

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC/Réception des soumissions -  
TPSGC  
11 Laurier/11 rue Laurier  
Place du Portage, Phase III  
Core 0A1/Noyau 0A1  
Gatineau, Québec K1A 0S5  
Gatineau  
Ontario  
K1A 0S5  
Bid Fax: (819) 775-7279

**SOLICITATION AMENDMENT**  
**MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Property Management Project Division/Division du  
projet de gestion immobilière  
Sir Charles Tupper Building 4th Fl  
Édifice Sir Charles Tupper 4e étage  
A-425-F  
2720 Riverside Drive/  
2720, promenade Riverside  
Ottawa  
Ontario  
K1A 0S5

<b>Title - Sujet</b> Real Property 1	
<b>Solicitation No. - N° de l'invitation</b> EP008-112560/D	<b>Amendment No. - N° modif.</b> 010
<b>Client Reference No. - N° de référence du client</b> 20112560	<b>Date</b> 2013-12-05
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$GC-002-63671	
<b>File No. - N° de dossier</b> gc002.EP008-112560	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-01-14</b>	
<b>Time Zone</b> Fuseau horaire Eastern Standard Time EST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Wong, Lisa	<b>Buyer Id - Id de l'acheteur</b> gc002
<b>Telephone No. - N° de téléphone</b> (613) 736-3058 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

Solicitation No. - N° de l'invitation

EP008-112560/D

Client Ref. No. - N° de réf. du client

20112560

Amd. No. - N° de la modif.

010

File No. - N° du dossier

gc002EP008-112560

Buyer ID - Id de l'acheteur

gc002

CCC No./N° CCC - FMS No/ N° VME

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**Please see attached.**

## AMENDMENT 010

# REQUEST FOR PROPOSAL FOR REAL PROPERTY - 1 PROPERTY MANAGEMENT AND PROJECT DELIVERY SERVICES (RP-1) FOR PUBLIC WORKS AND GOVERNMENT SERVICES CANADA

**THIS AMENDMENT HAS BEEN RAISED TO EFFECT THE FOLLOWING CHANGE:**

### **SECTION A: QUESTIONS AND ANSWERS**

#### **Q42:**

Terms of Payment, TP3 Fees, 2.4.3 – Would Bidder's employees engaged in the administration of IT / IM systems account for allowable or non-allowable costs? If there is a dedicated IT professional working on PW behalf as an account employee, we are looking to confirm that the position should be flow through rather than part of the non-allowable IT criteria as identified in 2.4.3.

#### **A42:**

To be considered payable, the Contractor's Direct Labour Costs must be:

- Authorized by the Technical Authority through the Work Authorization Process prior to the commencement of Work.
- For resources that are engaged in the provision of services described in the Statement of Work.
- Demonstrated to have been incurred and paid by the Contractor.

Please refer to the RFP including the following sections:

- SC02 Work Authorization, paragraph 1.,
- TP2 Costs, paragraphs 1.4., 1.5. and 1.6.,
- TP2 Costs, paragraph 3.2.1, and
- WA01 Work Authorizations.

As the services listed in the Bidder's question have not been demonstrated to be within the scope of the Statement of Work, the related costs would not be authorized as allowable costs under the resulting contract. The Bidders should include the costs of these services in their fees.

#### **Q43:**

GC05 states that the Contractor will not act as Canada's agent, but we are required to act "on behalf of Canada" or "on Canada's behalf"; please clarify the intent of acting on behalf of Canada without acting as an agent of Canada (e.g. TP2-3.2.2; TP2-3.2.4, etc).

#### **A43:**

The text of GC05 includes the following statement:

"With the exclusive exceptions as specifically identified in the Statement of Work, the Contractor must not represent itself as an agent or representative of Canada to anyone."

Refer to section 1.3.4 of the Real Property 1 (RP-1) Statement of Work. Further to Canada's response, please see number 21. under Section B: Changes to the Request for Proposal.

**Q44:**

Regarding TP3 1.1.1.2./1.1.1.3: Please confirm that those legal services that are a legal requirement of service delivery are Allowable (e.g., title searches, construction lien searches, legal services required in connection with other real estate property transactions such as leasing)

**A44:**

To be considered payable, the Contractor's Direct Labour Costs must be:

- Authorized by the Technical Authority through the Work Authorization Process prior to the commencement of Work.
- For resources that are engaged in the provision of services described in the Statement of Work.
- Demonstrated to have been incurred and paid by the Contractor.

Please refer to the RFP including the following sections:

- SC02 Work Authorization, paragraph 1.,
- TP2 Costs, paragraphs 1.4., 1.5. and 1.6.,
- TP2 Costs, paragraph 3.2.1, and
- WA01 Work Authorizations.

The services listed in the Bidder's question seem to be within the scope of the Statement of Work. As such the direct labour costs would become allowable costs under the resulting contract provided an approved Work Authorization has been issued by the Technical Authority. Prior to approval of a Work Authorization, the Contractor will need to provide, upon request by the TA, any information necessary to allow the TA to determine that the services to be provided by the resource are within the scope of the Statement of Work; that the resources are appropriate for the services to be delivered; and, that the costs are reasonable.

**Q45:**

PI AI-4.1, Maintenance Completion Index (MCI). The minimum performance range is identified at "8." Please confirm that this represents the total number of late maintenance events for the entire portfolio on a monthly basis. Please also confirm that all PIs and KPIs will be measured by contract, so regionally, as opposed to across multiple regions if more than one is awarded to the same bidder.

**A45:**

Revisions have been made to Attachment 1 to the Statement of Work, Performance Measurement Regime Information. Please review the revised version and if there are further questions, please submit them in accordance with SI04, Enquiries - Bid Solicitation.

**Q46:**

PI S-1.2, Service Call Responsiveness Index (SCRI). Can PWGSC please confirm what score(s) on the 1-4 continuum of Unsatisfactory/Fair/Good/ Excellent (previously identified under Section 3 SCRI on Pg 257) correspond to "satisfied with the resolution of their call" as identified under PI Components for S-1.2.

**A46:**

Please refer to the answer provided to question 45.

**Q47:**

PI S3 and S4. In the PI description parentheses exist that indicate the measurement of this PI commences in "year +1." In attempting to reconcile this to Attachment 1 (Section 1.7 on Pg 255) S-3 is not identified as "suspended" however S-4 is. Can PWGSC clarify the definition of "Year +1", confirm whether S-3 is in fact suspended in Year+1, and therefore should be listed along with S-4 in Attachment 1 Section 1.7?

