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Contract Deliverables Requirement List

Requirement	DID Reference	Deliverable	Purpose	Frequency
Contract Initiation	CI-1	Service Delivery Regime	For Acceptance	Contract Initiation
	CI-2	Contract Transition Plan	For Authorization	Contract Initiation
	CI-3	Resource Plan for Contract Initiation	For Authorization	Contract Initiation
	CI-4	Contract Initiation Deliverables	For Authorization	Contract Initiation
Business Processes	BP-1	Copy of the QMS ISO 9001 certification and periodic updates	For Information	When available
	BP-2	Service call contact list at the Contract and building level	For Information	Once
Health and Safety	HS-1	Site-specific OHS Plans, including a site-specific OHS Code of Practice	For Acceptance	Operational Start
	HS-2	Project-specific OHS Plans	For Acceptance	As required
	HS-3	Contact list of Contractor personnel responsible for health and safety	For Information	Operational Start
	HS-4	Copies of communications reports and orders received as a result of visits by authorities having jurisdiction	For Information	When requested
Planning and special studies	PL-1	Crown-Owned Building Performance Review Reports	For Acceptance	Annually
	PL-2	Leased Space Building Performance Review Reports	For Acceptance	Bi-Annually
	PL-3	Campus and Multi-Building Site Performance Review Reports	For Acceptance	Annually
	PL-4	Energy audits	For Acceptance	Every 5 years
	PL-5	Studies and assessments to support Environmental Assessments	For Acceptance	When requested
	PL-6	Third-party leasing studies and market analyses	For Acceptance	When requested
	PL-7	Resourcing Plans	For Authorization	Annually
	PL-8	Crown-Owned Building Management Plans	For Authorization	Annually
	PL-9	Leased Space Building Management Plans	For Authorization	Annually
	PL-10	Campus and Multi-Building Site Building Management Plans	For Authorization	Annually
	PL-11	Portfolio Plans	For Authorization	Annually
	PL-12	Contract Plan	For Authorization	Annually
	PL-13	Other Planning Reports and Documents as Directed	For Authorization	When requested
	PL-14	Annual forecasts of revenues and costs for each Portfolio and Contract for the year ending March 31	For Authorization	Annually
	PL-15	Revenue and Cost forecast updates	For Authorization	Monthly

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Requirement	DID Reference	Deliverable	Purpose	Frequency
Contingency Plans	CP-1	Building and Campus Emergency Plans	For Acceptance	Operational Start
	CP-2	Infrastructure Continuity Plans	For Acceptance	Operational Start
Operations and Maintenance	OM-1	Campus and Multi-Building Site OMP strategies	For Acceptance	Operational Start
	OM-2	Portfolio Maintenance strategies	For Acceptance	Operational Start
	OM-3	Heritage records of Work documents and maintenance guidelines	For Information	When requested
Other Property Management Services	PM-1	Commissioning assessments	For Authorization	When requested
	PM-2	Threat and Risk Assessments	For Acceptance	When requested
Managing Agreements	MA-1	Contractual documentation for existing Government contracts for execution	For Authorization	When requested
	MA-2	Report on performance of Government contracts	For Acceptance	When requested
	MA-3	Contract amendments for Government contracts for execution	For Authorization	When requested
	MA-4	Third-party leases, licenses, and other occupancy agreements for execution	For Authorization	As required
	MA-5	Third-party lease surrenders, sublets, assignments and related documentation for execution	For Authorization	As required
	MA-6	Report on Third-party lease transactions	For Information	Monthly
	MA-7	Third-party leasing file	For Information	As required
Lease Administration	LA-1	Assessments and evaluation reports on whether leased space meets requirements	For Acceptance	When requested
	LA-2	Lease compliance reports	For Information	When requested
	LA-3	Lease File, including deficiency reports on leased space or landlord services	For Information	As required
Procurement and Contracting	PC-1	Procurement, tender, and contract documents	For Information	As required
Communications and Information Services	CO-1	Communications products and reports	For Acceptance	When requested
Project Delivery	PD-1	Project specifications	For Information	As required
	PD-2	Project initiation deliverables for Category II and III projects	For Authorization	On project initiation
	PD-3	Project initiation deliverables for Category IV projects	For Authorization	On project initiation
	PD-4	Implementation plans for Category II and III projects	For Authorization	On project initiation
	PD-5	POP updates	For Authorization	Monthly
	PD-6	Report on project cost estimating performance	For Information	As required

