



**DOCUMENT:**

Appendix 2 – Service Specification and Performance Requirements

**SERVICE:**

Heating Plant 2026

**CLIENT:**

Prifysgol Wreccsam / Wrexham University

Prifysgol Wreccsam  
Wrexham University

<http://daviesfm.co.uk>  
Cestrian House  
Lightfoot Street  
Chester  
CH2 3AD  
Tel: (01244) 317 969  
Email: [contact@daviesfm.co.uk](mailto:contact@daviesfm.co.uk)

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## **B. APPENDIX 2 – SERVICE SPECIFICATION AND PERFORMANCE REQUIREMENTS**

### **B1. GENERAL STRUCTURE AND LAYOUT**

- B1.1 This Service Specification and Performance Requirements set out the standards expected for the delivery of the Heating Plant Service at Prifysgol Wrecsam / Wrexham University.
- B1.2 This document presents both general and specific requirements. It provides the framework against which the Contractor's proposals will be evaluate, the contractual obligations enforced, and the performance of the services monitored.
- B1.3 Responses to these Requirements will form part of the evaluation process and, once accepted will be incorporated into the agreement.
- B1.4 The requirements will also provide the benchmark for ongoing monitoring and service review meetings throughout the life of the agreement.

### **B2. USE OF KEY PERFORMANCE INDICATORS AND SERVICE PERFORMANCE MONITORING**

- B2.1 The Contractor shall deliver all services to the levels and standards set out within this Specification and in accordance with the Payment Mechanism, which specifies Required Periods, Community Use (where relevant) and service delivery obligations.
- B2.2 Each service requirement has an associated Key performance Indicator (KPI) which will be used to assess delivery against expected standards.
- B2.3 KPI performance will be subject to regular monitoring and may result in payment deductions or corrective actions where thresholds are not achieved.
- B2.4 The Contractor shall prepare a performance monitoring programme, consistent across all services, for agreement with the University prior to service commencement.

### **B3. REPORTING AND MEETINGS**

- B3.1 The Contractor shall submit regular reports to the University, including but not limited to:
- PPMs Undertaken within the period.
  - Reactive callouts (time of call, attendance time, rectification works, back in use time).
  - Equipment failures and rectification.
  - Outstanding tasks.
  - Health and Safety issues or concerns.
  - Project works in progress
- B3.2 The Contractor shall attend periodic review meetings with University representatives to review service delivery, KPI performance and any improvement actions.

## B4. SERVICE LEVEL AGREEMENT AND KPIS

B4.1 The Contractor shall collate KPI performance and report monthly. Reports must be accurate, complete and timely.

B4.2 KPI thresholds are as follows:

<u>Percentage</u>	<u>Classification</u>
Above 90%	Good (Green)
80%-90%	Satisfactory (Amber)
Below 80%	Poor (Red)

B4.3 The minimum acceptable threshold is 80%. Persistent performance below this threshold may result in contractual remedies, including deductions or escalation measures.

B4.4 The KPIs applicable to this contract are set out in Appendix 3 (Award Criteria and Scoring Mechanism).

## B5. RECTIFICATION

B5.1 Rectification periods shall apply where service failure arises as a result of the Contractor's actions during PPM or callouts.

B5.2 The following rectification categories apply:

<u>Priority Rating</u>	<u>Description</u>	<u>Rectification Period</u>
Emergency	Acute matters impacting health and safety	Within 1 hour
Urgent	Matter impinging on operational function	Within 4 Hours
Routine	Matters of routine / administrative nature	Within 2 days
General Request	Required under normal course of service delivery	Within 5 working days

## B6. COMMON REQUIREMENTS

B6.1 The Contractor shall provide:

- A single point of contact with the University.
- Responsive service within agreed timescales.
- Integrated service delivery.
- Continuous improvement in line with best value and University objectives.

B6.2 The Contractor shall comply with all relevant legislation, Approved Codes of Practice, industry standards and guidance issued by regulatory bodies.

B6.3 All works shall be undertaken by suitably trained, qualified and competent staff. Gas-related works must be completed by Gas Safe – registered engineers.

## **B7. SCOPE OF SERVICES**

B7.1 The Contractor shall deliver:

- A maintenance service supporting the operational requirements of the University.
- Heating plant and associated systems listed in Appendix 5 (Asset List).
- Annual asset condition reports within the first 90 days of the contract, updated annually thereafter.

B7.2 The Contractor shall ensure:

- All statutory and legal requirements are met.
- A safe environment is maintained for all building users.
- Environmental and energy efficiency standards are achieved.
- Assets are maintained to prevent deterioration beyond lifecycle expectations.

## **B8. OPERATIONAL REQUIREMENTS**

B8.1 The Contractor shall:

- Ensure statutory tests and inspections are completed within required timescales.
- Maintain full records of work.
- Liaise with University representatives before works begin.
- Ensure that the operations of the building can continue while works are undertaken (unless prevented by statutory or safety requirements).
- Protect building users and property during works.
- Provide advice and instructions on the use of any new equipment and/or installations.
- Remove waste and leave areas clean after works.
- Carry out all works in compliance with legislation, health and safety, and good industry practice.

B8.2 The Contractor shall record and update all maintenance, and replacement works in an agreed electronic format.

## **B9. SCHEDULE OF PLANNED MAINTENANCE**

B9.1 The Contractor shall adopt a proactive approach to PPM, aiming to minimise failures.

B9.2 An annual PPM plan shall be agreed with the University prior to each contract year.

B9.3 Any modifications to the plan must be submitted with four weeks' notice for approval.

B9.4 Access for performing maintenance and works shall be managed so as to minimise disruption to University operations.

## **B10. REPLACEMENT MATERIALS**

B10.1 Replacement materials shall be of the same or better quality as those replaced, and in accordance with good industry practice.

B10.2 Reconditioned or reused parts shall only be used where performance and lifecycle are equivalent to new, and with University approval.

B10.3 At the end of the contract, remaining life of assets must align with lifecycle expectations.