



FACILITIES AND GENERAL SERVICES DEPARTMENT (FGSD)

QUALITY AND FACILITY MANAGEMENT SYSTEM

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QATAR UNIVERSITY

Facilities & General Services
Department (FGSD)

Facilities and Maintenance Services Level Agreement

SLA-FGS-01

Quality and Facility
Management System
(QFMS)

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جامعة قطر
QATAR UNIVERSITY

Facilities & General Services
Department (FGSD)

Facilities and Maintenance Services Level Agreement

SLA-FGS-01

Quality and Facility
Management System
(QFMS)

Table of Contents

01. Purpose	3
02. Scope	3
03. References	3
04. Stakeholders	3
05. Services Level Agreement	4
5.1 Civil And Landscaping Service Level Agreement	4
5.2 Systems Service Level Agreement	6
5.3. MEP Service Level Agreement	8

01. Purpose

The purpose of this document is to ensure that the proper elements and commitments are in place to provide consistent Facility and Maintenance service support and delivery to the End-User(s) of Qatar University (QU) by Facilities & General Services Department (FGSD) and its sections.

The goal of this Agreement is to obtain mutual agreement for Facility and Maintenance service provision between the Service Provider, represented in Facilities & General Services Department (FGSD) & its sections and the End-User(s) of Qatar University (QU).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the End-User.
- Match perceptions of expected service provision with actual service support & delivery.
- Complying with the requirements of ISO 41001:2018 - Facility Management System (FMS), International Standard

02. Scope

This document is applicable on the technical services provided by the Facilities & General Services Department (FGSD) in Qatar University (QU).

03. References

- ISO 41001:2018 - Facility Management System (FMS) Standard – Requirements and Guidance for Use
- SLA of FGSD' Call Center

04. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

1. Facility Management and Maintenance Service Provider(s): Facilities & General Services Department (FGSD) in solidarity with its affiliated section(s) ("**Provider**").

* Note:

The delivery or execution of the service might be done by any **contracted outsourced company/service provider** other than the Facilities & General Services Department (FGSD).

2. Customer(s): End-User ("Customer").
The End-User might be any **department/college/unit/Employee**/etc. that located in the Qatar University Camps and one of the contents of its Organizational Structure (OC).



جامعة قطر
QATAR UNIVERSITY

Facilities & General Services
Department (FGSD)

Facilities and Maintenance Services Level Agreement

SLA-FGS-01

Quality and Facility
Management System
(QFMS)

05. Services Level Agreement

5.1 Civil And Landscaping Service Level Agreement

1 Service Scope				2 Service Management		
				2.1 Service Response	2.2 Service Level Performance	
What services are NOT included?	What services are included?	How the service will be delivered?	Who will provide the service? Section, Technician or/and Outsourced contractor	Expected Time for Response (RFT)	Expected Time for Delivery/ Completion	Service Availability
Any Works not related to civil , Architectural , space management or landscape works	Corrective actions Preventive actions Response to emergency cases	Physical response. Phone or e-mails. Online communication	In-house team and outsourced contractor based on n the scale of work	<ul style="list-style-type: none"> • 5 Min or • ...12... Hrs based on the criticality of the issue 	<ul style="list-style-type: none"> • 1 Hrs or • 10 days depends on the items availability 	<ul style="list-style-type: none"> • 99% or • 23/6
3 Service Category						
In support of services outlined in this Agreement, the CIVIL SECTION "Service Provider" will respond to service related incidents and/or requests submitted by the End-User "Customer" within the following time frames:						
1. High Priority: <ul style="list-style-type: none"> ▪ Response time: 0-8 hours (during business hours) for issues/ requests classified as <u>High Priority</u> 		2. Medium Priority: <ul style="list-style-type: none"> ▪ Response time: within 48 hours (during business hours) for issues/requests classified as <u>Medium Priority</u> 		3. Low Priority: <ul style="list-style-type: none"> ▪ Response time within 5 working days (during business hours) for issues/requests classified as <u>Low Priority</u> 		
High priority services: <ol style="list-style-type: none"> 1. Potential false Ceiling collapse 2. Main entrance Door Repairs 3. Curtain Wall Broken glass. 4. Hazards related to the safety of QU buildings occupants 5. Irrigation network leakages 		Medium priority services: <ol style="list-style-type: none"> 1. Offices Door Repairs 2. Windows Repairs. 3. Furniture/Curtains repairs 		Low priority services: <ol style="list-style-type: none"> 1. New Furniture Requests 2. Furniture Transfer 3. Painting/ Masonry works 		
4 Service Request and Service Support						
Working Hrs	Working Days	External Numbers	Internal Numbers	Emergency Numbers	Control Room Ext	Service Request Channels
8 hrs.	6/7	3636 3590	3636 3590	- for section - for Outsourced Service		<ul style="list-style-type: none"> - List of Emails - fgscc@qu.edu.qa - palas@qu.edu.qa - List of WhatsApp (N/A)



