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**UAMS**

UNIVERSITY OF ARKANSAS  
FOR MEDICAL SCIENCES



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# **Campus Operations Service Level Agreement**

**Campus Environmental Services**

**And**

**Research Program**

**Fiscal Year**

## **Scope**

This document serves as a guideline for the agreement of services to be provided to Research Building Managers by the Campus Environmental Services department (CEVS).

## **Client**

The Research Building Managers serves as the primary client unless otherwise specified. The Campus Environmental Services Manager will serve as the primary client's representative. The Research Programs will be associated with the main UAMS Campus.

Campus Environmental Services (Campus EVS) at UAMS provides quality hygienic cleanliness to ensure a clean environment and to minimize the spread of germs, bacteria, and viruses. Our cleaning standards support National APPA Metric quality assurance principles and follow Joint Commission's and OSHA's guidelines.

## **Services**

Campus Environmental Services (Campus EVS) will provide a quality level of cleanliness to minimize the spread of germs, bacteria, and viruses. This will be accomplished through the following means:

- State and Federal Agencies
- National Accreditations
- National APPA Metric

Campus Environmental Services will provide the following services:

- General Housekeeping
- Event Set-ups
- Floor Care (Carpet Cleaning, Stripping and Refinishing)
- Floor- Mat Services
- Pest Control
- Window Cleaning (indoor and outdoor)

CEVS will provide the described services provided that the CEVS funding, and staffing resources can be maintained at current levels.

# INTRODUCTION

## PURPOSE

The purpose of this Service Level Agreement (SLA) is to set out the services provided by UAMS Campus Environmental Services (CEVS) and the commitment to provide such services.

- Collaborate operational and scheduling efforts with the client to assure that staffing needs are met
- Agrees to uphold the Circle of Excellence
- Practice UAMS Infection Control standards and housekeeping uniform standards to warrant a safe, clean, and germ-free ambience

## OBJECTIVE OF SLA

The objective of this agreement is to promote an operational partnership between CEVS and the client. This SLA clearly defines the services provided, the responsibilities of all parties in delivering the services, and measurable performance standards. CEVS and the client have mutual accountability for continuous improvement to ensure sustained high quality and cost effective facility maintenance and prevention to UAMS, its patients, physicians, faculty, educators, researchers and other internal customers.

## OPERATIONAL INTENT

The success of the SLA is dependent upon establishing a working relationship that functionally provides for the operational intent and detail of the SLA. Both CEVS and the client commit to a working relationship founded upon:

- Desire for the success of UAMS's operational units
- Open communication
- Understanding and acknowledgment of independent and shared responsibilities
- Management of interfaces between CEVS and the client
- Commitment to timely issues resolution through a customer contact process

## PERFORMANCE STANDARDS

Key performance standards contained herein are defined by service area in the SLA. They define the key quality attributes required in terms of accuracy and timelines and are based upon the unique requirements of the client.

## ISSUES MANAGEMENT

Review of progress and status of issues resolution will be addressed via a number of pathways including:

- Regular contact between CEVS management and client
- Periodic CEVS relationship meetings between key clients as appropriate.

This will ensure that issues are properly prioritized, monitored and closed within performance standards. The below matrix is included so that key CEVS contacts are identified for issue resolutions.

## ISSUES ESCALATION MATRIX

| Query Level | Query Level Guidance  | Campus Ops<br>Main Campus |
|-------------|---|---------------------------|
| General     | Day to Day Service Issues   | Contact                   |
| Initial     | <i>For general service query and issues</i>   |                           |
| Secondary   | <i>If the general service query or issue is not resolved to your satisfaction or you would like to raise service performance issues within the service area</i> |                           |
| Final       | <i>Key Strategic and/or Operational issues</i>  |                           |

## MONITORING AND REVIEW

In addition to periodic customer satisfaction surveys, there will be an annual review prior to July 1<sup>st</sup> each year between CEVS and client. The objective will be to review progress during the previous year and confirm service levels for the forthcoming year. Quarterly performance reports will be provided to client detailing CEVS's benchmark performance.

## AGREEMENT PERIOD

This agreement will be effective from 1<sup>st</sup> **July** \_\_\_\_ until 30th **June** \_\_\_\_.

All parties recognized that this SLA would continue to be reviewed quarterly and refined if necessary throughout the fiscal year by mutual agreement. Three months prior to the close of the agreement period all parties will provide a status update on key issues with current service delivery, future needs in terms of process, technology, and personnel required improvement initiatives. This update will be shared between all parties and form a core component of negotiations for the new SLA.

## SERVICE LEVEL AGREEMENT – CAMPUS OPERATIONS

### SUMMARY OF AGREEMENT:

This agreement will identify the services that will be rendered by CEVS and the expectations of the client for the services they are receiving.

**CUSTOMER'S AGREEMENT:**



**DEPARTMENT'S AGREEMENT:**



**DESCRIPTION OF SERVICES PROVIDED:**

**Sweep**

- To sweep the floor and collect all dirt and fluff, paying particular attention to corner areas where dust gathers.

**Spot/wet mop**

- To immerse the mop head in an approved cleaning solution, remove and wring out until almost dry. A warning sign should be placed in the affected area.

**Mechanical scrub**

- The use of an appropriate chemical solution applied to the floor and machine for scrubbing using a coarse nylon pad.

