

SERVICE LEVEL AGREEMENT

FY21

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Glossary

APPA – Formerly known as the Association of Physical Plant Administrators. National organization providing leadership in the operations of educational facilities.

ASHRAE – American Society of Heating, Refrigeration and Air Conditioning Engineers

AVP, FS – Associate Vice President, Facilities Services

AVP, Operations – Assistant Vice President, Operations

FS – Facilities Services

IBC- International Building Code

NFPA – National Fire Protection Association

PM – Preventive Maintenance

SLA – Service Level Agreement

1.0 Scope

1.1. Parties to the Agreement

This document serves as an agreement of services to be provided by FS. This agreement applies to the building(s) and/or facilities aligned with each client per the University Space Management System (ARCHIBUS). This basic SLA is uniform for all clients.

1.2. Products and Services

FS will provide a comfortable, functional, safe, and reliable environment through Basic Services, Recharge Services, Unfunded Projects, Operational Projects, and Capital Requests. A more detailed line-item summary list of Basic & Recharge services is displayed on pages 9 – 14 of this document.

Basic Services: covers the scope of work necessary to properly maintain campus buildings and grounds. Provided at no additional cost, they include, but are not limited to, standard custodial coverage, mechanical system maintenance, building envelope maintenance and grounds maintenance. These services are provided per this SLA. Basic Service is limited within the parameters of the operating budget per fiscal year and are defined into, but not limited to (8) eight service categories:

1. Architectural: Finishes will comply with the NFPA and IBC standards and codes. Decorative features such as ornate ironwork and woodwork will be reviewed on a case-by-case basis.
2. Custodial: Refer to Labor Rate/custodial services document(s) within the BOX Folder (updated each Fiscal Year).
3. Electrical: Lighting, power outlets, power distribution and fire alarm systems will be maintained per NFPA, IBC and local standards.
4. Elevators and lifts: All units will be repaired and maintained to allow for safe operations that conform to industry standards. An elevator mechanic must respond within 30 minutes or less for entrapments during regular working hours, Monday through Friday 6:00 A.M. - 6:00 P.M., and within 60 minutes during off hours.
5. Grounds, waste, and snow: Landscaping, snow-removal, exterior trash removal and general clean-up of university property will be made per APPA standards. Snow removal prioritization will be made to clear accessible paths and ramps.
6. Mechanical and utilities: Heating and cooling systems will be maintained to provide occupant comfort within ASHRAE standards for a standard design day. These include heating and cooling seasons: winter: 68-72 degrees F; summer: 70-74 degrees F.
7. Pest control: Interior and exterior inspection and monitoring of buildings and grounds will be maintained on a monthly basis by a university-contracted service provider.
8. Plumbing: Hot water, cold water and sewage lines will be maintained per local standards.

Recharge Services: covers work requested by the stakeholder that is outside of Basic Services. These items include, but are not limited to, special or above basic service custodial requests, updating and/or enhancing office spaces and special events service. A stakeholder can request an estimate for any scope of work outside of Basic Services for budget planning. Recharge reporting will be made available upon request.

Unfunded Projects: FS will strive to complete all work within the scope of Basic Services, however, situations may arise where the building maintenance needs outpace the allotted building operating budget, resulting in work not being completed during the fiscal year. Unfunded projects will be prioritized across the campus. A stakeholder can request an unfunded project to be reviewed for the current year and for future fiscal years.

Operational Projects: FS operations staff manages projects to maintain and enhance the built-

environment. Requests for estimates do not incur a fee, but the work itself may be a recharge service. Please coordinate with your zone manager should you have additional questions.

Capital Requests: FS project managers are able to serve with design, construction and renovation needs. Additional information on means, methods and approvals can be found on the FS website for current and future fiscal years (Quick Links also available below).

1.3 Resource Assumptions

The FS department will perform due diligence to provide services as outlined below, provided that FS funding, staffing and material resources are maintained at current levels.

1.4 Contacts

The primary contact list is included in Section 6.0. Should issues arise, the succession of contacts will follow the escalation action outlined in 2.3 Dispute Resolution and Escalation.

1.5 Renegotiations

This SLA may be renegotiated at any time and may be initiated by either party. Services under term agreements may not be able to be renegotiated. Should the service receiver not agree to the terms of the SLA, FS basic service format should be utilized.

