

Service Level Agreement for University Facilities

Facilities-related departments within the [Office of the Executive Vice President and Chief Operating Officer](#) (EVP & COO) will provide services to university customers in accordance with the attached:

- **Services and Funding Sources** exhibit, which identifies the baseline services that will be funded by the fiscal year 2019 facilities management cost allocation, and those agreed upon optional services that, if requested by customers, will be charged back to their organizations;
- **Fiscal Year 2019 Rate Schedule**, which lists the labor rates and other costs that customers will be charged for service items not funded by the facilities management cost allocation; and
- **Plant Development Fund (PDF) Overview**, which generally describes the deferred maintenance and other improvements and services supported by the PDF.

Together these represent a Service Level Agreement (SLA) intended to increase transparency and accountability for and among facilities customers and those departments delivering services.

GENERAL BACKGROUND

The facilities management cost allocation established by the Budget Office includes the cost of University utilities, debt service, environmental health and radiation safety, and real estate, and funds the operating budget of the following departments within the EVP & COO's portfolio.

- Service Operations at Main Campus – Provides transportation and logistics support, grounds maintenance and general housekeeping services for all University properties with the exception of the School of Medicine and the School of Pharmacy.
- Service Operations at the Health Sciences Center (HSC) – Oversees grounds maintenance and housekeeping at the HSC with the exception of the School of Dentistry.
- Project Delivery Group – Working closely with the Office of Space Management, provides planning, design, and construction management services for capital projects at all campuses.
- Office of Facilities Management – Provides building maintenance and repair, utility procurement, generation and distribution, and fire safety at all campuses.

Housekeeping and facilities maintenance for residence halls is provided by University Housing and is not included in the facilities management cost allocation.

The services identified in this SLA are provided to ensure a clean and well-functioning campus, and are delivered in accordance with professional standards for frequency and quality. However, they are also organized and managed to handle unforeseen conditions, emergency situations, and the additional effort required of special events.

USE OF OUTSIDE CONSULTANTS

The ability to plan, design, and manage a capital construction project utilizing exclusively University staff will be driven by several factors:

- Size and complexity of the project
- Time constraints, the pipeline of current projects, and resource allocation
- Specialty requirements of a project

The determination on the use of an outside consultant will be made with the customer at the start of a project. Cost estimates of the consultant's services will be provided at that time, along with an estimate for the amount of in-house labor that will be necessary for the management of that consultant. Both costs will become part of the project budget.

BILLING INFORMATION

Transaction detail is available for all facilities charges as a drill down feature on [TUportal](#) (account code 7730). It can be accessed through Cognos cost center reports by clicking on "FM Bill" from the Transaction Detail Report.

For personal assistance with billing inquiries, contact Facilities Business Operations at 215-204-7948.

CONTACT

Any questions about this document or the facilities-related departments within the Office of the EVP & COO can be directed to staff in [Finance and Accounting](#) at 215-204-8343 or 215-204-4026.

Building maintenance problems and emergencies should be reported to the Dispatch Office: 215-204-1385 at the Main Campus; and 215-707-4702 at the HSC.

For more detailed information regarding specific service areas, please call the phone numbers listed on the following *Services and Funding Sources* exhibit.

