

Department of Administration	Facility Management Division Standard Operating Procedure SOP			
Contractor Key Request Form, (CKRF) These are the Instructions for Building Coordinators to complete and submit a Contractor Key Request Form (CKRF) to Security Systems.	NUMBER	REV	EFFECTIVE DATE	PAGE OF
	2	2	04/01/2021	1 7
	SUPERSEDES All Prior to 03/31/2021	PREPARED BY Gregg Collins	REVIEWED BY APPROVED BY	

1.0 **PURPOSE:**

The policy provides the NC Department of Administration, Security Systems a consistent and uniform method to receive Contractor Key Request Forms (**CKRF**) from approved Building Coordinators and Contractors for processing. These are the only individuals who can receive these keys.

2.0 **HISTORY OF REVISIONS:**

Date	Revision	Change	Reference Section
02/15/2019	Original Version		New
03/04/2021	2	All	Page 1 - 7

3.0 **PROGRAMS AFFECTED:**

- 3.1 Facility Management Division/Security Systems
- 3.2 All State Agency Building Coordinators with the ability to manage lists and add/remove keys and/or cores from State Sites. Building Coordinator(s) lists are managed through the DOA/FMD/Security Systems office.

4.0 **REFERENCES:**

- 4.1 All North Carolina DOA/FMD **ACR** form policy.
- 4.2 All North Carolina DOA/FMD **BCF** form policy.
- 4.3 All North Carolina DOA/FMD **LKF** form policy.
- 4.4 All North Carolina DOA/FMD **KCRF** form policy.

5.0 **POLICY:**

- 5.1 The DOA/FMD/Security Systems office will use consistent and uniform forms and methods for accepting Contractor Key Requests.
- 5.2 All Agencies, Departments, and Building Coordinators and/or Contractors will use the approved Contractor Key Request form (rev. 5 - 03032021) and sent through the **(ReaDY Application Portal)**.

6.0 **DEFINITION:**

- 6.1 **DOA** (Department of Administration)
- 6.2 **FMD** (Facility Management Division)
- 6.3 **KCRF** (Key and Core Request Form)
- 6.4 **CKRF** (Contractor Key Request Form)
- 6.5 **BCF** (Building Coordinator Form)
- 6.6 **LKF** (Lost Key Form)
- 6.7 **KEY** (Device utilized to open doors via a core and lockset)
- 6.8 **KEYHOLDER** (Individual who is assigned the key for use)
- 6.9 **REQUESTOR** (Company or Individual who orders the contractor key through the Building Coordinator)

- 6.7 **CORE** (Pinned channel device which receives keys allowing for access through doors)

- 6.8 **ACR** (Access Card Request) This form is used for replacement, lost, damaged, agency or department change, employment change, and/or name change.

- 6.9 **Security Systems** – Send all inquiries and security related information via the **(ReaDY Application Portal)**. This includes Building Coordinator Requests, Key Requests, Lost Key Forms, Access Card Requests, changes in access activations and deactivations, reports, inclement weather, and emergency lockdowns and unlocking of buildings.

- 6.10 **Building Coordinators** – Selected Individual(s) assigned and approved from an Agency and or Division to send in **(KCRF)**, **(CKRF)** and **(LKF)**Forms for processing through the **(ReaDY Application Portal)**.

- 6.11 **Contractor** – Approved individuals by a State Agency that can submit **(CKRF)** forms and receive keys and cores through the **(ReaDY Application Portal)**. **provided a deposit will be received** for each key.

7.0 **RESPONSIBILITY:**

7.1 **DOA FMD Badging Office Manager** is responsible for the following:

- 7.1.1 Ensure all Building Coordinator lists are up to date.
- 7.1.2 Provide a **(BCF)** to new or existing coordinators when duties change, or additional coordinator(s) are added or deleted.
- 7.1.3 Train and assist all new Building Coordinators in Security Systems policies and procedures. This includes providing a copy of the **(SOP)** regarding pick up and drop off of keys and cores, contractor keys, and deposit procedures within their specific agency/department regarding door access and other provisions.
- 7.1.4 Inclement Weather/Emergency Building lockdowns and unlocks.

7.2 **DOA FMD Security Systems Office** is responsible for the following:

- 7.2.1 Receiving all **(CKRF's)** via the **(ReaDY Application Portal)** and emails regarding doors and devices which require key access.
- 7.2.2 Scheduling pick-up times for keys i.e., 9am-11am and 2pm-4pm
- 7.2.3 Process all deposits **(\$100.00 each)** received per individual contractor key.
- 7.2.4 Manage database when keys are cut and/or returned to verify security of inventory and/or deposit refund.
- 7.2.5 Review and ensure all **(CKRF)** Requests received via the **(ReaDY Application Portal)** from Building Coordinators and Contractors are correct and follow policy.

