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## Purpose

The Service Level Agreement (SLA) for Lehigh University Facilities provides a detailed list of services offered by the 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, carpet, and ceiling replacements are completed based on age and condition assessment by LU Facilities and availability of budget surplus.**

Services routinely 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**. Department is also required to work with facilities to secure department best pricing for preventative maintenance and repair on their mechanical equipment. Facilities will not be responsible for any repairs to departmental equipment not properly maintained.
- Remodeling, renovation and moving at the request of the department or University Leadership.
- 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   |
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| 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 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                                                                                                                                     | Dept.            |
| General Athletic Field Maintenance                                                                                                                                         | Facilities       |
| Custodial and Housekeeping Services<br><i>Note – Frequency of cleaning is dictated by contract and building needs</i>                                                      |                  |
| Ongoing policing of all public areas during building business hours                                                                                                        | Facilities       |
| Policing of restrooms, and replenishing paper products during building business hours                                                                                      | Facilities       |
| Cleaning of spills throughout campus buildings during business hours                                                                                                       | Facilities       |
| Routine scheduled 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       |

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

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| 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 unless required by Dept or University project |
| 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 or University                                 |
| Space planning and allocation studies conducted to increase efficiency of space utilization                                                                                | Facilities or University                                 |
| 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                                               |

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| 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> |         |
| Management of all aspects of the delivery of a construction project, including but not limited to the following: <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 and budget availability*

*\*\* expenses presently paid by facilities operating budget with services provided by IDEAL Staff*

*\*\*\*expenses presently paid from facilities operating budget but managed by Life Safety Staff*

#### 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 specific reserves and used for general aesthetic improvements that benefit the University as a whole.