SERVICES AND FUNDING SOURCES

Item	Description	Funding Source
A. Transportation and Logistics Support (215-204-9627)		
1	Ambler-Main Campus, TUr Door and Owl Loop shuttle bus services	Cost Allocation
2	Special student transportation service	Chargeback
3	Chauffeured van or car service	Chargeback
4	Solid waste and recycling materials management	Cost Allocation
5	Inter-office mail processing	Cost Allocation
6	Postal mailing service, including bulk	Chargeback
7	Office relocations and moves	Chargeback
8	Surplus property removal or delivery from warehouse	Chargeback
9	Sports and band equipment transportation	Chargeback
10	Special event support, including set-ups and breakdowns, and delivery/set-up of equipment	Chargeback
11	Athletic field event support and indoor sports facility set-ups and breakdowns	Chargeback
12	Rental of special event equipment	Chargeback
13	Linen supplies and porter service required for an event	Chargeback
B. Grounds Maintenance (215-204-1303)		
1	Campus-wide snow and ice removal, including plowing of snow, salting of steps and walkways, and concentrated service in all entrance areas	Cost Allocation
2	Lawn maintenance and recycling of landscape debris	Cost Allocation
3	Herbicide and pesticide spraying on campus grounds	Cost Allocation
4	Trimming of trees, pruning of bushes, hedges, ivy, etc., planting of seasonal flowers and trees	Cost Allocation
5	Authorized dedication tree planting	Chargeback
6	Interior plant maintenance	Chargeback
7	Removal of exterior trash and debris across campus (7 days per week), including emptying of outdoor campus trash and recycling collectors	Cost Allocation
8	Daily street and sidewalk sweeping, and weekly storm drain and inlet cleaning	Cost Allocation
9	Pressure washing of hardscape, and interior and exterior graffiti removal	Cost Allocation
10	Special event related pressure washing, if beyond normal services	Chargeback
11	General athletic field maintenance	Cost Allocation
C. General Housekeeping Services (215-204-4764 at Main Campus; 215-707-4775 at the HSC)		
1	Ongoing policing of all public areas during building business hours	Cost Allocation
2	Policing of restrooms, and replenishing of paper products during building business hours	Cost Allocation
3	Cleaning of spills throughout campus buildings during business hours	Cost Allocation
4	Routine cleaning of offices: vacuuming of carpets, mopping of hard floor surfaces, dusting and wiping of available horizontal surfaces	Cost Allocation
5	Scheduled trash and recycling removal from interior building spaces	Cost Allocation
6	Nightly cleaning of all public areas: hallways, lounges, lobbies, and available horizontal surfaces	Cost Allocation

Item	Description	Funding Source
7	Nightly cleaning of classrooms; includes floor-care, washing of whiteboards or chalk boards, removal of spills and graffiti from furniture, and rearrangement of classroom seating	Cost Allocation
8	Nightly detailed cleaning of all restrooms/locker rooms and replenishing of all products	Cost Allocation
9	Special cleaning requests of an area above and beyond normal scheduled cleaning (e.g., athletic recruitment weekends)	Chargeback
10	Hard floor maintenance in public areas, classrooms, locker rooms, restrooms	Cost Allocation
11	Window treatment repair or replacement in public areas and classrooms	Cost Allocation
12	Window treatment replacement requested in private offices	Chargeback
13	Scheduled vacuuming and shampooing of carpet in public spaces	Cost Allocation
14	Spot cleaning of walls, and interior and exterior graffiti removal	Cost Allocation
15	Periodic cleaning of vents and lights	Cost Allocation
16	Cleaning of elevators and stairs	Cost Allocation
17	Cleaning of all indoor sports facilities and swimming pools	Cost Allocation
18	Bulk recycling and clean-outs in buildings, including disposal of large amounts of delivery boxes, which are picked up by special request	Cost Allocation
19	Interior extermination and general pest control	Cost Allocation
20	Public area furniture maintenance, shampooing, and repair	Cost Allocation
21	Shampooing of private office furniture	Chargeback
22	Daily cleaning of entrance door glass	Cost Allocation
23	Window cleaning at all buildings, inside and out, once per year	Cost Allocation
24	Window cleaning requests, in addition to scheduled cleanings	Chargeback
25	First floor public area window cleaning (inside and out) five times a year in buildings scheduled for Open House and Commencement events	Cost Allocation
26	Cleaning of departmental microwaves and refrigerators	Chargeback
27	Special request lab cleaning	Chargeback
D. Planning, Design, and Construction (215-204-8112)		
1	Master planning for all campuses and coordination of school-level plans with campus plans	Cost Allocation
2	Initial development of capital project scope and vision with client teams, sufficient to gain go-ahead for pre-design services to be conducted	Cost Allocation
3*	Pre-design services: development of preliminary space needs/program, and preliminary planning and design concepts	Chargeback
4*	Development of preliminary cost estimates for renovation of existing building space and for new construction	Chargeback
5*	Development of CER (Capital Expenditure Request) for capital projects, including client consultations, assistance with project descriptions, plans, and estimates sufficient for President and/or Board of Trustees approval	Chargeback

