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## **Purpose**

The Service Level Agreement (SLA) for University Facilities provides a detailed list of services offered by the LU Facilities Department. The SLA identifies which services are funded by the approved Lehigh University allocated operating budget for Facilities, and those agreed upon optional services that, if requested by customers, will be charged back to their units. It includes a general description of the custodial, maintenance, plant preservation and other services supported by the LU Facilities budget.

The SLA is intended to increase transparency and accountability for and among Lehigh Facilities customers and the staff and/or vendors delivering services.

Services normally provided through LU Facilities operating budgets:

- Building maintenance items such as custodial services, trash collection, and repairs to walls, windows, doors, roofs, ceilings, floors, and elevators are funded by facilities.
- Repairing and servicing all utility distribution systems (except video, voice and data communications cabling) including heat, cooling, water, gas, compressed air (if building wide system), electricity, air handling systems, waste water and storm water.
- Repairs to walks, roads, curbs, street lights and storm sewers; care of lawns, trees and shrubs.
- Scheduled maintenance activities include replacements and upgrades to items such classroom painting/flooring, ceilings, lighting, plumbing systems, roofs, etc.

Note: Departmental/Office painting and carpet replacement are completed based on age and condition assessment by LU Facilities and availability of funding.

Services normally charged to the requesting college or department:

- Repairs to department purchased equipment.
- Common area furniture and equipment.
- Service to refrigeration equipment, air conditioning equipment and utility services installed at the request of the department.
- Remodeling, renovation and moving at the request of the department.
- Installation of research or instructional equipment or machinery, including utility support systems.
- Special requests from a college or department for upgrades and renovations.
- Services to prepare or support special events and/or installations and the necessary cleanup following these events.
- Extraordinary maintenance or service (including custodial) requests that are discretionary and departmental in nature.
- Delivery of departmental supplies and equipment.

DESCRIPTION	Funding Source
Logistics and Support	
Solid waste and recycling materials management	Facilities
Office relocations and moves	Dept. or Project
Surplus property removal or delivery	Dept. or Project
Special event support, including set-ups and breakdowns, and delivery/set-up of equipment, and janitorial and trash removal required to support event	Dept.
Grounds Maintenance	
Campus-wide snow and ice removal, including plowing of snow, salting of steps and walkways, and concentrated service in all entrance areas	Facilities
Lawn maintenance and recycling of landscape debris	Facilities
Herbicide and pesticide spraying on campus grounds	Facilities
Trimming of trees, pruning of bushes, hedges, ivy, etc., planting of seasonal flowers and trees	Facilities
Authorized dedication tree planting	Dept.
Interior plant maintenance	Dept.
Removal of exterior trash and debris across campus (7 days per week), including emptying of outdoor campus trash and recycling collectors	Facilities
Pressure washing of hardscape, and interior and exterior graffiti removal	Facilities
Special event related pressure washing, if beyond normal services	Dept.
General Athletic Field Maintenance	Facilities
Custodial and Housekeeping Services <i>Note – Frequency of cleaning is dictated by contract and building</i>	
Ongoing policing of all public areas during building business hours	Facilities
Policing of restrooms, and replenishing of paper products during building business hours	Facilities
Cleaning of spills throughout campus buildings during business hours	Facilities
Routine cleaning of offices: vacuuming of carpets, mopping of hard floor surfaces, dusting and wiping of available horizontal surfaces	Facilities
Scheduled trash and recycling removal from interior building spaces	Facilities
Cleaning of all public areas: hallways, lounges, lobbies, and available horizontal surfaces	Facilities
Cleaning of classrooms; includes floor-care, washing of whiteboards or chalk boards, removal of spills and graffiti from furniture, and rearrangement of classroom seating	Facilities
Cleaning of all restrooms/locker rooms and replenishing of all products	Facilities
Special cleaning requests of an area above and beyond normal scheduled cleaning	Dept. or Project
Hard floor maintenance in public areas, classrooms, locker rooms, restrooms	Facilities
Window treatment repair or replacement in public areas and classrooms	Facilities
Window treatment replacement requested in private offices	Dept. or Project
Scheduled vacuuming and shampooing of carpet in public spaces	Facilities
Spot cleaning of walls, and interior and exterior graffiti removal	Facilities

