

Service Level Agreement
For provision of service

between

Facilities Management
Technical Services Unit

and

The University of Waikato



THE UNIVERSITY OF
WAIKATO
Te Whare Wānanga o Waikato

Client: The University of Waikato

Supplier:

Facilities Management
Technical Services Unit

Representative: Director Facilities Management

Representative: Robin Dunmall

Signature:

Signature:

Date:

Date:

Period of Coverage: 01/01/10 to 01/01/11

Review Date: 01/12/10

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1. Overview

Introduction

This Agreement provides a framework for the ongoing relationship between the Client, the *University of Waikato staff and students*, and the Supplier, *Facilities Management Technical Services Unit*. It has evolved from an examination of service needs of the Client, by Facilities Management Division, and describes the levels of service to be provided to meet those needs.

It is based on recognition of the mutual responsibility of both parties to contribute to the broad strategies and improved performance objectives of the University of Waikato.

The Client, *the University of Waikato Staff & Students*, are responsible for providing sufficient information on requirements or defects, and where non maintenance issues proof of authorisation to expend University funds.

The Supplier is responsible for maintaining a healthy and fit for purpose campus, meeting all legal requirements placed on them and assisting in design and work, transferring briefs into action plans that may be efficiently and effectively costed and produced in the minimum time at the least possible cost.

The Supplier is also responsible for responding continuingly to matters pertaining to infrastructure and energy conservation of University property and informing staff and students as to new product and service developments.

It is not intended that this agreement should have legal consequence, rather that it should serve the mutual benefit of both parties by providing a clear understanding of agreed operating arrangements and performance criteria. It is expected that it will evolve over time.

Purpose

The purpose of the Service Level Agreement is to articulate and understand agreed Service Levels and how they will be monitored evaluated, measured and managed. The Service Level Agreement forms the “agreement” between the *University Of Waikato and Facilities Management Technical Services Unit*, and the measuring of the level of service delivered will be based on the standards and measures outlined in this document.

1.1 Facilities Management Technical Services Unit tasks & Responsibilities

Overview of tasks

Technical Services Processes are:

- Building services operations, statutory maintenance & thermal comfort (heating, ventilating & air conditioning)
- Refrigeration operations & maintenance
- Automated building management systems (BMS)
- Electrical reticulation testing, safety & compliance
- Electrical portable appliance testing administration
- Electronic Building Management Systems (BMS)
- Energy conservation & reporting
- Gas supply reticulation & procurement
- Electrical supply, reticulation & procurement
- Lighting Installation & maintenance
- Power Installation and maintenance
- Fume cupboards
- Fire detection & protection systems
- Lift services
- Standby energy systems
- Building warrant of fitness, compliance & IQP certification
- Internal consulting
- Project management
- Consultant report briefing
- Training University of Waikato students and staff in the effective utilisation of the above services

Overview of responsibilities

- To provide a cost effective operations & maintenance management system by Facilities Technical Services and delivery service that matches or exceeds client & University's needs and expectations for compliance, quality, timeliness and if applicable, price.
- To provide a cost recovery service for energy and chargeable maintenance works where applicable
- To research emerging technologies and business processes and adopt, where appropriate, into departmental business purposes and initiatives.
- To liaise with external suppliers/contractors/consultants to assess external capabilities and competencies and their value to the University of Waikato, and engage as required

2. Service level details

The Service Package

2.1.1 Supplier

The supplier provides services in the following broad areas:

- Building service's operations & maintenance of plant & equipment
- Twenty four hour seven day a week emergency service provision
- Reticulated energy supply systems operations & maintenance
- Energy utilisation & conservation in line with industry best practise
- Standby emergency plant & equipment
- Building fire prevention & protection systems
- Annual building warrant of fitness requirements & compliance

These services will be accessed through the FMD help desk on ext 4001, through the FMD Iservice web interface or by email to works@waikato.ac.nz, during the hours of 8:00 am and 4.30 pm Monday to Friday, with the exception of gazetted Public Holidays and University closure dates. For urgent matters after these hours please contact security of 838 4444.

Note: Technical Services have in place full after hour's emergency support.