Item	Description	Funding Source
6	<p>Upon approval of a CER or authorization to proceed, management and development of all aspects of planning and design (architectural, landscape and interior) for a renovation or new construction project. This includes, but is not limited to the following:</p> <ul style="list-style-type: none"> • Management of in-house design process, including development of complete architectural drawings, coordination with consultants, and development of construction documents required for permitting, estimating and bidding • Selection and supervision of outside design professionals and specialty consultants, as needed, including assistance with contract development and procurement • Management of outside design professionals in all phases of project development, including project design, code analysis, permit drawings, permit and zoning coordination, and construction administration 	Chargeback
7	<p>Management of all aspects of the delivery of a capital construction project, including but not limited to the following:</p> <ul style="list-style-type: none"> • Project cost estimates and budget management throughout the project life cycle • Procurement and contracts coordination • Scheduling, coordination, and project implementation • Quality control, assurance, and project close-out 	Chargeback
8	Space planning and allocation studies conducted to increase efficiency of space utilization, as requested	Chargeback
9	Selection and procurement of furniture and fixtures for public spaces, as requested	Chargeback
10	Signage design and procurement, as requested	Chargeback
E. Facilities Maintenance (215-204-7920 at Main Campus; 215-707-5278 at the HSC)		
1	Maintenance and repair of plumbing systems, HVAC systems, electrical and lighting systems	Cost Allocation
2	Mechanical, electrical, or plumbing system modifications due to program changes	Chargeback
3	Maintenance, repair and replacement of emergency electrical power for departmental lab equipment, uninterruptible power supplies, and processed chilled water systems	Chargeback
4	Maintenance and repair of building automation controls, energy management systems, elevators	Cost Allocation
5	Maintenance, repair and replacement of back-up air conditioning units, and computer room air conditioning units	Chargeback
6	Modifications to building systems to accommodate space reconfiguration due to program or personnel changes	Chargeback
7	Modifications to building systems to accommodate new departmental equipment installation	Chargeback
8	Maintenance, repair, and replacement of department refrigerators, freezers, and autoclaves	Chargeback
9	Air balancing and duct cleaning	Cost Allocation
10	Repair and replacement of radiant heat system components, fan coil units, and unit ventilators	Cost Allocation
11	Repair, replacement, inspection and certification of life-safety systems: fire alarm systems, fire sprinkler and suppression systems, fire extinguishers, standby emergency power and lighting	Cost Allocation

Item	Description	Funding Source
12	Maintenance, repair and replacement of specialty fire alarm systems (e.g., in kitchens and computer rooms)	Chargeback
13	Maintenance and repair of building common area walls and ceilings (patching and painting), acoustical ceiling tile, light fixtures, lamps, flooring, and carpet	Cost Allocation
14	Maintenance and repair of other building common area items such as toilet partitions, fixtures, and accessories; doors, door hardware, and locks; and water fountains	Cost Allocation
15	Graffiti removal	Cost Allocation
16	Animal and bird control	Cost Allocation
17	Window treatment, railing, and appliance repair	Cost Allocation
18	Repair and replacement of directories, way-finding signage, and message board kiosks	Cost Allocation
19	Repair and replacement of loading dock levelers, roll-up doors, and vehicle restraint	Cost Allocation
20	Emergency management (e.g., evacuation drills, TU Alerts, and preparedness activities)	Cost Allocation
21	Disaster recovery (e.g., power outage, fire, flood)	Cost Allocation
22	Environmental remediation and asbestos abatement	Cost Allocation
23	Flood/storm damage preparation and response, including snow and ice removal	Cost Allocation
24	Repairs due to leaks from roof or plumbing/mechanical systems	Cost Allocation
25	Space refurbishments (e.g., paint, electrical, flooring, etc.) due to program or personnel changes	Chargeback
26	Installation of additional electrical receptacles due to program or personnel changes	Chargeback
27	Assembling furniture, and hanging pictures, boards, signs and banners	Chargeback
28	Securing departmental equipment and PCs	Chargeback
29	Demolition and removal of student/research projects and department equipment	Chargeback
30	Sign replacement and support of security initiatives due to program changes	Chargeback
31	Special event support (e.g., temporary electric and plumbing, and standby technicians)	Chargeback
F. Utilities Management (215-204-7920)		
1	Procurement, metering, and strategic management of: electricity, domestic water, sewage/wastewater, storm water management, natural gas, heating oil, steam, chilled water	Cost Allocation
2	Demand management services and energy efficiency upgrades	Cost Allocation
3	Oversight of campus utility infrastructure, including distribution systems and utility plants	Cost Allocation

