

## Service Levels for Engineering & Construction Services

**Construction Services** Develops and delivers a unique scope, budget, and schedule with our clients at the beginning of each proposed construction project, with the goal of meeting these agreed upon budgets and schedules on 95% or more of our Construction Services coordinated projects.

**Design Services** Develops and delivers a unique scope, budget, and schedule to produce construction documents with our clients at the beginning of each proposed design project, with the goal of meeting these agreed upon budgets and schedules on 95% or more of our Design Services projects.

### **Design Review and Code Compliance & Fire Safety**

1. Provides design review comments on Capital Projects within 10 business days of each design submission
2. Provides shop drawing reviews within 5 business days of receipt of shop drawing

### **Commissioning & Inspection**

1. Provides on-site inspections within 72 hours of notification of work completed and ready to be inspected on construction projects across campus. However, on-site inspections are typically delivered within 24 hours.
2. Provides shop drawing reviews within 5 business days of receipt of shop drawing.

**Records Management** Sets up FTP sites within 3 business days of request.

**Space Management** Submits space management reports on schedule, as agreed upon with the customer on a project-by-project basis.

**GPS Data Collection** Provides on-site GPS data collection services within 24 hours of notification of work ready to be located on construction projects across campus.