2.0 Service Details

2.1 Service Categories

2.1.1 Urgent issues:

Any issue deemed urgent should be reported to the Work-Center at 773.834.1414. A work order will be created from the call and a work order number will be assigned. Emergency issues are typically priority 1 but could include services related to programmatic functions or events (see table below).

2.1.2 General or scheduled issues:

The requestor should submit a service request to facilities.uchicago.edu. A work order will be assigned, and the respective shop or trade will respond within 7 working days. If there are questions as to if the work order is a basic or recharge service, the respective shop or trade group will work with the zone manager to notify the respective stakeholder for funding and scheduling. General or scheduled issues are typically prioritized as priority 3 or priority 4 (see table below).

2.1.3 Preventive Maintenance (PM)

All PM related to architectural, mechanical, electrical, and plumbing will be performed based on the manufacturer's recommendations or documented historical evidence (Runtime PM). PM will be planned and scheduled by FS. The stakeholder will be contacted only in the event that the work may impact operating conditions of the building. Additional information on PM will be made available upon request. PM work orders are categorized by FS as priorities 5-7 (PM Life Safety, PM Critical Equipment, and PM Non-Critical Equipment). Completion is carefully measured each month and can be referenced on the [FS website](#) for all Key Process Indicators (KPI's).

2.2 Service Delivery Expectations

FS strives to meet customer expectations by achieving performance levels for response, work order completion, preventive maintenance, corrective maintenance, and effective use of labor. The performance levels are based on University of Chicago data, where available, and are consistent with

established APPA levels of service 2. There is an opportunity to provide feedback following every Work Order; a Client Satisfaction Survey is sent to each originator requesting comments and grading. As with other Key Processes, this is carefully measured each month and available on the [FS Website](#).

Priorities Table

| Priority | Definition | Service ETA | Examples |
|------------|--|--|--|
| Priority 1 | Work orders take priority over all other work and require immediate action to address situations that present immediate or imminent danger to life, health, safety, security or significant damage to buildings, equipment, property, or people. | Addressed immediately; complete resolution may transition to Priority 3, depending on necessary follow-up work | Power outage; fire alarm; major leaks; exterior door not secure; broken windows or doors; programmatic disruptions |
| Priority 2 | Work orders are unscheduled and reactive and may create serious disruptions to service. This demands prompt attention to supplement emergency repairs or prevent a subsequent emergency. | Addressed between 24-48 hours; complete resolution may transition to Priority 3, depending on necessary follow-up work | Any follow-up from priority 1 events; tripping hazards; programmatic disruptions |
| Priority 3 | Work orders that address date-sensitive requests or planned, scheduled maintenance. | Addressed within 7 working days or by a mutually agreed-upon deadline | Event support requests; time-specific work orders; scheduled fire alarm testing or other disruptive actions |
| Priority 4 | Work orders address normal maintenance requests for service for normal University operations. | Addressed per job queue | Key requests (non-lockout); supply trash bins; estimate for work; |

2.3 Dispute Resolution and Escalation

Dispute resolution and escalation methods can be made with the below listed steps. At each step in the process, a written decision is to be provided for the record. Issues are considered resolved when a process is identified to resolve the issue and, where possible, can be avoided moving forward.

2.3.1 Level 1 – Zone Manager

If any work performed under this agreement does not meet the standards set forth herein, the aforementioned stakeholder should contact the Zone Manager for resolution. If the failure to meet the established standards for performance does not critically impact normal operations, the issue may be deferred until the next, scheduled meeting with the Zone Manager.

2.3.2 Level 2 – Sr. Director of Operations & Maintenance

If the Zone Manager cannot resolve the issue, the issue can be escalated to the Sr. Director of Operations & Maintenance who will share the issue and seek input from peers for further discussions.

2.3.3 Level 3 – AVP, FS Operations

If the issue is still not resolved the issue is to be raised to the AVP, FS Operations

2.4 Funding and Responsibilities

2.4.1 Trouble Calls

Response to a trouble call **will not** be delayed pending resolution of financial responsibility. The division of responsibility, however, per Section 5.0 Basic vs. Special Service, applies.

2.4.2 Work Order (Requested)

Requested work that is part of the Basic Services shall be completed at no additional cost to the stakeholder. Should the work not be part of the Basic Services, an account number shall be provided prior to the commencement of work.

