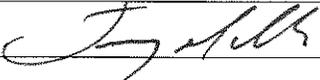


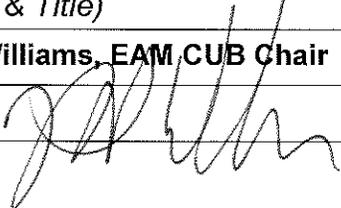
Enterprise Asset Management

Maintenance Program

Service Level Agreement (SLA)

Approved by:

<i>DAS (Name & Title)</i>	<i>Date</i>
Jeremy Miller, Maintenance Program Manager	10/14/2015
	10/14/2015

<i>EAM Customer Utility Board (Name & Title)</i>	<i>Date</i>
Marc Williams, EAM CUB Chair	10/14/2015
	10/14/15

Changes:

<i>Date</i>	<i>Draft Version</i>	<i>DAS Staff Representatives</i>	<i>Customer Representatives</i>	<i>Description of changes</i>
3/12/2014	1.0	Phil Teague, Maintenance Program Manager	Marc Williams, EAM CUB Chair	First Version of SLA document approved by the EAM CUB
10/14/2015	1.1	Jeremy Miller, Maintenance Program Manager	Marc Williams, EAM CUB Chair	<ul style="list-style-type: none"> • Added Target for Measure #3 • Replace measure #5 • Adjust target for measure #6a and #6b • Delete measure #7 and #8

SERVICE LEVEL AGREEMENT (SLA) TABLE OF CONTENTS (TOC)

1. Introduction.....	4
1.1. Background.....	4
1.2. Objectives and purpose of SLA.....	4
1.3. Identification of DAS Maintenance.....	5
2. Service Catalog.....	6
2.1. List of services provided by the program.....	6
3. Service Level Expectations.....	8
3.1. Performance metrics.....	8
3.2. Service levels/ performance targets.....	9
4. Financial Processes.....	9
4.1. Billing.....	9
4.2. Billing disputes.....	10
4.3. Payment.....	10
5. Service Management Processes.....	10
5.1. Performance measurement and reporting.....	10
5.2. SLA review and amendment.....	12
5.3. Incident management.....	13
5.4. Complaint resolution and remediation.....	17
6. Glossary: Acronyms & Definitions.....	18
6.1. Acronyms.....	19
6.2. Definitions.....	19
7. Contact Data.....	21
8. Appendixes.....	22
8.1. Service Catalog Sheets.....	22
8.2. SLA performance measure dictionary sheets.....	44
8.3. Rate methodologies.....	50

1. Introduction.

1.1. Background.

The Department of Administrative Services has four Service Enterprises, each governed by a Customer Utility Board (CUB). Each CUB acts as a governing board for the services provided by the associated Service Enterprise that have been designated as utility services.

The CUB's have four primary responsibilities:

- a) Approving general service level agreements.
- b) Approving rate-setting methodologies and resulting rates.
- c) Reviewing business plans and annual financial statements.
- d) Settling unresolved service complaints.

One of the key responsibilities assigned to CUB's is the approval of Service Level Agreement (SLA) documents. CUB's are responsible for reviewing and approving the content of these documents, ensuring the defined service levels are commensurate with the rates charged for each service.

CUB's are also responsible for approving the process to be followed for the development, approval and amendment of SLA documents. They assign members to specific workgroups created to conduct and oversee this work, and ensure participating representatives from customer agencies can clearly articulate the needs of the customers.

1.2. Objectives and purpose of SLA.

The objective of this Service Level Agreement document is to ensure both parties understand and agree how the services will be performed and the responsibilities and expectations of each party.

The SLA will:

- a) Describe the services provided by DAS EAM Maintenance
- b) Identify service level objectives and performance targets for the services, agreed upon between DAS EAM Maintenance and customers.
- c) Identify responsibilities of each party.
- d) Document the following service management processes agreed upon between DAS and customer representatives from all four CUB's:
 1. Performance tracking and reporting to customers.
 2. Review and amendment of the SLA document.
 3. Service-related dispute resolution.

This SLA document is not meant to be static, but a working document that will reflect the continuous change in services delivered by DAS, service delivery operating processes, and service level expectations agreed between DAS EAM Maintenance and customers.

1.3. Identification of DAS Maintenance.

1.3.1. Short description of Maintenance Mission and Program.

The DAS Maintenance program is part of the Enterprise Asset Management Division and provides service to agencies occupying any of the DAS owned buildings, as well as to other agencies that enter into service agreements with DAS for the provision of maintenance services at other agency-owned buildings.

Currently, DAS Maintenance provides services to 53 DAS owned buildings and 7 additional agency-owned buildings, which add up to approximately 3.1million square feet of rentable space. These buildings are located across Oregon in the following cities: Salem, Portland, Eugene, Pendleton, Central Point and Burns.

The Maintenance program maintains building systems and structures properly to prevent failures, and responds to intermittent operating system needs. Services provided by the program include electrical maintenance, HVAC maintenance, general building management / repairs and professional and technical security services and expertise consulting. The Maintenance staff expertise includes HVAC mechanics, electricians, refrigeration mechanics, plumbers, security technicians, locksmiths, maintenance technicians, painters, and carpenters. These services are centrally managed from Salem, but there is staff located in the following cities: Salem, Portland, and Pendleton. This distribution of staff allows us to easily access the geographic locations of our customers.

1.3.2. Applicable statutes and legal underpinnings.

Statute, Rule or Policy	Summary
Governor's Executive Order 03-03	<p>"A Sustainable Oregon for the 21st Century". Standards and Guidelines adopted for DAS include reducing the use of non-renewable energy use in buildings by at least 20 percent by 2015, below consumption for the base year 2000. Standards adopted include increased water efficiencies, better indoor air quality and continued recycling efforts within state buildings.</p> <p>http://www.oregon.gov/gov/pdf/executiveorder03-03.pdf and http://www.oregon.gov/gov/pdf/sustainltr.pdf</p>
<u>Oregon Revised Statute 270.155</u>	<p>Agreements for management of state real property; reimbursement for costs.</p> <p>http://www.oregonlegislature.gov/bills_laws/lawsstatutes/2011ors270.html</p>

<u>Oregon Revised Statute 276.004</u>	Utilization of buildings and grounds other than State Capitol, Supreme Court Building and State Capitol State Park.
<u>Oregon Revised Statute 276.095</u>	Use of buildings by state and public
<u>Oregon Revised Statute 276.180</u>	Operation and maintenance of buildings vacated and no longer required for use by other state agencies

2. Service Catalog.

The Service Catalog lists and describes the main services DAS Maintenance provides to its customers. The following criteria were considered in order to identify and describe the services included in the Service Catalog:

- The intent of the Service Catalog is to identify and describe services **from the customer's point of view**. This helps to emphasize and explain the **benefits, outcomes and deliverables that the customers receive** when purchasing a service, as opposed to describing the whole set of internal support processes and activities executed by Maintenance staff in order to deliver these services. As a result, business support processes and functions, such as account management or helpdesk functions, are not meant to be systematically captured or thoroughly explained in this catalog.
- The services included in this Service Catalog are those **available to DAS Maintenance customers today**. Service descriptions reflect the different features and options currently available to Maintenance customers, enabling customers and Maintenance staff to know what to expect and not expect from a service. Clearly defined services inform customers about service offerings, including what each service does and does not include, service boundaries, how to request services, and how to get help, as well as other factors influencing the extent to which they can be currently enjoyed by DAS Maintenance customers. Consequently, all narrative about future service features and offerings has been purposefully removed from the description of services included in this Catalog.
- In order to identify and describe services with the right level of detail, consideration has been given to describing **services or offerings that can be purchased in stand-alone mode**. If a given service needs to be purchased as part of a packaged offering, the package will be described in its own service sheet and the individual service will be described in the "What's included" section of the packaged offering Service Sheet.
- The purpose of the Service Catalog is to describe the **standard services and terms of service delivery**, not the exceptional services or service terms that can be offered to a given customer under special circumstances.

2.1. List of services provided by the program.

A brief description of each service is included in the section below. For detailed descriptions about the services available to DAS Maintenance customers, consult the Service Catalog sheets in appendix 8.1 of this SLA document.

Service	Summary
<p>1. Electrical maintenance services</p>	<p>DAS Maintenance provides full electrical maintenance services, which include installation, maintenance, and repair services to all electrical power and lighting systems within DAS owned and operated facilities. Lighting levels are maintained to adhere to IES (Illuminating Engineer Society) standards of 20 to 35 foot candles. Work is performed by experienced and certified electricians.</p> <p>Customers enjoy the benefits of trusting that power and lighting will be reliable, with minimal interruptions that could affect their program.</p> <p>Our services include response to emergencies and urgent needs 24 hours a day, 7 days a week.</p>
<p>2. HVAC (Heating, Ventilating and Air Conditioning) maintenance services</p>	<p>The HVAC maintenance service's goal is to provide tenants with a comfortable work environment, maintaining room temperature at desk top at 72 degrees + or - 2.5 degrees year round.</p> <p>The HVAC program has a well-trained, certified, and licensed staff that adheres to ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) guidelines on indoor air quality.</p>
<p>3. General building maintenance and repairs</p>	<p>The general building maintenance service provides repair and maintenance of all interior and exterior surfaces within state owned DAS maintained facilities.</p> <p>DAS will strive to provide a well maintained facility that can enhance the tenants work productivity.</p>
<p>4. Plumbing</p>	<p>DAS Maintenance provides repair, maintenance and testing of all interior and exterior domestic water plumbing, waste water plumbing and fire sprinklers within state owned buildings.</p> <p>DAS will strive to provide a well maintained facility that can enhance the tenants work productivity.</p>
<p>5. Access Control/ Security Systems</p>	<p>DAS Maintenance installs, maintains, and repairs building access control and security systems to generally meet state building safety and security needs.</p> <p>Through the use of an access control system, keycards and photo IDs, DAS Maintenance provides customers with ease of authorized access to the workplace as well as enhanced security.</p> <p>Other low voltage security and entry systems are also available that can be customized to meet many different business needs.</p>

6. Hardware and Keying services	DAS Maintenance installs and maintains mechanical locks and other door hardware. Using a proprietary keyway, we provide our customers with ease of access and basic workplace security.
7. ADA Door Operators	DAS Maintenance provides, installs and maintains automatic door operators to enable unassisted (per Americans with Disabilities Act) or convenient entry into or within buildings.

3. Service Level Expectations.

3.1. Performance metrics.

This subsection identifies the metrics that will be used to track quality of service delivery along timeliness and other service related attributes.

These metrics are agreed upon by DAS Maintenance and customer representatives and approved by the EAM Customer Utility Board.

- 1) **Repair call back rate:** Percent of demand maintenance work orders for repairs that had already been performed in the previous 90 days.
- 2) **Response time to non-emergency (high, medium or low priority) demand maintenance work orders:** Percent of non-emergency (high, medium or low priority) demand maintenance work orders that remain open in the work order management system (Tririga) 10 business days after the date they were created.
- 3) **Timely communication of first service request status report:** Percent of new service requests created in Tririga for which the first status report is sent to the requesting agency within 2 hours after submission of service request.
- 4) **Time to resolve:** Percent of demand maintenance work orders that remain open in the work order management system (Tririga) 30 business days after the date they were created.
- 5) **Time to deliver keycards/ID badges:** Percent of times keycards/ID badges are delivered within 2 business days of request being received.
- 6) **Time to quote:** Average number of business days to get a quote for a billable work order.

For detailed description about these performance metrics, consult the SLA measure dictionary sheets in appendix 8.2 of this SLA document.