7.3 **DOA Building Coordinators** are responsible for the following:

- 7.3.1 Generating **(CKRF)** forms within the **(ReaDY Application Portal)**
- 7.3.2 Submitting the forms via the CMS Work Request System
- 7.3.3 Forwarding emails and/or notifying employees when keys are ready for pick-up.
- 7.3.4 A document example (*rev. 4 - 03022021*) is supplemented with this document.

7.4 **Building Coordinators** are responsible for getting Building Contractors and/or State Construction Office approvals to appropriate a Grand Master or Mechanical room key.

- 7.4.1 Generating **(CKRF)** forms through the **(ReaDY Application Portal)**.
- 7.4.2 Submitting filled out electronic forms from Building Coordinator for processing.
 - a.) Building Coordinators ***must*** monitor their ReaDY emails for rejections, inquiries, or deletions of forms and/or when keys are ready for pick-up.
 - b.) All rejected forms must be resubmitted on a new ReaDY request.
- 7.4.3 Providing a viable email and phone number of key holders to be contacted when keys are ready.


8.0 **PROCEDURE:**

- 8.1 The approved **Building Coordinator** will accurately fill out the **(CKRF) Form**. The form must be **electronically filled out** and sent as a **“saved pdf document”**. This must be in the appropriate Acrobat Format. Handwritten, scanned or any other type of document (Word, Excel, etc.) will not be accepted. ***Any type of alteration*** to the form will not be accepted. If the form is altered or is not submitted by an approved Building Coordinator it will be rejected and can lead to subsequent delays.
- 8.2 There is a **\$100.00 deposit** required for **each** key requested.
- Check only.
 - All checks must be payable to the Department of Administration of North Carolina (DOA)
 - If a key is lost the keyholder/requestor forfeits the return of their deposit
- 8.3 **Filling out the Contractor Key Request Form**
- 8.3.1 **Section 1- Agency Information:** This header requires all **10 fillable blocks** to be completed to the best of the Building Coordinator or Contractors knowledge. This is what is required to process the **(CKRF’s)**.
- **Building Coordinator**
 - **Division**
 - **MSC Address**
 - **Request Date**
 - **Building Name**
 - **Telephone #**
 - **Requestor**
 - **Company**
 - **Building Name**
 - **Address**
- 8.3.2 **Deposit Reimbursement Information: (Section 2)** To whom and to where will the key deposit(s) be mailed to. **All (4) fillable blocks** are required to be filled out.
- **Reimbursee Name**
 - **Key Deposit Address** (*return address for deposit*)
 - **Title** (Individual’s status)
 - **Telephone #**
- 8.3.3 **Section 3 – Policy and Guidelines:**
This information is tabbed **a thru l** and must be adhered to when requesting a Contractor Key.

- a) **FMD Security Systems is the only authorized agency to duplicate keys for State Government Facilities**
Any duplicates or otherwise keys cut outside this purview is strictly forbidden
- b) **The Building Coordinator shall complete the electronic form and “save as” a .pdf in the (ReaDY Application Portal).**
All key request forms must be submitted by the Building Coordinator unless otherwise negotiated with DOA Management.
- c) **Only (1) individual shall be listed as the keyholder per form**
There can be only (1) keyholder listed on any form.
We do not allow multiple names i.e., keyholders on a document. This is for key management and security reasons which is the DOA/FMD Security Systems key management model.
- d) **A \$100.00 deposit is required for EACH Key**
Checks are the only acceptable payment for deposit for a Contractor key
- e) **Cash, Credit Cards or Money Orders are not accepted**
- f) **Payments are to be made for each person keys are assigned to (1 check per keyholder i.e., end user)**
When paying for each key you can combine deposits per keyholder i.e., John Doe needs (4) keys a 104-1, 104-2, 19D and 105-2 @ \$100.00 each for a total of \$400.00. Deposit check can be written for \$400.00 per keyholder of keys.
- g) **All checks will be deposited within 7 days of receipt in following with DOA/FMD cash management guidelines**
Security Systems forwards deposits at least once a week to the Fiscal Management Offices for processing.
- h) **The Key holder must pick-up and sign for the key from the Security Systems Office**
The Requesting Party is the Company or Individual who orders the key(s) through the Building Coordinator. The actual keyholder/user of the key must come to the Security Systems office and sign for the key before it will be released.
- i) **In the event of the termination of the person/keyholder to use key, the key shall be returned to Security Systems**
All keys must be returned to Security Systems when not attached to a keyholder.
- j) **A Key Transfer may be obtained once a new ReaDY submission has been processed for the key. The Requestor may transfer a key to a new keyholder if the existing keyholder was terminated, removed, or relieved of the key, otherwise it must be turned in to Security Systems for reconciliation.**
Contact Security Systems if you have any questions @ 984-236-0460
- k) **When keys are returned to Security Systems the reimbursement forms will be processed within 7 days, then the DOA Fiscal Management Division will return deposits to the address listed in the reimbursement section 2**
This process generally happens within 3 weeks of receipt of key(s); however, times may vary due to higher-than-normal processes at any given time.
- l) **Forfeiture of the deposit will occur when the contractor loses key or does not return the key(s) to Security Systems within (1) year. The contractor can renew the key contract in ReaDY within 1 year of receipt of contractor key**
In the event the contractor’s project extends past this 1 year 365-day period, they may submit a CKRF renewal via the agency who has sponsored them to have key(s).

