



***Housing, Dining &  
Hospitality Services ("HDHS")  
PREMIUM Service Level Agreement***

**Facilities Services  
Jul 2019 - Jun 2020**

Updated 9/23/19

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<b>SLA Contact Information</b>	
<p><b>SLA Doc Contacts:</b> Susan Marshburn Executive Director</p>	<p><b>Email:</b> <a href="mailto:Susan.marshburn@ucr.edu">Susan.marshburn@ucr.edu</a></p>
<p><b>Department &amp; Services Directory</b></p>	<p><b>Custodial Services</b> - Hassan Ghamlouch <a href="mailto:hassan.ghamlouch@ucr.edu">hassan.ghamlouch@ucr.edu</a></p> <p><b>General Maintenance</b> – Chris Pillen <a href="mailto:christopher.pillen@ucr.edu">christopher.pillen@ucr.edu</a></p> <p><b>Utilities</b> - Susan Marshburn <a href="mailto:susan.marshburn@ucr.edu">susan.marshburn@ucr.edu</a></p> <p><b>Utilities Distribution/Mechanical Systems Maintenance</b> – Chris Pillen <a href="mailto:christopher.pillen@ucr.edu">christopher.pillen@ucr.edu</a></p> <p><b>Minor Renovations and Alterations</b> – Chris Pillen <a href="mailto:christopher.pillen@ucr.edu">christopher.pillen@ucr.edu</a></p> <p><b>Moves/Setup Services</b> - Hassan Ghamlouch <a href="mailto:hassan.ghamlouch@ucr.edu">hassan.ghamlouch@ucr.edu</a></p> <p><b>Compliance &amp; Safety/Preventive Maintenance</b> – Chris Pillen <a href="mailto:christopher.pillen@ucr.edu">christopher.pillen@ucr.edu</a></p>

**1.0 SERVICE SUMMARY**

<b>Service Line Summary</b>				
<b>Unit Service</b>	<b>Level of Service</b>			<b>Page #</b>
	<b>Core Service</b>	<b>Premium Service</b>	<b>Recharge Service</b>	
<b>Housekeeping</b>				
Provide housekeeping and custodial services in restrooms, classrooms, offices, conference rooms, lobbies, stairwells, residential rooms during summer conference period, and other areas.	√	√	√	6
<b>General Maintenance</b>				
General maintenance and repair services.	√	√	√	10
<b>Landscape Services</b>				
Provide landscape maintenance and upkeep services.	√	√	√	11
<b>Hardscape Services</b>				
Provide hardscape maintenance and upkeep services (including street sweeping).	√	√	√	12
<b>Utilities Distribution/Mechanical Systems Maintenance</b>				
Utility distribution and mechanical systems maintenance services.	√	√		13
<b>Utility Operations &amp; Services</b>				
Purchased utilities (water/sewer, natural gas, electricity), refuse/recycling services, and associated management and administrative support to HDHRS billed on a recharge basis.		√	√	14
<b>Minor Renovations and Alterations</b>				
Minor renovation and alteration projects under \$50,000 (including labor, engineering, design services, and standard materials). Projects over \$50,000 will require services from Architects & Engineers.		√	√	15
<b>Moves/Event Management/Set-Up Services</b>				
Provide moves, set-up services and associated equipment in support of events, and small departmental moves and equipment disposal/salvage.	√	√	√	16
<b>Compliance &amp; Safety/Preventive Maintenance</b>				
Services provided to meet compliance with local, state, and federal regulations. Preventative maintenance to minimize downtime and maximize equipment and building systems efficiency and lifecycle.	√	√		17

## **2.0 STATISTICS AND FACTS RELEVANT TO 1.0 SERVICE SUMMARY**

Facilities Services is responsible for maintenance, operations, repair and minor renovations of HDHRS facilities and the Alumni Visitor Center consisting of over 300 buildings (over 1.9MM mgsf) on 1200 acres of land.

### **Housekeeping**

- Over 900 HDHRS restrooms cleaned daily (Monday – Friday).
- Approximately 6,800 residents live in HDHRS facilities, encompassing over 1.9MM mgsf.
- 217 lounge areas, 31 study rooms, 21 conference rooms, and 183 office areas cleaned daily.

### **General Maintenance (Utility Distribution/Mechanical System Maintenance, Zone Maintenance, Minor Renovations, Compliance & Safety/Preventive Maintenance)**

- Approximately 20,000 HDHRS work orders requested by residents and staff completed annually.

