

SERVICE LEVEL AGREEMENT FOR THE PROVISION ESTATES SERVICES TO BOURNE HOUSE

Services Covered:	Building Maintenance Engineering Maintenance Building Management System 24 hour Breakdown Maintenance Management of Minor New Works
Contract Duration:	36 months (1st April 2022 — 31st March 2025)
Name of Purchaser:	Health Education North East
Address	NHS North East Waterfront 4 Goldcrest Way Newburn Riverside Newcastle upon Tyne
Postcode	NE15 8NY
Telephone Number:	(0191) 275 4720
Property Serviced	Bourne House
Address:	Mandale Business Park Belmont Industrial Estate Durham
Postcode:	DH1 1TH
Telephone Number:	(0191) 386 1197
Fax Number:	(0191) 383 9861
Email Address:	■■■■
Contact Name:	■■■■
Name of Provider	QE Facilities
Address:	Darlington Memorial Hospital Hollyhurst Road Darlington
Postcode:	DL3 6HX

Telephone Number: 01325 743074

Email Address: 

Contact: 

1. INTRODUCTION

This Service Level Agreement document is intended to outline the details of the Estates Services that will be provided to the Health Education North East (Bourne House), by QE Facilities management, Queen Elizabeth Hospital, Queen Elizabeth Avenue, Sheriff Hill Gateshead NE9 6SX

A significant amount of statutory and mandatory requirements are imposed upon Trusts in managing their assets with Trust Boards being accountable for ensuring these requirements are complied with. The providers of the services included within this Service Level Agreement are experienced health care facilities management providers, offering the services of a multi-disciplinary, professional team of staff.

Period of Contract

The period of contract covered by this Service Level Agreement is 12 months, from 1st April 2021 to 31st March 2025. The service level agreement would be **in** place for 3 years reviewed annually. Cancellation of the Service Level Agreement can be given by either party. Minimum termination period is 6 months.

Cost of the Agreement

£28,817/Year (Excl Vat) + RPI increase and Agenda for change awards.

2. SCOPE OF ESTATES SERVICES

The service provided incorporates a planned preventative maintenance program together with a comprehensive breakdown service all served through a 7 day / 24 hour Helpdesk and Computerized Facilities Management System (Backtrack)

The aim of the service is to deliver a cost effective and efficient planned preventative maintenance program, minimize breakdown and subsequent loss of service. Where unforeseeable breakdowns do occur to respond **in** a professional and timely manner to minimize disruption to patients and staff

1. Services included

The following services are included within the scope of the Service Level Agreement

- Building Maintenance.
- Engineering Maintenance.
- Building Management System Maintenance.
- 24 hour breakdown cover.
- Management of Minor New Works.
- Day to day management of lifts and contractors.

2. Services excluded

The following services are excluded from the scope of the Service Level Agreement, as no funding exists within the current budgets, however these service are available by agreement and at additional cost

- > The costs for appointment for external architects, quantity surveyors and other consultants
- > The management of PFI / LIFT schemes
- > The cost of alterations, adaptations and minor new works
- > Costs of equipment replacement (equipment and asset will be maintained up until the end of its normal life expectancy, or until it becomes beyond economical repair)
- > Life cycle refurbishment and planned redecoration / refurbishment program
- > Assets not covered or identified within the agreed asset register at date of transfer > Extraordinary maintenance acquiring capital investment.
- > Management of Utilities contracts.
- > Medical devices and associated equipment.
- > Landlords Communications and costs.
- > Dilapidations.
- > General Waste Management Contracts.
- > Fixtures & Fittings

3. COMMUNICATION

Communication shall take place on a regular basis with the clients nominated representative and shall take the following form with suggested topics

1. Telephone

General enquiries and defect reporting

2. Email

General enquiries and defect reporting

3. Written

Authorisation to progress works which are outside of the Service Level Agreement would need to be approved by e mail to proceed against costs provided.

