



Facility Services - Service Level Agreement

Appendix A

Services & Funding Sources

Item	Description	Funding Source
A.	Transportation and Logistics Support	
1	Solid waste and recycling materials management	Cost Allocation
2	Inter-office mail processing	Cost Allocation
3	Postal mailing service, including bulk	Chargeback
4	Office relocations and moves	Chargeback
5	Surplus property removal or delivery from warehouse	Chargeback
6	Sports and band equipment transportation	Chargeback
7	Special event support, including set-ups and breakdowns, and delivery/set-up of equipment	Chargeback
8	Athletic field event support and indoor sports facility set-ups and breakdowns	Chargeback
9	Rental of special event equipment	Chargeback
B.	Grounds Maintenance	
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
12	Event Setup	Chargeback
C.	Custodial Services	
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
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, 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) once 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.	Operations & Maintenance	
1	Maintenance and repair of plumbing systems, HVAC systems, electrical, lighting, rainwater collection systems, roofs, facades, and life safety (Fire Alarm and Sprinkler) systems	Cost Allocation
2	Mechanical, electrical, exterior, life safety or plumbing modifications due to program and or personnel changes as required	Chargeback
3	Maintenance, repair, and replacement of emergency electrical power for departmental lab equipment, uninterruptible power supplies, specialty controls systems, special suppression systems, auto dialers, and data loggers	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, computer room air conditioning units, secondary cooling systems for labs, processed chilled water systems, and condenser water for program equipment	Cost Allocation
6	Certification of building systems as required by the grant	Chargeback
7	Maintenance, repair, and replacement of departmental programmatic support systems/equipment such as refrigerators, freezers, autoclaves, fume hoods (excludes exhaust valve and fans which are covered under cost allocation), dance floors, swimming pools, AV (projectors, cameras, electronic wayfinding displays, podiums, monitors), dust collection systems, glassworks furnaces, artificial turf, fitness equipment, athletic field lighting, RODI systems, vacuum, compressed air (excludes BAS air which is covered by cost allocation), desiccant systems, power reels, lab benches, specialty freezers, ice machines, clean steam, cage washers, temporary structures, grease traps for food service, stage lighting, stage curtains, stage ropes, stages, stage lifts, display cases, art, plaques, sound systems, and dark rooms	Chargeback
8	Air balancing (not for certifications as required by grants)	Cost Allocation
9	Repair and replacement of radiant heat system components, fan coil units, and unit ventilators	Cost Allocation
10	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
11	Maintenance, repair, and replacement of specialty fire alarm systems (e.g., industrial kitchen Ansul suppression and computer rooms – Halon suppression)	Chargeback
12	Maintenance and repair of building common area walls and ceilings (patching and painting), acoustical ceiling tile, light fixtures, lamps, flooring, and carpet	Cost Allocation
13	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
14	Graffiti removal	Cost Allocation

15	Animal and bird control	Cost Allocation
16	Common space window treatments.	Cost Allocation
17	Repair and replacement of directories, way-finding signage, and message board kiosks. (excludes electronic or powered displays)	Cost Allocation
18	Repair and replacement of loading dock levelers, roll-up doors, and vehicle restraint	Cost Allocation
19	Emergency management (e.g., evacuation drills, TU Alerts, and preparedness activities)	Cost Allocation
20	Disaster recovery (e.g., power outage, fire, flood)	Cost Allocation
21	Environmental remediation and asbestos abatement	Cost Allocation
22	Flood/storm damage preparation and response, including snow and ice removal	Cost Allocation
23	Repairs due to leaks from roof or plumbing/mechanical systems	Cost Allocation
24	Space refurbishments (e.g., paint, electrical, flooring, etc.) due to program or personnel changes	Chargeback
25	Installation of additional electrical receptacles due to program or personnel changes	Chargeback
26	Assembling furniture, and hanging pictures, boards, signs, and banners	Chargeback
27	Securing departmental equipment and PCs	Chargeback
28	Maintenance and repair of card readers for main building access	Cost Allocation
29	Installation, maintenance, and repair of private security equipment such as interior access control (including standalone locking systems), security alarm panels, security alarm sensors and security panic alarms. Replacement or software upgrades to security equipment due to obsolescence. Labor for the installation & replacement of card access readers for department suites, offices, and non-common spaces	Chargeback
30	Demolition and removal of student/research projects and department equipment	Chargeback
31	Sign replacement and support of security initiatives due to program changes	Chargeback
32	Special event support (e.g., temporary electric and plumbing, and standby technicians)	Chargeback
33	Requests made by Residence Services	Chargeback
E.	Utilities Management	
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