

UNIVERSITY of HOUSTON

FACILITIES/CONSTRUCTION MANAGEMENT

Service Level Agreement September 1, 2021 – August 31, 2022

This is a Service Level Agreement (SLA) between (“Customer”) and Facilities Services (“Service Provider”) for the services required to support and sustain the Student Centers. This SLA remains valid until superseded by a revised agreement mutually endorsed by the Customer and Service Provider. Business Services will serve as Document Owner.

1. Periodic Review

This agreement is valid for one (1) year, from the Effective Date shown below, and will be reviewed at the Next Review Date shown below. In lieu of a review, the current agreement will remain in effect. The contents of this document may be amended or revised, provided mutual agreement is obtained from the Customer and the Service Provider.

Review Period: One (1) year.

Effective Date: September 1, 2021

Next Review Date: February/March, 2022

2. Service Provided

- 2.1 Custodial Services – Facilities Services (FS) will contract with outside vendors to provide custodial services. Services to be provided and the frequencies will be mutually agreed upon. Attached Addendum details services and frequencies.
- 2.2 Inspection- FS will staff personnel to monitor contracted & in-house activities at no additional cost. See attached Appendix 2 for details.
- 2.3 Custodial Supplies – Will no longer be charged against this service level agreement. Will be charged directly to the customer by way of a billable work order.
- 2.4 Facilities Services will contract with outside vendors to provide Grounds Maintenance. Services to be provided and the frequencies will be mutually agreed upon. Attached Addendum details services and frequencies.
- 2.5 Facilities Services will contract with outside vendors to provide Pest Control services. Services to be provided and the frequencies will be mutually agreed upon. Attached Addendum details services and frequencies.
- 2.6 Facilities Services will contract with outside vendors to provide Annual Elevator Inspections. Services to be provided and the frequencies will be mutually agreed upon.
- 2.7 Automatic/Overhead Doors – Customer will pay contracted cost for yearly inspections of automatic doors and overhead doors as they are assigned at each location.
- 2.8 Scheduled Services – FS will provide services and preventive maintenance in the areas of Elevator Maintenance, Solid Waste and Custodial Inspections. Details of provided services and frequencies are listed in the Addenda as noted in the Cost Section.

3. Cost- Student Centers.

Service	Annual Cost	Addendum
Contracted Custodial Services	574,861.53	A
Elevator Support & Inspections	23,121.40	B
Solid Waste Support	10,434.60	C
Grounds Maintenance-Contracted	22,519.00	D
Pest Control- Contracted	8,253.00	E
ADA/Overhead Doors-Contracted	5243.70	F
Planned Maintenance	N/A	G
TOTAL	\$644,433.23	

4. Payment/Billing Option

Please check a billing option below:

Charge the cost center(s) below by trimester. Payments will be processed by Business Services September 15, 2021, January 15, 2022, & May 15, 2022.

Charge the cost center(s) listed below one lump sum (one-time annually). The Payment will be processed by Business Services on September 15, 2021.

5. SLA Partner/Department Signatures

Eve Esch, Director, Student Centers

Date

6. Certifying Signature/Department Cost Center Distribution

- 1. **Location/Facility Name:** _____ **Amount:** _____
BU _____ FC _____ DP _____ PC _____ PRJ _____ SpeedType _____
- 2. **Location/Facility Name:** _____ **Amount:** _____
BU _____ FC _____ DP _____ PC _____ PRJ _____ SpeedType _____
- 3. **Location/Facility Name:** _____ **Amount:** _____
BU _____ FC _____ DP _____ PC _____ PRJ _____ SpeedType _____
- 4. **Location/Facility Name:** _____ **Amount:** _____
BU _____ FC _____ DP _____ PC _____ PRJ _____ SpeedType _____
- 5. **Location/Facility Name:** _____ **Amount:** _____
BU _____ FC _____ DP _____ PC _____ PRJ _____ SpeedType _____
- 6. **Location/Facility Name:** _____ **Amount:** _____
BU _____ FC _____ DP _____ PC _____ PRJ _____ SpeedType _____

Certifying Signature

Date

7. Facilities/Construction Management Signature

Magda Alanis, Executive Director
Facilities/Construction Management
Facilities Business Operations & Compliance

Date

APPENDIX 1 – SHOP RATES

Hourly Rate	Regular
In House Custodial	\$25.00
Elevators	\$48.00
Grounds	\$32.00
Solid Waste	\$38.90
Pesticide Application	\$38.00

Shop Rates includes base labor, fringe benefits and a nominal charge for incidental supplies and repair, replacement and recalibration of shop tools.

FACILITIES does not charge a markup for any purchased materials, supplies, equipment and/or services used for work orders.

FACILITIES charges actual time worked on the job rounded to the closest 0.25 hour.

An overtime premium (1.5 times the appropriate rate) will be billed if the personnel performing the work are working on an overtime basis.