A small team of technical staff is engaged by the unit with specialist services being formally contracted out to local professional service providers to ensure maximum of flexibility, service and cost effectiveness for the University of Waikato.

A Manager and Team Leader work with technical staff & contractors to ensure that service levels are being met, and are jointly responsible for;

- delivering client focused services in accordance Facilities Management Technical Service units core competencies and product/service range
- organising and managing the resources to deliver the service to agreed standard;
- Identify and raising issues with respect to service delivery and client demands.
- Reporting annually on progress and service delivery.

Business services

University of Waikato staff and students have access to competently trained staff who can;

- provide information and advice & assistance on technical service matters;
- provide assistance in evaluating the costs and benefits of suitable solutions;
- develop proposals and quotations for specific jobs;
- provide assistance with energy conservation matters;
- review departmental technical equipment purchasing decisions to ensure it is correct fit for purpose;
- assess technical specifications of job requirements ;
- enact production processes and procedures to ensure high quality product and service outcomes ;
- provide advice for upgrading proposals and additions and systems specifications;

The Technical Services Manager will:

- **facilitate** clear communication and sound liaison between University customers and respective work units within Technical Services Unit;
- monitor service delivery performance and standards;
- provide direct support, guidance and assistance to Technical Services Supervisor and unit Technical staff;
- **identify** business requirements, current & future opportunities and client's needs;
- monitor quality standards, resourcing levels and client demands;
- facilitate client access to preferred suppliers, or arrange same for specialist technical products;
- overview strategic and operational variations and changes to requirements ensuring flexibility in service delivery;
- investigate and report on complaints and problem resolution
- report on the progress of issues and service delivery.

Period of Agreement

The Agreement will take effect from January 1 2009 to December 30 2010

It may be varied at any time by mutual agreement with the changes noted and the details recorded.

It is the intention that any practical difficulties encountered be resolved by the parties in a cooperative, realistic and practical manner. As a consequence, there is no provision for either party to walk away from this arrangement or cancel it prematurely.

Fees & Charges

2.1.2 Funding - General

Facilities Management Technical Services Unit is a partial cost recovery group of discrete business units. Generally work which takes place on existing plant, services and equipment that is located in a building managed by the University of Waikato is funded from Facilities Management.

Works for on campus units such as ASO, PA and Student Business Bodies is chargeable. Energy for these units is also chargeable. Works of a discretionary nature if approved by the capital works committee will also be subject in some cases to charge.

Funding - Additional

Facilities Management Technical Services Unit is however happy in all instances to offer free advise on any technical issue which relates to current or proposed equipment within the boundaries of the University campus.

Charges for labour, materials & Energy can be obtained by contacting Karleen Smith on 838 4081

3. Performance monitoring, managing and reporting

Key Performance Indicators

3.1.1 Delivery times

All Technical Services staff & Contractors understand and respect the customers' right to individually negotiate the specific terms and conditions of each job on a one to one basis. Notwithstanding this flexibility, Technical Services provides service delivery and work completion times for routine tasks. These Timeframes are for information to our customers, which further informs them of our typical responsiveness.

Urgent works – within eight hours

Routine tasks- within forty eight hours

Planned tasks – within targets agreed

Performance Management

Overall performance will be managed using the following review process.

- Quarterly: Internal Performance review.
- Annually: Total service delivery review with Group Manager

The meetings will review performance against the service levels as specified in this agreement and performance to budget.

3.1.2 Quarterly - Performance Reviews

Performance measured against the service levels described throughout this agreement will be reported by the Manager, Technical Services.

3.1.3 Annually - Total Service Delivery Review

The annual budgeting and business plan process provides a mechanism for the identification of service opportunities and the need for the enhancement of service/resource, where appropriate. The issues covered in this review and planning exercise include:

- existing services;
- additional services;
- review procedures;
- changes to business processes;
- service levels;
- service changes;
- KPI's - Key Performance Indicators;
- business processes
- budget

If the agreement is to be extended, this process will define the framework within which services will be delivered in the following year. Change could reflect changed client needs to supplier options as well as extension of the service open to external competition.