2.4.3 Work Order (Routine Maintenance)

All work required due to normal wear and tear will shall be completed at no additional cost to the stakeholder as explained on the *expanded service matrix*.

2.4.4 PM (Preventive Maintenance)

FS is committed to completing all PM work within the FS budget. If FS cannot complete all required PM due to budget challenges the stakeholder will be advised.

2.4.5 Billing

All materials and labor are listed within closed work orders. When closed, Maximo will debit the appropriate account number through the appropriate accounting system. Recharge reports can be made available on request.

2.5 Service Hours

FS is staffed 24 hours/day, 7 days/week. Normal business hours are 8:00 A.M. – 4:30 P.M. Monday through Friday, excluding holidays. All work orders will be scheduled during normal business hours unless other arrangements have been made.

3.0 Cost Schedule

3.1 At the beginning of each Fiscal Year (FY) FS will post the list of Crafts (I.e. Plumber, Electrician) along with their standard hourly rate and overtime hourly rate. The rates are the same for all clients supported across campus. This list will be posted in a separate BOX folder and not embedded in the SLA document.

4.0 Custodial Services Overview

4.1 The below chart is provided as a general overview. For more specific information please reference the Custodial Specification Sheet separately loaded into the shared Box folder.

| | Trash | Recycling | Brush chairs | Police litter | Sweep, Mop, Vacuum | Wipe chalk or dry erase boards (not full walls) | Wiping and Dusting (from ground level) |
|---|--------|-----------|--------------|---------------|--------------------|---|--|
| Offices | Weekly | Weekly | Weekly | N/A | Weekly | N/A | Weekly |
| Classroom and interior, enclosed gathering rooms | Daily | Daily | Weekly | Daily | Daily | Daily | Weekly |
| Auditoriums, Theatres | Daily | 2x/week | Weekly | Daily | Daily | N/A | Weekly |
| Laboratories (Wet, Dry) | Daily | 2x/week | Weekly | Daily | Weekly | N/A | Weekly |
| Kitchen areas | Daily | Daily | Weekly | Daily | Weekly | Weekly | Daily |
| Common area (Lobbies, elevators, corridors) | Daily | 2x/week | N/A | Daily | Daily | N/A | Weekly |
| Restroom | Daily | Daily | N/A | Daily | Daily | N/A | Daily |
| Interior Stairwells | Daily | 2x/week | N/A | Daily | Weekly | N/A | Weekly |

5.0 Expanded Service Matrix

| 5.1 Architectural | | | | |
|-------------------|--|---|-------|---------|
| # | Facility or Bldg. Component | Description of Service | Basic | Special |
| 1 | Acoustical and Ceiling Tiles | Repair or replace for wear and tear | Y | |
| 2 | Acoustical and Ceiling Tiles | Repair or replace for misuse, vandalism, or modification | | Y |
| 3 | Baseboards | Repair or replace for wear and tear | Y | |
| 4 | Baseboards | New installation, modification, or cosmetic repair | | Y |
| 5 | Blackboards/White Boards/Bulletin Boards | New installation or repair | | Y |
| 6 | Blackboards/White Boards/Bulletin Boards | Repair or replace for misuse, vandalism, or modification | | Y |
| 7 | Counter Tops and Cabinets | Painting of countertops and cabinets | | Y |
| 8 | Counter Tops and Cabinets | Repair of common area kitchen and bathroom counter tops and cabinets (wooden and laminate only) | Y | |
| 9 | Counter Tops and Cabinets | New installation and/or custom built, including all lab specific | | Y |
| 10 | Doors | New installation or cosmetic repair | | Y |
| 11 | Doors | Repair, refinish and/or paint for wear and tear, maintenance of door hardware malfunction | Y | |
| 12 | Doors | Repair or replace for misuse, vandalism, or modification | | Y |
| 13 | Fencing | Repair or replace for wear and tear | Y | |
| 14 | Fencing | New installation, modifications to existing fencing and guardrails | | Y |
| 15 | Flooring | New installation or cosmetic repair of common areas for wear and tear | Y | |
| 16 | Flooring | New installation, repair or replace of private, division-controlled spaces, including for misuse or vandalism. | | Y |
| 17 | Furniture | Moving of furniture, materials, equipment, etc. and special pickups. | | Y |
| 18 | Furniture | Assembly of furniture such as desks, computer stations, and prefabricated partitions | | Y |
| 19 | Furniture | Repair of movable furniture (fixed furniture will be maintained as a Basic Service) | | Y |
| 20 | Handrails | Repair or replace handrails (metal or wooden) | Y | |
| 21 | Locks and devices | Specialty items (electronic locks, computer locks, safes, padlocks, electronic entry devices, etc....). Please contact your zone manager for clarification as to billable vs. non-billable as this may depend on space. | Y | Y |
| 22 | Locks and devices | New installation, replacement, and lock-out (including after-hours) | | Y |
| 23 | Locks and devices | Hardware, doorknobs, locksets, re-keying, and key replacement due to normal wear and tear, and repair work on existing locks. FS maintains a complete inventory of issued keys and key files. | Y | |
| 24 | Misc. | O&M personnel assists both FS's Project Management Unit and other departments to establish estimates on potential projects. No costs are incurred until there is an approved funded project. | Y | Y |
| 25 | Misc. | Iron work repairs/replacement | | Y |
| 26 | Projection Screens | Install or replace screen per request of division or Registrar | | Y |
| 28 | Projection Screens | Repair manual and motorized screens at the request of division or Registrar | | Y |
| 29 | Restrooms | Installation of new ADA specialty restroom fixtures per code | Y | |

