



Determination of A{analyte or measurand} (in the presence of B{interference}) in C {matrix} using D {principle}

Service Level Agreement (SLA) between British Geological Survey, Keyworth and M&E Service Provider

1. INTRODUCTION

This Service Level Agreement (SLA) outlines the Planned and Reactive Maintenance plus any Additional Works not included within the contractual framework agreement.

The aim is to effectively carry out planned maintenance and reactive repairs in a prompt and efficient manner with the minimum disruption and within agreed priorities and timescales.

Schedule 2 (Scope of Services) and Schedule 4 (PPM Schedules) outline the maintenance to which the SLA and KPIs are applicable.

2. DEFINITIONS

“Access Times”	means the times to be agreed between Client and Service Provider for each functional area, within which the Services shall be carried out.
“Asset Maintenance”	means the keeping of an asset register for all M&E equipment (assets), plus the maintenance, installation, commissioning, decommissioning and disposal of such equipment.
“BMS”	means the Building Management System (Trend 963).
“Client”	British Geological Survey (BGS).
“Corrective Actions”	Corrective maintenance is carried out after a failure has been identified and is aimed at restoring an asset to an appropriate condition usually as a result of a PPM.
“Help Desk”	means the centralised service provided by the Client using the computer aided facilities management system (CAFM).
“Maintenance”	means any maintenance, replacement, upkeep and repair.
“Maintenance Standard”	means a standard of maintenance which ensures as a minimum that: <ol style="list-style-type: none"> a) each element of the Facility and Site satisfies its design intention; b) all elements of the Facility and Site are in good decorative order.
“Make Safe”	means to ensure that any immediate risk of injury or incident that might impinge on the health and safety of users of the Facility is removed by means of temporary or permanent rectification.
“Non-Compliance”	means any unjustified failure by the Service Provider to comply with a key performance indicator as set out in the Specification.



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“Performance Standard”	means the standards described in Section 7 of the Service Level Agreement.
“Permit to Work System”	means the Client’s works access and safety management system(s).
“PPM”	means routine Planned Preventative Maintenance of all elements of the Facility and Site to meet the required maintenance standard.
“Reactive Works”	means any works performed as a result of a breakdown so an asset can perform its intended function.
“Rectification Period”	means the period of time within which the Service Event must have a permanent fix.
“Response Period”	means, in relation to each performance standard, the period of time within which the contractor must respond to a Service Event and (if relevant) Make Safe.
“Routine”	means a Service Event that is neither Urgent nor Emergency.
“Service Provider”	means the permanent M&E contractor.

3. SCOPE OF SERVICE

3.1 The Maintenance Service shall comprise the following:

- 3.1.1 The provision of Planned Preventative Maintenance in accordance with Section 5.
- 3.1.2 The provision of Reactive Maintenance in accordance with Section 6.
- 3.1.3 Asset Maintenance in accordance with Section 7.
- 3.1.4 The coordination and undertaking of inspections and tests and the maintenance of records and registers in accordance with Section 8.
- 3.1.5 The implementation of Small Works in accordance with Section 9.
- 3.1.6 The implementation of Additional Works in accordance with Section 10.
- 3.1.7 The maintenance of alarm systems and procedures in accordance with Section 11.

4. PROVISION OF SERVICES

- 4.1 There are 14 buildings on the British Geological Survey site at Keyworth, Nottingham, and reactive maintenance relies substantially on the users of the buildings reporting faults/defects to the Estates Department using the Estates Help Desk Facility which is open 08.30 – 16.30 Monday to Friday (excluding Public/Bank Holidays).
 - 4.2 The Service Provider will ensure that maintenance staff are available during this period and will also operate an out of hours call-out facility to cover emergency repairs. Emergency cover will be provided 365 days of the year.
 - 4.3 All maintenance requests will be recorded and prioritised on the maintenance database (CAFM), given a job number and actioned accordingly.
 - 4.4 The Service Provider shall notify the Estates Department of any planned disconnection of any item of electrical, electronic or scientific equipment.
 - 4.5 The Service Provider shall notify the Estates Department of any planned disruption of essential or critical equipment and services that may disrupt the operations at BGS.
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5. PLANNED MAINTENANCE