FACILITIES recognizes the need for all our customers to function within their budgetary constraints, therefore, FACILITIES will endeavor to perform all Preventive Maintenance and Corrective Maintenance Work during normal straight-time hours to the extent possible.

FACILITIES will perform specific Preventive Maintenance Work on an overtime basis at the customer's request to facilitate the Customer's normal daily operations. FACILITIES will perform emergency Corrective Maintenance Work on an Overtime Basis if FACILITIES determines this is necessary to satisfy code or safety requirements or otherwise ensure preservation of the facility.

In the event that any scheduled work will extend more than one hour beyond normal hours due to unforeseen complications, FACILITIES will coordinate with the Customer for approval to either proceed to completion on an overtime basis or to reschedule the work for a later date if it is physically feasible to do so in the specific situation.

All costs identified in the following addenda are estimated costs and may vary.

FACILITIES bills for its services monthly, based on actual costs. Time sheets and billing details will be made available if requested by the customer on a case by case basis.

APPENDIX 2 – INSPECTIONS

The Facilities Services Inspection Team performs the following tasks:

Custodial

Quality Control – Inspecting of areas to ensure that University’s Cleaning Standards are being met. Provide continuous monitoring on key areas that do not meet the desired cleaning standards. Areas are monitored until they are consistently in compliance. Provide recommendation on steps that need to be taken to bring area into compliance.

Reporting – Written reports are provided a minimum of once a quarter. Reports provide a quantitative grade for area/building. Deficiencies are identified and suggested remedial. If a key area does not meet acceptable level of service, the monitoring and reporting on this area will be more frequent until desired cleaning level is achieved. Findings are tracked and shared on Facilities Services Inspection Report Share Point.

General Maintenance

Quality Control – Perform periodical inspections of Department’s space. Looking for and noting items that are related to general maintenance. For example walls, ceiling, floor damages, painting needs, light bulbs out. Furniture that is in disrepair, Safety Issues, water fountains working properly. Appliances are checked to ensure that knobs are in place, doors are opening and closing properly, restroom fixtures working and in good repair and etc.

Reporting – Written inspections are done and shared with the department at least once a quarter. Written inspections will provide the department with a quantitative score on the General Maintenance Condition of their area. Written inspections will be generated more often if needed.

Recommendations – Recommendation will be made to the Building Coordinator as to what work requests are needed to address issues that were found.

Mechanical Inspections

Quality Control – Perform periodical inspections of mechanical areas and equipment in department’s space. Inspecting equipment to ensure that it is performing properly, that preventative maintenance is being performed. Check to see if required regulatory inspection stickers/licenses are in place and current. Maintenance logs are in place and up to date. Inspect mechanical areas to ensure that no supplies are being stored in them and the areas are cleaned.

Reporting – Written inspections are done and shared with the department at least once a quarter. Written inspections will provide the department a summary of the major mechanical equipment that service their area and whether the equipment was found to be in acceptable or unacceptable condition. Written inspections will be generated and submitted more often if the situation requires this.

Recommendations – For Auxiliaries departments, recommendation will be made to the building coordinator as to what work requests are needed to address issues that were found.

Grounds

Quality Control – Perform daily inspections of Lawns that contractor has mowed. Ensure that Grounds’ Lawn contractor is following agreed upon mowing schedules. Ensure that all tasks associated with the Mowing are completed. For example edging, trimming, blowing, ensuring trash debris from mowing is removed and that mowing is even without gouges or divots. Monitor that

blades are sharpen at least weekly. Report any issues that are related to the sprinkler system, conditions of flower beds, trees and diseases of the yards.

Reporting – Inspector performs daily inspections and documents work that is performed by Grounds’ contractor. Sections that are not completed or not done correctly are noted. At least once a day a meeting is held with Grounds vendor’s onsite supervisor to discuss any issues or concerns that were noted. Approximately three times a week joint inspection tours are conducted with the vendor’s grounds supervisor to observe the performance of the mowing crew and the quality of work that is being performed. Weekly meetings are held with the grounds’ vendor, supervisor for the University’s grounds department, and the University’s contract manager to discuss that week’s performance. Discussion includes accomplishments, failures in service and if grounds’ vendor is not on schedule his plan to get back on schedule with the mowing program. Based on information provided there may be a deduction in the fee paid to the ground vendor due to not completing contracted work.

Recommendations – Inspector provides weekly written documentation on the performance of the grounds’ vendor. This information includes how many mows were completed during the course of the week. If vendor fails to complete the number of mows that are specified in the contract for the month, then the vendor’s monthly invoice may be reduced to reflect this.

SAMPLE

ADDENDUM A – CUSTODIAL FREQUENCIES

To follow on pages 8-17

SAMPLE

ADDENDUM A - CONTRACTED CUSTODIAL

Student Center- Cleaning Frequencies & Specifications

First (1st) Shift	Monday-Sunday	6:00 a.m. - 2:30 p.m.
Second (2nd) Shift	Monday-Sunday	2:30 p.m. - 11:00 p.m.
Third (3rd) Shift	Monday-Sunday	10:00 p.m.-6:30 a.m.

