


Service Level Matrix for the Maintenance and Operation of Facilities and Infrastructures

SERVICE LEVEL MATRIX	SPACE CATEGORY DEFINED IN ANNEX A																					Notes																	
	Main Core Space		Work Space					Support Space					Core Space				Special Spaces				Unique Spaces																		
	Category MCS1	Category MCS2	Category WS1	Category WS2	Category WS3	Category WS4	Category WS5	Category WS6	Category WS7	Category SS1	Category SS2	Category SS3	Category SS4	Category SS5	Category SS6	Category SS7	Category SS8	Category SS9	Category SS10	Category SS11	Category CS1	Category CS2	Category CS3	Category CS4	Category CS5	Category CS6	Category SP1	Category SP2	Category SP3	Category SP4	Category USS1	Category USS2	Category USS3	Category USS4	Category USS5				
Maintenance and Operations of Facilities & Infrastructures																																							
Hard Facilities Management																																							
Cooling Systems																																							
HVAC		1	2	2	2	2	3	3	1	2	2	4	5	5	2	2	2	5	2	4	2	5	2	4	2	1					2	2	2	2	2	2	Centralised System with partitioning and user controls to different areas		
Building Management Systems	1	1																																				Centrally controlled	
Energy Systems																																							
Low Voltage up to 380 V	1	1	1	2	1	2	2	2	1	1	2	4	5	5	3	1	1	5	3	2	3	5	1	3	2	1	4	5	4		2	2	2	2	2	2	Only dedicated plugs will be connected and essential equipment like security		
Standby Power Generation	1	1																								1													
UPS (Fix & Loose standing)	1	1																							1														
High & Medium Voltage systems	1	1																																					
Lightning Protection	1																																						
Earthing & Bonding Systems	2	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4					5		4	4	4	4	4		
Luminaire Maintenance (lighting)	2	2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4		4	4	4	4	4	4	If there is a problem with Lighting centrally, then the Service Level is Gold, otherwise single bulb, Standard		
Fire Systems																																							
Fire Detection Systems (FPS)		2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3					3	3	3	3	3	3	Problem could arise in rooms or floor		
Gaseous/Flooded FPS																										2												Mainly in Server Room or as the design specs indicate	
Fire Water Reticulation & Sprinklers	2																																				Centrally controlled and maintained		
Fire Extinguishers, Hydrants, etc.		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2			
Emergency Control & Communication Systems	2		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3					3	3	3	3	3	3	Problems will only arise when PM is done, then restore on these service levels		
Access Control Systems																																							
Security & Intruder Systems		2	1	3	3	3	3	3	1	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	2		3		1	1	1	1	1	1	Silver service due to the fact that physical security is available but Platinum plus if there is a breach			
Access Control Systems		2															3									3		2									Other areas as per design spec will have a Silver as long as access is granted by other means		
Perimeter Electric Fencing	1																																						
Other FM Services																																							
Building Fabric Maintenance & Infrastructure																																							
Building, Civil & Structural Systems		2																											4	4	4	4							
Walk-ways, roads & Paving maintenance																																							
Domestic Water Reticulation Systems	1	1																3	2	1					3		4		4	2	2	2	2	2	2	2	All other areas unless burst pipe causing flooding then Platinum Plus service will be required		
Lifts and Hoists		2																											2										
General Building Systems			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4					4	4	4	4	4	4	Mainly run to fail, and life-cycle maintenance		
Soft Facilities Management																																							
Physical Security	2	2	1																									1	1		2	2	2				See write-up in output specs - As per CoT Policy		
Cleaning & hygiene			2	3	3	3	3	3	2	2	4	5	5	5	5	5	2	2	2	2	2	2	2	2	4	2	3	O/S	3	3	5	3	5	2	2	2	2	2	
Pest Control			2	3	3	3	3	3	2	2	5	5	5	5	5	2	2	2	2	2	2	2	2	2	4	2	2	O/S	2	3	3	3	3	5	2	2	2	2	
Waste Management & Recycling			2	3	3	3	3	3	2	2	3	3		3	4	3	2	2	2	2				2	O/S	3	2	2		2	2	2	2	2	2	2	Mainly removal of bins - then managing the holding area		
Landscape, Gardens and Ground Maintenance																																					Including Irrigation		
Churn & Furniture Management			2	3	3	3	3	3	2	2	4	4		5	4	3	2				4	3		3	O/S	3				2	2	2	2	2	2	See write-up in output specs			
Portering and Messenger Services			2	2	2	2	3	3	2						3								2		3	O/S	2			2	2	2							
Service Desk Requirements	2																										O/S												
Internal Plants			5	5	5	5	5	5	5					5							5			5	O/S					5	5	5	5	5	5				
Conference and Training Facilities (Reservations)										3							3														2	2	2		2				
Parking Management	3																												3	3									
Food, Catering, Vending Machines & Coffee shop Services																																						PROVIDED UNDER CORE SPACES, CS5	
Property Management																																							
Asset Management																																						CoT will manage all its ICT Equipment but all other assets will be managed by the Private Party	
Operations Management																																							
Property Administration (Commercial Retail)																																						All costs shall be recovered from tenants and agreement must be between Private Party and tenant	
Utility & Local Authority Accounts																																							
Portfolio Budget Management																																							
Space Planning																																							
Space Management																																							
Energy Management																																							

Service Level	KEY	Service Definition
Critical 1	1	95% Functional & Service Availability, no compromise drive
Critical 2	2	85% Functional & Service Availability, World Class, Zero Tolerance
Critical 3	3	70% Functional & Service Availability, Industry Standard, Little Room for Deviation
Critical 4	4	60% Functional & Service Availability, Cost Effective Standard, Service Tolerance
Critical 5	5	Low Functional & Service Availability, Cost Containment Drive, Short Term Strategy
OUTSOURCED	O/S	SERVICE IS RETENDERED OUT FOR COMMERCIAL REASONS