

**SERVICES LEVEL AGREEMENT (SLA) BETWEEN  
THE DEPARTMENT OF EDUCATION SCHOOLS AND THE OFFICE OF SCHOOL  
FACILITIES AND SUPPORT SERVICES, (DEPARTMENT OF EDUCATION) AND  
THE DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES FOR REPAIR  
AND MAINTENANCE SERVICES**

**August 12, 2015**

**INTRODUCTION**

The purpose of this Service Level Agreement (SLA) is to establish and formalize an arrangement for repair and maintenance (R&M) services between the Office of School Facilities and Support Services, Facilities Maintenance Branch, hereinafter referred to as "FMB", the Department of Accounting and General Services (for the neighbor islands), hereinafter referred to as "DAGS", and the public schools of the Department of Education, hereinafter referred to as "School", for specific levels of support and at an agreed-upon level to satisfy the needs of the customers.

This SLA is a mutual agreement outlining the roles and responsibilities of each party (see Appendix A), the goals and objectives of the agreement, and the method and means of measuring the progress toward achieving those goals.

**SCOPE OF AGREEMENT**

The following services are provided:

1. Repair and Maintenance (R&M) - Services to be provided under R&M shall include the following:
  - A. Emergency repairs;
  - B. T-Call repairs;
  - C. Regular (cycle) repairs;
  - D. Minor R&M projects;
  - E. Assistance in indentifying and estimating Major (Project) repairs via Consolidated Project Request Form; and
  - F. Miscellaneous services.
2. Service and Maintenance Contracts

**DEFINITIONS**

1. Emergency Repairs – An emergency is defined as:

A repair which requires immediate attention to correct a hazardous situation affecting the health and welfare of the students, staff, or public. School closure

may be imminent if the situation is not rectified.

In addition, conditions which seriously impacts the school's operations and educational program may also be considered an emergency.

Examples include no electricity, broken water lines, fire alarm trouble, or overflow sewer system. These items are an immediate hazard to people or property.

2. T-Call Repairs – A T-Call is defined as:

A condition requiring expedited attention to prevent additional damage or waste of resources, and a condition that causes a significant program disruption.

Examples include electrical shorts, broken windows, a door that does not lock, and water leaks that can be secured. These items seriously impact facility operations.

3. Regular Repairs - Regular repairs are those that are needed but can wait since health or operational issues are not significantly compromised. Repairs can be done during the cycle maintenance schedule.

4. Minor R&M Projects - Minor R&M projects are more involved work and are considered minor additions to existing facilities. These include any "additional" work, such as adding outlets, backpack hooks and installing additional, as well as replacing any air conditioning units not currently on a maintenance contract, etc. These repairs will be completed only when time permits.

5. Project Repairs - Large repairs that are done by lifecycle. Examples are reroofing, exterior/interior painting, resurfacing play courts and parking lots, and major carpentry repairs.

6. Service and Maintenance Contracts that include but are not limited to the following:

- A. Trash/Recycling pick-up services;
- B. Air conditioning maintenance;
- C. Grease trap maintenance;
- D. Elevator service;
- E. School program bell;
- F. School fire alarm bell;
- G. Fire extinguisher and equipment maintenance;
- H. Tree trimming; and

- I. Other recurring service and maintenance contracts.

## **GOALS AND OBJECTIVES**

Through this SLA, it is the desire of both parties to meet the following:

### **1. Repair and Maintenance**

The goal is to respond to a work order as quickly as possible. Response time is dependent upon the nature and type of work order.

Desired response times shall be as follows:

#### **A. Emergencies (Emergency)**

Respond to requester within two (2) hours that emergency request has been received.

- i. Temporarily repair emergency within twenty-four (24) hours.
- ii. Permanently repair and/or secure emergency within three (3) days.

#### **B. T-Call Repair**

Respond to requester within forty-eight (48) hours that T-Call request has been received.

- i. Temporarily repair T-Call within seventy-two (72) hours.
- ii. Permanently repair and/or secure T-Call within five (5) days.

#### **C. Regular Repairs – Regular repairs of a non-emergency nature are routinely prioritized, scheduled and performed by trades crew. Goals are to:**

- i. Permanently repair request within four (4) months that repair request has been received.

