

**RETURN OFFERS TO:
RETOURNER LES OFFRES À :**

Offers Receiving/Réception des offres

Procurement Hub | Centre
d'approvisionnement
Fisheries and Oceans Canada | Pêches et
Océans Canada
200 Kent Street
Ottawa, ON K1A 0T6.

Email / Courriel : DFO.tenders-soumissions.MPO@dfo-mpo.gc.ca **AND/ET**
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**REQUEST FOR STANDING OFFER
DEMANDE D'OFFRES À
COMMANDES**

Proposal to: Fisheries and Oceans Canada

We hereby offer to sell to His Majesty the King in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods and services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : Pêches et Océans Canada

Nous offrons par la présente de vendre à Sa Majesté le Roi du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux appendices ci-jointes, les biens et les services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT**

**LE PRÉSENT DOCUMENT COMPORTE UNE
EXIGENCE EN MATIÈRE DE SÉCURITÉ**

Title / Titre Standing Offer for Integrated Design Management Services		Date March 11, 2024
Solicitation No. / N° de l'invitation 30002625		
Client Reference No. / No. de référence du client(e) 30002625		
Solicitation Closes / L'invitation prend fin At / à : 2 :00PM/ 14h Eastern Standard Time/Heure normale de l'Est On / le : April 22, 2024		
F.O.B. / F.A.B. Destination	Taxes See herein — Voir ci-inclus	Duty / Droits See herein — Voir ci-inclus
Destination of Goods and Services / Destinations des biens et services See herein — Voir ci-inclus		
Instructions See herein — Voir ci-inclus		
Address Inquiries to : / Adresser toute demande de renseignements à : Juan Carlos Villasana Email / Courriel: DFO.tenders-soumissions.MPO@dfo-mpo.gc.ca AND/ET Juan.VillasanaRodriguez@dfo-mpo.gc.ca		
Delivery Required / Livraison exigée See herein — Voir en ceci	Delivery Offered / Livraison proposée	
Vendor Name, Address and Representative / Nom du vendeur, adresse et représentant du fournisseur/de l'entrepreneur		
Telephone No. / No. de téléphone	Facsimile No. / No. de télécopieur	
Name and title of person authorized to sign on behalf of Vendor (type or print) / Nom et titre de la personne autorisée à signer au nom du fournisseur (taper ou écrire en caractères d'imprimerie)		
Signature	Date	

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REQUEST FOR STANDING OFFER (RFSO)

30002625

Integrated Design Management Services

FISHERIES AND OCEANS

PART 1 - GENERAL INFORMATION

Offer

By submitting an Offer, the Offeror offers to provide and deliver to Authorized Users the goods or services or combination of goods and services described in the Standing Offer, in accordance with the pricing set out in the Standing Offer if and when the Authorized User requests such goods or services or combination of goods and services, in accordance with the conditions set out in the Standing Offer.

Exclusionary Clause

By submitting an Offer, the Offeror agrees that it has no claim, action, cause of action or complaint whether in contract (express or implied), in negligence or other tort, in equity, under any statute or otherwise at law against His Majesty the King in Right of Canada, and will be barred from bringing any such claim, action or complaint against His Majesty the King in Right of Canada for any damages, compensation, costs, interests, loss, lost opportunity or injury, of any kind or nature, arising from the issuance of a call-up against a Standing Offer and its resulting contract where the call-up is issued by a Identified User.

1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by offerors; and
- Part 7 7A, Standing Offer, and 7B, Resulting Contract Clauses:
 - 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
 - 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include the Statement of Work, the Basis of Payment, the Electronic Payment Instruments, and any other annexes.

1.2 Summary

Real Property, Safety & Security of the Department of Fisheries and Oceans - Pacific Region (RPSS) is the custodian of various types of facilities in the province of British Columbia. Types of facilities which the branch is responsible for the life cycle management include; Light stations (staffed and unstaffed), MCTS Centers, Warehouses, Helicopter Hangers, Fishways, Cabins, Wharves and other facilities.

The objective of the Standing Offer is to provide General Functional Programming, Interior Design, Move Coordination Services and additional architectural services, on an "as and when requested" basis. These services shall be provided as appropriate, when requested, by Interior Designers, Functional Programmers and Moving Coordinators to the Department of Fisheries and Oceans (DFO) Pacific Region as described herein.

Required Services

Requested services will be identified in each call-up. Call-ups may include, but are not limited to, any or all of the following services:

- a) To capture in detail, functional and technical requirements of required workspaces, so an interior design can be develop, meeting the specific needs of activities and workstyles of occupants, following the functional programming process, including the Government of Canada Workplace Fit-up Standards.
- b) To plan and coordinate as requested, office space moves.

1.2.1 Comprehensive Land Claims Agreements

The Request for Standing Offers (RFSO) is to establish Departmental Individual Standing Offer (DISO) for the delivery of the requirement detailed in the RFSO, to the Identified Users across Canada, including areas subject to Comprehensive Land Claims Agreements (CLCAs).

1.3 Security Requirements

There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.4 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

1.5 Anticipated migration to an e-Procurement Solution (EPS)

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 7.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's [press release](#) provides additional information.

PART 2 - OFFEROR INSTRUCTIONS

As this solicitation is issued by Fisheries and Oceans Canada (DFO), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this solicitation, including any individual Standard Acquisition Clauses and Conditions manual (SACC) clauses incorporated by reference, will be interpreted as reference to DFO or its Minister.

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) (2023-06-08) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended for this RFSO as follows:

Delete: 60 days
Insert: 120 days

2.2 Submission of Offers

Offers must be submitted only to Fisheries and Oceans Canada (DFO) Offer Receiving Unit by the date, time and place indicated on page 1 of the RFSO.

2.3 Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than **10 (ten)** calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

2.4 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in British Columbia.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, by deleting the name of the Canadian province or

territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the offerors.

2.5 Offer Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential offerors to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages offerors to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
- Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (c) Offerors should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Offerors should therefore act quickly when they want to challenge any aspect of the procurement process.

2.6 Technical Difficulties of Bid Transmission

Despite anything to the contrary in (05), (06) or (08) of the Standard Instructions, where a Bidder has commenced transmission of its bid through an electronic submission method (such as facsimile or Canada Post Corporation's (CPC) Connect service, or other online service) in advance of the bid solicitation closing date and time, but due to technical difficulties, Canada was unable to receive or decode the entirety of the Bid by the deadline, Canada may nonetheless accept the entirety of the Bid received after the bid solicitation closing date and time, provided that the Bidder can demonstrate the following:

- i. The bidder contacted Canada in advance of the bid solicitation closing date and time to attempt to resolve its technical difficulties; OR
- ii. The electronic properties of the Bid documentation clearly indicate that all components of the Bid were prepared in advance of the bid solicitation closing date and time.

2.7 Completeness of the Bid

After the closing date and time of this bid solicitation, Canada will examine the Bid to determine completeness. The review for completeness will be limited to identifying whether any information submitted as part of the bid can be accessed, opened, and/or decoded. This review does not constitute an evaluation of the content, will not assess whether the Bid meets any standard or is responsive to all solicitation requirements, but will be solely limited to assessing completeness. Canada will provide the Bidder with the opportunity to submit information found to be missing or incomplete in this review within two business days of notice.

Specifically, the submission will be reviewed and deemed complete when:

1. Certifications and securities required at bid closing are included.
2. Bids are properly signed, that the bidder is properly identified.
3. Acceptance of the terms and conditions of the bid solicitation and resulting contract.
4. All documents created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.
5. All certifications, declarations and proofs created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.

Completeness of the Bid Checklist

Bids will be reviewed and deemed to be complete when the following elements have been submitted by the bidder:

Complete (Y/N)	Action Taken
	Certifications and securities required at bid closing are included.
	Bids are properly signed, that the bidder is properly identified.
	Acceptance of the terms and conditions of the bid solicitation and resulting contract.
	All documents created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.
	All certifications, declarations and proofs created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.

PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

Due to the nature of the RFSO, offers transmitted by Canada Post Corporation's (CPC) Connect service, by facsimile or on a Cloud to DFO **will not** be accepted.

The Offeror can choose to submit its offer electronically, via email; or in hard copies.

- If the Offeror chooses to submit its offer electronically, via email; subject to section 2.2, DFO requests that the Offeror submits its offer to the email address(es) indicated on page 1 of the RFSO.

Canada requests that offerors provide their offer in separately bound sections as follows:

Section I: Technical Offer (1 soft copy in PDF format)

Section II: Financial Offer (1 soft copy in PDF format)

Section III: Certifications (1 soft copy in PDF format)

The maximum size per email (including attachments) is limited to 10MB. If the limit is exceeded, submission's email might not be received by DFO. It is suggested that the Offeror compress the email size or send multiple emails to ensure delivery. Offerors are responsible to send their Offers and to allow enough time for DFO to receive the Offers by the RFSO closing period indicated in the RFSO.

DFO will not be responsible for any failure attributable to the transmission or receipt of the submission's email. DFO will send a confirmation email to the Offerors when the submission is received.

- If the Offeror chooses to submit its offer in hard copies, subject to section 2.2, DFO requests that the Offeror submits its offer to the address indicated on page 1 of the RFSO, in separately bound sections as follows:

Section I: **Technical Offer** (2 hard copies and 2 soft copies in a USB drive)

Section II: **Financial Offer** (2 hard copies and 2 soft copies in a USB drive)

Section III: **Certifications** (2 hard copies and 2 soft copies in a USB drive)

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

- If the Offeror is simultaneously providing copies of its offer using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided via email, the wording of the electronic copy provided via email will have priority over the wording of the other copies.

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer.

Canada requests that offerors follow the format instructions described below in the preparation of hard copy of their offer:

- use 8.5 x 11 inch (216 mm x 279 mm) paper;
- use a numbering system that corresponds to the RFSO.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573). To assist Canada in reaching its objectives, Offerors should:

- a. use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- b. use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Offer

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with Attachment 1 to Part 3, Pricing Schedule.

3.1.1 Exchange Rate Fluctuation

SACC Manual Clause C3011T (2013-11-06), Exchange Rate Fluctuation apply to and form part of the RFSO.

Section III: Certifications

Offerors must submit the certifications and additional information required under Part 5.

ATTACHMENT 1 to PART 3 PRICING SCHEDULE

The Offeror must complete and include with their Financial Offer, Tables 1 to 6 of this Pricing Schedule. Failure to provide a fixed all-inclusive hourly rate for any of the Resource Categories or any of the Tables below will render the Offer non-responsive.

The estimated Level of effort (hours per year) data has been provided to Offerors to assist them in preparing their Offers. The inclusion of this data in this Offer solicitation does not represent a commitment by Canada that Canada's future usage of the service identified in this Offer solicitation will be consistent with this data. It is provided purely for information and evaluation purposes.

The fixed all-inclusive hourly rates identified must be valid for the duration of the Standing Offer, as per the periods described on each Table.

Subcontracted Services are for project-specific requirements that do not fall under the resource categories described in this Annex. Subcontracted Services must have the prior authorization of the Project Authority and will be invoiced at cost with no provision for overhead or profit and supported by a copy of the original invoice from the sub-contractor.

Invoicing and frequency payments

The frequency of payments and Invoicing instructions and restrictions are described in Part 7B Resulting Contract Clauses, sections 7.5.3 and 7.6.

Costs included in Fixed Hourly Rates

Except for the Authorized Disbursements described below, the fixed all-inclusive hourly rates include all labour, materials, equipment, overhead costs, office and administrative costs, customs, duties and any other expenses necessary to perform the work identified in the Statement of Work. Taxes are extra

Authorized Disbursements

The following disbursements reasonably incurred by the Contractor, that are related to the Services described in the Statement of Work and approved in advance by the Standing Offer Authority, shall be reimbursed to the Contractor at actual cost when supported by a copy of the original invoice:

- a) transportation costs for material samples and models additional to those specified in the Standing Offer Brief;
- b) other disbursements made with the prior approval and authorization of the Project Authority.

Travel and Living Expenses

Travel and Living Expenses will be paid to the Contractor as per the terms and conditions set in Part 7B, section 7.5.5 Travel and Living Expenses National Joint Council Travel Directive.

Table 1 - Standing Offer Year 1: Period from Date of Contract Award to twelve months thereafter				
Time	Resource Category	(A) Fixed All-Inclusive Hourly Rate	(B) Est. Level of Effort (hours per year)	(A x B) Evaluated Price
During normal working hours. Between 08:00 and 17:00 Monday to Friday except holidays.	Interior Designer	\$ (Offeror to complete)	540	\$ (Offeror to complete)
	Functional Programmer	\$ (Offeror to complete)	540	\$ (Offeror to complete)
	Moving Coordinator Specialist	\$ (Offeror to complete)	56	\$ (Offeror to complete)
Outside normal working hours. Monday through Sunday, including all day Saturday, Sunday and holidays.	Interior Designer	\$ (Offeror to complete)	500	\$ (Offeror to complete)
	Functional Programmer	\$ (Offeror to complete)	500	\$ (Offeror to complete)
	Moving Coordinator Specialist	\$ (Offeror to complete)	200	\$ (Offeror to complete)
Table 1 - Total Evaluated Price				\$ (Offeror to complete) Sum of Evaluated Prices

Table 2 – Standing Offer Period Year 2: Period 12 months following the end of Year 1				
Time	Resource Category	(A) Fixed All-Inclusive Hourly Rate	(B) Est. Level of Effort (hours per year)	(A x B) Evaluated Price
During normal working hours. Between 08:00 and 17:00 Monday to Friday except holidays.	Interior Designer	\$ (Offeror to complete)	540	\$ (Offeror to complete)
	Functional Programmer	\$ (Offeror to complete)	540	\$ (Offeror to complete)
	Moving Coordinator Specialist	\$ (Offeror to complete)	56	\$ (Offeror to complete)
Outside normal working hours. Monday through Sunday, including all day Saturday, Sunday and holidays.	Interior Designer	\$ (Offeror to complete)	500	\$ (Offeror to complete)
	Functional Programmer	\$ (Offeror to complete)	500	\$ (Offeror to complete)
	Moving Coordinator Specialist	\$ (Offeror to complete)	200	\$ (Offeror to complete)
Table 2 - Total Evaluated Price				\$ (Offeror to complete) Sum of Evaluated Prices

Table 3 - Standing Offer Period Year 3: Period 12 months following the end of Year 2				
Time	Resource Category	(A) Fixed All-Inclusive Hourly Rate	(B) Est. Level of Effort (hours per year)	(A x B) Evaluated Price
During normal working hours. Between 08:00 and 17:00 Monday to Friday except holidays.	Interior Designer	\$ (Offeror to complete)	540	\$ (Offeror to complete)
	Functional Programmer	\$ (Offeror to complete)	540	\$ (Offeror to complete)
	Moving Coordinator Specialist	\$ (Offeror to complete)	56	\$ (Offeror to complete)
Outside normal working hours. Monday through Sunday, including all day Saturday, Sunday and holidays.	Interior Designer	\$ (Offeror to complete)	500	\$ (Offeror to complete)
	Functional Programmer	\$ (Offeror to complete)	500	\$ (Offeror to complete)
	Moving Coordinator Specialist	\$ (Offeror to complete)	200	\$ (Offeror to complete)
Table 3 - Total Evaluated Price				\$ (Offeror to complete) Sum of Evaluated Prices

Table 4 - Standing Offer Period Year 4: Period 12 months from the end of Year 3				
Time	Resource Category	(A) Fixed All-Inclusive Hourly Rate	(B) Est. Level of Effort (hours per year)	(A x B) Evaluated Price
During normal working hours. Between 08:00 and 17:00 Monday to Friday except holidays.	Interior Designer	\$ (Offeror to complete)	540	\$ (Offeror to complete)
	Functional Programmer	\$ (Offeror to complete)	540	\$ (Offeror to complete)
	Moving Coordinator Specialist	\$ (Offeror to complete)	56	\$ (Offeror to complete)
Outside normal working hours. Monday through Sunday, including all day Saturday, Sunday and holidays.	Interior Designer	\$ (Offeror to complete)	500	\$ (Offeror to complete)
	Functional Programmer	\$ (Offeror to complete)	500	\$ (Offeror to complete)
	Moving Coordinator Specialist	\$ (Offeror to complete)	200	\$ (Offeror to complete)
Table 4 - Total Evaluated Price				\$ (Offeror to complete) Sum of Evaluated Prices

Table 5 - Standing Offer Period Year 5: Period 12 months from the end of Year 4				
Time	Resource Category	(A) Fixed All-Inclusive Hourly Rate	(B) Est. Level of Effort (hours per year)	(A x B) Evaluated Price
During normal working hours. Between 08:00 and 17:00 Monday to Friday except holidays.	Interior Designer	\$ (Offeror to complete)	540	\$ (Offeror to complete)
	Functional Programmer	\$ (Offeror to complete)	540	\$ (Offeror to complete)
	Moving Coordinator Specialist	\$ (Offeror to complete)	56	\$ (Offeror to complete)
Outside normal working hours. Monday through Sunday, including all day Saturday, Sunday and holidays.	Interior Designer	\$ (Offeror to complete)	500	\$ (Offeror to complete)
	Functional Programmer	\$ (Offeror to complete)	500	\$ (Offeror to complete)
	Moving Coordinator Specialist	\$ (Offeror to complete)	200	\$ (Offeror to complete)
Table 5 - Total Evaluated Price				\$ (Offeror to complete) Sum of Evaluated Prices

Table 6 – Total Offer Evaluated Price	
Total Offer Evaluated Price: \$ (Offeror to complete) (Sum of Total Evaluated Price from Table 1, Table 2, Table 3, Table 4 and Table 5) applicable taxes are extra	

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

The Mandatory Requirements are defined in Attachment 1 to Part 4 Requirements and Evaluation Criteria.

Offerors must follow the instructions described in section 1.1 (Mandatory Requirements) of Attachment 1 to Part 4 Requirements and Evaluation Criteria and comply with all the Mandatory Requirements provided therein.

Offers which do not comply with all of the Mandatory Requirements will be disqualified, considered non-responsive and not evaluated further.

4.1.1.2 Point Rated Technical Criteria

The Rated Requirements are defined in Attachment 1 to Part 4 Requirements and Evaluation Criteria.

Offerors should follow the instructions described in section 1.2 (Rated Requirements) of Attachment 1 to Part 4 Requirements and Evaluation Criteria.

Offers that are deemed to have complied with all requirements set in section 4.1.1.1 will be evaluated and scored in accordance with the Rated Evaluation Criteria of this RFSO, described in in section 1.3 (Rated Evaluation Criteria) of Attachment 1 to Part 4 Requirements and Evaluation Criteria.

4.1.2 Financial Evaluation

Subject to the conditions set in the Attachment 1 to Part 3 Pricing Schedule; the Total Offer Evaluated Price, submitted by the Offeror in their Financial Offer will be used to determine the Pricing Score as per section 4.2.1 Basis of Selection – Highest Combined Rating of Technical Merit and Price

4.1.2.1 Evaluation of Price – Offer

SACC Manual Clause [M0220T](#) (2016-01-28), Evaluation of Price – Offer, applies and is part of this RFSO.

4.2 Basis of Selection

4.2.1 Basis of Selection – Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, an offer must:
 - a) comply with all the requirements of the Request for Standing Offers (RFSO);
 - b) meet all mandatory criteria; and
2. Offers not meeting (a) or (b) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be **60%** for the technical merit and **40%** for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained divide by the maximum number of **points available** multiplied by the ratio of **60%**.
5. To establish the pricing score, each responsive offer will be prorated against the lowest evaluated price and the ratio of **40%**.
6. For each responsive offer, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a Standing Offer.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)			
	Offerors		
	Offeror 1	Offeror 2	Offeror 3
Overall Technical Score	115/135	89/135	92/135
Total Offer Evaluated Price	\$55,000.00	\$50,000.00	\$45,000.00
Calculations			
Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36$	$45/45 \times 40 = 40$
Combined Rating	83.84	75.56	80.89
Overall Rating	1st	3rd	2nd

The offers will be ranked in order from the highest to the lowest using the total score (technical plus price). Subject to the provisions of the RFSO, the Offeror submitting the highest ranked proposals will be recommended for issuance of a standing offer. In the case of a tie, the Offeror submitting the lower price for the services will be selected.

ATTACHMENT 1 to PART 4 REQUIREMENTS AND EVALUATION CRITERIA

Definitions:

"**FTE**" means full-time equivalent employees.

"**Verifiable**" means able to be proved.

"**Owner**" means the person or entity that owns the asset subject of the performed project, presented by the Offeror as a Verifiable example in response to Mandatory or Rated Requirements.

1.1 MANDATORY REQUIREMENTS

The Mandatory Requirements are described in the Table 1-4(a) - Mandatory Requirements.

The Offeror must complete and include with their Technical Offer, the Table 1-4(a) - Mandatory Requirements, indicating the page number in its Technical Offer where each Mandatory Requirement can be found or explained how it is met, or whether not it meets the indicated requirement.

In the event that any Mandatory Requirement is not met, the Offer submission will be disqualified.

Table 1-4(a) - Mandatory Requirements.

No.	Mandatory Requirement	Meets Criteria (✓)	Proposal Page No.
M1	<p>INTERIOR DESIGNER</p> <p>Subject to the provisions of section 5.2.4.1 Status and Availability of Resources, the Offeror must propose within their Technical Offer at least one resource for the Resource Category of Interior Designer who will be providing services under the Standing Offer.</p> <p>The proposed resource(s) for Interior Designer must:</p> <ul style="list-style-type: none"> a) Possess in total a minimum of five (5) years of accumulative experience working in projects providing Interior Design services, in a combination of projects for renovations AND new construction; b) Possess working knowledge of MS Office Suite (Word, Excel, Outlook), AutoCad, proficiency using the Internet and Adobe Reader/Writer; c) Be a Registered ID Professional in accordance with the definitions described in Annex A – Definitions; d) Possess a valid and in good standing LEED (Leadership in Energy and Environmental Design) certification; and e) Possess experience providing 3D animation, 3D rendering, projection mapping, architectural rendering services and experience using virtual reality software. <p>To demonstrate the required experience of the proposed resource(s) for the Resource Category of Interior Designer, the Offeror must provide within their Technical Offer:</p> <ul style="list-style-type: none"> a) A resume for each resource being proposed for the Resource Category of Interior Designer; including concrete and Verifiable information of projects, executed to the entire satisfaction of the Owner, describing when, where, and how the proposed resource(s) met the required experience, including contact information to verify 		

	<p>such experience;</p> <p>b) copy of the resource's active, and in good standing LEED and Registered ID Professional certifications.</p> <p>The project(s) information must include, but is not limited to:</p> <ul style="list-style-type: none"> • Summary and description of the projects worked on; • The role and responsibilities of the resource(s) in each referenced project; • The start and end dates; • The name and location of the owner organization; and • The name and contact information of a reference within the owner organization. 		
<p>M2</p>	<p>FUNCTIONAL PROGRAMMER</p> <p>Subject to the provisions of section 5.2.4.1 Status and Availability of Resources, the Offeror must propose within their Technical Offer at least one resource for the Resource Category of Functional Programmer who will be providing services under the Standing Offer.</p> <p>The proposed resource(s) for Functional Programmer must:</p> <ol style="list-style-type: none"> a) Possess working knowledge of MS Office Suite (Word, Excel, Outlook), proficiency using the Internet and Adobe Reader/Writer; b) Possess experience and proficiency in capturing in detail the functional and technical requirements of the workplace in order to meet the specific activities, needs and workstyles of the occupants; c) Possess experience and proficiency in developing the design and planning of a GC workplace following the functional programming process out lined in the Attachment 2 to Annex A - Functional Programming 101. <p>To demonstrate the required experience of the proposed resource(s) for the Resource Category of Functional Programmer, the Offeror must provide within their Technical Offer:</p> <ol style="list-style-type: none"> a) A resume for each resource being proposed for the Resource Category of Functional Programmer; including concrete and Verifiable information of projects, executed to the entire satisfaction of the Owner, describing when, where, and how the proposed resource(s) met the required experience, including contact information to verify such experience. <p>The project(s) information must include, but is not limited to:</p> <ul style="list-style-type: none"> • Summary and description of the projects worked on; • The role and responsibilities of the resource(s) in each referenced project; • The start and end dates; • The name and location of the owner organization; and • The name and contact information of a reference within the owner organization. 		

M3	<p>MOVING COORDINATOR</p> <p>Subject to the provisions of section 5.2.4.1 Status and Availability of Resources, the Offeror must propose within their Technical Offer at least one resource for the Resource Category of Moving Coordinator Specialist who will be providing services under the Standing Offer.</p> <p>The proposed resource(s) for Moving Coordinator Specialist must:</p> <ul style="list-style-type: none"> a) Possess working knowledge of MS Office Suite (Word, Excel, Outlook), proficiency using the Internet and Adobe Reader/Writer; b) Possess proficiency in providing advice on estimating, scheduling, packing, assembly, transportation and disposals; including determining and providing a communication plan for moves encompassing security and building management; c) Possesses experience working in projects providing Moving Coordination services, in a combination of projects for renovations AND new construction. <p>To demonstrate the required experience of the proposed resource(s) for the Resource Category of Moving Coordinator Specialist, the Offeror must provide within their Technical Offer:</p> <ul style="list-style-type: none"> a) A resume for each resource being proposed for the Resource Category of Moving Coordinator Specialist; including concrete and Verifiable information of projects, executed to the entire satisfaction of the Owner, describing when, where, and how the proposed resource(s) met the required experience, including contact information to verify such experience. <p>The project(s) information must include, but is not limited to:</p> <ul style="list-style-type: none"> • Summary and description of the projects worked on; • The role and responsibilities of the resource(s) in each referenced project; • The start and end dates; • The name and location of the owner organization; and • The name and contact information of a reference within the owner organization. 		
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1.2 RATED REQUIREMENTS

The Rated Requirements and the punctuation Criteria that will be used as a basis to score Offeror's responses to Rated Requirements are described in the Table 1-4(b) - Rated Requirements and Technical Requirements Scoring Breakdown.