3.2. Service levels/ performance targets.

Metric Number	Metric	Metric explanation	Target
1	Repair call back rate	Percent of demand maintenance work orders for repairs that had already been performed in the previous 90 days	Less than 5%
2	Response time to non-emergency (high-medium-low priority) demand maintenance work orders	Percent of non-emergency (high-medium and low priority) demand maintenance work orders that remain open in the work order management system 10 business days after the date they were created	Less than 10%
3	Timely communication of first service requests status report	Percent of new service requests created in Tririga for which the first status report is sent to the requesting agency within 2 hours after submission of service request	97%
4	Time to resolve repairs/service requests	Percent of demand maintenance work orders that remain open in the work order management system 30 calendar days after the date they were created	Less than 5%
5	Time to deliver keycards/ID badges	Percent of times keycards/ID badges are delivered within 2 business days of request being received	95%
6	Time to quote	Average number of business days to get a quote for a project or a billable work order	<ul style="list-style-type: none"> • 10 business days for Security Office • 5 business days for all other trades

For detailed description about these performance metrics or service levels/ performance targets, consult the SLA measure dictionary sheets in appendix 8.2 of this SLA document.

4. Financial Processes.

4.1. Billing.

Customers will be billed for billable work, keycards and utilities for extended operating hours on a quarterly basis. Billing for the prior quarter's services will take place on or before the 15th of the following month depending upon receipt of material invoicing from vendors.

4.2. Billing disputes.

Customers may contact the EAM Maintenance Preventative Maintenance/Billing Coordinator at Facilities.Helpdesk@das.state.or.us or at 503-373-2317 for billing inquiries or disputes.

For Keycard billing disputes and inquiries, customers can contact FACILITIESDAS.KeyCardSalem@oregon.gov or call 503-373-2317.

All disputed charges will be investigated and negotiated in good faith with credits issued accordingly.

To escalate a billing dispute, contact the Maintenance Manager at 503-378-4847.

4.3. Payment.

Service charges are due and payable 30 days from receipt of invoice.

5. Service Management Processes.

5.1. Performance measurement and reporting.

DAS EAM Maintenance will be responsible for measuring service performance, as well as for reporting on compliance within the agreed SLE's or performance targets.

At a minimum, DAS EAM Maintenance will develop and publish quarterly and annual performance reports as described below:

5.1.1. Quarterly reports.

Quarterly reports will track the performance target and the actual performance for each measure identified in the SLA document. They will be posted electronically on DAS EAM Maintenance website for all customers to review.

At a minimum, these reports will include the following information:

- 1. A comparison of actual performance results versus performance targets for the current period and at least the two previous periods.**

Quarterly reports can include other tables or graphs with additional views or analysis of performance along other dimensions relevant to DAS EAM Maintenance. This may include a breakdown of performance results per geographic area, per customer group or per type or subtype of triggering event.

- 2. A proposed action plan for each measure not in compliance with the agreed service level expectations or performance targets.**

An action plan will include:

- a. An analysis/statement of the **root causes/reasons** for not meeting the service level target(s).

- b. A description of **corrective actions identified and recommended** by the service provider in order to meet the agreed service level(s).
- c. A **timeframe** for the implementation of the corrective actions.

A measure will be considered not in compliance with the agreed performance target if either one of the following scenarios applies:

- a. If the SLE is measured monthly, when the performance is below target level for two consecutive months.
- b. If the SLE is measured quarterly, when the performance below target level in any given quarter.

3. **A report on customer-specific formal performance complaints received by DAS EAM Maintenance over the previous quarter.** This report will:
 - a. Identify number of complaints received by type.
 - b. Describe each complaint/performance incident and the affected customer(s).

In addition to being posted on DAS EAM Maintenance website, quarterly performance reports will be delivered to the members of the CUB governing the program. DAS EAM Maintenance will be present at the Customer Utility Board meeting every quarter to present the report for CUB members to review the last quarter's performance report and to present and receive feedback on the corrective action plans for the measures where performance is not in compliance with the agreed targets.

5.1.2. Annual performance reports.

DAS EAM Maintenance will develop and deliver a draft annual performance report, analyzing actual performance results achieved and corrective actions implemented during the previous year for each measure identified in the SLA document.

Based on the information shown on the draft annual performance report, members of the CUB governing DAS EAM Maintenance will have an option to review and provide feedback on any corrective actions recommended by DAS EAM Maintenance to address non-compliance with performance targets, as well as to **monitor the implementation of the action plans agreed upon** with DAS EAM Maintenance throughout the previous twelve months for the measures that did not show compliance with the established performance targets.

The annual performance report will include:

1. The same information as the quarterly performance reports for the performance of each measure identified in the SLA document over the last quarter of the year.
2. An additional section with follow up information about the corrective actions implemented and the results achieved for the measures where performance was not in compliance with the agreed SLE's in any given quarter within the year.

CUB members will use this Annual Report to conduct a yearly performance review, which will be deeper and broader than the regular performance reviews conducted every quarter between the CUB and DAS EAM Maintenance. The recommendations and feedback provided by the CUB will be incorporated by DAS EAM Maintenance into a final version of the annual performance report. The annual performance review process could lead to a review and/or amendment of the SLA document agreed between DAS EAM Maintenance and its customers. The final report will be posted electronically DAS EAM Maintenance website.

5.2. SLA review and amendment.

This Service Level Agreement is a living document, capable of being updated and amended over time with the agreement of both parties.

5.2.1. Ongoing SLA review.

SLA document reviews or amendments will be considered as a result of any of the following:

1. A new service or a service enhancement is incorporated into DAS EAM Maintenance catalog, allowing for new associated SLE's to be developed and added to the SLA document
2. Changes in DAS EAM Maintenance's ability to perform as a result of:
 - a. Significant and sustained change in workload demands.
 - b. A significant and sustained increase or reduction in DAS EAM Maintenance resources.
 - c. A need to conform to other unforeseen organizational constraints within DAS or within state government.
3. When customer's expectations and/or performance service level needs have changed.
4. Evolution in DAS EAM Maintenance tools and processes, which allow for better metrics and/or evolved performance level targets.
5. Missing performance targets by 15% (whether actual performance is over or under the target) in more than 2 consecutive quarters.
6. When DAS EAM Maintenance's corrective action recommends a reassessment in the performance targets agreed for a service.

The **SLA amendment process** will be as follows:

1. The request to review and modify the SLA document can be initiated by DAS EAM Maintenance or any customer represented at the CUB.
2. Based on the nature or scope of the SLA modification request, the CUB and DAS EAM Maintenance may undertake the modification and approval of the amended SLA document in the course of a regular CUB meeting or choose to create a SLA review team/workgroup for this purpose.
3. If an SLA review team is created, the workgroup will review and draft the recommended changes/updates to the content of the SLA document.
4. The draft amended SLA document will be submitted to the CUB for review and approval.

5.2.2. Biennial SLA review.

The Service Level Agreement will be reviewed at least **once per biennium** to ensure service levels are adjusted and remain both appropriate for the services DAS EAM Maintenance delivers and commensurate with the rates charged for each service.

The **Biennial SLA review** will be as follows:

1. The CUB and DAS EAM Maintenance will designate a SLA review team consisting of customer and DAS EAM Maintenance representatives. Customer representation will include at a minimum a member from the CUB.
2. The SLA review team will conduct an analysis and evaluation of the SLA agreement and identify any potential amendments to the SLA document. To do so, the SLA review team will:
 - a. Conduct an analysis of the SLE's against the actual performance results achieved in the last two years, identifying opportunities and/or needs to readjust service level expectations or performance targets.
 - b. Conduct a review of previous and potential performance issues that may affect services.
 - c. Conduct an evaluation of the success in the adoption, acceptance and commitment to the SLA by both parties:
 - i. How successful has the SLA been - has it made a difference?
 - ii. Has it been used by DAS EAM Maintenance staff, and if not, why?
 - iii. Have customers used it or adhered to it, and if not, why?
 - iv. Has it helped manage customers' expectations?
 - v. What barriers/problems have there been and what other feedback has the service provider received?
3. The SLA team will review and make recommended changes/updates to the content of the SLA document
4. The draft amended SLA document will be submitted to the CUB for review and approval.

5.3. Incident management.

The staff at the DAS Operations& Maintenance helpdesk provides assistance to building tenants, agency employees, the public, and others. The helpdesk staff responds to DAS Maintenance customer needs and requests which include: routine maintenance, urgent incident and emergency services through cell phone dispatch, e-mail, phone, and in person.

The DAS Operations& Maintenance helpdesk team not only responds to tenant requests and completes routine internal work processes, but acts as a liaison to communicate information about Capitol Mall event activities through memos or project reports to the Facilities Coordinators and Building Contacts. The memos or project reports alert the building tenants of activities, street closures, and parking instructions that could impact them during a Capitol Mall event.

In addition, the helpdesk staff issues "Incident Reports" and "Project Alerts" to keep building tenants aware of "urgent/or unscheduled" happenings, repair timelines, and its' possible impact on the tenants and their building.

5.3.1. Reporting an incident.

Customers have four options for reporting incidents:

- A phone call to the DAS Operations& Maintenance helpdesk at (503) 378-3664 between 7:00am and 5:00pm Monday through Friday.
- An email to the DAS Operations& Maintenance at Facilities.helpdesk@oregon.gov
Authorized building contacts can report incidents through the Tririga portal.

- Walking in person to the DAS Operations& Maintenance helpdesk located at 1240 Ferry Street, Salem, OR.

When reporting an incident customers need to supply a detailed description of incident and incident location (specifying building, building floor or floor area), contact name and phone number. **For emergencies (please see the table below for a description of emergencies) please call the DAS Operations& Maintenance helpdesk (503) 378-3664.** Follow-up with an e-mail but the quickest response will come from the phone call.

Once an incident is communicated through any of the methods described above, the das Operations& Maintenance helpdesk staff will assess the incident, categorize it into one of four incident priorities described below and inform DAS Maintenance supervisors/management accordingly:

- The unit manager or lead worker responsible for the trade the incident is related to will be notified about all incidents categorized as High severity.
- The Maintenance Program Manager will be notified about all incidents categorized as Emergency.

DAS MAINTENANCE INCIDENT / SERVICE REQUEST CATEGORIZATION

Priority	Definition	Response time	Resolution time	Examples of Incidents	Examples of Service Requests
Emergency	<p>Fire, health, and safety items that demand immediate response as they pose a serious risk to life, health and safety of property and/or building occupants, or represent a risk for material disruption of business continuity.</p> <p>Management will authorize overtime to complete the work.</p>	Immediate response	<p>Within 1 hour for first repair to alleviate the situation, permanent repair within 30 calendar days of submittal</p>	<ul style="list-style-type: none"> • Fire alarms & supervisory. • Elevator entrapments. • Loss of refrigeration storage for Medical Examiner or Laboratories. • Malfunctioning building exterior doors or doors to sensitive spaces that can't be secured. • Overflowing toilets/ sinks. • Utility outages. • Centrally monitored critical alarms (SDC refrigeration, etc.). • Major pipe or roof leaks (causing or posing risk of flooding any area within a building). 	<ul style="list-style-type: none"> • Building lock down for security purposes. • Emergency badge deactivation requests
High	<p>Urgent work that needs to be completed quickly. If not rectified or acted upon promptly, incident or situation may give rise to an emergency, to an immediate material disruption of business activities or to a security/safety risk.</p> <p>This is important work, but OT may not be authorized</p>	Within 24 hours (1 business day)	<p>Within 1 hour after arrival for first repair, permanent repair within 30 calendar days of submittal</p>	<ul style="list-style-type: none"> • Fire alarm troubles. • HVAC when space is below 65 or above 85 degrees. • Broken glass (broken pieces are dangerous to building tenants). • Minor pipe or roof leaks (dripping water, no risk of flooding). • Clogged plumbing fixtures. • ADA compliance (inoperative door opener, obstructed route). • Inoperative switches, outlets or lights (where there is insufficient light). • Non-emergency malfunctioning elevator repairs (non-moving elevator, slow motion, stops between floors, etc). • High priority door lock changes. 	