| # | Facility or Bldg. Component | Description of Service | Basic | Special |
|----|-----------------------------|---|-------|---------|
| 30 | Restrooms | Repair or replace restroom stalls, partitions and/or accessories per university standards | Y | |
| 31 | Restrooms | Repair or replace restroom stalls, partitions and/or accessories per special request | | Y |
| 32 | Room renovations | Remodeling and/or renovations from countertops to single rooms or multi-room modifications (should be run through CPD for discussion on assignment) | | Y |
| 33 | Shelving | New, repair or replace built-in shelves for wear and tear | Y | |
| 34 | Shelving | Repair or replace shelves for misuse or vandalism | | Y |
| 35 | Signage | Repair or replace interior and exterior signs to maintain university standards | Y | |
| 36 | Signage | Interior signage modifications per division request for misuse or vandalism | | Y |
| 37 | Special event setup | Events setup and support, including rental setups | | Y |
| 38 | Walls and Ceilings | Repair or replace for wear and tear and on-going maintenance | Y | |
| 39 | Walls and Ceilings | Carpentry or structural assistance, i.e. hang pictures, demolition, new construction, wall coverings | | Y |
| 40 | Walls and Ceilings | Plaster - repair or replace for wear and tear | Y | |
| 41 | Walls and Ceilings | Plaster - new installation or cosmetic repair | | Y |
| 42 | Walls and Ceilings | Interior painting, unless as a response to FS-driven work (i.e. leak behind wall) | | Y |
| 43 | Walls and Ceilings | Exterior painting - as maintenance dictates and funds available | Y | |
| 44 | Walls, Exterior | Maintain, repair, and inspect exterior building façade, including brickwork, stonework, and tuck-pointing | Y | |
| 45 | Walls, Exterior | Remove vines for repair of façade | Y | |
| 46 | Walls, Exterior | Remove vines at division request (must be approved prior to removal) | | Y |
| 47 | Weather-stripping | Repair or replace for wear and tear | Y | |
| 48 | Weather-stripping | New installation or repair/replace for misuses or vandalism | | Y |
| 49 | Windows | Install new exterior screens, blinds, drapes, or shades | | Y |
| 50 | Windows | Repair or replace existing window or screen for wear and tear | Y | |
| 51 | Windows | Window cleaning (interior or exterior) | | Y |
| 52 | Windows | New installation or cosmetic repair | | Y |
| 53 | Windows | Winterization of windows (plastic film) | | Y |
| 54 | Windows | Repair or replace for misuse or vandalism | | Y |
| 55 | Windows | Install, repair, or replace storm windows | | Y |

5.2 Custodial

| # | Facility or Bldg. Component | Description of Service | Basic | Special |
|---|-----------------------------|---|-------|---------|
| 1 | Custodial | Refer to Section 5.0 for further details | Y | Y |
| 2 | Entrances | Maintain entries, including sweeping, cleaning glass doors and handles and picking up of debris | Y | |
| 3 | Walls | Graffiti Removal | Y | |
| 4 | Waste | Disposal that requires additional custodial support of waste bins | | Y |
| 5 | Recycling, lighting | Recycling of fluorescent Lamps and Ballasts | Y | |