### **Landscape Services**

- Care of the landscape and hardscape of approximately 140 acres of housing sites.
- Maintain and service approximately 4 acres at Glen Mor Arroyo
- Manage approximately 2,100 trees
- Maintain approximately 12,000 sprinklers

### **Refuse/Recycling**

- 352 dumpsters and containers per week of waste, recyclables, and food/compostable materials are moved and emptied from HDHRS areas.
- Remove 193 tons per year of compost materials from HDHRS areas.
- Remove and recycle 93 tons per year of comingled and paper recyclable materials from HDHRS areas.
- Remove 924 tons of waste per year from HDHRS areas.

### **Moves/Event Management/Set-Up Services**

- Approximately 800 events held by HDHRS annually.

**3.0 SERVICE LINE DETAIL**

<b>Name of Service:</b>	<b>Housekeeping - Residence Halls, Including Dining</b>		
<b>Brief Description of Service:</b>	Provide routine and periodic cleaning services to Residence Halls, including Dining Rooms in order to promote a healthy, safe, and clean learning and working environment.		
<b>Web Address</b>	<a href="http://facilities.ucr.edu/services">facilities.ucr.edu/services</a>		
<b>Service Level Agreement Specifics/Requirements of Service<sup>1</sup></b>	Building entrances		Remain open, locking/unlocking doors during breaks
	Restrooms in lobby	7x week	Clean, sanitize, disinfect, and restock
	Residential Restrooms	5x week	Clean, sanitize, disinfect, and restock
	Common areas (lobbies, hallways, elevators)	5x week	General cleaning, trash removal, mop/vacuum
	Staff break rooms/kitchen	5x week	General cleaning, trash removal/mop/vacuum
	RSO Offices, Conference Rooms and Computer labs	5x week	General cleaning, trash removal, vacuum
	Trash rooms & chutes	5x week	General cleaning
	Laundry Rooms	5x week	General cleaning, remove trash, sweep/mop floors
	Stairwells	1x week	General cleaning
	Residential Dining Room	Quarterly	Deep clean carpet/flooring
	Exterior Power Washing	Quarterly	Walkway areas
	Window Washing – Residence Halls and Residential Apts./ Dining venues (Scotty’s, The Market, Housing Administration)	Annually	Clean all lower level windows annually and all levels on a rotation schedule.
	Interior building areas, offices, conference/study rooms, computer labs	Quarterly	Deep cleaning of carpets, floors, upholstery and restrooms
	Interior building areas	As needed	Pest control
	Turn-overs Residential Units	As needed	General cleaning
<sup>1</sup> High traffic areas, including approximately 8 restrooms will be serviced multiple times per day.			
<b>Extended and On-Call Service Hours</b>	Provide custodial services during the following hours: Extended Shift: 4:00pm - 12:30 am, 7 days/wk On-Call: 12:30am - 7:00am, 7 days/wk		
<b>Staffing Requirements</b>	45 FTE		
<b>Recharge Services</b>	Recharge services provided on an as-needed basis for one-time services at \$41.09/hour plus direct materials costs.		
<b>Premium Services</b>	Additional custodial services based on an authorized annual Premium Service Agreement.		
<b>Service Cost Exclusions</b>	N/A		