#### **D. Minor R&M Projects – Minor R&M projects will be done upon completion of regular repairs and will not have a completion time frame.**

#### **E. Project Repairs – Goals are to identify, cost, prioritize, and select projects for implementation.**

### **2. Service and Maintenance Contracts**

The goals for service and maintenance contracts are that all services are uninterrupted and performed on time. Desired response times shall be as follows:

- A. During normal working hours transmit repair/service call request to maintenance contractor within four (4) business hours that request has been received and confirm with school.

- B. Follow-up with school within three (3) days on status of repair/service call request as needed.

### **PERFORMANCE INDICATORS**

The Performance Indicators are as follows:

1. Percent of outstanding work orders versus three (3) weeks of incoming work orders with a target of less than 100%.
2. Emergency Work Orders Objective: greater than 90% responded within two (2) hours during work hours.
3. T-Calls: greater than 90% of T-Calls responded within forty-eight (48) hours (excluding weekends).
4. Four (4) month old work orders: greater than 90% of regular work orders less than four (4) months old.

The Performance Indicators outlined above are based on the following assumptions:

1. The "Repair and Maintenance Roles and Responsibilities", (revised January 15, 2015) outlined in Appendix A of this SLA are adhered to by all parties. Subsequent revisions to the "roles and responsibilities" will be documented by an amendment in the SLA.
2. FMB/DAGS are not required to perform in-house major R&M or staff contract projects during this time period.
3. Number of emergency, T-Calls and regular work orders received during any time period are similar to average historic number of work orders received during same time period.
4. Sufficient funds are available to purchase materials and supplies, hire contractors.

### **MEASUREMENT TRACKING AND REPORTING**

Quarterly dashboard reports of all islands reflecting the activity for the quarter and fiscal year to date compared with the Performance Indicators shall be submitted to the Assistant Superintendent, Office and Support Services of Facilities within ten (10) working days after the end of the quarter.

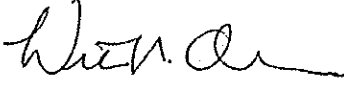
The schools and FMB/DAGS shall meet as needed to discuss any questions and/or concerns regarding the reported data.


In view of the above, the parties execute this SLA by their signatures on the dates below, to be effective as of the dates noted in the "TERM" section.


**TERM OF AGREEMENT**


In view of the above, the parties execute this SLA by their signatures on the dates below, to be effective as of the dates noted in the "TERM" section.

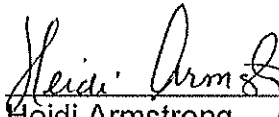
This SLA will become effective on September 01, 2015 and remain in effect until modified or cancelled by mutual agreement between the schools and FBM/DAGS.

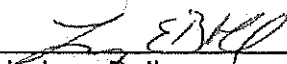
 8/12/2015  
\_\_\_\_\_  
Date  
William Arakaki  
Complex Area Superintendent  
Kapaa-Kauai-Waimea Complex Area

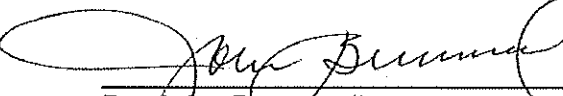
 12 Aug 15  
\_\_\_\_\_  
Date  
Dann Carlson  
Assistant Superintendent  
Department of Education  
Office of School Facilities and Support Services

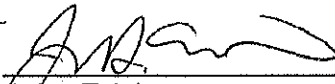
 08/12/2015  
\_\_\_\_\_  
Date  
Matt Ho  
Complex Area Superintendent  
Castle-Kahuku Complex Area


 8-25-15  
\_\_\_\_\_  
Date  
Douglas Murdock  
State Comptroller  
Department of Accounting & General Services


 8/12/15  
\_\_\_\_\_  
Date  
Heidi Armstrong  
Complex Area Superintendent  
Campbell-Kapolei Complex Area

 8/26/15  
\_\_\_\_\_  
Date  
Lindsay Ball  
Complex Area Superintendent  
Hana-Lahainaluna-Lanai-Molokai Complex Area

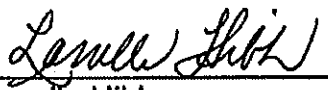
 8/12/15  
\_\_\_\_\_  
Date  
Dr. John Brummell  
Complex Area Superintendent  
Lelienua-Mililani-Waiialua Complex Area


