New York University

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Handyperson Services SOW
INTRODUCTION

NYU is committed to having safe, efficiently operated, and well-maintained buildings and building systems. This requires an effective maintenance program utilizing the “best-in-class” maintenance program designed and implemented to insure that all assets are maintained and operated consistent with their application. This means that a Preventive Maintenance program utilizing the latest predictive techniques is in place and the work activities in place support this program. The handyman program is expected to produce results which are measureable and contribute positively to this maintenance program.

A. NYU’S EXPECTATIONS

1. GENERAL EXPECTATIONS:

1.1 Contractor shall perform handyman services as designated in this specification.

1.2 Provide safe and compliant facilities and site infrastructure. Perform all work safely without incident.

1.3 Provide functional, comfortable, energy efficient and attractive facilities for Customer.

1.4 Assets and equipment shall be maintained to insure that they provide reliable service.

1.5 Interaction with building tenants will be courteous and helpful.

1.6 Service calls from building occupants will be responded to in a timely manner.

1.7 All work activities performed will be properly documented.

1.8 All work performed will be in accordance with regulations and SOPs.

B. CONTRACTOR DUTIES AND RESPONSIBILITIES

1. DUTIES:

1.1 Provide Support on a Regular Basis to building tenants, including:

- Provide archived data on site structures, building structures, building systems or other components so knowledge can be gained and routine work or repairs can be coordinated
• Where applicable, provide a single point of contact for the building tenants to improve communication, coordination, and efficiency, and to act as the Customer’s Representative and ensure that building tenants are provided the necessary service and support
• Interact with Customers and actively participate in EH&S, Quality, and Energy meetings
• Provide technical assistance to the maintenance and utility departments, Customers and end users
• Establish work priorities to assist with backlog management
• Provide methods for delivering high-volume and relatively small-dollar facility projects within budget

1.2 Corrective Maintenance Response

• Provide first response Services upon the following arising:
  o Service request by Customer personnel
  o Alarm condition
  o Notification or direct observation of an unusual condition relating to assets or activities falling within the SOW
• Dispatch properly trained and equipped personnel to provide first response for any requests
• Based on facts reported by requester, Service Provider shall prioritize request as urgent or non-urgent; observe defined service levels for first response
• Identify hazards or emergency conditions that may exist, and, where appropriate, trigger safety alarms and immediately notify designated Customer emergency response lead
• Once an emergency condition is identified, Service Provider shall support emergency personnel and/or Customer first responders
• Ensure that all emergency work complies with all Customer requirements

1.3 Maintenance Requests

• Prioritize requests in accordance with all Customer criteria and associated response times
• Respond to operations-driven corrective maintenance requests
• Observe defined service levels for response time, with priority or immediate response going to Production-critical/emergency requests

1.4 Coordination with Business Operations

• Coordinate scheduled corrective maintenance with appropriate potentially affected site personnel or occupants to maximize both asset uptime and maintenance productivity (e.g., maintenance personnel are not idle waiting for assets to be taken out of service, operations assets are not idled waiting for maintenance activities)
• Schedule Corrective maintenance in a manner to minimize asset downtime, even if the asset being serviced is currently off-line or in “standby” mode
• Corrective maintenance jobs shall be pre-planned and staged to minimize time that equipment is not available to Business Operations
• Consider impacts to Business Operations when determining appropriate resources to deploy for maintenance
• Have sufficient understanding of Business Operations to be able to tailor the maintenance response to the business needs of the site

1.5 Communication with Customer

• Communicate with the Customer in a timely and consistent manner regarding applicable issues, including, but not limited to:
  o Nature of failures and corrective action taken
  o Risks of event recurrence
  o Recommended changes to operating practices
  o Results of root cause analysis
  o Potential recommended asset changes
  o Track and report safety related work orders to Customer

1.6 Forced Shutdowns or Outages

• Where appropriate, Service Provider shall create a forced outage to maximize work done during unplanned outages

1.7 Preventive Maintenance Programs

• Where applicable, utilize the existing PM system and if required develop and implement PM programs as appropriate, including but not limited to the following:
  o Lubrication programs
  o “Tighten Lube and Clean” (TLC) programs for operations personnel
  o Intrusive and non-intrusive maintenance regimes appropriate to equipment criticality, condition and age
  o Corrosion control programs
  o Mechanical and electrical systems and controls
  o Structural inspection program
  o Rounds and readings
  o Roofing and siding inspection program
• Manage the Customer’s Building Audits and Inspections program and make recommendation for improvements or alternate methods/software
• Evaluate current preventive maintenance (PM) program and with Customer’s approval and transition to more effective, robust PM program – Expected to implement immediate changes to reduce downtime and/or improve performance for equipment classified as A and/or B by Customer to include development of critical spares inventory utilizing allocated operating budget
Document all work instructions by way of job plans, which include spare parts, tools for all PM routines into Customer’s CMMS system

2. VENDOR BUSINESS REVIEWS:

2.1 At NYU Facilities Management’s discretion, Contractor will participate in a monthly (or as required) Contractor Business Reviews with NYU Facilities Management. Vendor business reviews will be coordinated by NYU Facilities Management. Contractor will be responsible for providing a complete package of the metrics with results taken from data that can be extracted from the computerized maintenance management system.