جامعة قطر
QATAR UNIVERSITY

Facilities & General Services
Department (FGSD)

Facilities and Maintenance Services Level Agreement

SLA-FGS-01

Quality and Facility
Management System
(QFMS)

Provider/
Contractor

- Oracle accounts
- Other systems might be used for recording tickets/incident

5 Service Requirements

Service Provider Requirement

End-User Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include but not limited to:

- Meet/commitment to the response times associated with service-related incidents.
- Appropriate notification to End-User (2:3 days prior) to all Scheduled Maintenance.
- Appropriate notification to End-User (1 day prior) to expected Service Failure/Cut Off and Expected Service Restoration Time.

End-User responsibilities and/or requirements in support of this Agreement include but not limited to:

- Using the proper channels for ticketing and using the designated forms for requesting the services of the sections.
- Availability of End-User representative(s)/Building Coordinator when resolving a service-related incident or request.
- Evaluating and giving feedback about the quality of the service provided by the section on the designated form(s)

6 Service Assumptions

Assumptions related to in-scope service and/or any of its components include:

- **Changes to Service:**
 - ✓ List here any addition/deletion/interruption expected to carry out in the service(s) of the section.
Note: All changes shall be communicated and documented to all stakeholders.
- **Cut-off or Failure in the Service:**
 - ✓ List here any expected "Cut-off" or "Failure" in the service by (zones/areas/buildings).
 - ✓ "Provider"/Section should communicate and document any expected "Cut-off" or "Failure" in the service, with all stakeholders.

7 Service Monitoring and Tracking

List here any Tools/ Technologies used for monitoring the performance of the service:

- Dashboards (mention the names).
- System (mention the names).
- Periodical Audit Times (parties performing the audits).
- Who is authorized to review the results/outcomes of monitoring/audits (for internal use only).

8 Service Terms & Conditions

List here the Terms & Conditions of the service, that include:

- Special Conditions.
- General Conditions.
 - ✓ Ex. Cases for breaching of the Service (service abusing; service misuse).
 - ✓ Ex. Cases might lead to Service Termination.

9 Pricing and Service Cost (could be excluded)

List here the below, if applicable in FGSD:

- Service Cost (total/installments) : NOT APPLICABLE.
- Cost in case (service abusing/service misuse): NOT APPLICABLE.

5.2 Systems Service Level Agreement

1 Service Scope				2 Service Management		
				2.1 Service Response	2.2 Service Level Performance	
What services are NOT included?	What services are included?	How the service will be delivered?	Who will provide the service? Section, Technician and/or Outsourced contractor	Expected Time for Response (RFT)	Expected Time for Delivery/ Completion	Service Availability
To provide any type of medical services	Corrective calls, Response to any accident/emergency case or situation	Physical response. Phone or e-mails. Online communication	QU staff and outsourced contractor	<ul style="list-style-type: none"> • 5 Min or • ...12... Hrs based on the criticality of the issue 	<ul style="list-style-type: none"> • 1 Hrs or • 5 days depends on the items availability 	<ul style="list-style-type: none"> • 99% or • 23/6

3. Service Category

In support of services outlined in this Agreement, the **SYSTEMS SECTION** "Service Provider" will respond to service related incidents and/or requests submitted by the End-User "Customer" within the following time frames:

<p>High Priority:</p> <ul style="list-style-type: none"> ▪ Response time: 0-1 hours (during business hours) for issues/ requests classified as <u>High Priority</u> 	<p>Medium Priority:</p> <ul style="list-style-type: none"> ▪ Response time: within 48 hours (during business hours) for issues/requests classified as <u>Medium Priority</u> 	<p>Low Priority:</p> <ul style="list-style-type: none"> ▪ Response time within 5 working days (during business hours) for issues/requests classified as <u>Low Priority</u>
<p>High priority services:</p> <ul style="list-style-type: none"> • Fire Alarm cases • Vehicle Accident situation • Access control system malfunction • Machine malfunctioning or High Temperature Alarms 	<p>Medium priority services:</p> <ul style="list-style-type: none"> • Door access request • Temperature adjustment request • Non-working complaint for connected systems • Parking device malfunctioning 	<p>Low priority services:</p> <ul style="list-style-type: none"> • Request for New Access controls, Parking, BMS or other ELV devices • Building handover inspection • Site inspection for works • Renovation / new project reviews

