripherals, including but not restricted to motion detectors, door contacts, card access and	$93.75/month	$93.75/month	N/A
User Class 3: Multi-levels 6+ and/or multi building locations, including alarmed computers and peripherals but not restricted to motion detectors, door contacts, card access and duress alarms.	$122.50/month	$122.50/month	N/A
False Alarm			
False alarms	$50.00 per instance.	$50.00 per instance.	N/A
Two-way Radio Services			
System Access Fee	$61.25/year/radio	$65.44/year/radio	6.8%
Event Security			
Campus Safety Officer	$59.85.00/hour	$61.65/hour	3%
Student Safety Patroller	$23.89/hour	$24.60/hour	3%
Event Manager/Supervisor	$79.54/hour	$81.93/hour	3%
Communications Operator (Dispatcher)		$49.47/hour	N/A
Contract Security		On quote basis	N/A

- Any costs incurred related to event security is the financial responsibility of the requesting department
- Contract Security are last resort and on a quote basis. All fees will be recovered, quotes based on many variables that are provided for contract event security. Cost recovery charges are based on direct costs.