**A47:**

Please refer to the answer provided to question 45.

**Q48:**

The PI S-2: Incident Response Index (IRI) for PI Component S-2.1 states that “Critical and non-critical incident response results expressed as the ratio of the number of successfully completed Lease Administration Incident Checklists to the total number of incidents.”

Could PWGSC correct either the description of this component or the Unit and Performance Range? The former speaks to a ratio, which should result in the use of a percentage value, yet the latter is using an empirical number.

**A48:**

Please refer to the answer provided to question 45.

**Q49:**

The PI F-4: Lease Forecast Accuracy Index (LFAI) for F-4.1 (lease forecast accuracy), F-4.2 (PAYE forecast accuracy) and F-4.3 (RAYE forecast accuracy), the performance range BMs for each of these PI components is +/- 2, whereas the performance range Minimums are +1.5 and -4. Could PWGSC correct either the BM value or the upper Minimum values for these three PI components? It is considered the upper Minimum value cannot be less than the BM value.

**A49:**

Please refer to the answer provided to question 45.

**Q50:**

As it relates to the SOW at section 2 and 4, the Bidder has noted the extensive interface of the Bidder responsibilities with tenant requirements and conditions of occupancy as identified in tenant Occupancy Instruments (OIs), specifically but not limited to:

- 2.8.2.4 Optimized Maintenance Program (OMP)
- 4.1.7.2 Tenant Services
- 4.1.7.3 Additional Tenant Services
- 4.5.3.2 Cleaning
- 4.5.4.1 Building Systems
- 4.5.4.7 Occupational Health and Safety
- 4.5.11.3.3 Security
- 4.5.18.1 Property Management Service Levels – Extras

Question A:

Can PWGSC please confirm that the Successful Bidder shall have ready access to, or be provided with copies of, all OIs associated with building assets within the scope of RP-1 Statement of Work, including those for tenants of Other Government Department (OGD) Custodians?

Question B:

Can PWGSC please confirm the extent to which the Successful Bidder may be required to participate in the development, definition, negotiation, management, interpretation, etc. of OIs?

**A50:**

Answer A:

Available OI information for the assets included in the Contract Inventory will be provided to the successful Bidder as part of the Operational Transition.

Answer B:

The Successful Bidder will be required to provide support to Custodians in areas such as data collection or special studies, as requested, but Custodians will continue to be responsible for the main activities associated with establishing and managing OIs with government Tenants.

**Q51:**

RFP Statement of Work - Section 5 Provide Services to Establish Third-Party Leases and Agreements deals with the requirement to "Provide Services to Establish Third-Party Leases and Agreements". However, this particular requirement does not appear to be addressed within any of the current Rated Requirements in SRE 5 Rated Technical Evaluation Criteria.

PWGSC is requested to confirm whether it is your intent that this requirement be addressed under SRE 5 - R-13 Proposed Service Delivery Regime - Lease Administration Services? Alternatively, should this be an additional Rated Requirement not previously identified?

In either case, the Bidder requests an additional 30 pages be added to the total page count requirement (Pg 29, SRE 1.5.c.) in order to properly respond to this service requirement.

**A51:**

The requirements of Section 5 of the Statement of Work are not specifically addressed under SRE 5. Evaluation criterion R-13 is focused on the Bidder's proposed approach to delivering Lease Administration Services. No additional pages will be added to the total page count limitation described at SRE1.5.c.

**SECTION B: CHANGES TO THE REQUEST FOR PROPOSAL**

19. To provide Bidders with enough time to review the updated Attachment 1 to the Statement of Work, Performance Measurement Regime Information, included in this amendment 010, Canada is extended the Solicitation close date to January 28, 2014.

On page 1 of the Real Property 1 Request for Proposal,

**Delete:**

Solicitation Closes - L'invitation prend fin  
at - à 02:00 PM  
on - le 2014-01-14

**Insert:**

Solicitation Closes - L'invitation prend fin  
at - à 02:00 PM  
on - le **2014-01-28**

20. At Supplementary Conditions (SC), **Insert:**

**SC17 GOVERNMENT FURNISHED ACCOMMODATIONS**

1. Canada will provide Government Furnished Accommodation (GFA) to the Contactor as per the Contract Inventory for office and operational use.. Canada reserves the right to change the location of the GFA. Canada will provide GFA for operational use to the Contractor at no

charge, including mechanical rooms, cleaning closets, and building operator rooms for the conduct of the Work.

2. Canada will provide office space as indicated in the Contract Inventory for the Contractor's Property Manager and support staff where the Contractor's presence is required in the building at no charge. The Contractor must only use the GFA for the purpose of the Contract. Canada may provide office space, supplementary to that provided as GFA as requested by the Contractor, at the Contractor's expense.
3. The Contractor must provide all other accommodations and facilities required to carry out the Work not explicitly provided as GFA.

21. At 1.3, Contractor Totally Responsible for Service Delivery, of the Statement of Work,

**Delete:** paragraph 1.3.4 in its entirety, and

**Insert:**

- 1.3.4 The Contractor is not Canada's agent, with exclusive exceptions as specifically identified in relation to:
- a) acting as OHS Control Authority, as set out in the Provide Integrated Services section (4.1.2.2 c)) and the Ensure Health and Safety in Custodian Assets section (4.1.13.1.4 b));
  - b) undertaking negotiations with municipal authorities or partners, as set out in the Manage Stakeholder Relationships section (4.1.5.1.3);
  - c) supporting the administration of existing government contracts, as set out in the Provide Support in Administering Existing Government Contracts section (4.1.8.2) and the Provide Physical Security Services section (4.5.11.3.5);
  - d) providing parking services, as set out in the Provide Parking Services section (4.5.17.1);
  - e) certifying and paying utility invoices (4.2.1.3), as set out in the Control Work and Costs, Comply with Expenditure Management Requirements and Collect Revenues section;
  - f) negotiating and preparing new and renewal leases, lease surrenders, sublets, letting control sheets and related documents, as set out in the Establish Third-Party Leases section (5.2.3 g));
  - g) negotiating and preparing licences and other occupancy agreements, as set out in the Establish Third-Party Agreements section (5.3.3 e)); and
  - h) providing lease administration services, as set out in the Provide Lease Administration Services section (6.1.1).

