RUTGERS UNIVERSITY
Institutional Planning and Operations

Service Level Agreement

University Facilities





July 1, 2026

SUPPORTING TODAY, ENVISIONING TOMORROW.

TABLE OF CONTENTS

1.0 Service Level Agreement Overview 1

2.0 Description of Services 1

3.0 Service Costs 5

4.0 Service Provider Responsibilities 5

5.0 Problem Management 7

6.0 Key Performance Indicators and Metrics 10

7.0 Periodic Review Process 10

8.0 Out of Scope Services 11

1.0 Service Level Agreement Overview

This Service Level Agreement (SLA) is intended to identify the basic services, and any optional agreed upon services provided by University Facilities. University Facilities is comprised of Facilities Operations (Custodial/Housekeeping, Maintenance and Grounds), Facilities Infrastructure (Utilities O&M) and Construction/Renovation Project Management.

This SLA covers the period from July 1, 2026 - June 30, 2027, and will be reviewed and revised at the end of this period.

2.0 Description of Services

The following represents the baseline services as currently provided by University Facilities.

Environmental Services

Baseline services provide a hazard free environment and cleaning services to all academic, research and administrative buildings as well as enhanced services in clinical areas as/where required. Range of services includes building entrances, elevators, stairwells, corridors, bathrooms, common area kitchens, lounges, faculty and staff offices, classrooms and other miscellaneous areas. Services include:

- Floor Care
- Recycling/Trash Removal
- Clean/Sanitize
- Provide Soap, Plastic Bag and Paper Products for Bathrooms/Kitchens

The baseline services are funded from the O&M cost pool. Services outside the day-to-day scope are available at an additional cost (see section 8.0).

Task	Entrances, Public Areas, Corridors and Common Area Kitchens	Private Offices	Research Labs	Auditoriums, Classrooms, Computer Labs, Teaching Labs, Lecture Halls	Seminar Rooms Conference Rooms, Open Office Areas Staircases and Landings	Clinical, Exam, Treatment Rooms; Public Restrooms
GENERAL						
Clean entry area glass	Weekly	N/A	N/A	N/A	N/A	N/A
Dust and clean horizontal surfaces, unencumbered furnishings.	As needed	Monthly	As determined necessary by EVS	As determined necessary by EVS	Weekly	Daily
Clean and sanitize water fountain/bottle fill stations	Daily	N/A	N/A	N/A	N/A	Daily

Task	Entrances, Public Areas, Corridors and Common Areas Kitchens	Private Offices	Research Labs	Auditoriums, Classrooms, Computer Labs, Teaching Labs, Lecture Halls	Seminar Rooms Conference Rooms, Open Office Areas	Clinical, Exam, Treatment Rooms; Public Restrooms
Clean and disinfect fixtures	N/A	N/A	N/A	N/A	N/A	Daily
Clean boards erasers, chalk trays/replenish supplies as needed	N/A	N/A	N/A	While in use	N/A	N/A
FLOOR CARE						
Mop floor or vacuum/spot clean floors and carpet	Bi-weekly	As determined necessary by EVS	As determined necessary by EVS	While in use	Weekly	Daily
Restore carpet and floor finishes This is now outside of the SLA	As determined necessary by EVS	N/A	N/A	N/A	N/A	As needed
RECYCLING / TRASH						
Empty Trash containers	Daily	Monthly	Weekly	Daily	Weekly	Daily

Building Maintenance

Provides limited routine maintenance and general repair services to the campus inclusive of mechanical/ electrical, heating and cooling, life safety system inspections, glass repair, domestic hot water, plumbing, roof repairs and other building related activities. In addition, various preventive maintenance programs are undertaken on a periodic basis for asset preservation that are carried out through scheduled preventive maintenance programs in accordance with the manufacturer's recommendations. Only preventive maintenance services are included in the O&M cost pool. Repairs due to age, deferred maintenance and emergency repairs are not included in the O&M cost pool but are billed to the School, Unit and or Chancellor.

Mechanical Maintenance Services are completed by service type.

Emergencies such as adverse weather conditions, and other demands may affect service delivery. For emergency service requests please contact the appropriate Facilities Call Center outlined in Section 5.0.

Renovations and planned projects outside the day-to-day scope are available at an additional cost (see section 8.0).