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Requirement	DID Reference	Deliverable	Purpose	Frequency
	PD-7	Project year-end forecasts	For Authorization	Monthly
	PD-8	Report on project delivery performance	For Information	As required
	PD-9	Commissioning deliverables	For Acceptance	As required
	PD-10	As built plans, drawings, and diagrams	For Acceptance	On project completion
	PD-11	Project warranty information	For Information	On project completion
	PD-12	Project file	For Information	As required
	PD-13	Report on completed tenant projects	For Information	On project completionl
	PD-14	Project assessments of Category I projects	For Acceptance	On project completion
	PD-15	Project assessments of Category II and III projects	For Acceptance	On project completion
	PD-16	Project assessments of Category IV projects	For Acceptance	On project completion
	PD-17	Special Studies deliverables	For Acceptance	When requested
Optional Services	OS-1	AMPs - As and when invoked, BCRs, Facilities Management Services deliverables)	TBD	TBD
	OS-2	BCRs – As and when invoked	TBD	TBD
	OS-3	Facilities Management Services reports – As and when invoked	TBD	TBD
Reporting	RP-1	Monthly progress reports on BMP, Portfolio Plan, and Contract Plan status	For Acceptance	Monthly
	RP-2	O&U budget status	For Acceptance	Monthly
	RP-3	Ad hoc budget reports	For Acceptance	When requested
	RP-4	Monthly project activity and status reports	For Acceptance	Monthly
	RP-5	Status reports on energy retrofit projects	For Acceptance	As requested
	RP-6	Report on newly acquired assets	For Acceptance	Monthly
	RP-7	Inventory Data Entry Sheets for Real Property Betterments and Leasehold Improvements	For Authorization	As required
	RP-8	Report on third party lease transactions	For Acceptance	Monthly
	RP-9	Monthly parking fees reports	For Acceptance	Monthly
	RP-10	Quality Management reports	For Acceptance	Monthly
	RP-11	Performance reports, with PIs linked to KPIs, at the Portfolio and Contract levels	For Authorization	Monthly
	RP-12	Identification of PI continual improvement opportunities for the following year	For Acceptance	Annually
	RP-13	Tenant Satisfaction surveys	For Information	Annually

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Requirement	DID Reference	Deliverable	Purpose	Frequency
	RP-14	Tenant Service work reports	For Acceptance	Monthly
	RP-15	Tenant Requested Extended Hours Use and Associated Costs	For Information	Monthly
	RP-16	Critical Incident reports	For Information	As required
	RP-17	Incident tracking data and reporting	For Information	As required
	RP-18	Analysis of incident trends and root causes and recommendations for improvements in BMPs and BPRs	For Information	When requested
	RP-19	Service call tracking data, analysis, and reporting	For Information	Monthly
	RP-20	Security Incident Reports	For Acceptance	As required
	RP-21	Security Investigation Reports	For Information	When requested
	RP-22	Risk Dashboard	For Information	Monthly
	RP-23	Sustainability results	For Information	Annually
	RP-24	Environmental performance	For Information	When requested
	RP-25	Monthly reports on energy consumption and other utility usage	For Information	Monthly
	RP-26	Annual report on energy savings achieved	For Information	Annually
	RP-27	Benchmarking results for building operations and utilities costs	For Information	Annually
	RP-28	Environmental benchmarking	For Information	Annually
	RP-29	Inventory of regulated systems, building equipment and components		When requested
	RP-30	Heritage recording reports	For Information	As required
	RP-31	GFE Inventory	For Information	Annually
	RP-32	Cultural property inventory	For Information	Annually
		Ornamental plant inventory	For Information	Annually
Billing and Accounting	BA-1	Billing to individual buildings for shared utility usage, as directed	For Information	When requested
	BA-2	Accrual-related transaction reports	For Information	Monthly
	BA-3	Accrual accounting reconciliation reports	For Information	Monthly
	BA-4	Other financial reports as required by the TA	For Acceptance	When requested
Compliance and Due Diligence Support	CD-1	Certification for energy management achievements through industry recognized certification programs	For Information	As required
	CD-2	Environmental compliance reports	For Information	Annually
	CD-3	OHS compliance reports	For Information	Annually
	CD-4	Annual certification that inspections, testing, and maintenance of life safety, health, and environmental systems and equipment have been conducted	For Information	Annually
	CD-5	QMS records of audit findings	For Information	When requested