Solicitation No. - N° de l'invitation  
EP008-112560/D

Amd. No. - No de la modif.  
010

Buyer ID – Id. de l'acheteur  
gc002

22. **Delete:** Attachment 1 to the Statement of Work, Performance Measurement Regime Information, in its entirety.

**Insert** the attached document titled "Attachment 1 to the Statement of Work, Performance Measurement Regime Information".

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**



## **ATTACHMENT 1 TO THE STATEMENT OF WORK PERFORMANCE MEASUREMENT REGIME INFORMATION**

### **TABLE OF CONTENTS**

#### **1 GENERAL**

#### **2 TREATMENT OF QUALITY MONITORING NONCONFORMITIES**

#### **3 SERVICE CALL RESPONSIVENESS INDEX**

#### **4 INCIDENT MANAGEMENT INDEX**

#### **5 POP PROGRESS INDEX**

#### **6 FORECAST ACCURACY INDEX (SCHEDULE 1)**

#### **7 CONSUMER PRICE INDEX**

#### **SCHEDULE 1: PERFORMANCE MEASURES FOR CROWN-OWNED ASSETS**

#### **SCHEDULE 2: PERFORMANCE MEASURES FOR LEASES**

## 1 General

1.1 There are separate Key Performance Indicators (KPIs) and Performance Indicators (PIs) for Crown-owned and Leased assets, described respectively in Schedule 1 and Schedule 2 to this attachment.

1.2 The Technical Authority (TA) monitors Contractor performance throughout the year using information from PWGSC Quality Monitoring evaluations and Contractor-provided PI and KPI information including calculated values. The evaluation of the Contractor's annual performance is completed after March 31 of each year. To be considered successful, the Contractor must achieve a score of at least 80% in each of the four KPIs.

1.3 Additional PIs **and/or portfolios** may be added during the term of the contract at the discretion of the TA to meet **other** needs **including**:

- **specific assets, for example PI AI-3.1 in Schedule 2 could be added to Schedule 1 for application to lease-purchase assets;**
- **additional inventory; and**
- **exercising of Optional Services**

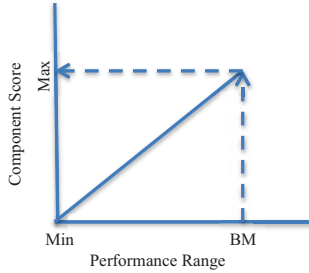
1.4 Each KPI comprises several PIs and some PIs have several components. Typically, each KPI is allocated a maximum score of 100, distributed across the PIs that make up that KPI. When PIs are suspended, added or modified for a given Fiscal Year, the following rules apply:

- when a PI is suspended, the maximum score associated with that PI is removed from the total score available for its related KPI. For example, if a PI worth 20 is suspended, the KPI maximum score will be 80 rather than 100; and
- when a PI is added or modified, the maximum score associated with the PIs in the KPI is redistributed by the TA, following consultation with the Contractor, to maintain a maximum score of 100 for the KPI.

1.5 The TA and Contractor, on a yearly basis, establish a performance range for each PI consisting of a Minimum (indicated as Min) and Benchmark (indicated as BM). **The performance range refers to the entire Fiscal Year and not monthly or quarterly.** The Contractor calculates the PI result at an agreed frequency. The PI result is then used to determine the corresponding PI score as follows, and as **illustrated** for three typical performance range cases shown in the following figure:

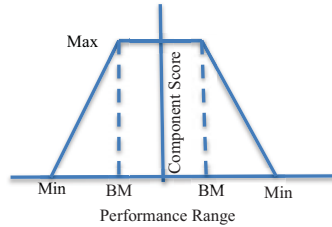
- for a PI result equal to or better than the benchmark, the maximum PI score is assigned **excluding F-3.1 and F-3.2 in Schedule 1 and F-3.1 in Schedule 2 where a score of zero is assigned if the PI result for P8 is greater than zero ; or**
- for a PI result falling within the performance range, a PI score is computed, using an equality-of-slope **approach**; or
- for a PI result equal to **or** outside the performance minimum, a PI score of zero is assigned.

**Performance Indicator Scoring**



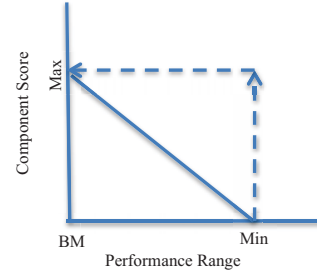
- Example:
- Min = 80%
  - BM = 95%
  - Max Score = 10
  - PI Result = 90%

Slope 1 = Max Score / (BM - Min)  
 Slope 2 = Calculated Score / (PI Result - Min)  
 Compute score based on equality of slopes  
 Slope 1 = Slope 2  
 Calculated Score =  $(10 / (95-80)) \times (90-80)$   
 = 6.7



- Example:
- Min = +1.5 & - 4
  - BM = ± 1
  - Max Score = 10
  - PI Result = +1.3

Slope 1 = Max Score / (BM - Min)  
 Slope 2 = Calculated Score / (PI Result - Min)  
 Compute score based on equality of slopes  
 Slope 1 = Slope 2  
 Calculated Score =  $(10 / (1- 1.5)) \times (1.3 - 1.5)$   
 = 4



- Example:
- Min = 20
  - BM = 0
  - Max Score = 10
  - PI Result = 8

Slope 1 = Max Score / (BM - Min)  
 Slope 2 = Calculated Score / (PI Result - Min)  
 Compute score based on equality of slopes  
 Slope 1 = Slope 2  
 Calculated Score =  $(10 / (0 - 20)) \times (8 - 20)$   
 = 8

1.6 For the first year of the contract, values for the performance minimums and benchmarks are shown in Schedules 1 and 2. For the second and remaining years, these values will be established by June 15 of the following Fiscal Year. If agreement between the Contractor and TA cannot be reached by June 15, the PI values from the previous Fiscal Year will remain in effect.