4. Service Request and Service Support

Working Hrs	Working Days	External Numbers	Internal Numbers	Emergency Numbers	Control Room Ext	Service Request Channels
24 hrs.	7/7	3636 3600 6900	3636 3600 6900	3600	3636 3600 6900	<ul style="list-style-type: none"> - fgsc@qu.edu.qa - Oracle accounts - scs@qu.edu.qa



جامعة قطر
QATAR UNIVERSITY

Facilities & General Services
Department (FGSD)

Facilities and Maintenance Services Level Agreement

SLA-FGS-01

Quality and Facility
Management System
(QFMS)

5 Service Requirements

Service Provider Requirement

End-User Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include but not limited to:

- Meet/commitment to the response times associated with service-related incidents.
- Appropriate notification to End-User (2:3 days prior) to all Scheduled Maintenance.
- Appropriate notification to End-User (1 day prior) to expected Service Failure/Cut Off and Expected Service Restoration Time.
- Inform to end user if any emergency or unfortunate service interruptions happened.

End-User responsibilities and/or requirements in support of this Agreement include but not limited to:

- Using the proper channels for ticketing and using the designated forms for requesting the services of the sections.
- Availability of End-User representative(s)/Building Coordinator when resolving a service-related incident or request.
- Evaluating and giving feedback about the quality of the service provided by the section on the designated form(s)

6 Service Assumptions

Assumptions related to in-scope service and/or any of its components include:

- **Changes to Service:**
 - ✓ List here any addition/deletion/interruption expected to carry out in the service(s) of the section.
Note: All changes shall be communicated and documented to all stakeholders.
- **Cut-off or Failure in the Service:**
 - ✓ List here any expected "Cut-off" or "Failure" in the service by (zones/areas/buildings).
 - ✓ "Provider"/Section should communicate and document any expected "Cut-off" or "Failure" in the service, with all stakeholders.

7 Service Monitoring and Tracking

List here any Tools/ Technologies used for monitoring the performance of the service:

- Monitoring MEP and System devices health via Building management system
- Real time monitoring of access control system
- Contractor performance evaluation via CMMS
- QU work order system (Oracle EBS)

8 Service Terms & Conditions

List here the Terms & Conditions of the service, that include:

- Special Conditions. –N/A
- General Conditions.- Request for new services or modification of services is depending on the policies and guidelines of QU and FGSD department
 - ✓ Ex. Cases for breaching of the Service (service abusing; service misuse).
 - ✓ Ex. Cases might lead to Service Termination.

9 Pricing and Service Cost (could be excluded)

List here the below, if applicable in FGSD:

- Service Cost (total/installments) : NOT APPLICABLE.
- Cost in case (service abusing/service misuse) : NOT APPLICABLE.

5.3. MEP Service Level Agreement

1. Service Scope				2. Service Management		
What services are NOT included?	What services are included?	How the service will be delivered?	Who will provide the service?	2.1 Service Response	2.2 Service Level Performance	
				Expected Time for Response (RFT)	Expected Time for Delivery/ Completion	Service Availability
Non-Mechanical, Electrical & plumbing services and assets.	Planned Preventive Maintenance.	QU engineer follow up on Planned Preventive maintenance report performed by outsourced contractor.	QU engineer. Outsourced contractor.	15min-24hrs 30min-72hrs	Depending on nature of works & site condition.	<ul style="list-style-type: none"> 99% 12/6
Services related to department unique assets.	Corrective Maintenance.	QU engineer receive/send Corrective maintenance Work Order to out sourced contractor after verification of general scope. Outsourced contractor commences site inspection and provides feedback within 3 days and verification of service requestor in case of completion of works.	QU engineer. Outsourced contractor	15min-24hrs 30min-72hrs	Depending on nature of works & site condition.	<ul style="list-style-type: none"> 95% 7/5
Major Constructions/ Renovations not related to maintenance or operation of current assets.	Minor renovations.	Outsourced In-house team reviews requests provided through QU engineer and inspects feasibility. If feasible, material required request is issued and completion verification followed by requestor. If not, request is rejected.	QU engineer. Outsourced In-house Team (Manpower contractor)	15min-24hrs 30min-72hrs	Depending on nature of works & site condition.	<ul style="list-style-type: none"> 90% 12/6