Priority/Type	Definition	Response Time	Descriptive Text
EXPEDITED SERVICES			
Emergencies/ Urgent	Fire, health, and safety items that demand immediate response to protect lives, research activities, and property.	Immediate response to alleviate critical situation. Permanent repair may occur later.	Unscheduled and/or service work requiring a response to remedy an emergency or urgent situation. Flood, fire, intrusion of wildlife, climate control, water temperature, lighting, and any other critical situation deemed hazardous. These requests receive priority over all other requests
ROUTINE			
Preventive Maintenance	Work that is planned and/or scheduled supporting the University's asset preservation strategy.	As required by regulatory compliance or manufacture's recommendation.	Scheduled planned maintenance to increase system reliability and help decrease system failure. Designed, developed, and implemented on manufacturer's recommendation and industry standards, maximizing equipment life.
GENERAL			
Scheduled Maintenance	Normal maintenance or service items that do not pose an immediate risk to life, research activity, property, or systems and equipment.	Within 120 days based on parameters and staffing levels.	Scheduled in-house maintenance to building envelope, equipment, systems, electric and water distribution, or any other repair requiring mechanical maintenance and/or outside contractor support.
ENHANCED			
Renovation and Enhanced Services	Customer requests for small aesthetic projects and additional services scheduled for a specific date.	Per mutual agreement	Requests handled on a planned/scheduled basis and are funded by the customer. Advance coordination with the requestor is typically required to allow scheduling of personnel or space, and receipt of materials. Specific date requests should receive a response in a minimum of 10 days after submittal of the request.

Grounds and Roads

Grounds Services are provided to insure a safe, aesthetically pleasing, and clean outdoor environment on all campuses. Emergencies such as adverse weather conditions, other demands and staffing levels may affect service delivery. For emergency service requests please contact the appropriate Facilities Call Center outlined in section 5.0. Services outside the day-to- day scope are available at an additional cost (see section 8.0).

Provides general lawn, shrub and tree care, landscape design and planting, snow removal, storm drain and parking lot maintenance. These services are included in the O&M cost pool.

- Mowing, seeding, watering, fertilizing of lawns and weeding, edging, and blowing off walkways
- Empty trash/recycling containers, pick up litter, clean off graffiti, and sweeping
- Tree pruning, disease monitoring, and tree removal

- Maintaining/watering of shrubs, flowers and other plantings
- Maintaining/cleaning storm drains, fences, retaining walls, flag poles and outdoor furniture
- Snow removal/maintenance of roads, parking lots, and walkways

Task	Building & Mall Areas, Bus Stops, Hardscapes	Low Mow, No Mow, Farms, Meadows
Mowing, weed whip, blow off walks	18 x per year if needed	As Needed
Edge walks	Quarterly if needed	As needed
Seeding, fertilization; disease & pest control	As needed	As needed
Annual and perennial planting – Limited areas only	Spring & Fall	N/A
Safety pruning of trees and scrubs	As needed	As needed
Empty trash/recycling, pick up litter	1 – 5 x per week	As Needed
Remove graffiti and non-approved postings	As Needed	As Needed
Maintenance/Cleaning of outdoor furnishings, paths of travel and gathering spaces.	As Needed	Monthly As Needed
Storm water inspections	As Needed	As Needed
Sweeping/maintenance streets and parking lots	Monthly	Monthly
Roadways, sidewalks, parking lots	As needed	As needed

Infrastructure (Utilities O&M)

The Facilities Infrastructure (Utilities O&M) Services group operates the university's heating, solar array, electrical, Chilled Water, Cooling and water supply plants. It provides a constant presence to operate large equipment and to respond to Facilities emergencies off hours. Utilities procures and distributes energy, heat and cooling, water, gas, and storm water and sewage to/from buildings and land. These services will continue as in prior years but will no longer be funded by the O&M cost pool. As of July 1, 2025 these services will be charged to the University's Enterprise-Wide Utilities Commodities cost pool.

Utilities also monitors and maintains building controls systems and maintains elevators, lifts and escalators. These services will continue to be funded by the O&M cost pool, except for issues related to deferred maintenance. Deferred maintenance related repairs, upgrades, and or replacement are funded by the School, unit and or Chancellor.

Construction/Renovation Project Management

It is important to note that the services of Construction/Renovations Management are not included or funded by the Cost Pools outlined in Section 3.0. The services outlined below are fee based and funded by the school, unit or Chancellor, see Section 8.0.

Construction/Renovation Project Management Services provides comprehensive professional construction project administration services to the university community for all University owned facilities enterprise wide. Two units within University Facilities manages projects, Project Services and Renovations and Infrastructure.

Project Services manages large projects exceeding $5 million on all campuses and projects under $5 million for Rutgers Health and Newark. Renovation and Infrastructure manages projects under
$5 million for New Brunswick, and Camden.

