
Service Level Agreement (SLA)

Research and E & O

Version 1.0

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Document Revision History

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Approvals

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1 Scope

This document serves as a guideline for the agreement of services to be provided to the Research Programs by the Engineering & Operations department (E & O).

1.1 Client

The Vice Chancellor of the Research Programs serves as the primary client. The Facilities Manager of the Research Programs will serve as the primary client's representative. The requester can be any employee within the Research Programs unless otherwise specified by the primary client. The Research Programs will be associated with the main UAMS Campus.

1.2 Product & Services

The E & O department will provide the Research Programs a comfortable, functional, safe & reliable environment. To accomplish this, E & O will provide the following services

- Architectural – Finishes, code and Joint Commission compliance as per Joint Commission Standards, National Fire Protection Association (NFPA) & International Building Code (IBC) standards and codes.
- Mechanical – Heating, venting & air conditioning as per American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) & Guidelines for Design and Construction of Health Care Facilities standards compliance.
- Electrical – Lighting, power outlets, power distribution, power generation as per NFPA, IBC & State codes
- Plumbing – Hot water, cold water, sewage, medical gasses as per NFPA, IBC and State Building codes and standards.
- Grounds – Landscaping, mowing, outside trash pick-up and clean-up.

1.3 Assumptions

The E & O department will do due diligence in providing services to the Research Programs as outlined below provided that the E & O funding, staffing and material resources can be maintained at current levels.

1.4 Contacts

The primary contact for the Research Programs will be the Facilities Manager of the Research Programs. The primary contact for the E & O department will be the Service Manager for the Research Programs or the Utility Service Manager of Engineering & Operations. Should issues arise; the succession of contacts will follow the escalation action as outlined in 2.3. See Appendix A for additional contact details.

2 Service Details

2.1 Service Requests

2.1.1 Service Categories

The E & O department will provide maintenance service to the Research Programs. This service will be broken out into three categories for response.

- A call for a problem will be labeled "Trouble Call" - Definition: Issues that threaten life, limb or property. Issues that impact actual research. Issues that hinder ability to fulfill mission. Trouble Calls will be given number one priority.
- A request for work will be labeled "Work Order" - Definition: Work requested by the client that is of a routine or non-urgent nature.

- Ongoing preventative or reliability centered maintenance will be labeled “PM and/or RCM” – Routine work that supports infrastructure as outlined by the manufacturer or as proven to maintain reliability.

2.1.2 Trouble Call Procedure

The requester will contact the “Call Center” to submit trouble calls. A work order will be created for the call. All work orders will have a Job Control Number (JCN) assigned to allow all parties to track the work status. The trouble call will be deemed urgent or routine by the call center and/or the E & O Service Manager for the Research Programs or the Service Manager for Utilities. Urgent work orders will be sent to a technician by radio transmission and through a trouble call pager. The work order will be sent to the service manager via email at the same time. The technician will take calls in order received unless the Service Manager determines a higher priority is necessary. The technician will evaluate the problem and repair if possible. If a repair is not possible at time of evaluation, the Service Manager will coordinate all necessary work, order necessary materials and schedule the repair. The Service Manager will stay in communication with the requester until work is completed.

2.1.3 Work Order Procedure

The requester will submit a request for work 1) online, 2) by phone, or by 3) a work order form. An electronic notification will be sent to the client once a work order is created. All work orders will have a Job Control Number (JCN) assigned to allow all parties to track the work status. The Service Manager will contact the requester within 5 working days. The work will be evaluated. If it is new work, the Service Manager will schedule the work. If the work is to repair normal wear and tear, the Service Manager will assign the work as routine maintenance and schedule the work. If the work is to repair damage that is not normal wear and tear, the Service Manager will assign the work as “client requested” and schedule the work. If an estimate is requested, the Service Manager will provide one. The estimate is valid for 30 days after it is sent to the requester. There will be an email sent to the requester to follow up on the estimate approval status in 25 days. If the requester does not respond by the 30th day, the work order will be cancelled. If approved and authorized, a work order is created with a Job Control Number (JCN). The requester is electronically notified that the work order has been created and the requester will be contacted by the Service Manager within 3 days to coordinate and schedule the work. The Service Manager will stay in communication with the requester until work is completed.