Cleaning all Entranceways at SC North & South				
TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Sweep/Dust Mop Floors	Daily	1 ST -2 ND -3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Vacuum/Roll-up Walk-off Mats	Daily	1 ST -2 ND -3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Sweep Outside Ramp/Landing	Daily	1 ST	1 ST -2 ND	1 ST
Spot Clean/Mop Ramp spills	Daily	1 ST -2 ND	N/A	N/A
Empty Waste Containers	Daily	1 ST -3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Clean Window/ Door Glass	Daily	1 ST	1 ST -2 ND	1 ST -2 ND
Damp Mop Floor	Daily	3 rd	N/A	1 ST -2 ND --3 rd
Spot Clean Walls/Doors/Spills/ Carpets	Daily	3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Scrub & Recoat floors	Quarterly	3 rd	N/A	N/A
Clean /Extract Walk-off Mats	Monthly	3 rd	N/A	N/A
Strip/Refinish Floors	Annually (2X)	3 rd	N/A	N/A
Hand Sanitizer (provided by Student Affairs)	Daily	1 ST -2 ND -3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Recycling (Containers emptied) large central containers & (3) bin tri-color	Daily	1 ST -2 ND -3 rd	1 ST -2 ND	1 ST -2 ND --3 rd

Cleaning of Restrooms (Group/Single/Family) at SC North & South				
TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Restock Dispensers	Daily	1 ST -2 ND -3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Empty Trash/Replenish liners	Daily	1 ST -2 ND -3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Restock seat covers	As Needed	1 ST -2 ND -3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Disinfect Toilets/Sinks/Urinals/Countertop	Daily	3 rd	1 ST -2 ND	3 rd

Cont. Cleaning of Restrooms (Group/Single/Family) at SC North & South				
TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Clean Mirrors	Daily	1 ST -2 ND -3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Sweep/Damp Mop Floors	Daily	1 ST -2 ND -3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Clean Partitions/Doors; Graffiti Report & Remove	As Needed	3 rd	1 ST -2 ND	N/A
Spot Clean Walls/Doors	Daily	1 ST -2 ND -3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Machine Scrub Floors	Monthly	3 rd	N/A	N/A
Clean Waste Containers & Sanitary Containers	Monthly	3 rd	N/A	N/A
Dust Vents	Weekly	3 rd	N/A	N/A

Cleaning of Mother's Room 134A at SC South				
TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Restock Dispensers	Daily	2 ND -3 rd	1 ST -2 ND	1 ST -2 ND
Empty Trash Containers	Daily	2 ND -3 rd	1 ST -2 ND	1 ST -2 ND
Wipe & Clean Changing Area & Vinyl Furniture	Daily	2 ND -3 rd	1 ST -2 ND	1 ST -2 ND
Dust Flat Surfaces	Weekly	2 ND -3 rd	1 ST -2 ND	1 ST -2 ND
Spot Clean Walls/Doors	Daily	2 ND -3 rd	1 ST -2 ND	1 ST -2 ND
Damp Mop Floors	Daily	2 ND -3 rd	1 ST -2 ND	1 ST -2 ND
Machine Scrub Floors	Monthly	2 ND -3 rd	1 ST -2 ND	1 ST -2 ND
Clean Waste Containers & Sanitary Containers	Monthly	2 ND -3 rd	1 ST -2 ND	1 ST -2 ND
Strip/Refinish Floors	Annually (2X)	3 rd	N/A	N/A

Cleaning of Lounges at SC North & South				
TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Sweep/Dust-Damp Mop or Vacuum	Daily	3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Spot Clean Carpet	Daily	3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Empty Trash/Replenish Liners	Daily	3 rd	1 ST -2 ND -3 rd	1 ST -2 ND --3 rd

Cont. Cleaning of Lounges at SC North & South				
TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Dust Furniture/Flat Surfaces	Weekly	3 rd	1 ST -2 ND	As Needed
Spot Clean Walls/Doors/Partitions	Weekly	3 rd	1 ST -2 ND	As Needed
Spot Clean Lounge Furniture	Weekly	3 rd	1 ST -2 ND	As Needed
Deep Clean Lounge Furniture	As needed	3 rd	N/A	N/A
Strip/Refinish Floors	Annually (2X)	3 rd	N/A	N/A
Gum Removed from Tile	Daily	2 ND	1 ST -2 ND	1 ST -2 ND --3 rd
Clean Trash Cans	Monthly	3 rd	1 ST -2 ND	As Needed
Recycling (Containers Emptied)	Daily	1 ST -2 ND -3 rd	1 ST -2 ND -3 rd	1 ST -2 ND --3 rd
Shampoo Carpet	Annually (4X)	3 rd	N/A	N/A