3.0 SERVICE COSTS

Note: "Operations and Maintenance" RCM Metric uses space data from Archibus. O&M costs are determined for all units based on the unit's proportional share of space. Cost centers O&M costs are then allocated to the responsibility centers based on the appropriate cost pool allocation.

Note: "Utilities" RCM Metric: Building utilities are allocated directly to the building occupants based on the proportional share of space they occupy. Metric used is space data from Archibus. Cost centers' utilities costs are then allocated to the responsibility centers based on the appropriate cost pool allocation. Remaining utility expense, not directly charged, are allocated via the G&A metric.

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. Variations in energy consumptions associated with the uncertain northeast climate.
2. Worldwide energy commodity cost fluctuations associated with demand and supply considerations including electricity, natural gas, and oil.
3. The continuing escalation of deferred maintenance resulting from an aging facilities and utilities infrastructure and a rise in annual work order requests.
4. Changes in aligned employees collective bargaining agreements.
5. Fluctuation in fringe benefit rates.
6. Rise in contract, equipment and supply costs.
7. Unforeseen natural disasters and public safety events.
8. State and Federally mandated regulatory requirements.

4.0 SERVICE PROVIDER RESPONSIBILITIES

Environmental Services is responsible for cleaning and maintaining more than 24 million square feet of space in over 1,000 buildings. The frequency with which these services are provided is contingent upon the area being cleaned and activity levels. For example, restrooms are routinely cleaned and inspected throughout the day. Trash and recycled bins must be emptied by the

occupant. Emergencies such as adverse weather conditions, and other demands may affect service delivery. For emergency service requests please contact the Facilities Call Center at 848-445-1234. Services outside the day-to-day scope are available at an additional cost (see section 8.0).

Environmental Services Operations Service Types

STANDARD
Environmental Services standard practices are at a reduced commercial property level of cleanliness, sanitation, safety, and aesthetics. EVS' tasks and frequency standards are currently accepted throughout the Professional Custodial Industry.

SPECIALIZED
Environmental Services that are provided as a specialized service beyond the normal day to day activity. Services may include detailed cleaning of clinical spaces required to maintain regulatory compliance, assistance with pest control or clean-up from emergency situations such as a flood, fire or vandalism.

Mechanical Maintenance Operations Service Types

STANDARD
Emergency and urgent response to alleviate, isolate, and contain a critical situation and to eliminate the risk of further deterioration. Routine preventative maintenance and service to the building envelope, equipment and systems that do not pose an immediate risk. Includes work that can be responded to on a planned and scheduled basis.

SPECIALIZIED
Routine preventative maintenance, regulatory compliance, life safety, fire/sprinkler code compliance, environmental safety and services to equipment and systems that do not pose an immediate risk. Includes work that can be responded to on a planned and scheduled basis.

Grounds Operations Service Types

STANDARD
Grounds maintenance standard practices are at a reduced commercial property level for cleanliness, safety, security, and aesthetics. Grounds Services tasks and frequencies will adequately address the landscape maintenance needs of the university.

SPECIALIZED
Specialized maintenance practices are designed to show case the natural beauty of site features, vegetation, and to sustain ecosystems. Intensive establishment procedures may span several years for naturalistic plantings such as meadows, low mow, and no mow areas where maintenance is less frequent.

Infrastructure (Utilities O&M) Services

- **Constant Presence:** Equipment Operators and Mechanical coverage are on site 24 hours per day, seven days per week to operate large equipment such as boilers, chillers, cooling

towers, and cogeneration equipment; perform general inspections of Utilities equipment; and respond to Facilities emergencies and assist Campus Safety off hours.

- **Energy Procurement and Monitoring:** Manage procurement of electricity, natural gas, and water.
- **Central Plants and Distribution:** Maintain, repair, and operate numerous central plants providing hi-temp hot water, domestic hot water, chilled water, and electricity. Also includes maintenance and repair of hot water, chilled water, domestic water, storm water and sewage pipes and related structures. Electrical distribution includes aerial and buried electrical cables, numerous substations and transformers, and solar fields.
- **Building Monitoring Systems and Sustainability:** Maintain and repair building monitoring systems to track energy use and make adjustments to major equipment remotely. Promote energy conservation and support sustainability initiatives.
- **Elevators:** Manage the maintenance, repair and upgrades for all elevators at the University.

5.0 PROBLEM MANAGEMENT

Service issues are directed to the Facilities Call Center during business hours or to Rutgers University Police Department off hours. Significant or unresolved issues will be raised to the level as noted in section 5.1.

