

# SERVICE LEVEL AGREEMENT

BETWEEN

Physical Resources Department

AND

Student Administrative Council

## DEFINITION OF SERVICE LEVEL AGREEMENT

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This Service Level Agreement is an agreement made between the Physical Resources Department (PRD) and the Student Administrative Council (SAC) for facility services for a period of one (1) year to commence April 1<sup>st</sup> annually. The Physical Resources Department and SAC commit to the roles and responsibilities as outlined and agree on the scope and service level expectations specified.

## PAYING FOR SERVICES

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### **Supported and Unsupported Space**

*Supported space* is recognized space for which the College receives general operations grant funding and that Physical Resources Department is funded for by central administration to maintain. This includes the areas that are occupied by almost all academic departments, administrative and support units. Designation as supported space is based on the functional or programmatic use of the property, not its physical characteristics.

*Unsupported space* refers to space for which the College does not receive general operations grant funding and that Physical Resources Department is not funded to maintain. This generally includes self-supporting or revenue generating units such as parking, food and ancillary services, and institutes or other third parties affiliated with the College. Equipment used by departments, programs or units involved in research activities is also unsupported. Costs for maintaining unsupported space or equipment must be paid for by the unit, institute, department, program, service or third party that uses it.

Within the same College building, there may be some space that is supported where operations and maintenance costs are paid for by the College; and in other areas, space that is unsupported where operations and maintenance costs are paid for by a grant or the self-supporting unit occupying the space.

In all cases, Physical Resources services will be charged back.

### **Purchasing Additional Services**

Units in both supported and unsupported space may purchase additional services as needed. Physical Resources has year-round staffs that provide a host of services. In addition, Physical Resources will source and manage the performance of qualified outside contractors who may be required to meet your needs.

## Billing for Services

Physical Resources customers are billed monthly for all services that are considered “cost recoverable” whether for supported or unsupported space and for any additional services requested.

## Our Rates

A listing of the current Fleming College Occupancy rates and Physical Resources labour rates can all be found on the Physical Resources Department website <https://department.flemingcollege.ca/facilities/> under ‘Our Fees’.

## ROLES AND RESPONSIBILITIES

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**SLA Manager:** The Single Point of Contact (SPOC) for the Physical Resources Department at the organizational level will be:

Name: Terry Williams  
Position: Director, Physical Resources  
Phone: 705-749-5530 ext 1328  
Email: [terry.williams@flemingcollege.ca](mailto:terry.williams@flemingcollege.ca)

As the *Service Level Agreement Manager*, this person will serve as the liaison between Physical Resources and SAC. In this capacity, the SLA Manager is to be fully knowledgeable about SAC plans with respect to mission-related activities in order to monitor the Service Level Agreement for potential changes to the facilities scope of services and/or service level expectations. The SLA Manager, along with the Campus Facility Manager, will participate in any meetings reviewing mission changes and their impact on facilities services. The Campus Facility Manager will act as assistant SLA Manager in order to provide continuous contact with SAC.

For a list of the Physical Resources Department contacts at the campus level, see the Physical Resources Department website at <https://department.flemingcollege.ca/facilities/>

**Physical Resources Department:** It is the responsibility of Physical Resources Department to provide facilities services as agreed to within the SLA. It is the responsibility of Physical Resources Department to notify SAC through the Campus Facility Manager of any changes to the service delivery structure or agreed upon delivery timeframes within a reasonable period before a change has been implemented.

It will be the responsibility of the Campus Facility Manager to notify SAC 5 days in advance of any non-emergency facilities work within any given building that will have an impact on:

- Project Activity (i.e. renovation, entrance closures, etc.); specify - classes, offices, research, etc.
- Interruption of base building systems (i.e. heating, cooling, exhaust, fire protection, lighting, etc.); specify - classes, offices, research, etc.

**Customer Coordinator:** The Single Point of Contact for SAC at the faculty/unit level is (To Be Completed by Customer)

This SAC *Coordinator* will serve as the liaison between the Physical Resources Department and act as the customer representative for all facility related issues. It is the responsibility of the customer to report all service problems and issues in a timely manner and through the proper channels and methods as outlined in this agreement.