Priority	Definition	Response time	Resolution time	Examples of Incidents	Examples of Service Requests
Medium	Normal maintenance or service items that do not pose an immediate risk to building tenants, facilities, systems, equipment or components.	1 to 5 business days (depends on workload)	1 to 5 business days (PLUS 1 hour after arrival) for first repair, permanent repair within 30 calendar days of submittal	<ul style="list-style-type: none"> • Replace cracked or broken glass (cosmetic breaks). • Normal HVAC calls (typical hot/cold calls) • Minor plumbing leaks/drips (damp only, no water build up). • Code deficiencies. • Door, window and hardware repairs. • Inoperative light fixtures (where adequate lighting exists) • Ceiling tile work • Blocked guttering & roof drainage systems • Other repairs/ maintenance causing some inconvenience to tenants. 	<ul style="list-style-type: none"> • Requests for keycards or replacement keycards. • Non-emergency keycard badge deactivation. • Graffiti removal.
Low	Other work that can be completed on a planned / scheduled basis. Advance coordination with the customer is typically required to allow scheduling of personnel or space and receipt of materials. Default will be set to 10 business days unless otherwise requested by customer. Specific date requests should be a minimum of 6 business days after submittal of the request.	Date to be scheduled with the customer, typically between 6 and 10 business days	Date to be scheduled with the customer, typically between 6 and 10 business days	<ul style="list-style-type: none"> • Office furniture / equipment repair. • Minor carpet repairs (no tripping hazard) 	<ul style="list-style-type: none"> • Moving furniture/ equipment • Hanging of shelves/ cabinets • Door/ window hardware changes • Painting • Special event set up

Response time: time elapsed between an incident is reported / a service request is submitted and the time DAS staff arrives to the job site with the proper tools / equipment (or the time DAS staff begins work if the problem can be fixed remotely).

Resolution time: time elapsed between time incident is reported and first repair / intervention to alleviate the situation is finished (permanent solution or repair may take longer).

5.4. Complaint resolution and remediation.

5.4.1. Principles.

Performance complaints should be addressed and resolved at the lowest common level, collaboratively between the customer and representatives of DAS EAM Maintenance.

If performance is below customer's expectations, an informal approach often offers the quickest solution. If circumstances permit, DAS customers should talk with the DAS employee or unit involved in the situation to seek resolution to any performance dispute—explain the problem and ask for assistance. If this informal approach does not resolve the issue, or if at any given time DAS customers are not satisfied with the levels of utility services received, they may submit a formal performance complaint to DAS EAM Maintenance via the formal complaint intake process described below.

Resolution of formal performance complaints raised by individual customers will be done in accordance with the following principles:

1. All complaints submitted using the process outlined below in 5.3.b) will be considered formal, and they will be logged, documented and published by the service provider.
2. Formal performance complaints shall only be considered resolved when:
 - a. DAS EAM Maintenance and the affected customer (s) **have agreed on an action plan to solve/correct the problem;** and
 - b. **Applicable remedies** to compensate and/or exact reparation to the affected customer (s) **have been agreed** to the satisfaction of both parties.
3. In the event a customer is not satisfied with either the action plan or the remedies offered by DAS EAM Maintenance, complaints can be escalated by the customer to the next level in the escalation path within DAS for resolution.

5.4.2. Raising and recording formal complaints.

Performance complaints will be submitted to DAS EAM Maintenance via EAMMaintenanceCustomerComplaints@state.or.us specifically established for this purpose. All complaints submitted via this process will be considered formal complaints.

Formal complaints should include:

1. A summary description of the complaint. This description may include a customer's desired resolution of the matter.
2. Identification of affected customer (s).
3. If applicable, a description of aggravating circumstances (incident severity, repeated problems, estimated financial loss incurred or savings not materialized by the customer as a result of the performance incident, etc.)

All formal complaints received will be documented in a DAS EAM Maintenance's complaints log file, and responsibility will be assigned to staff within DAS EAM Maintenance to follow up and seek resolution.

The information in the complaints log file will be used to develop the customer-specific formal performance complaints report that will be published as part of DAS EAM Maintenance's quarterly performance report.

5.4.3. Complaint escalation process.

In the first instance complaints will be assigned to a supervisor of the functional unit affected by the complaint. After investigation and consultation with the staff involved, the supervisor will seek resolution by offering to the complainant both:

1. **An action plan to solve/correct the problem**, which at a minimum will consist of:
 - a. A description of corrective actions identified and recommended by the service provider to solve/correct the problem.
 - b. A timeframe for the implementation of the corrective actions.
2. **Applicable remedies** to compensate and/ or exact reparation to the affected customer.

A customer who has not obtained satisfactory resolution to their formal complaint can escalate the dispute to the next level in the escalation path within DAS, until an action plan and appropriate remedial measures to solve the performance issue are agreed to the satisfaction of both customer and DAS representatives. At each step in the escalation process, the customer needs to describe why the prior proposal by DAS was not satisfactory. The steps in the escalation path after seeking resolution with the unit directly involved in the problem are the following:

- EAM Maintenance Manager, 503-378-4847. If unresolved, escalate to
- EAM Administrator, 503-378-5093. If unresolved, escalate to
- Deputy Director of DAS. If unresolved, escalate to
- DAS EAM Customer Utility Board

At the end of the escalation process, the CUB will provide a last resort resolution forum to discuss and settle unresolved performance complaints.

5.4.4. Remedies.

As part of resolving performance complaints, the following remedial actions can be offered to the complainant by DAS EAM Maintenance:

1. A clear explanation for the performance incident will be offered in all instances to any customer raising a complaint.
2. A credit / discount on the service charges corresponding to the period when the performance incident occurred may be awarded in appropriate circumstances (based on aggravating factors such as incident severity, financial losses incurred by the customer as a result of the performance issue, etc.).
3. A customer may be granted the ability to change providers for a specific service. This remedial measure will be reserved for exceptional circumstances in which resolution of a customer-specific performance issue has proved historically elusive, combining severe non-compliance with agreed SLE's or performance targets and repeated failure to implement corrective actions agreed between DAS and the customer to fix the underlying performance problem.

6. Glossary: Acronyms & Definitions.

6.1. Acronyms.

- **ADA:** Americans with Disabilities Act.
- **ADD:** Agreed Delivery Date.
- **AED:** Automatic External Defibrillator.
- **ASHRAE:** American Society of Heating, Refrigerating and Air-Conditioning Engineers.
- **CCTV:** Closed Circuit TV.
- **CJIS:** (Federal) Criminal Justice Information Services.
- **CMMS:** Computerized Maintenance Management System
- **CRC:** (Oregon) Criminal Records Check
- **CUB:** Customer Utility Board.
- **DAS:** Department of Administrative Services.
- **DM:** Demand Maintenance.
- **DMWO:** Demand Maintenance Work Order.
- **EAM:** Enterprise Asset Management.
- **EM:** Entrepreneurial Management.
- **FAQ:** Frequently Asked Questions.
- **FTE:** Full-Time Equivalent. This is the number of working hours that represents one full-time employee during a fixed time period, such as one month or one year.
- **HVAC:** Heating Ventilating and Air Conditioning.
- **IES:** Illuminating Engineer Society.
- **PM:** Preventative Maintenance.
- **SA:** Service Agreement.
- **SLA:** Service Level Agreement.
- **SLE:** Service Level Expectation.
- **S&R:** Service and Repair (A work unit within the Maintenance program of EAM).
- **WO:** Work order.

6.2. Definitions.

- **Agreed Delivery Date:** Date agreed upon with customer agency for Maintenance project completion. If it's not negotiated with a customer, it will be established by default to a date 10 business days after the day the project was approved.
- **Billing Dispute:** A customer billing dispute is any alleged inaccuracy, omission or error in relation to a service charge or reflected on a service bill.
- **Complaint (a.k.a. Performance or Service Complaint):** A formal expression of dissatisfaction with the quality of service received by a customer.

Formal complaints will be those raised by customers using a complaint intake email inbox or through other electronic means. Each service provider within DAS will set up a dedicated email inbox or other electronic means (web forms, etc.) specifically established for this purpose.

A formal complaint can be motivated by one or many unresolved service incidents, an unresolved billing dispute or, generally speaking, by any perceived lack in the quality of operations or in the quality of services received by a customer.

- **Entrepreneurial Management:** Innovative public management model that uses customer choice, competition, and policy/service separation to increase service satisfaction.
- **Incident (a.k.a. Performance or Service incident):** Any event which is not part of the standard operation of a service which causes, or may cause, an interruption to, or a reduction in, the quality of that service. A service incident can be communicated by a customer or can be detected by the service provider.
- **Incident Management:** Process for dealing with service incidents and restoring normal service operation as quickly as possible, minimizing the adverse impact on business operations.
- **Rate (Service rate):** A price that incorporates the costs of delivering the service at the service levels agreed to by both parties.
- **Remediation (a.k.a. Remedies or Remedial actions/ measures):** In the event of a formal complaint raised by a customer, remediation refers to the list of actions/ measures DAS or any of its service delivery units can take or offer to compensate and/or exact reparation to the affected customer(s) above and beyond agreeing on an action plan to correct the underlying service problem.
- **Service:** A bundle of activities and resources (processes, people and IT resources) combined to provide a clear business outcome or output/ deliverable received by the customer.
- **Service Agreement:** A document, signed by service provider and a single customer, reflecting customer-specific information such as choice of services from service catalog, specific operational procedures between the parties, or contact information for critical information systems or processes, etc.
- **Service Catalog:** A description of the services and service offerings provided by a service provider. This can be a multi-level set of information with linked and discrete hierarchies of services, child services and specific 'offerings' (specific tasks) available for these services, and will typically describe service terms, standards, packages (if available), exclusions (if applicable), etc.
- **Service Level Agreement (SLA):** A document, specific per service provider, which includes the following core elements: (1) A service catalog; (2) A set of agreed SLE's (performance targets); (3) A statement of responsibilities of service provider and customers; and (4) A description of key service management processes. All of these elements help improve service delivery, manage expectations, clarify responsibilities and facilitate communication between the service provider and its customer base.
- **Service Level Expectation (SLE):** Written, measureable target for a service or a process performance agreed between service provider and customers.
 - a. For any given service with an SLE, service performance targets will be common to all customers (concept of utility services).

- b. If a service offering includes different packages/ levels of service, different packages of the same service can have different performance targets but these will be common to all customers of the same package/ level of service.
- **Utility Service:** DAS Utility services are those most efficiently provided through DAS in order to maximize efficiency or capture economies of scale—where it makes economic sense to have a single supplier for all users for any of the following reasons: economies of scale; policy reasons; the need for one integrated system; or a strong need for uniformity.

Customers of utility services are local government entities, individual state agencies and other public entities that may choose how much to purchase, but for any of the reasons cited above the choice of supplier is limited to a single designated source.