2.1.4 PM and/or RCM Procedure

All architectural, mechanical, electrical, plumbing and landscaping will be evaluated for reliability center maintenance based on performance or preventative maintenance based on manufacturer’s specifications or documented historical evidence. The maintenance manager completes an area evaluation (condition, life span and cost). The maintenance manager continuously evaluates areas and adjusts time frames based on use and/or quality. The maintenance manager will order necessary materials and schedule the work. The maintenance manager will coordinate all work with the client’s representative as needed.

2.2 Service Delivery Expectations

The service manager agrees to respond to trouble calls and work order requests as per table below. The expected frequencies for work order completion are based on historical data from the past three years and current E&O staffing and funding levels. The actual time frames will depend on the work request load, work load, material availability and available labor

| Request Type | Responds to Work Order Request no later than: | Expected Completion Frequency | Expected maximum Completion Frequency |
|---------------|---|-------------------------------|---------------------------------------|
| Trouble Calls | 2 days (48 hours) | 80 % within 7 working days | 95% within 60 working days |
| Work Orders | 5 working days | 70 % within 10 working days | 95% within 60 working days |
| PM and/or RCM | N/A | As required | As scheduled |

2.3 Escalation Actions

2.3.1 1st level of Escalation

If any work is not completed as per schedule or unscheduled work extends beyond expected completion frequencies, the requestor should contact the Service Manager for resolution. In addition a weekly status report of requests that extend beyond the schedule or expected completion frequency will be provided to the requester and the client's representative for discussion and resolution.

2.3.2 2nd Level of Escalation

If the Service Manager cannot resolve the issue for the requester and the client's representative, they may appeal the issue with the Associate Director of Engineering & Operations through the Facilities Manager.

2.3.3 3rd Level of Escalation

If resolution still cannot be determined, the client's representative may appeal the issue on behalf of the requester with The Vice Chancellor of the Research Programs and the Executive Director of Engineering and Operation. All issues may be resolved through alternate methods.

2.4 Work Costs and Responsibilities

2.4.1 Trouble Calls

All trouble calls shall be evaluated for liability. Item failures due to normal use will be charged to E & O. Item failures due to misuse will be charged to the client.

2.4.2 Work Order (Requested)

All requested work shall be charged to the requester and/or the client. All work requests will be evaluated for cost responsibility. There shall be agreement of payment with the requester and/or the client's representative before work proceeds.

2.4.3 Work Order (Routine Maintenance)

All work required due to normal wear and tear will be charged to E & O.

2.4.4 PM & RCM

All PM & RCM work classified by E & O as maintenance will be charged to E & O. All items classified as "Capitalized" will require client to fund for replacement. All PM & RCM work requested by the requester and/or the client's representative will be charged to the client with as approved by requestor and/or the client's representative.

2.4.5 Billing

For billing purposes, all materials and labor are logged and the completed work order is turned in to the Call Center. The Call Center enters all data for labor and materials used to do the work in the software system. The work order is closed. The work order software systems bills the appropriate account. When the work order is closed, a report card is automatically sent to the requester to allow them an opportunity to evaluate the quality of work received. Any returned reports cards graded less than satisfactory or that have comments by the requester and/or the client's representative are sent to and reviewed by the service manager and associate/assistant director. Those issues are addressed with the requester and/or the client's representative by the service manager. A weekly electronic report of the returned report cards will be shared with the client's representative.

2.5 Service Hours for All Work

Normal working hours are from 7:30 AM to 4:00 PM Monday through Friday excluding holidays. All work orders will be scheduled during normal working hours unless other arrangements have been made. Trouble call services shall be provided 24 hours per day, 7 days a week. The 1st shift will be fully staffed. The 2nd shift will be staffed with six employees, two of whom will be dedicated to trouble calls. The 3rd shift, weekends and holidays will be staffed with one individual who will have full authority to call in help in emergencies or as needed.

3 Service Negotiations

3.1 Specific Product & Service Level Negotiations

3.1.1 Architectural

-

3.1.2 Mechanical

-

- Air Temperature range (68 – 74 degrees)

3.1.3 Electrical

- Lighting

3.1.4 Plumbing

-

3.1.5 Grounds

- Gardens
- Entrance Cleaning
- Grounds Cleaning

Appendix A. Contact Information

| Name | Role | Office Phone | Mobile Phone |
|---------------|--------------------------|----------------|----------------|
| Michael Bell | Service Manager | (501) 686-6945 | (501) 551-9982 |
| Janice Rhodes | Administrative Assistant | (501) 686-8899 | |
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Appendix B. Definitions

| Term | Acronym | Definition |
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Appendix C.

Maintenance Request Decision Tree