Offerors should provide the requirements described in the Scoring Criteria of Table 1-4(b).

Table 1-4 (b) Rated Requirements and Technical Requirements Scoring Breakdown			
Rated Requirement No.	Scoring Criteria	Proposal Page No.	Score (B)

R1	<p>Experience – GC Workplace and the Government of Canada standards Fit up</p> <p>The Offeror should demonstrate an understanding of the Government of Canada Workplace Fit-up Standards by providing within their Technical Offer, <i>Verifiable</i> example(s) of at least one (1) Project completed by the Offeror within the last five (5) years before the RFSO issuance; executed to the entire satisfaction of the Owner and that demonstrate that the Offeror has a comprehensive understanding of the scope of work of a functional program, as per the Government of Canada Workplace Fit-up Standards. The example(s) must describe the purpose and how the following tasks were completed:</p> <ul style="list-style-type: none"> i) Use of space allocation calculator based on number of <i>FTE</i>'s; ii) Verification of project requirements; iii) Implementation and use of a Project schedule; iv) Implementation of Risk management; v) Definition of Workstation requirements; vi) Definition of Support and special purpose space requirements; vii) Definition of Communication/data requirements; viii) Definition of Proximity/adjacencies requirements; ix) Definition of Detailed functional space equation; and x) Implementation of Schematic design. <p>The examples should include reachable Owner's reference contact information to verify such experience.</p> <p>The Score of the Offeror's response to Experience – GC Workplace and the Government of Canada Fit up standards (R1) will be:</p> <p>1.0 cumulative points (up to 10 points) for each of the above listed tasks identified in the Offeror's response to R1, where the Offeror has described the purpose and how task was completed, and contains the essential elements sought, that demonstrate that the Offeror has a comprehensive understanding of the scope of work of a functional program, as per the Government of Canada Workplace Fit-up Standards.</p>		/10
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<p>R2</p>	<p>Experience – Project Controlling</p> <p>The Offeror should have experience controlling and managing projects using time and cost plans. To demonstrate such experience, the Offeror should include within their Technical Offer, <i>Verifiable</i> example(s) of up to three (3) projects that the Offeror had controlled and managed using time and cost plans. Such projects must be similar in size, scope and complexity to the services described in the Statement of Work and must have been performed by the Offeror as a contractor or sub-contractor, to the entire satisfaction of the Owner, within the past five (5) years before the RFSO issuance.</p> <p>Each example must include reachable Owner’s reference contact information and must have been executed to the entire satisfaction of the Owner.</p> <p>The Score of the Offeror’s response to Additional Trades (R2) will be:</p> <p>3.75 points if the Offeror provides at least one (1) example that demonstrates they meet the requirements described in R2.</p> <p>6.25 points if the Offeror provides at least two (2) examples that demonstrates they meet the requirements described in R2.</p> <p>10 points if the Offeror provides at least three (3) examples that demonstrates they meet the requirements described in R2.</p>		<p>/10</p>
<p>R3</p>	<p>Indigenous Business</p> <p>Whether the Offeror has submitted its Offer independently or as a Joint Venture, the Offeror should provide Verifiable proof that certifies the Offeror, or any of the Offeror’s members (if the Offeror is a Joint Venture), as an Indigenous business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.</p> <p>The Score of the Offeror’s response to Indigenous Business (R2) will be:</p> <p>10 points if The Offeror has provided Verifiable proof that certifies them or any of the Offeror’s members (if the Offeror is a Joint Venture) as Indigenous Business as per the R2 Rated Requirement criteria.</p>		<p>/10</p>

1.3 RATED EVALUATION CRITERIA

The table 1-4 (c) *Rated Evaluation Criteria and Weighting* describes the Criteria and Weight that will be used to evaluate Offeror’s responses to Rated Requirements.

Scores (Column B) of table 1-4 (c) will be calculated using the punctuation Criteria described in table 1-4 (b).

Table 1-4 (c) Rated Evaluation Criteria and Weighting.

Criteria		(A) Weight Factor	(B) Score*	Weighted Score (A x B)
R1	Experience – GC Workplace and the Government of Canada standards Fit up	4.0		
R2	Experience – Project Controlling	4.0		
R3	Indigenous Business	2.0		
	Total	10.0		Total Weighted Score (Sum of R1 to R3 Weighted Score)**

*Allowed punctuation range: 0 to 10 points.

**Maximum possible punctuation: 100 points.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The certifications and additional information listed below should be submitted with the offer but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the offer non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.1.1 List of Names for Integrity Verification Form

Offerors must complete and provide, the List of Names for Integrity Verification form found in Attachment 1 to Part 5.

5.2.2 Security Requirements – Required Documentation

In accordance with the [requirements of the Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>), the Offeror must provide a completed Application for Registration (AFR) form to be given further consideration in the procurement process.

Offerors are reminded to obtain the required security clearance and, as applicable, security capabilities promptly. As indicated above, offerors who do not provide all the required information at bid closing will

be given the opportunity to complete any missing information from the AFR form within a period set by the Contracting Authority. If that information is not provided within the timeframe established by the Contracting Authority (including any extensions granted by the Contracting Authority in its discretion), or if Canada requires further information from the Offeror in connection with assessing the request for security clearance (i.e., information not required by the AFR), the Offeror will be required to submit that information within the time period established by the Contracting Authority, which will not be less than 48 hours. If, at any time, the Offeror fails to provide the required information within the timeframe established by the Contracting Authority, its bid will be declared non-compliant.

5.2.3 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list) available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

5.2.4 Additional Certifications Precedent to Issuance of a Standing Offer

5.2.4.1 Status and Availability of Resources

The Offeror certifies that, should it be issued a standing offer as a result of the Request for Standing Offer, every individual proposed in its offer will be available to perform the Work resulting from a call-up against the Standing Offer as required by Canada's representatives and at the time specified in a call-up or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror has proposed any individual who is not an employee of the Offeror, the Offeror certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Offeror must, upon request from the Standing Offer Authority, provide a written confirmation, signed by the individual, of the permission given to the Offeror and of his/her availability. Failure to comply with the request may result in the offer being declared non-responsive.

5.2.4.2 List of Proposed Subcontractors

If the Offer includes the use of subcontractors, the Offeror agrees, upon request from the Standing Offer Authority, to provide a list of all subcontractors including a description of the things to be purchased, a description of the work to be performed and the location of the performance of that work. The list should not include the purchase of off-the-shelf items, software and such standard articles and materials as are ordinarily produced by manufacturers in the normal course of business, or the provision of such incidental services as might ordinarily be subcontracted in performing the Work.

5.2.4.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, offerors must provide

the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the offer non-responsive.

Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#) R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Offeror a FPS in receipt of a pension? **YES () NO ()**

If so, the Offeror must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES () NO ()**

If so, the Offeror must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks; and
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

5.2.4.4 Supplementary Offeror Information

Pursuant to paragraph 221 (1)(d) of the Income Tax Act, payments made by departments and agencies under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T4-A supplementary slip.

To enable the Department of Fisheries and Oceans to comply with this requirement, the Offeror hereby agrees to provide the following information which it certifies to be correct, complete, and fully discloses the identification of this Offeror:

a) The legal name of the entity or individual, as applicable (the name associated with the Social Insurance Number (SIN) or Business Number (BN), as well as the address and the postal code:

b) The status of the contractor (individual, unincorporated business, corporation or partnership:

c) For individuals and unincorporated businesses, the contractor's SIN and, if applicable, the BN, or if applicable, the Goods and Services Tax (GST)/Harmonized Sales Tax (HST) number:

d) For corporations, the BN, or if this is not available, the GST/HST number. If there is no BN or GST/HST number, the T2 Corporation Tax number must be shown:

The following certification signed by the Offeror or an authorized officer:

"I certify that I have examined the information provided above and that it is correct and complete"

Signature

Print Name of Signatory

ATTACHMENT 1 TO PART 5 LIST OF NAMES FOR INTEGRITY VERIFICATION FORM

Requirements

Section 17 of the *Ineligibility and Suspension Policy* (the Policy) requires Offerors, regardless of their status under the Policy, to submit a list of names with their bid or offer. The required list differs depending on the Offeror or offeror's organizational structure:

- Offerors including those bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all current directors.
- Privately owned corporations must provide a list of the owners' names.
- Offerors bidding as sole proprietors, including sole proprietors bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all owners.
- Offerors that are a partnership do not need to provide a list of names.

Offerors may use this form to provide the required list of names with their bid or offer submission. Failure to submit this information with a bid or offer, where required, will render a bid or offer non-responsive, or the Offeror otherwise disqualified for award of a contract or real property agreement. Please refer to [Information Bulletin: Required information to submit a bid or offer](#) for additional details.

List of names for [integrity verification form](https://www.tpsgc-pwgsc.gc.ca/ci-if/ln-form-eng.html): <https://www.tpsgc-pwgsc.gc.ca/ci-if/ln-form-eng.html>

PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

6.1 Security Requirements

1. Before issuance of a standing offer, the following conditions must be met:
 - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A - Standing Offer;
2. Before access to sensitive information is provided to the Offeror, the following conditions must be met:
 - (a) the Offeror's proposed individuals requiring access to sensitive information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 – Standing Offer and Resulting Contract Clauses;
 - (b) the Offeror's security capabilities must be met as indicated in Part 7 – Standing Offer and Resulting Contract Clauses.
3. For additional information on security requirements, offerors should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

7.1 Offer

7.1.1 The Offeror offers to perform the Work in accordance with the Statement of Work at Annex A.

7.2 Security Requirements

7.2.1 The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Standing Offer.

1. The Offeror must, at all times during the term of the Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Offeror's personnel requiring access to sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
4. The Offeror must comply with the provisions of the:
 - a) Security Requirements Check List and security guide (if applicable), attached at Annex C.
 - b) Contract Security Manual (Latest Edition).

7.3 Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

7.3.1 General Conditions

[2005](#) (2022-12-01) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

7.3.2 Standing Offers Reporting

The Offeror must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Standing Offer. This data must include all purchases, including those paid for by a Government of Canada Acquisition Card.

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex D. If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Offeror must still provide a "nil" report.

The data must be submitted on a semi-annual basis to the Standing Offer Authority.

The semi-annual reporting periods are defined as follows:

- Report 1: April 1 to September 30;
- Report 2: October 1 to March 31;

The data must be submitted to the Standing Offer Authority no later than 30 calendar days after the end of the reporting period.

7.4 Term of Standing Offer

7.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from date of award to **5 years (60 months) thereafter**.

7.4.2 Comprehensive Land Claims Agreements (CLCAs)

The Standing Offer (SO) is for the delivery of the requirement detailed in the SO to the Identified Users across Canada, including areas subject to Comprehensive Land Claims Agreements (CLCAs).

7.5 Authorities

7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Juan Carlos Villasana
Senior Procurement Advisor - Contracting Services,
Procurement Services and Procurement Hub,
Fisheries and Oceans Canada / Pêches et Océans Canada
Juan.VillasanaRodriguez@dfo-mpo.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, the Standing Offer Authority is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

7.5.2 Project Authority

The Project Authority for the Standing Offer is:

Marlene K Borsboom
Accommodation Project Officer
Real Estate & Accommodations
Real Property, Safety & Security
Fisheries & Oceans Canada
9860 West Saanich Road, Sidney, BC, V8L 4B2
Cell Telephone (236) 334-0629
Marlene.Borsboom@dfo-mpo.gc.ca

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

7.5.3 Offeror's Representative

(to be provided at standing offer award)

The Offeror's Representative for the Standing Offer is:

Name: _____
 Title: _____
 Address: _____
 Telephone: _____
 Facsimile: _____
 E-mail: _____

7.5.4 Offeror's Team

The approved Offeror's Personnel to fulfill the services described in the Annex A Statement of Work, is listed in Annex E Offeror's Approved Personnel.

7.6 Proactive Disclosure of Contracts with Former Public Servants (if applicable)

By providing information on its status, with respect to being a former public servant in receipt of a *Public Service Superannuation Act* (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2019-01](#) of the Treasury Board Secretariat of Canada.

7.7 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is the Department of Fisheries and Oceans Canada.

7.8 Call-up Procedures

7.8.1 When required, services against this Standing Offer will be called-up as follows:

- a. The Project Authority will prepare a detailed Statement of Work and list of tasks and deliverables for all required Work. It must be sufficiently detailed to allow the Offeror to determine whether they can provide the required resources with the necessary skill set to complete the Work within the prescribed time schedule.
- b. A Request for Proposal will be issued to the Offeror, including the Statement of Work. The Offeror must submit a proposal to the Project Authority in accordance with rates described in Annex B Basis of Payment. The Offeror's proposal must include the category of personnel, name of personnel and the number of hours estimated or required to perform the services, as well as an estimate of proposed disbursements, if applicable.
- c. If a resource proposed by the Offeror was not previously qualified by DFO during the RFSO, the Offeror must provide a detailed Resume, addressing each of the mandatory and point-rated requirements for the required resource category. The resource must meet the requirements outlined in Annex A, Section RS 2.3 and security requirements described in Part 7A, section 7.2.1.
- d. Subject to the indicated in paragraphs (a), (b) and (c) above, the Offeror will be authorized in writing by the Project Authority to proceed with the Work by the issuance of a call-up Instrument against the Standing Offer.

- 7.8.2 The Offeror must not commence any work until it has received an approved call-up Instrument which is signed by the Identified User. The Offeror acknowledges that any and all work performed in the absence of a signed call-up will be done at its own risk, and Canada shall not be liable for payment therefore.
- 7.8.3 Any change or amendment to an agreed upon call-up Statement of Work must be authorized by the Project Authority and agreed to, in writing, by the Offeror followed by an amendment to the call-up issued by the Project Authority.

7.9 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 2 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

1. Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.
2. An equivalent form or electronic call-up document which contains at a minimum the following information:
 - standing offer number;
 - statement that incorporates the terms and conditions of the Standing Offer i.e. **“The terms and conditions of standing offer serial number TBD apply and form part of this contract”**;
 - Completed Statement of Work including description and due date of deliverables;
 - Category(ies), number and name(s) of resource(s);
 - Level of effort expressed in number of hours, fixed hourly rate;
 - Identification of all travel and living expense requirements and their value including taxes (if required);
 - Total value of the call-up;
 - Point of delivery;
 - Confirmation that funds are available under section 32 of the Financial Administration Act; and
 - Confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

7.10 Limitation of Call-ups

Individual call-ups against the Standing Offer, including any amendments, must not exceed \$60,000.00 (Applicable Taxes included).

7.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the call-up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions [2005](#) (2022-12-01), General Conditions: Standing Offers - Goods or Services;
- d) the general conditions [2010C](#) (2022-12-01), General conditions: Services (medium complexity);
- e) Annex A, Statement of Work;

- f) Annex B, Basis of Payment;
- g) Annex C, Security Requirements Check List;
- h) Annex D, Standing Offer Report;
- i) Annex E, Offeror's Approved Personnel;
- j) the Offeror's offer dated _____ *(to be inserted at standing offer award)* .

7.12 Certifications and Additional Information

7.12.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

7.12.2 SACC Manual Clauses

SACC [M3020C](#) (2016-01-28), Status of Availability of Resources – Standing Offer, apply to and form part of the Standing Offer.

7.13 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in British Columbia.

7.14 Transition to an e-Procurement Solution (EPS)

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.

B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

7.1 Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

7.2 General Conditions

2010C (2022-12-01), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

7.2.1. Subsection 10 of 2010C (2022-12-01), General Conditions - Services (Medium Complexity) – Invoice submission, is amended for this Contract as follows:

Delete: 2010C 10 (2022-12-01), Invoice submission

Insert: **Invoice submission**

1. Invoices must be submitted in the Contractor's name to DFO.invoicing-facturation.MPO@DFO-MPO.gc.ca and the **Project Authority**. The Contractor must submit invoices for each delivery or shipment; invoices must only apply to the Contract. Each invoice must indicate whether it covers partial or final delivery.
2. Invoices must show:
 - a. Contractor's Name and remittance physical address;
 - b. Contractor's CRA Business Number or Procurement Business Number (PBN);
 - c. Invoice Date;
 - d. Invoice Number;
 - e. Invoice Amount (broken down into item and tax amounts);
 - f. Invoice Currency (if not in Canadian dollars);
 - g. DFO Reference Number (PO Number or other valid reference number);
 - h. DFO Contact Name (DFO Project Authority). **Note:** Invoice will be return to the Contractor if that information is not provided);
 - i. Description of the goods or services supplied (provide details of expenditures (such as item, quantity, unit of issue, fixed time labour rates and level of effort, subcontracts, as applicable) in accordance with the Basis of Payment, exclusive of Applicable Taxes;
 - j. Deduction for holdback, if applicable;
 - k. The extension of the totals, if applicable; and
 - l. If applicable, the method of shipment together with date, case numbers and part or reference numbers, shipment charges and any other additional charges.
3. Applicable Taxes must be specified on all invoices as a separate item along with corresponding registration numbers from the tax authorities. All items that are zero-rated, exempt or to which Applicable Taxes do not apply, must be identified as such on all invoices.
4. By submitting an invoice, the Contractor certifies that the invoice is consistent with the Work delivered and is in accordance with the Contract.

Section 15 Interest on Overdue Accounts, of [2010C](#) (2022-12-01), General Conditions - Services (Medium Complexity) – Invoice submission will not apply to payments made by credit cards.

7.3 Term of Contract

7.3.1 Period of the Contract

Insert SACC Manual clause [A9022C](#) in full text in contracts for goods and in contracts for services. When determining the period of the Contract for goods, take into consideration the time required to administer the Vendor Performance Corrective Measure Policy by making sure it ends after the delivery date of the goods. For services, make sure to respect the exceptional circumstances where services must be rendered before the end of the Period of the Standing Offer. (Refer to section 7.4.1 of the SO)

7.4 Proactive Disclosure of Contracts with Former Public Servants *(if applicable)*

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.5 Payment

7.5.1 Basis of Payment – Fixed Time Rate – Limitation of Expenditure

The Contractor will be paid for the Work performed, in accordance with the Basis of payment at Annex B, to a limitation of expenditure of \$ _____ *(to be provided at call-up award)*. Customs duties are included and Applicable Taxes are extra.

7.5.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ *(to be provided at call-up award)*. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75% committed, or
 - b. four months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.5.3 Monthly Payments

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;

- b. all such documents have been verified by Canada;
- c. the Work delivered has been accepted by Canada.

7.5.4 Electronic Payment of Invoices – Call-up

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Government of Canada Acquisition Card; and
- b. Direct Deposit (Domestic and International).

7.5.5 Travel and Living Expenses - National Joint Council Travel Directive

Any travel time and travel-related expenses associated with the delivery of services within a 50 km radius of the Offeror's office or the locations listed in Attachment 3 to Annex A – DFO Pacific Region Offices are to be calculated as an integral part of the hourly rates. For delivery of services outside of this 50 km radius, travel-related expenses will be paid (with prior approval of the Project Authority) in accordance with current National Joint Council Travel Directive.

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, and private vehicle allowances specified in Appendices B, C and D of the [National Joint Council Travel Directive](#), and with the other provisions of the directive referring to "travelers", rather than those referring to "employees". Canada will not pay the Contractor any incidental expense allowance for authorized travel. All travel must have the prior authorization of the Project Authority. All payments are subject to government audit.

Estimated Cost: \$ _____ *(to be provided at each call-up award)*

7.6 Invoicing Instructions

1. The Contractor is entitled to invoice on a monthly basis, considering that the Work performed has been accepted by Canada.
2. The Contractor must submit invoices in accordance with Part 7B Resulting Contract Clauses, subsection 7.2.1 entitled "Invoice Submission" above. Invoices cannot be submitted until all Work identified in the invoice is completed.
3. Payments will be made provided that the invoice(s) are emailed to DFO Accounts Payable at DFO.invoicing-facturation.MPO@DFO-MPO.gc.ca with a cc to the Project Authority, Attn: The Project Authority and provides the required information as stated in subsection 7.2.1. above.

7.7 Insurance – No Specific Requirement

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

7.8 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.

- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".

7.9 SACC Manual Clauses

The following SACC Manual clauses apply to and form part of the Contract:

[A9068C](#) (2010-01-11), Government Site Regulations.

[B9028C](#) (2007-05-25), Access to Facilities and Equipment.

7.10 Environmental Considerations

As part of Canada's policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired, Contractors should:

a) Paper consumption:

- Provide and transmit draft reports, final reports in electronic format. Should printed material be required, double sided printing in black and white format is the default unless otherwise specified by the Project Authority.
- Printed material is requested on minimum recycled content of 30% and/or certified as originating from a sustainably managed forest.
- Recycle unneeded printed documents (in accordance with Security requirements).

b) Travel requirements:

- The Contractor is encouraged to use video and/or teleconferencing where possible to cut down unnecessary travel.
- Use of Properties with Environmental Ratings: Contractors to the Government of Canada may access the PWGSC Accommodation directory, which includes Eco-Rated properties. When searching for accommodation, Contractors can go to the following link and search for properties with Environmental Ratings, identified by Green Keys or Green Leafs that will honour the pricing for Contractors.
- Use public transportation or another method of green transportation as much as possible.

ANNEX A STATEMENT OF WORK

Integrated Design Management Services

DEFINITIONS

"Client Department"

means Fisheries and Oceans Canada;

"Construction Cost Estimate"

means an anticipated amount for which a Contractor will execute the construction of the Project;

"Cost Plan"

means the allocation of proposed costs among the various elements of the Project, as described in the Project Brief or Terms of Reference;

"Fire Protection Engineers Report"

Means a document that describes the design principles and performance solution for a building with regard to fire safety;

"Project"

means the total construction or furnishing service contemplated of which the Work may be the whole or a part as specified in a Call-Up;

"Project Brief" or "Terms of Reference"

means a document describing in sufficient detail the Services to be provided by the Offeror to permit the Offeror to proceed with the Services and may include general project information, scope of the work, site and design data, and time plan, specifically related to the Project;

"Project Schedule"

means a time plan, including the sequence of tasks, milestone dates and critical dates which must be met for the implementation of the planning, design and construction phases of the Project;

"Registered ID Professional"

means an Interior Design Professional, who is a Registered member of an Interior Design professional organization, such as the IDIBC (Interior Designers Institute of British Columbia) or equivalent professional body for interior designer practitioners that requires its Registered members, to have successfully completed the National Council for Interior Design Qualification (NCIDQ) exam; to have achieved a minimum education of a four-year bachelor's degree in interior design from a program accredited by the Council for Interior Design Accreditation (CIDA) or the equivalent as determined by the CIDQ Alternative Review Program (ARP).

"Rough Order of Magnitude" (ROM)

means a general estimate of a project's level of effort and cost.

"Working Day", means a day other than a Saturday, Sunday, or a statutory holiday that is observed by the construction industry in the area of the place of the Work.

"Normal Working Hours", means any eight (8) hour period of time between 7:00 AM and 5:00 PM. Outside of these hours will referred to as "outside of working hours", or "outside of normal working hours".

REQUIRED SERVICES (RS)

RS 1 Introduction

- RS 1.1 Background
- RS 1.2 General Objectives
- RS 1.3 Specific Objectives

RS 2 Required Services

RS 2.1 Basic Services

- RS 2.1.1 Interior Design Services
 - RS 2.1.1.1 Analysis of Project Scope of Work
 - RS 2.1.1.2 Design Concept (Schematic Design)
 - RS 2.1.1.3 Design Development
 - RS 2.1.1.4 Interior Design
- RS 2.1.2 Functional Programming Services
- RS 2.1.3 Moving Coordination Services

RS 2.2 Additional Services

- RS 2.2.1 Feasibility Studies
- RS 2.2.2 Accessibility audits
- RS 2.2.3 Building Code Specialist

RS 2.3 Offeror's Team

RS 1 INTRODUCTION

RS 1.1 BACKGROUND

Real Property, Safety & Security of the Department of Fisheries and Oceans - Pacific Region (RPSS) is the custodian of various types of facilities in the province of British Columbia. Types of facilities which the branch is responsible for the life cycle management include; Light stations (staffed and unstaffed), MCTS Centers, Warehouses, Helicopter Hangers, Fishways, Cabins, Wharves and other facilities. Many sites are remote in location, more details can be found at **Attachment 3 to Annex A – DFO Pacific Region Offices**.

RS 1.2 GENERAL OBJECTIVES

The objective of the Standing Offer is to provide General Functional Programming, Interior Design, Move Coordination Services and additional architectural services, on an "as and when requested" basis. These services shall be provided as appropriate, when requested, by Interior Designers, Functional Programmers and Moving Coordinators to the Department of Fisheries and Oceans (DFO) Pacific Region as described herein.

RS 1.3 SPECIFIC OBJECTIVES

Specific Objectives of the services described in this Statement of Work are:

- a) To capture in detail, functional and technical requirements of required workspaces, so an interior design can be develop, meeting the specific needs of activities and workstyles of occupants, following the functional programming process, including Fit-Up Standards, outlined in the **Attachment 1 to Annex A – Workplace Fit-up Standards**.

