

Outsourcing for Covered Services

Frequently Asked Questions

What is the scope of the new policy?

The scope of Regents Policy 5402: Regents Policy Generally Prohibiting Contracting for Services applies to all existing and new contracts for covered services.

What has been done to date?

The Contracting Out Process Workgroup has spent considerable time developing a process to ensure carve outs to Article 5 of the University Collective Bargaining Agreement and Regents Policy 5402 will be rarely made, and only after justification has been documented, reviewed and approved up to the level of Vice Chancellor PBA. The Dean or Vice Chancellor for the unit requesting the services must also endorse the requested carve out justification.

What is considered a "covered service"?

This is work customarily performed by SX (service) and EX (patient care technical) bargaining unit employees at the university. You can search for SX and EX job titles on the [UCR Job Code Search webpage](#). For information on pay, please visit the [UCR HR Title & Pay Plan tool](#).

The new policy establishes standards for contracts for services for cleaning, custodial, janitorial or housekeeping services; food services; laundry services; groundskeeping; building maintenance; transportation and parking services; security services; billing and coding services; sterile processing; hospital or nursing assistant services; and medical imaging or other medical technician services.

What are some commonly used covered services that can be provided in house?

Several of the university service providers include

- Print, copy, design and promotional needs can be met [Campus Business Services](#)
- Custodial services are provided by [Facilities Services](#)
- Catering is available through [UCR Dining Services](#)

- **How is catering defined?**

Catering is defined as food and/or beverage service that includes on-campus service or on-campus food preparation, provided at an on-campus event or function. For full-service catered meals, students, faculty and staff will be required to utilize catering services provided by UCR Dining Services. In the event that UCR Dining Services is unable to support the service, additional guidance on options will be provided. Please see visit the UCR [Outsourcing for covered Services > Outsourcing Policy Carve Outs webpage](#) for additional information.

- **What about food delivery or pick up?**

Students, faculty and staff will be able to use registered off-campus caterers for food delivery/pick-up service only. This type of service will have no staff on site to serve, prepare food or clean-up the service.

- **What about concessions?**

Concessions is defined as the sale of food and/or beverages at a function where said products are sold directly to the guests by a commercial provider. On the UC Riverside campus, UC Riverside Dining Services has the first right of refusal for *all* concessionary service. Please direct your request for concessions to [UCR Catering Services](#). Requests will be reviewed by Hospitality Services and routed to UC Riverside Dining Services for final approval.

- **How can I request a carve out?**

Information on the process for requesting to hire an outside contractor can be found on the UCR [Outsourcing for covered Services > Outsourcing Policy Carve Outs webpage](#).

- **What are the noticing requirements related to covered services contracts?**

As outlined in [Article 5](#), Section D of the Collective Bargaining Agreement, the university will provide notice to AFSCME 3299 before entering into, extending or renewing a contract that includes covered services valued at more than \$100,000. The notice must specify the duration, scope of work, wage/benefit parity information, dollar value and work location(s), if known.

- **What are the employment standards for Wage and Benefit Parity?**

In general, contracts for covered services exceeding \$100,000 and 90 days require the contractor to provide its employees working at university locations wages and benefits equivalent to those provided to university employees performing the same work. "Benefits" includes health, dental, vision, and retirement as well as vacation, sick leave, and holiday pay. More details can be found in [Regents Policy 5402](#), Section C: Employment Standards.

- **What if a contract is authorized to continue, but the service provider won't agree to wage/benefit provisions?**

If the contractor refuses to meet the requirements of the policy, then the contract must be amended to end by the January 30, 2021 deadline.

- **If my request for an exception to outsource services is denied, what is the escalation path?**

The Vice Chancellor – PBA and the UCR School of Medicine – Dean will have final approval authority for all requests as a delegate of the Chancellor.

- **Where can I learn more?**

Access the UC Riverside download the [presentation slides](#).

- **How do I withdraw a contract out request in the Contract Out HRMS Module?**

- If the request is in the Requesting Department Coordinator's queue, this role is able to

cancel (withdraw) the request. The request can be returned to the Requesting Department up until it reaches the Compensation queue. After Compensation completes the Wage Parity, the request needs to be rejected, with comments, since it can no longer be canceled (withdrawn).

- **If our department would like to utilize a volunteer vendor to provide services (e.g. food service), do we need to go through the contract out process?**
 - If there is no formal agreement/contract with the University, then Contract Out process would **NOT** apply. An example below (using food trucks):
- **Food trucks would not be subject to Article 5/Regents Policy 5402 in the following circumstances:**
 - There is no formal agreement/contract with the food truck operator(s) to provide specific services. The requesting department still needs to contact Employee & Labor Relations (ELR) for Concept Approval and Environmental Health & Safety (EH&S) for a permit.
 - Any agreement with the food truck operator to operate on UC space but **DOES NOT** set specific services levels (for example, days/hours of operation, food to be provided). Terms may include requirements regarding use of space such as compensation for use, appropriate behavior while on UC property, or maintenance of occupied space.
- **Food trucks would generally be subject to Article 5/Regents Policy 5402 when any of the following applies:**
 - The location enters into an agreement with a food truck operator, or a third party who contracts with a food truck operator, to cater a specific event.
 - The location enters into an agreement with a food truck operator or a third party who contracts with a food truck operator, to supplement or replace existing food service operations and the agreement requires the food trucks to meet specific services requirements
 - Any agreement with the food truck operator to operate on UC space but **DOES** set specific services levels (for example, days/hours of operation, food to be provided). Terms may include requirements regarding use of space such as compensation for use, appropriate behavior while on UC property, or maintenance of occupied space.
- **What is the process for hiring a Food Truck for an event?**
 - Contact ELR first to determine if they need to comply with Policy 5402. Once approved to proceed with food truck, then submit a [food permit request](#) to EH&S at least 7 business days in advance.
- **How can we view the Hourly Parity Rates?**
 - Contact your [Compensation Consultant](#) to discuss.
- **If I initially contacted Labor Relations with the request to contract out and they instructed me to submit the request through the Contract Out HRMS module, why does Labor Relations have to approve again in the HRMS?**
 - The initial concept approval reviewed by Labor Relations does not have as much detail

as the information requested through the Contract Out HRMS module. The intent of the initial concept approval reviewed by Labor Relations is to determine if the request could qualify as a contract out.

- **Does the Contract Out process need to be followed when using a pre-qualified, off-campus caterer?**
 - Yes.