Cleaning of Games Room B30G SC South				
TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Sweep/Dust-Damp Mop or Vacuum	Daily	3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Spot Clean Carpet	Daily	3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Empty Centralized Trash/Replenish Liners	Daily	3 rd	1 ST -2 ND -3 rd	1 ST -2 ND --3 rd
Dust Furniture (Stools, Tables, Chairs) /Flat Surfaces & Service Counters/ Video	Weekly	3 rd	1 ST -2 ND	As Needed
Spot Clean Doors/Walls/Partitions	Weekly	3 rd	1 ST -2 ND	As Needed
Strip/Refinish Floors	Annually (2X)	3 rd		N/A
Gum Removed from Tile	Daily	2 ND	1 ST -2 ND	1 ST -2 ND --3 rd
Clean Trash Cans	Monthly	3 rd	1 ST -2 ND	N/A
Recycling (Containers Emptied)	Daily	1 ST -2 ND -3 rd	1 ST -2 ND -3 rd	1 ST -2 ND --3 rd
Games Room Tile-Clean only w/Water	Daily	Day Before 8am Open	3 rd	3 rd

Restroom Mats-Adjacent Restrooms (Special Safety Feature for Bowling customers)	Daily	1 ST -2 ND -3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Shampoo Carpet	Annually (4X)	3 rd	N/A	N/A
Blinds	Monthly		N/A	N/A

Cleaning of Hallways/Lobbies at SC North & South				
TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Empty Trash Cans/Replenish Liners	Daily	3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Clean Water Fountains	Daily	3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Sweep/Dust Mop Floors	Daily	3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Clean Elevator	Daily	3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Wet Mop Floors	Weekly (2X)	3 rd		1 ST -2 ND --3 rd
Spot Clean walls/doors/spills	Daily	3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Dust Flat Surfaces & wall displays	Weekly	3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Burnish/Restore Floors	Weekly	3 rd	N/A	As Needed
Clean Trash Cans	Monthly	3 rd	1 ST -2 ND	As Needed
Shampoo Carpet	Annually (4X)	3 rd	N/A	
Spot Clean Carpet	Daily	3 rd	N/A	As Needed
Strip/Refinish Floors	Annually (2X)	3 rd	N/A	N/A
Recycling (Containers emptied); large central containers & (3) Bin Tri Color	Daily	1 ST -2 ND -3 rd	1 ST -2 ND -3 rd	1 ST -2 ND --3 rd
Clean Windows/Sills (Inside & Outside)	Weekly	1 ST -2 ND	1 ST -2 ND	As Needed

Cleaning of Stairwells SC North & South				
TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Sweep Stairs/Landings	Daily	1 ST -2 ND -3 rd	1 ST -2 ND	1 ST -2 ND --3 rd
Damp Mop Stairs/Landings	Daily	3 rd	1 ST -2 ND	As Needed
Monumental Stairway-vacuum carpeted surfaces/spot clean	Daily	3 rd	1 ST -2 ND	1ST-2ND
High/Low Dusting/Clean Rails (All Metal & Glass panel railings)	Daily	3 rd	1 ST -2 ND	As Needed
Spot Wash Walls/Doors	Weekly	3 rd	1 ST -2 ND	As Needed
Shampoo Carpet	Quarterly	3 rd	N/A	N/A

Cleaning of Event Staff Conference Rooms at SC North & South				
TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Shampoo Carpet (Scheduled as Needed)	Annually (2X)	3 rd	N/A	N/A
Large Conference Rm 223	Annually (2X)	3 rd	N/A	N/A
Conference Rm-270	Annually (2X)	3 rd	N/A	N/A
Ex. Lg. Conf. Rm 262	Annually (2X)	3 rd	N/A	N/A
Large Conference Rm 261	Annually (2X)	3 rd	N/A	N/A
Large Conference Rms. 257	Annually (2X)	3 rd	N/A	N/A
Small Conference Rm 255	Annually (2X)	3 rd	N/A	N/A
Study Rm-254	Annually (2X)	3 rd	N/A	N/A
Study Rm-253	Annually (2X)	3 rd	N/A	N/A
Study Rm-250	Annually (2X)	3 rd	N/A	N/A