7. Contact Data.

Contact Name	Position/ Role	Contact Information
Jeremy Miller	Maintenance Program Manager	Jeremy.W.Miller@Oregon.gov Office: 503-378-4847 Cell: 503-932-8723
Randy Morris	Electrical & Electronic Security Manager	Randy.b.morris@Oregon.gov Office: 503-373-2343 Cell: 503-932-8721
Floyd Peterson	HVAC Supervisor	Floyd.peterson@oregon.gov Office: 503-373-2363 Cell: 503-932-0108
Meril Craig	Service & Repair Supervisor	Meril.P.Craig@oregon.gov Office: 503-373-2348 Cell: 503-932-9096
Helpdesk	DAS Operations & Maintenance Helpdesk	Facilities.Helpdesk@oregon.gov Phone Number: 503-378-3664

- **Address:** 1240 Ferry St. SE
Salem Oregon 97301

8. Appendixes.

8.1. Service Catalog Sheets.

Service #1: Electrical maintenance services	
1. What is the service?	Description
a. Service Summary	<p>DAS Maintenance provides full electrical maintenance services, which include installation, maintenance, and repair services to all electrical power and lighting systems within DAS owned and operated facilities. Lighting levels are maintained to adhere to IES (Illuminating Engineer Society) standards of 20 to 35 foot candles. Work is performed by experienced and certified electricians.</p> <p>Customers enjoy the benefits of trusting that power and lighting will be reliable, with minimal interruptions that could affect their program.</p> <p>Our services include response to emergencies and urgent needs 24 hours a day, 7 days a week.</p>
b. What is included?	<ul style="list-style-type: none"> • Maintain all electrical equipment past the utility demarcation point, which typically is the electric meter. • Maintain the facilities power infrastructure which includes main electrical service, branch panels, motor control centers, receptacles, etc. • Provide lighting maintenance and upgrades as needed to the facilities interior and exterior lighting systems. • 24/7 response to emergencies, alarms, or urgent customer needs. There will also be an "on call" electrician available at end of business day Fridays, through start of business day on Monday mornings to include all holidays and weekends. • Maintain and annually test the building fire alarm systems. • Maintain and repair building generators and other emergency backup systems. • Provide preventative maintenance to the above mentioned systems. • Conduct fire drills as requested. • Provide elevator maintenance and inspections.
c. What is not included in the service?	<ul style="list-style-type: none"> • Telephone and network wiring and installations. • State owned video broadband closed circuit TV (CCTV) installations. • Repair of café/kitchen equipment. • Performing CJIS security clearance for contractors' employees who work in buildings that: 1) do not have CJIS terminals; or 2) they do not have access to the room containing the terminal; or 3) if it is the only building they are working in (in this case the tenant would be required to perform the security clearance).
d. Offerings and	<ul style="list-style-type: none"> • Adding additional lighting or power solutions for customer equipment.

options	<ul style="list-style-type: none"> • Repairing customer owned equipment. • Conducting annual tests on customer owned fire alarm panels. • Providing power quality analysis as needed. • Assist the customer in order to facilitate the maintenance on customer owned UPS equipment.
e. Service prerequisites	<ul style="list-style-type: none"> • Must be a tenant in a state owned building. • Customer shall have authority to approve billable work prior to starting a task.
f. (Service-specific) Customer and provider responsibilities	<p>DAS Maintenance responsibilities:</p> <ul style="list-style-type: none"> • Notify customers if a requested service is “billable” prior to starting the request. • Provide a written estimate for billable work requests over \$500. • Provide a method to track work progress through our CMMS (Computerized Maintenance Management System). • Guarantee all technicians are licensed or properly entitled to perform electrical work. • Comply with all applicable code requirements relevant to electrical work. • Perform scheduled preventive maintenance work on electrical systems and related equipment according to the manufacturers’ recommendations. • Issue a project alert to each Agency or building coordinator to keep building tenants aware of upcoming projects. Alerts will inform about the project dates and the expected impact to building tenants. Upon completion, DAS Maintenance will notify each Agency and building coordinator that the project has been completed. • Use of electrical materials which match existing materials and are of comparable or better quality. • Perform Criminal Records Checks (CRC) for all DAS Maintenance employees and contractors’ employees. • Perform CJIS Security Clearance to all DAS Maintenance employees. • Check in with the tenant’s front desk/receptionist when DAS Maintenance unexpectedly enter a building or are escorting a contractor in the building. <p>Customer responsibilities:</p> <ul style="list-style-type: none"> • Report anomalies or deficiencies in the operation of electrical systems to DAS Maintenance through the designated Facility Coordinator (per building/agency). • Provide a central contact(s) to receive and submit tenant requests. • Customers are required to submit an authorization request for any project involving any of the following elements: <ul style="list-style-type: none"> ○ Modification, addition, or deletion of electrical outlets or circuits switch gear, controls, or other work that requires a licensed electrician. ○ Installation or removal of major electrical energy consuming or heat generating equipment in a building served by an HVAC system. ○ Change in or addition to wiring in space below floor or above ceilings when either space is used in a return air plenum. ○ Projects involving rewiring data or communications requiring (5) or more workstations. • Any other project involving any of the elements described on the instructions

	<p>included in the Project Authorization Request form http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf Perform CJIS Security Clearance to contractors' employees where the contractor is only working in their building.</p>
2. How is the service requested?	Description
a. How is this service requested?	<ul style="list-style-type: none"> • Requests for work shall be submitted through the DAS Operations & Maintenance helpdesk: <ul style="list-style-type: none"> ○ Email: facilities.helpdesk@oregon.gov ○ Phone: 503 378 3664 • It is expected that by the first half of 2014, customers will be able to submit service requests through a new web based portal. Access to this portal will be available through the DAS maintenance program website. This portal is currently in a pilot version for select agencies. • After hours emergency contact phone lists will be provided to agency coordinators or a designated person of contact in each building for the purpose of emergency response to incidents or problems that occur.
b. What forms are used/ needed to request this service?	<p>Project authorization form: http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf</p>
c. When can you expect to have your service request fulfilled?	<ul style="list-style-type: none"> • Response to emergency incidents/service requests will be dispatched immediately. These include fire, health, and safety items that pose serious risk to the health and safety of building occupants or to asset protection. • High priority service calls will typically be met within 24 hours, with our goal being to respond to the request within 2 hours. • Medium priority service calls will typically be responded to in 1 to 5 business days, while low priority work (work that can be completed on a planned/scheduled basis) is typically completed in a timeframe agreed with the customer (with the default date set at 10 business days from date of request). • Response to requests for projects requiring an authorization form will be typically provided within a week. • For a full list of issues / service requests categorized by priority, and an explanation of the response and resolution time standards offered by DAS Maintenance to manage incidents/ service requests, visit section 5.3 (Incident Management) of this SLA document. For a list of service levels agreed with DAS Maintenance customers, visit section 3.2 (Service levels/ performance targets) of this SLA document.
3. How do I get help? How does DAS Maintenance provide support to customers?	Description
a. Self-service	<ul style="list-style-type: none"> • For more information on electrical maintenance, visit:

support	<p>http://www.oregon.gov/DAS/EAM/pages/om/electrical_services.aspx</p> <ul style="list-style-type: none"> • Electrical Service Schedule: http://www.oregon.gov/DAS/EAM/docs/electric.pdf • For Maintenance FAQ's, including FAQ's on electrical maintenance services, visit: http://www.oregon.gov/DAS/EAM/pages/om/om_faqs.aspx • Visit http://www.oregon.gov/DAS/EAM/docs/1256211.pdf for more information on: <ul style="list-style-type: none"> ○ Technical electrical standards (including standards on methods, conduits and raceways, wiring, panels and other electrical standards). ○ Low voltage cabling standards (applicable to fire, telephone, data and security systems).
b. How to request support	<p>Requests shall be submitted through the DAS Operations & Maintenance helpdesk:</p> <ul style="list-style-type: none"> • Email: facilities_helpdesk@oregon.gov • Phone: 503-378-3664 • After hours emergency contact phone lists will be provided to agency coordinators or a designated person of contact in each building for the purpose of emergency response to incidents or problems that occur. • It is expected that by the first half of 2014, customers will be able to submit service requests through a new web based portal. Access to this portal will be available through the DAS maintenance program website. This portal is currently in a pilot version for select agencies.
c. When can you expect to get a response?	<ul style="list-style-type: none"> • Within 24 hours with our goal being to respond to the request within 2 hours. • The response time will always be contingent on number of requests and manpower available.

Service #2: HVAC (Heating, Ventilation and Air Conditioning) Maintenance Services	
1. What is the service?	Description
a. Service Summary	<p>The HVAC maintenance service's goal is to provide tenants with a comfortable work environment, maintaining room temperature at desk top at 72 degrees + or - 2.5 degrees year round.</p> <p>The HVAC program has a well-trained, certified, and licensed staff that adheres to ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) guidelines on indoor air quality.</p>
b. What is included?	<ul style="list-style-type: none"> • Provide, install, and maintain all major heating and cooling equipment in customer premises. <ul style="list-style-type: none"> ○ Preventative and repair maintenance services are performed on all heating and cooling equipment, including but not limited to, all building fans, chillers, boilers, humidifiers, air compressors, VAV and or fan powered boxes, split systems and packaged units. • Monitor and control heating and cooling from our central control station. <ul style="list-style-type: none"> ○ Most of our major systems are set up to send an alarm to our

	<p>central facility in the event of a failure.</p> <ul style="list-style-type: none"> ○ This central Building Automation System covers most buildings on the Capitol Mall, in Portland, Pendleton, Central Point, Burns and Eugene. ○ Check major mechanical systems for each building using Building Automation System. <ul style="list-style-type: none"> ● Repair, modify, or replace ductwork. ● Provide 24/7 response to emergencies, alarms, or urgent customer needs. There will also be an “on call” control technician available on weekends and holidays. ● Replace air filters based on pressure drop. <p>Our hours of operation are 7:00am to 5:00pm Monday through Friday with an emergency after hour call list available 24 hours a day.</p>
c. What is not included in the service?	<ul style="list-style-type: none"> ● Repair of any equipment associated with the kitchens or café as that is the responsibility of the café owner/manager. ● Work in non-state-owned facilities. ● Performing CJIS security clearance for contractors’ employees who work in buildings that: 1) do not have CJIS terminals; or 2) they do not have access to the room containing the terminal; or 3) if it is the only building they are working in (in this case the tenant would be required to perform the security clearance).
d. Offerings and options	<ul style="list-style-type: none"> ● We provide the following services for an hourly charge. These changes can be associated with a customer change of their work space with an additional charge: <ul style="list-style-type: none"> ○ Relocate thermostats, ductwork, and supply and return registers. ○ Design and install exhaust fans or small split systems to meet customers’ needs when adding heat generating equipment. ○ Maintain tenant owned data room equipment. ○ Maintain other types of tenant-owned HVAC equipment (e.g. humidity control equipment, coolers, or freezers). ● Customers can request heating or cooling or other energy use outside normal office operations. Examples include: weekend cooling and energy for large computer rooms.
e. Service prerequisites	<ul style="list-style-type: none"> ● Customer must be a tenant in a State owned building.
f. (Service-specific) Customer and provider responsibilities	<p>DAS Maintenance responsibilities:</p> <ul style="list-style-type: none"> ● Notify the customers if a requested service is “billable” prior to starting the request. ● Provide a written estimate for billable work requests over \$500. ● Provide a method to track work progress through our CMMS (Computerized Maintenance Management System). ● Guarantee all technicians are licensed and entitled to properly perform HVAC work. ● Comply properly and adequately with all applicable code requirements pertinent to HVAC work. ● Perform scheduled preventive maintenance work on HVAC systems and

	<p>related equipment according to manufacturers' recommendations.</p> <ul style="list-style-type: none"> • Issue a project alert to each Agency or building coordinator to keep building tenants aware of upcoming projects. Alerts will inform about the project dates and the expected impact to building tenants. Upon completion, DAS Maintenance will notify each Agency and building coordinator that the project has been completed. • Perform Criminal Records Checks (CRC) for all DAS Maintenance employees and contractors' employees. • Perform CJIS Security Clearance to all DAS Maintenance employees. • Check in with the tenant's front desk/receptionist when DAS Maintenance unexpectedly enter a building or are escorting a contractor in the building. <p>Customer responsibilities:</p> <ul style="list-style-type: none"> • Designate a building coordinator to receive and submit tenant requests. • Customers are required to submit an authorization request for any project involving any of the following elements: <ul style="list-style-type: none"> ○ Installation or removal of major electrical energy consuming or heat generating equipment in a building served by an HVAC system. ○ Modification to or addition of air handling equipment. ○ Or any of the elements described in the instructions included in the Project Authorization Request form: http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf • Perform CJIS Security Clearance to contractors' employees where the contractor is only working in their building.
<p>2. How is the service requested?</p>	<p>Description</p>
<p>a. How is this service requested?</p>	<ul style="list-style-type: none"> • Requests shall be submitted through the DAS Operations & Maintenance helpdesk <ul style="list-style-type: none"> ○ Email: facilities.helpdesk@oregon.gov ○ Phone: 503-378-3664 • It is expected that by the first half of 2014, customers will be able to submit service requests through a new web based portal. Access to this portal will be available through the DAS maintenance program website. This portal is currently in a pilot version for select agencies. • After hours emergency contact phone lists will be provided to agency coordinators or a designated person of contact in each building for the purpose of emergency response to incidents or problems that occur.
<p>b. What forms are used/ needed to request this service?</p>	<p>Project Authorization Form:</p> <ul style="list-style-type: none"> • http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf
<p>c. When can you expect to have your service request fulfilled?</p>	<ul style="list-style-type: none"> • Response to emergency incidents/service requests will be dispatched immediately. These include items that pose serious risk to the health and safety of building occupants or to asset protection. • High priority service calls will typically be met within 24 hours, with our goal being to respond to the request within 2 hours.

