



Department
of Health &
Social Care

ANNEX F – SERVICE LEVEL AGREEMENT

OF

ATTACHMENT 3 – SERVICE INFORMATION

DEPARTMENT OF HEALTH AND SOCIAL CARE

FURTHER COMPETITION UNDER

FM SERVICES FRAMEWORK AGREEMENT (RM1056)

LOT 1

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TOTAL FACILITIES MANAGEMENT

CLEANING STANDARDS

Standard	Minimum Frequency	Typical area or environment(s)	Average productivity rate m2	Supervisory checks
Basic	One full clean weekly	Storerooms, warehouses, garages (limited permanent occupancy by staff)	372/hr	Weekly
Normal	One full clean daily	General office areas; some public spaces; IT suites and Data Centres	372/hr	Daily
Prestige	1) One full daily clean and two check cleans	High visibility office space; exceptionally used by visiting dignitaries etc	232/hr	Twice daily
	2) Three checks daily and one full clean	All toilets on all relevant floors	-	Three daily

APPENDIX C - CLASSIFICATION OF WASTE DISPOSAL

Destruction baseline for protectively marked documents

Level	Information Assets	Physical Assets
OFFICIAL	<ul style="list-style-type: none">• Make retrieval and reconstitution unlikely.• Make actual or attempted compromise likely to be detected	<ul style="list-style-type: none">• Dispose of with care or destroy to make reconstitution unlikely• Make actual or attempted compromise likely to be detected
SECRET	<ul style="list-style-type: none">• Destroy / sanitise to make reconstitution and / or identification of constituent parts highly unlikely.• Detect actual or attempted compromise and help identify those responsible	<ul style="list-style-type: none">• Destroy / sanitise to make reconstitution and / or identification of constituent parts highly unlikely.• Prevent identification of constituent parts• Detect actual or attempted compromise and help identify those responsible.
TOP SECRET	<ul style="list-style-type: none">• Do everything necessary to prevent retrieval or reconstitution• Ensure that there are robust measures in place to prevent compromise from sustained attack.• Detect actual or attempted compromise and make it likely that those responsible will be identified	<ul style="list-style-type: none">• Do everything necessary to: Prevent retrieval• Prevent identification of constituent parts• Ensure that there are robust measures in place to prevent compromise from sustained attack• Detect actual or attempted compromise and make it likely that those responsible will be identified

APPENDIX D – HELPDESK RESPONSE TIMES

1. Service Requests of any nature shall be acknowledged within fifteen (15) minutes and the caller informed of the action to be taken. The response times for activities managed through the central Helpdesk for all Services shall be as follows:
 - 1.1. Each Category 'A' Work Request to be available to both the appropriate FM supplier and Employer Representative within 5 minutes of receiving the inbound Service Request. (Receiving is defined as the end of a call, or receipt of electronic format Service Request.)
 - 1.2. Oral escalation to the Employer Representative (within 20 minutes of allocation to the FM supplier) of those Category 'A' Work Requests unacknowledged by the FM supplier ten (10) minutes after such allocation.
 - 1.3. All Category B reactive Work Requests and any elective Work Requests to be available on the Systems to the appropriate Employer representative and Employer FM supplier within fifteen (15) minutes of receiving the inbound Service Request (Receiving is defined as the end of a call, or receipt of electronic format Service Request).
 - 1.4. All Category C reactive Work Requests and any elective Work Requests to be available on the Systems to the appropriate Employer representative and Employer FM supplier within thirty (30) minutes of receiving the inbound Service Request (Receiving is defined as the end of a call, or receipt of electronic format Service Request).

APPENDIX E - SERVICE DELIVERY RESPONSE TIMES

1. OVER-ARCHING RESPONSE REQUIREMENTS

- 1.1 It is required when sending a person/engineer to attend a reactive event, at the time of despatch, is reasonably believed that the person/engineer despatched is suitably qualified and able to complete the repair or task.
- 1.2 For activities detailed in Tables 1 & 2 below, the activity is defined to be closed or concluded when the helpdesk/CAFM system receives confirmation from the person/engineer that the event is completed, thereby creating an electronic record of the completion,
- 1.3 When the activity in 1.2 above is closed or concluded, within [15] minutes, an email/text/electronic communication is sent to the originator of the event advising that the job is closed and asking via a simple graphical user interface whether the person agrees. Challenges need to be investigated in a timely fashion and appropriate action taken

2. ON-SITE FM SERVICE DELIVERY RESPONSE TIMES

- The following table describes the reactive response time(s) for service calls raised or made to the Helpdesk where the Service required is supported and delivered by the Contractor from an on-site facility at the Affected Property.
- The Contractor shall meet these reactive response times in relation to the Employer requirements.