**Vacuum Operation**

- Vacuum all areas to remove all types of soiling. Where carpeted areas have heavy stains a spot clean operation will be carried out using an approved cleaning solution to remove any stains.

**Extraction**

- Using an appropriate chemical solution and cleaning equipment, carpet will be cleaned and left in a safe condition. (Extensive carpet cleaning will require a floor care request to be submitted)

**Dusting**

- Removal of dust and debris particles from surfaces (Furniture, fittings, and fixtures) using dry or damp methods.

**Restrooms**

- Thorough cleansing and sanitizing of all basins, urinals, showers, baths etc. as well as replenishment of soaps, paper towels, and other toiletries where necessary.

**Waste Removal**

- To empty waste bins and dispose of trash.

**Pest Control**

- CEVS will provide preventative pest control treatment as well as emergency service calls thru a third party vendor.

**Window Cleaning**

- CEVS will coordinate exterior window cleaning services on an annual basis thru a third party vendor go to <http://www.uams.edu/campusenvironmentalservices/windowcleaning/>

**Special Services Provided**

- Floor care which will consist of carpet cleaning, waxing of floors and etc...will require the submittal of a request via our online site at <http://www.uams.edu/campusenvironmentalservices/floorcare/> (1 week notice required)
- Event Set-up- CEVS will provide tables, chairs, trash receptacles as well as manpower if needed to police the event for tidiness. [http://www.uams.edu/campusenvironmentalservices/set\\_ups/](http://www.uams.edu/campusenvironmentalservices/set_ups/) (1 week notice required)

**Cleaning Tasks that will not be included:**

- Cleaning of computers, printers, or any other IT equipment
- Working from ladders
- Movement of any office furniture for cleaning purposes
- Washing of any cutlery or crockery within kitchen areas
- Cleaning out of refrigerators or microwave ovens
- Purchasing of anti-bacterial soap, hand sanitizer, red bags, and linen bags. (These products are ordered by the Clinic Manager)

**FREQUENCY OF SERVICE:**

| Daily Duty Chart |     |      |     |       |     |
|------------------|-----|------|-----|-------|-----|
| Duty Assignments | Mon | Tues | Wed | Thurs | Fri |
|                  |     |      |     |       |     |
|                  |     |      |     |       |     |
|                  |     |      |     |       |     |
|                  |     |      |     |       |     |
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**KEY PERFORMANCE STANDARDS:**

| Description of Service/Standard |                               |                                 |
|---------------------------------|-------------------------------|---------------------------------|
| <b>Work Order Response</b>      | <b>Submittal Confirmation</b> | <b>Service Completion</b>       |
| <i>Pest Control</i>             | 24 hour response time         |                                 |
| <i>Floor Care</i>               | 24 hour response time         | Preferred Date                  |
| <i>Set-up</i>                   | 24 hour response time         | Preferred Date                  |
| <b>Surveys</b>                  | <b>Follow up</b>              | <b>Performance Measurements</b> |
| <i>Routine Cleaning</i>         | 48 hours                      | 95 % customer satisfaction      |
| <i>Floor Care</i>               | 48 hours                      | 95 % customer satisfaction      |
| <i>Set-up</i>                   | 48 hours                      | 95 % customer satisfaction      |

**PERFORMANCE MONITORING:**

To ensure we meet our performance standards the following measures will be carried out:

- Regular inspections of cleaning by supervisors.
- Scheduled Quality Assurance Monitoring will be conducted to score ISA work performance and used as an integral component of the ISA’s annual review.
- In addition to our monthly customer service survey’s, clients will also have the ability to go online at any time to voice concerns regarding service to their area.
- Log on to the UAMS website and entering in the following:  
<http://www.uams.edu/campusenvironmentalservices/>
- From the home page click on the online customer service survey

**INCLEMENT WEATHER PROCEDURES:**

In the event of inclement weather situations the following process and procedures will be followed:

- Team clean process will be implemented for all interior buildings, 24-hr locations, and outpatient care
- First impression areas: lobbies, break rooms, restrooms, including trash removal throughout area coverage
- Outside buildings will be serviced on an on-call basis

If the weather conditions become extremely severe, services will be rendered only to the following 24-hour areas and outpatient care:

- Outpatient Care: JTS and ROC
- 24hr locations: BIO-MED, Poison Control, and Angels
- Interior Buildings: COPH, ED II, and Shorey

In the event of an emergency, please contact the administration management at CEVS Administrative Office: 686-5840 and or email: [campus\\_evs@uams.edu](mailto:campus_evs@uams.edu)

Sherie Brown, Director  
412-6572 (cell)

Mario Wallace, Assistant Director  
749-8828 (cell)

William Gregory, Operations Manager  
501-246-0570 (cell)

**OPERATIONAL HOURS:**

- Office hours are from 7:30 AM – 4:00 PM Monday – Friday
- Service hours are from 6:00 AM – 11:30 PM Monday – Friday
- Weekend hours are from 9:00 AM – 2:00 PM Saturday - Sunday

**APPROVAL**

| Approver Name | Signature | Date | Title |
|---------------|-----------|------|-------|
|               |           |      |       |

**SIGN - OFF**

| Approver Names: | Signatures: | Date | Title                   |
|-----------------|-------------|------|-------------------------|
| Sherie Brown    |             |      | <i>Director of CEVS</i> |