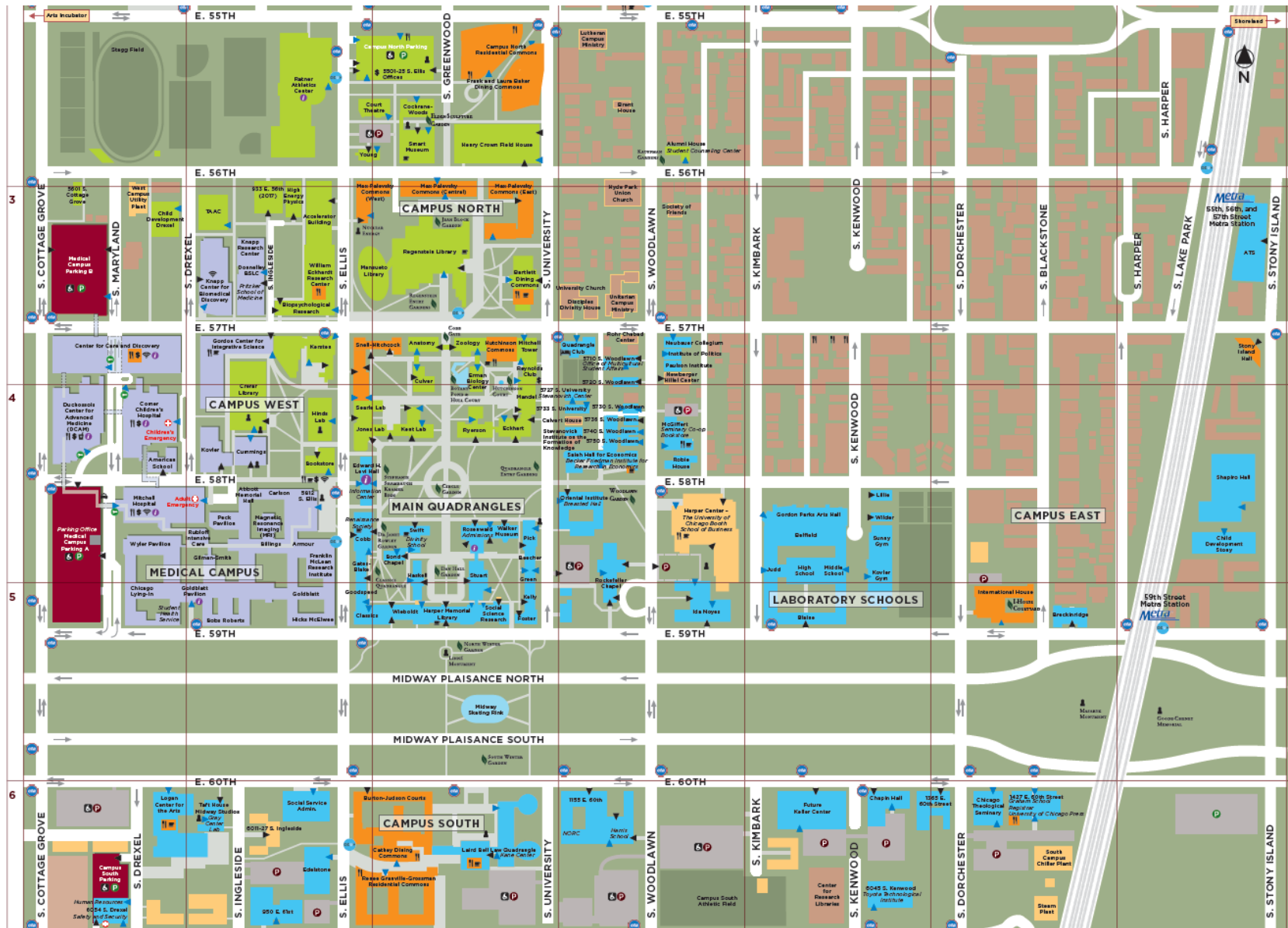
| 5.3 Electrical | | | | |
|-------------------------|--|---|-------|---------|
| # | Facility or Bldg. Component | Description of Service | Basic | Special |
| 1 | Electrical, High Voltage (480 volts) | Inspect new electrical installations for buildings | | Y |
| 2 | Electrical, High Voltage (480 volts) | Maintenance, minor repair, and inspection of the campus high voltage distribution system, including, maintain transformer, switchgear, and cabling. | Y | |
| 3 | Electrical, High Voltage (480 volts) | Maintain generators and emergency generator systems for buildings. | Y | |
| 4 | Electrical, High Voltage (480 volts) | Install, replace, repair, maintain secondary distribution auxiliaries for basic building systems (i.e. transformers, service entry sections) | Y | |
| 5 | Electrical, High Voltage (480 volts) | Maintenance, minor repair, and inspection of the campus secondary electrical system including special transformers, motor control, etc. | Y | |
| 6 | Electrical, High Voltage (480 volts) | Install, replace, repair, maintain transformers for specialty and program-related equipment | | Y |
| 7 | Electrical, Low Voltage | Installation of code required lighting systems -including exterior lighting systems, additive installation of switches, outlets, and light fixtures. | Y | |
| 8 | Electrical, Low Voltage | Installation of new lights - including exterior lighting systems, cosmetic or additive installation of switches, outlets, and light fixtures. | | Y |
| 9 | Electrical, Low Voltage | Repair electrical problems that affect the feeding of electricity to departmentally owned electrical equipment (i.e., ovens, garbage disposals, sterilizers, centrifuges, etc.) | | Y |
| 10 | Electrical, Low Voltage | Maintain P.A. Systems - refer to zone manager; depends on space; systems that are part of "fixed" building components are basic. | Y | Y |
| 11 | Electrical, Low Voltage | Maintain, repair, and replace building "standard" wiring devices including switches, outlets, light fixtures, building breaker panels. | Y | |
| 12 | Electrical, Low Voltage | Maintain, repair, or replace campus lighting | Y | |
| 13 | Electrical, Low Voltage | Maintain building fire alarm systems, including scheduled testing per code | Y | |
| 14 | Electrical, Low Voltage | Maintain, repair, or replace UPS systems | | Y |
| 15 | Electrical, Low Voltage | Repair or replacement of specialty fixtures, lights, light bulbs, etc. | | Y |
| 16 | Electrical, Low Voltage | Lamp, bulb, and ballast replacement not including specialty lighting fixtures | Y | |
| 17 | Electrical, Low Voltage | Support of campus special events which include power supply, setup and monitor flood lights, public address systems and standby electricians | | Y |
| 18 | Paging system, Dial out emergency alphanumeric | Manage and maintain for BSD, SSD, FS and other non-FS personnel | | Y |
| 5.4 Elevators and Lifts | | | | |
| # | Facility or Bldg. Component | Description of Service | Basic | Special |
| 1 | Elevators/Lifts | Maintain special conveyances (elevators, lifts, dock levelers, dumbwaiters, book lifts) | Y | |
| 2 | Elevators/Lifts | Support of campus special events which include standby elevator technician | | Y |

