

**MEMORANDUM OF UNDERSTANDING  
REGARDING CONTRACT  
BETWEEN THE STATE OF TENNESSEE,  
DEPARTMENT OF GENERAL SERVICES  
AND  
JONES LANG LASALLE AMERICAS, INC.  
Agency Tracking No. 32101-00124, EDISON Record ID 36239 (the "Contract")**

This Memorandum of Understanding (this "Memorandum") is made and entered into as of this 13<sup>th</sup> day of November, 2015, by and between the **State of Tennessee, Department of General Services**, hereinafter referred to as the "State," and **Jones Lang LaSalle Americas, Inc.**, hereinafter referred to as the "Contractor." The parties desire to confirm approval of the FY 2016 Key Performance Indicator (KPI) targets in accordance with the terms of Section D.2 of the Contract. Accordingly, Contract Attachment 6 is hereby deleted in its entirety and Exhibit A attached hereto is substituted in its place and stead.

1. Approved Key Performance Indicators – attached as Exhibit A is the approved Key Performance Indicators (KPIs) for FY 2016.

This instrument may be executed in one or more counterparts. It shall be fully executed when each party whose signature is required has signed at least one (1) counterpart, even though no one (1) counterpart contains the signatures of all the parties to this instrument. Electronic, scanned or facsimile signatures shall have the same force and effect as original signatures.

**IN WITNESS WHEREOF,**

**JONES LANG LASALLE AMERICAS, INC.:**

SIGNATURE

DATE

  
Thomas C. Foster, Executive Vice President

11.18.15


PRINTED NAME AND TITLE OF SIGNATORY (above)

**STATE OF TENNESSEE**

**DEPARTMENT OF GENERAL SERVICES:**

SIGNATURE

DATE

  
John M. Hull, Esq. **Deputy Commissioner, STREAM**

11/19/15

PRINTED NAME AND TITLE OF SIGNATORY (above)

Exhibit A

JLL - Key Performance Indicators July 2015 - June 2016

Objective	Key Performance Indicator	Weighting	Goal	Description	Calculation	Frequency	Scoring Criteria	Result	Rating	Weighted Score
Financial 50%	Savings Creation Operational	30%	20% of baseline spend - Year 3 goal of 18%	Ongoing savings realized by JLL	Baseline expenses - new costs	Monthly	5 points = 19.0%+ 4 points = 18.5%+ 3 points = 18.0%+ 2 points = 17.5%+ 1 point = 17.0%+			
	Savings Creation Utilities	1.5%	15% of baseline spend adjusted for rate increases and approved adverse weather- Year 3 goal of 10% - Savings directly attributable to EMPOWER TM projects will NOT be included to meet the goal.	Measure and report energy usage/savings over the portfolio and by building	Adjusted baseline of current usage and expenses - new usage and costs	Monthly	5 points = 12.0%+ 4 points = 11.0%+ 3 points = 10.0%+ 2 points = 9.0%+ 1 point = 8%+			
	Diversity Spend Goal	5%	25% of annual managed vendor spend	Percentage of managed vendor spend going to diversity vendors	Total Diversity Vendor Spend divided by Total Managed Vendor Spend YTD	Monthly	5 points = 30%+ 4 points = 27.5%+ 3 points = 25%+ 2 points = 22.5%+ 1 point = 20%+			
Facility Management Efficiency/ Reliability 30%	Reactive Maintenance Completion	12.5%	83% completed on-time within SLA	Effectiveness of maintenance work being performed	Percentage of service requests completed on-time YTD	Monthly	5 points = 95%+ 4 points = 92%+ 3 points = 89%+ 2 points = 86%+ 1 point = 83%+			
	Preventative Maintenance Completion (Standard Equipment)	12.5%	89% compliant based on monthly cycle	Effectiveness of preventative maintenance work being performed	Percentage of PM routines completed on-time YTD	Monthly	5 points = 95%+ 4 points = 92%+ 3 points = 89%+ 2 points = 86%+ 1 point = 83%+			
Customer Satisfaction 20%	Equipment up time/down time for Critical Building Systems	5%	Unplanned downtime of systems in critical buildings	Incidents under JLL control which result in unplanned downtime at Capital Building, Legislative Plaza and Tennessee Tower	Length of time between equipment failing and operation being re-established	Monthly	3 points = 0 hours 2 points = < 5 hours 1 point = < 10 hrs			
	Tenant Satisfaction	10%	89% satisfaction ("satisfied or highly satisfied")	Measure of overall tenant satisfaction reported over the entire portfolio and by building	Results from work order tenant satisfaction surveys	Monthly	5 points = 95%+ 4 points = 92%+ 3 points = 89%+ 2 points = 86%+ 1 point = 83%+			
	Client Satisfaction	10%	89% Satisfaction ("satisfied or highly satisfied")	DGS Client Survey	DGS Client Survey will be scored using the same metrics as the "Tenant" Survey	Annual	5 points = 95%+ 4 points = 92%+ 3 points = 89%+ 2 points = 86%+ 1 point = 83%+			
<b>Total Score</b>						<b>0.00</b>				

100% Payout = Total Score divided by 3, not to exceed 100%