## AGREED UPON SERVICES AND SERVICE LEVEL COMMITMENT

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### SERVICE LEVEL STANDARDS:

Physical Resources will provide all levels of services to its customers as per our Service Level Agreement (SLA) and the related Service Level Standards (SLS). Our Service Level Standards also help to identify the frequency of some of our most common services. These Standards will be reviewed annually as part of the budget process and changes will be communicated to our customers. For more information about our services and what you should expect, please see our website at <https://department.flemingcollege.ca/facilities/>

### SERVICE EXPECTATIONS:

Physical Resources has established basic service levels and response times which are provided to all customers. Physical Resources also provides supplemental and optional services to those customers that require accelerated response times or service levels which are above the established standards. There is a fee structure associated with supplemental and optional services. All services will be delivered as per the applicable Code or Regulation and best practice standards set by Physical Resources Department that are widely accepted in the applicable industry. Physical Resources Department and SAC have agreed upon the following basic, supplemental and optional service levels:

**BASIC SERVICES:** (*defined as "common" services that all Faculties/Business Units use on a regular basis*) SAC and Physical Resources have agreed upon the following as the basic services that will be provided to SAC as part of the stewardship of Fleming College.

- Caretaking primary service delivery:
  - Morning (6:00 AM - 2 :00 PM)
  - Afternoon (2:00 PM - 10:00 PM)
  - Night (10:00 PM - 6:00 AM)

Note: Additional limited crews available for specific facility needs upon request. SAC can indicate a preferred service delivery schedule.

- Building operating hours based on primary building function:
  - Standard building open/closed times:
    - Classrooms & Computer Labs (7:00 AM – 10:00 PM M-F, 7:00 AM - 5:00 PM Sat & Sun)
    - Facilities Office (7:30 AM – 4:00 PM M-F)
    - Laboratories (7:00 AM – 10:00 PM M-F)
    - Libraries (as posted)

Building services, including Heating, Ventilation and Air Conditioning (HVAC) response, are provided during the following normal business hours:

Monday – Friday 07:30 – 2:30 (only emergency response services are available after this time)

Services outside of these hours for non-academic programming, including HVAC, may be arranged for by calling the Facilities Operations Officer. Please allow for a minimum of 24 hours' notice to ensure your request may be met.

Faculties or departments that receive revenue for space rentals must understand that a portion of those dollars must be allocated for College occupancy costs. At a minimum, costs will be charged back for caretaking services; please refer to our posted labour rates on our web page and click on 'Our Fees'.

**Exceptions – Fleming College Holidays (Closed)**

May	Victoria Day
July	Canada Day
August	Civic Holiday
September	Labour Day
October*	Thanksgiving Day
December	Christmas Day, through New Year's Eve
January	New Year's Day
February*	Family Day
March*/April	Good Friday

Standard building Heating, Ventilation and Air Conditioning (HVAC) control times to match building operating hours.

Statutory Holidays – all buildings, and Residences, will be closed and HVAC controls will be set to the building non-operating temperature range standard.

Temperature range standard for occupied space:

- The heating season generally is from mid-October to mid-May; with the cooling season generally from mid-May to mid-October.
- During building operating hours: a general recommendation is that the temperature be held constant in the range of 21-25°C, depending on the season. In summertime when outdoor temperatures are higher it is advisable to keep air- conditioned offices slightly warmer to minimize the temperature discrepancy between indoors and outdoors.
- During building non-operating hours: temperature range is broadened to conserve energy use: 16°C minimum (winter), 28°C maximum (summer), where possible.

The CSA Standard CAN/CSA Z412-00 - "Office Ergonomics" gives acceptable ranges of temperature and relative humidity for offices in Canada. These values are the same as recommended by the American Society of Heating, Refrigerating, and Air Conditioning Engineers (ASHRAE) Standard 55 - 2004 "Thermal Environmental Conditions for Human Occupancy". The recommended temperature ranges have been found to meet the needs of at least 80% of individuals. Some people may feel uncomfortable even if these values are met. Additional measures may be required.

**Note: It is the responsibility of SAC to ensure building occupants do not adjust thermostats/ventilation equipment or prop open doors or windows.**

- Re-lamping

All buildings are re-lamped based on demand and inspection. We do our best to identify re-lamping requirements on formal walkthroughs with dedicated staff; however, we will rely on service requests from our clients in private offices and spaces.

**SUPPLEMENTARY SERVICES:** *(defined as services which are “common” but may not be required by all Faculty/Business Units)*

Physical Resources will provide the Supplementary Services requested by SAC above the basic service level agreement.

- Exterior Window Cleaning

The windows in all buildings will be cleaned annually, as determined by Physical Resources

- Communication / Notice Boards

Posters, notices, and signs may only be affixed to notice or bulletin boards provided for that purpose. All posters, notices, and signs should be removed from notice boards at least once a year following winter semester and prior to August 15<sup>th</sup>. Notice boards in public corridors will be maintained by Physical Resources.