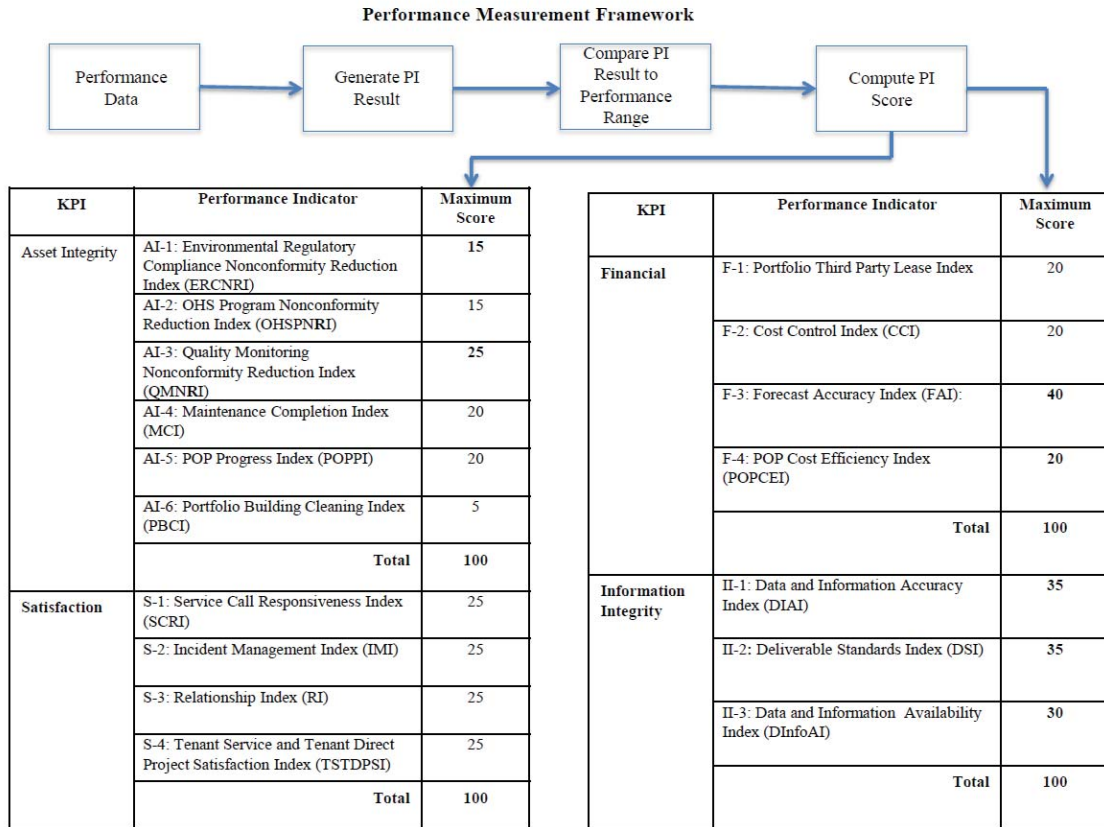
1.7 Some PIs will be suspended for the first Fiscal Year. These include:

- For Schedule 1: AI-1, AI-2, AI-5, **S3**, S-4, F-1.1, F-1.3, F-2, F-3.1 (**P3<sup>1</sup>** and **P6<sup>2</sup>**), **F-3.2 (P3 and P6)**, F-3.3 and F-4; and
- For Schedule 2: AI-4, S-3, F-1.1, **F-1.3**, F-2, F-3.1 (**P3 and P6**) and F-4.

1.8 At the Portfolio level, the Contractor aggregates PI results and associated PI scores computed individually to provide the Portfolio-level KPI score, as shown in the following figure (using PIs for Schedule 1 as an example).

<sup>1</sup> **P3 = Period 3 (June 30)**

<sup>2</sup> **P6 = Period 6 (September 30)**



## 2 Treatment of Quality Monitoring Nonconformities

**2.1 Nonconformity refers to a failure to comply with requirements set out in the Contract including the accepted SDR specification. Nonconformities are identified by the TA or by the Contractor. The onus is on the Contractor to identify all quality nonconformities using its Quality Management System including identifying root causes and taking corrective measures in accordance with its corrective action plans. Quality Nonconformities identified by the Contractor do not affect the PI score unless they are outstanding or recurring. Quality Nonconformities identified by the TA affect the PI score. Nonconformities that require considerable time to correct may be excluded from PI calculations as requested by the TA.**

**2.2 A recurring nonconformity occurs when the root cause and associated corrective action plan for a specific Nonconformity does not resolve the Nonconformity.**

**2.3 Outstanding Nonconformities occur when:**

- the root cause of a nonconformity is not identified and corrective actions have not been assigned within 7 days of creation. Where the root cause and corrective action cannot be determined within the above timeframes, a root cause analysis plan may be provided, at the TA's discretion, within the 7-day limit;
- corrective actions are not completed by the target date; or

- effectiveness of corrective actions are not verified within the designated timeline identified in the **corrective** action plan.

### **3 Service Call Responsiveness Index**

**3.1** The Service Call Responsiveness Index applies to Schedule 1 only.

**3.2** The principal objective in responding to service calls is to close a service call upon completion of work in a timely manner and have it remain closed thereafter. The Contractor responds to service calls related to building O&M as directed by PWGSC's National Service Call Centre (NSCC). The NSCC monitors the elapsed time between dispatch of a service call and the reported time of response, including the status of the service, which is defined as either "Completed" or "On Hold". The measurement of elapsed time for the percentage of service calls not updated within the expected update period **is determined in accordance with information in Table I under "Response to Service Calls" section of the SOW**. Re-opening closed service calls occurs when the caller:

- reports work as not complete at a time that is past the maximum service call response time; or
- is not satisfied with the work that was done and has requested that the service call be re-opened.

**3.3** A re-opened service call is one with a work status marked as "Complete" that must be re-dispatched to the Contractor. A re-opened service call appears as re-opened in the month in which it was re-opened as opposed to the month in which the first service call originated. Each re-opening of the same service call will count as an individual re-opening in the month in which it occurs.

**3.4** The NSCC has a survey process to determine the level of caller satisfaction with the Contractor in responding to service calls. The NSCC conducts a random sampling of completed service calls on an ongoing basis for each Portfolio, which is a minimum of 20% at the Portfolio level. The originator of the service call is asked to rate service delivery elements such as timeliness, ease of doing business and quality of work. Each element is rated on a scale of 1 to 4 or is designated as Not Applicable (NA):

- 1 = Unsatisfactory
- 2 = Fair
- 3 = Good
- 4 = Excellent
- NA = Not Applicable

### **4 Incident Management Index**

**4.1** The Incident Management Index applies to Schedule 1 only. **Incidents are classified as either Critical or Non-Critical.**

**4.2 Critical Incidents**

**4.2.1 A Critical Incident results in one or more of the following conditions, referred to as "impact factors":**

- **loss of productivity;**
- **injury to individuals;**
- **damage to property or asset integrity; or**
- **damage to the environment.**

**4.2.2 The Contractor will be considered to have been “At Fault” where a Critical Incident is deemed by the TA to be preventable or foreseeable. Once an “At Fault” incident has been identified, the number of impact factors affected by the event will be multiplied by a weighting factor of four.**

**4.2.3 When a Critical Incident is identified, the Contractor’s actions with regard to reporting within the first 24 hours, in accordance with the accepted SDR specification, will be evaluated as follows:**

- whether the event was reported in accordance with accepted procedures; and
- the extent to which required reporting documentation was complete and timely.