Performance reporting

3.1.4 Progress Meetings

Weekly managers meetings are held within FMD and provide a mechanism for service issues identification and resolution planning.

Regular meetings are held with senior School and Divisional managers/administrative staff regarding service delivery, design and change.

3.1.5 Performance Reports

Annual reports are provided by Technical Services Manager to the Group Manager Facilities Management Division. These reports summarise the business activity, budget requirements, Energy trends and annual replacement requirements to ensure service levels are met.

4. Service standards and conditions

Equipment Warranty

In the case of a service which involves the supply of equipment, Technical Services Unit does not assume any liability to warrant performance or reliability of equipment, however, they will on the clients behalf ensure that any supplier warrant's are honoured fully. .

Unplanned Changes in Service Scope

Customers may agree to changes within the general scope of the requirements or specifications of the chargeable tasks by written change request, (typically an amendment to a written job order).

Any such change, whether involving addition to, omission from or alteration to the requirements or specification shall not vitiate the agreement to provide the Service.

Such alterations will in some cases require approval form the appropriate capital funding committee.

Changes in External Supplier Services

In the event of a change in the technical specification of a service provided by a third party and used by Facilities Management Technical Services Unit in the provision of a service, and provided that Technical Services unit makes all reasonable effort to ensure that performance levels specified in this schedule are maintained, then Technical Services Unit shall not be considered as having breached this Service Level Agreement by reason of the change.

Interruption in Service

Facilities Management Division, Technical Services Unit endeavours to provide fully operational plant and equipment, however no guarantee will be made that some unforeseen events may not at times cause disruption to operation through failure of such plant and equipment. In such circumstances best efforts will be made to provide alternative solutions.

Planned Downtime

Facilities Management Technical Services Unit agrees to notify its customers in relation to planned downtime at least one day in advance, normally longer notice will be given through the University Yellow Circular. Facilities Management Technical Services Division will always endeavour to provide alternatives to its services to enable normal business outcomes to be achieved.

5. Escalation procedures

Call Procedure

All calls for assistance in operational matters from 8am to 4.30pm Monday to Friday from Facilities Management Technical Services Unit, clients are initially directed to the help desk ext 4001 to enact the service request. All problems will initially be forwarded to the most appropriate person in this unit for resolution. For contact outside these hours contact Security on ext 4444

Dispute Resolution

The parties to this Agreement will use every endeavour to resolve, by a process of consultation, consensus and application of common sense, any disputes arising between them. The preference is for these matters to be dealt with at the operational level as they arise.

If resolution at operational level cannot be achieved expeditiously, the matter will be referred by the nominated contacts of both parties to their respective Managers who will resolve it in the best interests of the University of Waikato within seven days.

6. Referral contacts

Resources Group

The table below outlines the escalation contacts for the Resources Group

Subject	Contact number	Contact name
Group Manager Facilities Management	4091	Tony Dicks
Director Facilities Management	4188	John Cameron

Technical Services Group

The table below outlines the escalation contacts

Subject	Contact number	Contact name
Technical Services Manager	4074	Robin Dunmall
Technical Services Supervisor	4129	Drew McDonald
Electrical & Diagnostic Electrician	8033 8033	Mike Davies Paul Marsh
Senior Mechanical Fitter Technical Trade Assistant	4552 8033	Alister Mitchell Gary Mitchell

	Name	Title	Room #	Telephone	Fax	Email	Mobile
Manager	Robin Dunmall	Technical Services Manager	FMD G25	838 4074	4108	robin	0274791750
Team Leader	Drew McDonald	Technical Services Supervisor	FMD	838 4129	4108	mcdonald	0274 737189
Electrical	Mike Davies	Electrical & Diagnostic Senior Mechanical Fitter	FMD	838 4466 ext 8033	4108	miked	0274737190
Mechanical	Alister Mitchell	Senior Mechanical Fitter	FMD	838 4552	4108	alister	0274 780668
Electrical	Paul Marsh	Electrician	FMD	838 4466 ext 8033	4108	paolo	0274 988844
Electrical	Gary Mitchell	Technical Trade Assistant	FMD	838 4466 ext 8033	4108	gmitch	0275 010455