Notice boards assigned to the Student Associations or will be managed and maintained by the Student Associations.

If the SAC wishes Physical Resources to carry out this work, the SAC should simply submit a Work Request.

**OPTIONAL SERVICES:** *(defined as “unique” services)*

Additional Optional Services may be selected by SAC at a fee for service throughout the service level period on an as needed basis.

Note: Departmental Equipment monitoring and repair is an optional service.

**PROJECT SERVICES:** *(defined as consulting services and resources; requirement is on a project-by-project basis)*

Capital Construction Projects are defined as New Construction (including alteration or renovation) or Capital Maintenance (e.g. repair or replacement), and further categorized into Basic, Moderate, or Complex by a series of filtering criteria to determine risk, complexity and cost of a project. Although most projects benefit from industry standard project management services, some variations in service levels may be experienced due to project uniqueness.

Projects will be delivered within the agreed upon time, budget, quality and scope parameters as defined in the Project Plan. This plan holds the specific project approvals between the SAC and the Project Manager and is prepared at the time of project approval.

**REQUESTING SERVICES:**

Service requests during all hours (24/7) can be directed to Physical Resources in three ways:

1. Call the Facilities Office 705-749-5530 ext. 1234 (07:30 to 4:00 M–F)
2. Visit the Physical Resources Department website <https://department.flemingcollege.ca/facilities/> and click on the Work Request link
3. For after-hour emergencies contact Campus Security at 705-749-5530 ext 8000

Physical Resources Department will contact customers via email with the scheduled completion date of the service request.

**SERVICE REQUEST - RESPONSE AND COMPLETION TIMES:**

SERVICE	RESPONSE TIME	COMPLETION TIME	
		CRITICAL*	NON-CRITICAL
Hot/Cold Call Response	2 Days	1 Day	3 Days
Ventilation/Fan/HVAC	3 Days	1 Day	15 Days
Lighting Ballast	2 Days	2 Day	15 Days
Electrical	3 Days	1 Day	15 Days
Plumbing	3 Days	1 Day	15 Days
Smoke or Fire Alarm System	Same Day	1 Day	15 Days
Freezer/Walk in Cooler/Mechanical Cooled units (Server rooms)	Same Day	1 Day	10 Days
Door/Lock Hardware	5 Days	1 Day	10 Days
Painting	5 Days	N/A	See Service Project
Miscellaneous	5 Days	1 Day	30 Days
Cleaning	3 Days	1 Day	See Service Level Standards
Waste/Recycling	3 Days	1 Day	See Service Level Standards
Hang Pictures/Shelves	5 Days	N/A	30 Days
Investigate	3 Days	1 Day	5 Days
Service Projects	5 Days	1 Day (To contact)	2 Days (To contact)
Basic/Moderate/Complex Capital Construction Projects (PMO)	5 Days	N/A	2 Days (To contact )

**Please note: Emergencies are responded to within 4 hours, dependent on the number of emergencies at any given time. For single events, response can be expected within 30 minutes.**

\*Critical - any event that is, or expected to lead to, an unstable and dangerous situation affecting an individual, faculty/unit, or physical asset.

**PROBLEM REPORTING AND ESCALATION:**

If any problem is not being resolved to the satisfaction of either the SLA Manager or the SAC Coordinator, the escalation procedure is as follows:

**Physical Resources Department Escalation Contacts:**

1. Director, Physical Resources
2. Vice-President, Finance & Admin
3. \_\_\_\_\_

**Customer Escalation Contacts:**

1. TBD
2. TBD
3. \_\_\_\_\_


**CUSTOMER SATISFACTION SURVEY:**

Once per year, Physical Resources may conduct a Customer Satisfaction Survey. Physical Resources will tabulate the results of the survey and may provide them to the SAC. Physical Resources will also do periodic spot or point-of-service surveys.


**TRENDS DATA AND ANALYSIS:**


On an annual basis, Physical Resources will provide trends data and analysis of Physical Resource services provided to SAC. This information may include: number of service requests, breakdown of requests by category and building, preventive maintenance and project work completed, inspection scores, performance metrics, and service costs including standard, supplemental and optional services.

**Fleming College Physical Resource Department:**

  
 \_\_\_\_\_ 29 APR 16  
 Terry Williams  
 Director, Physical Resources

**Student Administrative Council:**

  
 \_\_\_\_\_ 29 APR 16  
 Chris Smith  
 General Manager

  
 \_\_\_\_\_ 29 APRIL 2016  
 Rob Williams  
 President