- Web – http://facilities.Rutgers.edu/submit -a-maintenance-service-request-NEW
- Call Center 848-445-1234, 8:00am – 4:30pm, Monday – Friday
- Afterhours, weekends and holidays 848-932-7211

5.1 SUPPORT & PROBLEM ESCALATION CONTACT LIST – CLASSROOMS, LABS, CLINICS, INSTITUTES, CENTERS AND ADMINISTRATIVE BUILDINGS

Support Help Line Facilities Operations			
Name	**Role**	**Phone**	**Email**
Service Call Center NB/P	Work Control NB/P 8:00AM – 4:30PM, M-F	848-445-1234	https://apps.ufcp.rutgers.edu/CR/Login?ReturnUrl=%2fcr
Service Call Center Rutgers Health NB/P	WORK CONTROL Rutgers Health CENTRAL NB WORK CONTROL Rutgers Health CENTRAL P 8:00AM – 4:30PM, M-F	732-235-6210 732-235-4663	https://apps.ufcp.rutgers.edu/CR/Login?ReturnUrl=%2fcr
RUPD NB/P	AFTER HOURS/WEEKENDS 4:30pm-8:00am NB/P/ Rutgers Health CENTRAL NB/P	848-932-7211	N/A

Service Call Center NEWARK	Work Control Newark 8:00AM – 4:30PM, M-F	973-353-5441	https://apps.ufcp.rutgers.edu/CR/Login?ReturnUrl=%2fcr
RUPD NEWARK	AFTER HOURS/WEEKENDS 4:30pm-8:00am Rutgers Health NEWARK/NEWARK	848-932-7211	N/A
Service Call Center CAMDEN	Work Control Camden 8:00AM - 4:30PM, M-F	856-225-6300	https://apps.ufcp.rutgers.edu/CR/Login?ReturnUrl=%2fcr
RUPD CAMDEN	AFTER HOURS/WEEKENDS 4:30pm-8:00am - Camden	856-225-6111	N/A
Support Contacts Facilities Operations			
Nicole Catalano	Operations Coordinator NB/P/ Rutgers Health Central	848-445-3794	nicole.catalano@rutgers.edu
Rona Lehtonen	Director NB/P/Rutgers Health Central	848-445-2851	rona.lehtonen@rutgers.edu
Yohanna Alcantara	Assistant Director Newark	973-353-1177	yohanna.alcantara@rutgers.edu
Name	**Role**	**Phone**	**Email**
Gary Formisano	Facility Manager Rutgers Health Newark	848-200-8002	gary.formisano@rutgers.edu
Nick Matteo	Operations Coordinator Camden	856-225-6300	camdenfms@ipo.rutgers.edu
Escalation Contacts – Level 1 Facilities Operations			
Samuel Parada	Associate Director CAC/B (Acting Position)	732-433-4356	samuel.parada@rutgers.edu
Jeffery Williams	Associate Director C/D- L	848-565-0399	jeffery.williams@rutgers.edu
John Fata	Group Manager Rutgers Health Central	732-773-4465	fatajj@ipo.rutgers.edu
Camden Boiler Room	Shift Person On-Duty	856-225-6206	N/A

Chris Small	Area Manager Camden	732-433-1003	c.small@rutgers.edu
Escalation Contacts – Level 2 Facilities Operations			
Vacant	Senior Director NB/P		
Wayne Persad	Senior Director Rutgers Health NWK/Newark	848-336-0415	wp204@ipo.rutgers.edu
Christopher Pepsin	Director Rutgers Health Central	732-770-6075	pepsincj@ipo.rutgers.edu
Michael Fitzgerald	Associate Director Camden	848-239-0456	mike.fitzgerald@rutgers,edu
Escalation Contacts – Level 3 Facilities Operations			
Michael Manchello	Associate Vice President	848-445-3705	michael.manchello@rutgers.edu
John Shulack	Vice President	848-445-2460	john.shulack@rutgers.edu
Support Help Line Infrastructure (Utilities O&M) Services			
Facilities Service Call Center	Business Hour Response	848-445-1234	N/A
Name	**Role**	**Phone**	**Email**
Support Contacts Infrastructure (Utilities O&M) Services			
Rutgers Police	Off Hours Response	732-932-7211	N/A
Theodore Elonis	Outside Plants and Building Services	848-445-0299	theodore.s.elonis@rutgers.edu
Robert Williams	Power, Heating, Cooling Plants	848-207-7954	robert.e.williams@rutgers.edu
Escalation Contacts Infrastructure (Utilities O&M) Services			
Janice L Davey	Renovation and Infrastructure Services	848-445-2466	janice.l.davey@rutgers.edu
John Shulack	Vice President	848-445-2460	john.shulack@rutgers.edu
Support Contacts Construction / Renovations Project Management			

