



## Department of Facilities Services

## Service Level Agreement

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## ➤ **Overview**

This document represents a Service Level Agreement (“SLA” or “Agreement”) between Facilities Services and the Brandeis community for the construction, maintenance, cleaning, repair and other necessary services required to support and sustain Brandeis University and the Brandeis community. The purpose of this SLA is to:

- Provide clear information on who we are, what we do and how to contact us for the various services we provide;
- Identify what we do not provide and what we may be able to provide or coordinate for a fee;
- Convey what you can expect for typical response timeframes;
- Communicate our expectations with regard to customer responsibilities.

This agreement remains valid until superseded by a revised version.

## ➤ **Our Mission**

The mission of Facilities Services is to provide a safe, functional, clean and attractive campus environment for all students, faculty, staff and visitors. Operating under the umbrella of Campus Operations, our team of employees is responsible for construction, operation and maintenance of all university-owned buildings, utilities and grounds as well as custodial and cleaning services.

## ➤ Organization; General Descriptions of Services

### Organization

Facilities is comprised of the following six units:

- Operations & Maintenance
- Administration & Work Management
- Campus Services
- Energy Management
- Design & Construction
- Sustainability

Visit the the [staff directory on the Facilities website](#).

### Description of Services Each Unit Provides

The following is a general explanation of the different Facilities operating units, and the services for which each group is responsible. Each of these units has a key and specific role in supporting the University's overall mission. These are services for which Facilities is staffed and funded.

Learn more about [fee-based and other services](#).

#### A. Operations & Maintenance (O&M)

Staff Hours: Monday-Friday 7:00am – 3:30pm; 24/7 coverage for emergencies

Operations & Maintenance personnel are responsible for all work related to the following sub-categories:

- **HVAC** (Heating, ventilation, cooling, boilers, air compressors, vacuum pumps, building automation systems) [Download the University heating/cooling policy \(pdf\)](#).
- **Electric** (Lighting, power supply, generators and fire alarm systems)
- **Plumbing** (Water pipes, drain lines, sewer lines, toilets, sinks and showers)
- **Elevators/Lifts** (Elevators, wheelchair lifts and dumbwaiters)
- **Carpentry** (Repairs to wooden structures, furnishings, doors, windows, handrails, and cabinets)
- **Locks and Keys** (Installation and/or repairs to locks, door handles, and lock sets on new or existing doors; key replacement and core changes, seasonal lock changes) **hard key systems only**

## **B. Campus Services (Custodial & Grounds)**

Staff Hours Custodial Unit:

Monday-Friday 5:00am – 3:30pm

Limited Coverage 3:30pm – 12:00am

24/7 coverage for emergencies

Staff Hours Grounds Unit:

Monday-Friday 7:00am – 3:30pm

24/7 coverage for snow & other emergencies

Custodial personnel are responsible for all work related to the following:

- Scheduled cleaning (1 million+ square feet) in 96 buildings
- Emergency clean-up response
- Trash and recycling removal from buildings
- Furniture replacements/moves in residence halls
- Scheduling custodial coverage for University events
- Graffiti removal
- Coordination of pest management services inside the buildings throughout campus.

Learn more about the [Brandeis Integrated Pest Management \(IPM\) program](#).

[Download daily cleaning schedules \(pdf\)](#).

Grounds personnel are responsible for day-to-day operations in the following areas:

- Mowing, trimming, irrigation, pruning and weeding
- New landscape installations
- Care and maintenance of campus trees, flowers, shrubs and lawns
- Keeping walkways and outdoor areas clear of debris and litter
- Removal of snow and ice from campus sidewalks, parking lots and roads
- Heavy equipment movement
- Electronics recycling
- Wildlife (squirrels, raccoons, birds and snakes). For assistance with wildlife inside a building, call 6-8500 for immediate response, or call Public Safety after business hours

[Download seasonal duty schedules \(pdf\)](#).

## **C. Administration & Work Management**

Staff Hours: Monday-Friday 7:00am – 4:30pm

Administration & Work Management personnel provide Facilities operating units and the community with the following services:

- [Facilities service requests](#) (Intake, dispatch, prioritization and assignment)
- Customer service (Follow-up on service requests, issue escalation and resolution)
- Service Performance Monitoring (Data analytics/Key Performance Indicators [KPIs]; surveys)
- Finance (Budget development/tracking, AP, procurement, payroll processing)
- Stock Room and Inventory Management
- General Administrative (HR, business IT support, website maintenance, contract administration, policy/procedure documentation)

Learn more about the [types of services provided](#).