**4.2.4 The Critical Incident score for the Portfolio is the sum of the number of affected impact factors for each “At Fault” incident multiplied by four plus the number of procedure items not satisfied per incident plus the number of documentation items not satisfied per incident.**

#### **4.3 Non-Critical Incidents**

**4.3.1 There are no “impact factors” associated with Non-Critical incidents.**

**4.3.2 When a Non-Critical Incident is identified, the Contractor’s actions with regard to reporting within the specified timeframe, in accordance with the accepted SDR, will be evaluated as follows:**

- whether the event was reported in accordance with accepted procedures; and
- the extent to which required reporting documentation was complete and timely.

**4.3.3 The Non-Critical Incident score for the Portfolio is the sum of the number of procedure items not satisfied per incident plus the number of documentation items not satisfied per incident.**

### **5 POP Progress Index**

5.1 The Contractor will receive funding levels and project lists by March 31 for analysis and development of a POP. The project list will include applicable Project Categories. If the funding level and project lists are not provided to the Contractor by April 30, the Contractor will be awarded the full available score for the PI.

5.2 By May 30, the TA and the Contractor will have agreed to a **POP Percent Project Completion Milestone for P3, P6 and P8 (Period 8 November 30)** based on the total of the combined funding levels for the applicable Project Categories.

5.3 Projects added to **the POP** during the course of the Fiscal Year will not be subject to evaluation and will not affect the baseline budget used for performance purposes. **Projects removed from the baseline budget, with the TA’s approval, will have their project costs subtracted from the baseline budget amount being evaluated. New baseline budget values resulting from removal of projects applies to P6 and P8 only.** If additional funds become available the baseline budget and completion targets will be reassessed as directed by the TA.

### **6 Forecast Accuracy Index (Schedule 1)**

6.1 The Contractor assumes responsibility for the impact on this PI resulting from any fund re-profiling it proposes.

## **7 Cost Control Index**

**7.1 The Consumer Price Index (CPI) rate used in Schedule 1 for F-2.2 and Schedule 2 for F-2.2 is derived from the CPI for the applicable province for each Contract, as published by Statistics Canada for the previous year. The CPI rate is the difference in CPI between January of that year and January of the previous year divided by CPI of the previous year multiplied by 100. If the annual inflation adjustment rate is a negative value it will be treated as zero.**

**Schedule 1: Performance Measures for Crown-owned Assets**

RP-1 Performance Measurement – Schedule 1 - Crown-owned Assets								
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Reporting Frequency	Performance Range	
							Units	Min
Asset Integrity	AI-1: Environmental Regulatory Compliance Nonconformity Reduction Index (ERCNRI)	Measures compliance with applicable regulations	15	AI-1.1: Number of TA identified environmental nonconformities identified in an audit of a sample of buildings using an accepted due diligence environmental audit tool plus environmental regulatory nonconformities identified through other means	Overall PI result calculated as the sum of the nonconformity scores associated with AI-1.1, AI-1.2 and AI-1.3 converted to a PI score out of the max score determined by where the sum falls in relation to the performance range	Monthly	15	0
				AI-1.2: Number of environmental nonconformity recurrences determined as the first recurrence of the same nonconformity plus the number of subsequent recurrences of the same nonconformity based on ongoing monitoring of corrective action records (second recurrence of the same nonconformity is weighted by a factor of two and recurrences beyond the second by a factor of "n" where "n" is 3, 4, 5 etc.				



RP-1 Performance Measurement – Schedule 1 - Crown-owned Assets								
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Reporting Frequency	Performance Range	
							Units	Min
				AI-1.3: Number of environmental outstanding Nonconformities identified by either the Contractor or TA		Monthly		
	AI-2: OHS Program Nonconformity Reduction Index (OHSPNRI)	Measures success in applying an OHS Program	15	AI-2.1: Number of Building-specific and Project-specific OHS Plan nonconformities plus other OHS nonconformities from a statistically valid random sample of buildings and projects  AI-2.2: Number of OHS nonconformity recurrences identified by either the TA or Contractor determined as the first recurrence of the same nonconformity plus the number of subsequent recurrences of the same nonconformity based on ongoing monitoring of corrective action records (second recurrence of the same nonconformity is weighted by a factor of two and recurrences beyond the second by a factor of "n" where "n" is 3, 4, 5 etc.	Overall PI result calculated as the sum of the nonconformity scores associated with AI-2.1, AI-2.2 and AI-2.3 converted to a PI score out of the max score determined by where the sum falls in relation to the performance range	Monthly	10	0

RP-1 Performance Measurement – Schedule 1 - Crown-owned Assets								
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Reporting Frequency	Performance Range	
							Units	Min
				AI-2.3: Number of OHS Plan outstanding Nonconformities identified by either the Contractor or TA		Monthly	#	
	AI-3: Quality Monitoring Nonconformity Reduction Index (QMNRi)	Measures success in reducing quality nonconformities	25	AI-3.1: Number of quality Nonconformities identified by the TA. AI-3.2: Number of quality nonconformity recurrences identified by either the TA or Contractor determined as the first recurrence of the same nonconformity plus the number of subsequent recurrences of the same nonconformity based on ongoing monitoring of corrective action records (second recurrence of the same nonconformity is weighted by a factor of two and recurrences beyond the second by a factor of "n" where "n" is 3, 4, 5 etc.	Overall PI result calculated as the sum of the nonconformity scores associated with AI-3.1, AI-3.2 and AI-3.3 converted to a PI score out of 25 determined by where the sum falls in relation to the performance range	Monthly	#	30
				AI-3.3: Number of outstanding quality Nonconformities identified by either the Contractor or TA.		Monthly	#	0