	<ul style="list-style-type: none"> • Medium priority service calls will typically be responded to in 1 to 5 business days, while low priority work (work that can be completed on a planned/scheduled basis) is typically completed in a timeframe agreed with the customer (with the default date set at 10 business days from date of request). • Response to requests for projects requiring an authorization form will be typically provided within a week. • For a full list of issues / service requests categorized by priority, and an explanation of the response and resolution time standards offered by DAS Maintenance to manage incidents/ service requests, visit section 5.3 (Incident Management) of this SLA document. For a list of service levels agreed with DAS Maintenance customers, visit section 3.2 (Service levels/ performance targets) of this SLA document.
3. How do I get help? How does DAS Maintenance provide support to customers?	Description
a. Self-service support	<ul style="list-style-type: none"> • For more information on HVAC maintenance, visit: http://www.oregon.gov/DAS/EAM/pages/om/hvac.aspx • For Maintenance FAQ's, including FAQ's on HVAC maintenance services, visit: http://www.oregon.gov/DAS/EAM/pages/om/om_faqs.aspx • For HVAC Service Schedule, visit: http://www.oregon.gov/DAS/EAM/docs/hvacsche.pdf
b. How to request support	<ul style="list-style-type: none"> • Requests shall be submitted through the DAS Operations & Maintenance helpdesk: <ul style="list-style-type: none"> ○ Email: facilities.helpdesk@oregon.gov ○ Phone: 503-378-3664 • It is expected that by the first half of 2014, customers will be able to submit requests for support through a new web based portal. Access to this portal will be available through the DAS maintenance program website. This portal is currently in a pilot version for select agencies. • After hours emergency contact phone lists will be provided to agency coordinators or a designated person of contact in each building for the purpose of emergency response to incidents or problems that occur.
c. When can you expect to get a response?	<ul style="list-style-type: none"> • Within 24 hours, our goal is to respond to the request within the first 2 hours. • The response time will always be contingent on number of requests and manpower available.

Service #3: General Building Maintenance	
1. What is the service?	Description
a. Service	The general building maintenance service provides repair and maintenance of

Summary	<p>all interior and exterior surfaces within state owned DAS maintained facilities.</p> <p>DAS will strive to provide a well maintained facility that can enhance the tenant's work productivity while also providing for a safe work environment.</p>
b. What is included?	<ul style="list-style-type: none"> • Provide review of building construction and remodel plans. • Provide building <u>interior</u> maintenance services: <ul style="list-style-type: none"> ○ Repair and replace flooring to include carpet, carpet tiles, vinyl flooring types, and concrete. ○ Repair, patch, and paint walls. ○ Conduct <u>annual</u> and <u>six year</u> inspections and maintenance on all fire extinguishers. ○ Complete DAS owned Automatic External Defibrillator (AED) inspection and maintenance. ○ Replace drinking fountain filters on a scheduled basis. ○ Maintain dock levelers. ○ Maintain equipment hoists. ○ Service and maintain roll-up/overhead doors such as fire and security doors. • Provide building <u>exterior</u> maintenance services: <ul style="list-style-type: none"> ○ Maintain building signage. ○ Service and maintain roll-up/overhead doors such as parking structure and loading dock doors. ○ Complete roof repair and replacement when needed. ○ Inspect ADA access to buildings. ○ Maintain fall protection equipment. ○ Maintain building's exterior surfaces (e.g. wall surface finishes, glass, doors, caulk). ○ Maintain sidewalks, entry stairs, and guard rails/handrails. ○ Maintain auto gates. ○ Monthly preventive maintenance on emergency generators including checking fuel tank levels and basic motor checks. ○ Pick up pallets (weekly or as needed). ○ Clean parking lot drains on a scheduled basis or as needed.
c. What is not included in the service?	<ul style="list-style-type: none"> • Any work for a tenant in a non-State owned building. • Install, tear down or move tenant owned system furniture (e.g. cubicles, office walls). • Conduct monthly fire extinguisher inspections. • Maintain non-DAS owned Automatic External Defibrillator (AED). • Performing CJIS security clearance for contractors' employees who work in buildings that: 1) do not have CJIS terminals; or 2) they do not have access to the room containing the terminal; or 3) if it is the only building they are working in (in this case the tenant would be required to perform the security clearance).
d. Offerings and options	<ul style="list-style-type: none"> • Painting requests outside of regular painting schedules. • Choice of paint colors.

	<ul style="list-style-type: none"> • Install interior items such as whiteboards, signs, pictures, clocks, etc. • Move and/or drill holes in raised floor plates for agency moves or access. • Remove and replace door mullion at tenant request. • Moving furniture items at tenants' request (e.g. cabinets, desks, etc.)
e. Service prerequisites	<ul style="list-style-type: none"> • Must be a tenant in a State owned building. • Customer must have the authority to approve the billable work request and provide all proper paperwork.
f. (Service-specific) Customer and provider responsibilities	<p>DAS Maintenance responsibilities:</p> <ul style="list-style-type: none"> • Notify customers if a requested service is "billable" prior to starting the request. • Provide a written estimate for billable work requests over \$500. • Provide a method to track work progress through our CMMS (Computerized Maintenance Management System). • Issue a project alert to each Agency or building coordinator to keep building tenants aware of upcoming projects. Alerts will inform about the project dates and the expected impact to building tenants. Upon completion, DAS Maintenance will notify each Agency and building coordinator that the project has been completed. • Perform Criminal Records Checks (CRC) for all DAS Maintenance employees and contractors' employees. • Perform CJIS Security Clearance to all DAS Maintenance employees. • Check in with the tenant's front desk/receptionist when DAS Maintenance unexpectedly enter a building or are escorting a contractor in the building. <p>Customer responsibilities:</p> <ul style="list-style-type: none"> • Provide a central contact or contacts to receive and submit tenant requests. • Customers are required to submit an authorization request for any project involving any of the following elements: <ul style="list-style-type: none"> ○ Change of finish materials used on interior walls, ceilings or floors. ○ Change of use of any space. ○ Construction or demolition of any enclosed space, including private offices, conference rooms, etc. ○ Alteration of building shell, and/or site work. ○ Any of the elements described on the instructions included in the Project Authorization Request form: http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf • Perform CJIS Security Clearance to contractors' employees where the contractor is only working in their building.
2. How is the service requested?	Description
a. How is this service requested?	<ul style="list-style-type: none"> • Requests shall be submitted through the DAS Operations & Maintenance helpdesk: <ul style="list-style-type: none"> ○ Email: facilities.helpdesk@oregon.gov

	<ul style="list-style-type: none"> ○ Phone: 503-378-3664 • After hours emergency contact phone lists will be provided to agency coordinators or a designated person of contact in each building for the purpose of emergency response to incidents or problems that occur. • It is expected that by the first half of 2014, customers will be able to submit service requests through a new web based portal. Access to this portal will be available through the DAS maintenance program website. This portal is currently in a pilot version for select agencies.
b. What forms are used/ needed to request this service?	<ul style="list-style-type: none"> • Project Authorization Form: http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf
c. When can you expect to have your service request fulfilled?	<ul style="list-style-type: none"> • Response to emergency incidents / service requests will be dispatched immediately. These include fire, health, and safety items that pose serious risk to the health and safety of building occupants or to asset protection. • High priority service calls will typically be met within 24 hours, with our goal being to respond to the request within 2 hours. • Medium priority service calls will typically be responded to in 1 to 5 business days, while low priority work (work that can be completed on a planned / scheduled basis) is typically completed in a timeframe agreed with the customer (with the default date set at 10 business days from date of request). • Response to requests for projects requiring an authorization form will be typically provided within a week. • For a full list of issues / service requests categorized by priority, and an explanation of the response and resolution time standards offered by DAS Maintenance to manage incidents/ service requests, visit section 5.3 (Incident Management) of this SLA document. For a list of service levels agreed with DAS Maintenance customers, visit section 3.2 (Service levels/ performance targets) of this SLA document.
3. How do I get help? How does DAS Maintenance provide support to customers?	Description
a. Self-service support	<ul style="list-style-type: none"> • For more information on general building maintenance, visit: http://www.oregon.gov/DAS/EAM/pages/om/services_and_repair.aspx • For Maintenance FAQ's, including FAQ's on general building maintenance and repair services, visit: http://www.oregon.gov/DAS/EAM/pages/om/om_faqs.aspx • For more information about system furniture, visit: http://www.oregon.gov/DAS/EAM/pages/pcm/sysfurn.aspx • Additional information on DAS policies: <ul style="list-style-type: none"> ○ Policy on building signage: http://www.oregon.gov/DAS/EAM/docs/1256225.pdf ○ Policy on project authorization: http://www.oregon.gov/DAS/EAM/docs/1256210.pdf ○ Policy on maintenance services for buildings under uniform rent:

	http://www.oregon.gov/DAS/EAM/docs/1256360.pdf
b. How to request support	<ul style="list-style-type: none"> Requests shall be submitted through DAS Operations & Maintenance helpdesk: Email: facilities_helpdesk@oregon.gov Phone: 503-378-3664 After hours emergency contact phone lists will be provided to agency coordinators or a designated person of contact in each building for the purpose of emergency response to incidents or problems that occur. It is expected that by the first half of 2014, customers will be able to submit requests for support through a new web based portal. Access to this portal will be available through the DAS maintenance program website. This portal is currently in a pilot version for select agencies.
c. When can you expect to get a response?	<ul style="list-style-type: none"> Our goal is to respond to the request within 2 hours in the same business day. The response time will always be contingent on number of requests received and manpower available.

Service #4: Plumbing services	
1. What is the service?	Description
a. Service Summary	<p>DAS maintenance provides repair, maintenance, and testing of all domestic water plumbing, waste water plumbing, and fire sprinklers within state owned DAS maintained buildings.</p> <p>DAS will strive to provide a well maintained facility that can enhance the tenants work productivity, while also contributing to creating a safe and healthy work environment.</p>
b. What is included?	<ul style="list-style-type: none"> Maintain storm water and sanitary sewer drainage water systems. Maintain and repair faucets, toilets, sinks and other fixtures (e.g. coolers, fountains, eye wash, and humidification system). Install and test backflow devices. Service sump pump equipment. Test and maintain fire sprinkler systems. Service and repair domestic hot water systems.
c. What is not included in the service?	<ul style="list-style-type: none"> Work for a tenant in a non-State owned building. Maintenance of landscape irrigation systems. Performing CJIS security clearance for contractors' employees who work in buildings that: 1) do not have CJIS terminals; or 2) they do not have access to the room containing the terminal; or 3) if it is the only building they are working in (in this case the tenant would be required to perform the security clearance).

d. Offerings and options	<ul style="list-style-type: none"> • Install and maintain tenant owned equipment (e.g., backflow devices, deionized and reverse osmosis water systems).
e. Service prerequisites	<ul style="list-style-type: none"> • Must have the authority to approve the work and provide all proper paperwork. • Must be a tenant in a State owned building.
f. (Service-specific) Customer and provider responsibilities	<p>DAS Maintenance responsibilities:</p> <ul style="list-style-type: none"> • Notify customers if a requested service is “billable” prior to starting the request. • Provide a written estimate for billable work requests over \$500. • Provide a method to track work progress through our CMMS (Computerized Maintenance Management System). • Guarantee plumbers are certified or properly trained to perform plumbing work. • Issue a project alert to each Agency or building coordinator to keep building tenants aware of upcoming projects. Alerts will inform about the project dates and the expected impact to building tenants. Upon completion, DAS Maintenance will notify each Agency and building coordinator that the project has been completed. • Perform Criminal Records Checks (CRC) for all DAS Maintenance employees and contractors’ employees. • Perform CJIS Security Clearance to all DAS Maintenance employees. • Check in with the tenant’s front desk/receptionist when DAS Maintenance unexpectedly enter a building or are escorting a contractor in the building. <p>Customer responsibilities:</p> <ul style="list-style-type: none"> • Establish a building coordinator or central contact(s) to receive and submit tenant requests. • Submit a Project Authorization Request when required, using the following link: http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf • Perform CJIS Security Clearance to contractors’ employees where the contractor is only working in their building.
2. How is the service requested?	Description
a. How is this service requested?	<ul style="list-style-type: none"> • Requests shall be submitted through the DAS Operations & Maintenance helpdesk: <ul style="list-style-type: none"> ○ Email: facilities.helpdesk@oregon.gov ○ Phone: 503-378-3664 • After hours emergency contact phone lists will be provided to agency coordinators or a designated person of contact in each building for the purpose of emergency response to incidents or problems that occur.

