Appendix 5

## **Schedule of Operation and Maintenance of Building Management Systems (BMS)** **and** **Service Level Agreements**

**Schedule of Building Management Systems** - See appendix 3

**Service Level Agreements:**

|  |  |  |  |
| --- | --- | --- | --- |
| Priority | Description | Response | Target resolution time |
| **1\*** | **Emergency** | **Immediate response** | **2 hours** |
|  | *Health and Safety risk requiring immediate assistance. The requirement is for an Estates representative to attend the incident and actively manage so that the risk is reduced or removed. i.e. make safe.*  |
| **1** | **Very Urgent** | **Within 4 hours** | **1 working day** |
|  | *A significant Health and safety risk or a breakdown or problem that is causing severe disruption to the operation of the University.*  |
| **2** | **Urgent** | **Within 3 days** | **5 working days** |
|  | *Defects that affect the comfort and convenience of staff and students.* |
| **3** | **Non Urgent** | **Within 2 weeks** | **15 working days** |
|  | *General repairs and maintenance that do not fall into the other categories* |
| **4** | **Agreed time/date** | **Attendance at the agreed time/date** | **Completion at the agreed time/date** |
|  | *Activities that are required to be undertaken at a specified time and on a specified date*  |

**Service Requirements**:

This section identifies the general maintenance requirements for Building Management Systems. In the event of this section not providing a schedule for a specific item of equipment found on the site, the Contractor is to bring it to the attention of the Purchaser and provide a maintenance schedule. This will enable the Purchaser to issue a formal variation to the contract if necessary.

The required frequency of all maintenance tasks are shown in the maintenance schedules.

Additional buildings may be added to the Universities portfolio during the period of the contract and we reserve the right to request additional assets be included at the same rate.

**KPI’s**

**Procedure for Reporting Inspection/Maintenance**

Upon appointment, a basic programme for planned inspection/maintenance shall be agreed on the basis of the schedules of maintenance included in Section 2.0. These procedures shall be adhered to during the period of the Contract unless otherwise agreed with the Purchaser.

**Maintenance Records/Service Sheets**

The Contractor shall be responsible for filling in a Maintenance Visit Report Sheet/Service Sheet for every visit to the Site. This shall be a record of what work has been carried out and include the following information:

- Date

- Names of Maintenance staff involved

- Time of arrival on site

- Purpose of visit - i.e. planned maintenance, emergency call out, replacement/

 renewal etc.

- Confirmation that applicable maintenance work has been carried out, including a

 record of any items not dealt with and the reason.

- Details of work carried out if the visit was for other than planned maintenance.

- Details of any major adjustments or repairs that are required which are not covered

 by the schedule and the degree of urgency of such repairs.

- Time of leaving site.

- Contractor's representative's signature.

Failure to provide such copies within ten days of the visits will result in the Purchaser invoking its rights under Section A Clause 1.14 to withhold payments due to the Contractor until such time as the copies are received by them.

For callouts, any emergency’s or risk to the estates is found, this must be reported back to the Estates Team before leaving site and service sheets to be provided within 24 hours.

**Service Level Agreements**

Adherence to the SLA’s as set out under section 5

**Health & Safety**

Failure to comply with Health & Safety and the contactors own RAMS may result in the operative to leave site.

**Signing in and out.**

As specified in Section 3, all contractors and sub-contractors are required to sign in and out in the ‘Contractor Signing In Book’ located in the Estate Management Office Corridor at Bishop Otter Campus Chichester and the Caretakers’ Lodge at Bognor Regis Campus