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Study Rm-252	Annually (2X)	3 rd	N/A	N/A
Large Conference Rm 224	Annually (2X)	3 rd	N/A	N/A
Small Conference Rm 230	Annually (2X)	3 rd	N/A	N/A
Small Conference Rm 231	Annually (2X)	3 rd	N/A	N/A
Large Conference Rm 232	Annually (2X)	3 rd	N/A	N/A
Austin Rm -220J	Annually (2X)	3 rd	N/A	N/A
Corpus Christi Rm-220M	Annually (2X)	3 rd	N/A	N/A
Ft. Worth Rm-220P	Annually (2X)	3 rd	N/A	N/A
Houston. Rm Ticket Office	Annually (2X)	3 rd	N/A	N/A
San Antonio Rm-220F	Annually (2X)	3 rd	N/A	N/A
El Paso Rm-220D	Annually (2X)	3 rd	N/A	N/A
Dallas Rm-220B	Annually (2X)	3 rd	N/A	N/A
Large Conference Rm 219	Annually (2X)	3 rd	N/A	N/A
Large Conference Rm 214	Annually (2X)	3 rd	N/A	N/A
Small Conference Rm 212	Annually (2X)	3 rd	N/A	N/A
Small Conference Rm 211	Annually (2X)	3 rd	N/A	N/A
Medium Event Space Rm-237	Annually (2X)	3 rd	N/A	N/A
Large Event Space Rm-210	Annually (2X)	3 rd	N/A	N/A
Theater Rm-103	Annually (2X)	3 rd	N/A	N/A
Senate Chamber Rm-N204	Annually (2X)	3 rd	N/A	N/A

Medium Conf. Rm 212	Annually (2X)	3 rd	N/A	N/A
Large Conference Rm N113	Annually (2X)	3 rd	N/A	N/A

Office Cleanings at SC North & South-(Tasks applies to all Office Areas unless otherwise noted)

TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Trash Removal (Common Areas)	Daily	1 ST -2 ND	N/A	N/A
Trash Removal (Offices)	Weekly	1 st - 2 nd	N/A	N/A
Vacuum Floors	Weekly (2x)	1 ST -2 ND	N/A	N/A
Clean Windows\Sills (Inside Only)	Weekly	1 ST -2 ND	N/A	N/A
Blinds	Monthly		N/A	N/A
Shampoo Carpet (Schedule Coordination)	Annually (2x)	3 rd	N/A	N/A
Spot clean walls/doors/Partition	Weekly	1 ST -2 ND	N/A	N/A

Office Cleanings at SC South-Second Floor

Locations	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Administrative Suite- Rm271	Before 5pm	1st-2nd	N/A	N/A
Dean of Students Office-Rm 256	Before 5pm	1st-2nd	N/A	N/A

Office Cleanings at SC South-First Floor

Locations	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
CRM-Customer Relations Office-Rm 143	Before 5pm	2 ND	N/A	N/A
UC Information Center-Rm 141 &142	Before 5pm	2 ND	N/A	N/A

Office Cleanings at SC South-Basement Floor				
Locations	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Creation Station-Rm B17	Before 5pm	1st-2nd	N/A	N/A
Center for Diversity and Inclusion-Rm B12	Before 5pm	1st-2nd	N/A	N/A

Office Cleanings at SC North-Second Floor				
Locations	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
ISSSO-Rm N203	Before 5pm	1st-2nd	N/A	N/A
WRC/LGBT Resource Centers-Rm N201	Before 5pm	1st-2nd	N/A	N/A
Center for Student Media- Rm N221-N229	Before 5pm	1st-2nd	N/A	N/A
Student Government Association-Rm N220	Before 5pm	1st-2nd	N/A	N/A
Veterans Services Office Rm N202	Before 5 pm	1st-2nd	N/A	N/A

Office Cleanings at SC North-First Floor				
TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Locations				
Center for Student Involvement - Rm N103	Before 5pm	2 ND	N/A	N/A
Center for Leadership & Fraternity & Sorority Life- Rm N101	Before 5pm	2 ND	N/A	N/A
Major Student Organization Offices (MVP-N119, CEO-118, HC/FFA-N116,SPB-N115, AFB-117)	Before 5pm	2 ND	N/A	N/A

Retail- Bank During Business Hours only at SC

TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Trash Removal	Daily	1 st	N/A	N/A
Vacuum Floors	Weekly (2X)	1 st	N/A	N/A
Clean Windows\Sills (Inside Only)	Weekly	1 st	N/A	N/A
Shampoo Carpet *to be scheduled due to limited access	Annually (2X)	1 st	N/A	N/A
Spot Clean Walls/Doors/Partition	Weekly	1 st	N/A	N/A
Dust Flat/Wipe Down Surfaces	Weekly	2 ND -3 rd	1 ST -2 ND	N/A

Retail- Shasta During Business Hours only at SC

TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Clean Windows\Sills	Weekly	1 ST -2 ND	N/A	N/A
Strip & Wax Floors	Annually (2X)	3 rd	N/A	N/A
Sweep and Mop Shasta Floor	Daily	1 st	N/A	1 st

**IT Computer Retail Sales
 -During Business Hours only**

TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Trash Removal	Daily	1st	N/A	N/A
Clean Windows/Sills-inside only	Weekly	1st	N/A	N/A
Spot clean walls/doors/partition	Weekly	1st	N/A	N/A
Vacuum Floors	Weekly (2X)	1st	N/A	N/A
Shampoo Carpet- Scheduled Due to alarm System	Annually (2X)	1st or 2nd	N/A	N/A