| 5.5 Grounds, Waste and Snow | | | | |
|------------------------------|-----------------------------|--|-------|---------|
| # | Facility or Bldg. Component | Description of Service | Basic | Special |
| 1 | Grounds | Special requested landscaping services | | Y |
| 2 | Grounds | Basic maintenance of campus grounds including lawns, trees, bushes, flower beds, replacement of existing sod; sprinkler systems | Y | |
| 3 | Motor Pool | Service campus vehicles including preventive maintenance | | Y |
| 4 | Motor Pool | Maintain gasoline distribution system | Y | |
| 5 | Motor Pool | Maintain records for vehicle repairs and sending preventive maintenance notices to stakeholder bi-annually. Maintain vendor list for various repairs; body work, mufflers, radiators, engines, tires, etc. | Y | |
| 6 | Sidewalks and Drives | Repair and replacement-review with City | Y | |
| 7 | Snow Removal | Snow removal of University public areas (Parking lots and parking structures are managed by Transportation & Parking) | Y | |
| 8 | Waste Disposal | Additional waste removal or dumpsters for parties or for special events | | Y |
| 9 | Waste Disposal | Routine campus waste disposal | Y | |
| 5.6 Mechanical and Utilities | | | | |
| # | Facility or Bldg. Component | Description of Service | Basic | Special |
| 1 | Air Compressors | Maintenance and repair of central control and support air compressors. | Y | |
| 2 | BAS | Archiving of climate data and producing climate data information for use by individual departments (Requests that consume one hour or less of engineering time will be a Basic Service; all others will fall other under special request. Requests under capital projects do not fall under this description). | Y | Y |
| 3 | BAS | Monitor and control building comfort levels. | Y | |
| 4 | BAS | Dial out page service (Requests that consume one hour or less of engineering time will be a Basic Service; all others will fall other under special request. Requests under capital projects do not fall under this description). | Y | Y |
| 5 | BAS | Management, maintenance and diagnostics of standard central building control and automation systems (Note: this excludes specialty systems such as Phoenix fume hood systems). | Y | |
| 6 | BAS | Maintain network communications for all infrastructure field panels and network field panels to the component level. | Y | |
| 7 | BAS | Training of non-FS staff of metering and daily operations of utility usage data. | | Y |
| 8 | HVAC | Maintain and repair all ductwork required to deliver proper airflow throughout building, fan systems, supply, and exhaust motors when changes are the result in modifications to the use of the area for a specific program. | | Y |
| 9 | HVAC | Maintain and repair all ductwork, fan systems, supply and exhaust motors required to deliver proper airflow throughout building (fan systems, supply, and exhaust motors). | Y | |
| 10 | HVAC | Maintenance and repair of all air wash systems. | Y | |
| 11 | HVAC | Annual inspections and appropriate testing of chillers | Y | |
| 12 | HVAC | Maintain and repair all systems that support data closets | | Y |
| 13 | HVAC | Repair or replace window AC units | | Y |
| 14 | HVAC | Maintain all mechanical and electrical controls and systems, including central system (electric and pneumatic controls) | Y | |