- a)  _____ 
- b)  _____

4. Informal Meetings

General discussions, initially monthly moving to quarterly on agreement.

4. PLANNED MAINTENANCE PROGRAM

The planned maintenance program has been developed to promote and maintain a safe working environment and to extend and optimize plant and service performance

The program has been developed around 4 basic principles as follows:

- Statutory Requirement — Formal Legislative Document
- Mandatory Requirement -- Compulsive requirement
- Manufacturer's recommendations
- Historical experience

Details of the scheduled planned preventative maintenance tasks included within the Service Level Agreement are contained within **Appendix A**

5. REACTIVE MAINTENANCE

Reactive maintenance is generally categorised into distinct areas as follows:

1. Request for breakdown repairs

2. Request for non-maintenance service

3. Request for breakdown repairs

Maintenance services are categorised into one of the following three categories:

(1) Emergency Request

An emergency response is a request for a maintenance service following an incident, which is dangerous to persons including patients, visitors or staff (or which is delaying or disrupting a key business operation of the Trust, or presents a risk to security)

(2) Urgent Request

An urgent response is a request for a maintenance service following an incident that hinders or restricts the trust in conducting its normal business operations

(3) Routine Request

A routine response is a request for a maintenance service following an incident, which falls outside the scope of an emergency or urgent request

The On Call, Appendix C and advisory note provides the detail and various contact numbers for the 24 hour service provided under this Service Level Agreement

Response and Rectification Times, - Appendix C

Advisory Note:

Unnecessary call-out for emergency/urgent services are expensive and reduces availability of key personnel to respond to actual emergencies. Please only call for services strictly in accordance with the criteria set.

Requests for services other than faults, e.g. improvements, adaptations, alterations and new works, must be made through QE Departmental Managers. A written request should be supplied to QE Senior Estates Manager who will seek to obtain the relevant quotations and return them to the originator for authorisation and financial approval.

Where possible all maintenance requests will be fully rectified at the time of the visit, however where this is not possible an agreed rectification period of no more than **4** weeks for routine maintenance repairs will be agreed the Department or equipment user.

1. Request for non-maintenance service

Professional Advice/Consultancy/Information

Response for professional advice / consultancy / services information requests will normally be within 5 working days (except in an emergency where a response to the request will be given within 1 working day).

Time-scales for the completion of the requested activity will be dependent upon the requirement of each individual request and will be agreed with the users at the time of the initial response.

6. BACKLOG MAINTENANCE

Backlog is the cost to bring estate assets that are below acceptable standards in terms of their physical condition or do not comply with mandatory fire safety requirements and statutory safety legislation (as they apply to the built environment) up to an acceptable standard.

7. MAINTENANCE CONTRACTS

The following list provides the details on the various additional specialist contractors which are employed to ensure continuity of the comprehensive service offered. It is important however, to ensure financial continuity that all defect calls are placed with the Estates Helpdesk who will carry out the initial inspections prior to calling out the specialist contractor.

1. FIRE ALARM SYSTEM

An external contractor will provide the maintenance on the fire alarm system serving the building.

2. INTRUDER ALARM SYSTEM

An external contractor will provide the maintenance on the intruder alarm system serving the building.

Standard Security's contact details for normal office hours are: 01670 364832. Emergency out of hours contact details are: 0844 5614590. The contract number is U290089.

3. GAS BOILERS

An external contractor will provide the maintenance on the gas boilers serving the building.

4. PORTABLE APPLIANCE TESTING

An external contractor will carry out the testing on portable appliances within the building.

5. UTILITIES CONTRACTS,

Provision in the specification to support contracts

6. PASSENGER LIFTS

An external contractor will provide the maintenance on the passenger lifts serving the building.

7. FIRE FIGHTING EQUIPMENT

An external contractor will provide the maintenance on the firefighting equipment serving the building.