CreationStation- During Business Hours Only

TASK	FREQUENCY	SHIFT	DAILY PORTERING	WEEKEND COVERAGE
Trash Removal	Daily	1st	N/A	N/A
Clean Windows/Sills	Weekly	1st	N/A	N/A
Spot clean walls/doors/partition	Weekly	1st	N/A	N/A
Sweep/Dust Mop/Wet Mop Floors	Daily	1st	N/A	N/A
Blind/Windows Covering as applicable	Monthly	1st or 2nd	N/A	N/A
Scrub and wax floors if applicable	Annually (2X)	2nd or 3rd	N/A	N/A

GROUNDS	
Cleaning of sidewalks, patios to include sweeping/blowing of trash debris and power washing as needed	Daily
Removal of trash and debris from flower beds on sites surrounding UC North & South	Check and clean a minimum of once every two hours
Removal of trash and debris from grass/lawn surrounding UC North and South	Check and clean a minimum of once every two hours
Emptying of trash receptacles(that are not serviced by Grounds or Solid Waste)	Daily
Cleaning around trash compactor daily. Sweeping of dock landing, ramps and stairs daily. Put loose cardboard into compactor, stacking pallets for pickup.	Daily
Pressure washing ground area around and underneath compactor units. Pressure wash loading dock landing, ramp and stairs leading to loading dock, and grease container area	Monthly

ADDENDUM B - ELEVATOR SUPPORT

Elevator support is to include the preventative maintenance on requested customer elevators. This is an all-inclusive list of all of the preventative support performed by our elevator technicians. Anything outside of the below list will need to be completed via a billable work order.

Weekly:

- Check overall ride and operation (Make adjustments if necessary)
- Check safety edge, door open button, alarm bell, electric eyes or door detector.
- Check controller operation.

Monthly:

- Check brake for proper operation
- Clean machine room, machine, and controller.
- Replace all burned out light bulbs, test emergency phone, and check gear oil levels.
- Test phase one and phase two fire service and document log.
- Clean car top, door operator and governor.
- Check car and counterweight roller guide wheels, hatch switches, and rollers.

Quarterly:

- Inspect all door relating cables, hanger tracks rollers and door gibes.
- Check traveling cable for damage, door closures, and gate switch for proper adjustments.
- Clean and adjust interlock assembly and pick up rollers.
- Clean pit and inspect buffers and clean, inspect and lubricate tail sheave.
- Inspect hoist ropes for damage, and tension.
- Inspect machine, deflector and secondary sheaves for wear.

Yearly:

- Vacuum and clean hoist way
- Remove car station, clean and tighten all wire connections
- Check wire connection in controller
- Check halfway box, clean and tighten all wire connections
- Dismantle, clean and lubricate brake assembly, reassemble and adjust.
- Annual and/or Full Load, State Safety Inspection Test

ADDENDUM C – SOLID WASTE SUPPORT

The University's Solid Waste department will pick up all trash at regularly scheduled pick up times weekly. Only regularly scheduled pickups cost is included in this service level agreement.

- Three times a week for regular front load dumpsters
- One time a week for all compactors

The cost in this agreement includes the cost for the following:

Landfill Tipping Fees: The cost we pay per ton to discard trash at a landfill

Vehicle Repurchase Fee: A percentage of the cost used for repurchase of the Solid Waste fleet upgrades

Labor Fee: Cost for solid waste employees time to empty dumpsters/compactors at all included locations

Vehicle Maintenance Fee: Cost includes scheduled maintenance to keep vehicles in good repair as well as the cost of fuel to keep the truck moving around campus.

Container Repurchase: Cost to maintain containers on campus. If a dumpster becomes damaged or in unusable condition this fee is in place to replace the dumpster. Note: There is no container repurchase fee for compactors, which the cost is paid by the customer.

Recycling and Cardboard cost only includes the labor of the solid waste employees and vehicle maintenance fees to pick up the waste.

Costs not included in solid waste fees above are:

- Event support
- Compactor Maintenance
- Any additional pickups
- Any repair or replacement of Solid Waste equipment caused by negligence and/or misuse (ex: containers)

ADDENDUM D – GROUNDS MAINTENANCE

This service level agreement includes the contracted mowing, blowing, and edging of all customer grass. Also includes the regularly scheduled maintenance of all customer's landscaped areas. This includes the following tasks:

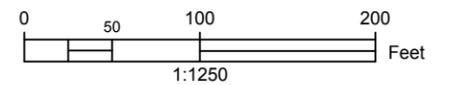
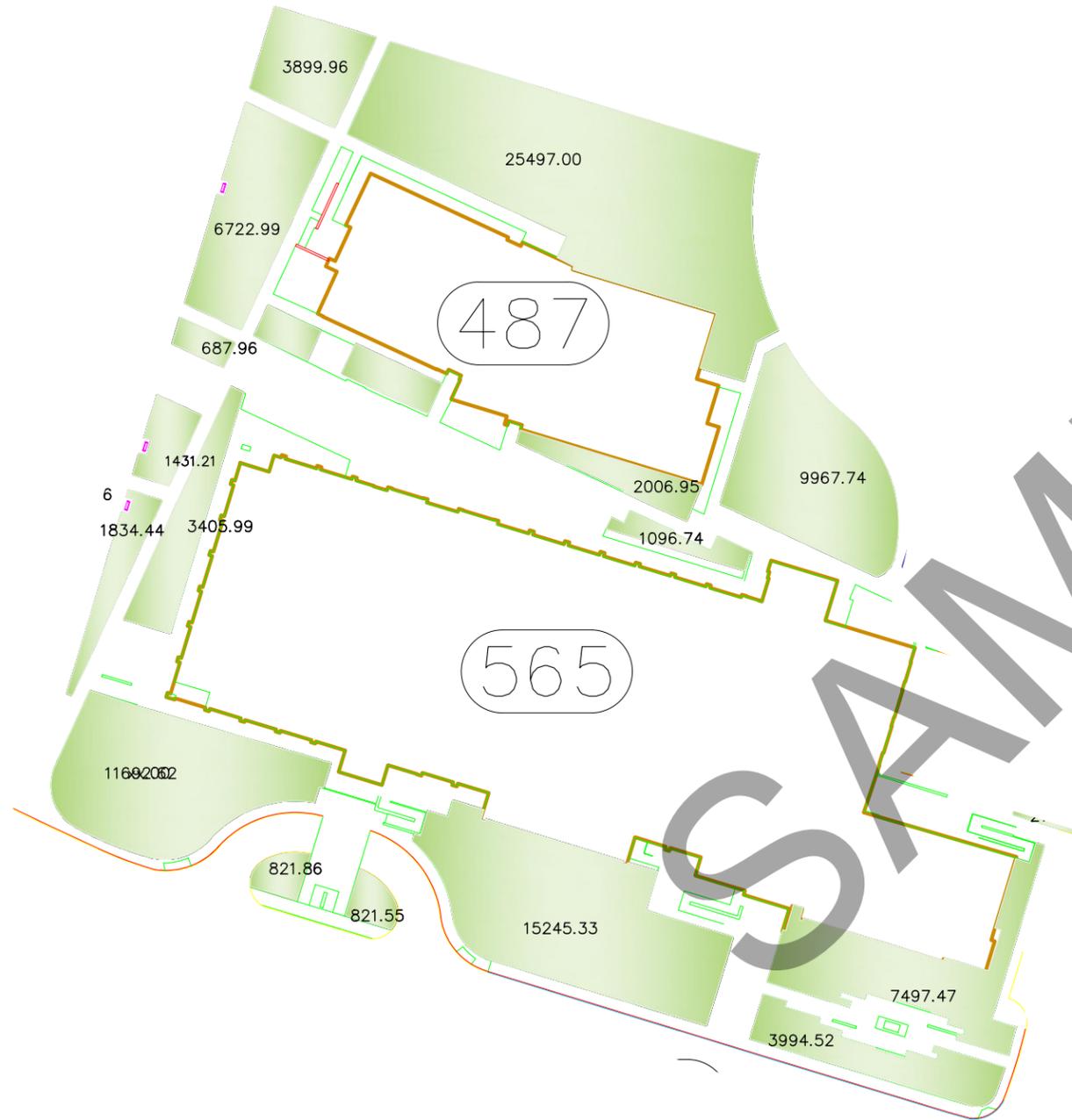
- Weekly grounds trash pickup
- Weed removal in flower beds as well as plant and the shrub trimming
- Yearly mulching of the beds and trees
- Yearly pruning of the trees
- Yearly pre-emergent
- Bi-Annual grass fertilizing
- Yearly grass over seeding with Rye Grass
- Bi-Annual plant and shrub fertilizer
- Inspection of irrigation systems every other month
- Yearly freeze protect of customer's irrigation system
- Also includes all pesticide applications throughout the year

Does not include any outside landscaping projects, cost of plant replacement, or removal of any animals. Anything outside of the above scope of work can be completed by submitting a billable work order.

**See attached maps of included grass area with square footage used to determine mowing contract cost.

Student Centers Limits

Total Turf = 96624.34 Sq ft



ADDENDUM E – PEST CONTROL

Pest control will be completed by Versacor, or contracted campus vendor. Pest control schedule is monthly and all areas can input work orders for their areas as needed. This is at no additional cost except the four items listed below.

Monthly treatment is as follows:

- Mosquito control through the use of misting systems and/or ground spraying (May1 – Sept 31), mice and rat control, flea, spider, and cricket treatments and live animal capture and removal.
- Treatment may include interior and exterior perimeter of building depending on type of infestation.
- Extermination of insects: ants (including fire ants), roaches (all types) occasional invaders, (i.e. sow bugs, millipedes, centipedes, silver fish, gnats, flies, pill bugs), with minimum guarantee, as well as routine pest control services. Exterior treatment perimeter is ten feet (10')

Materials required for pest control including but not limited to initial setup, tin cats, rodent stations, monthly service charge, insect fly lights, annual bulb change, T-rex snap trap, bait stations, blue boards and glue strips.