| # | Facility or Bldg. Component | Description of Service | Basic | Special |
|----|----------------------------------|--|-------|---------|
| 15 | HVAC | Maintenance and repair of all boilers, steam radiators, valves, piping, PRV's (pressure relief valves), controls thermostats, pumps/motors: condensate, vacuum pumps, and steam traps for building comfort systems. | Y | |
| 16 | HVAC | Perform ultrasonic testing on steam traps attached to specialty equipment such as cage washers, dishwashers, autoclaves, etc. | | Y |
| 17 | HVAC | HEPA filter replacements for fume hoods & clean rooms | | Y |
| 18 | HVAC | Maintenance and repair of clean room supply fans, enclosures | | Y |
| 19 | HVAC | Maintenance and repair lab exhaust systems, fume hoods, and bio-safety cabinets | | Y |
| 20 | Maintenance and Mechanical Rooms | All equipment and fixtures within these spaces will be maintained, including circulating pumps, heat exchangers, water heaters, meters, and water storage tanks. | Y | |
| 21 | Predictive Maintenance Services | Infrared survey, ultrasonic survey, and precision alignment analysis for several building components, building envelope, mechanical, electrical, roofs, and steam distribution. (this is funding dependent year-to-year) | Y | |
| 22 | Predictive Maintenance Services | Ultrasonic survey, vibration analysis, oil analysis or precision alignment associated with division-specific requests or for new installations. | | Y |
| 23 | Safety | Repair or replace lab safety equipment as part of PM (eye washers, safety showers, fire extinguishers) | Y | |
| 24 | Specialty Equipment | Installation and maintenance of moveable specialty equipment such as laboratory or kitchen equipment or appliances | | Y |
| 25 | Specialty Equipment | Installation and maintenance of non-moveable specialty equipment such as laboratory cold rooms, cage washers, clean rooms, kitchen equipment or appliances | | Y |
| 26 | Specialty Equipment | Installation and maintenance of fixed specialty equipment such as laboratory fume hoods | | Y |
| 27 | Steam | Oversee the provision of steam at appropriate pressures to all campus buildings and affiliates | Y | |
| 28 | Steam | Repair or replace steam and condensate lines in tunnel, underground and outside of buildings | Y | |
| 29 | Steam | Repair or replace steam equipment such as heat exchangers and radiators. | Y | |
| 30 | Steam | Maintain, repair, replace, inspect, and verify steam and condensate meters throughout steam distribution system | Y | |
| 31 | Steam | Read steam and condensate meters in selected buildings on a monthly basis for billing purposes. | Y | |
| 32 | Steam | Maintain, operate, and manage repairs to main boiler plant and steam/condensate and air system. | Y | |
| 33 | Swimming Pools | Varies; refer to individual, specific service agreement modifications addendum | Y | Y |
| 34 | Utilities | Utility management - reporting of archived data | Y | |