RP-1 Performance Measurement – Schedule 1 - Crown-owned Assets									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
AI-4: Maintenance Completion Index (MCI)		Measures success in completing scheduled mandated and life-cycle maintenance	20	<p><b>AI-4.1:</b> Number of scheduled mandated maintenance <b>activities that</b> were not completed within 30 days of their targeted start date</p> <p><b>AI-4.2:</b> Number of scheduled life-cycle maintenance <b>activities that</b> were not completed within 45 days of their targeted start date</p>	10	#	Monthly	8	0
					10	#	Monthly	Greater of 10% of # of assets or 25	Greater of 10% of # of assets or 7
AI-5: POP Progress Index (POPPI)		Measures success in delivering a baseline POP (excludes Tenant Service Projects)	20	<p><b>AI-5.1:</b> Ratio of number of projects that successfully pass a Project Completion Checklist to the total projects assessed determined through completion assessments conducted as part of Commissioning Oversight</p> <p><b>AI-5.2:</b> Ratio of total project expenditures to end of <b>P3, P6 and P8</b> to completion milestone amounts for <b>P3, P6 and P8</b> (determined by applying <b>Contractor and TA agreed on</b> completion milestone percentages to a baseline budget established for the <b>FY by May 30. To achieve</b> the score allocated to <b>P3, P6 and P8</b> the Contractor must spend, by the end of each of <b>these periods</b>, at</p>	10	%	Quarterly	80	100
					<b>P3=2</b>	%	Quarterly	At least <b>11%</b>	
					<b>P6=3</b>			At least <b>35%</b>	
					<b>P8=5</b>				At least <b>70%</b>

RP-1 Performance Measurement – Schedule 1 - Crown-owned Assets								
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Reporting Frequency	Performance Range	
							Min	BM
				least <b>11%, 35% and 70%</b> respectively of the baseline budget.				
	<b>AI-6:</b> Portfolio Building Cleaning Index (PBCI)	Measures success in maintaining building cleanliness to a level that meets occupancy requirements	5	<b>AI-6.1:</b> Ratio of number of successful building cleaning assessments determined through specific requirements by Asset Group (tailored checklists) to total number of assessments	5	Monthly	80	90
<b>Satisfaction</b>	<b>S-1:</b> Service Call Responsiveness Index (SCRI)	Measures success in responding to Occupant-initiated service calls in a timely, professional and effective manner	25	<b>S-1.1:</b> Response effectiveness ratio expressed as: (total number of calls received in a month minus the number of calls not responded to within the allotted time minus number of calls re-dispatched (those marked as "Complete" and re-opened)) divided by the total number of service calls received in a month	15	Monthly	80	95
				<b>S-1.2:</b> Survey results based on National Service Call Centre sample of 20% of total number of calls expressed as <b>the average for the overall ratings of each survey element.</b>	10	Monthly	80	95
	<b>S-2:</b> Incident Management Index (IMI)	Measures success in preventing and	25	<b>S-2.1: The Incident Management Index is the sum of the Critical Incident and</b>	<b>25</b>	Monthly	20	14

RP-1 Performance Measurement – Schedule 1 - Crown-owned Assets									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
		responding to incidents (critical and non-critical) based on documenting and reporting incidents once they have occurred, including the Contractor's responsibility in preventing or foreseeing the event		<b>Non-Critical Incident scores defined in the "Incident Management Index" article of this attachment to the SOW.</b>					
	<b>S-3:</b> Relationship Index (RI)	Measures effectiveness of the relationships between the TA and the Contractor and among the Contractor and others based on a 360° assessment and associated action <b>plan</b> .	25	<b>S-3.1:</b> Results from a survey of a statistically valid random sample conducted by a neutral party	25	%	Annual	85	95
	<b>S-4:</b> Tenant Service and	Measures Tenant	25	<b>S-4.1:</b> Results from a survey, conducted by a neutral third	25	%	Annual	75	95

RP-1 Performance Measurement – Schedule 1 - Crown-owned Assets									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
	Tenant Direct Project Satisfaction Index (TSTDPSI)	satisfaction with Tenant Service and Tenant Direct projects.		party, covering planning and on time/on budget/on scope.					
Financial	F-1: Portfolio Third Party Lease Index (PTPLI)	Measures success in attracting and retaining going-concern businesses	20	F-1.1: Ratio of number of units vacant for 60 days or more and number of unit over-holds in excess of 60 days to total leaseable units based on the Third-Party Leasing Plan	10	%	Annual	15	0
				F-1.2: Resolution rate of overdue rent cases expressed as a ratio of successfully completed overdue rent checklists to the total number of overdue rent cases assessed	5	%	Quarterly	90	95
				F-1.3: Variance between actual to P8 forecast commercial revenue	5	%	Annual	-4	+1
	F-2: Cost Control Index (CCI)	Measures success in controlling construction costs to the level described in the final approved	20	F-2.1: POP construction cost control for Category II projects expressed as a ratio of "A" to "B" where: <ul style="list-style-type: none"> <li>• "A" equals the number of projects whose variance between total actual cost of</li> </ul>	10	%	Monthly	80	95

RP-1 Performance Measurement – Schedule 1 - Crown-owned Assets									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
		Work Authorization and stabilization of O&M costs		<p>the project (including Allowable<sup>3</sup> and Non-Allowable<sup>4</sup> change orders) and final Work Authorization at <b>contract award</b> (including total Allowable change orders and excluding Non-Allowable) is equal to or less than 10%; <b>and</b></p> <ul style="list-style-type: none"> <li>• <b>“B” equals the total number of completed Category II projects</b></li> </ul>					
				<p><b>F-2.2: O&amp;M (excluding qualifier 3) variance between current Fiscal Year plan and previous year actuals at qualifier level compared to a performance range that includes a value for the Consumer Price Index (CPI) rate</b></p>	10	%	Annual	CPI rate plus 2%	CPI rate plus 0.5%

<sup>3</sup> **Allowable Change Orders: unforecastable** site conditions which were **not identified as risks in the IAR**, consequences of an identified risk in the IAR, change of scope **requested by the TA** and changes to **schedule-driven** indirect costs

<sup>4</sup> **Non-allowable Change Orders:** omission during construction planning and budget omission in the final Work **Authorization including anything that is not part of Allowable change orders**