8.. INSURANCE COVER (LIFTS)

Insurance cover for passenger and plant-form lifts will be provided by:
Zurich Municipal

8. **MAINTENANCE CHARGE**

1. PLANNED PREVENTATIVE MAINTENANCE

The cost of the Service Level Agreement shall include for all labour and parts necessary to complete the tasks identified under Section 4 Planned Maintenance Program and Section 5 Reactive Maintenance.

It covers for all failed component parts identified during the planned maintenance service to **a maximum of £350 per occasion (one event)**

Parts in excess of £350 shall be charged at cost price + 15% Administrative Costs

2. BREAKDOWN MAINTENANCE

An allowance of £1,000 has been included within the maintenance costs to cover small items of repair.

When this initial £1,000 is exhausted breakdown maintenance will be charged at the appropriate rate identified under Appendix B Scheduled of Rates. Replacement parts required as consequence of a break down will be charged at cost price + 15% Administrative Costs

MINOR NEW WORKS, value of Work up to £5,000

Minor new works will be charged at the appropriate rate identified under Appendix B Schedule of Rates + 15% Administrative Costs, contracted quotations will charged at cost price + 15% Administrative Costs.

Medical devices, Appendix D

Medical devices is a pass through cost **only**, the agreed level of equipment is listed in Appendix D, QE Costs will be actual cost plus 15%, variations in charges by suppliers will be automatically invoiced accordingly. Costs are pass through and the technical content in relation to the equipment use and operation is for your operational team, we at QE accept no liability in management of the equipment.

3. VALUE OF WORK GREATER THAN - f5,000

WORKS will be charged at the appropriate rate identified under Appendix B Schedule of Rates + 15% Administrative Costs, works may require consultant involvement through tendered works process, all costs supplied will be charged at cost price + 15% Administrative Costs.

9. INVOICING OF SERVICES

9.1 Maintenance and Reactive Maintenance works, Invoices will be raised quarterly with any additional costs identified within the period, supporting documentation will be provided to support the invoice value.

10. SCHEDULE OF RATES

10.1 The schedule of rates supporting the service level agreement is identified within Appendix B

Signed Contract Agreement

- a. [REDACTED] c---"11'lealth Education North East
- b. [REDACTED] 3. L.A.es Health Education North East
- c. [REDACTED] Q E F a c i l i t i e s

Appendix A

Planned Preventative Maintenance Program

Task	Frequency	Total obs	Time	Manpower	Number	Total (Hours)	Trade (Hours)				Comments
		per year	Hours	Hours	of items		Electrician	Fitter	S/S	Joiner	
Utility Meter Readings	4	13									Take utility readings
PAT	52	1									High / Medium Risks
Emergency Lights	4	13									Operation check
Sentinel Tap Temp check	4	13									Hot & Cold water taps
Hot water temp monitoring	4	13									Flow temperatures
Shower Head Cleaning	13	4									Clean and Disinfect
Cold Water Tanks	26	2									Temperature checks
Cold Water Tanks	26	2									Drain down, clean & chlorinate tanks
Mixer Valve Temp Tests	4	13									Test fail safe device
Outside Lights (Oct - Mar)	4	6									Check operation
Fire doors	13	4									Check seals and fitting
Portable appliance inspection	26	2									Visual Inspection
Domestic appliance visual	13	4									Visual inspection
Light shade cleaning	26	2									Remove diffuser & clean
Fire extinguisher checks	4	13									General check
Fixtures & fittings	13	4									Checks of handles, hinges etc.
Re — Lamping	6	8									Replace failed lamps
Fire Alarm Maintenance (Exclude weekly Test)	13	4									External Provider
Gas Boiler Maintenance	1	5									External Provider
Lift Maintenance	12	12									External Provider
Lift Insurance inspections	1	1									External Provider
Electrical Inspection Condition reports	1	5 yearly									External Provider
Water Fountains	1	2									External Provider
Water Risk Assessment	1	0.5									External Provider
Fire Risk Assessment	1	1									External Provider
Dishwasher Maintenance	1	1									External Provider
Pressure Systems	1	1									External Provider