 8/12/15  
\_\_\_\_\_  
Date  
John Erickson  
Acting Complex Area Superintendent  
Aiea-Moanalua-Radford Complex Area


  
Chad Keone Farias  
Complex Area Superintendent  
Kau-Keaau-Pahoa Complex Area  
8/12/15  
Date


  
Rodney Luke  
Complex Area Superintendent  
Pearl City-Waipahu Complex Area  
8/12/2015  
Date


  
Donna Lum Kagawa  
Complex Area Superintendent  
Farrington-Kaiser-Kalani Complex Area  
8/12/15  
Date


  
Lanelle Hibbs  
Acting Complex Area Superintendent  
Kailua-Kalaheo Complex Area  
8/12/2015  
Date

  
Alvin Shima  
Complex Area Superintendent  
Baldwin-Kekaullike-Maui Complex Area  
8-12-15  
Date

  
Ann Mahi  
Complex Area Superintendent  
Nanakuli-Waianae Complex Area  
8/12/15  
Date

  
Ruth Silberstein  
Complex Area Superintendent  
Roosevelt-Kaimuki-McKinley Complex Area  
8/12/15  
Date

  
Arthur Souza  
Complex Area Superintendent  
Honokaa-Kealakehe-Kohala-Konawaena  
Complex Area  
8/12/15  
Date

  
Brad Bennett  
Complex Area Superintendent  
Hilo-Waiakea Complex Area  
11/12/15  
Date

**Service Level Agreement - Appendix A  
School/OSFSS/DAGS Facilities Related Responsibilities**

FUNCTION	Revised 11/1/2014				
	OAHU	HAWAII	MAUI	KAUAI	CCS*
<b>SCHOOL CUSTODIAL FUNCTIONS vs FMB/DAGS FUNCTIONS</b>					
Athletic fields / school grounds mowing	FMB	FMB	FMB	FMB	FMB
Carpet cleaning and shampooing	School	School	School	School	School
Classroom cleaning services	School	School	School	School	School
Custodial equipment repairs	School	School	School	School	School
Custodial overtime pay	School	School	School	School	School
Custodial workshops	FMB	FMB	FMB	FMB	FMB
Emergency clean-up services due to flooding, roof leaks, and other environmental factors	FMB	DAGS	DAGS	DAGS	FMB/DAGS
Increased cost of half-time BU01 members doing classroom cleaning	DOE	DOE	DOE	DOE	DOE
Maintenance of field turf fields.	School	School	School	School	School
Mark buckner/sprinkler heads prior to mowing	School	School	School	School	School
Move and transport of equipment and furniture between schools	FMB	FMB	FMB	FMB	FMB
Move equipment and furniture in school	School	School	School	School	School
Pest control services, excluding termites	School (14)	School (14)	School (14)	School (14)	School (14)
Swimming pool chemicals and supplies for DOE pools	School (13)	School (13)	N/A	School (13)	N/A
Termite control fumigation and bait stations	FMB	DAGS	DAGS	DAGS	FMB/DAGS
<b>MINOR FACILITY REPAIRS</b>					
<b>Carpentry</b>					
Installation of electronic equipment, including smartboards and flat panel monitors	School	School	School	School	School
Louver window hardware and panes	FMB	DAGS	DAGS	DAGS	DAGS/FMB
Lubricate locks and hinges	School	School	School	School	School
Re-hang installed campus signs	FMB	DAGS	DAGS	DAGS	DAGS/FMB
Re-key door entry locks due to loss/missing keys	School	School	School	School	School
Repair door entry locks damaged due to wear and tear or vandalism	FMB	DAGS	DAGS	DAGS	School
Repair/replace door pneumatic closer	FMB	DAGS	DAGS	DAGS	DAGS/FMB
Replace damaged drop-in ceiling tile	FMB	DAGS	DAGS	DAGS	DAGS/FMB
Secure wooden door shut at end of day if lock not operating properly (temporary fix)	School	School	School	School	School
Tape ripped carpets (temporary safety measure)	School	School	School	School	School
Repair wooden stairs and railings	FMB	DAGS	DAGS	DAGS	DAGS/FMB
<b>Electrical</b>					
Hire consultant to carry out electrical power study for school-installed AC units	School	School	School	School	School
Replace burnt out fluorescent and standard light bulbs if accessible by custodians	School (3)	School (3)	School (3)	School (3)	School
Reset tripped electrical panel breaker as required	School	School	School	School	School
Update electrical panel directory	School	School	School	School	School
<b>Painting (2)</b>					
Paint graffiti less than 250 square feet (1 gallon of paint)	School	School	School	School	School
Paint lines for games such as hopscotch, four-squares	School	School	School	School	School
Paint lines for small parking lots	FMB	DAGS	DAGS	DAGS	DAGS/FMB
Paint names or numbers assigned to parking spaces	School	School	School	School	School
Paint over graffiti greater than 250 square feet (more than one gallon of paint).	FMB	DAGS	DAGS	DAGS	DAGS/FMB