- 5.1 The Service Provider shall undertake planned maintenance as outlined in the contractual agreement of "TBC" 2019. Planned maintenance activities will be governed by the asset register on the CAFM system.
- 5.2 Planned works must be organised such that they meet the deadlines as outlined on the CAFM system and will be completed within 1 month of the date as set out in the annual program (except for daily or weekly tasks which must be completed within 1 day or 1 week respectively).
- 5.3 All statutory works must be completed by the agreed time in order to attain statutory compliance.
- 5.4 The Estates Department must be informed of all planned activities in advance if the work may be disruptive or if the work is by subcontractors.
- 5.5 Service reports must be filed either electronically or in hard copy format such that they may be viewed and audited at any time by the Estates Department with minimal notice.
- 5.6 Any defects must be reported immediately to the Estates Help Desk.

6. REACTIVE MAINTENANCE

(A) Priority 1 (Emergency)

This is a sudden occurrence with serious H&S implications and/or significant impact on business operations.

Respond within 15 minutes (during working hours) or 1 hour (out of hours) for making safe any failure that has an immediate threat to life, health and safety, damage to property or may impact significantly on business operations.

The rectification period for making safe is 1 hour during working hours or 2 hours from the time of the call for out of hours work. If a permanent fix cannot be made, a temporary solution must be found and the permanent repair undertaken as soon as possible within an agreed time-scale.

These two separate events (working hours and out of hours) will have different SLAs on CAFM and will be raised as such.

Examples of emergencies would be:

- Gas leaks.
- Major water leaks.
- Total loss of electrical supply to a building.
- Total loss of cooling in a server room.
- Major structural damage such as the collapse of a ceiling.
- Significant health & safety risk to groups or individuals.

(B) Priority 2 (Urgent)

This is an unforeseen occurrence with the potential to have significant business operations and health and safety implications.

Investigate within 1 hour any failure that may cause disruption to the operations at BGS.

The rectification period for making safe is 4 hours. If a permanent fix cannot be made, a temporary solution must be found and the permanent repair undertaken as soon as possible within an agreed time-scale.

Examples of urgent faults and defects could be:



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- Water leak giving minimal damage to building fabric or equipment, e.g. burst radiator valve.
- Blocked sanitary fitting and drains.
- Loss of localised lighting, e.g. whole office.
- Security of buildings.
- Loss of heating to a building or area, e.g. <math><16^{\circ}\text{C}</math>, or if the temperature of an area has fallen to below the agreed set points.
- Loss of hot water to a building.
- Loss of power to an office or laboratory.

(C) Priority 3 (Routine)

This is an unforeseen occurrence with limited business impact that can be deferred until the following day.

Respond within 24 hours or 1 working day whichever is the soonest.

The rectification period is 7 calendar days (5 working days). If a permanent fix cannot be made, a temporary solution must be found and the permanent repair undertaken as soon as possible within an agreed time-scale.

Examples of routing reactive tasks:

- Minor heating system leaks.
- Minor internal plumbing leaks.
- Loss of localised air conditioning or ventilation.
- Adjustment to doors and windows.
- Repairs to paving when not giving rise to safety.
- Roof leaks.

(D) Priority 4 (Corrective)

These are:

- Corrective actions arising out of a PPM.
- Permanent fix following an emergency/urgent job.
- Proactive work during a PPM.

The work orders need to be associated to one another for cross-referencing purposes. They should be raised on CAFM as a 7-day SLA (response and fix).

(E) Priority 5 (Non-Urgent)

These are non-urgent occurrences.