Appendix B

Schedule of Rates*

	Normal Hourly Rate	Weekday O/T Hourly Rate	Weekend O/T Hourly Rate
Estates Officer	£45.80	£64.12	£64.12
Maintenance Craftsman	£34.02	£47.62	£47.62
Maintenance Assistant	£23.30	£32.62	£32.62
Painter Decorator	£26.45	£37.03	£37.03
Contractor	Contract Rate + Administration Charge as identified in Section 7		

*The above rates are subject to an annual increase in accordance with the NHS A4C agreement.

Appendix C

REQUISITION	RESPONSE TIME		METHOD OF FAULT REPORTING	
	Normal Hours Mon — Fri 08:00 — 16:00	Out of Hours Sat, Sun, & Public Holidays	Normal Hours Mon — Fri 08:00 — 16:00	Out of Hours Sat, Sun, & Public Holidays
Routine	Within 2 weeks	Within 2 weeks	Tel: 01325 743035 (Helpdesk)	N/A
Urgent	Within 2 operational working days	Within 2 operational working days	Tel: 01325 743035 (Helpdesk)	N/A
Emergency	4 hour	4 hour	Tel: 01325 743035 (Helpdesk)	Tel: 01325 380100 (On-Call Engineer)

Appendix D Medical Devices List

Decontamination room equipment

Service contractor: Breckon Dental services

Item	Manufacturer	tLWi	Serial number	Interval
Ultrasonic Cleaner	Walkers Electronics	1	1009574	2 x yearly
Washer Disinfector	Prestige	1	16015POD0165	2 x yearly
DAC Autoclave	Sirona	1	222333	2 x yearly
Task Light	Luxo	1	N2260	n/a
Compressor	Bambi	1	PT5-00226	2 x yearly
Water Purifier	Eco Systems	1	80052205	n/a
Autoclave	Newmed — Kronos B	1	KB12V11498	2 x yearly
Reverse osmosis unit	Spectrum	1	Sv-sk-613	1 x yearly
			Costing for 2 x services er:	£1350.00
			1 full- January	
			1 intermediate — July	
			Service due:	January 2023

No decontamination equipment covered by warranty

Clinical skills Units Equipment

Service Contractor: Wrights-Cottrell

Item	Manufacturer	Quantity	Serial number	Interval
Phantom head Kayo DSE Unit 1	Kayo	1	D898013	1 x yearly
Phantom head Kayo DSE Unit 2	Kayo	1	D898020	1 x yearly
Phantom head Kayo DSE	Kayo	1	D898019	1 x yearly

Unit 3				
Phantom head Kayo DSE Unit 4	Kayo	1	D898018	1 x yearly
Phantom head Kayo DSE Unit 5	Kayo	1	D898017	1 x yearly
Phantom head Kayo DSE Unit 6	Kayo	1	D898021	1 x yearly
Phantom head Kayo DSE Unit 7	Kayo	1	D898015	1 x yearly
Phantom head Kayo DSE Unit 8	Kayo	1	D898012	1 x yearly
Phantom head Kayo DSE Unit 9	Kayo	1	D898011	1 x yearly
Phantom head Kayo DSE Unit 10	Kayo	1	D898016	1 x yearly
Phantom head Kayo DSE Unit 11	Kayo	1	D898014	1 x yearly
Phantom head Kayo DSE Unit 12	Kayo	1	D898023	1 x yearly
Phantom head Kayo DSE Unit 13	Kayo	1	D898022	1 x yearly
Phantom head Kayo DSE Unit 14	Kayo	1	D898024	1 x yearly
Phantom head Kayo DSE Speaker station	Kayo	1	D898010	1 x yearly
			Costing for 1 x annual service:	£3750
			Service due:	April 2022

Kayo phantom heads covered under warranty until 21/04/2022

Sim man equipment

Service contractor: Laerdal

Item	Manufacturer	Quantity	Serial number	Interval
Sim man	Laerdal	1	21226206835	Yearly
Sim Junior	Laerdal	1	232M5013008	Yearly
			Costing for 1 x annual	£0
			service:	
			Service due:	October 2022

Sim man equipment currently covered by a 5-year service package which includes 1 x full service per year. The first service from this schedule took place 15/10/21.