<b>Name of Service:</b>	<b>Housekeeping - Residential Apartments</b>		
<b>Brief Description of Service:</b>	Provide routine and periodic cleaning services to Residential Apartments in order to promote a healthy, safe, and clean learning and working environment.		
<b>Web Address</b>	<a href="http://facilities.ucr.edu/services">facilities.ucr.edu/services</a>		
<b>Service Level Agreement Specifics/Requirements of Service<sup>1</sup></b>	Building entrances		Remain open, no locking/unlocking doors
	Restrooms - Public	5x week	Clean, sanitize, disinfect, and restock
	Restrooms - Apartment Units	2x month	Clean, sanitize, disinfect, and restock
	Common areas (lobbies, hallways, elevators)	5x week	General cleaning, trash removal, mop/vacuum
	Staff break rooms/kitchen	5x week	General cleaning, trash removal, mop/vacuum
	RSO Offices, Conference Rooms and Computer labs	5x week	General cleaning, trash removal, vacuum
	Trash rooms & chutes	5x week	General cleaning
	Laundry Rooms	5x week	General cleaning, trash removal, sweep/mop floors
	Stairwells	1x week	General cleaning
	Exterior Power Washing	Quarterly	Walkway areas
	Window Washing	Annually	Clean most visible windows annually and all levels on a rotation schedule.
	Interior building areas, offices, conference/study rooms, computer labs	Quarterly	Deep cleaning of carpets, floors, upholstery and restrooms
	Interior building areas	As needed	Pest control
	Turn-overs Residential Units	As needed	General cleaning
<sup>1</sup> High traffic areas, including approximately 3 restrooms will be serviced multiple times per day.			
<b>Extended and On-Call Service Hours</b>	Provide custodial services during the following hours: Extended Shift: 4:00pm - 12:30 am, 7 days/wk On-Call: 12:30am - 7:00am, 7 days/wk		
<b>Staffing Requirements</b>	9 FTE		
<b>Recharge Services</b>	Recharge services provided on an as-needed basis for one-time services at \$41.09/hour plus direct materials costs.		
<b>Premium Services</b>	Additional custodial services based on an authorized annual Premium Service Agreement.		
<b>Service Cost Exclusions</b>	N/A		

<b>Name of Service:</b>	<b>Housekeeping - Campus Apartments</b>		
<b>Brief Description of Service:</b>	Provide routine and periodic cleaning services to Campus Apartments in order to promote a healthy, safe, and clean learning and working environment.		
<b>Web Address</b>	<a href="https://facilities.ucr.edu/services">facilities.ucr.edu/services</a>		
<b>Service Level Agreement Specifics/Requirements of Service</b>	Building entrances		Remain open, no locking/unlocking doors (Admin staff at the AVC unlock doors)
	Restrooms - Public	5x week	Clean, sanitize and disinfect
	Staff break rooms/kitchen	5x week	Trash removal/mop/vacuum
	RSO Offices, Conference Rooms and Computer labs	5x week	General cleaning, Trash removal, vacuum
	Laundry Rooms	5x week	General cleaning, remove trash, sweep/mop floors
	Stairwells and Landings	1x week	General cleaning
	Exterior Power Washing	Quarterly	Walkway areas
	OBAN Apartments: Playground Equipment	Quarterly	Clean and Sanitize playground equipment
	Interior building areas, offices, conference rooms	Quarterly	Deep cleaning of carpets, floors, upholstery and restrooms
	Interior building areas	As needed	Pest control
Turn-overs Residential Units	As needed	General cleaning	
<b>Extended and On-Call Service Hours</b>	Provide custodial services during the following hours: Extended Shift: 4:00pm - 12:30 am, 7 days/wk On-Call: 12:30am - 7:00am, 7 days/wk		
<b>Staffing Requirements</b>	7.75 FTE		
<b>Recharge Services</b>	Recharge services provided on an as-needed basis for one-time services at \$41.09/hour plus direct materials costs.		
<b>Premium Services</b>	Additional custodial services based on an authorized annual Premium Service Agreement.		
<b>Service Cost Exclusions</b>	N/A		

<b>Name of Service:</b>	<b>Housekeeping - Alumni Visitor Center</b>		
<b>Brief Description of Service:</b>	Provide routine and periodic cleaning services to the Alumni Visitor Center in order to promote a healthy, safe, and clean learning and working environment.		
<b>Web Address</b>	<a href="http://facilities.ucr.edu/services">facilities.ucr.edu/services</a>		
<b>Service Level Agreement Specifics/Requirements of Service<sup>1</sup></b>	Restrooms	6x week	Clean, sanitize and disinfect
	Common areas (lobbies, hallways, elevators)	5x week	General cleaning, Trash removal, mop/vacuum
	Offices/kitchen/copy room	5x week	Trash removal/mop/vacuum
	Library	5x week	Clean, trash removal/vacuum
	Outside Patio	5x week	General cleaning. Maintained throughout the year for weekend events, i.e. weddings, etc.
	Conference Rooms	5x week	as needed for weekend events
	Dining Café large conference room	Quarterly	General cleaning and as needed per events, i.e. weddings, etc.
	Exterior Power Washing	Quarterly	Walkway areas
	Window Washing	Annually	Clean all lower level windows annually and all levels on a rotation schedule.
	Blinds/Shades	Annually	Cleaned annually
	Outside Patio	1x week	Power wash and as needed per weekend events, i.e. weddings
	Interior building areas, offices, conference rooms	Quarterly	Deep cleaning of carpets, floors, upholstery and restrooms
	Interior building areas	As needed	Pest control
	<sup>1</sup> High traffic areas, including approximately 4 restrooms will be serviced multiple times per day.		
<b>Extended and On-Call Service Hours</b>	Provide custodial services during the following hours: Extended Shift: 4:00pm - 12:30 am, 7 days/wk On-Call: 12:30am - 7:00am, 7 days/wk		
<b>Staffing Requirements</b>	4 FTE		
<b>Recharge Services</b>	Recharge services provided on an as-needed basis for one-time services at \$41.09/hour plus direct materials costs.		
<b>Premium Services</b>	Additional custodial services based on an authorized annual Premium Service Agreement.		
<b>Service Cost Exclusions</b>	N/A		