جامعة قطر
QATAR UNIVERSITY

Facilities & General Services
Department (FGSD)

Facilities and Maintenance Services Level Agreement

SLA-FGS-01

Quality and Facility
Management System
(QFMS)

3. Service Category

In support of services outlined in this Agreement, the **SYSTEMS SECTION** "Service Provider" will respond to service related incidents and/or requests submitted by the End-User "Customer" within the following time frames:

High Priority:	Medium Priority:	Low Low Priority:
<ul style="list-style-type: none"> Response time: 0-8 hours (during business hours) for issues/ requests classified as <u>High Priority</u> 	<ul style="list-style-type: none"> Response time: within 48 hours (during business hours) for issues/requests classified as <u>Medium Priority</u> 	<ul style="list-style-type: none"> Response time within 5 working days (during business hours) for issues/requests classified as <u>Low Priority</u>
High priority services: <ul style="list-style-type: none"> Critical assets (Chiller Plants, Energy substations). Fire Fighting / safety. Labs and sensitive areas. Building HVAC /Electrical main systems including BMS. 	Medium priority services: <ul style="list-style-type: none"> Individual offices HVAC/Plumbing/power. Minor lighting related requests. Coordination related requests. 	Low priority services: <ul style="list-style-type: none"> New minor Power installations request. New minor water supply request. Space function related requests.

4. Service Request and Service Support

Working Hrs	Working Days	Phone Numbers	Emergency Numbers	Control Room Ext	Service Request Channels
7 hrs	5 Days	Facilities Call Center: 44033636	44033600 24/7	44033600 24/7	<ul style="list-style-type: none"> List of Emails here List of WhatsApp numbers here Oracle accounts Other systems might be used for recording tickets/incident

5. Service Requirements

Service Provider Requirement	End-User Requirements
Service Provider responsibilities and/or requirements in support of this Agreement include but not limited to: <ul style="list-style-type: none"> Meet/<u>commitment to the response times</u> associated with service-related incidents. Appropriate <u>notification to End-User (2:3 days prior)</u> to all Scheduled Maintenance. Appropriate notification to End-User (<u>1 day prior</u>) to <u>expected Service Failure/Cut Off</u> and Expected Service Restoration Time. 	End-User responsibilities and/or requirements in support of this Agreement include but not limited to: <ul style="list-style-type: none"> <u>Using the proper channels</u> for ticketing and <u>using the designated forms</u> for requesting the services of the sections. <u>Availability of End-User representative(s)/Building Coordinator</u> when resolving a service-related incident or request. <u>Evaluating and giving feedback</u> about the quality of the service provided by the section on the designated form(s)

6. Service Assumptions

Assumptions related to in-scope service and/or any of its components include:

- Changes to Service:**
 - ✓ Site inspection Work Order deemed out of scope.
 - ✓ Work Order Completion deadline changes.
 - ✓ Work request response prior to Work Order issue.
 - ✓ Shutdown mitigation plan and durations.



جامعة قطر
QATAR UNIVERSITY

Facilities & General Services
Department (FGSD)

Facilities and Maintenance Services Level Agreement

SLA-FGS-01

Quality and Facility
Management System
(QFMS)

Note: All changes shall be communicated and documented to all stakeholders.

- **Cut-off or Failure in the Service:**
 - ✓ HVAC, Plumbing, Fire Fighting system and Power interruption or maintenance per building.
 - ✓ Informing and Broadcasting Call center and across QU Staff email platform and direct communication with building coordinators.

7. Service Monitoring and Tracking

List here any Tools/ Technologies used for monitoring the performance of the service:

- CMMS PPM Submission.
- Oracle Work Request panel.
- Work Order Status weekly report sheet.
- Control room Call center log.
- Random Inspection and Observations report by QU engineers.

8. Service Terms & Conditions

List here the Terms & Conditions of the service, that include:

- Special Conditions: External Department related request requiring Plumbing, Power or HVAC supply shall consult respective engineers for technical support.
- General Conditions: MEP assets provided by QU shall not be altered/modified or replaced unless permission granted by respective QU engineers else will be misuse will result in rectification payments or penalties.
- General Conditions: QU engineer's report/feedback is considered as main grounds of approval/rejection of works unless revised by higher legitimate authority.

9. Pricing and Service Cost (could be excluded)

List here the below, if applicable in FGSD:

- Service Cost (total/installments). Based on suppliers quotations and technical proposal in case of department unique MEP installation (if approved by Section Head to manager installation).
- Cost in case (service abusing/service misuse): based on rectification quotations.

Document End