8.3.3 Section 3 – Key Entry Information: This area is required for the Security Systems office to correctly cut and issue keys for specific individuals. This ensures that proper tracking and employee key return policies are adhered to.

Fill out all necessary line items here:

- **Key Code** – Key type and associated code for that key
- **Keyholder** – Person being issued the key(s)
- **Driver's License or State ID numbers**
 -  Provide (Driver's License # Last (4) digits only): (Passports, Federal or State ID's State ID's (also Last (4) Digits) with a photograph are acceptable forms of identification.
- **Key pick-up** date and **key issue** date
- **Sign (signature of key-holder)** and **Date (date of pick-up)**.

The remainder of the document is for Security Systems purposes only.

8.3.4 Example form: The most current image of the form used for requesting Building Coordinators will be attached here to view. As revisions occur, they will be reflected at this part of the document. *(See Page 7. Below)*

CONTRACTOR

CONTRACTOR KEY REQUEST FORM
North Carolina Department of Administration
Division of Facility Management-Security Systems
984-236-0460

KEY REQUEST

1. AGENCY INFORMATION:

BUILDING COORDINATOR:		REQUEST DATE	
DEPARTMENT – DIVISION:		BUILDING NAME	
MSC# and Zip Only:		TELEPHONE #	
REQUESTOR		BUILDING NAME	
COMPANY		ADDRESS	

2. DEPOSIT REIMBURSEMENT INFORMATION:

REIMBURSEE NAME		TITLE	
KEY DEPOSIT ADDRESS:		TELEPHONE #	
STREET		EMAIL:	
CITY & STATE			
ZIP CODE			

3. KEYS FOR TEMPORARY ACCESS TO STATE PREMISES FOR AUTHORIZED CONTRACTORS WILL SUBJECT SAID CONTRACTORS TO FOLLOW AND ACCEPT THESE GUIDELINES BEFORE KEYS CAN BE DISTRIBUTED

- a) FMD Security Systems is the only authorized agency to duplicate keys for State Government Facilities
- b) The Building Coordinator shall process the electronic form by utilizing the AIM\ReaDY Web Portal
- c) Only (1) individual shall be listed as the keyholder per form
- d) A \$100.00 deposit is required for EACH Key
- e) Only checks are approved means of payment (Cash or Credit Cards are not accepted means of payment)
- f) Payments are to be made for each person keys are assigned to (1 check per keyholder i.e. user)
- g) All checks will be deposited within 7 days of receipt in following with Fiscal management guidelines
- h) The Key holder must pickup and sign for the key from the Security Systems Office
- i) In the event of the termination of the person to use key, the key shall be returned to Security Systems
- j) A Key Transfer may be obtained once a new ReaDY submission has been processed for the key
- k) When keys are returned to Security Systems the reimbursement forms will be processed within 7 days, then the DOA Fiscal Management Division will return deposits to the address listed in the reimbursement section 2
- l) Forfeiture of the deposit will occur when the contractor loses or does not return the key(s) to Security Systems within (1) year or renews the key contract in the ReaDY App within 1 year of receipt of contractor key

KEY CODE	ROOM NUMBER	KEY HOLDER NAME	DL LAST 4 OR NC STATE ID #	SECURITY SYSTEMS USE ONLY

I hereby understand and agree to abide by these terms and conditions

KEY PICK UP DATE:

SIGNATURE RECEIVED:

KEY RETURN DATE:

SIGNATURE RETURNED:

THIS SECTION IS FOR SECURITY SYSTEMS USE ONLY

WORK ORDER NUMBER		KEYSTONE ENTRY DATE	
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Revision IV - 03/03/2021