* If a CER is approved (or a project is otherwise authorized to proceed), all pre-design, development, and estimating costs are captured as a line item in the project budget and charged to the project's funding source. If a project is not authorized to proceed, all internal costs associated with pre-design, estimating, and CER development are charged against the portfolio's cost allocation.

FISCAL YEAR 2019 RATE SCHEDULE

Labor Charges (Hourly rates)		
Maintenance and Operations* <i>(effective November 2018)</i>	Straight	Overtime
Trade Mechanic (e.g., electrician, plumber, locksmith) at Main Campus, Dental and Ambler	\$64.18	\$68.80
Trade Mechanic (e.g., electrician, plumber, locksmith) at Health Sciences Center	\$63.15	\$67.50
Service Staff (e.g., housekeeper, driver, groundskeeper) at Main Campus, Dental and Ambler	\$47.13	\$50.82
Design and Construction Management** <i>(effective August 2018)</i>	Average	Range
Planning and Design Staff	\$60.01	\$43 - \$98
Construction Management Staff	\$69.99	\$50 - \$106
Student Workers <i>(effective August 2018)</i>	Straight	Overtime
Grounds Crew, Planning and Design Interns, etc.	\$11.42	N/A
Other Charges		
Furniture/Equipment Rental for Events		Per Unit
Chairs		\$0.75
Tables, standard		\$5.00
Tables, hi-top		\$6.00
Coat rack		\$10.00
Stages		\$25.00
Steps		\$20.00
Ramp		\$55.00
Aisle stanchion		\$13.00
Porta sound		\$25.00
Liberty Sound System		\$70.00
Linen/skirting sets		\$23.00
Linen, no skirting		\$6.00
Easels		\$4.00
Miscellaneous Items		Per Unit
Keys		\$2.50

*The labor rate for maintenance and operations staff is intended to recover actual direct costs and allocated indirect costs, including fringe benefits. The Controller's Office established the methodology for the labor rate calculation and annually approves any rate adjustments. The cost of inventory materials and purchased goods are passed through with no mark-up.

**The cost of design and construction management will appear as an estimate based on a percentage of project costs; however, customers only pay for the actual time the staff works on the project. Time will be charged on an hourly basis. Any funds within the estimated amount not needed for design or construction management remain in the project budget.

PLANT DEVELOPMENT FUND OVERVIEW

Each year a percentage of total net tuition is allocated to the Plant Development Fund (PDF), which is primarily dedicated to the repair and replacement of campus buildings and infrastructures.

Funds are spent on the following major categories:

- Asbestos removal
- Electrical system upgrades
- Health and safety projects
- HVAC system upgrades
- Landscape improvement projects
- Masonry repairs
- Plumbing repairs
- Special studies
- Utility distribution upgrades

PDF funding is also set aside for recurring maintenance, repair and replacement of the following items:

- Building façade and curtain wall
- Exterior lighting, sidewalks, and pavers
- Flooring and carpets
- Public area furniture
- Public seating and classroom furniture
- Railings, fences, and bike racks
- Roofing, windows, and exterior doors
- Security cameras
- Weatherproofing, caulking, and weather stripping