- b) To plan and coordinate as requested, office space moves.

RS 2 REQUIRED SERVICES

Call-ups may include any or all of the Basic or Additional Services described in the RS section. Requested services will be identified in each Call-up.

Once a Work is assigned through a duly approved call-up, the Offeror must attend the initial briefing meeting at the DFO offices in Vancouver and Sidney, for Projects to be performed in the lower mainland and on Vancouver Island (DFO Pacific Region); for Projects to be performed elsewhere in the Pacific Region, the Offeror must attend the initial briefing meeting at the affected DFO office. The addresses of the DFO Pacific Region offices are listed in the Attachment 3 to Annex A - DFO Pacific Region Offices.

RS 2.1 BASIC SERVICES

Basic Services provided by the Offeror include the disciplines of Interior Design, Functional Programming, and Moving services.

For each of the disciplines of the Basic Services the Offeror must:

1. Manage the Work and ensure that all members of the Offeror Team are properly informed of, and fulfill, their responsibilities for the Basic Services;
2. Provide a clear, accurate and ongoing communication of concept, design intent, budget, and scheduling issues (including changes) as they relate to the responsibilities of all, Rough Order of Magnitude initial base building reviews to post construction reports;
3. Prepare a documentation and reporting structure for the coordination of contractors in other disciplines to include minutes, change orders, site instructions, shop drawing log and other items of the design process to facilitate work completion, commissioning and close-out.

RS 2.1.1 INTERIOR DESIGN SERVICES

RS 2.1.1.1 ANALYSIS OF PROJECT SCOPE OF WORK

2.1.1.1.1 INTENT

The purpose of this stage is to ensure the Offeror has reviewed and integrated all the Project requirements, identified and evaluated conflicts or problems, provided alternative strategies, presented and received approval on a Project scope, delivery process, schedule in order to deliver a cohesive quality project. This approved deliverable will become the Project Scope of Services and will be utilized throughout the Project to guide the delivery.

2.1.1.1.2 SCOPE AND ACTIVITIES:

The Offeror must:

1. Analyze the Project Brief or the Terms of Reference and advise the Project Authority of any noted problems or the need for more information, clarification or direction;

2. Visit the site or buildings and verify the availability and capacity of services needed for the Project;
3. Perform measurements and obtain local information applicable to the design, during the site visit. This includes verifying or preparing as built records as necessary;
4. Attend Project start up meeting;
5. Analyze the Project requirements including but not limited to the space analysis requirements and functional program (when available);
6. Review all available existing material related to the Project. Subject to applicable Security Requirements, the Offeror may be given access to existing plans, survey notes, design notes, specifications or reports that will aid in the performance Work. All such documents must be returned to the Project Authority at the end of the performance of the Work or upon request by the Project Authority;
7. Review the proposed Project Schedule for verification that all milestone dates are achievable;
8. Review the Cost Plan and budget for verification that the cost of work are realistic and achievable;
9. Identify and verify all authorities having jurisdiction over the Project;
10. Identify the codes, regulations and standards that apply to the Project;
11. Establish a policy for Project to minimize environmental impacts consistent with the Project objectives and economic constraints;
12. Identify additional or specialized services that may be required to proceed with the Work but are not included in the required services of the specific call-up.

2.1.1.1.3 DELIVERABLES:

The Offeror must:

1. Provide a comprehensive summary of the Project requirements and program demonstrating understanding of the scope of work including:
 - a. confirmed or adjusted Project Cost and time plans;
 - b. written identification of problems, conflicts or other perceived information and clarifying assumptions for the acknowledgment of the Project Authority.

RS 2.1.1.2 DESIGN CONCEPT (SCHEMATIC DESIGN)

2.1.1.2.1 INTENT

The purpose of this stage is to translate the project requirements into space parameters, by exploring design options and analyzing them against priorities and program objectives previously identified. Out of this process, one option will be recommended to proceed to stage of Design Development as described in section RS 2.2.1.3.

2.1.1.2.2 SCOPE AND ACTIVITIES:

The Offeror must:

1. Present alternative design options which are viable and have potential for development;
2. Analyze each solution with regard to the project goals including cost and schedule;
3. Recommend up to three (minimum one) options for further development with all supporting background and technical justifications;
4. Submit to the Project Authority, design concept documents in sufficient detail to illustrate the design concept and to demonstrate compliance with the Project requirements;
5. Submit a preliminary Class C¹ Construction Cost Estimate, Cost Plan and Project Schedule to confirm the feasibility of the Project;
6. Provide copies of all design concept documents in the type and number as specified in the Project requirements;
7. Provide drawings that include analytical diagrams, schematic bubble diagrams, plans, elevations, and sections, room names and sizes. Perspective sketches may be requested;
8. Provide option analysis;
9. Meet and correspond with authorities having jurisdiction and obtain written approvals when required;
10. Recommend a single preferred Conceptual Option for Design Development consideration.

2.1.1.2.3 DELIVERABLES

The Offeror must provide the following:

1. Design Concept and Schematic Drawings;
2. Description of the options with recommendation of preferred solution;
3. Class C Estimate or Class D¹ estimate as requested;
4. Report on deviation from schedule and recommend corrective measures or updated time line.

RS 2.1.1.3 DESIGN DEVELOPMENT

2.1.1.3.1 INTENT

The purpose of this stage is to further develop one of the options presented at the Design Concept stage. The Design Development documents consist of drawings and other documents to describe the size and character of the entire project as to architectural, materials and such other elements as may be appropriate.

2.1.1.3.2 SCOPE AND ACTIVITIES:

The Offeror must:

¹ www.tpsgc-pwgsc.gc.ca/biens-property/sngp-npms/bi-rp/conn-know/couts-cost/definition-eng.html

1. Obtain written approval from the Project Authority for development of one of the proposed Design Concept options;
2. If any alterations are demanded, document all required changes, analyze the impact on all project components, and resubmit for approval if required;
3. Expand and clarify the Concept Design intent for each design discipline;
4. Continue to review all applicable statutes, regulations, standards, guidelines, codes and by-laws in relation to the design of the project;
5. Present the design to the authorities having jurisdiction where required;
6. Refine the approved preferred Conceptual Design Option to a level of detail which will facilitate Class B¹ cost estimates, design, Code non-conformances review and discussions with the Project Authority;
7. Submit to the Project Authority, design development documents in sufficient detail to define the size, intent and character of the entire Project;
8. Analyze the constructability of the Project and advise on the construction process and duration;
9. Present the design materials to the Project Authority or other committees as indicated by the Project Authority, for their review;
10. Based on all material available at the time, prepare an updated Project Schedule for the consideration with special attention to the impact on tenants;
11. Provide a list and draft specification sections of all NMS (National Master Specification format used by the federal government)²; submit outline specifications for all systems and principle components and equipment; provide in the outline, specifications manufacturers literature about principal equipment and system components proposed for use in this project;
12. Submit an updated Construction Cost Estimate based on the design development documents, and an updated Cost Plan and Project Schedule;
13. Provide copies of all design development documents in the type and number specified in Project requirements.

2.1.1.3.3 DELIVERABLES:

The Offeror must provide the following:

1. Floor plans including all disciplines showing all floor elements and services to detail necessary to make all design decisions and to substantially estimate the cost of the project;
2. Two (2) building sections;
3. Demolition Plans;
4. Architectural, structural, engineering, millwork and finishing details to determine choice of materials and finishes;

² <https://www.tpsgc-pwgsc.gc.ca/biens-property/sngp-npms/bi-rp/tech/ddn-nms-eng.html>

5. Reflected ceiling plans;
6. Elevations;
7. Site and building models as required;
8. Finished and colour schemes;
9. Outline specifications for all systems and principle components or equipment;
10. Class B cost estimate;
11. Preliminary Project Schedule including long term delivery items;
12. Fire Protection Engineers Report including requirements, strategies or interventions for protection of the building and its occupants;
13. Project dossier detailing the basic assumptions of the Project and the justifications for all major decisions;

RS 2.1.1.4 INTERIOR DESIGN

2.1.1.4.1 DEFINITIONS:

The Functional Program Documents are:

- a) Administrative Space Recommendations Report;
- b) Support Space Recommendations Report;
- c) Special Purpose Space Recommendations Report;
- d) Highly Specialized Special Purpose Spaces Report
- e) Functional Space Equation (Space Analysis Requirement);
- f) Gap Analysis;
- g) Proximity Recommendations Report;
- h) Security Recommendations Report;
- i) Communications and Data Recommendations Report;
- j) Audio-Visual Recommendations Report;
- k) Furniture and Workstations Recommendation Report;
- l) Existing Building Finishes Report, if applicable;
- m) Room Data Sheets;
- n) Horizontal Zoning Plans;
- o) Vertical Stacking Diagrams;
- p) Zoning (Bubble) Diagram.

2.1.1.4.2 INTENT:

The purpose of this stage to provide Interior Design services for renovations and new construction.

2.1.1.4.3 SCOPE AND ACTIVITIES:

The Offeror must:

1. Attend all meetings and presentations required for the project. Offeror Team members' may be required to attend meetings to address their particular areas of expertise during the

- different delivery stages for each call-up. The number and frequency of project team meetings will be determined with the scope of each call-up;
2. Record the issues, decisions and action items (stating those responsible for each action) at each meeting and prepare and distribute meeting minutes within 72 hours of the meeting. Meeting minutes must clearly identify the status of the project. Presentation minutes must clearly identify any issues raised during the presentation that impacts cost, risk and schedule for the project;
 3. Make presentations as identified under the RS sections to support the review and approval process;
 4. Prepare and distribute status reports to the Project Authority on a monthly basis. Status reports must clearly identify any issues raised during the project the impacts on cost, risk and schedule for the project;
 5. Coordinate the scope of work and design with other disciplines, including audio-visual, security, IT and telecommunications and office equipment suppliers and inform the Project Authority if the work of other contracts will impact the design layouts and other discipline work before proceeding with the implementation of the changes;
 6. Prepare concept designs for space planning and furniture layout leading to contract documents that are compliant with the latest version of building codes and fire code, including colour boards and material selection that addresses sustainable initiatives, corporate imagery, and fit up standards;
 7. Document and assist in identifying all requirements that exceed or are NOT part of the Workplace Fit-up Standard, included as Attachment 1 to Annex A. All non-compliant components must respect the Fit-up Standards Approval and Governance process;
 8. Address and represent estimates and specifications including phasing strategy for swing spaces in graphic fashion, with presentations made to the Client Department and Project Authority;
 9. Review designated substance reports for impact on finishes removal;
 10. Included in the overall submission package, recycling initiatives for furniture and screens, as well as coordination with mechanical, electrical and telecommunications items for relocation requirements;
 11. Provide 3D animation, 3D rendering, projection mapping, virtual reality software & architectural rendering services as requested.

2.1.1.4.4 DELIVERABLES:

Upon request at the time of a call-up, the Offeror must perform any or all of the following deliverables related to Interior Design services:

1. MASTER DRAWINGS

Verify on-site conditions by preparing or updating master drawings to scale and in an approved AutoCAD format or National CADD Standard including but not limited to, existing architectural

and interior design, mechanical, electrical, structural, and communication and data elements covered by suspended ceilings are correctly indicated. Submit for review, revise as required, and resubmit for final approval.

2. BUILDING CAPABILITY RECOMMENDATIONS REPORT

Investigate, assess and analyze how well the building(s) meets requirements, and make recommendations to suit the requirements including:

- a. Identification of all deficiencies, potentials and constraints with the existing building systems to support the functional requirements and proposed planning alternatives;
- b. Areas of concern including an assessment of their impact on space, time and budget;
- c. Preliminary recommendations and alternative remedial measures for areas of concern;
- d. In buildings or floor spaces where existing construction and or fit up exist and are to be reused , assess building conformance with the GC Workplace Fit-Up Standards.
- e. Coordinate work performed by Mechanical and Electrical engineering sub-contractors and incorporate into the Building Capability Recommendations Report. Mechanical and electrical engineering services must be complete in that they identify all issues that will have a significant impact on the project.
- f. Submit for review, revise as required, and resubmit for final approval.

3. SCHEMATIC PLANS

- a. Prepare a maximum of two (2) schematic plans of one floor (or portion, depending on the size of the floor plate), based on the Attachment 1 to Annex A - Workplace Fit-up Standards.
 - i. The schematic plans must reflect the approved overall functional requirements but not necessarily any particular group, division etc.
 - ii. The schematic plans must contain sufficient detail (including furniture, workstations etc.) to graphically illustrate the Workplace Fit-up Standards, included as Attachment 1 to Annex A, and the functional program requirements established in RS 2.1.2 Functional Programming.

Schematic plans must include:

 - Identification of all partition including door swings;
 - All circulation paths;
 - Proposed workstation layouts for both enclosed offices and open areas;
 - Support space for both enclosed areas and open areas;
 - Special purpose spaces as required to illustrate the overall design strategy; and
 - Identification of all areas including name, room numbers and size.
- b. The Schematic Plans must provide a written justification and summary for each option including as a minimum: number of workstations and enclosed offices according to size and level, total number of end users, types and number of support spaces, types of special purpose spaces, percentage of circulation, percentage of building loss factor and percentage of open offices versus closed offices.
- c. The Schematic Plans must reflect the space allocation, approved functional program and project budget (refer to fit-up costs (m²/\$) outlined in the Attachment 1 to Annex A - Workplace Fit-up Standards.
- d. The Schematic Plans must be consistent with the building's configuration and systems including as a minimum: mechanical, electrical, structural, communications and data, security.

The Offeror must submit Schematic Plans for review, revise as required and resubmit for final approval pending review and approval by authorities having jurisdiction.

4. REVIEW AND APPROVAL BY AUTHORITIES HAVING JURISDICTION

The Offeror must:

- a. Submit Client Department approved schematic plans to the authorities having jurisdiction;
- b. Submit Client Department approved schematic plans to Federal Heritage Building Review Office (FHBRO) as required by the Project;
- c. Revise plans as required and provide written response to comments received from authorities having jurisdiction;
- d. Coordinate review and approval process by Authorities having Jurisdiction with Mechanical and Electrical engineering sub-contractors and ensure written responses to comments are provided;
- e. Submit for review, revise as required, and resubmit for final approval.

5. FEASIBILITY STUDY

The Offeror must:

- a. Prepare a report that examines the viability and practicality of a Project, where feasibility study services or deliverables are required above and beyond those described in RS 2.2.1 Feasibility Study.
- b. Make detailed and specific recommendations. Provide analysis and justification as required.
- c. Submit for review, revise as required, and resubmit for final approval.

6. VERIFICATION OF FUNCTIONAL PROGRAM

The Offeror must:

- a. Review, update and complete Functional Program Document prepared by others. Refer to RS 2.1.2 Functional Programming Services and coordinate with the Project Authority to determine list of services and deliverables required for Functional Program Document;
- b. Ensure that the content of the Functional Program Document prepared by others includes required deliverables described in RS 2.1.2 of this Statement of Work and that the deliverables are complete and still current, i.e. up-to-date and approved by the Project Authority;
- c. Update the Functional Program deliverables as required;
- d. Submit for review, revise as required, and resubmit for final approval.

7. VERIFICATION OF SCHEMATIC PLANS

The Offeror must:

- a. Review, update or complete the Schematic Design deliverables prepared by others. Refer to RS 2.1.2 Design Concept (Schematic Design) of Basic Services for list of services and deliverables;
- b. Ensure Schematic plans prepared by others includes the deliverables described in RS 2.1.1.2 Design Concept (Schematic Design) of Basic Services, and that the deliverables are still current, i.e. up-to-date and are approved by the Client Department;
- c. Provide a detailed list of all requirements that exceed the Attachment 1 to Annex A - Workplace Fit-up Standards;
- d. Assist the Project Authority in the reconciliation and approval process for any and all non-compliant components;
- e. Update the Schematic Plans as required;

- f. Submit for review, revise as required, and resubmit for final approval.

8. TEST PLANS

The Offeror must:

- a. Submit Test Plans for review. Revise as required. Resubmit for final approval;
- b. Develop Test Plans of one (1) floor plate (or portion, depending on the size of the floor plate) in sufficient detail to test the viability of the workstations or work settings layouts and support space options being considered. Include special purpose space options as required;
- c. Provide the number of plans as requested;
- d. Test plans must reflect Client's Department overall functional requirements but not necessarily any particular group, division etc;
- e. Include in Test Plans, circulation paths, building loss factor;
- f. Submit for review, revise as required, and resubmit for final approval.

9. INVENTORY AND ASSESSMENT OF EXISTING FURNITURE AND EQUIPMENT

The Offeror must prepare a detailed furniture and equipment inventory report, including drawings of existing furniture and equipment layouts including identification of existing location, and user's name or workstation number, if applicable; and a chart indicating counts, sizes of furniture and equipment, list of furniture components and equipment, a description of existing finishes and colours, photographs of each typical furniture component and equipment, and an assessment of the condition of existing furniture for the following areas:

- i. Workstations or work settings;
- ii. Enclosed offices;
- iii. Support space; and,
- iv. Special purpose space.

All information gathered must be assembled into a report format, submitted for review, revised as required, and resubmitted for final approval.

10. FREE-STANDING FURNITURE

The Offeror must provide generic requirements for new free-standing furniture required for the project. Including but not limited to the following:

- i. Identification of furniture by type (i.e. single pedestal desk credenzas, files, chairs, etc.);
- ii. Dimensions;
- iii. Total number of units;
- iv. Typical layouts if applicable;
- v. Technical requirements if applicable;
- vi. Finishes; and
- vii. Associated unit price ranges and budget information

The requirements must be assembled into a report format, submitted for review, revised as required, and resubmitted for final approval.

11. SYSTEMS FURNITURE

The Offeror must provide generic requirements for new systems furniture to be procured through government procurement methods including as a minimum the following:

- i. Identification of furniture type (e.g. desking or panel hung systems etc.);
- ii. Description of components (e.g. overhead bins, file pedestal etc.);
- iii. Dimensions;
- iv. Typical layouts;
- v. Total number of each layout type and/or total component count;
- vi. Technical requirements (e.g. panel height(s), mobility, height adjustability, electrical requirements etc.);
- vii. Finishes; and
- viii. Associated unit price ranges and budget information.

The requirements must be assembled into a report format, submitted for review, revised as required, and resubmitted for final approval.

12. REFURBISHMENT OF EXISTING FURNITURE

The Offeror must provide a detailed inventory of existing furniture to be refurbished, including as a minimum the following:

- i. Identification of furniture by manufacturer and type (e.g. work surfaces, desks, chairs, file cabinets etc.);
- ii. Total number of units;
- iii. Existing or new finishes; existing/new location; and
- iv. Associated budget information.

All information gathered must be assembled into a report format, submitted for review, revised as required, and resubmitted for final approval.

13. COLOUR BOARDS

The Offeror must:

- a. Develop color schemes boards that clearly demonstrates the intended use of materials including as a minimum architectural finishes, interior design finishes, paint colors, and finishes for furniture and furnishings;
- b. Identify the color, pattern, texture, name, manufacturer and reference number for each finish and color identified;
- c. Submit color schemes and material samples for review, revise as required and resubmit for final approval.

14. PRESENTATION BOARDS

The Offeror must prepare the approved schematic plans, vertical stacking diagrams, horizontal zoning plans and final furniture plans for presentation purposes, complying with the following requirements:

- i. The presentation technique selected by the Offeror must clearly communicate both the functional and aesthetic aspects of the proposed fit-up developed for the Client Department. All presentation boards must be completed at an appropriate scale, mounted on boards, and color rendered. Elevation and perspective views, as required, must include human figures for scale;
- ii. The Offeror must present the material to the Project Authority (if applicable) and the Client Department;

- iii. The Offeror must submit comments from presentation(s), if any, in the form of meeting minutes;
- iv. The Offeror must revise the presentation material as required, resubmit for final approval.

15. PRESENTATION TO UPPER MANAGEMENT

The Offeror must:

- a. Assist the Project Authority or appropriate representative from the Client Department in preparing a presentation to upper management of the Client Department, to achieve an executive level understanding of the project, to present progress status reports, obtain feedback, and seek approval;
- b. Attend the presentation and provide all required assistance;
- c. Submit the findings from the presentation in the form of meeting minutes. Revise as required and resubmit.

16. EMPLOYEE INFORMATION SESSION

The Offeror must:

- a. Assist the Project Authority or appropriate representative from the Client Department in the preparation of an information session for employees of the Client Department to explain the following:
 - i. Goals and objectives of the project;
 - ii. Employee involvement;
 - iii. Communication strategy for disseminating project information; and/or
 - iv. Project schedule.
- b. Attend the presentation and provide all required assistance.
- c. Submit findings from the employee information session in the form of meeting minutes. Revise as required. Resubmit.

17. FOCUS GROUP SESSIONS

The Offeror must:

- a. Prepare, coordinate and conduct focus group sessions with participants chosen by the Client Department, to assist in the information gathering process, and assess the viability of proposed planning alternatives. Participants may include representatives from property management, human resources, labor relations, information technology, corporate communications, security and representatives from various divisions (i.e. directorates, branches, sectors, units etc.);
- b. Submit findings from the focus group sessions in the form of meeting minutes. Revise as required. Resubmit.

18. RELATED PUBLIC SPACES

The Offeror must:

- a. Provide Functional Programming as described in the Required Services (RS) section of this document that are applicable to upgrading the base building outside the office space described in the Call-Up. These related public spaces might include, as a minimum, lobbies, washrooms or elevator cabs. This does not include areas within the office fit-up

- space where higher interaction with the general public might occur (i.e. reception area, service counter);
- b. Confirm project budget related to the fit-up of related public spaces and provide justification regarding functional and technical requirements along with Class D estimates;
- c. Submit for review, revise as required, and resubmit for final approval.

19. DETAILED COMMUNICATION STRATEGY

The Offeror must prepare a report with a detailed communications strategy in relation to the functional program. The report must include as a minimum:

- i. Written and verbal communication strategy within project team
- ii. Written and verbal communication strategy outside the project team; and
- iii. Other communication strategies, as required.

The report must be submitted for review, revised as required and resubmitted for final approval.

20. TRANSFER OF INFORMATION

The Offeror must:

- a. Provide a formal presentation or summary of their required services and deliverables in order to provide a historical context and a complete overview of the project parameters to the Technical Authority;
- b. Provide the following deliverables:
 - i. Proposed agenda for formal approval by the Project Authority;
 - ii. A written narrative or review to identify and describe all significant factors which have influenced the decision-making process during the project; and a briefing on the last document submission.

After completion of the presentation, the written narrative or review must be submitted to the Technical Authority.

21. CLASS D COST ESTIMATE

The Offeror must prepare a class D cost estimate. The estimate must be summarized in a consistent elemental format, agreed with the Project Authority.

The cost estimate must include as a minimum, architectural, interior design, mechanical and electrical. The class D estimate is to isolate and show separately the cost of base building costs, fit-up costs and Client Department costs (refer to the funding accountabilities identified in the Attachment 1 to Annex A - Workplace Fit-up Standards).

The class D estimate must be submitted for review, revised as required and resubmitted for final approval.

22. COORDINATION OF OTHER CONTRACTS BY OTHERS

The Offeror must review and coordinate with sub-contractors and specialists the scope of work of other contracts (scope of work procured by PSPC or another Department for security systems, audio-visual equipment, telecommunication cabling, system furniture, high density mobile storage, etc.) with the scope of work within the Project of the specific call-up.

The Offeror must inform the Project Authority of any discrepancies or conflicts that would impact the project and recommend options to the Project Authority how to resolve the conflicts.

RS 2.1.2 FUNCTIONAL PROGRAMMING SERVICES

2.1.2.1 INTENT:

The purpose of a Functional Program is to ensure the Offeror has gathered sufficient information to analyze the Client Department's functional and operational requirements, developed an understanding of the requirements for the building's infrastructure and applied the Workplace Fit-up Standards included as Attachment 1 to Annex A. At the time of call-up, the Project Authority will identify the specific services required from Functional Programming Services and the extent of the information required to be included into the Functional Program Document.

2.1.2.2 SCOPE AND ACTIVITIES:

The Offeror must:

1. Interview the users and stakeholders to determine the Client Department functional and operational requirements for staffing, support areas, an understanding of the requirements for expansion or downsizing of the operation, special purpose areas, spatial relationships and adjacencies, and the impact of these requirements on the base building's infrastructure;
2. Attend meetings, communicate with and coordinate the other contractors and specialists;
3. Develop the format for the Functional Program Document and draft 'Table of Contents' as per the Functional Programming guidelines described in the Attachment 2 to Annex A - Functional Programming 101;
4. Prepare, coordinate and assemble the requested Functional Program Document.
5. Consolidate the sections of the Functional Program Document.

2.1.2.3 DELIVERABLES:

The Offeror must, based on the specific requirements of a call-up, prepare, submit for review and revise as required for final approval the following:

1. ADMINISTRATIVE SPACE RECOMMENDATIONS REPORT

As part of the Administrative Space Recommendations Report, the Offeror must:

- a. Gather and document the Client Department's special purpose space requirements in a written and graphic format including but not limited to all work station type and finishes, i.e. systems furniture, free-standing, soft seating, case goods etc., electrical, mechanical, telephone and data requirements;

- b. Analyze information gathered and make recommendations based on the Attachment 1 to Annex A - Workplace Fit-up Standards and the Client Department's functional requirements and proposed planning alternatives, for layouts for each of the special purpose spaces, including but not limited to furniture type, layout, and mechanical and electrical requirements;
- c. Prepare a comparative (i.e. quantitative and qualitative) analysis between existing special purpose space and each of the proposed special purpose space planning alternatives in sufficient detail to facilitate selection by the Client Department;
- d. Identify options for space optimization, and use of multipurpose spaces, etc.;
- e. Identify requirements for off-site special purpose spaces, if applicable, must also be included and clearly noted as such;
- f. Prepare a workflow diagram;
- g. Ensure funding mechanism for any special purpose space has been identified;
- h. As required, provide justification regarding technical requirements and estimated fees related to the fit-up of special purpose spaces.

