

Service Level Agreement

University Code Office



July 1, 2026

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 University Code Office.

This SLA covers the period from July 1, 2026 - June 30, 2027, and will be reviewed and revised at the end of this period.

2.0 DESCRIPTION OF SERVICES

The University Code Office provides plan review, inspections and issues permits and certificates according to the New Jersey Uniform Construction Code.

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:

1. Changes in aligned employees collective bargaining agreements.
2. Fluctuation in fringe benefit rates.
3. Rise in contract, equipment and supply costs.
4. Mandated regulatory requirements for fire systems and building codes.

4.0 SERVICE PROVIDER RESPONSIBILITIES

- Plan Review
- Complete all requested inspections
- Maintain permit logs
- Maintain inspection logs
- Ensure all standards are met or exceeded as set by the New Jersey Uniform Construction Code

5.0 PROBLEM MANAGEMENT

All project or site problems are directed to the University Construction Official. The Construction Official will manage through the problem with guidance from the New Jersey Uniform Construction Code.

5.1 SUPPORT & PROBLEM ESCALATION CONTACT LIST

Support Help Line			
Name	Role	Phone	Email
William Fox	Executive Administrator	848-202-2212	William.fox@rutgers.edu
Support Contacts			
Thomas Macor	Plumbing Subcode Official	848-205-9413	Thomas.macor@rutgers.edu
Robert Guiliano	Elevator Subcode Official	908-907-7320	Robert.guiliano@rutgers.edu
Escalation Contacts			
Scott Luthman	Construction Official	848-202-0333	Scott.luthman@rutgers.edu

6.0 KEY PERFORMANCE INDICATORS AND METRICS

- Complete Plan Reviews within 20 business days
- Complete all inspections within 3 business days

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. University Code Office will incorporate all subsequent revisions and obtain mutual agreements/approvals as required.

8.0 OUT OF SCOPE SERVICES

University Code Office does not charge the university community for any services.



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