	<ul style="list-style-type: none"> It is expected that by the first half of 2014, customers will be able to submit service requests through a new web based portal. Access to this portal will be available through the DAS maintenance program website. This portal is currently in a pilot version for select agencies.
b. What forms are used/ needed to request this service?	<p>Project Authorization Form:</p> <ul style="list-style-type: none"> http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf
c. When can you expect to have your service request fulfilled?	<ul style="list-style-type: none"> Response to emergency incidents / service requests will be dispatched immediately. These include fire, health, and safety items that pose serious risk to the health and safety of building occupants or to asset protection. High priority service calls will typically be met within 24 hours, with our goal being to respond to the request within 2 hours. Medium priority service calls will typically be responded to in 1 to 5 business days, while low priority work (work that can be completed on a planned / scheduled basis) is typically completed in a timeframe agreed with the customer (with the default date set at 10 business days from date of request). Response to requests for projects requiring an authorization form will be typically provided within a week. For a full list of issues / service requests categorized by priority, and an explanation of the response and resolution time standards offered by DAS Maintenance to manage incidents/ service requests, visit section 5.3 (Incident Management) of this SLA document. For a list of service levels agreed with DAS Maintenance customers, visit section 3.2 (Service levels/ performance targets) of this SLA document.
3. How do I get help? How does DAS Maintenance provide support to customers?	Description
a. Self-service support	<p>Information about our program may be found at the following link: http://www.oregon.gov/DAS/EAM/pages/om/contact.aspx</p>
b. How to request support	<ul style="list-style-type: none"> Requests shall be submitted through the DAS Operations & Maintenance helpdesk: <ul style="list-style-type: none"> Email: facilities.helpdesk@oregon.gov Phone: 503-378-3664 It is expected that by the first half of 2014, customers will be able to submit service requests through a new web based portal. Access to this portal will be available through the DAS maintenance program website. This portal is currently in a pilot version for select agencies. After hours emergency contact phone lists will be provided to agency coordinators or a designated person of contact in each building for the purpose of emergency response to incidents or problems that occur.

c. When can you expect to get a response?	<ul style="list-style-type: none"> • Within 24 hours, our goal is to respond to the request within the first 2 hours. • The response time will always be contingent on number of requests and manpower available.
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Service #5: Access Control/Security Systems	
1. What is the service?	Description
a. Service Summary	<p>DAS Maintenance installs, maintains, and repairs building access control and security systems to generally meet state building safety and security needs.</p> <p>Through the use of an access control system, keycards and photo IDs, DAS Maintenance provides customers with ease of authorized access to the workplace as well as enhanced security, since our keycards can be replaced or the system modified more quickly and economically than mechanical keys if lost or stolen.</p> <p>Other low voltage security and entry systems are also available that can be customized to meet many different business needs.</p>
b. What is included?	<ul style="list-style-type: none"> • Consultation about access control and security systems. • Installation and maintenance of exterior door access control systems (e.g., electrified hardware, card readers, request-to-exit sensors, and door contacts). • Provision of photo ID keycards for building tenants, allowing customers traceable access to building's exterior doors, as well as areas within their building internally. • Maintenance and remote administration of the DAS Lenel access control system. <ul style="list-style-type: none"> ○ Daily check of system communication. ○ System programming which includes modification of access levels, time zones, and door unlock times. • Maintenance of Lenel system control equipment, power supplies, and back up batteries. • Access to tailored customer reports: <ul style="list-style-type: none"> ○ Cardholders within a particular building or agency. ○ Date/time history of access granted to particular doors or entire building. ○ Automatic system events, etc.
c. What is not included in the	<ul style="list-style-type: none"> • Background checks prior to issuing photo ID cards. • Fire alarm system work (see catalog sheet for Electrical Maintenance

service?	<p>services).</p> <ul style="list-style-type: none"> • Performing CJIS security clearance for contractors' employees who work in buildings that: 1) do not have CJIS terminals; or 2) they do not have access to the room containing the terminal; or 3) if it is the only building they are working in (in this case the tenant would be required to perform the security clearance).
d. Offerings and options	<ul style="list-style-type: none"> • Installation, maintenance, and repair of customer requested card-accessed openings. • Customizable system programming, including: <ul style="list-style-type: none"> ○ Access levels. ○ Access control time zones. ○ Doors unlock times. • Consultation, installation, repair, and maintenance of low voltage security and entry systems. DAS Maintenance recommends the most appropriate equipment after holding an initial consultation with our customers. Customers pay for the cost of the systems and parts, but DAS Maintenance will assist with purchase (as needed). Typical low voltage security or entry systems are: <ul style="list-style-type: none"> ○ CCTV systems. ○ Duress alarm systems. ○ Intercom systems (audio and audio/video). ○ Doorbell systems. ○ Burglar alarm systems. • Integration of low voltage systems with access control system, if applicable. • Coordination between customer and alarm monitoring center, for systems that are monitored.
e. Service prerequisites	Customer must be a tenant in State owned buildings.
f. (Service-specific) Customer and provider responsibilities	<p>DAS Maintenance responsibilities:</p> <ul style="list-style-type: none"> • Provide Keycard Coordinator training. • Notify customers if a requested service is "billable" prior to starting the request. • Provide a written estimate for billable work requests over \$500. • Provide a method to track work progress through our CMMS (Computerized Maintenance Management System). • Issue a project alert to each Agency or building coordinator to keep building tenants aware of upcoming projects. Alerts will inform about the project dates and the expected impact to building tenants. Upon completion, DAS Maintenance will notify each Agency and building coordinator that the project has been completed. • Perform Criminal Records Checks (CRC) for all DAS Maintenance employees and contractors' employees. • Perform CJIS Security Clearance to all DAS Maintenance employees. • Check in with the tenant's front desk/receptionist when DAS Maintenance unexpectedly enter a building or are escorting a contractor in the building. <p>Customer responsibilities:</p>

	<ul style="list-style-type: none"> • Designate a Keycard Coordinator and alternate(s), who will be responsible for making requests for keycards and photo IDs, approving changes to key card programming and maintaining their department's cardholder records. • Inform DAS Maintenance immediately about any changes to a keycard or photo ID status, especially if misplaced, lost, or stolen. • Perform annual audits of cardholder's records and access levels. • Ensure keycards and photo ID cards are returned to DAS Maintenance as soon as they are no longer needed (e.g. cards assigned to employees who retire from state service). • Provide a central contact or contacts to receive and submit tenant requests. • Ensure that all employee background checks have been completed. • Pay for low voltage security and entry systems and parts. • Customers are required to submit an authorization request for any project involving any of the following elements: <ul style="list-style-type: none"> ○ Addition or removal of doors or door hardware, including closers, electronic access and security. ○ Any of the elements described on the instructions included in the Project Authorization Request form http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf • Perform CJIS Security Clearance to contractors' employees where the contractor is only working in their building.
2. How is the service requested?	Description
a. How is this service requested?	<ul style="list-style-type: none"> • Service requests shall be submitted through: <ul style="list-style-type: none"> ○ Building Security shop (preferred method) <ul style="list-style-type: none"> ▪ Email: facilitiesDAS.keycardsalem@oregon.gov ▪ Phone: 503-373-7001 ○ DAS Operations & Maintenance helpdesk <ul style="list-style-type: none"> ▪ Email: facilities.helpdesk@oregon.gov ▪ Phone: 503-378-3664 <p>Photo IDs, keycards, and changes to keycard programming shall be requested by customer's designated Keycard Coordinator.</p> <ul style="list-style-type: none"> • It is expected that by the first half of 2014, customers will be able to submit service requests through a new web based portal. Access to this portal will be available through the DAS maintenance program website. This portal is currently in a pilot version for select agencies. • After hours emergency contact phone lists will be provided to agency coordinators or a designated person of contact in each building for the purpose of emergency response to incidents or problems that occur.

<p>b. What forms are used/ needed to request this service?</p>	<ul style="list-style-type: none"> • A keycard coordinator authorization form will be supplied to customers upon request. For a <u>sample</u> of this form, visit the following link: http://www.oregon.gov/DAS/EAM/docs/KeycardForm_CoordAuthor_Renovation1.pdf • A form to request keycards/ photo IDs will be supplied upon request. • Project Authorization Form: http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf
<p>c. When can you expect to have your service request fulfilled?</p>	<ul style="list-style-type: none"> • Response to emergency incidents / service requests (such as lockdowns or emergency keycard deactivations) will be dispatched immediately. These include fire, health, and safety items that pose serious risk to the health and safety of building occupants or to asset protection. • High priority service calls will typically be met within 24 hours, with our goal being to respond to the request within 2 hours. • Medium priority service calls (such as requests for keycards or replacement keycards) will typically be responded to in 1 to 5 business days, while low priority work (work that can be completed on a planned / scheduled basis) is typically completed in a timeframe agreed with the customer (with the default date set at 10 business days from date of request). • Response to requests for projects requiring an authorization form will be typically provided within a week. • For a full list of issues / service requests categorized by priority, and an explanation of the response and resolution time standards offered by DAS Maintenance to manage incidents/ service requests, visit section 5.3 (Incident Management) of this SLA document. For a list of service levels agreed with DAS Maintenance customers, visit section 3.2 (Service levels/ performance targets) of this SLA document.
<p>3. How do I get help? How does DAS Maintenance provide support to customers?</p>	<p>Description</p>
<p>a. Self-service support</p>	<p>1) DAS policy on building security access controls can be found on http://www.oregon.gov/DAS/EAM/docs/1256215.pdf</p> <p>2) More information on:</p> <ul style="list-style-type: none"> • Guidelines for taking care of key cards, • Tenant key resources, and additional resources can be found at the following link: http://www.oregon.gov/DAS/EAM/pages/om/building_security_services.aspx <p>3) For Maintenance FAQ's, including FAQ's on security services, visit: http://www.oregon.gov/DAS/EAM/pages/om/om_faqs.aspx</p>
<p>b. How to request support</p>	<ul style="list-style-type: none"> • Requests for support shall be submitted through: <ul style="list-style-type: none"> ○ Building Security shop (preferred method) <ul style="list-style-type: none"> ▪ Email: facilitiesDAS.keycardsalem@oregon.gov ▪ Phone: 503-373-7001

	<ul style="list-style-type: none"> ○ DAS Operations & Maintenance helpdesk <ul style="list-style-type: none"> ▪ Email: facilities.helpdesk@oregon.gov ▪ Phone: 503-378-3664 • It is expected that by the first half of 2014, customers will be able to submit service requests through a new web based portal. Access to this portal will be available through the DAS maintenance program website. This portal is currently in a pilot version for select agencies. • After hours emergency contact phone lists will be provided to agency coordinators or a designated person of contact in each building for the purpose of emergency response to incidents or problems that occur.
c. When can you expect to get a response?	<ul style="list-style-type: none"> • Typically, requests for support are responded to within 2 business days. The response time will always be contingent on number of requests and manpower available.