**Service Level Agreement - Appendix A  
School/OSFSS/DAGS Facilities Related Responsibilities**

	Revised 11/1/2014				
<b>FUNCTION</b>	<b>OAHU</b>	<b>HAWAII</b>	<b>MAUI</b>	<b>KAUAI</b>	<b>CCS*</b>
Paint speed bumps, curbs, valve boxes and other devices protruding from the ground	School	School	School	School	School
<b>Plumbing</b>					
Check sprinkler system and check sprinkler heads	School	School	School	School	School
Clean/clear gutters and downspouts accessible by ladder	School	School	School	School	School
Clear clogged toilets and drains using plunger	School	School	School	School	School
Locate shut off valves and operate valves to isolate problem areas	School	School	School	School	School
Repair irrigation system	FMB	DAGS	DAGS	DAGS	DAGS/FMB
Replace broken toilet seats	FMB	DAGS	DAGS	DAGS	DAGS/FMB
Replace broken shower heads	FMB	DAGS	DAGS	DAGS	DAGS/FMB
Replace leaking toilet diaphragm	FMB	DAGS	DAGS	DAGS	DAGS/FMB
Replace washers in leaking faucets	FMB	DAGS	DAGS	DAGS	DAGS/FMB
Turn off valve for leaking plumbing fixtures	School	School	School	School	School
<b>Miscellaneous Repairs</b>					
Minor landscaping of school grounds	School	School	School	School	School
Minor masonry and welding repairs (including chainlink fences)	FMB	DAGS	DAGS	DAGS	DAGS/FMB
Replace glides on chairs	School	School	School	School	School
Replace wheels on dining room tables	FMB	School	School	School	School
<b>MISCELLANEOUS</b>					
Delivery and pick-up and delivery of private donations over \$500 approved by Superintendent/CAS	FMB (12)	FMB (12)	FMB (12)	FMB (12)	FMB / School
Pick-up and delivery of donations without approval by Superintendent	School	School	School	School	School
Tow derelict vehicles abandoned on campus	School	School	School	School	School
Fabricate and install Regulatory Signs	FMB	DAGS	DAGS	DAGS	FMB/DAGS
Fabricate and install Non-Regulatory Signs	School	School	School	School	School
Review volunteer or school initiated construction projects	ASB (11)	ASB (11)	ASB (11)	ASB (11)	ASB (11)
<b>PURCHASE OF CUSTODIAL SUPPLIES AND EQUIPMENT</b>					
It is the Schools' responsibility to purchase custodial equipment and supplies, including required personal protection equipment issued to custodians using Weighted School Formula funds. Consult with FMB for equipment specs, suggested cleaning supplies, and required personal protection equipment.					
<b>PURCHASE OF SUPPLIES</b>					
Fluorescent light bulbs	FMB	DAGS	DAGS	DAGS	FMB/DAGS
Matching paint for graffiti touch-up	FMB	DAGS	DAGS	DAGS	DAGS/FMB
Materials for community/volunteer projects	School	School	School	School	School
Materials for custodial repairs	School	School	School	School	School
Supplies for gym floor gym floor refinishing	School	School	School	School	School
Wall clocks and wall fans	School	School	School	School	School
<b>KITCHEN FACILITIES AND EQUIPMENT</b>					
Chillers/Refrigerators (built in) - compressors and refrigerator systems	SFSB	SFSB	SFSB	SFSB	School
Chillers/Refrigerators (built in) - doors and box	FMB	DAGS	DAGS	DAGS	FMB/DAGS