Service 2/5 is due October 2022

Sim man equipment not covered by any warranty

Radiography equipment

Service contractor: Sunderland dental equipment

Item	Manufacturer	Quantity	Serial number	Interval
Belmont Intra Oral Unit	Belmont	1	EX08F0483	1x yearly
Belmont Intra Oral Unit	Belmont	1	EA08F0483	1x yearly
Velopex Developer	Velopex	1	16/23033	1 x yearly
			Costing for 1 x annual	£180
			service:	
			Service due:	December 2022

Radiography equipment

Service contractor: Carestream

Item	Manufacturer	Quantity	Serial number	Interval
Kodak 800 OPG Unit	Kodak	1	ZBA588	1 x yearly
			Costing for 1 x annual	£1863
			service:	
			Service due:	November 2022

Carestream contract runs from 15Th of May 2021-14th of May 2022

No x-ray equipment currently covered under warranty

Radiation Protection Advisor
ice contractor: Hull Universit

Item	Manufacturer	Quantity	Serial number	Interval
Radiography equipment	See above	See above	See above	1 x 3 yearly
			Costing for 1 x annual service:	£506
			Service due: _____	April 2024

Digital simulation equipment
Service contractor: SimToCare

Item	Manufacturer	Quantity	Serial number	Interval
SIMtoCARE haptic unit	Simtocare	1	CO2Y95VMJWDW	1 x year
SIIVItocare server	simtocare	1	N/A	
			Costing for 1 x annual service:	N/A
			Service due: _____	March 2022

SIMtoCARE haptic unit currently includes a total of 3 years of warranty (1 + 2 years extended warranty) and 3 service visits at the end of each year for preventive maintenance

Dental surgery equipment

Service contractor: Breckon Dental Services

Item	Manufacturer	Quantity	Serial number	Interval
Dental chair — sim man surgery	ADEC	1	SNF8 19917	N/A
Dental chair — radiography room	ADEC	1	F82376	N/A
Aspirator motor-Sim man surgery	DURR	1	SN:W011441	N/A
Aspirator motor- digital suite	DURR	1	SN:W0 11835	N/A
			Costings for 1 x annual service:	£0
			Service due:	N/A

The dental chairs / surgery equipment within the facility do not currently have a servicing contract and would be repaired as and when needed by Breckon dental services.

No surgery equipment currently covered under warranty

Compressor

Service contractor: Air supply northeast

Item	Manufacturer	Quantity	Serial number	Interval
Compressor	Atlas Coplo	1	CA1470035	1 X yearly
			Costing for 1 x annual service:	£413
			Service due:	Jan 2023

Compressor currently not covered under warranty

* Any parts identified as needing replaced are paid for in addition to service*

Supplier name	Area covered	cost	supplier contact details	service due date
Wrights-Cottrell	CSU servicing	3750	██████	Apr-22
Breckon dental	decon servicing	1350	██████ ██████	Jan-23
Sunderland dental	radiography servicing	180	info@sunderlanddentalequipment.co.uk	Dec-22
carestream	OPG servicing and software	1863	uk-customer-care@csdental.com	Nov-22
Hull University	Radiography equipment	506		Apr-24
Air supply northeast	compressor servicing	413	rich airsupplyne@yahoo.co.uk	Jul-23
		8062	Total cost/year + management fee + add on costs	