Service #6: Door hardware and keying services	
1. What is the service?	Description
a. Service Summary	DAS Maintenance installs and maintains mechanical locks and other door hardware. Using a proprietary keyway, we provide our customers with ease of access and basic workplace security.
b. What is included?	<ul style="list-style-type: none"> • Consultation to help customers acquire the most appropriate type of lock for the application. • Installation, maintenance and repair of door hardware (e.g. mechanical locks, lock cylinders, door closers, hinges, latch plates, flush bolts, padlocks). • Keying of mechanical locks. DAS utilizes and maintains a great grand master keying system, using a proprietary keyway. • Provision of necessary mechanical lock keys to customers.
c. What is not included in the service?	<ul style="list-style-type: none"> • Installation, maintenance, and repair of system furniture locks. • Installation, maintenance, and repair of locks on tenant-owned furniture. • Provision of keys to exterior door locks.
d. Offerings and options	<ul style="list-style-type: none"> • Installation, maintenance, and repair of tenant requested door hardware. Customer has the ability to select a particular type and function of approved lock. • Rekeying interior space lock cylinders at customer request, and provision of keys.
e. Service prerequisites	Customer must be a tenant in a DAS owned building.
f. (Service-specific) Customer and provider	<p>DAS Maintenance responsibilities:</p> <ul style="list-style-type: none"> • Notify customers if a requested service is “billable” prior to starting the request.

responsibilities	<ul style="list-style-type: none"> • Provide a written estimate for billable work requests over \$500. • Provide a method to track work progress through our CMMS (Computerized Maintenance Management System). • Maintain inventory of all keys issued to DAS Maintenance employees and Facility Key Coordinators. • Perform Criminal Records Checks (CRC) for all DAS Maintenance employees and contractors' employees. • Perform CJIS Security Clearance to all DAS Maintenance employees. • Check in with the tenant's front desk/receptionist when DAS Maintenance unexpectedly enter a building or are escorting a contractor in the building. <p>Customer responsibilities:</p> <ul style="list-style-type: none"> • Designate a Key Coordinator and alternate(s) who will be responsible for making requests and maintaining their department's key holder records. • Designate a central contact(s) to receive and submit tenant requests to the key coordinator. • Customer may be responsible for the costs associated with rekeying (as needed). • Customers are required to submit an authorization request for any project involving any of the following elements: • Addition or removal of doors or door hardware, including closers, electronic access and security. • Any of the elements described on the Project Authorization Request form instructions: http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf • Perform CJIS Security Clearance to contractors' employees where the contractor is only working in their building.
2. How is the service requested?	Description
a. How is this service requested?	<p>Keys and re-keying shall be requested by customer's Key Coordinator. To request service, please contact:</p> <ul style="list-style-type: none"> • DAS Locksmith: <ul style="list-style-type: none"> ○ Email: Locksmith.Services@oregon.gov ○ Phone: 503-373-7050 • DAS Operations & Maintenance helpdesk: <ul style="list-style-type: none"> ○ Email: Facilities_helpdesk@oregon.gov ○ Phone: 503-378-3664 • It is expected that by the first half of 2014, customers will be able to submit service requests through a web based portal. Access to this portal will be available through the DAS Maintenance program website. This portal is currently in a pilot version for select agencies.
b. What forms are used/ needed to request this service?	<ul style="list-style-type: none"> • A keycard coordinator authorization form will be supplied to customers upon request. For a sample of this form, visit the following link: http://www.oregon.gov/DAS/EAM/docs/KeycardForm_CoordAuthor_Renovation1.pdf

	<ul style="list-style-type: none"> Project Authorization Required Form: http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf
c. When can you expect to have your service request fulfilled?	<ul style="list-style-type: none"> Response to emergency incidents / service requests (such as malfunctioning exterior doors or doors to sensitive spaces that can't be secured) will be dispatched immediately. These include fire, health, and safety items that pose serious risk to the health and safety of building occupants or to asset protection. High priority service calls will typically be met within 24 hours, with our goal being to respond to the request within 2 hours. Medium priority service calls will typically be responded to in 1 to 5 business days, while low priority work (work that can be completed on a planned / scheduled basis) is typically completed in a timeframe agreed with the customer (with the default date set at 10 business days from date of request). Response to requests for projects requiring an authorization form will be typically provided within a week. For a full list of issues / service requests categorized by priority, and an explanation of the response and resolution time standards offered by DAS Maintenance to manage incidents/ service requests, visit section 5.3 (Incident Management) of this SLA document. For a list of service levels agreed with DAS Maintenance customers, visit section 3.2 (Service levels/ performance targets) of this SLA document.
3. How do I get help? How does DAS Maintenance provide support to customers?	Description
a. Self-service support	<p>1) DAS mechanical key policy can be found at the following link: http://www.oregon.gov/DAS/EAM/docs/1256218.pdf</p> <p>2) DAS building security access controls policy can be found at the following link: http://www.oregon.gov/DAS/EAM/docs/1256215.pdf</p>
b. How to request support	<ul style="list-style-type: none"> DAS Locksmith: <ul style="list-style-type: none"> Email: Locksmith.Services@oregon.gov Phone: 503-373-7050 DAS Operations & Maintenance helpdesk: <ul style="list-style-type: none"> Email: Facilities.helpdesk@oregon.gov Phone: 503-378-3664
c. When can you expect to get a response?	<ul style="list-style-type: none"> Response to emergency calls will be completed within one business day. Non-urgent service work requests are typically completed within two business days.

Service #7: ADA Door Operators

1. What is the service?	Description
a. Service Summary	DAS Maintenance provides, installs and maintains automatic door operators to enable unassisted (per Americans with Disabilities Act) or convenient entry into or within buildings.
b. What is included?	<ul style="list-style-type: none"> • Installation, maintenance, and repair of <u>designated main entry and all main-floor public restroom</u> ADA door operators. • Integration of main entry ADA door operators with access control system.
c. What is not included in the service?	<ul style="list-style-type: none"> • Installation or maintenance of non DAS standard door operators.
d. Offerings and options	<ul style="list-style-type: none"> • Maintenance and repair of customer requested ADA door operators (<u>other than main entry and main-floor public restrooms</u>). If applicable, this includes integration of ADA door operators with access control system. • Coordination with ADA door operator contractor for new installations, warranty work, and major repairs.
e. Service prerequisites	Customer must be a tenant in a State owned building.
f. (Service-specific) Customer and provider responsibilities	<p>DAS Maintenance responsibilities:</p> <ul style="list-style-type: none"> • Notify customers if a requested service is "billable" prior to starting the request. • Provide a written estimate for billable work requests over \$500. • Provide a method to track work progress through our CMMS (Computerized Maintenance Management System). • Perform Criminal Records Checks (CRC) for all DAS Maintenance employees and contractors' employees. • Perform CJIS Security Clearance to all DAS Maintenance employees. • Check in with the tenant's front desk/receptionist when DAS Maintenance unexpectedly enter a building or are escorting a contractor in the building. <p>Customer responsibilities:</p> <ul style="list-style-type: none"> • Provide a central contact or contacts to receive and submit tenant requests. • Customers are required to submit an authorization request for any project involving any of the following elements: <ul style="list-style-type: none"> ○ Addition or removal of doors or door hardware, including closers, electronic access and security. ○ Any of the elements described on the Project Authorization Request form http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf • Perform CJIS Security Clearance to contractors' employees where the contractor is only working in their building.

2. How is the service requested?	Description
a. How is this service requested?	<p>Requests shall be submitted through:</p> <ul style="list-style-type: none"> • DAS Operations & Maintenance helpdesk: <ul style="list-style-type: none"> ○ Email: facilities.helpdesk@oregon.gov ○ Phone: 503-378-3664 • Building Security shop email: <ul style="list-style-type: none"> ○ Email: facilitiesDAS.keycardsalem@oregon.gov • It is expected that by the first half of 2014, customers will be able to submit service requests through a web based portal. Access to this portal will be available through the DAS maintenance program website. This portal is currently in a pilot version for select agencies.
b. What forms are used/ needed to request this service?	<ul style="list-style-type: none"> • Project Authorization form: http://www.oregon.gov/DAS/EAM/pcm/docs/project_authorization_201106.pdf
c. When can you expect to have your service request fulfilled?	<ul style="list-style-type: none"> • Response to emergency incidents / service requests will be dispatched immediately. These include fire, health, and safety items that pose serious risk to the health and safety of building occupants or to asset protection. • High priority service calls will typically be met within 24 hours, with our goal being to respond to the request within 2 hours. Examples of high priority incidents would be ADA compliance issues such as inoperative door openers and obstructed ADA routes. • Medium priority service calls will typically be responded to in 1 to 5 business days, while low priority work (work that can be completed on a planned / scheduled basis) is typically completed in a timeframe agreed with the customer (with the default date set at 10 business days from date of request). • Response to requests for projects requiring an authorization form will be typically provided within a week. • For a full list of issues / service requests categorized by priority, and an explanation of the response and resolution time standards offered by DAS Maintenance to manage incidents/ service requests, visit section 5.3 (Incident Management) of this SLA document. For a list of service levels agreed with DAS Maintenance customers, visit section 3.2 (Service levels/ performance targets) of this SLA document.
3. How do I get help? How does DAS Maintenance provide support to customers?	Description
a. Self-service support	<p>Information about the Americans with Disabilities Act (ADA) can be found on:</p> <ul style="list-style-type: none"> • http://www.oregon.gov/DAS/CHRO/pages/manual/legal/ada_2.aspx • http://www.ada.gov/
b. How to request support	<p>Requests shall be submitted through:</p> <ul style="list-style-type: none"> • DAS Operations & Maintenance helpdesk <ul style="list-style-type: none"> ○ Email: facilities.helpdesk@oregon.gov

	<ul style="list-style-type: none"> ○ Phone: 503-378-3664 ● Building Security shop email <ul style="list-style-type: none"> ○ Email: facilitiesDAS.keycardsalem@oregon.gov
c. When can you expect to get a response?	<ul style="list-style-type: none"> ● Typically, requests for support are responded to within 2 business days, contingent on staffing and workload.

8.2. SLA performance measure dictionary sheets.

This section includes a description of the performance metrics and the associated service levels expectations/performance targets agreed between customers and DAS Maintenance.

SLA Metric # 1: Repair Call Back Rate

- **Description:** Percent of demand maintenance work orders for repairs that had already been performed in the previous 90 days.
- **Purpose:** This metric was proposed in an attempt to track the rate of rework/reoccurrence of failure incidences for systems that have been recently repaired. Ultimately, this measure tracks quality and thoroughness of equipment repairs, which were identified as key outcomes associated with the provision of maintenance and repair services.
- **Comparability:**
 - As part of its SLA, another Program in DAS (Fleet and Parking) tracks and reports on rework/callback rates for vehicle repairs, which will allow for some comparability of performance between Programs.
 - DAS Publishing and Distribution also tracks and reports rate of rework for printing jobs as part of this Program's SLA.
- **Measure calculation formula:**
 - **A = (B/C)*100**
 - **B (Numerator)** = Number of repair demand maintenance work orders closed in the work order management system (Tririga) in the last quarter that are flagged as callback/rework orders.
 - **C (Denominator)** = Total number of repair demand maintenance work orders closed in the work order management system (Tririga) in the last quarter.
- **Detailed metric definition/calculation formula:**
 - A report will be generated showing all repair DMWO's that have been closed per Asset ID in the measuring period and the 3 months preceding the measuring period. A comparison/filter will be implemented looking at Asset ID's with more than one DMWO in any period of 3 months within these 6 months. After a manual check is performed to exclude false "positives" (see exclusions below), the number of callback/rework orders closed in the last quarter will be tallied up.
 - **Exclusions:**
 - All "Hot/cold" demand maintenance work orders, unless they are the consequence of a HVAC unit failure or malfunction, are excluded from this metric as they are not repair DMWO's.