RP-1 Performance Measurement – Schedule 1 - Crown-owned Assets									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
F-3: Forecast Accuracy Index (FAI):	Measures: <ul style="list-style-type: none"> <li>accuracy of forecast expenditures from different periods to year-end; and</li> <li>number of carry-over projects</li> </ul>	<p><b>F-3.1:</b> POP forecast accuracy: variance between POP year-end actuals and forecast expenditures <b>including carry-over</b>, at <b>P3, P6 and P8</b> to year-end</p>	40	<p><b>F-3.2:</b> O&amp;M forecast accuracy: variance between O&amp;M year-end actuals and forecast expenditures at <b>P3, P6 and P8</b> (at qualifier level) to year-end</p>	P3=2	%	Annual	±10	±5
					P6=3			±5	±2
					P8=10			-3	-1 to 0 but not >0
F-4: POP Cost Efficiency Index (POPCEI)	Measures success in efficiently managing project costs	<p><b>F-3.3:</b> Ratio of total number of unplanned carry-over projects<sup>5</sup> (incomplete projects) to total approved projects</p>	20	<p><b>F-4.1:</b> POP cost efficiency: variance between total project costs and total construction costs (costs include change orders but exclude fees)</p>	10	%	Annual	15	5
					20			35	15
					35			15	15

<sup>5</sup> A carry-over project is a project where:

- The Contractor has contractually engaged a subcontractor for a project not completed in the same Fiscal Year as planned for; and
- The project would need to be identified prior to March 31 in the project status as “not complete at year-end”; and
- The project will require funds in the new Fiscal Year to meet the Contractor’s financial obligation to subcontractors.



RP-1 Performance Measurement – Schedule 1 - Crown-owned Assets									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
Information Integrity	II-1: Data and Information Accuracy Index (DIAI)	Measures accuracy and completeness of data/information	35	II-1.1: Return Rate of Invoices (based on random sample of line item projects and O&U) expressed as a ratio of number of invoices returned to correct errors during the reporting period to total number of invoices generated during the reporting period	15	%	Monthly	30	15
				II-1.2: Return Rate of Tenant-Direct Invoices (same as Return Rate of Invoices above)	10	%	Monthly	30	15
				II-1.3: Results of targeted assessments of recordkeeping based on completeness of checklists, e.g. assessing high risk areas to ensure that records are being created and captured and that records are adequate	10	%	Quarterly	65	80
Information Integrity	II-2: Deliverable Standards Index (DSI)	Measures adherence to deliverable completeness, accuracy and presentation expectations	35	II-2.1: Ratio of the sum of individual project file audit checklist results expressed as a percentage, based on a project category-specific checklist, to the total number of completed projects	15	%	Monthly	85	100
				II-2.2: Return rate of documents (substandard submissions, e.g. decision documents and plans)	20	%	Monthly	30	15

RP-1 Performance Measurement – Schedule 1 - Crown-owned Assets									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
	II-3: Data and Information Availability Index (DInfoAI)	Measures success in meeting data/information frequency requirements and ad hoc requests from the TA in a timely manner	30	II-3.1 Conformity with SDRL frequency and timing requirements II-3.2: Ratio of data/information requests satisfied to total requests	15 15	% %	Monthly Monthly	80 70	95 85

Schedule 2: Performance Measures for Leases

RP-1 Performance Measurement – Schedule 2 - Lease Administration									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
Asset Integrity	AI-1: OHS Program Nonconformity Reduction Index (OHSPNRI)	Measures success in confirming that landlords and Tenants are fulfilling their OHS responsibilities	25	AI-1.1: Number of lease OHS nonconformities identified by the TA via a process checklist, based on the Lease Administration OHS Program, applied to a statistically valid random sample of buildings	Overall PI result calculated as the sum of the nonconformity scores associated with AI-1.1, AI-1.2 and AI-1.3	#	Quarterly	TBD	TBD

RP-1 Performance Measurement – Schedule 2 - Lease Administration									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
				<p><b>AI-1.2: Number of Lease Administration OHS Program nonconformity recurrences identified by either the TA or Contractor determined as the first recurrence of the same nonconformity plus the number of subsequent recurrences of the same nonconformity based on ongoing monitoring of corrective action records (second recurrence of the same nonconformity is weighted by a factor of two and recurrences beyond the second by a factor of “n” where n is 3, 4, 5 etc.</b></p> <p><b>AI-1.3: Number of Lease Administration OHS Program outstanding Nonconformities identified by either the Contractor or TA</b></p>	<p>converted to a PI score out of the max score based on where the sum falls in relation to the performance range</p>	#	Quarterly		
	<b>AI-2: Quality Monitoring Nonconformity Reduction Index (QMNRI)</b>	Measures success in verifying that leased space and services provided by landlords meet lease requirements	25	<b>AI-2.1: Number of lease nonconformity items identified by the TA that are not documented in a Deficiency Report</b>	25	#	Monthly	10	0

RP-1 Performance Measurement – Schedule 2 - Lease Administration									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
AI-3: Maintenance Completion Index (MCI) (applicable to maintenance activities undertaken by the Contractor)	Measures success in completing scheduled mandated and life-cycle maintenance	20	AI-3.1: Number of scheduled mandated maintenance activities that were not completed within 30 days of their targeted start date	10	#	Monthly	8	0	
							Greater of 10% of # of assets or 25	Greater of 10% of # of assets or 7	
AI-4: POP Progress Index (POPPI) (applicable to projects undertaken by the Contractor)	Measures success in delivering a baseline POP for Category V Projects	20	AI-4.1: Ratio of number of Category V projects that successfully pass a completion checklist to the total projects assessed determined through completion assessments conducted as part of Commissioning Oversight	10	%	Quarterly	80	100	
			AI-4.2: Ratio of total project expenditures to end of P3, P6 and P8 to completion milestone amounts for P3, P6 and P8 (determined by applying Contractor and TA agreed on completion milestone percentages to a baseline budget established for the FY by May 30. To achieve the score allocated to P3, P6 and P8 the Contractor must spend, by the	P3=2	%	Quarterly	At least 11%		
				P6=3			At least 35%		
				P8=5			At least 70%		

RP-1 Performance Measurement – Schedule 2 - Lease Administration								
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Reporting Frequency	Performance Range	
							Min	BM
	<b>AI-5:</b> Leased Space Cleaning Index (PLSCI) (applicable to cleaning services not covered under the lease)	Measures success in maintaining leased space cleanliness to a level that meets occupancy requirements	10	<b>AI-5.1:</b> Ratio of number of successful building cleaning assessments determined through specific requirements by Asset (tailored checklists) to total number of assessments	10	Monthly	80	90
<b>Satisfaction</b>	<b>S-1:</b> Service Call Resolution (SCR)	Measures success acting as the Tenant representative to reduce the number of lease administration open service calls in the NSCC	35	<b>S-1.1:</b> Ratio of number of successfully completed lease administration Open Service Call Checklists to total lease administration open NSCC service calls	35	Monthly	85	95
	<b>S-2:</b> Incident Response Index (IRI)	Measures success in responding to incidents (critical and non-critical) based on timely coordination with the TA, Tenants and landlord including the	35	<b>S-2.1:</b> Critical and Non-Critical Incident response results expressed as the ratio of the number of successfully completed Lease Administration Incident Checklists to the total number of incidents	35	Monthly	20	14