2.2 Contractors’ performance will be reviewed by factors including but not limited to: quality of services provided, timeliness of service provided, safety performance, and work order management.

2.3 Contractor is responsible for providing work order actual performance data for all assigned work. This data will be utilized for Vendor Business Reviews.

2.4 Metrics may be updated / changed at NYU’s discretion to more accurately reflect performance of Contractor. NYU will partner with Contractor if any changes are to occur and to communicate any updated documents/metrics.

2.5 Critical Vendor Reviews will be performed on an as needed basis upon notice to the Contractor. A Critical Vendor Review is a meeting held as a result of Contractor’s repeated or significant failure(s) at one or several buildings where indications would be that it has failed to meet the SOW requirements. NYU reserves the right to require an in-person meeting with appropriate business level partners.

C. HANDYMAN SERVICES EXPECTATIONS - KEY PERFORMANCE INDICATORS

1. CUSTOMER SATISFACTION:

1.1 Customer satisfaction will be measured via a survey to be developed jointly by NYU and the Contractor. This survey will ask building tenants who have requested work to complete a survey indicating their level of satisfaction on the work performed. The Contractor will be expected to maintain a level of satisfied or very satisfied based on this survey.

2. WORK ORDER PERFORMANCE:

2.1 Corrective Maintenance Work:

- Work orders for work generated by building tenants will be responded to in accordance with a priority matrix, developed jointly. Response time will be dictated
by the priority of the work. Response to the work will be measured and targets set for performance for each priority. (For example, for Priority One (Safety) Work will require a greater than 95% response)

- Actual time recorded on work orders should be within 10% of planned time 80% of the time.
- Management audits: Management shall audit 10% of all work orders to see if the tasks were completed and that the work was done as planned.

2.2 Preventive Maintenance Work:

- Work orders for Preventive Maintenance will be completed as scheduled 90% of the time

3. SAFETY:

- Contractor shall maintain a safety record in accordance with OSHA requirements. Contractor safety record should be better than the industry average.

E. PENALTIES FOR NON-COMPLIANCE OF EXPECTATIONS - KEY PERFORMANCE INDICATORS:

1.1 Contractor will be notified by NYU Facilities Management if the services outlined in Scope of Work were not completed to expectations and will be given two (2) hours from issuance of the notice to complete the services. Non-compliance Penalties may be imposed after 1.) Expiration of the two hour commences to cure period and Contractor has continued to fail to address the non-compliance infraction; and 2.) Second occurrence of non-compliance (any aspect) at the same location during the same snow season.

1.2 Handyman services are business critical. Non-compliance will be reviewed on a case by case basis by NYU and Contractor. All Penalties will be applied per location, per event. Non-compliance Penalties are based on the snow and ice control specifications provided herein. Any Penalties levied shall not limit Contractor’s liability related to property and personal injury.

1.3 Any Penalties assessed against the Contractor will be a monetary fee per event per location based upon severity of the failure as determined by NYU. Repeated failures are not acceptable to NYU and may result in termination, as determined by NYU in its sole and absolute discretion.

1.4 Any failure by Contractor to perform and deliver the results outlined in this agreement that cause NYU to incur additional expense will be deducted from Contractor’s payment including an administrative fee.
F. DEFINITIONS:

**Agreement Commencement Date** – exact date in which the Contractor is under contract with NYU

**Corrective Maintenance** – any work generated by building tenants, NYU staff, or contractor that is required to correct a maintenance item including service calls, repairs, and any activity that is not identified in the preventive maintenance activities.

**Facilities Management** – group that manages, supports, maintains, and enhances buildings for NYU

**Data Sheet** – part of the agreement between NYU and Contractor

**Ice Control** – the process of dealing with ice, freezing rain and snow-pack

**Location** – includes NYU Buildings

**Preventive Maintenance** – work that is part of the planned maintenance activities, including scheduled work activities that may be those recommended by the equipment manufacturer, recommended by subject matter experts, or activities that would support the appropriate upkeep of the equipment.

**Rate Agreement** – part of the Agreement between NYU and Contractor that includes locations, pricing breakdown and additional information

**Site Plan** – graphical representation of area

EXHIBITS:

Exhibit #1 – Key Performance Indicators (KPI) Matrix Scorecard (see next pages)
<table>
<thead>
<tr>
<th>Item</th>
<th>Metric</th>
<th>Outcomes of Key Activities</th>
<th>Units of Measure</th>
<th>Measurement Interval</th>
<th>Customer Space</th>
<th>Critical / Non Critical</th>
<th>Total Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance Management</td>
<td>Reliability</td>
<td>1. % Time Available of Equipment (Rolling 12 mo). 2. % Proactive Work Orders</td>
<td>% Ratio</td>
<td>Monthly</td>
<td>1. No critical equipment outages. Total availability &gt;97%. 2. &gt;80%</td>
<td>Non Critical</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Response Time</td>
<td>Perform within specified response time all required maintenance activities.</td>
<td>% of Work Orders responded to within required Response Time</td>
<td>Monthly</td>
<td>&gt;95% of Work Orders responded to within attached response time matrix</td>
<td>Critical</td>
<td></td>
</tr>
<tr>
<td>Work Order Management</td>
<td>Corrective Maintenance Work Order Completion</td>
<td>Complete work orders in time as identified by priority matrix</td>
<td>Work order cycle time</td>
<td>Monthly</td>
<td>% Priority 1 (Emergency) Work Order Completion within agreed-to timeframe with customer &gt;99% % Priority 2 (Urgent) Work Order Completion within current weeks schedule &gt;95% % Priority 3 (Important) Work Order Completion as specified &gt; 90%</td>
<td>Critical</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Preventive Maintenance Work Order Completion</td>
<td>Completed work orders as scheduled</td>
<td>On time completion. Completion date vs.scheduled date</td>
<td>Monthly</td>
<td>&gt;90% of all PM's completed on time. Critical PM's on time 100%.</td>
<td>Critical</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Management Audits</td>
<td>Review work to see if scope was completed as planned</td>
<td>% Ratio</td>
<td>Monthly</td>
<td>&gt;80% of work orders should have planned and actual time within 10%.</td>
<td>Non Critical</td>
<td></td>
</tr>
<tr>
<td></td>
<td>EH&amp;S Work Orders</td>
<td>All EH&amp;S WOs to be completed within 30 days</td>
<td># of EH&amp;S WOs open &gt;30 days</td>
<td>Monthly</td>
<td>0 EH&amp;S WOs open &gt;30 days</td>
<td>Critical</td>
<td></td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>Survey</td>
<td>Survey 10% of customer generated work orders for customer satisfaction</td>
<td>Overall score of responses on 1-5 scale where 5 is extremely satisfied and 1 is extremely unsatisfied</td>
<td>Monthly</td>
<td>&gt;90% satisfied</td>
<td>Non Critical</td>
<td></td>
</tr>
<tr>
<td>Safety</td>
<td>OSHA Recordable Injury Rate</td>
<td>Minimize or eliminate OSHA Recordable Injuries</td>
<td>Incidents per 200,000 work hours (OSHA Standard)</td>
<td>Monthly</td>
<td>1 / 200,000 work hours</td>
<td>Critical</td>
<td></td>
</tr>
<tr>
<td>EH&amp;S</td>
<td>EH&amp;S Compliance Management</td>
<td>Zero environmental permit violations</td>
<td>% compliance</td>
<td>Monthly</td>
<td>100% Compliance</td>
<td>Critical</td>
<td></td>
</tr>
</tbody>
</table>
## Priority Matrix for customer generated service orders

<table>
<thead>
<tr>
<th>#</th>
<th>Priority</th>
<th>Response Time</th>
<th>Work Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Emergency</td>
<td>Respond and assess within 30 minutes.</td>
<td>Repair or made safe as fast as possible. • Safety related work / Life Safety Issues • Unscheduled system outages (water, steam, chilled water, nitrogen, electrical, etc.) • Hot / Cold calls (impacting labs or critical areas of buildings) • Unscheduled equipment shutdowns, (AHU’s, exhaust fans, air compressors, etc) • Flooding, Major Leaks, Overflowing toilets, etc • Exhaust fan / hood failures • Refrigerator / Freezer alarms • Elevators (trapped personnel etc.) • Environmental issues (noise, dust, odors, leaks, etc.) • Generator repairs • Major Roof leaks • Emergency Lockout / Tagout requests</td>
</tr>
<tr>
<td>2</td>
<td>Urgent</td>
<td>Respond and assess within 1 hr.</td>
<td>Repair or make initial repair within 24 hours • Critical Equipment repairs • Minor leaks • Minor Roof leaks • Minor electrical outages (tripped breakers, GFI’s, etc) • Major work requiring a system shutdown (Can possibly be changed to a priority # 1 based on degree of importance) • Automatic doors • Overhead doors • Loading dock • Elevator repairs serving critical areas. Hot/Cold Calls VIP (Office/Conference Room) Fumehood, Fumehood Sash and Flow Science Hood</td>
</tr>
<tr>
<td>3</td>
<td>Important</td>
<td>24 hrs</td>
<td>Respond same day during occupied hours, next day if unoccupied</td>
</tr>
<tr>
<td>4</td>
<td>Standard</td>
<td>1 week</td>
<td>Contact customer within 48 hours to schedule.</td>
</tr>
<tr>
<td>5</td>
<td>As scheduled</td>
<td>As scheduled</td>
<td>Schedule with customer</td>
</tr>
<tr>
<td>6</td>
<td>Shutdown/Event</td>
<td>Up to 6 months based on event.</td>
<td>Work orders related to a steam or electrical shutdown.</td>
</tr>
</tbody>
</table>