



SERVICE LEVEL AGREEMENT

FY23



THE UNIVERSITY OF
CHICAGO

FACILITIES SERVICES

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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 sets the expectations of services to be provided by FS. This document applies to the building(s) and/or facilities aligned with each client per the University Space Management System (ARCHIBUS). The level of service described in this document is uniform for all clients across campus.

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 (these are 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 is contracted to 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 (for entrapments, 2 hours for non-entrapments).
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 first.
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 support 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 at the end of this document).

1.3 Resource Assumptions

The FS department will perform due diligence to provide services as outlined below, assuming 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 or discussed 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 (Condition-Based 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 (See Operations Contact List on Page 17 of this document).

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. After hour emergencies should be reported via phone.



3.0 Cost Schedule

3.1 At the beginning of each Fiscal Year (FY) FS will update and share 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 shared BOX folder at the beginning of each Fiscal Year.

4.0 Custodial Services Overview

4.1 The below chart is provided as a general overview of the most common services. For more specific information please reference the Custodial Specification Sheet separately loaded into the shared Box folder or contact FS for details.

	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	Daily	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 The below matrix of services outlines the most common areas of service (Architectural, Custodial, Electrical, etc.). Every building and facility throughout campus is unique in some aspect, for non-standard situations we encourage clients to request specific clarifications through the use of an Addendum.

5.2 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 routed through CPD for discussion on assignment)		Y
33	Shelving	New, repair or replace built-in shelves for wear and tear (New shelving is recharge while minor wear & tear support is normally a basic service)	Y	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 interior/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
5.3 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 (E-Waste)	Y	



5.4 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
5.5 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
5.6 Grounds, Waste and Snow				
#	Facility or Bldg. Component	Description of Service	Basic	Special
1	Grounds	Special requested, one-time, or unique landscaping services		Y
2	Grounds	Basic maintenance of campus landscape including lawns, trees, bushes, and flower beds.	Y	

3	Grounds	Maintaining existing sod and lawn irrigation systems (basic), addition of new or expanded systems is a special service or as resources come available	Y	Y
4	Motor Pool	Service campus vehicles including preventive maintenance		Y
5	Motor Pool	Maintain gasoline distribution system	Y	
6	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	
7	Sidewalks and Drives	Repair and replacement-review with City	Y	
8	Snow Removal	Snow removal of University public areas (Parking lots and parking structures are managed by Transportation & Parking)	Y	
9	Waste Disposal	Additional waste removal or dumpsters for parties or for special events		Y
10	Waste Disposal	Routine campus waste disposal	Y	
5.7 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 (per FS2 Standards)	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 or specialty sensors and meters).	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, however, excludes calibrations and tolerance checks on custom or specialty sensors and monitoring equipment)	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 as well as unique, department/program specific appliance HVAC		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, kitchen equipment, or other appliances of any type		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	



5.8 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
5.9 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:

6.1 Zone Delineation

The Campus is separated into distinct (Facility Services) areas of responsibility. For general support there is a North and South Campus Engineering Shop responsible for all buildings north of the main quadrangles and south of the main quadrangles (with limited exceptions). The Residence Hall Engineering team supports Residence Halls and to a limited extent Dining, and the Combined Utility Plant department supports all general utility functions and associated buildings and tunnels.

6.2 Important Operational 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/>
- Capital Project Budget Request site: <https://cpbr.uchicago.edu/login/auth>



6.3 Operations Contact List

Last Name	First Name	Area of responsibility	Email	Extension	Cell Phone
Work Center	N/A	Entirety of Campus, 24/7 Support, general inquiries of service	work-center@uchicago.edu	4-1414	773-834-1414
Garza	Camilo	Campus North Manager	cgarza@uchicago.edu	4-1423	773-401-0568
Cobb	Andy	Campus South Manager	acobb@uchicago.edu	4-1428	773-612-5316
Watkins	Candice	Campus North Assistant Manager	cwatkins1@uchicago.edu	4-2871	773 203-7441
Gray	Troy	Campus South Assistant Manager	graytd@uchicago.edu	4-1969	773-742-1304
Adams	Dorian	Electric Shop Supervisor	dtadams@uchicago.edu	4-1431	773-398-4833
McGriffin	Jayme	Residence Halls	jmcgriffin@uchicago.edu	4-0958	773-753-1332
Meyers	Mark	Building Trades Director	mtmeyers@uchicago.edu	4-1426	219-746-2878
Greene	Shawn	Building Trades Manager	greenesc@uchicago.edu	4-1422	773-402-9134
Izguerra	Izguerra	Campus Services Manager	aizguerra@uchicago.edu	4-3035	708-927-2156
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Carey	Dan	Central Utility Plant Manager	dmcarey@uchicago.edu	2-9780	312-806-8012
Cowperthwaite	Brian	Operations	cowperthwaite@uchicago.edu	2-6706	206-795-4662
D'Angelo	John	Operations AVP	dangelo@uchicago.edu	4-7720	224-412-0348



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