| 5.7 Pest Control | | | | |
|------------------|-------------------------------|--|-------|---------|
| # | Facility or Bldg. Component | Description of Service | Basic | Special |
| 1 | Inspection | Interior and exterior monitoring and inspections, including preventative treatment | Y | |
| 2 | Treatment | Treatment or extra services (i.e. heat treatment for bedbugs) | | Y |
| 5.8 Plumbing | | | | |
| # | Facility or Bldg. Component | Description of Service | Basic | Special |
| 1 | Drinking fountains | New Installation or upgrade | | Y |
| 2 | Drinking fountains | Repair or replace all associated plumbing and fixtures for existing fixtures | Y | |
| 3 | Plumbing fixtures | Repair or replace bathroom fixtures, faucets and all associated plumbing required in restrooms. | Y | |
| 4 | Plumbing fixtures | Repair or replace specialty items (i.e. sewage disposals, plaster traps, waste stream systems, vacuum systems, RO/DI water filtration and softening, lab gas systems, including specialty piping, acid traps, acid basins) | | Y |
| 5 | Roofing and exterior | Maintain, repair, or renovate roof systems | Y | |
| 6 | Roofing and exterior | Repair or replace gutters, downspouts (interior and exterior) and roof drains | Y | |
| 7 | Sewage Disposal Systems | Maintain sanitary and storm drains | Y | |
| 8 | Sewage Disposal Systems | Maintain, repair, or replace sump pumps, ejector pumps, sump and ejector basins, and sewage meters. | Y | |
| 9 | Water & Sewer, Domestic Water | Maintain, repair, or replace domestic hot & cold-water distribution systems and related equipment (valves, safety devices, piping, pumps, storage tanks, meters) | Y | |
| 10 | Water Features | Maintain or repair external water features such as fountains and aesthetic water features. | Y | |

6.0 FS Organization Overview: Zone Map



| Last Name | First Name | Area of responsibility | Email | Extension | Cell Phone |
|---------------|------------|--|----------------------------|-----------|--------------|
| Garza | Camilo | Campus North | cgarza@uchicago.edu | 4-1423 | 773-401-0568 |
| Whaley | Chris | Campus North | cswhaley@uchicago.edu | 4-2871 | |
| Cobb | Andy | Campus South | acobb@uchicago.edu | 4-1428 | 773-612-5316 |
| Campbell | Mary | Campus South | campbel1@uchicago.edu | 4-1969 | 773-351-9152 |
| Moss | Bob | Electrical | bmoss@uchicago.edu | 4-1431 | 773-490-8174 |
| Rux | Brandon | Building and Landscape Services Campus Services (Custodial, elevator, faculty exchange, pest) | brux@uchicago.edu | 4-1422 | 773-612-9465 |
| Meyers | Mark | Trades (Carpentry, structural, decorating) | mtmeyers@uchicago.edu | 4-1548 | 773-456-0359 |
| O'Quinn | Barry | Trades (Carpentry, structural, decorating) | boquinn@uchicago.edu | 4-1548 | 773-691-7965 |
| Cowperthwaite | Brian | Operations | cowperthwaite@uchicago.edu | 2-5722 | 773-750-7873 |
| Austin | Kevin | Operations | khaustin@uchicago.edu | 2-0845 | 858-342-9753 |
| D'Angelo | John | Operations | dangelo@uchicago.edu | 4-7720 | 224-412-0348 |

Quick Links

- Facilities services homepage: <http://facilities.uchicago.edu>
- Request for service: <http://facilities.uchicago.edu/services/service-request/>
- Starting a project: <http://facilities.uchicago.edu/services/construction/starting-project/http://facilities.uchicago.edu/services/construction/starting-project/>
- FS functional directory: <http://facilities.uchicago.edu/contact/directory/>

7.0 Authorized Signatures

Name & Title
Facilities Services Operations Stakeholder

Date

Name & Title
Stakeholder Representative

Date

Additional stakeholder contact information (optional, as required):

(1) Name & Title

Email

Office Phone

Cell Phone

(2) Name & Title

Email

Office Phone

Cell Phone