<b>Name of Service:</b>	<b>Housekeeping - Housing Admin Building</b>		
<b>Brief Description of Service:</b>	Provide routine and periodic cleaning services to the Housing Admin Building in order to promote a healthy, safe, and clean learning and working environment.		
<b>Web Address</b>	<a href="https://facilities.ucr.edu/services">facilities.ucr.edu/services</a>		
<b>Service Level Agreement Specifics/Requirements of Service<sup>1</sup></b>	Restrooms	5x week	Clean, sanitize and disinfect
	Common areas (lobbies, hallways, elevators)	5x week	General cleaning, Trash removal, mop/vacuum
	Offices/kitchen/copy room	5x week	Trash removal/mop/vacuum
	Outside Patio	5x week	General cleaning. Maintained throughout the year.
	Conference Rooms	5x week	General cleaning, Trash removal, mop/vacuum
	Exterior Power Washing	Quarterly	Walkway areas
	Blinds/Shades	Annually	Cleaned annually
	Interior building areas, offices, conference rooms	Quarterly	Deep cleaning of carpets, floors, upholstery and restrooms
	Interior building areas	As needed	Pest control
	<sup>1</sup> High traffic areas, including approximately 2 restrooms will be serviced multiple times per day.		
<b>Extended and On-Call Service Hours</b>	Provide custodial services during the following hours: Extended Shift: 4:00pm - 12:30 am, 7 days/wk On-Call: 12:30am - 7:00am, 7 days/wk		
<b>Staffing Requirements</b>	0.25 FTE		
<b>Recharge Services</b>	Recharge services provided on an as-needed basis for one-time services at \$41.09/hour plus direct materials costs.		
<b>Premium Services</b>	Additional custodial services based on an authorized annual Premium Service Agreement.		
<b>Service Cost Exclusions</b>	Window washing		

**SERVICE LEVEL AGREEMENT**

<b>Name of Service</b>	<b>General Maintenance</b>
<b>Brief Description of Service</b>	General Maintenance services includes the planned, preventive, emergency, as well as the unplanned or reactive maintenance required to maintain HDHRS facilities in a condition adequate to support the University's mission.
<b>Web Address</b>	<a href="http://facilities.ucr.edu/services">facilities.ucr.edu/services</a>
<b>Service Level Agreement Specifics/Requirements of Service</b>	<ul style="list-style-type: none"> <li>• Access Control and Door Hardware</li> <li>• Carpentry (excluding custom built products)</li> <li>• Electrical/Lighting</li> <li>• Fire and Life Safety Systems</li> <li>• Painting</li> <li>• Plumbing</li> <li>• Turnover Maintenance</li> <li>• Zone Maintenance</li> </ul> <p>24-hour required response time for all work orders.</p>
<b>Extended and On-Call Service Hours</b>	Provide general maintenance and repair services during the following hours: Extended Shift: 4:00pm - 12:30 am, 7 days/wk On-Call: 12:30am - 7:00am, 7 days/wk
<b>Staffing Requirements</b>	34 FTE
<b>Recharge Services</b>	Recharge services provided on an as-needed basis for one-time services at \$85.55/hour plus direct materials costs.
<b>Premium Services</b>	N/A
<b>Service Cost Exclusions</b>	N/A