John M. Fritzen	Director, MEP	848-445-2842	john.fritzen@rutgers.edu
Chris J. Hack	Director, Architectural	848-445-2844	chris.hack@rutgers.edu
Zaydie Rodriguez-Chadwick	Assistant Director, Renovations	848-445-2485	zaydie.chadwick@rutgers.edu
Matthew Schott	Acting Director, Rutgers Newark Projects	973-534-7717	matthew.schott@rutgers.edu
Shailesh "Shai" Patel	Director, Rutgers Health Projects	848-445-2258	shai.patel@rutgers.edu
Escalation Contacts Construction / Renovations Project Management			
Janice L. Davey	Assistant Vice President UF-R&I	848-445-2466	janice.L.davey@rutgers.edu
Nicholas L. Fabbroni	Assistant Vice President UF-PS	848-445-2286	nick.fabbroni@rutgers.edu
John Shulack	Vice President	848-445-2460	john.shulack@rutgers.edu

6.0 Key Performance Indicators and Metrics

Facilities Operations:

- Facilities survey results
- Preventive maintenance work orders processed
- Service work orders processed
- Service received response
- Cleanliness satisfaction

Infrastructure (Utilities O&M)

- Reliability of provision of utilities
- Incident response time
- Impairments
- Notifications

7.0 Periodic Review Process

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.

8.0 OUT OF SCOPE SERVICES

For service requests, which are determined to be enhanced (fee based), billable rates will be based on labor hourly rates plus material. The labor rate will be established each year and subject to change caused by collective bargaining settlements and fringe benefit increases. The service unit will provide an estimate of costs to the requesting unit and the requesting unit will issue an internal purchase order or transfer funds based on the estimate prior to the service unit commencing the work. A final invoice will be issued at the end of the work.

Examples of an enhanced service for Facilities Operations:

- Items added to offices such as outlets or lighting not included in the original design
- Services within specialized labs and vivariums
- New carpet or painting prior to scheduled replacement
- Window washing
- Special plantings
- Interior building signage

ENVIRONMENTAL ENHANCED SERVICES

Departmental requests outside standard services are funded by the customer and can be arranged using the on-line ENHANCED SERVICES request form available through the Rutgers University Facilities website.

MECHANICAL MAINTENANCE OPERATIONS ENHANCED SERVICES

Departmental requests outside routine maintenance, such as expedited paint, carpet removal/installation, and minor projects, are handled on a planned and scheduled basis and funded by the customer. Requests require advanced coordination and can be purchased using the on-line ENHANCED SERVICES request form available through the Rutgers University Facilities website.

GROUNDS OPERATIONS ENHANCED SERVICES

Departmental requests and increased frequencies outside standard services are funded by the customer and can be arraigned using the on-line ENHANCED SERVICES request form available through the Rutgers University Facilities website.

Billable rates will be based on labor hourly rates plus material (if materials are needed). The labor rate will be established each year. The service unit will provide an estimate of costs to the requesting unit and the requesting unit will issue an internal purchase order or transfer funds based on the estimate prior to the service unit commencing work. A final invoice will be issued at the end of the work.

CONSTRUCTION / RENOVATION PROJECT MANAGEMENT

Construction/Renovation Project Management Services are responsible for the construction of new facilities and renovations to existing facilities. Services include developing the scope and cost of the requested work, design of the project utilizing outside consultants or facilities design

professionals, selection of and bidding for construction contractors, commissioning of the building and coordination and relocation of occupants. This group also handles construction contract administration. The group consists of experienced planning, design and construction professionals who interact with vendors, customers and other university service departments.

- **Programing:** Interview client and compile space needs.
- **Schematic Design:** Block & Stack and layout space needs.
- **Design Development:** Advance Architectural/Engineering design.
- **Construction Documents:** Create design documents for bidding.
- **General Contractor Bidding or Design Build Proposals:** Facilitate the procurement process.
- **Construction:** Manage the AE, Contractor and Owner's Representative. Attend meetings, procure FF&E and on site supervision.
- **Commissioning:** Assure major equipment operates to optimal design standards.

ALL construction, emergency repairs, renovations, deferred maintenance and building demolishing are out of scope and it is the responsibility of the requesting unit or Chancellor area to fully fund.
Please contact Facilities for additional details.

RUTGERS UNIVERSITY
Institutional Planning and Operations







SUPPORTING TODAY, ENVISIONING TOMORROW.