2. SUPPORT SPACE RECOMMENDATIONS REPORT

As part of the Support Space Recommendations Report, the Offeror must:

- a. Gather and document the Client Department's support space requirements in a written and graphic format including but not limited to all work station type and finishes, i.e. systems furniture, free-standing, soft seating, case goods etc., electrical, telephone and data requirements;
- b. Analyze information gathered and make recommendations for support space in accordance with the Attachment 1 to Annex A - Workplace Fit-up Standards, and provide the following:
 - i. Identification of opportunities for space consolidation;
 - ii. A document indicating the effects of each of the proposed planning alternatives, based on the Client Department mission statement, functional requirements, space allocation, and project budget. Provide written justification and rationale for each of the planning alternatives;
 - iii. Requirements for off-site support spaces, if applicable, must also be included and clearly noted as such.

3. SPECIAL PURPOSE SPACE RECOMMENDATIONS REPORT

As part of the Special Purpose Space Recommendations Report, the Offeror must:

- a. Gather and document the Client Department's special purpose space requirements in a written and graphic format including but not limited to all work station type and finishes, i.e. systems furniture, free-standing, soft seating, case goods etc., electrical, mechanical, telephone and data requirements;
- b. Analyze information gathered and make recommendations based on the Attachment 1 to Annex A - Workplace Fit-up Standards and the Client Department's functional requirements and proposed planning alternatives, for layouts for each of the special

purpose spaces, including but not limited to furniture type, layout, and mechanical and electrical requirements;

- c. Provide a comparative (i.e. quantitative and qualitative) analysis between existing special purpose space and each of the proposed special purpose space planning alternatives in sufficient detail to facilitate selection by the Client Department;
- d. Identify options for space optimization, and use of multipurpose spaces, etc.;
- e. Identify requirements for off-site special purpose spaces, if applicable, must also be included and clearly noted as such;
- f. Prepare a workflow diagram;
- g. Ensure funding mechanism for any special purpose space has been identified;
- h. As required, provide justification regarding technical requirements and estimated fees related to the fit-up of special purpose spaces;
- i. Seek approval of the special purpose space from the appropriate Client Department representative through the Project Authority;
- j. Provide a document indicating the effects of each of the proposed special purpose space planning alternatives, based on the Client Department mission statement, functional requirements, space allocation, and project budget. Provide written justification and rationale for each of the planning alternatives.

4. HIGHLY SPECIALIZED SPECIAL PURPOSE SPACES

The Offeror must provide the identified services described in the Required Services (RS) section of this document as they pertain to the fit-up of special purpose spaces that far exceed a standard fit-up in terms of the complexity of the technical or functional requirements involved.

5. FUNCTIONAL SPACE EQUATION (SPACE ANALYSIS REQUIREMENT)

As part of the Functional Space Equation, the Offeror must:

- a. Prepare a detailed functional space equation in a spreadsheet format. The functional space equation must identify space requirements (in m²) by group along with summary of the total space required for all groups for the following current and future requirements:
 - i. Approved staff listings including as a minimum all full time and part time employees, students. List by person, group, section, division etc.;
 - ii. Open workstations;
 - iii. Enclosed workstations;
 - iv. Support space;
 - v. Collaborative Space;
 - vi. Special purpose space;
 - vii. Circulation factor;
 - viii. Building loss factor;
 - ix. Total population;
 - x. Total space required;
 - xi. Summary by group and Department; and,
 - xii. Non-complaint versus complaint spaces.

- b. Identify requirements for off-site special purpose spaces, if applicable, and clearly note them as such.

6. GAP ANALYSIS

As part of the Gap Analysis, the Offeror must:

- a. Prepare a gap analysis in graphic format as per the Attachment 1 to Annex A - Workplace Fit-up Standards, and the Space Allocation Limits of the Framework for Office Accommodation and Accommodation Services. Gap analysis must identify open and closed office, support space, special purpose space and items, which exceed the standards. Calculations for Space Allocation Limits will be provided at the time of Call-Up;
- b. Document all non-compliant items complete with justifications (provided by Client Department);
- c. Identify, highlight and clarify all additional costs, which are outside the Attachment 1 to Annex A - Workplace Fit-up Standards. Outline in the gap analysis, who is responsible for the additional costs.

7. PROXIMITY RECOMMENDATIONS REPORT

As part of the Proximity Recommendations Report, the Offeror must:

- a. Document the Client Department's current and future proximity requirements for staff (by person-to-person, group-to-group, section-to-section etc.), support spaces and special purpose spaces. Examine the effect these may have on other functional requirements and proposed planning alternatives and make recommendations;
- b. Prepare work flow diagrams for support and/or special purpose spaces;
- c. Prepare proximity diagram that documents Client Department's functional requirements in a graphic format. Prioritize level of importance for each proximity requirement identified.

8. SECURITY RECOMMENDATIONS REPORT

As part of the Security Recommendations Report, the Offeror must:

- a. Prepare a report to document the Client Department's current and future security requirements and the effect these may have on other functional requirements and proposed planning alternatives;
- b. Coordinate with the Client Department's security representative and Threat Risk Assessment;
- c. Recommend any necessary modifications to the base building. Assess the impact of these modifications on overall space, time and budget;
- d. Make specific and detailed recommendations based on additional client requirements, i.e. TRA or operational needs approved by Departmental Security Officer (DSO). Prepare a detailed list justifying the recommendations;

- e. Coordinate work performed by Mechanical and Electrical sub-contractors and incorporate into Security Recommendations Report.

9. COMMUNICATIONS AND DATA RECOMMENDATIONS REPORT

As part of the Communications and Data Recommendations Report, the Offeror must:

- a. Prepare a report to document the Client Department's current and future communications and data requirements and the effect these may have on other functional requirements and proposed planning alternatives. The report must be in accordance with the Attachment 1 to Annex A - Workplace Fit-up Standards;
- b. Prepare recommendations and all necessary modifications to the base building. Assess the impact of those modifications on overall space, time and budget;
- c. Coordinate work performed by Mechanical and Electrical sub-contractors and incorporate into the Communications and Data Recommendations Report.

10. AUDIO-VISUAL RECOMMENDATIONS REPORT

As part of the Audio-Visual Recommendations Report, the Offeror must:

- a. Gather and document the Client Department's audio-visual requirements in a written and graphic format including existing and new equipment, whiteboards, projector screens and other components requirements including the power, data and audio-visual cabling to support the operation of the equipment;
- b. Analyze information gathered and make recommendations for the compatibility of the equipment, if used within the same room or a mixture of existing and new equipment, and any additional requirements to accommodate the audio-visual equipment in the meeting rooms, training rooms or special purpose rooms requirements in accordance with the Attachment 1 to Annex A - Workplace Fit-up Standards;
- c. Provide recommended layouts for locating the audio-visual equipment within the specific rooms;
- d. Prepare a class C cost estimate for the procurement of new equipment and the installation of the equipment for Client Department's budget purpose of procuring their audio-visual equipment contract.

12. FURNITURE AND WORKSTATIONS RECOMMENDATIONS REPORT

As part of the Furniture and Workstations Recommendations Report, the Offeror must:

- a. Gather and document the Client Department's furniture and workstations requirements in a written and graphic format including all workstation type and finishes, i.e. systems furniture, freestanding, soft seating, case goods etc., electrical, telephone and data requirements;
- b. Analyze information gathered and make recommendations for the development of workstations standards in accordance with the Attachment 1 to Annex A - Workplace Fit-up Standards and provide the following:

- i. Recommendations based on the Client Department functional requirements and proposed planning alternatives, for layouts for each category of furniture and workstations required (including as a minimum furniture type, layout, panel screen height(s) and widths and power requirements);
- ii. A comparative (i.e. quantitative and qualitative) analysis between existing furniture and workstations and each of the proposed planning alternatives in sufficient detail to facilitate selection by the Client Department;
- iii. A document indicating the effects of each of the proposed planning alternatives, based on the Client Department mission statement, functional requirements, space allocation, and project budget. Provide written justification and rationale for each of the planning alternatives;
- iv. Up to three (3) layouts for each category of workstation required.

12. EXISTING BUILDING FINISHES REPORT

In cases where the Functional Program is being undertaken with the intent to re-use the existing space(s), the Offeror must prepare a detailed list of finishes both in report and drawing formats, including drawings, list of components, description of item, building finish and color, and an assessment of the finishes that are in a satisfactory condition and could be reused. The list of items must include but is not limited to:

- i. Ceilings;
- ii. Lighting fixtures (accent and base building);
- iii. Carpets;
- iv. Hardware (doors, door hardware, glazing, and;
- v. Fixtures (water fountains, built-in furniture, etc.).

13. ROOM DATA SHEETS

The Offeror must compile all the data per room function for each typical and special purpose room and prepare room data sheet as per the approved room data sheet format.

Information to be compiled includes but is not limited to:

- number of occupants;
- area in square meters (m²);
- critical dimensions;
- functional and operational requirements;
- essential proximity;
- unique characteristics or features of space;
- architectural requirements like wall type, STC rating, fire resistance rating, wall finishes, floor and ceiling finishes, doors and door frames and interior glazing, millwork, specialties (i.e. tack boards, whiteboards, tack strips, chair rail, corner guards);
- structural requirements;
- mechanical requirements (HVAC, plumbing);
- electrical requirements (power and lighting);
- Telecommunications requirements (voice and data equipment);
- furniture and equipment requirements;
- security requirements like door hardware, duress alarm, security system such as motion detector, door contact, card access, camera;
- audio-visual requirements like equipment, black out blinds, projector screen, remote control, lighting control;
- signage requirements;

- other special requirements.

14. HORIZONTAL ZONING PLANS

As part of the Horizontal Zoning Plans, the Offeror must:

- Prepare horizontal zoning plans (i.e. block plans) per floor based on the Client Department's approved functional program, and vertical stacking. The number of plans, are to be identified, at time of Call-up;
- Include identification of all areas and location of all main circulation aisles, designation (in m²) and position level for workstations and work settings, and designation (in m²) for support spaces and special purpose spaces. Units, divisions etc. must also be identified. The Offeror to also provide a count of number of users per group and per floor.

15. VERTICAL STACKING DIAGRAMS

As part of the Vertical Stacking Diagrams, the Offeror must prepare vertical stacking plans for each building based on the Client Department's approved functional program, proximity requirements, and space equation. The number of diagrams is to be identified, at the time of Call-up.

16. ZONING (BUBBLE) DIAGRAM

As part of the Zoning (Bubble) Diagram, the Offeror must:

- Prepare zoning (bubble) diagrams based on the Client Department's functional program, space allocation and horizontal zoning plans, for all spaces forming part of the project. The number of diagrams is to be identified, at the time of Call-up;
- Zoning (bubble) diagrams must include as a minimum the following:
 - Identification and location of hard walls and partitions;
 - Identification of primary and secondary circulation aisles;
 - Identification of functional areas (group and position titles and position levels or names) and area designation (in m²) for workstations (by group and position names); and
 - Identification and area designation (in m²) for support spaces and special purpose spaces.

17. CONSOLIDATION OF FUNCTIONAL PROGRAM DOCUMENT

As part of the Consolidation Of Functional Program Document, the Offeror must:

- Consolidate the functional requirements information, including sub-consultant and specialist work into the Functional Program Document as per the approved format;
- Provide an integrated recommendation together with adequate justification when conflicting requirements or recommendations occur;
- Clearly identify all requirements, that are NOT part of the Workplace Fit-Up Standards, prior to submission of the final functional program document.

RS 2.1.3 MOVING COORDINATION SERVICES

2.1.3.1 INTENT:

When requested, the Offeror must provide, manage and coordinate a Moving Coordination Specialist to provide advice and moving services, required for the specific project identified at the time of each individual Call-up. Work for moves may be outside normal working hours .

2.1.3.2 SCOPE AND ACTIVITIES:

The Offeror must:

1. Meet with DFO staff to develop the scope of work and location of moves and lead the Move Planning Meetings;
2. Determine and report requirements at original location and final destination of the move;
3. Provide the Project Authority with a move schedule detailing dates, times, actions to be taken, responsible party, etc;
4. Provide a scope of the work and time schedule to the DFO Project Authority for the execution of the move;
5. Provide a complete list of furniture and effects to be moved for each workstation;
6. Provide a complete inventory of equipment and effects for special areas (warehouse, workshop, secure storage, mezzanine);
7. Provide plans for areas of move with overlays for Telephony and Data;
8. Work collaboratively to ensure coordination at all phases of the moves
9. Determine and provide a communication plan for all the moves including security and building management;
10. Liaise with workstation and free standing furniture contractors. Coordinate moves for workstations that are to be disassembled and then reassembled;
11. Coordinate the disposal of surplus assets;
12. Participate in developing the scope of work, bidders walk- through, and tender evaluation for move contracting services;
13. Coordinate post move deficiency list (if applicable) and provide post move feedback.

RS 2.2 ADDITIONAL SERVICES

If requested, the Offeror must provide one or more of the additional services listed below, either independently or as part of a project for the specific project Call-up:

RS 2.2.1 FEASIBILITY STUDIES

The Offeror must prepare feasibility studies for building requirements, site plan and space

planning designs for both new, and proposed additions. Cost studies, graphic representations, etc. are to accompany the text document to further clarify or explain the rationale for decisions. The Offeror must attend stakeholder meetings to gather and present information. The Offeror must also record and distribute minutes at a frequency to be determined in conjunction with the Project Authority.

2.2.1.1 SCOPE AND ACTIVITIES:

The Offeror must provide:

1. a written verification of project requirements that includes objectives, parameters, timelines and budget, with reference to roles and responsibilities, lines of communications, and submission requirements for approvals, presentations, reviews;
2. a project schedule with periodic updating as determined with the Project Authority;
3. assistance in preparing a risk management report for the Project Authority;
4. strategies that document task and activities, milestones, process for information gathering, project goals and deliverables;
5. an existing building condition report where there is an intention to renovate;
6. verification of on-site conditions through the preparation and updating of master drawings to scale and in an approved AutoCAD format;
7. a building capability recommendations report to address current and future interior and exterior conditions, systems, access, conveying systems, washrooms, and other items that are likely to affect the Client Department's requirements;
8. a preliminary sustainability recommendations report which may include information related to reuse, recycling, waste diversion, energy and water efficiency in facilities and use of durable materials;
9. a Horizontal Zoning Plans per floor that is based on Client Department's approved functional program;
10. Cost estimates (Elemental Cost Analysis) in a format acceptable to the Project Authority;
11. a Mechanical and Electrical engineering design concept and solutions to be based on Client Departments project requirements (number of options to be determined at time of Call-up);
12. a Feasibility Study Document that consolidates all the requirements of the complete exercise with allowance for resubmission for final approval after predetermined reviews by the Project Authority.

RS 2.2.2 ACCESSIBILITY AUDITS

If requested, the Offeror must conduct an accessibility audit of both exterior and interior spaces using the audit templates provided by the Project Authority to indicate basic or enhanced accessibility requirements, associated costs, and corrective action. Photographs and diagrams are to be included to identify scope areas.

2.2.2.1 SCOPE AND ACTIVITIES:

The Offeror must;

1. Attend all meetings and presentations required for the project. Offeror team members' shall be required to attend project team meetings to address their particular areas of expertise during the different delivery stages for each call-up. The number and frequency of project team meetings will be determined at the time of call-Up;
2. Record the issues, decisions and action items (with responsibility) at each meeting and prepare and distribute meeting minutes within 72 hours. Meeting minutes must clearly identify the status of the project.

2.2.2.2 DELIVERABLES:

The Offeror must provide a written reports including the audit templates, photographs of existing conditions, drawings and recommendations for rectification.

RS 2.2.3 BUILDING CODE SPECIALIST

2.2.3.1 INTENT:

If requested, the Offeror must provide, manage and coordinate a Building Code Specialist to provide the advice and services required for the specific project identified at the time of each individual call-up.

2.2.3.2 SCOPE AND ACTIVITIES:

The Offeror must:

1. Provide advice on the requirements for the type of services required to engage the Building Code Specialist to meet the project objectives;
2. Review and coordinate the Building Code Specialist services required within the project parameters.

The following are some examples of the type of services where the Building Code Specialist might be required:

- a. Provide advice on interpretation of the National Building Code and British Columbia Building Code and the differences between the two codes.
- b. Review sites or projects for conformance of building codes, federal standards and other standards related to building code issues.
- c. Provide services related to building code interpretation as part of the integrated services for the project or stand-alone services to Federal Departments.

RS 2.3 OFFEROR'S TEAM

The Offeror must designate personnel resources to fulfill the Offeror's Team in charge of the performance of the Required Services as applicable.

The Resources Categories of the Offeror's Team are:

- Interior Designer;
- Functional Programmer;
- Move Coordinator.

RS 2.3.2 QUALIFICATIONS

2.3.2.1 INTERIOR DESIGNER

The Interior Designer must:

- a) Possess working knowledge of MS Office Suite (Word, Excel, Outlook), AutoCad, proficiency using the Internet and Adobe Reader/Writer;
- b) Be a *Registered ID Professional* in accordance with the definitions described in this Statement of Work;
- c) Possess a valid and in good standing LEED (Leadership in Energy and Environmental Design) certification;
- d) Possess experience and proficiency with GC Workplace Design Guide as well as Government of Canada Work place Fit-up Standards and all relevant national and regional building codes.
- e) Possess experience providing 3D animation, 3D rendering, projection mapping, architectural rendering services and experience using virtual reality software.

2.3.2.2 FUNCTIONAL PROGRAMMER

The Functional Programmer must:

- a) Possess working knowledge of MS Office Suite (Word, Excel, Outlook), proficiency using the Internet and Adobe Reader/Writer;
- b) Possess experience and proficiency in capturing in detail the functional and technical requirements of the workplace in order to meet the specific activities, needs and workstyles of the occupants;
- c) Possess experience and proficiency in developing the design and planning of a GC workplace following the functional programming process out lined in the Attachment 2 to Annex A - Functional Programming 101.

2.3.2.3 MOVING COORDINATOR SPECIALIST

The Moving Coordinator Specialist must:

- a) Possess working knowledge of MS Office Suite (Word, Excel, Outlook), proficiency using the Internet and Adobe Reader/Writer;
- b) Possess proficiency in providing advice on estimating, scheduling, packing, assembly, transportation and disposals; including determining and providing a communication plan for moves encompassing security and building management;

- c) Possesses experience working in projects providing Moving Coordination services, in a combination of projects for renovations AND new construction.

**Attachment 1 to Annex A - Workplace Fit-up
Standards.**

PLEASE NOTE:

The *Government of Canada Workplace Fit-up Standards* is an evergreen document. It is updated regularly to ensure it remains aligned with the latest direction regarding fit-up, funding accountabilities, government priorities and initiatives, as well as other factors. This version of the Standards has been updated based on the approval of the Treasury Board submission on split funding (July 2019).

Thank you.

GOVERNMENT OF CANADA

Workplace Fit-up Standards



April 2023



Public Services and
Procurement Canada

Services publics et
Approvisionnement Canada

Canada

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Glossary

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Message from the Assistant Deputy Minister

GCworkplace is the shared vision for the Government of Canada workplace; a vision established collaboratively with your input, and supported by the Government of Canada Fit-up Standards. GCworkplace guides the delivery of workplace modernization projects and solutions offered by Public Services and Procurement Canada (PSPC) to federal organizations. Over the last five years, your support, along with the support of the Treasury Board of Canada Secretariat, has allowed us to innovate, learn, and tremendously improve our ability to provide these solutions.

GCworkplace stems from your input; it is informed by lessons learned and research on global workplace trends and innovations. At its core, workplace solutions stem from the GCworkplace vision and strive to achieve the seven dimensions you have identified: a workplace that is **flexible, healthy, efficient, inclusive, collaborative, digital and green**.

In July 2019, Treasury Board of Canada Secretariat approved a revision to fit-up funding accountability, providing PSPC with responsibility over a broader portion of office fit-up costs. For non-reimbursing clients, this new funding reduces their overall fit-up cost obligations. For PSPC, it allows for better management of office portfolio planning. We have updated the Fit-up Standards document to reflect this new accountability, which will facilitate a smoother shift to GCworkplace for all federal organizations.

While the events of 2020 have added a layer of complexity and uncertainty in some areas, they have also accelerated the adoption of a work environment previously believed by some to be many years away (e.g.: online tools, telework, and mobile capabilities). This has opened up new possibilities for how we work, and highlights the importance of the easy adaptability of a GCworkplace to our new environment.

GCworkplace is about more than just new workspaces and new furniture. It is a holistic approach to workplace modernization that supports the new way of working in a mobile, connected and high-performing public service. It is no longer about where you work, but rather what you do and how you work. It is about ensuring we are integrating our space, technology and human resource strategies to make them work for you. It is about equipping you with the right tools, processes and organizational culture to support fundamental changes in the way we live and work. It is about building something together so that we may give our very best service to Canadians.

The *Government of Canada Workplace Fit-up Standards* and the supporting tools provide the baseline for establishing innovative activity-based work environments that accommodate diverse work styles, meet accessibility requirements, support alternative work strategies, incorporate modern technology, and include sustainable design principles.

Our new environment has accelerated the need for GCworkplace and the tools are now in place to make it happen. Together, we will continue to transform the experience of working for the Government of Canada.

Stéphan Déry
Assistant Deputy Minister
Real Property Services
Public Services and Procurement Canada



Section A: General-purpose Office Space Standards



A1. Overview

Application

The *Government of Canada Workplace Fit-up Standards* apply to:

- All office accommodation under the administration of PSPC as provided to federal departments and agencies, whether reimbursing or non-reimbursing. This includes the following office space categories; general administrative, secure administrative, quasi-judicial office space, call/contact centre space as well as for ministerial and deputy head accommodation. The additional security requirements of secure administrative office space are addressed in [section A3.2](#), therefore, separate standards are not provided. Allowances for minister and deputy head accommodation, quasi-judicial office space as well as call/contact centre space are provided in sections [B](#), [C](#) and [D](#), respectively, of this standard. (**Note:** The *Government of Canada Workplace Fit-up Standards* also apply, in spirit and intent, to standard fit-up elements provided in special purpose space (SPS), although it is recognized that this space type will have special technical and fit-up requirements.)
- Alterations and/or improvements to the above-noted accommodation including:
 - Fit-up for initial occupancy;
 - Tenant service work requested and funded by the client. Tenant service work shall **NOT** result in a quality of office accommodation higher than that permitted by the *Workplace Fit-up Standards*; and
 - Fit-up of existing space for reuse by a different PSPC client. The scope of this fit-up shall take into account the functional requirements of the client, existing conditions of the previously occupied space, and the duration of the occupancy.

The *Government of Canada Workplace Fit-up Standards* do not apply to:

- Real property under the administration of Crown Corporations and other custodial departments. However, where PSPC provides optional services to departments and agencies, PSPC shall promote and recommend the application of these standards; and
- Office accommodation provided for House of Commons, Senate, Library of Parliament and Minister's Regional Offices (MROs).

All custodial departments are encouraged to adopt and apply the *Government of Canada Workplace Fit-up Standards* to support a government-wide approach.

Unless otherwise specified, all figures are in **usable** metres squared.

Requests for clarification, advice or guidance may be sent to the [Fit-up mailbox](#).

Accommodation Management Framework

PSPC's approach to fit-up is guided by the *Accommodation Management Framework* (2013). The primary messages of the framework are that client departments and agencies share responsibility with PSPC for applying standards for the quantity and quality of office accommodation, and that PSPC is funded to provide office accommodation to client departments only to the level of the *Government of Canada Workplace Fit-up Standards*. The framework states that the allocated space should be the minimum necessary to support the functional requirements of the occupant.

Fit-up Principles

The Standards respond to government programs and priorities, and are compliant with all relevant codes, life safety and accessibility standards. The following principles support social, economic and environmental sustainability, and are to be applied to the greatest extent possible.

- PSPC's Real Property Services continues to be mandated to provide affordable and sustainable office accommodation and related services for federal government departments and agencies. These services include the fit-up of office space to meet client department program requirements within the limits of this Standard.
- Fit-up, which represents a significant portion of PSPC's real property business, includes the preparation of accommodation for initial occupancy, and the alteration of existing space for reuse by a different client department or agency.
- The *Government of Canada Workplace Fit-up Standards* specify a midrange quality for fit-up elements and finishes considered to be part of a typical fit-up for general-purpose office space. This is often referred to as the standard "bundle of goods" delivered by PSPC on all fit-up projects regardless of location or client.
- The standard is quality, not cost based. In other words, the same "bundle of goods" is delivered on fit-up projects across the country, regardless of any regional cost variances. The fit-up elements and finishes incorporate the fundamental aspects of a modern, flexible, environmentally sustainable and supportive work environment.
- Controls continue to be incorporated into the process for delivering fit-up projects to help constrain costs and avoid delays to the project schedule. This includes the "two revision rule" limiting the number of revisions a client can request per design stage. (For more information on project controls, refer to [section A6.4.](#))

Standardization of fit-up projects and elements is intended to:

- achieve cost-effective and timely delivery of accommodation and accommodation services;
- clearly define accountabilities;
- improve understanding of PSPC's real property program;
- ensure equity and consistency in federal accommodation thereby facilitating relocations;
- incorporate the fundamental aspects of environmental sustainability and supportive work environments; and
- demonstrate value to Canadian citizens through improved management of federal accommodation.