Take responsibility within 72 hours and agree a target date for rectification.

Examples of non-urgent tasks:

- Repairs to furniture and window blinds.
- Replacement of ceiling tiles.



- Repairs to doors and windows.
- Broken toilet seat.
- Faulty cooker hood.
- Shower head replacement.
- Fitting of notice boards, signs and notices.

7. ASSET MAINTENANCE

The Service Provider shall provide an asset maintenance service which includes:

- 7.1 Collection, delivery and installation of replaced or renewed items.
- 7.2 Removal and disposal of items which have been replaced.
- 7.3 Certification, testing and commissioning following replacement, installation or renewal of any item and preparation and replacement of operation and maintenance manuals together with associated drawings and other relevant documentation.

8. INSPECTIONS, TESTS AND RECORDS

- 8.1 The Service Provider shall be responsible for arranging statutory inspections and all other tests and inspections required by any Code of Practice requirement with the following exceptions:
 - Lifting Equipment.
 - Pressure Systems.
 - Inspection of Autoclaves.
 - Fire Hydrants.
- 8.2 The Service Provider shall report as soon as is reasonably practicable, any defects discovered by the test and inspections carried out and the remedial action undertaken or to be undertaken within agreed timescales.
- 8.3 The Service Provider shall keep up to date records of any new installations and provide appropriate test certificates in respect of any new or modified installations.

9. SMALL WORKS

- 9.1 The Service Provider shall carry out small works requested by the Estates Department at the Client's cost.
- 9.2 The cost of any work shall be agreed between the two parties prior to the commencement of the work.
- 9.3 The Service Provider shall not be obliged to carry out any Small Works until the cost of such has been agreed.

10. ADDITIONAL WORKS (PROJECTS)

- 10.1 Additional Works (Projects) may be requested by the Estates Department or from individual members of BGS via the Estates Department.
- 10.2 Details of all additional works requests and progress of the agreed works will be kept on a Master Spreadsheet.



- 10.3 It is expected that any request for a quotation should be fulfilled within 1 week, although this date may be extended by agreement. Any works requiring two or three quotes should be accomplished within 2 weeks or 1 month respectively.
- 10.4 Completion of the works would be by an agreed date from both parties.

11. ALARM SYSTEMS

- 11.1 The Service Provider shall regularly maintain and test all alarm and warning systems on the Site so they are operational and in compliance with all relevant Law.

12. KEY PERFORMANCE INDICATORS (KPIs)

KPIs will be applied to the SLAs so that the performance may be monitored on a monthly basis.

Planned Maintenance:

Daily	97%
Weekly	97%
Monthly	99%
Quarterly	99%
6-Monthly	99%
Annually	99%

Statutory as per SFG20	100%
Mandatory as per SFG20	99%

Priority 1 - Emergency Reactive Breakdowns (Working Hours)

Response Time within 15 minutes	100%
Rectification within 1 hour	97%

Priority 1 - Emergency Reactive Breakdown (Out of Hours)

Response Time within 1 hour	100%
Rectification within 2 hours of call	97%

Priority 2 - Reactive Urgent

Response Time within 1 hour	100%
Rectification within 4 hours	95%

Priority 3 - Reactive Routine Maintenance

Response Time within 24 hours (excluding weekends and bank holidays)	100%
Rectification within 7 calendar days	98%



Priority 4 – Corrective Maintenance

Response/Rectification within 7 working days.

Priority 5 - Reactive Non-Urgent Maintenance

Response Time within 72 hours 100%

(excluding weekends and bank holidays)

Rectification within agreed target date 98%

Additional Works

Response for 1 quote – 2 weeks 95%

Response for 2/3 quotes – 1 month 95%

Agreed Target Date for Completion 100%

11. UPDATE AND REVIEW SUMMARY

Update history

Vers	Section	Nature of amendment	Date	Authorised

Prepared

Checked

Approved

Date:

Date:

Date: