


**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 28th day of September, 2016, 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 2017 Key Performance Indicators (KPI) 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.

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 9.28.16
DATE

Thomas C. Foster, EVP Alliance Director

PRINTED NAME AND TITLE OF SIGNATORY (above)

**STATE OF TENNESSEE
DEPARTMENT OF GENERAL SERVICES:**



SIGNATURE 9/29/16
DATE

John M. Hull, Deputy Commissioner

PRINTED NAME AND TITLE OF SIGNATORY (above)

Exhibit A

JLL - Key Performance Indicators July 2016 - June 2017

Objective	Key Performance Indicator	Weighting	Goal	Description	Calculation	Frequency	Scoring Criteria	Result	Rating	Weighted Score	
Financial 50%	Savings Creation Operational	30%	Reduce operational costs (\$01.01 and \$01.02) by \$560k or 1.92% to \$28,598,053	Ongoing savings realized by JLL (24.1% below original baseline)	FY16 costs (\$29,158,053) minus FY17 actuals	Monthly	5 points = \$850k+ 4 points = \$700k+ 3 points = \$560k+ 2 points = \$300k+ 1 point = \$150k+				
	Savings Creation Utilities	15%	Continue to bring savings initiatives and innovation to the State to assist in reaching the established savings target	JLL will present conservation initiatives, products and services to State Energy Team for validation	50 new energy conservation initiatives with estimated annual savings of at least \$1,000 will be submitted	Monthly	5 points = 60 projects 4 points = 55 projects 3 points = 50 projects 2 points = 45 projects 1 point = 40 projects				
Facility Management Efficiency/Reliability 30%	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%+				
	Reactive Maintenance Completion	12.5%	90% 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 = 90%+ 2 points = 88%+ 1 point = 85%+				
	Preventative Maintenance Completion (Standard Equipment)	12.5%	90% 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 = 90%+ 2 points = 88%+ 1 point = 85%+				
	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.	3 points = 0 hours 2 points = < 5 hours 1 point = < 10 hrs	Monthly				
Customer Satisfaction 20%	Tenant Satisfaction	10%	90% 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 = 90%+ 2 points = 88%+ 1 point = 85%+				
	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%+				
Total Score							0.00				

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