Sustainability

- The fit-up of Government of Canada office space is guided by the principles of energy efficiency, minimal environmental impact, occupant health and comfort and functional performance.
- The Government of Canada encourages the use of sustainability design tools and programs such as Leadership in Energy and Environmental Design (LEED), BOMA BEST, Green Globes or other comparable green building management assessment tools.
- For interior fit-ups in existing buildings; materials selection and space designing to allow for maximum penetration of natural light in accordance with LEED Commercial Interiors certification criteria.

Universal Design for Accessibility

The *Government of Canada Workplace Fit-up Standards* provide the flexibility to create innovative workplace fit-up solutions using a common sense approach in a manner that represents best value to the Crown. Subsequently, considerations fit-up elements and material choices should extend beyond the CAN/CSA B651 accessibility standard where feasible and appropriate to ensure the establishment of a workplace that proactively ensures that workplace features are accessible to all users. This includes both those with permanent and temporary disabilities or impairments. The following are examples of elements of universal design for accessibility that can be incorporated into the typical workplace fit-up:

- Way-finding systems that are simple and intuitive, that rely on non-text cues to provide direction such as the use of flooring or walls in contrasting colours.
- Enhanced workplace signage (non-building) that can be read by those with low or no vision and located so as to maximize visibility from various angles.
- Controls and hardware such as door handles and light switches that are designed to be used by individuals with varying levels of dexterity.
- Barrier free design for all spaces in the work environment, i.e., beyond legislated requirements for accessible entranceways, corridors, washrooms and workstations.

Security

- Security requirements must be fully integrated into the planning and design of government accommodation.
- Security requirements identified by a Threat and Risk Assessment can usually be met using a combination of one or more design features including zoning of restricted access areas, entry barriers, security systems and equipment.
- Client departments are responsible for informing PSPC of their security requirements for tenant fit-up. The necessary security specifications must be included in all plans, funding requirements, requests for proposals and tender documentation for fit-up projects. Client departments should refer to the *Treasury Board Policy on Government Security*, and the *Treasury Board Operational Security Standard on Physical Security* when planning security requirements.

The exact size, configuration and placement of spaces will vary to suit each building's particular characteristics.

For all projects, consideration must be given to the potential impact of densification to the building and building services. All applicable codes, regulations and standards must be adhered to.

Base Building Requirements

The starting point for any fit-up project is determined by the base building conditions. Whether the facility is Crown-owned or leased, base building conditions will always vary depending on the location, age, size, classification and other characteristics of the site. In leased space, the extent of the landlord's responsibility with respect to those conditions is as outlined in the PSPC Generic Lease Documentation Package and finalized through lease negotiations. No modifications may be made to the base building elements other than those itemized in the lease agreements or otherwise taken into account in making the original investment decision.

The *Technical Reference for Office Building Design* sets out the base building requirements for Crown owned buildings as well as forms the basis for facilities occupied by the federal government. The technical reference is the primary reference for all technical and life safety standards related to plumbing, HVAC, fire protection, electrical and telecommunication systems.

Note: All fit-up projects must be in accordance with the appropriate municipal and provincial codes and consideration must be given to the potential impact of densification on base building systems.

Information Technology (IT)

Shared Services Canada (SSC) has the mandate to provide services related to data centres, networks, email and end user information technology. SSC's clients include both mandatory and optional users. SSC, the Communications Security Establishment (CSE) and Public Safety Canada have a shared responsibility for cyber and IT security, with oversight provided by TBS.

SSC's mandate applies to providing efficient workplace solutions to meet the *Government of Canada's Workplace Fit-up Standards*, primarily in the networking and telecommunications services category. Specifically, the provision of these services may include: wired LAN, cabling and Wi-Fi services; cellular amplification services; telephony systems; and audio, web, and videoconferencing services.

Under this mandate, SSC is responsible for the design, development, delivery and ownership of network and end-user IT infrastructure and standards that align technology architecture across the Government of Canada. SSC's role and responsibilities with respect to office fit-up ensures that a common enterprise service management model is applied, ultimately providing consistent and integrated IT support services to end-users.

Special Fire Protection Standards for Client-funded Requirements/SPS

In addition to provincial or territorial code requirements, there are some standards and policies that must be followed when developing office space for Government of Canada occupants. The most common ones are listed below. You may find the specific requirements of each at the accompanying Web site locations.

1. TB Fire Protection Standard
2. Fire Commissioner of Canada—FC 311 (M)—Standard for Record Storage
3. Operations Program Directives No. 922-1-IPG-044—Door Release Hardware—Electromagnetic Locks
4. Mobile Shelving—Fire Protection Design Requirements

It is imperative that these standards and policies are considered early in the concept design stage, and as part of the review and approvals process throughout the development of the project.

A2. Approvals and Governance

A2.1 Compliance

As the obligatory service provider of general-purpose office space for federal departments and agencies, PSPC has the authority to establish The *Government of Canada Workplace Fit-up Standards* which applies to all federal office space under their administration. The Standards were completed after broad consultation with federal departments and agencies, and are fully supported by Treasury Board Secretariat and PSPC at all management levels. A compliance monitoring process is outlined in this section to ensure common sense is exercised in the application of the quality and quantity of elements and space allocation that is established as a baseline in these Standards. It is the responsibility of PSPC, contracted service providers, and client departments and agencies to work within these Standards.

Defining Compliance

The *Government of Canada Workplace Fit-up Standards*, in conjunction with the *GCworkplace Design Guide* and the PSPC Directive on Fit-up, form the basis for the determination of compliance or non-compliance of client office accommodation requests. Those requests that would result in a fit-up of either higher or lower quantity and/or quality than what is described are subject to the compliance exemption process described in [section A2.2](#).

There are several complementary tools that assist in determining compliance to the *Government of Canada Workplace Fit-up Standards* which are located on the [GCworkplace Project Resources GCpedia page](#):

- **[The Directive on Fit-up](#)**: This directive provides clarity on roles and responsibilities for all stakeholders, including clients, with respect to workplace fit-ups following the 2019 Treasury Board approval to expand PSPC's cost accountabilities for fit-up in non-reimbursing occupancies.
- **[The GCworkplace Design Guide](#)**: This document outlines the design principles and best practices pertaining to workplace modernization for the Government of Canada. It is intended to provide an overview of the GCworkplace concept and its context within the greater vision for **public service renewal**, as well as provide design professionals and project teams the tools and parameters within which to optimize workplace design.
- **[GCworkplace Space Planning Workbook](#)**: The Workbook is the tool that determines the ideal workpoint distribution in the project. This tool offers minimum and maximum quantity ranges for each workpoint. If a project's workpoint quantities do not respect the prescribed ranges, the request must be subjected to the process described in [section A2.2](#).
- **[The GCworkplace Technical Reference Manual](#)**: Technical specifications of each workpoint and interiors are found in the GCworkplace Technical Reference Manual. If there is a request for a finish or construction element that does not meet the limits of the technical specifications, it would be considered non-standard and the request would be reviewed by the project team for possible application of the compliance exemption process.
- **[GCworkplace Standard Furniture Typical](#)**s: Furniture, Furnishings and Equipment (F, F & E) provisions must follow the standard bundle of goods, which is defined in the GCworkplace Standard Furniture Typical

- **Space Allocation Standards:** These standards are issued in support of the *Accommodation Management Framework* (December 2013) which establishes the policy direction for the provision of office accommodation and accommodation services by PSPC for federal government organizations. The Standards also acknowledge the authority of managers under the Treasury Board Operating Budget regime to determine the appropriate mix of resources required for program delivery. The Space Assessment and Planning Application can calculate space demand for the physical workplace allowing a range of scenarios.

Other Standards or Guidance Documents

While PSPC recognizes that clients may develop their own internal accommodation departmental standards or guidelines to identify their specific space and fit-up requirements to PSPC during the project planning stages, such guidelines have **no bearing** on the provisions of the *Government of Canada Workplace Fit-up Standards*. Clients are expected to identify specific elements of their office accommodation requests that are either Special Purpose Space (SPS) or in need of a compliance exemption, which is determined by following the process described under [section A2.2](#). These should be based on their operational requirements only.

Note: All compliance exemption requests approved prior to the version of the *Government of Canada Workplace Fit-up Standards* introduced on April 1, 2019 along with the launch of the GCworkplace, must be reassessed, on a project-by-project basis, to determine their ongoing validity and relevance. To obtain copies of previous decisions/approvals, please contact the [Fit-up mailbox](mailto:TPSGC.Amenagement-FITUP.PWGSC@tpsgc-pwgsc.gc.ca) (TPSGC.Amenagement-FITUP.PWGSC@tpsgc-pwgsc.gc.ca).

Roles and Responsibilities

Accommodation Standards Committee

The Accommodation Standards Committee (ASC) was established within PSPC to help ensure a disciplined, objective, and consistent approach to decision-making, monitoring and reporting on the implementation of the *Government of Canada Workplace Fit-up Standards* and complementary tools.

The ASC evaluates **program-wide** exemption requests to the Standards from departments and agencies, and prepares a recommendation to the Assistant Deputy Minister (ADM), Real Property Services (RPS), or delegate. Accommodation Management and Workplace Solutions is the sub-delegated authority and manages the ASC. Program-wide exemption is for application on a department-wide basis.

Regional project teams evaluate, assess and authorize **both project-specific compliance exemption and SPS requests** while the ASC has an oversight role on all project-level decisions. Project specific exemption is for a singular project. Should a project-specific issue be precedent-setting, it will also be evaluated and assessed by the ASC.

Project Team

The project team must document all decisions and include the analysis of financial, environmental, heritage restrictions, security and other factors (including justification for audit purposes) before proceeding with implementation. (Refer to [section A2.2](#) for further information on compliance monitoring.)

Interior Design National Centre of Expertise

The Interior Design National Center of Expertise (IDNCOE) is responsible for establishing the design standards for the Government of Canada's workplaces. The IDNCOE creates tools and develops strategies to ensure a cohesive design that supports a new way of working. They provide functional direction, best practices and support on GCworkplace interior design components such as key design principles and workpoint distributions, and are responsible for the monitoring and oversight of interior design compliance for federal office space.

Client Account Executive and Client Service Directors

The Client Account Executive is the primary point of client contact at the national level and the Client Service Director is the regional equivalent. They are accountable for the client relationship and are informed in both the program-wide and project-specific compliance exemption process.

Service Leads

The Service Leads provide Subject Matter Expertise to the compliance exemption process as required.

Client organization

Client departments and agencies are required to identify the contact that has the authority to approve their business case requests for program-wide and project-specific compliance exemptions, the associated funding, and to accept accountability for the decisions and any project delays, if applicable.

Note: The client department authority for Real Property and/or the Chief Financial Officer CFO need to approve any business case as there may be additional funding required.

Assistant Deputy Minister (ADM), RPS:

The ADM RPS has the approval authority for program-wide compliance exemption requests though it can be delegated. The ADM has approval authority for project-specific compliance exemption requests should no agreement be reached at the working level. Should a compliance exemption request be approved, the client will be responsible for all associated costs and project impacts.

Common Sense and Best Value for Canadians

The *Government of Canada Workplace Fit-up Standards* and complementary tools are the baseline for the identification of compliance; however, there can never be a substitute for sound judgment and common sense. The project team must wisely use the Standards and all the complementary tools, listed in the "Defining Compliance" section, to question the justification for each client exemption request on a case-by-case basis.

A number of factors must always be considered when a compliance exemption is discussed. Minor adjustments to the approach or to the workplace provisions of the Standards that can benefit the client without having an adverse impact on the planning principles, project quality, or cost, should be considered. Additional factors to be considered are health and safety, greening, accessibility, departmental transformation, attracting talent, enhancing diversity, right-sizing footprints, increasing unassigned seating, modernization and efficiency.

There may be a situation where additional (or fewer) workpoints beyond the allowable limits are required due to functional requirements. An example could be the need for an additional Focus Room for a specific reoccurring function requiring speech and visual privacy. With proper justification, this request may be deemed acceptable.

Similarly, exemptions may be required due to limitations in the ability to fit-up heritage buildings. Such site restrictions cannot be superseded by the Standards.

Identification of compliance exemption requests during project delivery

The delivery of fit-up projects follows the PSPC Project Navigator. Each phase of the process and each deliverable represents an opportunity to validate any decision that would result in additional space outside of the *Space Allocation Standards* and/or a fit-up of either higher or lower quantity or quality, that otherwise would create non-standard office accommodation. The project team determines the project-specific compliance or compliance exemption with the *Space Allocation Standards* and the *Government of Canada Workplace Fit-up Standards*, completes the required analysis with the client stakeholder, documents the decision, and reports to the ASC (identified in the detailed process in [section A2.2](#)).

The completion of the [Client Accommodations Requirements Questionnaire \(CARQ\)](#) at the Project Identification Stage, and the subsequent development of the Functional Program, where required, and a business case will put to the forefront any potential exemptions to compliance with the Standards which would cause a space increase. Compliance continues to be monitored at each subsequent phase of the project. Where compliance exemption is required, the Compliance Monitoring Form must be completed. The form serves to record the nature of the exemption request, the costs, the recommendation(s) of the project team, and the decision of the ADM, RPS (or sub-delegated authority), on approval. (Refer to [section A2.2](#) for the approval process and [section A2.6](#) for a copy of the Compliance Monitoring Form.)

The client department is responsible for submitting the justification or business case for each compliance exemption request, providing the funding, and accepting accountability for any delays in the project incurred by the approval process. (Refer to [section A2.3](#) for details on the submission requirements for requests for compliance exemption approval.) The client can work with their PSPC counterparts to complete the business case for information related to costing.

Note: Any compliance exemption request resulting in expansion space to the space envelope would be client funded and in accordance with the Funding Framework for PSPC's real property portfolio and related services and the Standard Terms and Conditions. The client would also be responsible for all additional costs associated including rent and fit-up for the additional space.

As described in the previous sub-section, in some cases, the project team may determine that minor adjustments to the Standards provide the optimum solution, represent common sense and best value to the Crown, and would not require approval of the ADM, RPS (or sub-delegated authority). Such decisions and their justification must be documented on the Compliance Monitoring Form ([section A2.6](#)), copied to the ASC Secretariat and the form must be completed and attached to every project file.

Tenant Service Projects

Tenant service projects are those led or initiated by the client as opposed to PSPC. They must be similarly monitored for compliance with the *Space Allocation Standards*, the *Government of Canada Workplace Fit-up Standards*, The Directive on Fit-up, and the Space Assessment and Planning Application. The Compliance Monitoring Form must be completed for every project, copied to the ASC Secretariat and approved in accordance with the project-specific approval process outlined in [section A2.2](#). In the case that tenant service projects are not typically lead by a PSPC project leader, the responsibility to complete the compliance monitoring would fall to the PSPC project manager, project facilities manager or contracted service provider that is leading the project.

Note: Reimbursing departments are subject to the same compliance monitoring process as non-reimbursing departments. As well, contracted services are monitored through performance-based contracts and their work is subject to audit to ensure compliance with the *Government of Canada Workplace Fit-up Standards*.

Compliance Monitoring

For monitoring purposes, the ASC Secretariat reviews **project-specific** project team decisions and determines topics for review and discussion by the ASC to ensure national consistency. To achieve this, project teams must submit the completed Compliance Monitoring Form (see [section A2.6](#)) to the ASC following each project-specific approval.

A2.2 Process for Approval of Compliance Exemptions and Special Purpose Space

The **project-specific** process for approval of compliance exemptions is for a singular project, whereas a **program-wide** process for approval of compliance exemptions is for application on a department-wide basis.

While the following chart describes the steps required for the escalation of a project-specific process for approval, it is important to note that escalations beyond the initial steps are generally rare and, in most cases, collaboration between PSPC and clients typically leads to successful compliance management with no escalation necessary.

Note: Special Purpose Space is additional, non-standard areas required by a client department to accommodate specific activities that are unique and essential to departmental programs. Examples of special purpose spaces include, but are not limited to: laboratories, health units, trade shops or departmental libraries. Special Purpose Space, by its nature, is not general office space and therefore not compliant to these Standards, however, the approval process for project-specific or program-wide exemption must be followed for **new** special purpose space requests to ensure the project team has agreed with the client's special purpose space requirements and that the process is documented.

Project-specific: Compliance Exemptions and Special Purpose Space Requests

The table below describes the **project-specific** decision-making and approval process for any space or components that would result in a fit-up of either higher or lower quantity or quality, that otherwise would create non-standard office accommodation as a result of fit-up or tenant service projects. The subsequent flowchart provides a simplified visual of the process. The project team determines the project-specific compliance or compliance exemption with

the *Space Allocation Standards* and the *Government of Canada Workplace Fit-up Standards*, copies the ASC, and documents the decision on the project file. The ASC's role and responsibility in this process is one of oversight, to ensure national consistency.

Timelines for preparation and submission of compliance exemption requests are initially submitted to the project team and will **vary** depending on the complexity of the request and project requirements. The department or agency is the lead in preparing and submitting documentation and is responsible for project delays.

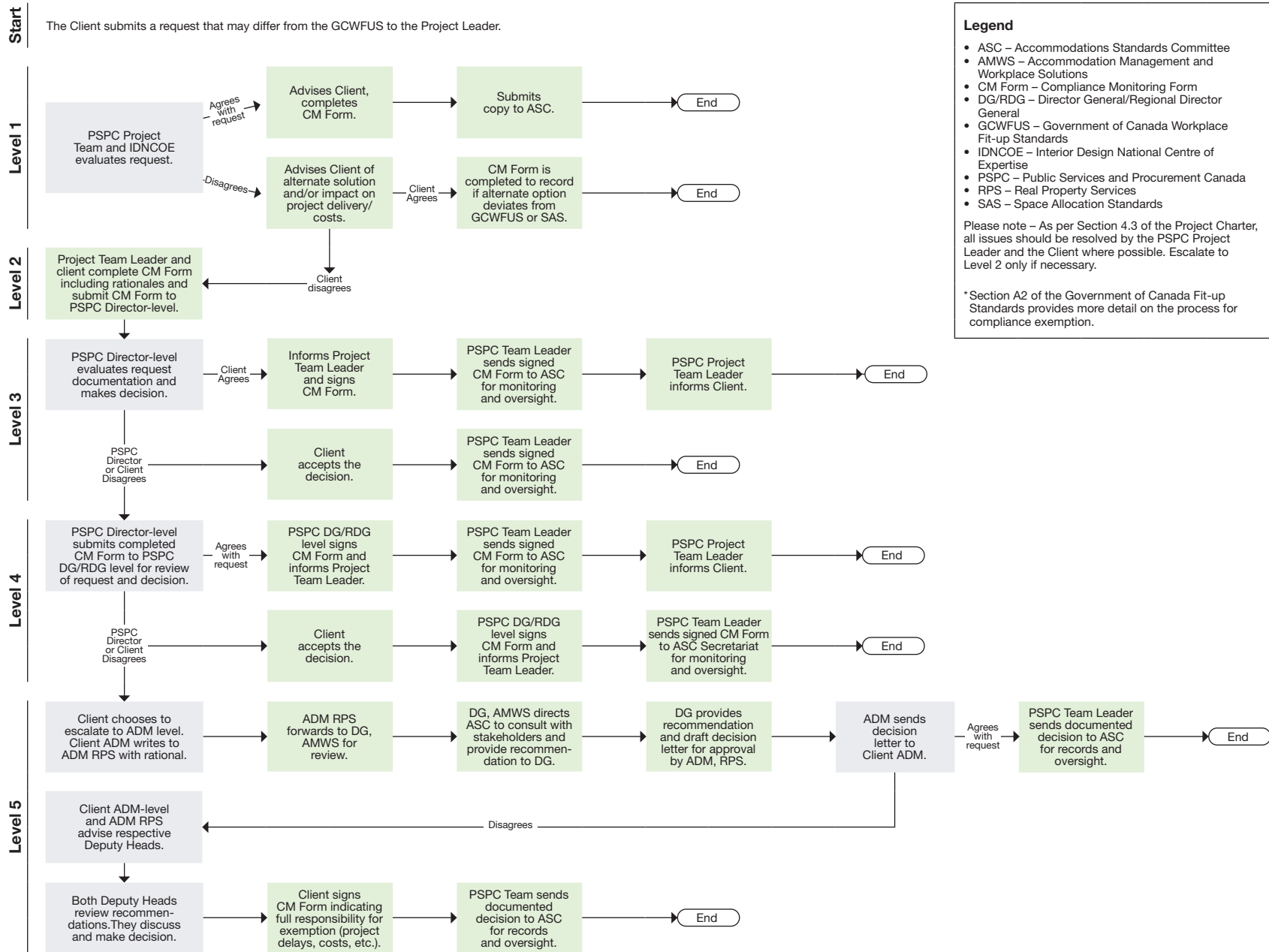
For the **project-specific** compliance exemption requests and the **Special Purpose Space** approval process, a decision would typically be reached in Level 1, however the following table describes the escalation process when all stakeholders are unable to reach a decision or alternate solution.

As per Section 4.3 of the Project Charter in Project Navigator, the Project Leader is required to make every effort possible to resolve any issues with the client prior to entering the Compliance Exemption Process. Should there be an impasse the Compliance Exemption process will then begin.

Project-specific exemptions are for singular projects. All past project-specific decisions have no bearing on future projects. While they can be used in a justification to show precedents, exemption is assessed on a project-by-project basis.

To obtain copies of previous decisions/approvals, please contact the Fit-up mailbox (TPSGC.Amenagement-FITUP.PWGSC@tpsgc-pwgsc.gc.ca).

Project-specific Compliance Exemption Process Chart



Legend

- ASC – Accommodations Standards Committee
- AMWS – Accommodation Management and Workplace Solutions
- CM Form – Compliance Monitoring Form
- DG/RDG – Director General/Regional Director General
- GCWFUS – Government of Canada Workplace Fit-up Standards
- IDNCOE – Interior Design National Centre of Expertise
- PSPC – Public Services and Procurement Canada
- RPS – Real Property Services
- SAS – Space Allocation Standards

Please note – As per Section 4.3 of the Project Charter, all issues should be resolved by the PSPC Project Leader and the Client where possible. Escalate to Level 2 only if necessary.

*Section A2 of the Government of Canada Fit-up Standards provides more detail on the process for compliance exemption.

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April 2023

Level 1

Step 1: Client Project Team

- .1 The Client Project Team's representative submits space or fit-up requirement(s) that differ from the *Government of Canada Workplace Fit-up Standards* (GCWFUS) and its complementary tools to the PSPC project team leader (or project manager, project facilities manager, or contracted service provider leading the project where the project leader is not part of the project team).

Step 2: PSPC Project Team

- .1 The PSPC project team reviews the requirement(s) that differ from the *GCWFUS* and its complementary tools and determines whether or not to support the submission based on the evaluation criteria in [section A2.4](#). During the evaluation, the project team is to consult the Interior Design National Centre of Expertise (IDNCOE) for expert guidance and recommendation of whether the requirement is justifiable or not, and to recommend alternate solutions. The project team is to continue to consult the IDNCOE throughout this process where warranted.
- .2 The PSPC project team advises the client representative on:
 - Whether or not the solution for the requirement is supported; and
 - The impact on project delivery including associated schedule and financial risks if an agreed approach and/or solution is determined.

Step 3: Client Project Team

- .1 If the client representative and the PSPC project team both agree that the request is acceptable with no associated funding impact, the Compliance Monitoring Form is to be completed and sent to the ASC. The process ends here.
- .2 If the client representative decides not to pursue the request, the project continues with compliant requirements. No further action is required.
- .3 If the PSPC project team does not support the request and the client representative disagrees, and decides to pursue the compliance exemption, an evaluation and approval process begins, and the request escalates to Level 2.

Level 2

Step 4: PSPC Project Leader/Director

- .1 Based on all recommendations given so far, the project leader (or equivalent) completes the Compliance Monitoring Form, listing and costing each non-compliant item and providing the client with a copy of the form. The project leader then requests that the client representative complete their portion, detailed in [section A2.6](#).

Step 5: Client Project Team

- .1 The client representative completes and signs the Compliance Monitoring Form including the justification for the request, and acknowledges accountability for funding of additional costs and for associated project delays. (**Note:** This must be signed off at a level of financial authority within the client department and sent to the Project Leader.)

Step 6: PSPC Project Leader/Director

- .1 The project leader evaluates the rationale with the project team, consults with the applicable service lead or if design-related, the IDNCOE, and makes a decision, informing the client. The project leader and the project designer (or member of the IDNCOE) note the decision and sign the Compliance Monitoring Form. The decision is also documented on the project file and a copy of the decision complete with the Compliance Monitoring Form and justification is sent to the Accommodation Standards Committee (ASC), Accommodation Management and Workplace Solutions (AMWS), which will in turn monitor decisions and share with all PSPC regions to ensure national consistency.
- .2 If the client representative disagrees with the project team's decision or proposed alternate solution, the request escalates to Level 3.

Level 3**Step 7: PSPC**

- .1 A team consisting of the Director of the PSPC sector delivering the project, the PSPC Client Account Executive and Client Service Director, where applicable, are presented with the assessment and recommendation from the project leader and the applicable service lead or if design-related, the IDNCOE.
- .2 The Director-level team reviews the client rationale/justification, and the assessment and recommendation to reach a decision that is shared with the project team. It is recorded and documented on the project file and the Compliance Monitoring Form. The form is then signed by the Director responsible for the delivery of the project. A copy of the decision with the Compliance Monitoring Form and justification is sent to the ASC Secretariat, AMWS for oversight.

Step 8: Client Project Team

- .1 If the client project team disagrees with the decision, the request escalates to Level 4.

Level 4**Step 9: PSPC**

- .1 The Director responsible for the delivery of the project must provide the Compliance Monitoring Form to the appropriate Director General (DG) Service Lead, and/or Regional Director General (RDG), where applicable, including the client's justification/rationale, as well as a summary of all PSPC assessments and recommendations made on the project. The Director responsible for delivery of the project will provide a briefing and provide support to the DG in reaching a decision.
- .2 Once a decision is reached, the Director completes the Compliance Monitoring Form to provide to the DG for signature. The decision is then provided to both the PSPC and client project teams. The PSPC project team will document the decision on the project file and send a copy of the decision and the updated form to the ASC Secretariat, AMWS, who will in turn share the decision with all PSPC regions to ensure national consistency.

Step 10: Client Project Team

- .1 If the client project team disagrees with the decision, the request escalates to Level 5.

Level 5**Step 11: Client**

- .1 The client's Assistant Deputy Minister (ADM), writes to the ADM, Real Property Services (RPS) and includes the client's rationale and supporting justification. This is then tasked to the Director General (DG), AMWS, for action and a recommendation.

Step 12: PSPC

- .1 The DG, AMWS, asks the ASC to review the client justification and consult with the appropriate stakeholders based on the content of the letter. Once a recommendation is reached, the ASC provides the DG, AMWS with a recommendation and draft decision letter for review. Once approved it is sent to the ADM, RPS for final approval.

Step 13: PSPC

- .1 The ADM, RPS either agrees or asks the DG AMWS (ASC Secretariat) to amend the decision letter. Once finalized, the ADM, RPS then sends the decision letter to the client colleague ADM (or equivalent), advising of the decision and the rationale on which it is based. A copy of the response is recorded with the project team and the ASC.

Level 5 (continued)

Step 14: Client

- .1 The client department or agency accepts decision, and the project proceeds.
- .2 The client department does not accept the decision and the request is escalated to the Deputy Minister level for both organizations. Should an agreement not be reached and the client pursues the exemption, the client will be fully accountable for the unsupported compliance exemption to the Standards and will accept responsibility for all costs that arise as a result. Action is documented by the ASC. It will be noted on file that PSPC has challenged the compliance exemption fully but the client DM has decided to take full responsibility and accountability for the final decision.

Program-wide (Department-wide application): Compliance Exemption and Special Purpose Space Requests

The following table describes the process to be followed for managing requests for exemptions to the *Government of Canada Workplace Fit-up Standards* and complementary tools for approval of **program-wide** requirements and special purpose space that is intended for **application on a department-wide basis**. The ASC determines compliance with the *Space Allocation Standards* and the *Government of Canada Workplace Fit-up Standards* and complementary tools, identifies areas requiring compliance exemption and provides a recommendation to the ADM, RPS (or sub-delegated authority) for approval. The ASC's role and responsibility in this process is to ensure national consistency with the use of standards and tools across departments and agencies as well as to consider proposed revisions and improvements for future versions of the Standards.

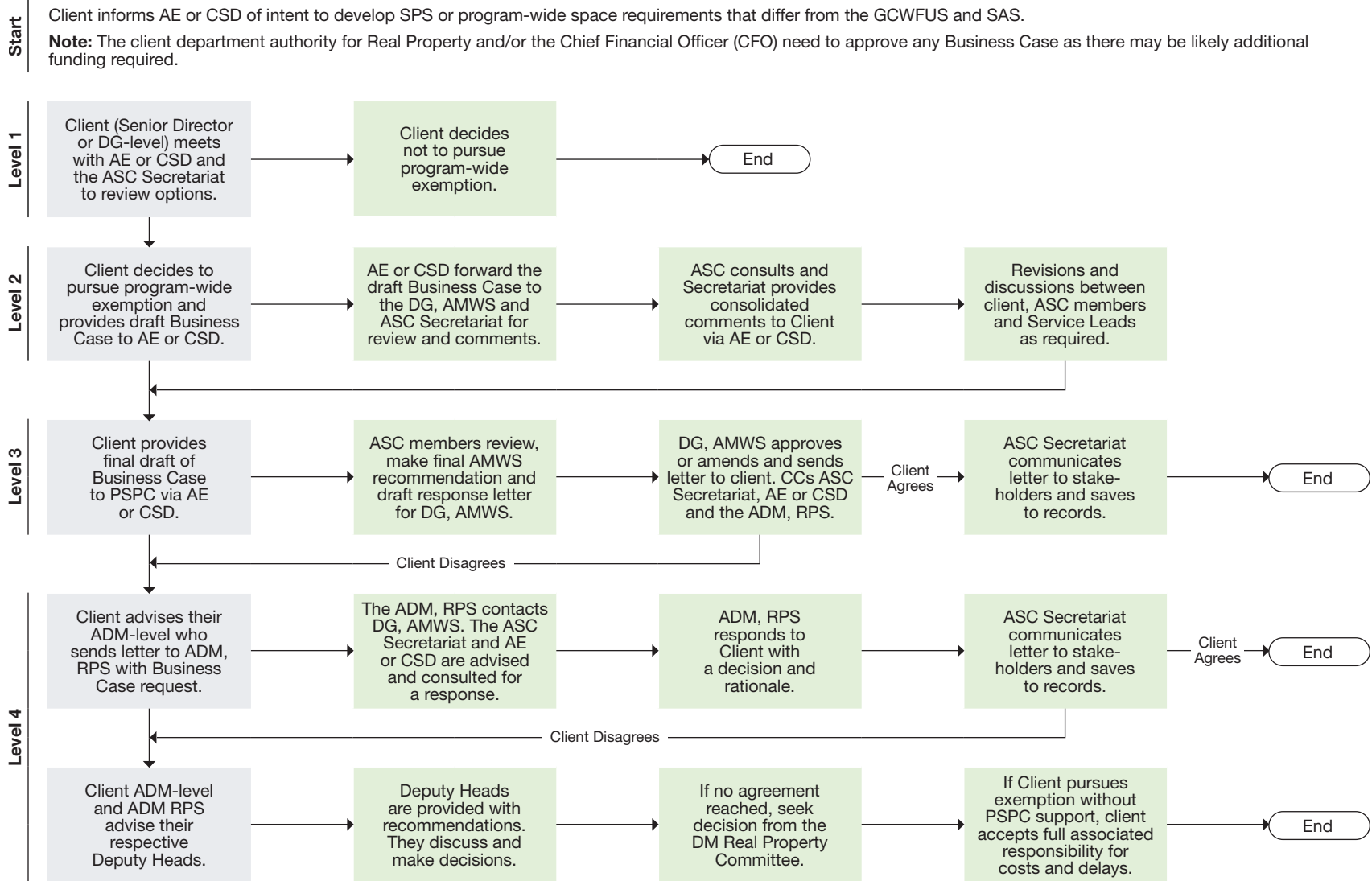
Timelines for preparation and submission of requests are initially discussed with the PSPC Client Account Executive, and the ASC Secretariat. Draft submissions to the ASC Secretariat will vary depending on the complexity of the request and project requirements. The department or agency is the lead in preparing and submitting documentation and accepts accountabilities for project delays.

Note: All **program-level** compliance exemption requests approved prior to the version of the *Government of Canada Workplace Fit-up Standards* introduced on April 1, 2019 along with the launch of the GCworkplace, must be reassessed, on a case-by-case basis, by the Interior Design National Center of Expertise. This is to determine their ongoing validity and relevance within the context of the mandatory *GCworkplace Design Guide* and associated tools.

Any changes or revisions to past program-level approvals are considered new requirements and must be identified, justified and submitted for compliance exemption approval directly to the Accommodation Standards Committee (ASC) for consultation and validation. Changes or revisions must be submitted via the compliance monitoring form.

To obtain copies of previous decisions/approvals, please contact the Fit-up mailbox (TPSGC.Amenagement-FITUP.PWGSC@tpsgc-pwgsc.gc.ca).

Program-wide Compliance Exemption Process Chart



Legend

- ADM – Assistant Deputy Minister
- AE – Account Executive
- ASC – Accommodations Standards Committee
- CSD – Client Service Director
- DG – Director General
- GCWFUS – Government of Canada Workplace Fit-up Standards
- PSPC – Public Services and Procurement Canada
- RPS – Real Property Services
- SAS – Space Allocation Standards
- FYI – Business Case template located in [Section A2.7](#) of the GCWFUS
- *Section A2 of the GWFUS provides more details on the process for program-wide compliance exemption.

Level 1: Development of Draft Stage

Step 1: Client Project Team

- .1 The client department or agency (client) informs the PSPC Client Account Executive and/or Client Service Director, where applicable, in writing of their intent to seek approvals on program-wide requirements that could include special purpose space (SPS) or general administrative accommodation standards, request for additional closed offices, increase in space allocation etc.

Step 2: PSPC

- .1 The Client Account Executive and/or Client Service Director advises the ASC Secretariat of the client department or agency's intent and arranges a meeting with the client, members of initial review team, a member of the IDNCOE when required, and the ASC Secretariat, to discuss process, options, and impacts on funding. If client decides to pursue a compliance exemption request, the approval process begins. Where applicable, the IDNCOE will also work with the client to propose and develop an alternate design solution.

Step 3: PSPC

- .1 The Client Account Executive and/or Client Service Director informs the Director General, AMWS, and the ASC Secretariat of the client's intent, and provides the Director General with the detailed request including options, and potential operational and financial impacts if available.

Level 2: Draft Review Stage

Step 4: PSPC

- .1 The client provides a draft Business Case (See [section A2.7](#)) to the Client Account Executive and/or Client Service Director which is forwarded to the Director General, AMWS and the ASC Secretariat.
- .2 The ASC members review the submission and may recommend consultation to specific areas of expertise.

Step 5: PSPC

- .1 The ASC Secretariat then forwards the consolidated comments or suggested revisions to the business case to the Client Account Executive and/or Client Service Director who then communicates these comments to the client.

Step 6: Client

- .1 The client revises their submission to reflect the ASC's comments. The client may also contact the ASC Secretariat to discuss the comments provided via the PSPC Client Account Executive and/or Client Service Director. Note that there may be considerable back and forth discussions between the client and ASC members to finalize the submission.

Level 3: Final Review and Approval Stage

Step 7: Client/PSPC

- .1 The client submits a revised request for approval of program-wide requirements and/or Special Purpose Space with a department-wide application to their Client Account Executive and/or Client Service Director.
- .2 The Client Account Executive and/or Client Service Director forwards the request to the Director General, AMWS and to the ASC Secretariat.

Step 8: PSPC

- .1 The ASC Secretariat sends a copy of the submission to ASC members who review the submission and make a final recommendation.
- .2 The ASC Secretariat prepares a draft letter of response with recommendation for the Director General, AMWS.

Level 3: Final Review and Approval Stage (continued)**Step 9: PSPC**

- .1 The Director General, AMWS, agrees or amends the letter and sends it to the client. The letter is copied to the ASC Secretariat, Client Account Executive and/or Client Service Director, and the Assistant Deputy Minister (ADM), RPS.
- .2 The ASC Secretariat communicates the decision to stakeholders and posts all documents and the decision letter to GCdocs.

Step 10: Client and PSPC

- .1 The client accepts the decision and communicates it internally as appropriate.
- .2 If the client disagrees, they will advise their ADM (or equivalent).

Level 4: Escalated Approval Stage**Step 11: Client and PSPC**

- .1 The client's ADM or equivalent writes to the ADM, RPS with the request which will be provided to the Director General, AMWS, and the ASC Secretariat who will contact the Client Account Executive and/or Client Service Director for further consultation.
- .2 Depending on the nature of the incoming request from the client, an ASC Committee meeting may be called to discuss how best to resolve the issue. These types of escalations would be addressed on a case-by-case basis and would involve some or all of the following stakeholders depending on the issue: Client Account Executive and/or Client Service Director, ASC Committee, DG AMWS, DG Service Lead impacted by issue, where applicable, and others as deemed necessary.
- .3 Upon approval by the DG, AMWS, the ASC Secretariat provides the ADM, RPS with a suggested response to the client ADM. The response includes the decision and the rationale on which it is based.
- .4 The ADM, RPS reviews and asks for revisions to the decision letter if necessary, and then sends it to the client department. A copy of the letter is provided to stakeholders and posted on GCdocs.

Step 12: Client

- .1 The client accepts decision.
- .2 The client does not accept the decision and the request is either sent back to the ADM or escalated to the PSPC Deputy Minister level. Prior to escalating to the DM level, the ADM should again review and adjust as necessary.
- .3 Should an agreement not be reached, the Interdepartmental DM Real Property Committee will reach a decision. Should the client still want to pursue the unsupported compliance exemption, the client will be fully accountable for the compliance exemption to the Standards and accept responsibility for all costs that arise as a result.

A2.3 Submission of Compliance Exemptions Requests

PSPC

Project-specific

As soon as a **project-specific** compliance exemption has been approved, PSPC Project Leaders are to send an [e-mail to the ASC Secretariat](#) informing the committee of a department's or agency's compliance exemption request, the project team's decision and whether or not it has been accepted by the client stakeholder. Emails are to include the following information:

1. Description of non-compliance request;
2. Summary of relevant facts and issues;
3. Impact of request on accommodation savings and space reduction targets;
4. Position of the project team;
5. Copy of the completed Compliance Monitoring Form; and
6. Completed [Special Purpose Space \(SPS\) Assessment Tool](#) when applicable.

Client Department or Agency

Project-Specific Requests

Departments and agencies must submit their requests for any space or elements that would result in a fit-up of either higher or lower quantity or quality, that otherwise would create non-standard office accommodation, for approval by the project team. The project team determines the project-specific compliance exemption (see [section A2.1](#)), documents the decision on the project file, and informs the ASC.

Dependent on the size and complexity of the request for additional space and/or fit-up components' non-conformity, the client stakeholder's rationale must be accompanied by a business case, client department senior management level approval, confirmation of funding, and acceptance of accountability for any project delays incurred in the approval process. The related funding accountability will include all direct and indirect costs related to the implementation of the compliance exemption, including management and design services, project delays, and ongoing operational and maintenance costs.

Program-Wide Requirements and Special Purpose Space with Department-Wide Application Requests

Departments and agencies must submit their requests for **program-wide** requirements that are in addition to the *Space Allocation Standards* and vary in quantity and quality from the fit-up components detailed in the *Government of Canada Workplace Fit-up Standards* as well as special purpose space with a department-wide application, to the ADM, RPS (or sub-delegated authority), for approval.

These requests must be accompanied by a justification, client department senior management level approval, confirmation of funding, and acceptance of accountability for any project delays incurred in the approval process. The funding will cover all direct and indirect costs related to the implementation of the compliance exemption

fit-up element or service, including management and design services, project delays, and ongoing operational and maintenance costs.

Program-wide submissions are to be prepared in consultation with PSPC, and must include all information described in [section A2.7: Business Case Template for Program-Wide Requests](#).

A2.4 Criteria for Evaluating Compliance Exemption Requests

The Accommodation Standards Committee uses the following criteria to evaluate compliance exemption requests to the *Government of Canada Workplace Fit-up Standards*. This criteria should also be used to evaluate the project level requests and must be weighed against an analysis of financial, environmental, security and other factors.

1. Is the request a program or project-specific requirement?
2. What are the impact(s) on the department or agency's operations?
3. Do the changes remain within the *Space Allocation Standards*?
4. Is the request due to a health and safety issue?
5. Does it meet accessibility standards?
6. Have alternate solutions been appropriately considered with the assistance of the IDNCOE where implicated?
7. Has the reduction of Greenhouse Gases (GHGs) and reaching our federal targets been taken into consideration?
8. Is the request in the best economic interest of the Crown and Canadians?
9. Does the request demonstrate sound judgment and common sense?
10. Does the exemption follow the intent of the *Government of Canada Workplace Fit-up Standards* (i.e. a component was altered, however, every attempt has been made to follow the Standards)?
11. Analysis of financial, environmental, security, employee external mobility, and other factors. (See examples below.)

Financial	Environmental	Security	Other
Short and long-term investment	Sustainability	Health and safety	Operational Requirements
Budget	Greening	Laws, Policies, etc.	Governance (Acts, Policies, Standards)
Other financial risks	Wellness (work environment, employees)	Applicable Building and Fire Codes	Schedule, Resources

If the recommended option in a justification is based on security, the justification submitted by the client department or agency must include:

- Reference to text from Threat and Risk Assessment (TRA), Security Design Brief or Security Site Brief that specifically supports the request. If these documents are not available, they must be developed before the business case is submitted;
- In the case of project-specific requests, if there is sufficient reason for not developing any of the above-noted documents, a letter from the Departmental Security Officer must be provided and include, where appropriate:
 - a statement of the security requirement necessitating the non-compliant fit-up;
 - an explanation as to why separate secure zoning is not an acceptable alternative;
 - the security classification of the information being handled i.e., Confidential, Secret, Top Secret, Protected A, B, or C; and
 - legal liabilities.

Information on Government of Canada security requirements including approaches to physical security and the selection and design of facilities can be found in the [Directive on Security Management - Canada.ca](#).

A2.5 Compliance Trends and Reporting

The Accommodation Standards Committee (ASC) monitors **project-specific** decisions and approvals for **program-wide** requirements and **Special Purpose Space with a department-wide application** and considers the results and evident trends in developing future versions of the *Government of Canada Workplace Fit-up Standards*.

A2.6 Compliance Monitoring Form

The Compliance Monitoring Form can be downloaded in [English](#) and in [French](#).

To be completed at during Level 1, Step 3.

Please Note: this form is only to be completed up to the level required as per the compliance exemption process.

Project Summary	
Project Title:	
Building Name/Address:	
Client Department:	
PSPC Project Team Leader:	
Project Number:	
Total Estimated PSPC Cost:	
Total Estimated Client Cost:	
Project Size (m ² u):	
Office Space Type:	
Project In-Service Date:	
Term of Occupancy:	
Project Status:	

The Compliance Monitoring form must be completed when a fit-up project includes special construction, a deviation from GCworkplace design, or additional space requirement over the Space Allocation Standards.

Client justification for the compliance exemption request	
<p>Please indicate client request(s) that would result in a fit-up of either higher or lower quantity and/or quality than what is defined in the GCWFUS and mandatory GCworkplace Design Guide. Attach separate document if required.</p>	
Client name:	
Client signature:	Date:

A2.6 Compliance Monitoring Form (continued)

IDNCOE evaluation/recommendations (if applicable)

Can the client's special requirements be met with existing GCWFUS? Yes No

Were alternate options provided and what were they?

IDNCOE name:

IDNCOE signature:

Date:

Project Team decision

Supported by Project Team? Yes No

Description and rationale:

Project Team Leader name:

Project Team Leader signature:

Project Team Decision Date:

Client Financial Authority Name:

Client Financial Authority Title:

Signature:

Date of submission:

A2.6 Compliance Monitoring Form (continued)

Level 3

Director-level decision following Client's disagreement with Project Team's recommendation, if applicable:

Director level representative name:

Director level Team representative signature:

Date:

Supported by the Director-level representative? Yes No

Level 4

Director General-level decision following Client's disagreement with Project Team's recommendation, if applicable:

Director General-level representative name:

Director General-level Team representative signature:

Date:

Supported by the Director General-level representative? Yes No

If escalation to Accommodation Management and Workplace Solutions Director General is necessary, please ensure to indicate specifically why the client request should not be considered reasonable.

A2.7 Business Case Template for Program-Wide Requests

Cover Page

[Name of department or agency]

Business case

For

[Program-wide compliance exemption request for fit-up or accommodation requirements]

[Title]

Submitted by:

[Name, title, section and branch]

Submitted to:

Assistant Deputy Minister (or sub-delegated authority),
Real Property Services,
Public Services and Procurement Canada

Date: [day/month/year]

Business Case

General Instructions: It is important that the business case be clear, concise and complete. Include only relevant information and avoid duplication. A maximum of three pages per item being requested, not including appendices, should be sufficient for most submissions.

Purpose

Provide a brief statement on the purpose of the business case (i.e., the compliance exemption item(s) or special purpose space with a department-wide application for which approval is being requested).

Background/Context

Provide background information as it relates to the request. Normally, this section requires two to three paragraphs only and may include, for example:

- a) Mandate of the department or agency and/or the specific group or program to which the request applies;
- b) Strategic considerations, e.g., broader government objectives; and
- c) a list of locations to which the request applies including address, quantity, size, total area (usable m²) and population per location/region/nationally.

Request(s) for Compliant Exemption to Fit-up

For each compliant exemption to fit-up item being requested, provide the following information.

Compliant exemption to fit-up item

Issue:

Describe the main issue(s) or problem(s) driving the request and any impact(s) on the department's or agency's operations.

Options Analysis:

Provide an analysis of all options considered for addressing the issue(s). (NB: The *Government of Canada Workplace Fit-up Standards* specified requirement must be considered as one of the options.) For each option, include the following:

- a) Brief description of the option;
- b) Gap analysis;
 - i) Gap between the option and:
 - ➔ The *Government of Canada Workplace Fit-up Standards* (elements);
 - ➔ The *GCworkplace Design Guide* (elements); and
 - ➔ The *Space Allocation Standards* (usable m²)

- ii) Impact of the gap on costs in terms of:
 - ➡ Fit-up;
 - ➡ Rent; and
 - ➡ On-going operation and maintenance.

Short-term and, where appropriate, long-term impacts must be considered. Details are to be provided in the appendix, as required.

Note: Include template, as appropriate.

- c) Benefits and risks in relation to, for example:
 - i) Operational requirements and/or program delivery;
 - ii) Government objectives and priorities;
 - iii) Security;
 - iv) Health and safety;
 - v) Sustainability, environmental;
 - vi) Accessibility
 - vii) Governance (policies, laws and Acts)
 - viii) Project delivery, connectivity, and schedule; and
 - ix) Other.

Recommendation and Justification:

Provide a clear statement of the solution being recommended for approval and the basis for the justification.

- a) When the recommendation is based on legislation, Treasury Board policies or approvals, reports or studies, the justification must include specific reference to the relevant text within the document. The document, or excerpts from it, must be included as an appendix, where appropriate.

Funding

Include the following statement(s) to confirm the department's or agency's accountability for associated costs:

- a) For compliance exemption fit-up requests: “[Client department or agency] is responsible for the cost of all items associated with this compliance exemption request that exceed the approved space envelope, and *Government of Canada Workplace Fit-up Standards*, including the bundle of goods for standard fit-up, rent, fit-up and related on-going operation and maintenance.”
- b) For special purpose space requests: “[Client department or agency] is responsible for the cost of all items associated with this special purpose space request that exceed the approved space envelope, including rent, fit-up and related ongoing operation and maintenance.” In non-reimbursing occupancies, clients must identify a source of funds to cover the difference between the cost of PSPC's provision of providing general-purpose office space (maximum fit-up rate) and the client's special requirements. Clients in reimbursing occupancies are responsible for all costs related to the fit-up of their SPS.”

Appendices

- a) Compliance Monitoring Form;
- b) Other documents as appropriate, for example:
 - i) Detailed gap analysis;
 - ii) Legislation, TB policies; TB minutes; reports, studies;
 - iii) Floor plans;
 - iv) Threat and Risk Assessment, Security Design Brief, Security Site Brief, or letter from the Departmental Security Officer;
 - v) Organization charts;
 - vi) Functional program; and/or
 - vii) Draft program-wide standards (for program-wide requests only).

A3. Funding Accountabilities of PSPC and Client Departments

A3.1 Funding Accountabilities by Occupancy Instrument Type

Funding accountabilities for fit-up projects are shared between PSPC and client departments and agencies in accordance with the Treasury Board approved funding framework for PSPC’s real property portfolio and related services.

The following tables are to be used as a reference guide and identify PSPC and client department funding accountabilities, based on the occupancy instrument type, whether for non-reimbursing or reimbursing space, including expansion control framework (ECF) space. As well, the table identifies the funding mechanisms and its application depending on whether a project is implemented in a Crown-owned or leased facility.

Non-reimbursing Occupancy Instruments (OIs)

Inventory Impact	Project Description	Fit-up Elements (see Fit-up Standards A3.2)	Funding Department	Funding Mechanism*
During Term of OI	Tenant Services: Alterations to Existing Accommodation	Base Building	Client	SSA ¹
		Standard Fit-up		
		Other ⁶		
	Cyclical Maintenance: Repair or Replacement ⁷	Base Building	PSPC	BMP ^{2,3}
		Standard Fit-up	PSPC/Client ⁷	BMP/SSA
		Other ⁶	Client	SSA
	Space Optimization	Base Building	PSPC ⁵	BMP ³
		Standard Fit-up		
		Other ⁶	Client	SSA
Same Location at OI and/or Lease Renewal	Tenant Services: Alterations to Existing Accommodation	Base Building	Client	SSA ¹
		Standard Fit-up		
		Other ⁶		
	Cyclical Maintenance: Repair or Replacement ⁷	Base Building	PSPC	BMP ^{2,3}
		Standard Fit-up	PSPC/Client ⁷	BMP/SSA
		Other ⁶	Client	SSA
	Refit New occupant	Base Building	PSPC	BMP ³
		Standard Fit-up		
		Other ⁶	Client	SSA
	Space Optimization Same occupant	Base Building	PSPC ⁵	BMP ³
		Standard Fit-up		
		Other ⁶	Client	SSA

Non-reimbursing Occupancy Instruments (OIs) (continued)

Inventory Impact	Project Description	Fit-up Elements (see Fit-up Standards A3.2)	Funding Department	Funding Mechanism*
New Location at OI and/or Lease Renewal (expansion or replacement)	Fit-up for Initial Occupancy or Refit for a New Occupant in Existing Inventory	Base Building	PSPC	BMP ³
		Standard Fit-up		
		Other ⁶	Client	SSA
Major Renovations by PSPC	Fit-up of Swing Space for Initial Occupancy or for Reuse	Base Building	PSPC	BMP ^{3,4}
		Standard Fit-up		
		Other ⁶	PSPC	SSA
	Fit-up of Long Term Space for Reuse (i.e., move back to original location)	Base Building	PSPC	BMP ³
		Standard Fit-up		
		Other ⁶	Client	SSA
Forced Move by PSPC	Fit-up for Initial Occupancy or Refit for a New Occupant in Existing Inventory	Base Building	PSPC	BMP ^{3,4}
		Standard Fit-up		
		Other ⁶		

- Tenant service projects may be identified at any stage of occupancy, and must support departmental programs, PSPC and government policy objectives, PSPC Portfolio Management Strategy and comply with the *Space Allocation Standards* and the *Government of Canada Workplace Fit-up Standards*, including the funding accountabilities outlined within this section. All tenant service requests affecting base building elements (e.g., mechanical and electrical systems, plumbing, etc.) must be approved by the building owner or representative.
- PSPC assumes the costs of dismantling/storage/re-assembly/relocation of PSPC-funded telecommunication equipment, computer monitors at workpoints and standard furniture, as required to implement cyclical maintenance (e.g., for carpet replacement). Client departments fund dismantling, moving and reassembly of computers and specialized equipment/furnishings as required.
- For leased facilities, base building elements are funded by the landlord as negotiated in the lease contract.
- PSPC will replace like-for-like conditional on compliance with *Government of Canada Workplace Fit-up Standards* at its discretion.
- Subject to PSPC funding availability.
- The term 'other' typically refers to the following client costs: Special Purpose Space (SPS) costs beyond the PSPC bundle of goods for general purpose office space, additional security and IT requirements, additional furniture and equipment.
- Clients remain responsible for the maintenance and replacement costs of fit-up elements that PSPC is now paying upon initial fit-up/re-fit following the 2019 TB Decision to allow PSPC to fund a broader portion of the bundle of goods for standard fit-up. These elements are identified with an asterisk (*) within the tables in [section A3.2](#).

*Alternate funding mechanisms may be used for projects such as a Purchase Order (PO), Local Purchase Order (LPO), Work Authorization (WA) or equivalent.

Reimbursing and Expansion Control Framework (ECF) Occupancy Instruments (OIs)

Inventory Impact	Project Description	Fit-up Elements (see Fit-up Standards A3.2)	Funding Department	Funding Mechanism*
During Term of OI	Tenant Services: Alterations to Existing Accommodation	Base Building	Client	SSA ¹
		Standard Fit-up		
		Other ⁵		
	Cyclical Maintenance: Repair or Replacement	Base Building	PSPC	BMP ^{2,3}
		Standard Fit-up	Client	SSA
		Other ⁵		
	Space Optimization	Base Building	Client	SSA
		Standard Fit-up		
		Other ⁵		
Same Location at OI and/or Lease Renewal	Tenant Services: Alterations to Existing Accommodation	Base Building	Client	SSA ¹
		Standard Fit-up		
		Other ⁵		
	Cyclical Maintenance: Repair or Replacement	Base Building	PSPC	BMP ^{2,3}
		Standard Fit-up	Client	SSA
		Other ⁵		
	Refit New occupant	Base Building	PSPC	BMP ³
		Standard Fit-up	Client	SSA
		Other ⁵		
	Space Optimization Same occupant	Base Building	Client	SSA
		Standard Fit-up		
		Other ⁵		
New Location at OI and/or Lease Renewal (expansion or replacement)	Fit-up for Initial Occupancy or Refit for a New Occupant in Existing Inventory	Base Building	PSPC	BMP ³
		Standard Fit-up	Client	SSA
		Other ⁵		
Major Renovations by PSPC	Fit-up of Swing Space for Initial Occupancy or for Reuse	Base Building	PSPC	BMP ^{3,4}
		Standard Fit-up		
		Other ⁵		
	Fit-up of Long Term Space for Reuse (i.e., move back to original location)	Base Building	PSPC	BMP ³
		Standard Fit-up	Client	SSA
		Other ⁵		
Forced Move by PSPC	Fit-up for Initial Occupancy or Refit for a New Occupant in Existing Inventory	Base Building	PSPC	BMP ^{3,4}
		Standard Fit-up		
		Other ⁵		

1. Tenant service projects may be identified at any stage of occupancy, and must support departmental programs, PSPC and government policy objectives, PSPC Portfolio Management Strategy and comply with the *Space Allocation Standards* and the *Government of Canada Workplace Fit-up Standards*, including the funding accountabilities outlined within this section. All tenant service requests affecting base building elements (e.g., mechanical and electrical systems, plumbing, etc.) must be approved by the building owner or representative.
2. PSPC assumes the costs of dismantling/storage/re-assembly/relocation of screens and standard furniture, as required to implement cyclical maintenance (e.g., for carpet replacement). Client department pays for dismantling, moving and reassembling of computers telecommunications, other specialized equipment and furnishings as required.
3. For leased facilities, base building elements are funded by the landlord as negotiated in the lease contract.
4. PSPC will replace like-for-like conditional on compliance with *Government of Canada Workplace Fit-up Standards* at its discretion.
5. The term ‘other’ typically refers to the following client costs: Special Purpose Space (SPS) costs beyond the PSPC bundle of goods for general purpose office space, services provided by Shared Services Canada, additional security and IT requirements, additional furniture and equipment.

*Alternate funding mechanisms may be used for projects such as a Purchase Order (PO), Local Purchase Order (LPO), Work Authorization (WA) or equivalent.

A3.2 Fit-up Elements and Funding Accountabilities

The following chart identifies elements that may be part of a fit-up project. Funding accountabilities for the elements are as follows:

- **PSPC Funded elements** are funded by PSPC in both non-reimbursing and Expansion Control Framework occupancies;
- **PSPC Funded in Non-reimbursing Occupancy elements** are funded by PSPC only for a department or agency’s non-reimbursing occupancy;
- **PSPC Funded in Non-reimbursing Occupancy elements** for reimbursing clients and Expansion Control Framework are funded by the client department or agency;
- **Client Funded elements**, including security requirements, are funded by the client department or agency, including all related commissioning, testing and ongoing maintenance.

Alterations to existing accommodation carried out during the term of an occupancy (e.g., tenant services), are funded by the client department.

Integrated and mobile furnishings for workpoints will be provided as specified in [section A5](#) and as per the GCworkplace Standard Furniture Typical for each workpoint type. The furnishings provided for each type of workpoint may vary according to the intended use of the workpoint and therefore not all furnishings indicated will be available in all workpoint types.

Clients remain responsible for the maintenance and replacement costs of fit-up elements that PSPC is now paying upon initial fitup/re-fit following the 2019 TB Decision to allow PSPC to fund a broader portion of the bundle of goods for standard fit-up. These elements are identified with an asterisk (*) in the tables below.

Note: PSPC may fund an optimization project during an OI or upon OI renewal within the same space if supported by an investment strategy and subject to funding availability. Standard finishes (e.g., carpet, screen fabric, painted surfaces) may be replaced, repaired or refreshed at PSPC cost if required as a result of normal wear and tear.

A. Building Site Work

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Client Funded
(a) Site preparation, site improvements, utility tunnels, site utilities (including communication media access).	Yes		
(b) Primary identification signage (building), flagpole, and base. Additional site work and site improvements increased utility requirements, etc.	Yes		Yes ¹

1. Client cost—subject to the non-compliance approval process (see [section A2](#)).

B. Substructure

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Client Funded
1. Foundations and basements including slab on grade Alteration to suit client requirements (e.g., addition of window wells).	Yes		Yes ¹

1. Client cost—subject to the non-compliance approval process (see [section A2](#)).

C. Shell

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Client Funded
1. Suspended floor slabs and roof structure Alteration to suit client requirements (e.g., to increase loading capacity, add stairs).	Yes		Yes ¹
2. Exterior closure, including walls, windows, doors and roofing Alteration to suit client requirements.	Yes		Yes ¹

1. Client cost—subject to the non-compliance approval process (see [section A2](#)).

D. Interior Construction

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Client Funded
1. Walls (STC ratings refer to wall construction)			
(a) Building core, shear and shaft walls (stairwells, utility spaces).	Yes		
(b) Demising walls, multiple-tenant floors and crossover floors—constructed to meet current Building Code requirements.	Yes		
Additional demising wall treatments to meet client security requirements (e.g., wire mesh, security grills in ductwork) and related ongoing maintenance.			Yes ²
(c) Partition walls—in addition to traditional metal or wood frame construction, reusable partition systems (e.g., movable, demountable) are acceptable within the <i>Government of Canada Workplace Fit-up Standards</i> and, as such, can be used to provide enclosed spaces and support space. These systems need to be reusable and flexible (e.g., capacity to modify one element with minimal disruption to the rest of the wall system). (See part F for furniture screens/panels)		Yes	
(i) Enclosed workspaces		Yes	
<ul style="list-style-type: none"> Slab to underside of ceiling with insulation and plenum barriers (enhanced speech privacy, approximates STC 45). 			Yes ²
<ul style="list-style-type: none"> Enclosed spaces requiring secure speech privacy, as determined by a Threat and Risk Assessment (TRA)—slab-to-slab construction with insulation, (approximates STC 52). 			Yes ²
(ii) Support spaces		Yes	
<ul style="list-style-type: none"> Storage rooms, shared equipment areas, kitchenettes and similar functions—slab to underside of ceiling with insulation (standard speech privacy approximates STC 35). 		Yes	
<ul style="list-style-type: none"> Meeting, training, focus rooms and similar functions—slab to underside of ceiling with insulation and plenum barriers (enhanced speech privacy, approximates STC 45). 		Yes	
<ul style="list-style-type: none"> Telecommunications rooms—slab to underside of ceiling with insulation and plenum barriers. 	Yes		
<ul style="list-style-type: none"> Manually operated retractable or folding partition walls to create two medium meeting rooms from one large meeting room. 		Yes	
<ul style="list-style-type: none"> Other retractable or folding partition walls (Note: The project team technical experts should ensure due diligence with regards to product selection and advise the client accordingly of the pros and cons to consider.) 			Yes ²

D. Interior Construction (continued)

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Client Funded
(iii) Glazing treatments <ul style="list-style-type: none"> Treated sidelights and clerestory glazing (single pane) with film. 		Yes	
<ul style="list-style-type: none"> Glazing for up to 25% of demountable partitions, which may comprise up to 75% of partitions in a given fit-up, as per the GCworkplace Design. (<i>Note:</i> Glazing treatments are not recommended when speech privacy is a priority.) 		Yes	
Additional partition walls to create separate secure zones or additional partition wall treatments (e.g., wire mesh, security grills in ductwork) to meet client security requirements, and related ongoing maintenance. (<i>Note:</i> This does not include the creation of additional individual closed offices or support spaces.)			Yes ²
Other additional partition walls or special construction and related maintenance, e.g., slab-to-slab construction for meeting rooms equipped with video conference systems.			Yes ¹
2. Doors and frames			
(a) Demising wall doors (e.g., suite entry/egress door)—partially glazed with film to facilitate orientation and safe movement.	Yes		
(b) Partition wall doors including partial or full glazing and film.		Yes	
(i) Flush solid core wood doors—standard height and width 2.07 m or 2.13 m × 0.91 m (6'-8" or 7'-0" × 3'-0") wood veneer or paint finish. (Transfer grills are provided on telecommunication room doors if required.)			
(ii) Wood or steel frames—natural (stain) or paint finish. (<i>Note:</i> Where security is a factor, pressed steel frames are recommended, e.g., telecommunication rooms.)		Yes	
(iii) “Vision ports” or glazing inserts in doors.		Yes	
(iv) Fire-rated doors and frames as required by code.		Yes	
(v) Sliding doors—may be acceptable where there is no additional cost. Sliding doors must meet National Building Code requirements to ensure safe egress from enclosed spaces without restricting access to exits.		Yes	
(vi) Dutch doors—to address special requirements for service counters, cashier’s offices, etc. The height of the separation between the upper and lower doors must be between 730 mm—860 mm (2'-4"–2'-8") to meet accessibility requirements.			Yes ²

D. Interior Construction (continued)

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Client Funded
Additional door and frame types or treatments to meet client security requirements.			Yes ²
Other door and frame sizes or types or additional treatments to suit client requirements.			Yes ¹
3. Door hardware			
(a) Mortise (keyed) lock set (with two sets of reproducible keys) and lever trim (handle) on suite entry doors.		Yes	
(b) Cylinder latch or keyed lock set (with two sets of reproducible keys) and lever trim (handle) on all other room doors.		Yes	
(c) Dummy levers on closet doors.		Yes	
(d) Door closers as required by building code.		Yes	
(e) Additional hardware, as required, for durability in high traffic areas, e.g., push/pull and kick plates.		Yes	
(f) Accessibility hardware on base building doors to meet CAN/CSA B651.	Yes		
Additional accessibility (Duty to Accommodate) or security hardware and related ongoing maintenance.			Yes ²
Additional door hardware and related ongoing maintenance.			Yes ¹
4. Interior specialties			
(a) Washrooms			
(i) Core washroom fixtures, compartments, counters and dispensing accessories to meet the <i>Technical Reference for Office Building Design</i> .	Yes		
(b) Cabinetry and millwork			
(i) Counters and/or storage cabinets in kitchenettes and shared equipment areas—custom grade construction or modular units (at comparable cost). Finishes to suit application and respect criteria outlined in section A5.1 .		Yes	
(ii) Service counters and carrels in public contact spaces only (construction and finishing as above).			Yes ²
(iii) Kiosks for public contact spaces.			Yes ²
(iv) Primary reception counter.			Yes ²
(v) Coat closet—rods and shelves as allocated.		Yes	
(vi) Storage shelving, etc., (including high-density mobile systems).			Yes ²
Additional interior specialties and related ongoing maintenance (e.g., additional millwork, modifications to base building washrooms).			Yes ¹

D. Interior Construction (continued)

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Client Funded
5. Interior finishes (see section A5)			
(a) Building core areas			
(i) Wall, floor, ceiling and base treatments to core areas, main entrance, lobbies and other base building support areas.	Yes		
(b) Office and support areas			
(i) Ceiling finishes			
• Base building standard (typically acoustic tile).	Yes		
• Bulkheads as required to suit mechanical design or other site constraints.	Yes		
(ii) Floor finishes			
• Typically carpet (rolled goods or carpet tile), resilient sheet or tile, ceramic tile or “unfinished” (sealed concrete) to suit function of space.	Yes		
• Modifications to base building floor finishes to enhance way finding and durability in major circulation paths (carpet inserts) maximum 10% of floor area unless using carpet tile.		Yes	
• Antistatic floor treatments in LAN rooms.			Yes ²
• Raised floor systems and ramps, epoxy or other special treatments to suit client requirements.			Yes ²
(iii) Wall/base finishes			
• Exterior perimeter walls and columns (to meet the <i>Technical Reference for Office Building Design</i>).	Yes		
• Partitions (paint or unfinished to suit performance requirements and substrate, limited use of wall coverings as required in high traffic areas only).		Yes	
• Wall base treatment to suit flooring.	Yes		
• Wall treatments including tackable/acoustical treatments and writable surfaces. See <u>section A5: Finishes</u> for details.		Yes	
Additional finishes and related ongoing maintenance.			Yes ¹

1. Client cost—subject to the non-compliance approval process (see section A2).
2. Client cost—**NOT** subject to the non-compliance approval process. Security requirements must be based on a Threat and Risk Assessment (TRA), Security Design Brief or Security Site Brief, signed off by the Departmental Security Office (DSO) and properly documented on the project file.

E. Services

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Client Funded
1. Conveying systems			
(a) Vertical transportation, finished elevators and escalators (if existing in building).	Yes		
(b) Keyed access, additional doors, and private elevators.			Yes ¹
Additional systems or modifications and related ongoing maintenance.			Yes ¹
2. Plumbing systems			
(a) Basic building and core area services, including regular and accessible plumbing fixtures, drinking fountains, domestic water, sanitary waste and rainwater systems (does not include hard plumbed water coolers).	Yes		
(b) Stainless steel sink(s) in kitchenettes complete with hot and cold water, insulation, drain and vent piping.		Yes	
(c) Washrooms (in addition to base building washrooms) for the exclusive use of the client, including all related fixtures and services.			Yes ¹
(d) Washrooms/showers required as part of TBS approved departmental program requirement only—fixtures to match base building quality.			Yes ²
(e) Common shower facilities (TB Workplace Fitness Policy applies).			Yes ²
(f) Relocate/add drinking fountains to suit planning requirements.		Yes	
Additional systems and related ongoing maintenance.			Yes ¹
3. Heating, ventilation and air-conditioning systems			
(a) Basic building and core area systems, including fuel supply, heat generation, rejection, distribution and transfer systems, controls, testing and balancing.	Yes		
(b) Main trunk ductwork, branch ductwork, base building terminal units, controls and base building distribution.	Yes		
(c) Relocate and/or add, ductwork, terminal units (VAV boxes, fan coil units, etc.), diffusers, controls, including systems testing and balancing (testing and balancing to meet requirements of the Technical Reference for Office Building Design).		Yes	
(d) Meeting/training rooms, public service area, kitchenette and shared equipment area ventilation—add/relocate terminal units (VAV boxes, fan coil units) recirculating fans or A/C units including associated controls.		Yes	

E. Services (continued)

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Client Funded
(e) Separate continuous 24/7 cooling in telecommunications rooms, common equipment rooms and/or distributor rooms as part of the building infrastructure to meet environmental conditions specified in TIA-569-B (for new major retrofit or new construction or new major lease buildings).	Yes		
(f) Separate continuous 24/7 cooling in dedicated telecommunications rooms and dedicated equipment rooms that house tenant equipment to meet environmental conditions specified in TIA-569-B (for new major retrofit or new construction or new major lease buildings).			Yes ¹
(g) Controls and monitoring—relocate and/or add thermostats, valves, sensors, terminal unit controller (VAV boxes, fan coil units control) control points, etc.		Yes	
Additional systems and related ongoing maintenance (e.g., additional or separate air conditioning for server or UPS rooms).			Yes ¹
4. Fire protection systems			
(a) Sprinkler, standpipe and hose systems (all areas), fire extinguishers.	Yes		
(b) Relocate/add sprinkler heads and hose systems to suit layout.		Yes	
(c) Heat detectors, smoke detectors as required by code.		Yes	
(d) Additional fire extinguishers as required by code.		Yes	
Additional fire protection systems and related ongoing maintenance.			Yes ¹
5. Electrical systems			
(a) Power (i) Service, distribution and emergency (life safety) Building power (including main and floor level electrical rooms).	Yes		
(ii) Relocate/add power circuits (typically one-circuit/ two workstations) receptacles, conduits and raceways to suit function and layout.		Yes	
(iii) Dedicated circuits and other specific requirements in support spaces.		Yes	
(iv) UPS, “clean” power and other dedicated circuits for client operational requirements.			Yes ²
(v) Generator for client’s operational requirements and downstream distribution.			Yes ²
(vi) Enhanced accessibility measures (e.g., visual alarm systems, etc.)—Duty to Accommodate.			Yes ²

E. Services (continued)

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Client Funded
(b) Lighting			
(i) Lighting and power distribution to core and open office areas.	Yes		
(ii) Modifications to base building fixtures (luminaires).			Yes ¹
(iii) Relocate/add base building lighting to suit function and layout.		Yes	
(iv) Lighting modifications to suit meeting room functions.		Yes	
(v) Task lighting for up to 25% of workpoints as per the GCworkplace Design.		Yes*	
(vi) Additional lighting and power for special client needs.			Yes ¹
(c) Controls and monitoring			
(i) Controls and instrumentation (e.g., computerized switching, energy monitoring and control systems).	Yes		
(ii) Modify controls and/or instrumentation to suit layout or monitoring requirements (e.g., separate switching of closed offices, meeting rooms etc. or monitoring the energy consumption of a particular function or group). The use of motion sensor lighting controls is required.		Yes	
(iii) Critical level and advanced controls for special client requirements (e.g., specialized control systems for computer room).			Yes ²
(d) Fire alarm systems			
(i) Fire alarm with smoke detectors, bells, pull stations, voice communication and annunciators.	Yes		
(ii) Relocate/add fire alarm points to suit office layout.		Yes	
(e) Sound masking systems			
(i) Sound masking system to suit office layout.		Yes	
Additional electrical systems, infrastructures and related ongoing maintenance.			Yes ¹
6. Telecommunications Systems			
(a) Spaces and pathways			
(i) Shared Entrance Room, Main or Common Equipment Room, Equipment Room and Main or Common Telecommunications' Rooms.	Yes		
(ii) In leased buildings also housing non-GC occupants, Telecommunications' Rooms as part of the building infrastructure as required.	Yes		

E. Services (continued)

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Client Funded
(iii) Dedicated Equipment Room or dedicated Telecommunications Room.			Yes ¹
(iv) Generic backbone (also called “vertical” or “riser”), pathways (such as conduit, cable tray and sleeves) connecting Telecom Room(s) on each floor to the Equipment Room and connecting the Equipment Room to the Entrance Room and/or Common Equipment Room.	Yes		
(v) Dedicated backbone pathways requested by the client.			Yes ¹
(vi) Generic horizontal raceways (such as cable tray or conduit) from Telecom Room(s) on each floor. “J-hooks” may be used when the Crown has only a short-term interest in the space.	Yes		
(vii) Service poles for workstations and conduit in partitions for image, voice and data outlets. (<i>Note:</i> Separate poles may be required for voice and data.)		Yes	
(viii) Additional telecommunications infrastructure.			Yes ¹
(ix) Infrastructure for secret telecommunications.			Yes ²
(b) Cabling			
(i) Generic backbone cabling (vertical and to connect multiple telecommunications rooms on the same floor). • LAN drops provided for 20% of workpoints, individual and collaborative combined.	Yes		
(ii) Telephony—Horizontal cabling and jacks for voice, data, image.		Yes*	
(iii) Horizontal cabling and jacks for secret infrastructure.			Yes ²
(iv) Horizontal cabling and jacks for video conferencing.		Yes*	
(v) Horizontal cabling and jacks for security equipment (such as Card Readers).			Yes ²
(vi) Wi-Fi cabling infrastructure equipment, design, procurement and installation.		Yes	
(c) Telecommunication equipment			
(i) Telecommunication equipment such as rooftop dishes, satellite or microwave and antennas.			Yes ²
(ii) Procurement and installation of Wi-Fi transmission devices and accessories (e.g., access points, routers, amplifiers, signal boosters, etc.)		Yes*	
(iii) Maintenance and ongoing costs of the Wi-Fi infrastructure.			Yes ²

E. Services (continued)

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Client Funded
(iv) Procurement and installation of a cellphone amplification system as required.		Yes*	
(v) Maintenance of cellphone amplification systems and ongoing costs of associated devices.			Yes ²
(vi) Additional telecommunications systems, infra-structures, elements and associated maintenance.			Yes ¹
(vii) Secret infrastructure equipment, design, procurement and installation.			Yes ²
(viii) Video conferencing equipment, design, procurement and installation for all collaborative enclosed workpoints, workpoints with 40" or larger monitors and medium and large meeting rooms.		Yes*	
(ix) Maintenance and ongoing costs associated with videoconferencing equipment, infrastructure and services.			Yes ²
(x) Intra-building LAN equipment.		Yes*	
(xi) WAN connectivity equipment (including Accelerators and Shapers).		Yes*	
7. Security			
(a) Base building security (lockable exterior entrances, perimeter and vehicle controls if applicable, and main level entry control).	Yes		
Additional security systems including infrastructure and related ongoing maintenance.			Yes ²

1. Client cost—subject to the non-compliance approval process (see [section A2](#)).
2. Client cost—**NOT** subject to the non-compliance approval process. Security requirements must be based on a Threat and Risk Assessment (TRA), Security Design Brief or Security Site Brief, signed off by the Departmental Security Office (DSO) and properly documented on the project file.

F. Furnishings and Equipment

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Client Funded
1. Furnishings and Equipment			
(a) Window coverings			
(i) Coverings for exterior windows (to base building specification).	Yes		
(ii) Security film to exterior windows.			Yes ²
(iii) Additional treatments to exterior windows.			Yes ¹
(iv) Treatments to interior glazing (e.g., blinds and drapes) other than film and as noted in part D.1 (c) (iii) .			Yes ¹
(b) Furniture and equipment			
(i) Panels or screens including demountable complete with service poles and/or base feed furniture systems (mid-range quality element system, non-acoustic class with power or data capability) as per design standard outlined in the GCworkplace Technical Reference Manual.		Yes	
(ii) Integrated and mobile furnishings for workpoints as per GCworkplace Standard Furniture Typicals for each workpoint type including horizontal elements (work surfaces, tables, storage pedestals), shared and personal storage solutions, monitor arms and monitors, chairs, panel or screen accessories, acoustic panels. See section A5: Finishes for additional details.		Yes*	
(iii) Telephone equipment (including cellular devices and their associated ongoing costs), computers, photocopiers, fax machines, etc.			Yes ²
(iv) Wireless presentation technology including large monitors in medium and large meeting rooms and workpoints with monitors larger than 40" white board wall treatments, wireless screen-sharing equipment, etc. (including installation). See section A5: Finishes .		Yes*	
(v) Kitchen equipment and furnishings including refrigerators, microwave ovens and recycling centres.		Yes*	
(c) Signage and accessories			
(i) Common use signs including the main (lobby area) directory, fire exiting routes, etc.	Yes		
(ii) Operational signage including directional and location signs, informational signs, etc.		Yes*	
(iii) Plants, planters and related ongoing maintenance.			Yes ²
(iv) Artwork.			Yes ²

1. Client cost—subject to the non-compliance approval process (see [section A2](#)).
2. Client cost—**NOT** subject to the non-compliance approval process. Security requirements must be based on a Threat and Risk Assessment (TRA), Security Design Brief or Security Site Brief, signed off by the Departmental Security Office (DSO) and properly documented on the project file.