Table 1 – Response and Rectification Times – On-Site

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
A	Critical	Matters giving rise to an immediate health and safety, business critical or security risk.	[15] minutes	[1] Hour	Permanent solutions to health and safety issues to be achieved within [12] hours of notification. Security measures must be permanently rectified within [6] hours.
B	Emergency	Matters that prevent or severely restrict the Authority from conducting normal operations.	[30] minutes	[2] hours	[1] Working Day
		Matters that		Next Working	[2] Working

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
C	Urgent	impinge upon the proper working of the facilities in relation to all users.	[2] hours	Day	Days
D	Routine	Matters of a routine nature.	[5] Working Days	n/a	[10] Working Days
E	New Works	New Work, change or cosmetic requests.	n/a	n/a	Initial attend and schedule completion date within [10] Working Days of request (actual completion has no SLA)
F	Consumables	Requests for restocking of toilet or other consumables.	[30] minutes	n/a	Toilet to be restocked within [30] minutes of notification to the Help Desk.
G	Equipment	All requests for assistance with equipment which is in-scope or problems at conferences, meetings etc.	[15] minutes	n/a	Capable assistance to be in attendance within [15] minutes of notification to the Help Desk.
H	Small Moves	Requests for the booking of porters or drivers.	n/a	n/a	[30] minutes of receipt of call.
I	Messengers	Requests for Messengers or Couriers to provide a service.	n/a	n/a	[10] minutes of booking.
J	Complaint	A failure in delivery of any service, at any time.	n/a	n/a	Permanent solutions to services or tasks have not been forthcoming in the appropriate timescale or to the expected level of

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
					quality.
K	Ad hoc	Matters of an Ad hoc or unplanned nature; by the virtue of its category DO NOT require an enhanced response above that of Routine.	[5] Working Days	n/a	[15] Working Days
L	Uncompleted task	A Scheduled task not completed as announced / described requiring a higher than Routine response.	[3] Working Days	n/a	[5] Working Days
M	Call Back	A failure in delivery of any service, at any time, which requires a re-attendance of the technician / operative to complete the task satisfactorily.	[2] hours	n/a	[4] hours

3. OFF-SITE FM SERVICE DELIVERY RESPONSE TIMES

- The following table describes the response time(s) for service calls raised or made to the Helpdesk where the Service required is supported and delivered by the Contractor via an off-site facility.
- The Contractor shall meet these reactive response times in relation to the Employer requirements.

Table 2 – Response and Rectification Times – Off-Site

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
A	Critical	Matters giving rise to an immediate health and safety, business critical or security risk.	[45] minutes	[2] Hour	Permanent solutions to health and safety issues to be achieved within [24] hours of notification. Security measures must be permanently rectified within [18] hours.
B	Emergency	Matters that prevent or severely restrict the Authority from conducting normal operations.	[2] hours	[4] hours	Next Working Day
C	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users.	[4] hours	Next Working Day	[5] Working Days
D	Routine	Matters of a routine nature.	[10] Working Days	n/a	[15] Working Days
E	New Works	New Work, change or cosmetic requests.	n/a	n/a	Initial attend and schedule completion date within [10] Working Days of request (actual completion has no SLA)

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
F	Consumables	Requests for restocking of toilet or other consumables.	[2] hours	n/a	Toilet to be restocked within [2] hours of notification to the Helpdesk.
G	Equipment	All requests for assistance with equipment which is in-scope or problems at conferences, meetings etc.	[5] minutes	n/a	Capable assistance to be in attendance within [5] minutes of notification to the Helpdesk.
H	Small Moves	Requests for the booking of porters or drivers.	n/a	n/a	[30] minutes of receipt of call
I	Messengers	Requests for Messengers or Couriers to provide a service.	n/a	n/a	[30] minutes of booking
J	Complaint	A failure in delivery of any service, at any time.	n/a	n/a	Permanent solutions to services or tasks have not been forthcoming in the appropriate timescale or to the expected level of quality.
K	Ad hoc	Matters of an Ad hoc or unplanned nature by the virtue of its category DO NOT require an enhanced response above that of Routine.	[10] Working Days	n/a	[15] Working Days
L	Uncompleted task	A Scheduled task not completed as announced /	[3] Working Days	n/a	[10] Working Days

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
		described requiring a higher than Routine response.			
M	Call Back	A failure in delivery of any service, at any time, which requires a re-attendance of the technician / operative to complete the task.	[4] hours	n/a	[1] Working Day
N	Reprographics request	A request for service, allocated a Call Category depend on the time frame requested – between [2] & [72] hours.	[2] / [72] hours	n/a	[2] / [72] hours

APPENDIX F – MAINTENANCE STANDARDS



Appendix F -
Maintenance Standar

APPENDIX G – AUDIT COMPLIANCE AND INFORMATION MANAGEMENT

The Contractor is required to co-operate with audits undertaken by the Employer to check its compliance activities and the quality of service delivery. It is also required to update Employer systems with information as described. This includes:

- Attendance at a monthly building cleaning audit by Contractor cleaning managerial or supervisory staff. Audit to comprise of check on three random floors of a building. Any issues found to be noted and resolved by cleaning supervisory staff.
- Provide any Contractor held records on compliance activities, as well as associated remedial activities, on demand to Employer staff auditing compliance activities. Records should be easily accessible on electronic systems by Employer staff.
- Contractor to ensure all building records are quickly accessible to Employer staff on demand.
- Any 'Operate & Maintain' information created by the Contractor, or Contractors supply chain, to be uploaded to an Employer system as well as held locally by the Contractor.
- Any changes at 39 Victoria Street to be updated to the BIM Revit model of the building and asset information to be fed on a monthly basis to the COBie database held on the Employers systems.