

Annex C

Reporting Requirements

On a regular basis Canada deals with significant amounts of data. This information will be required to produce various levels of information, consisting of, but not limited to reports that address specific issues. The data is stored in a varied of ways and often transmitted between internal systems, departments and agencies of Canada, with a requirement for secure transmission and safe long term storage. The data is used for things such as historical reference, reporting requirements, responding to inquiries, performance management and aiding in decision making.

Canada employs various financial, management and operational information systems in managing data and delivering its real property services. These systems have been instrumental in providing mandatory reporting and best-practice tools to support its commitment to service excellence.

This section provides a description of electronic data to be provided by the Contractor for the Canada data repository and specifically for the Performance Indicators described in Annex A - Performance Measurement Framework. This Contract only requires the Contractor to handle unclassified materials.

Protected or Classified Documentation

Should Canada deem that the Contractor is required to work with Classified or Protected B documentation then a more stringent protocol is required. The data will be handled using a Managed Secure File Transfer (MSFT) Service that permits Canada to securely send and receives files using algorithm encryption. This requirement could relate to Project Management Services for Projects Over \$500,000 (Optional Services) and the scope of services would then include:

- The Contractor utilizes an Entrust PKI key, or equivalent, to encrypt and transmit files within the MSFT service.
- The Contractor must ensure all workstations accessing the Managed Security File Transfer have the Java 2 runtime Environment, Standard Edition installed, minimum version 1.4.2_.08.
- The Contractor must install on workstations as required Java Cryptography Extension Jurisdiction Policy Files that removes restrictions on the encryption strengths.
- The Contractor must ensure that all enabled ports through the 'SFT client' network firewall will communicate with the MSFT service. This information along with the Canada domain name will be provided separate by the Technical Expenditure and Approval Authority.

Table 1 - Summary of Reporting Requirements

The following table identifies specific reporting requirements however the Contractor is responsible to review the Statement of Work to ensure additional “as required” reports are provided accordingly.

Reporting Requirements			
SOW Reference	Requirement	Frequency	Date
2.2- Customer Satisfaction	CSAT Survey	Annually	Month of May
2.2- Customer Satisfaction	CSAT Action Plan	Annually	August 1
2.2- Customer Satisfaction	Occupant Bulletin	Quarterly	July October January April
2.3 - Quality Management	Performance Management Reports	Monthly	10th of each month
2.4 - Performance Measurement Framework	Performance Measurement Framework - Dashboard (Annex A2)	Quarterly and Annually*	10th of July 10th of October 10th of January 10th of April*
3.3 – Service Desk	Service Call Analysis/Trends	Monthly	10th of each month
3.4 - Maintenance Management	Completion of Mandated Maintenance	Monthly	10th of each month
	Completion of Scheduled Maintenance	Monthly	10th of each month
	Annual Scheduling Calendar	Annually	Initial report – due during Transition (Section 9 of SOW) December 1
3.6 - Cleaning	Schedule of Operations	Annually	Initial report – due during Transition (Section 9 of SOW) December 1
	Cleaning Inspection Report	Quarterly	10th of July 10th of October

Reporting Requirements			
SOW Reference	Requirement	Frequency	Date
			10th of January 10th of April
3.7 – Energy/Utility Management	Annual utilities budget	Annually	Initial report – due during Transition (Section 9 of SOW). September 1 st
	Consumption Reports	Monthly	10th of each month
4.1 – Project Delivery Services	Project Completion Status (estimated project completion date with the actual project completion date)	Monthly	10th of the month
5.1 - Building Management Plans	Building Management Plan	Annually	November 30th
5.2 – Building Infrastructure Continuity Plans	Building Continuity Plan	Annually	Initial report – due during Transition (Section 9 of SOW) January 15
5.4 – Business Continuity Plans	Business Continuity Plan	Annually	Initial report – due during Transition (Section 9 of SOW) January 15
6.1 Expenditure and Works Under Contract Management	Annual Budget	Annually	Initial report – due during Transition (Section 9 of SOW) November 30th
	Budget Re-Forecast	Twice/year	October 15 March 15
	O&M Expenditures Work plan (delivery against Work Plan) and variances	Monthly	10th of the month
	Contractor's Audited Cost Statement	Annually	July 15
8.1 - Transition Management	Transition Plan (see SOW for required details)	Once	10 days after Contract award