[Download Service Request Workflow Diagram \(pdf\)](#).

## **D. Design & Construction**

Staff Hours: Monday-Friday 9:00am – 5:00pm

Design & Construction is responsible for comprehensive project management, which includes strategic planning, consultant selection, design process coordination and oversight for all construction at Brandeis. This includes representation of campus interests in the operation and administration of major construction, delivered through multiple project delivery methods.

Design and project personnel are involved in:

- Ground up construction
- Interior renovations
- Building alterations
- Upgrades to major building systems, equipment and campus infrastructure
- Construction document review at each project phase
- Coordination of design review and construction meetings
- Communication of construction events and issues to the campus community
- Project close-out including training and documentation
- Management of construction and manufacturer warranty documents and coordination of work under warranty

All inquiries regarding projects or Design & Construction services (including alterations of campus landscape or hardscape from its original configuration, condition or location) should be directed to the Associate Director, Design & Construction at 781.736.5102.

## **E. Energy Management**

Staff Hours: Monday-Friday 8:30am – 4:30pm

The University Energy Manager works closely with the Sustainability Manager, Facilities Services and campus staff to ensure that all utilities needed to support operations are reliably and efficiently provided.

The Energy Manager oversees and/or is involved in:

- Development and implementation of energy conservation Initiatives to help reduce the University's carbon footprint
- Overall campus utilities management, including heating, air conditioning, lighting, plumbing, electrical systems, and domestic water
- Utilization of an energy supply consultant to ensure the university is getting reliable and lowest cost energy supplies
- Major utilities maintenance and repair

## F. Sustainability

Staff Hours: Monday-Friday 8:30am – 4:30pm

Brandeis' campus sustainability program - Sustainable Brandeis - manages the following programs within Facilities Services:

- Energy Conservation and Management Policy - Outlines operational standards for buildings that Facilities Services will follow, as well as building occupant responsibilities, with regard to energy conservation and Brandeis' [Climate Action Plan](#).
- Turn It Off Program - Every year, we call on the campus community to participate in our "Turn It Off" days. The Brandeis community will be notified via email alert and signage that announces a "Turn it Off" day. More details can be found on the [Turn It Off web page](#).
- Waste Reduction and Management - Brandeis is committed to recycling and composting to the greatest extent possible, while reducing overall waste on campus.
- Electric Vehicle Charging Stations - Brandeis maintains electric vehicle charging stations. A map of these locations can be found on the [Commute Green web page](#). Damage to these stations should be reported to Facilities Services.
- Commuting Programs - Sustainable Brandeis offers the Commute Green program for faculty, staff and students which includes preferential parking for carpools on campus. Program details can be found on the [Commute Green web page](#).

Visit the [Sustainable Brandeis website](#) for more details about our sustainability initiatives and the Energy Conservation Policy.

### ➤ **Performance Metrics: Our Commitment to Continuous Improvement**

Facilities Services is committed to preserving and enhancing the condition, appearance of the Brandeis University campus, and to continual improvement in the processes by which we deliver services to the community. Toward that end, Facilities Services will:

- Establish processes to receive and address customer suggestions and feedback, including a comment section within the online service request, and periodic customer surveys.
- Establish a quality assurance program to measure performance standards, and will utilize Key Performance Indicators (KPIs) to determine what internal processes need to be improved upon.
- Benchmark ourselves against our peers. We will continue to review and compare peer university practices, and remain actively engaged in organizations dedicated to providing counsel, shared services and educational opportunities within higher education, such as The Boston Consortium and APPA.
- Continue to seek out and leverage technology wherever it can aid us.

Lastly, we will always welcome your input and suggestions on how we can improve our service.

➤ **Customer Responsibilities: How You Can Help Us Better Serve You**

Often times the quality and timeliness of our service depends upon the accuracy and thoroughness of the information we receive from you at the time of the initial request. Keeping the following information in mind will help us do our best for you:

- Emergency service requests must be called into Work Management Center at 781.736.8500 during normal work hours or to Public Safety at 781.736.5000 after hours.
- Customers will utilize the on-line work order system for routine services requests.
- Please provide clear, accurate and concise information when submitting service requests including:
  - Exact Location (building, floor and room number)
  - Onsite contact person
  - Any other details that will help us find the problem.
- Area must be accessible for services to be rendered.
- If you need to escalate an issue, please respect the chain of command and contact the Manager of Work Order Operations first.
- Safety is a priority on campus. Do not allow access to unauthorized persons, prop open doors, or provide your keys to others.
- The university is committed to sustainability. Please do your part to make thoughtful decisions keeping sustainability in mind.