Items that will be billed separately:

- **Bed Bugs:** bugs treatment in accordance with Owner bed bug protocol procedure to include method of inspection and treatment plan. Contractor is to identify if bed bug treatment plan will be subcontracted out.
- **Termites:** treatment plan including materials used for treatment and monitoring for termites. Contractor is to identify if termite treatment plan will be subcontracted out.
- **Bird control:** treatment plan including materials used for treatment and monitoring of birds. Contractor is to identify if bird control plan will be subcontracted out.
- **Raspberry Ants:** treatment plan including materials used for treatment and monitoring of ants. Contractor is to identify if bird control plan will be subcontracted out.

ADDENDUM F – DOORS CONTRACT

We have contracted service with an outside vendor. This contract includes the annual preventative service and maintenance repairs including annual inspection and certification on all automatic doors by an AAADM technician at the university.

Automatic Doors:

Annual preventative maintenance includes lubrication, adjustments, and replacement of worn components including the annual AAADM certification and testing. This also includes any training of owner's personnel to perform daily safety inspection or operational instructions. The door systems consist of header, operator, controls, arms, activation and safety systems, switches, transformers, belts, wheels, tracks, pulleys, sweeps if directly related to door operators (sliding doors), key switches, relays, and any timers or auxiliary control modules directly controlling the door automatic operation.

Parts include defective or worn parts effecting the operation and control, any lubrication and/or cleaning agents

Exclusions: This agreement specifically excludes voluntary safety upgrades, parts, and service and travel time as a result of damage caused by, vandalism, accidents, fires, floods, weather and other acts of nature or man. Items specifically excluded are glass, glazing, frames, weather seals, sweeps not associated with the door operator, auxiliary locks, electrical supply, access controls, security system, panic hardware not integrated with door operator, floor finish and other not listed doors.

Response time: The contractor shall dispatch a fully qualified service technician to make repairs with-in (24) twenty-four hours from the time of the call. Owner may require contractor to respond to emergency response during after hours, nights and weekends for security related issues. After hours, start from 6:00 pm to 6:00 am CST (Monday through Thursday). Weekend hours start 6:00pm on Friday to 6:00am CST Monday.

Overhead Doors:

Annual preventive maintenance includes lubrication, adjustments, and replacement of worn components including all safety devices to insure safe operations. This also included any training of owner's personnel to perform daily safety inspection or operational instructions. The door system consist of header, operator, controls, guilds, activation and safety systems, switches, transformers, belts, wheels , tracks, pulleys, safety loops, key switches, chains, slates, relays, covers, and any timers or auxiliary control modules directly controlling the overhead door.

Parts include defective or worn parts effecting the operation and control, any lubrication and cleaning agents.

Exclusions: This agreement specifically excludes voluntary safety upgrades, parts, and service and travel time as a result of damage caused by, vandalism, accidents, fires, floods, weather and other acts of nature or man. Items specifically excluded are glass, glazing, building frames, sweeps not associated with the door operator, auxiliary locks, electrical supply, access controls, security system, floor finish and other not listed doors.

Response time: The contractor shall dispatch a fully qualified service technician to make repairs with-in (24) twenty-four hours from the time the call. Owner may require contractor to respond to emergency response during after hours, nights and weekends for security relates issues. After hours, start from 6:00 p.m. to 6:00 a.m. CST (Monday through Thursday). Weekend hours start 6:00 P.M. on Friday to 6:00 A.M. CST Monday.

Gate Operators:

Annual preventive maintenance includes travel time, trip charges, lubrication, adjustments, and replacement of worn components including the annual certification and testing. This also included any training of owner's personnel to perform daily safety inspection or operational instructions. The gate system consist of header, operator, controls, arms, activation and safety systems, switches, transformers, hinges, guilds, belts, wheels , tracks, pulleys, chains, key switches, intercom systems, safety loops, conduit, relays, and any timers or auxiliary control modules directly controlling the automatic gates.

Parts include defective or worn parts effecting the operation and control, any lubrication and cleaning agents.

Exclusions: This agreement specifically excludes voluntary safety upgrades, parts, and service and travel time as a result of damage caused by, vandalism, accidents, fires, floods, weather and other acts of nature or man. Items specifically excluded are frames, electrical supply, access controls excluding intercom system, security system, paint, floor finish and other not listed doors.

Response time: The contractor shall dispatch a fully qualified service technician to make repairs with-in (24) twenty-four hours from the time the call. Owner may require contractor to respond to emergency response during after hours, nights and weekends for security relates issues. After hours, start from 6:00 p.m. to 6:00 a.m. CST (Monday through Thursday). Weekend hours start 6:00 P.M. on Friday to 6:00 A.M. CST Monday.

SAMPLE