

# Service Level Agreement

University Code Office



July 1, 2024

SUPPORTING TODAY, ENVISIONING TOMORROW.

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## **1.0 SERVICE LEVEL AGREEMENT OVERVIEW**

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This Service Level Agreement (SLA) is intended to identify the basic services, and any agreed upon optional services provided by University Code Office.

This SLA covers the period from July 1, 2024 to June 30, 2025 and will be reviewed and revised at the end of this period.

## **2.0 DESCRIPTION OF SERVICES**

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The University Code Office provides plan review, inspections and issues permits and certificates according to the New Jersey Uniform Construction Code.

## **3.0 SERVICE COSTS**

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Note: “General and Administrative” RCM Metric uses operating expenses to allocate the cost pool. Exclusions include; direct debt, direct utilities, F&A return, and subcontracts.

In developing the fiscal operating budget (Cost Pool), there are numerous assumptions and sensitivities that are addressed. These include but are not limited to:

1. Changes in aligned employees collective bargaining agreements.
2. Fluctuation in fringe benefit rates.
3. Rise in contract, equipment and supply costs.
4. Mandated regulatory requirements for fire systems and building codes.

## **4.0 SERVICE PROVIDER RESPONSIBILITIES**

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- Plan Review
- Complete all requested inspections
- Maintain permit logs
- Maintain inspection logs
- Ensure all standards are met or exceeded as set by the New Jersey Uniform Construction Code

## 5.0 PROBLEM MANAGEMENT

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All project or site problems are directed to the University Construction Official. The Construction Official will manage through the problem with guidance from the New Jersey Uniform Construction Code.

### 5.1 SUPPORT & PROBLEM ESCALATION CONTACT LIST

Support Help Line			
Name	Role	Phone	Email
William Fox	Executive Administrator	848-202-2212	<a href="mailto:William.fox@rutgers.edu">William.fox@rutgers.edu</a>
Support Contacts			
Thomas Macor	Plumbing Subcode Official	848-205-9413	<a href="mailto:Thomas.macor@rutgers.edu">Thomas.macor@rutgers.edu</a>
Robert Guiliano	Elevator Subcode Official	908-907-7320	<a href="mailto:Robert.guiliano@rutgers.edu">Robert.guiliano@rutgers.edu</a>
Escalation Contacts			
Scott Luthman	Construction Official	848-202-0333	<a href="mailto:Scott.luthman@rutgers.edu">Scott.luthman@rutgers.edu</a>

## 6.0 KEY PERFORMANCE INDICATORS AND METRICS

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- Complete Plan Reviews within 20 business days
- Complete all inspections within 3 business days

## 7.0 PERIODIC REVIEW PROCESS

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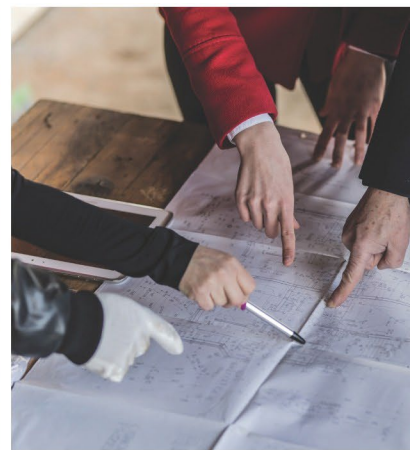
This SLA is a living document and will be reviewed and updated at a minimum of once per fiscal year. Contents of this document may be amended as required, provided mutual agreement is obtained and communicated to all affected parties. University Code Office will incorporate all subsequent revisions and obtain mutual agreements/approvals as required.

## 8.0 OUT OF SCOPE SERVICES

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University Code Office does not charge the university community for any services.

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