**Service Level Agreement - Appendix A  
School/OSFSS/DAGS Facilities Related Responsibilities**

	Revised 11/1/2014				
<b>FUNCTION</b>	<b>OAHU</b>	<b>HAWAII</b>	<b>MAUI</b>	<b>KAUAI</b>	<b>CCS*</b>
Chillers/Refrigerators (drop in) - compressors, refrigerator systems including doors and box	SFSB	SFSB	SFSB	SFSB	School
Fire extinguisher system in kitchen exhaust hood	FMB	DAGS	DAGS	DAGS	FMB/DAGS
Grease traps	FMB	DAGS	DAGS	DAGS	FMB/DAGS
Kitchen (building structure, plumbing, electrical)	FMB	DAGS	DAGS	DAGS	FMB/DAGS
Kitchen boilers	SFSB	SFSB	SFSB	SFSB	School
Kitchen ceiling fans	FMB	DAGS	DAGS	DAGS	FMB/DAGS
Kitchen equipment directly related to food preparation	SFSB	SFSB	SFSB	SFSB	School
Kitchen exhaust fan	FMB	DAGS	DAGS	DAGS	DAGS/FMB
Kitchen exhaust hood	SFSB	SFSB	SFSB	SFSB	School
Kitchen exhaust hood and filter cleaning	SFSB	SFSB	SFSB	SFSB	School
Kitchen exhaust hood filters replacement	SFSB	SFSB	SFSB	SFSB	School
Kitchen water heaters	FMB	DAGS	DAGS	DAGS	FMB/DAGS
<b>SCHOOL FURNITURE AND EQUIPMENT</b>					
Install or replace school purchased AC Units (Policy 6700)	School	School	School	School	School
Kitchen facilities equipment (range hood, water heaters, walk-in refrigerator)	FMB/FDB	FDB/ASB	FDB/ASB	FDB/ASB	FDB/ASB
Kitchen food preparation equipment	SFSB	SFSB	SFSB	SFSB	School
Locker/Shower heater/boilers	FDB/FMB	FDB/ASB	FDB/ASB	FDB/ASB	FDB/ASB
New student furniture (through CIP project)	ASB	ASB	ASB	ASB	ASB
Replacement AC Units under AC Service Contract	FDB/FMB	FDB/ASB	FDB/ASB	FDB/ASB	FDB/FMB
Replacement dining room tables (7)	ASB	ASB	ASB	ASB	School
Replacement built-in cabinets, science/art classrooms (through funded CIP project)	FDB	FDB	FDB	FDB	FDB
Replacement termite damaged built-in cabinets, cubbies (through furniture price list)	School	School	School	School	School
Replacement position related furniture	School	School	School	School	School
Replacement classroom related furniture (7)	ASB	ASB	ASB	ASB	School
Specialty and program/curriculum related equipment	School	School	School	School	School
Specialty or custom made furniture, display cases, or cabinets	School	School	School	School	School
<b>DISPOSAL OF TRASH (OTHER THAN CLASSROOM AND CAFETERIA TRASH)</b>					
Broken student related furniture	FMB	FMB	FMB	FMB	FMB
Bulk items	FMB	FMB	FMB	FMB	FMB
Contractor generated construction material	Contractor	Contractor	Contractor	Contractor	Contractor
Electronic equipment including computers and monitors	School	School	School	School	School
Green waste	FMB	FMB	FMB	FMB	FMB
Hazardous Chemical Materials	SSEP	SSEP	SSEP	SSEP	SSEP
School generated construction material	School	School	School	School	School
Tires, batteries, e-waste, white waste, furniture.	School	School	School	School	School
<b>ENVIRONMENTAL HAZARDS</b>					
Response to Asbestos Release (other than R&M Project related)	ESU (8)	ESU (8)	ESU (8)	ESU (8)	ESU (8)
Response to Asbestos Release (R&M Project Related)	FDB	DAGS	DAGS	DAGS	FDB/DAGS
Response to Hazardous Materials/chemical spill	ESU (8)	ESU (8)	ESU (8)	ESU (8)	ESU (8)
<b>SAFETY AND SECURITY SERVICES</b>					
HIOSH inspections	SSEP (9)	SSEP (9)	SSEP (9)	SSEP (9)	SSEP (9)