<b>Name of Service:</b>	<b>Landscape Services</b>	
<b>Brief Description of Service:</b>	Provide landscape maintenance and upkeep services for HDHRS and the Alumni Visitor Center.	
<b>Web Address</b>	<a href="http://facilities.ucr.edu/services">facilities.ucr.edu/services</a>	
<b>Service Level Agreement Specifics/Requirements of Service</b>		
	<b>Landscape Services</b>	
	Mowing	1x week
	Fertilizing and turf care	Annually
	Irrigation - Sprinkler repairs	within 2 days
	Other irrigation repairs	within 5 to 7 days or sooner
	<b>Planters</b>	
	Tree trimming (based on species)	every 3 to 5 years
	Trim hedges	every 2 months
	Floral planting	3 to 4x a year
	Shrub Pruning	Quarterly
	<b>Outdoor Pest Control</b>	
	Weed spraying	2x year, if needed
Insect treatment	1x week, as reported	
Rodent treatment	1x week, as reported	
<b>Staffing Requirements</b>	8 FTE	
<b>Recharge Services</b>	Recharge services provided on an as-needed basis for one-time services at \$44.25/hour plus direct materials costs.	
<b>Premium Services</b>	N/A	
<b>Service Cost Exclusions</b>	Permit and inspection direct expenses are not included in the SLA for the Arroyo.	

<b>Name of Service:</b>	<b>Hardscape</b>		
<b>Brief Description of Service:</b>	Provide hardscape maintenance and upkeep services (including street sweeping) for HDHRS and the Alumni Visitor Center.		
<b>Web Address</b>	<a href="http://facilities.ucr.edu/services">facilities.ucr.edu/services</a>		
<b>Service Level Agreement Specifics/Requirements of Service</b>	<b>Hardscape</b>		
	Power Blow walkways	1x week	
	Spot Clean	1x month	
	<b>Street Cleaning</b>		
	Parking lot sweeping	2x month	
	<b>Litter Control</b>		
	Empty outdoor refuse & recycle cans	2 to 3x a week	
	Empty refuse dumpsters, Residence Halls	5x week	
	Empty refuse dumpsters, Campus Apartments	2 to 3x a week	
	Empty refuse dumpsters, Residential Apts	2 to 3x a week	
	Empty recycle dumpsters	2x week	
	Empty compost dumpsters	2x week	
	<b>Roof Cleaning</b>		
	Roof Surface	Annually	
	Gutters	annually	
	<b>Staffing Requirements</b>	7 FTE	
	<b>Recharge Services</b>	Recharge services provided on an as-needed basis for one-time services at \$44.25/hour plus direct materials costs.	
<b>Premium Services</b>	N/A		
<b>Service Cost Exclusions</b>	N/A		

<b>Name of Service</b>	<b>Utility Distribution/Mechanical Systems Maintenance</b>
<b>Brief Description of Service</b>	Maintenance and repair of utility and mechanical site systems, including electrical, gas, plumbing, chilled water, storm drain, and sewer in support of HDHRS operations.
<b>Web Address</b>	<a href="http://facilities.ucr.edu/services">facilities.ucr.edu/services</a>
<b>Service Level Agreement Specifics/Requirements of Service</b>	<p>Systems support in the following areas:</p> <ul style="list-style-type: none"> <li>• Building Mechanical/HVAC</li> <li>• Dining Equipment/Mechanical</li> <li>• Fire Alarm Maintenance</li> <li>• Industrial Plumbing</li> <li>• Security Alarm Maintenance</li> </ul> <p>24-hour required response time for all work orders.</p>
<b>Extended and On-Call Service Hours</b>	<p>Provide general maintenance and repair services during the following hours:</p> <p>Extended Shift: 4:00pm - 12:30 am, 7 days/wk</p> <p>On-Call: 12:30am - 7:00am, 7 days/wk</p>
<b>Staffing Requirements</b>	11 FTE
<b>Recharge Services</b>	Parts for Dining Equipment repairs
<b>Premium Services</b>	N/A
<b>Service Cost Exclusions</b>	N/A

<b>Name of Service</b>	<b>Utility Operations &amp; Services</b>
<b>Brief Description of Service</b>	Acquiring the electricity, natural gas, solar, water, and sewer services necessary to support the campus mission at the most cost-effective rates that at the same time promote the accomplishment of University sustainability goals and policies. Dispose, divert, and recycle waste generated by HDHRS.
<b>Web Address</b>	<a href="http://facilities.ucr.edu/services">facilities.ucr.edu/services</a>
<b>Service Level Agreement Specifics/Requirements of Service</b>	<ul style="list-style-type: none"> <li>• Purchasing and Providing Electricity</li> <li>• Purchasing and Providing Natural Gas</li> <li>• Purchasing and Providing Water &amp; Sewer</li> <li>• Recycling/Trash/Waste Management</li> <li>• Operations &amp; Energy Management</li> <li>• Utility Billing &amp; Administration</li> </ul>
<b>Staffing Requirements</b>	<b>Utilizing available Facilities Services staff</b>
<b>Recharge Services</b>	Purchased utilities, refuse/recycling services, and associated management/administrative support billed on a recharge basis.
<b>Premium Services</b>	N/A
<b>Service Cost Exclusions</b>	N/A

