



UNIVERSITY OF EMBU

DEPARTMENTAL SERVICE CHARTER

Department of Estates Services

S/N	SERVICES OFFERED	PROCESS REQUIREMENT	OUTCOME	COST	TIMELINE
1.	Prepare and avail designs for infrastructure projects and services.	Detailed brief from user department	Approved designs.	Nil	4 to 8 weeks, depending on magnitude and complexity.
2.	Prepare and avail priced and blank Bills of Quantities for infrastructure projects and services.	Approved designs by the user department	Blank and priced Bills of Quantities.	Nil	2 to 8 weeks from the date of approval of the designs.
3.	Liaise and offer any supportive advice to the Procurement Department to facilitate tender evaluation.	Request from the SPO and the VC after tender opening.	Tender evaluation reports.	Nil	1 week
4.	Supervise new and on-going in-house and contracted infrastructures projects and services.	Tender award, Contract documents Availability of building material.	Project progress report	Nil	Continuous



ISO 27001:2013 Certified

Knowledge Transforms



ISO 9001:2015 Certified

5.	Prepare payment valuation of on-going infrastructure projects and services.	Contractor's invoice and contract document	Interim and final payment	Nil	1 Week upon receipt of an invoice.
6.	Coordinate and undertake maintenance and repair works for existing infrastructure	Approved maintenance schedule	Well maintained infrastructure	As per the maintenance budget allocation	Continuous within every financial year