- **Manual exclusion of “false positives”:** Since Maintenance technicians don’t enter specific failure class codes and/or problem codes into repair work orders, DAS Maintenance will conduct a manual check of the work order notes entered in Tririga by repair technicians in an attempt to exclude “false positives” from the calculation and increase the reliability of the work orders flagged as rework orders. To this end, DAS Maintenance will review work order notes to identify (and exclude from the numerator) any situation in which a piece of equipment appear as having been repaired twice but this is due to 2 different repairs/problems (e.g, a boiler shows up in the filtered report for having been fixed twice for not producing heat; however root cause of repair 1 was a thermostat breakdown, while repair 2 was due to a circuit breaker controlling the fuse that was blown- this asset id would).
 - Any instance where a non DAS-owned building refuses to implement/comply with the suggestions made by DAS Maintenance in the initial work-order, any re-work on the original issue will not be included in the calculation of this measure.
 - Results for this performance measure will be broken out per TRADE (1) Electric maintenance; 2) HVAC; 3) Service and repair; 4) Plumbing; 5) Security).
- **Baseline:** Not available.
- **Service Level Expectation (Quantitative performance target):** Less than 5%.
- **Frequency of reporting/reporting/measurement:** Quarterly.
- **Attachments:** None.

SLA Metric # 2: Response time to non-emergency (high, medium and low priority) demand maintenance work orders.

- **Description:** Percent of non-emergency (high, medium and low priority) demand maintenance work orders that remain open in the work order management information system (Tririga) 10 business days after the date they were created.
- **Purpose:** The intent of this measure is to track the frequency with which DAS Maintenance meets the agreed response time standards for service incidents and service requests categorized as non-emergency (high, medium, or low priority).
 Ultimately, this metric was proposed to track the timeliness of service delivery offered by DAS Maintenance, which was identified as a key quality factor for the services delivered by the Program.
- **Comparability:** None known at this time.
- **Measure calculation formula:**
 - **A= (B/C)*100**
 - **B (Numerator) =** Number of non-emergency (high, medium and low priority) demand maintenance work orders closed in Tririga in the last quarter that had been open for more than 10 business days.

- **C (Denominator)** = Total number of non-emergency (high, medium and low priority) demand maintenance work orders closed in Tririga in the last quarter.
 - **Detailed metric definition/calculation formula:**
 - This measure applies to all demand maintenance work orders closed in the system, whether they are incident/repair requests or other service requests.
 - **Filtering/exclusion of numerator “false positives”:** Maintenance Program staff will perform a check on all work orders that were open for more than 10 business days to filter and discard those for which an initial repair/intervention was made to alleviate the problem (e.g., an urgent repair for a leak was made to avoid dripping or flooding of customer premises), but the work order remains open as the technicians need to perform a second intervention before the work order can be closed (e.g.: waiting for parts from a vendor). This filter would be implemented by looking and discarding from the numerator any work order if any technician has spent any amount of time on it before the close of the 10th business day.
 - **Other exclusions:** For the calculation of this performance measure, all service requests for keycards/ID badges (new or replacement cards) will be excluded from both the denominator and the numerator. The average time to process keycard service requests is tracked and reported separately - see SLA measure # 5 below.
 - Results for this performance measure will be broken down between 1) High priority, 2) Medium priority and 3) Low priority demand maintenance work orders.
 - **Baseline:** None.
 - **Service Level Expectation (Quantitative performance target):** Less than 10%.
 - **Frequency of reporting / measurement:** Quarterly.
 - **Attachments:** None.
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SLA Metric # 3: Timely communication of first service request status report

- **Description:** Percent of new service requests created in Tririga for which the first status report (communicating a ticket/work order has been assigned to a technician) is sent to the requesting agency within 2 hours after submission of service request.
- **Purpose:** To measure timeliness of first communication to DAS Maintenance customers who have placed a service request through Tririga.
- **Comparability:** DAS Enterprise Technology Services tracks and reports on a similar SLA performance measure, which will allow for comparability of performance between programs/ service providers.
- **Measure calculation formula:**
 - **A = (B/C)*100**
 - **B** = Number of service requests created in Tririga for which an email notification is sent to customer agency in less than 2 hours after service request is created.

- For each service request, a check will be performed to verify the following condition is met: $(B_2 - B_1) \leq 2 \text{ hours}$, where:
 - B_1 = Time service request is created/submitted in the work order management system (Tririga) by customer agency.
 - B_2 : Time an email notification is sent to customer agency communicating a ticket/work order has been issued/assigned to a technician.
 - **C**: Total number of service requests created in Tririga in the measurement period.
 - The amount of time elapsed between the time the customer agency creates and submits a service request in Tririga and the time a notification/first status report is sent by email to the customer agency will be tracked for each service request. This will help determine whether DAS was able to meet the established service level standard (first status report submitted within 2 hours from the time the service request was submitted to DAS). The Program will track whether or not the standard for timely notification of the first status report is met for all service requests created in Tririga in the measuring period.
- **Detailed metric definition/calculation formula:**
 - Tracking this SLA measure requires logging date and time for a) time of entry of service requests created by customer agencies in Tririga and b) time of submission/notification of first status report.
 - **Time of entry** is defined as the time the service request is created in Tririga by customer agency staff and submitted to DAS.
 - **Time of notification** is defined as the time an email notification is sent to a customer agency informing a work order related to the service request submitted by the customer has been created and assigned to a technician.
 - **Exclusions:**
 - This measure excludes service requests created or initiated by DAS Maintenance staff in the work order management system (Tririga). Examples of these are:
 - Work orders proactively created by Maintenance technicians when they discover a need for corrective action in the course of a PM work order/visit.
 - Emergency work orders initiated in Tririga by DAS Operations & Maintenance helpdesk staff in response to phone calls made by customer agency staff.
- **Baseline:** None.
- **Service Level Expectation (Quantitative performance target):** 97%
- **Frequency of reporting/measurement:** Quarterly.
- **Attachments:** None.

SLA Metric # 4: Time to resolve.

- **Description:** Percent of demand maintenance work orders that remain open in the work order management information system (Tririga) 30 calendar days after the date they were created.

- **Purpose:** The intent of this measure is to track the frequency with which DAS Maintenance meets the agreed standards for timely resolution of service incidents or demand maintenance service requests.

This metric was proposed as a method of tracking the timeliness of service delivery offered by DAS Maintenance, which was identified as a key quality factor for the services delivered by the Program.

- **Comparability:** None at this point.
- **Measure calculation formula:**
 - **A= (B/ C)*100**
 - **B (Numerator)** = Number of demand maintenance work orders closed in the work order management system (Tririga) in the last quarter that had been open in the system for more than **30** calendar days.
 - **C (Denominator)** = Total number of demand maintenance work orders closed in the work order management system (Tririga) in the last quarter.
- **Detailed metric definition / calculation formula:**
 - This measure applies to all demand maintenance work orders closed in the system, whether they are incident/ repair requests or other service requests.
 - **Exclusions:** For the calculation of this performance measure, all service requests for keycards/ ID badges (new or replacement cards) will be excluded from both the denominator and the numerator. The average time to process keycard service requests is tracked and reported separately- see SLA measure # 5 below.
- **Baseline:** None.
- **Service Level Expectation (Quantitative performance target):** Less than 5%.
- **Frequency of reporting/measurement:** Quarterly.
- **Attachments:** None.

- **Alternative to measure #5:**
- **SLA Metric # 5: Time to deliver keycards/ID badges**
- **Description:** Percent of times keycards/ID badges are delivered within 2 business days of request being received.
- **Purpose:** To measure DAS' timeliness to fulfill/process customer agency service requests for new or replacement keycards/ID badges.
 - Ultimately, this metric was proposed to track the timeliness of service delivery offered by Security Office of DAS Maintenance, which was identified as a key quality factor for the services delivered by this work unit.

- **Comparability:** None at this point
- **Measure Calculation Formula:**
- $A = (B/C) * 100$
 - B (Numerator) = Number of keycards/ID badges delivered within 2 business days of the request.
 - C (Denominator) = Total number of keycard/ID badges requested in the measurement period.
- **Detailed Metric definition/calculation formula:**
 - This measure will be tracked in business days
 - Date of receipt of request is the date customer agency sends a request for a keycard/ID badge to DAS Maintenance, whether it is by email or by creating a Service request in Tririga.
 - This measure tracks time until DAS Maintenance Communicates customer agency the requested card is available and can be picked up at the DAS Security Office. If customer agency is located outside of Salem and the card needs to be shuttled to customer agency premises, shuttle/delivery time will be added to the elapsed time, but this will not be reflected on the measured time.
- **Baseline:** None.
- **Service Level Expectation (Quantitative performance target):** 95%
- **Frequency of reporting/measurement:** Quarterly
- **Attachments:** None.

SLA Metric # 6: Time to quote

- **Description:** Average number of business days to provide a quote for a project or a billable work order.
- **Purpose:** This measure was selected in an attempt to track timely communication about project requests, which was identified as a critical service quality attribute for the provision of maintenance services.
- **Comparability:** As part of its SLA, another Program in DAS (Publishing and Distribution) tracks and reports average time to provide a quote/ estimate, which will allow for some comparability of performance between Programs.
- **Measure calculation formula:**
 - $A = \sum(B-C)/N$ (number of quotes delivered)
 - **Numerator** = Total number of business days spent developing quotes for billable work orders/projects. For each quote delivered, this is the difference between:

- **B** = Date in which the quote for the project or the billable work order is delivered/communicated to customer.
 - **C** = Date in which a customer requests a quote for a project or a billable work order.
 - **Denominator = N**= Total number of quotes for billable work orders or projects delivered in the last quarter.
 - The number of business days to deliver a quote will be calculated for each request. Results will be added up and divided by the number of quotes delivered in the last quarter to calculate the average time to deliver a quote.
 - **Detailed metric definition/calculation formula:**
 - This measure will be tracked manually by DAS Maintenance staff with the aid of an Excel log file.
 - This measure will be tracked in business days.
 - **Baseline:** None.
 - **Service Level Expectation (Quantitative performance target):**
 - 5 business days for all trades except Security Office.
 - 10 business days for Security Office.
 - **Frequency of reporting / measurement:** Quarterly reporting of rolling average number of days to provide a quote in the previous 12 months.
 - **Attachments:** None.
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8.3. Rate methodologies.

DAS Maintenance is self-funded through user fees that are designed to recover the operational cost incurred for the delivery of the services offered by the Program, as well as depreciation costs, utilities, debt service, and overhead/management costs.

- **Uniform Rent Rate:** Uniform Rent recovers all building costs in Department of Administrative Services (DAS) Uniform Rent office buildings. Those costs include building maintenance, custodial services, depreciation (to pay for construction and improvement), normal utilities, debt service, building security, landscaping, and administrative overhead.
- **Service Agreements and Self Support Rent Rates:** DAS Maintenance provides maintenance services to non-uniform rent buildings occupied by state agencies, called self-support buildings. These services are delivered in accordance with terms and conditions captured in agency-specific Service Agreements. The charges for the maintenance services are estimates based on the actual cost of services provided to these buildings in previous biennia, using the historical costs of maintaining and operating these buildings at current service levels. They do not include the costs of special or emergency projects or changes in service levels not anticipated or known at

the time of publication of the price list. At the conclusion of each biennium, a statement of actual costs is provided to each agency.

- **Hourly Charges Fulfilling Special Requests:** Billed on an hourly time and materials basis. Includes special projects outside of standard services.

The list of self-support buildings and current charges can be found on the most current price list of EAM goods and services below.

Link to the published price list for updated rate information:
<http://www.oregon.gov/DAS/CUB/docs/eam/pricelist.pdf>