RP-1 Performance Measurement – Schedule 2 - Lease Administration									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
		preparation of incident reports							
	<b>S-3:</b> Tenant Service Project Satisfaction Index (TSPSI)	Measures Tenant satisfaction with the Contractor's role as coordinator and deliverer of Tenant Service Projects	<b>30</b>	<b>S-3.1:</b> Results from a survey, conducted by a neutral party, covering project coordination activities for and on behalf of Tenants  <b>S-3.2:</b> Results from a project delivery survey, conducted by a neutral party, covering, planning and on time/on budget/on scope	15	%	Annual	75	95
<b>Financial</b>	<b>F-1:</b> Portfolio Third Party Commercial Lease Index (PTPCLI) (applicable to sub-leases in a leased building)	Measures success in attracting and retaining going-concern businesses	30	<b>F-1.1:</b> Ratio of number of units vacant for 60 days or more and number of unit over-holds in excess of 60 days to total leaseable units based on the third-party leasing plan  <b>F-1.2:</b> Resolution rate of overdue rent cases expressed as a ratio of successfully completed checklists to the total number of overdue rent cases assessed	10	%	Annual	15	0
				<b>F-1.3:</b> Variance between actual to P8 forecast commercial revenue	10	%	Quarterly	90	95
				<b>F-2.1:</b> POP construction cost control for <b>Category V projects (only include those projects</b>	15	%	Annual	-4	+1
	<b>F-2:</b> Cost Control Index (CCI)	Measures success:	30				Monthly	80	95

RP-1 Performance Measurement – Schedule 2 - Lease Administration									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
	(only applies to projects and O&M undertaken by the Contractor)	<ul style="list-style-type: none"> <li>controlling construction costs to the level described in the final approved work authorization</li> <li>stabilizing O&amp;M costs</li> </ul>		<p><b>treated as Category II)</b> expressed as a ratio of “A” to “B” where:</p> <ul style="list-style-type: none"> <li>“A” equals the total number of projects whose variance between total actual cost of the project (including Allowable<sup>6</sup> and Non-Allowable<sup>7</sup> change orders) and final Work Authorization <b>at contract award</b> (including total Allowable change orders and excluding Non-Allowable) is equal to or less than 10%; and</li> <li>“B” equals the total number of completed Category II projects</li> </ul>	15	%	Annual	CPI rate plus 1.5%	CPI rate plus 0.5%

<sup>6</sup> **Allowable Change Orders: unforecastable site conditions which were not identified as risks in the IAR, consequences of an identified risk in the IAR, change of scope requested by the TA and changes to schedule-driven indirect costs**

<sup>7</sup> **Non-allowable Change Orders: omission during construction planning and budget omission in the final Work Authorization including anything that is not part of Allowable change orders**

RP-1 Performance Measurement – Schedule 2 - Lease Administration									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
				the Consumer Price Index (CPI) rate					
	<b>F-3:</b> Lease Forecast Accuracy Index O&M (LFAIO&M) (applicable to O&M work undertaken by the Contractor)	Measures accuracy of leased space O&M expenditure forecast from different Periods to year-end	10	<b>F-3.1:</b> Lease O&M forecast accuracy: variance between O&M year-end actuals and forecast expenditures at <b>P3, P6 and P8</b> (at qualifier level) to year-end	P3=2 P6=3 P8=5	%	Annual	±10 ±5 -3	±5 ±2 -1 to 0 but not >0
	<b>F-4:</b> Lease Forecast Accuracy Index (LFAI)	Measures accuracy of leased space expenditure forecast from different Periods to year-end including forecasts for PAYE and RAYE	30	<b>F-4.1:</b> Lease forecast accuracy: variance between lease year-end actuals for escalation, realty taxes and CPI and forecast calculated amounts at <b>P8</b> to year-end <b>F-4.2:</b> PAYE <sup>8</sup> forecast accuracy: variance between PAYE lease year-end actuals (at the account level) and forecast lease PAYE <b>F-4.3:</b> RAYE <sup>9</sup> forecast accuracy: variance between RAYE lease year-end actuals (at the account level) and forecast lease RAYE	10 10 10	%	Annual	+1.5 & -4 +1.5 & -4 +1.5 & -4	±2 ±2 ±2

<sup>8</sup> PAYE = Payable At Year End

<sup>9</sup> RAYE = Receivable at Year End



RP-1 Performance Measurement – Schedule 2 - Lease Administration									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
Information Integrity	II-1: Data and Information Accuracy Index (DIAI)	Measures accuracy and completeness of data/information	35	II-1.1: Return Rate of expenditure-related lease documents expressed as a ratio of number of expenditure-related documents returned to correct errors during the reporting period to total number of expenditure-related documents generated during the reporting period	20	%	Monthly	30	15
				II-1.2: Results of targeted assessments of recordkeeping based on completion of checklists, e.g. assessing high risk areas to ensure that records are being created and captured and that records are adequate	15	%	Quarterly	65	80
	II-2: Deliverable Standards Index (DSI)	Measures adherence to deliverable completeness, accuracy and presentation expectations	35	II-2.1: Ratio of project file audit checklist results, based on a project category specific acceptable checklist, to the total number of projects audited	15	%	Monthly	85	100
				II-2.2: Return rate of documents (standard submissions), e.g. lease file, leasing inspections, lease compliance checklists, lease assessments, and deficiency reports	20	%	Monthly	30	15

RP-1 Performance Measurement – Schedule 2 - Lease Administration									
KPI	Performance Indicator	PI Description	Max Score	PI Components	Component Score	Units	Reporting Frequency	Performance Range	
								Min	BM
	II-3: Data and Information Availability Index (DinfoAI)	Measures success in meeting data/information frequency requirements and ad hoc requests from the TA in a timely manner	30	II-3.1 Conformity with SDRL frequency and timing requirements II-3.2: Ratio of data/information requests satisfied to total requests	15	%	Monthly	80	95
					15	%	Monthly	70	85