**Service Level Agreement - Appendix A  
School/OSFSS/DAGS Facilities Related Responsibilities**

					Revised	11/1/2014
FUNCTION	OAHU	HAWAII	MAUI	KAUAI	CCS*	
Issuance of school ID badges	School	School	School	School	School	
Issuance of State DOE ID badges (only for State & District Staff and School Administrators and schools on Military property.)	SSEP	SSEP	SSEP	SSEP	N/A	
School security services, regular or emergency	School	School	School	School	School	
<b>ASSISTANCE WITH FACILITY RELATED CITATIONS</b>						
HIOSH inspections	SSEP (9)	SSEP (9)	SSEP (9)	SSEP (9)	SSEP (9)	
All other facilities related inspection citations	FMB (10)	DAGS (10)	DAGS (10)	DAGS (10)	DAGS (10)	
<b>SERVICE AND MAINTENANCE CONTRACTS (4)</b>						
Backflow Maintenance	FMB	DAGS	DAGS	DAGS	FMB/DAGS	
Elevator Maintenance	FMB	DAGS	DAGS	DAGS	FMB/DAGS	
Fire Alarm Panel Maintenance	FMB (5)	DAGS	DAGS	DAGS	FMB/DAGS	
Fire Extinguisher and Fire Suppression Equipment	FMB	DAGS	DAGS	DAGS	FMB/DAGS	
Fire Hydrant Testing Maintenance	FMB	DAGS	DAGS	DAGS	FMB/DAGS	
Grease Trap Pumping Maintenance	FMB	DAGS	DAGS	DAGS	FMB/DAGS	
Master Clocks Maintenance (15)	FMB (5)	DAGS (5)	DAGS	DAGS	FMB/DAGS	
Palm/Coconut Tree Trimming	FMB	DAGS	DAGS	DAGS	FMB/DAGS	
Refuse Collection Service	FMB	DAGS	DAGS	DOE	FMB/DAGS	
Regular Tree Trimming Maintenance	FMB	DAGS	DAGS	DAGS	FMB/DAGS	
Septic Tank and Leach Fields Maintenance	FMB	DAGS	DAGS	DAGS	FMB/DAGS	
State Installed Air Conditioning Maintenance	FMB	DAGS	DAGS	DAGS	FMB/DAGS	
Wheelchair Lift Maintenance	FMB (5)	DAGS (5)	DAGS (5)	DAGS (5)	FMB/DAGS	
<b>Legend:</b>						
<b>DAGS = Respective Neighbor Island DAGS</b>			<b>SFSB = School Food Services Branch</b>			
<b>ASB = Auxiliary Services Branch</b>			<b>SSEP = Safety, Security and Emergency Preparedness</b>			
<b>FDB = Facilities Development Branch</b>			<b>School = School Responsibility</b>			
<b>FMB = Facilities Maintenance Branch</b>			<b>ESU - Environmental Services Unit</b>			
1 DOE on Oahu, DAGS on neighbor islands						
2 FMB/DAGS can supply paint for graffiti touch-up via Maximo work order request.						
3 FMB/DAGS will supply schools with fluorescent bulbs if school submits request via work order						
4 For service and maintenance contracts, ASB is Contract Administrator, FMB/DAGS is Point of Contact						
5 No Service Contract						
6 School - Contact Environmental Services Unit for guidance						
7 Annual classroom related furniture allocation to Complex Areas						
8 Consult FDB Environmental Services Unit before taking action						
9 Contact SSEPB upon HIOSH Inspector arrival						
10 Fax and send hard copy to FMB/DAGS upon receipt						
11 Submit request via Form 1						
12 Request needs to include acknowledgement letter from CAS/Superintendent						
13 Funds allocated to schools by FMB						
14 It is a violation to use pesticides and herbicides in schools which are not authorized for commercial use or marked						
15 Simplex system only. FMB/DAGS will pay for one school initiated scheduled change per school year. Schools' responsible for subsequent changes. Schools responsible for all converged infrastructure system programming.						