Periodic cleaning of vents and lights	Facilities
Cleaning of elevators and stairs	Facilities
Cleaning of all indoor sports facilities and swimming pools	Facilities
Interior extermination and general pest control	Facilities
Public area furniture cleaning, repair or maintenance	Facilities or Dept.
Shampooing of private office furniture	Dept.
Cleaning of entrance door glass	Facilities
Window cleaning at all buildings, inside and out as per available funding and scheduled	Facilities
Window cleaning requests, in addition to scheduled cleanings	Dept.
Cleaning of departmental microwaves and refrigerators	Dept. or Project
Special request lab cleaning	Facilities *
Facilities Maintenance	
Maintenance and repair of plumbing systems, HVAC systems, electrical and lighting systems	Facilities
Mechanical, electrical, or plumbing system modifications due to program changes	Dept. or Project
Maintenance, repair and replacement of departmental compressed air systems	Dept. or Project
Maintenance, repair and replacement of emergency electrical power for departmental lab equipment, uninterruptible power supplies, and processed chilled water systems	Dept. or Project
Maintenance and repair of building automation controls, energy management systems, elevators	Facilities
Maintenance, repair and replacement of back-up air conditioning units, and computer room air conditioning units	Dept. or Project
Modifications to building systems to accommodate space reconfiguration due to program or personnel changes	Dept. or Project
Modifications to building systems to accommodate new departmental equipment installation	Dept. or Project
Maintenance, repair, and replacement of department refrigerators, freezers, and autoclaves	Dept.
Air balancing and duct cleaning	Facilities
Repair and replacement of radiant heat system components, fan coil units, and unit ventilators	Facilities
Repair, replacement, inspection and certification of life-safety systems: fire alarm systems, fire sprinkler and suppression systems, fire extinguishers, standby emergency power and lighting	Facilities
Maintenance, repair and replacement of building and kitchen fire alarm / life safety systems	Facilities
Maintenance, repair and replacement of specialty alarm systems designed for departmental specific equipment	Dept. or Project
Maintenance and repair of building common area walls and ceilings (patching and painting), acoustical ceiling tile, light fixtures, lamps, flooring, and carpet	Facilities
Maintenance and repair of other building common area items such as toilet partitions, fixtures, and accessories; doors, door hardware, and locks; and water fountains	Facilities

Building Access Control Systems and hardware repair	Facilities **
Departmental specific Access Control Systems and hardware repair	Dept.
Animal and bird control	Facilities
Repair and replacement of directories, way-finding signage, and message board kiosks	Facilities or Dept. depending on location
Repair and replacement of loading dock levelers, roll-up doors, and vehicle restraint	Facilities
Environmental remediation	Facilities
Asbestos Management Plan	Facilities
Asbestos removal initiated by change of use or renovation	Dept. or Project
Flood/storm damage preparation and response, including snow and ice removal	Facilities
Repairs due to leaks from roof or plumbing/mechanical systems	Facilities
Space refurbishments (e.g., paint, electrical, flooring, etc.) due to program or personnel changes	Dept.
Installation of additional electrical receptacles due to program or personnel changes	Dept.
Assembling furniture, and hanging pictures, boards, signs and banners	Dept.
Demolition and removal of student/research projects and department equipment	Dept.
Sign replacement and support of security initiatives due to program changes	Dept.
Special event support (e.g., temporary electric and plumbing, and standby technicians)	Dept.
Utilities Management	
Procurement, metering, and strategic management of: electricity, domestic water, sewage/wastewater, storm water management, natural gas, heating oil, steam, chilled water	Facilities
Demand management services and energy efficiency upgrades	Facilities
Oversight of campus utility infrastructure, including distribution systems and utility plants	Facilities
Planning, Design and Construction	
Master planning for all campuses and coordination of college-level plans with campus plans	Facilities
Space planning and allocation studies conducted to increase efficiency of space utilization	Facilities
Selection and procurement of furniture for public spaces, as funds allow	Facilities
Signage design (building wide)	Facilities
Development of preliminary space needs/program, and preliminary program, planning and concepts	Facilities
Development of project feasibility studies scope, sufficient to gain go-ahead for design and construction	Project
Development of preliminary cost estimates for renovation of existing building space and for new construction	Project
Management and development of all aspects of planning and design for a renovation or new construction project. This includes, but is not limited to the following:	Project

<ul style="list-style-type: none"> <li>– Management of the design process, including selection and supervision of the outside design professionals and specialty consultants, as needed, including the contract development and procurement process</li> <li>– Management of outside design professionals in all phases of project development, including project design, code analysis, permit drawings, permit and zoning coordination (as required).</li> </ul>	
<p>Management of all aspects of the delivery of a construction project, including but not limited to the following:</p> <ul style="list-style-type: none"> <li>– Project cost estimates and budget management throughout the project</li> <li>– Procurement and contracts coordination</li> <li>– Scheduling, coordination, and project implementation</li> <li>– Project close-out and turnover</li> </ul>	Project

*\* frequency of cleaning determined by contract*

*\*\* expenses paid by facilities operating budget with services provided by Access Control*

#### Plant Preservation Overview

Each year a percentage of total LU Facilities budget is allocated to Plant Preservation primarily dedicated to the repair and replacement of campus buildings and infrastructures. Funds are spent on the following major categories:

- Building façade / Masonry / Curtain wall repairs
- Classroom painting, carpet and furniture
- Electrical system upgrades / Utility distribution
- Environmental Management
- Exterior lighting, sidewalks, and pavers
- Flooring and carpets in common areas and classrooms
- Health and safety projects
- HVAC system upgrades
- Landscape improvement projects
- Plumbing Repairs
- Roofing, windows, and exterior doors
- Special studies

Note: Upgrades for common building or campus spaces may be funded via Adaptive Reuse program, used for general aesthetic improvements that benefit the University as a whole.