Service Level Agreement

Logistical Services

July 1, 2019

SUPPORTING TODAY, ENVISIONING TOMORROW.
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1.0 SERVICE LEVEL AGREEMENT OVERVIEW

This Service Level Agreement (SLA) is intended to identify the basic services, and any agreed upon optional services provided by Logistical Services. Logistical Services is comprised of:

- Warehouse Operations
- Shipping and Receiving
- Surplus Services
- Uniform
- Supply and Material Management
- Signage and Graphic Services
- Record Retention
- Shredding Services
- Fleet Management

This SLA covers the period from July 1, 2019 to June 30, 2020 and will be reviewed and revised at the end of this period.

2.0 DESCRIPTION OF SERVICES

Logistical Services provides the university with moving services and furniture installation. Oversees surplus operations, responsible for pickup and disposal of all university assets which are no longer in use, and also offers surplus items for sale. Logistical Services is responsible for University Warehousing operations, which includes receiving incoming packages for faculty and staff, ordering, inventorying, and delivering supplies for various departments within the university. Fleet Services provides preventive maintenance, repairs, and life cycle planning for university vehicles. Signage and Graphic Services provides vehicle decal branding packages, custom signage and lettering, poster prints, banners and event parking signage. We also manage the university’s Record Retention facility, shedding service, and E-waste.

3.0 SERVICE COSTS

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

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

2. Fluctuation in fringe benefit rates.
3. Rise in contract, equipment and supply costs.
4.0 SERVICE PROVIDER RESPONSIBILITIES

Surplus Operations is responsible for pickup and disposal of university assets which are no longer in use. The Surplus Property Policy defines who is responsible for surplus assets and how to handle the disposal, sale, and transfer of these assets.

Surplus Operations offers surplus items for sale such as used office furniture, computer equipment, electronics, lab equipment, vehicles etc. To see all available items, visit our virtual store and check back often as our inventory changes constantly.

The warehouse provides University Facilities and the university community with over 3,500 inventoried maintenance, custodial, electrical, plumbing, hardware, safety, locksmith, painting supplies, and uniforms as well as additional categories. Warehouse Operation have worked with the RU MarketPlace team to create a process to support ordering using the requisitioning process in RU MarketPlace. The hosted catalog is loaded and maintained in RU MarketPlace which when ordered from will trigger Internal Transfer Orders from the Warehouse while still maintaining the approval controls. The Warehouse team will release/pick and deliver (delivery under special circumstances) to fulfill these orders.

The Records Management department provides information to campus departments regarding the proper procedures for retaining and discarding university records. The program assists departments with developing a Records Retention and Disposal Schedule, which is in compliance with federal and state regulations. Records Management assists departments with these decisions and provides effective solutions for the proper retention of university records, special collections and university archives. We strive to achieve economy and efficiency in the creation, maintenance, and disposal of public records.

5.0 PROBLEM MANAGEMENT

Logistical Services operates collaboratively within our group, as well as with colleagues from other internal IP&O departments and outside of IP&O. Should problems arise, the contacts listed on the next page are equipped to manage the issues. Should problems be unresolved, their resolution will be escalated to the Assistant Vice President.
5.1 Support & Problem Escalation Contact List

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Phone</th>
<th>Email</th>
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<tbody>
<tr>
<td>Matthew Dekok,</td>
<td>Local Management</td>
<td>848 445-6636</td>
<td><a href="mailto:matt.dekok@rutgers.edu">matt.dekok@rutgers.edu</a></td>
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<tr>
<td>Warehouse Supplies</td>
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<tr>
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<td>Warehouse Supplies</td>
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<tr>
<td>Material Services</td>
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<td>James O'Brien,</td>
<td>Local Management</td>
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<tr>
<td>Moving Services</td>
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<td>Michael McDede,</td>
<td>Local Management</td>
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<tr>
<td>Surplus Services</td>
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<tr>
<td>Records Management</td>
<td>Administrative</td>
<td>848-445-8175</td>
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<tr>
<td>Support Contacts</td>
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<tr>
<td>Stephen Dalina,</td>
<td>Director</td>
<td>848-445-8175</td>
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<tr>
<td>Records Retention</td>
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<td>Director</td>
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<tr>
<td>All Other Services</td>
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<tr>
<td>Escalation Contacts</td>
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<tr>
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6.0 KEY PERFORMANCE INDICATORS AND METRICS

The following are the KPI’s that are used:

- Operating expense ratio
- Picking, packing and delivery process time
- Uptime of equipment and systems
- Tracking preventive maintenance schedule
- Customer satisfaction surveys

Note: We benchmark based on internal historical data, established strategic plans, peer institution, and industry standards.
7.0 PERIODIC REVIEW PROCESS

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

8.0 OUT OF SCOPE SERVICES

Billable hourly, commodity or agreed to fees are charged back to units shared or specific non cost pool services and goods. Examples include:

- All engagements with the Material Services Department
- Fuel
- Fleet Services
- Signage and Graphics Services
- EZ Pass
- Records Storage Fees
- Records Services Fees
- Destruction/Shredding
- Shredding Services
- Scanning/Imaging Projects
- Storage
- Special Project Services
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