<b>Name of Service</b>	<b>Minor Renovations and Alterations</b>
<b>Brief Description of Service</b>	Minor renovation and alteration projects under \$50,000 (including labor, engineering, design services, and standard materials). Projects over \$50,000 will require services from Architects & Engineers. Provided on a recharge-basis only.
<b>Web Address</b>	<a href="http://facilities.ucr.edu/services">facilities.ucr.edu/services</a>
<b>Service Level Agreement Specifics/Requirements of Service</b>	<ul style="list-style-type: none"> <li>• Access Control and Door Hardware</li> <li>• Building Mechanical and HVAC/Refrigeration</li> <li>• Carpentry (excluding custom built products)</li> <li>• Electrical/Lighting</li> <li>• Metal Fabrication</li> <li>• Painting</li> <li>• Plumbing</li> <li>• Regulated Materials &amp; Interior Finishes</li> <li>• Third Party Contracts</li> </ul> <p><u>Service Response Times</u></p> <ul style="list-style-type: none"> <li>• Work is performed utilizing available Facilities Services labor.</li> <li>• Projects are prioritized by the Vice Chancellor of BAS on a quarterly basis.</li> </ul>
<b>Staffing Requirements</b>	<b>Utilizing available Facilities Services staff</b>
<b>Recharge Services</b>	Recharge services are provided at \$85.55/hour plus direct material costs.
<b>Premium Services</b>	N/A
<b>Service Cost Exclusions</b>	N/A

<b>Name of Service</b>	<b>Moves/Event Management/Set-Up Services</b>
<b>Brief Description of Service</b>	Provide moves and event set-up services.
<b>Web Address</b>	<a href="http://facilities.ucr.edu/services">facilities.ucr.edu/services</a>
<b>Service Level Agreement Specifics/Requirements of Service</b>	<ul style="list-style-type: none"> <li>• Conference Services</li> <li>• Events Set-Up Services</li> <li>• Move/Set-up Services (Does not include large department moves which may require external vendors)</li> <li>• General Support of other Facilities Services areas</li> </ul> <p>Services include associated equipment (staging, podiums, chairs, tables, etc.) in support of campus operations and events, small departmental moves, and equipment disposal/salvage within existing Facilities Services resource allocations.</p>
<b>Staffing Requirements</b>	6 FTE
<b>Recharge Services</b>	Management of third party vendors for large events provided to all customers at \$40.74/hour. Event set-up and relocation services are provided beyond the core budget limits at \$42.05/hour plus rental costs of various materials.
<b>Premium Services</b>	N/A
<b>Service Cost Exclusions</b>	N/A



<b>Name of Service</b>	<b>Compliance &amp; Safety/Preventive Maintenance</b>
<b>Brief Description of Service</b>	Services provided to meet compliance with local, state, and federal regulations. Preventative maintenance to minimize downtime and maximize equipment and building systems efficiency and lifecycle.
<b>Web Address</b>	<a href="http://facilities.ucr.edu/services">facilities.ucr.edu/services</a>
<b>Service Level Agreement Specifics/Requirements of Service</b>	<p>Services are provided as mandated by applicable safety/compliance legislation or based on manufacturer specifications in the following areas:</p> <ul style="list-style-type: none"> <li>• Building Mechanical and HVAC/Refrigeration</li> <li>• Electrical/Lighting</li> <li>• Fire and Life Safety Systems</li> <li>• Plumbing</li> </ul> <p><u>Service Response Times</u> Work is performed utilizing available Facilities Services resource allocations to meet local, state, and federal regulations.</p>
<b>Staffing Requirements</b>	<b>N/A (Utilizing available Facilities Services staff)</b>
<b>Recharge Services</b>	N/A
<b>Premium Services</b>	N/A
<b>Service Cost Exclusions</b>	N/A