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Requirement	DID Reference	Deliverable	Purpose	Frequency
	CD-6	EMS – records of audit findings	For Information	When requested
Asset Data and Records	AD-1	Building technical documentation and drawings, including BIM data	For Information	As required
	AD-2	Operational data, manuals and records	For Information	As required
	AD-3	Heritage condition documentation drawings and reports	For Information	As required
Addition and Removal of Inventory	AI-1	In-contract transition plan for additions to the inventory	For Authorization	When requested
	AI-2	In-contract Completion Plan for inventory removals	For Authorization	When requested
Incorporation of Optional Services	OP-1	Preliminary Process Definition Review deliverables	For Acceptance	When requested
	OP-2	Final Process Definition Review deliverables	For Acceptance	When requested
Manage Changes to the Service Delivery Regime	SD-1	Updates to the Service Delivery Regime	For Acceptance	When requested
Manage Contract Completion	CC-1	Contract Completion Plan	For Authorization	Contract Completion
	CC-2	Completion of Services deliverables	For Information	Contract Completion
	CC-3	Financial reconciliation, including revenues and necessary data to determine applicable performance fees and deliverables related to activities	For Authorization	Contract Completion

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CI-1, Service Delivery Regime Deliverable Item Description (DID) Overview

Items to be included:

- The Contractor's core organization
- Contract and service administration relationships
- Collaborative technical oversight
- Service Delivery processes, including Property Management Services, Project Delivery Services, and Optional Services
- Quality Management System (QMS) documentation and Quality Management Plan
- Quality management processes and procedures including protocols and schedules for conducting quality management reviews
- Performance Measurement Regime, including:
 - Performance Measurement data and information
- Tenant Relationship Management Program
- Tenant Communications Program
- Code of Conduct for stakeholders
- Tenant Services Processes and Procedures
- Methodology for determining level of Tenant satisfaction
- OHS Program
 - OHS Policy
 - Lease Administration OHS program
- OHS requirements, procedures and work instructions
- Incident and critical incident protocols and processes
- Service Call response processes
- Lease administration service levels
- Leasing Inspection Program
- Business Administration Regime, including:
 - Procurement and contract management processes
 - Financial management and reporting
 - Accrual accounting methodology
 - Expenditure management
 - Work management,
 - Audit reporting and liaison
 - Back-office system capabilities
 - Organizational development and HR management.
- Risk Management Program, including:
 - Risk control practices
 - Risk management processes, roles, and responsibilities
- Contractor internal information, knowledge, lessons learned and intellectual capital sharing processes
- Management of Government contracts
- Standard Operating Procedures for each Assets type, where required
- Computerized Maintenance Management System (CMMS) description
- Work Management System (WMS) description

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- Cleaning services tasks and frequencies
- Sustainability Program
 - Optimized Maintenance Program
 - Energy Management Program
- Heritage Conservation Program
- Environmental Management System (EMS), including certificates throughout the duration of the contract
- Environmental Regulatory Compliance Program
- Other Harmonized Management systems processes and procedures
- Commissioning Management Program
- Parking services procedures
- Project Management Regime
 - Project file checklist
 - Quality checklist
 - Generic project completion survey
- Document and records management methodology, including an electronic list for ease of reference
- Pest control methods

The Service Delivery Regime process review is to be delivered as follows:

- Preliminary Process Review, including:
 - Service Delivery Regime overview
 - Performance measurement data and information
 - High-level process flow diagrams, with decision points, deliverables, major roles and responsibilities
 - Approach and plan for provision of detailed descriptions of programs, processes, procedures, Contractor policy and guidance documents, resource requirements, competencies, and organization
 - QMS, OHS, EMS and other harmonized management systems approach,
 - Involvement of other resources under the Contractor's authority, and associated business arrangements, such as sub-contracts, if planned,
 - Documents and presentations to support the review submitted no later than two weeks in advance of the review, and
 - Updated documents and presentations within three weeks of completion of the review
- Intermediate Process Review, including:
 - Status update with adjustments to and descriptions of programs, detailed processes, procedures, Contractor policy and guidance documents, resources, competencies, and organization , with examples of selected draft documents
 - Refined performance measurement data and information with links to the Performance Indicators
 - Detailed process flow diagrams, indicating decision points, deliverables, roles and responsibilities
 - QMS, OHS, EMS and other harmonized management systems descriptions, plans and status

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- Status of third-party business arrangements, if required
 - Refined organization, HR Plan and staff training plan
 - Documents and presentations to support the review submitted no later than one month in advance of the review
 - Updated documents and presentations within two months of completion of the review
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- Final Process Review, including:
 - Plans, programs and detailed processes and procedures with decision points, deliverables, roles and responsibilities, Contractor policy and guidance documents, and organization and key staff
 - Final performance measurement data and information, consistent with the requirements of the Request for Proposal,
 - Updated QMS, OHS, EMS and other harmonized management systems plans and status
 - Final status of third-party business arrangements, if required,
 - Information management, record-keeping and reporting processes, deliverables and capabilities
 - Documents and presentations to support the review submitted no later than one month in advance of the review
 - Updated documents and presentations within three months of completion of the review for acceptance.

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CI-3, Contract Initiation Deliverables Deliverable Item Description (DID) Overview

Items to be included:

- Transition Communications Plan
- Key Contact Information List
- Contact lists to provide to the National Service Call Centre
- Door and equipment keys inventory sheet
- Initial Building Management Plans and Portfolio Plans
- Initial Campus and Building Emergency plans
- Contingency Plan
- Contractor Business Continuity Plan
- IM/IT Plan and Strategy
- Establish SOPs for each Asset Type, where necessary
- Demonstrate network and data communications connections
- Final performance measures

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PL-11, Portfolio Plans Deliverable Item Description (DID) Overview

Items to be included:

- Portfolio level Program of Projects (POP)
- Portfolio energy management strategy

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PL-13, Other Planning Reports and Documents Deliverable Item Description (DID) Overview

Items to be included:

- Proposals for Tenant Service and Tenant Direct projects
- Proposals for Tenant Improvement projects
- Special Study project plans and reports
- Building Emergency Plans – where requested as Tenant Service Projects
- Fire Safety Plan and emergency evacuation procedures for each building – where requested as Tenant Service Projects

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Project Assessments (PD-11, 12, and 13) Deliverable Item Description (DID) Overview

Items to be included:

- Quality checklist
- Project file checklist
- Project completion survey

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CC-2, Contract Completion Deliverables Deliverable Item Description (DID) Overview

Items to be included:

Six Months Prior to Completion:

- Report on status of projects that will not be 100% complete before the Contract Completion Date
- Contract Lessons-Learned Report

Four Months Prior to Completion:

- Listing of subcontracts in place
- Updated key inventory sheet
- Documentation on existing warranties
- Documentation on contracts managed on behalf of PWGSC
- Update the plant-life inventory
- Update the cultural property inventory
- Building documentation archive for each asset in the inventory
- Other operational and contract-related documentation
- Documentation on software licenses and database agreements

Two Months Prior to Completion:

- List of GFE, and GFA, and GFI
- Second update of cultural property inventory

30 Days Prior to Completion:

- Report on status of projects that will not be 100% complete before the Contract Completion Date
- Final updates to inventories and documentation

Upon Completion of Service:

- Certification that suppliers and subcontractors have been paid for Work up to the Completion Date
- Access to records demonstrating compliance and information supplied in relation to legislative and regulatory requirements
- Documentation on outstanding quality non-conformities at Contract Completion