A4. Planning and Design

Office Space

Space is allocated in accordance with the *Space Allocation Standards* and is based on the number of full-time equivalent (FTE) employees in the client's workplace. The design of the workplace is based on the direction set out in the *GCworkplace Design Guide* and is intended to accommodate an unassigned work environment which is a mandatory requirement of GCworkplace.

The *GCworkplace Design Guide* has been developed as the companion document to the *Government of Canada Workplace Fit-up Standards* and is mandatory for all planning and design of general-purpose office space.

A5. Finishes

A5.1 Finishes

The GCworkplace Technical Reference Manual provides specifications for application of finishes and millwork in open office areas and at each workpoint. All finishes (for other items than Base Building) are provided in accordance with this document.

All standard furniture and furnishings, included in the bundle of goods, are outlined in the GCworkplace Standard Furniture Typicals document. This document provides standard typical configurations for all workpoints.

Equipment and monitor provisions are also outlined in the GCworkplace Technical Reference Manual within the GCworkplace Design Roadmap.

All of the above referenced documents may be accessed via the [GCworkplace Resources Page](#) on GCpedia.

A6. Costing

A6.1 Fit-up Rates

The fit-up rates are provided for:

- General-purpose (administrative) office space;
- Ministerial and Deputy Head accommodation space;
- Quasi-judicial office space; and
- Call/contact centre space.

The rates are provided as a dollar value per usable square metre (m²u) only and are based on a detailed analysis of costs for each of the fit-up elements in the bundle of goods. Rates are based on planning examples and current market conditions in major centres across the country and provide an average cost from which the specific context and conditions of the project will need to be added, in order to develop a final cost estimate for planning purposes (indicative).

The fit-up elements indicated in [section A3.2: Fit-up Elements and Funding Accountabilities](#), are provided at a mid-range level of quality and in quantities sufficient to support the GCworkplace Design. This practice ensures fairness in the delivery of fit-up projects to all clients and is consistent with how PSPC is funded to deliver them.

The fit-up rates are to be used to determine indicative cost estimates for fit-up of general-purpose (administrative), quasi-judicial, call/contact and Ministerial and Deputy Head space categories where more specific costing data is not available. Please note, however, that for general-purpose (administrative) offices space, PSPC will fund standard fit-up elements as detailed in [section A3.2: Fit-up Elements and Funding Accountabilities](#) within the *Government of Canada Workplace Fit-up Standards*. Additional fit-up elements for Ministerial and Deputy Head, Quasi-judicial and public contact spaces can be found in sections [B](#), [C](#) and [D](#) of this standard. Fit-up elements that exceed what is provided as part of the bundle of goods must be funded by the client department.

The rates for general-purpose (administrative) office space are segregated into three separate ranges according to common floor plate space sizes, and are provided for major urban centres (locations) across the country. Regions may adjust these costs for locations not identified in the tables, based on knowledge of local construction costs and market conditions. Additionally, quasi-judicial and call/contact centre space rates may be scaled using the provided location factors, but are not broken down into specific spaces sizes as they are considered an average of averages for application.

The rate for Ministerial and Deputy Head accommodation is provided for the National Capital Area (NCA) only and has been established as a maximum limit for determining PSPC's funding accountability for the fit-up of office suites for Ministers in departmental headquarters and for Deputy Heads.

The following items should be considered when using the fit-up rates to develop a contextual cost estimate for a project:

- For fit-ups taking place in future years, rates may be escalated based on Interest Rates and Amortization Factors: <http://intranet.tpsgc-pwgsc.gc.ca/finance/gest-man/taux-rates-eng.html>. For departments other than PSPC, please contact your Finance Division to obtain this information.
- Estimates **DO NOT INCLUDE** post contract contingencies or risk allowances, GST/HST, or pre-planning costs.

- Estimates **DO NOT INCLUDE** demolition costs of existing fit-up or handling and removal of unwanted assets (furnishing or equipment).
- The average rentable space rate (\$/m²r) can be estimated by dividing the usable space rate by a 1.13 conversion factor.
- Rates do not include client costs such as Special Purpose Space (SPS) costs beyond the PSPC bundle of goods, additional services provided by Shared Services Canada, additional security requirements, additional furniture and equipment (see [section A3.2](#)) and additional direct and indirect costs (see [section A6.3](#)).
- Any rates for specific elements that reflect an upper limit of funding allocation do not imply an entitlement and efforts should always be made to minimize costs and provide best value to the Crown.
- Elements used to forecast the fit-up rates can be found in the “PSPC Funded in Non-reimbursing Occupancy” column of [section A3.2: Fit-up Elements and Funding Accountabilities](#) as well as sections [B2.1](#), [C2.1](#) and [D2.1](#) of this standard.
- The fit-up rates only represent the basic construction costs and labour associated with a fit-up project.
- General Requirements is a summary heading that includes all the fees that are directly (direct costs) related to the delivery of the construction bundle of goods elements. These include, but are not limited to, administration, profit, service trade fees and the majority of normal costs associated with having trades delivering the construction bundle of goods elements (e.g. HVAC, plumbing, electrical, etc.). For more information, PSPC Real Property Services employees can contact their regional costing COE, other government department clients can communicate with the PSPC project representative.
- Demountable partition (compared to standard gypsum and steel wall stud) premiums range from 4% to 58% of the construction bundle of goods total depending on the configuration. PSPC’s new fit-up rates now include these premiums based on the provision of up to 75% of total partitions in a GCworkplace being demountable and up to 25% of which may be glazed as per the GCworkplace Design.
- Only the “Furnishings and Equipment” element should be considered a maximum costing value as a whole for the project. If the project has a cost for this element that is above the value identified within these tables, it **WILL** require justification as to what items specifically are driving the cost above this threshold and why. The limitation on this element is being “set” so that there is a reasonable maximum provided for clients to be able to define their furniture and equipment requirements and have PSPC be able to fit those requirements within the parameters of our budgetary and pre-determined funding requirements for the upcoming projects.
- Not all elements contained within the bundle of goods (BoG) are completely and explicitly defined in their technical reference or specifics. Many of the more minute or technological items may still require clarity and definition, but contingencies and allowance for the potential variations (with reason) are contained within the costing values in order to compensate.
- The refined and PSPC funded SSC rates for the IT bundle of goods elements are an average costing rate similar to all the other rates provided but with one significant difference; that being they are even more subject to variations than all the other elements due to factors of client requirements, location and changing technologies. Early and regular engagement with SSC for your project requirements is strongly suggested for project estimate development, but when it is not possible or occurring, contingencies and risk allowances should be used to compensate for the potential variations in planning rate values.
- PSPC-funded Indirect (soft) costs associated with the planning and delivery of Fit-Up Elements may range from 10% to 50% of the total construction costs (will depend on factors such as project delivery mechanism size, risk and complexity of project, number of consultants, etc.). An average value for these soft costs, based upon standard internal project delivery methodologies, is included within the new fit-up rates.

Application

It is **CRITICAL** that any and all users of this information understand and respect the limitations and conditions of the fit-up rates as they are provided. The values provided are **ONLY** applicable in the following context and should not be duplicated or extracted, in whole, or in part, without the full understanding of the following aspects in which it was produced. These rates are provided for project teams to apply as appropriate within the tools and applications for Fit-up project cost planning (regional and national).

Any and all values for individual elements, sections or categories of elements, or as a total for any of the specified locations are to be considered **AVERAGE INDICATIVE** costings as it applies to specific locations and floor plate sizing as presented. These rates meet the requirement as the base indicative estimate that project teams can use to develop their specific project scope and work towards their project approval (with the addition of specific conditions, scope and elements to reflect the project's particular requirements). **ANY** variation from what could be considered a "standard" fit-up as it relates to **ANY** of the elements shown, for **ANY** of the standard floor plate designs that have been provided by AMWS, will result in absolute variation from these values. These values are **ONLY** to be considered an indicator of where a specific project's costing begins from and as specific elements are refined, added, or removed, the costing of those elements and the total overall must change and vary with them, up to the final project approval value being sought for the project.

Given the potential for significant variation in items being selected and used for a GCworkplace fit-up project, there is a greater need to review and validate the costing of each of the elements individually as projects explore the various combinations available. The rates that are provided will also be used as part of any ongoing validation and assessment process to facilitate the continual improvements to the guide and tools for estimating fit-up costs.

Fit-Up Rate Tables for General Purpose Office by Location/City

NOTE: The Fit-Up rates provided below are to be considered an average indicative rate, in current dollars, for the elements and space sizing identified. The values should only be used to initiate cost estimates for project and adjusted to compensative for specific project context. **DO NOT** use these as comparative values unless the scope of the project can be related to the way these values were derived. Any variances between these values and your projects should be validated and justified within the project Business Case or similar.

Fit-up Elements	NCA (ON and QC) Location Index: 1.000			Halifax, NS Location Index: 1.024			Moncton, NB Location Index: 0.918		
	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)
Arch./Mech./Elec. and Other	\$/m² U	\$/m² U	\$/m² U	\$/m² U	\$/m² U	\$/m² U	\$/m² U	\$/m² U	\$/m² U
² Partitions	\$224	\$217	\$240	\$229	\$222	\$246	\$206	\$199	\$221
² Doors and Frames (including hardware)	\$21	\$13	\$5	\$21	\$13	\$5	\$19	\$12	\$4
² Finishes	\$25	\$19	\$18	\$26	\$19	\$18	\$23	\$17	\$16
Sub-total (same BoG)	\$270	\$248	\$263	\$277	\$254	\$269	\$248	\$228	\$241
Millwork and Specialties	\$102	\$106	\$77	\$104	\$109	\$78	\$93	\$98	\$70
Plumbing	\$20	\$12	\$9	\$20	\$13	\$10	\$18	\$11	\$9
HVAC	\$305	\$246	\$228	\$312	\$252	\$234	\$279	\$226	\$209
Fire Protection	\$43	\$40	\$38	\$44	\$41	\$39	\$40	\$36	\$35
² Electrical	\$240	\$205	\$200	\$246	\$209	\$205	\$220	\$188	\$184
General Requirements	\$161	\$142	\$136	\$165	\$146	\$139	\$148	\$131	\$125
Panels/Screen (including service conduits, power rect., voice/data outlets)	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹
Original BoG	\$1,141	\$1,000	\$951	\$1,168	\$1,023	\$974	\$1,047	\$917	\$873
Design Contingency (15%)	\$171	\$150	\$143	\$175	\$154	\$146	\$157	\$138	\$131
Demountable partitions premium (avg)	included ²	included ²	included ²	included ²	included ²	included ²	included ²	included ²	included ²
Premium for ABW (average - 10%)	included ³	included ³	included ³	included ³	included ³	included ³	included ³	included ³	included ³
³Subtotal of Arch./Mech./Elec. BoG	\$1,312	\$1,150	\$1,094	\$1,343	\$1,177	\$1,120	\$1,204	\$1,055	\$1,003
Modified index for furnishings and AV	n/a	n/a	n/a	1.012	1.012	1.012	1.125	1.125	1.125
Furnishing and Equipment									
Workstation vertical partitions	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹
¹ Integrated and mobile furnishings	\$448	\$437	\$406	\$453	\$442	\$411	\$504	\$492	\$457
Audio Visual—Workstation, collaborative and meeting room monitors and connection hardware, Visual aid and electronic white boards, teleconferencing hardware, etc.	\$98	\$89	\$88	\$99	\$90	\$89	\$110	\$100	\$99
Signage and accessories	\$35	\$35	\$35	\$35	\$35	\$35	\$39	\$39	\$39
Sub-total	\$581	\$561	\$529	\$588	\$567	\$536	\$654	\$631	\$595
Total PSPC managed and delivered BoG	\$1,893	\$1,710	\$1,623	\$1,931	\$1,744	\$1,655	\$1,857	\$1,686	\$1,599
IT System									
Horizontal cabling	\$32	\$32	\$32	\$33	\$33	\$33	\$30	\$29	\$29
Wi-Fi equipment	\$171	\$96	\$69	\$175	\$98	\$71	\$157	\$88	\$63
Telephony	\$12	\$12	\$12	\$13	\$13	\$13	\$11	\$11	\$11
Cellphone amplification system	not included	not included	not included	not included	not included	not included	not included	not included	not included
Video conferencing	\$168	\$223	\$203	\$172	\$228	\$208	\$154	\$205	\$186
Intra-building LAN equipment	\$83	\$53	\$51	\$85	\$55	\$53	\$76	\$49	\$47
WAN connectivity equipment	\$44	\$29	\$19	\$45	\$29	\$20	\$40	\$26	\$17
SSC Project Management (soft costs)	\$41	\$41	\$27	\$42	\$42	\$28	\$37	\$37	\$25
⁴Subtotal (less contingency and commissioning)	\$551	\$486	\$414	\$564	\$497	\$424	\$505	\$446	\$380
Total before soft costs	\$2,444	\$2,196	\$2,037	\$2,495	\$2,242	\$2,079	\$2,363	\$2,131	\$1,979
Prof. Design and Const. Mgmt. Fees									
Professional consulting fees for architectural, interior design, code review, mechanical, electrical and structural engineering services.	\$189	\$128	\$81	\$193	\$131	\$83	\$186	\$126	\$80
Lessor/Service Provider construction management fees	\$284	\$171	\$81	\$290	\$174	\$83	\$279	\$169	\$80
Sub-total	\$473	\$299	\$162	\$483	\$305	\$166	\$464	\$295	\$160
PSPC Labour									
Project leadership services	\$52	\$43	\$33	\$53	\$39	\$29	\$51	\$38	\$28
Supervisory services	\$71	\$62	\$52	\$72	\$57	\$46	\$70	\$55	\$44
AMWS services	\$9	\$9	\$9	\$10	\$9	\$8	\$9	\$8	\$8
Sub-total	\$132	\$114	\$95	\$135	\$105	\$83	\$130	\$101	\$80
*TOTAL	\$3,049	\$2,609	\$2,294	\$3,113	\$2,652	\$2,327	\$2,957	\$2,528	\$2,218

*does NOT include allowance for demolition, removal and handling of existing furnishings, or risk/contingency

Fit-Up Rate Tables for General Purpose Office by Location/City (continued)

Fit-up Elements	Charlottetown, PEI Location Index: 0.917			St. John's, NL Location Index: 1.049			Montreal, QC Location Index: 1.070		
	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)
Arch./Mech./Elec. and Other	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U
² Partitions	\$205	\$199	\$220	\$235	\$228	\$252	\$240	\$232	\$257
² Doors and Frames (including hardware)	\$19	\$12	\$4	\$22	\$14	\$5	\$22	\$14	\$5
² Finishes	\$23	\$17	\$16	\$27	\$20	\$19	\$27	\$20	\$19
Sub-total (same BoG)	\$248	\$228	\$241	\$284	\$261	\$276	\$289	\$266	\$282
Millwork and Specialties	\$93	\$98	\$70	\$107	\$112	\$80	\$109	\$114	\$82
Plumbing	\$18	\$11	\$9	\$21	\$13	\$10	\$21	\$13	\$10
HVAC	\$279	\$225	\$209	\$320	\$258	\$239	\$326	\$263	\$244
Fire Protection	\$40	\$36	\$35	\$45	\$42	\$40	\$46	\$42	\$40
² Electrical	\$220	\$188	\$184	\$252	\$215	\$210	\$257	\$219	\$214
General Requirements	\$147	\$130	\$124	\$169	\$149	\$142	\$172	\$152	\$145
Panels/Screen (including service conduits, power rect., voice/data outlets)	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹
Original BoG	\$1,046	\$916	\$872	\$1,197	\$1,049	\$998	\$1,220	\$1,069	\$1,017
Design Contingency (15%)	\$157	\$137	\$131	\$180	\$157	\$150	\$183	\$160	\$153
Demountable partitions premium (avg)	included ²	included ²	included ²	included ²	included ²	included ²	included ²	included ²	included ²
Premium for ABW (average - 10%)	included ³	included ³	included ³	included ³	included ³	included ³	included ³	included ³	included ³
³Subtotal of Arch./Mech./Elec. BoG	\$1,202	\$1,054	\$1,002	\$1,376	\$1,206	\$1,147	\$1,403	\$1,230	\$1,170
Modified index for furnishings and AV	1.125	1.125	1.125	1.144	1.144	1.144	0.973	0.973	0.973
Furnishing and Equipment									
Workstation vertical partitions	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹
¹ Integrated and mobile furnishings	\$504	\$492	\$457	\$513	\$500	\$464	\$436	\$425	\$395
Audio Visual—Workstation, collaborative and meeting room monitors and connection hardware, Visual aid and electronic white boards, teleconferencing hardware, etc.	\$110	\$100	\$99	\$112	\$101	\$101	\$95	\$86	\$86
Signage and accessories	\$39	\$39	\$39	\$40	\$40	\$40	\$34	\$34	\$34
Sub-total	\$654	\$631	\$595	\$665	\$641	\$605	\$565	\$545	\$515
Total PSPC managed and delivered BoG	\$1,856	\$1,685	\$1,598	\$2,041	\$1,848	\$1,753	\$1,969	\$1,775	\$1,685
IT System									
Horizontal cabling	\$30	\$29	\$29	\$34	\$33	\$34	\$34	\$34	\$34
Wi-Fi equipment	\$157	\$88	\$63	\$179	\$101	\$72	\$183	\$103	\$74
Telephony	\$11	\$11	\$11	\$13	\$13	\$13	\$13	\$13	\$13
Cellphone amplification system	not included	not included	not included	not included	not included	not included	not included	not included	not included
Video conferencing	\$154	\$205	\$186	\$176	\$234	\$213	\$180	\$239	\$217
Intra-building LAN equipment	\$76	\$49	\$47	\$87	\$56	\$54	\$89	\$57	\$55
WAN connectivity equipment	\$40	\$26	\$17	\$46	\$30	\$20	\$47	\$31	\$20
SSC Project Management (soft costs)	\$37	\$37	\$25	\$43	\$43	\$29	\$44	\$44	\$29
⁴Subtotal (less contingency and commissioning)	\$505	\$445	\$379	\$578	\$510	\$434	\$589	\$520	\$443
Total before soft costs	\$2,361	\$2,130	\$1,977	\$2,619	\$2,357	\$2,187	\$2,558	\$2,295	\$2,127
Prof. Design and Const. Mgmt. Fees									
Professional consulting fees for architectural, interior design, code review, mechanical, electrical and structural engineering services.	\$186	\$126	\$80	\$204	\$139	\$88	\$197	\$133	\$84
Lessor/Service Provider construction management fees	\$278	\$168	\$80	\$306	\$185	\$88	\$295	\$178	\$84
Sub-total	\$464	\$295	\$160	\$510	\$323	\$175	\$492	\$311	\$168
PSPC Labour									
Project leadership services	\$51	\$38	\$28	\$56	\$42	\$31	\$54	\$40	\$29
Supervisory services	\$70	\$55	\$44	\$77	\$60	\$48	\$74	\$58	\$46
AMWS services	\$9	\$8	\$8	\$10	\$9	\$9	\$10	\$9	\$8
Sub-total	\$130	\$101	\$80	\$143	\$111	\$88	\$138	\$107	\$84
*TOTAL	\$2,955	\$2,526	\$2,217	\$3,272	\$2,792	\$2,450	\$3,188	\$2,712	\$2,380

*does NOT include allowances for demolition, removal and handling of existing furnishings, or risk/contingency

Fit-Up Rate Tables for General Purpose Office by Location/City (continued)

Fit-up Elements	Toronto (GTA), ON Location Index: 1.108			Toronto (centre), ON Location Index: 1.164			Winnipeg, MB Location Index: 0.975		
	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)
Arch./Mech./Elec. and Other	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U
² Partitions	\$248	\$240	\$266	\$261	\$253	\$280	\$219	\$211	\$234
² Doors and Frames (including hardware)	\$23	\$14	\$5	\$24	\$15	\$6	\$20	\$13	\$5
² Finishes	\$28	\$21	\$20	\$29	\$22	\$21	\$25	\$18	\$17
Sub-total (same BoG)	\$300	\$275	\$292	\$315	\$289	\$306	\$264	\$242	\$257
Millwork and Specialties	\$113	\$118	\$85	\$119	\$124	\$89	\$99	\$104	\$75
Plumbing	\$22	\$14	\$10	\$23	\$14	\$11	\$19	\$12	\$9
HVAC	\$337	\$273	\$253	\$355	\$286	\$266	\$297	\$240	\$222
Fire Protection	\$48	\$44	\$42	\$50	\$46	\$44	\$42	\$39	\$37
² Electrical	\$266	\$227	\$222	\$280	\$238	\$233	\$234	\$199	\$195
General Requirements	\$178	\$158	\$150	\$187	\$166	\$158	\$157	\$139	\$132
Panels/Screen (including service conduits, power rect., voice/data outlets)	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹
Original BoG	\$1,264	\$1,108	\$1,054	\$1,328	\$1,164	\$1,107	\$1,112	\$974	\$927
Design Contingency (15%)	\$190	\$166	\$158	\$199	\$175	\$166	\$167	\$146	\$139
Demountable partitions premium (avg)	included ²	included ²	included ²	included ²	included ²	included ²	included ²	included ²	included ²
Premium for ABW (average - 10%)	included ³	included ³	included ³	included ³	included ³	included ³	included ³	included ³	included ³
³Subtotal of Arch./Mech./Elec. BoG	\$1,454	\$1,274	\$1,212	\$1,527	\$1,338	\$1,273	\$1,279	\$1,121	\$1,066
Modified index for furnishings and AV	0.974	0.974	0.974	0.982	0.982	0.982	1.005	1.005	1.005
Furnishing and Equipment									
Workstation vertical partitions	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹
¹ Integrated and mobile furnishings	\$436	\$426	\$395	\$440	\$429	\$399	\$450	\$439	\$408
Audio Visual—Workstation, collaborative and meeting room monitors and connection hardware, Visual aid and electronic white boards, teleconferencing hardware, etc.	\$96	\$86	\$86	\$96	\$87	\$87	\$99	\$89	\$89
Signage and accessories	\$34	\$34	\$34	\$34	\$34	\$34	\$35	\$35	\$35
Sub-total	\$566	\$546	\$515	\$571	\$551	\$520	\$584	\$563	\$532
Total PSPC managed and delivered BoG	\$2,020	\$1,820	\$1,727	\$2,098	\$1,889	\$1,793	\$1,863	\$1,684	\$1,598
IT System									
Horizontal cabling	\$36	\$35	\$36	\$38	\$37	\$37	\$31	\$31	\$31
Wi-Fi equipment	\$190	\$106	\$76	\$199	\$112	\$80	\$167	\$93	\$67
Telephony	\$14	\$14	\$14	\$14	\$14	\$14	\$12	\$12	\$12
Cellphone amplification system	not included	not included	not included	not included	not included	not included	not included	not included	not included
Video conferencing	\$186	\$247	\$225	\$196	\$260	\$236	\$164	\$218	\$198
Intra-building LAN equipment	\$92	\$59	\$57	\$96	\$62	\$60	\$81	\$52	\$50
WAN connectivity equipment	\$48	\$32	\$21	\$51	\$33	\$22	\$42	\$28	\$19
SSC Project Management (soft costs)	\$45	\$45	\$30	\$47	\$47	\$32	\$40	\$40	\$26
⁴Subtotal (less contingency and commissioning)	\$610	\$538	\$459	\$641	\$566	\$482	\$537	\$474	\$403
Total before soft costs	\$2,630	\$2,358	\$2,186	\$2,739	\$2,454	\$2,274	\$2,400	\$2,158	\$2,001
Prof. Design and Const. Mgmt. Fees									
Professional consulting fees for architectural, interior design, code review, mechanical, electrical and structural engineering services.	\$202	\$136	\$86	\$210	\$142	\$90	\$186	\$126	\$80
Lessor/Service Provider construction management fees	\$303	\$182	\$86	\$315	\$189	\$90	\$279	\$168	\$80
Sub-total	\$505	\$318	\$173	\$524	\$331	\$179	\$466	\$295	\$160
PSPC Labour									
Project leadership services	\$56	\$41	\$30	\$58	\$42	\$31	\$51	\$38	\$28
Supervisory services	\$76	\$59	\$47	\$79	\$61	\$49	\$70	\$55	\$44
AMWS services	\$10	\$9	\$9	\$10	\$9	\$9	\$9	\$8	\$8
Sub-total	\$141	\$109	\$86	\$147	\$113	\$90	\$130	\$101	\$80
*TOTAL	\$3,276	\$2,786	\$2,445	\$3,410	\$2,898	\$2,543	\$2,996	\$2,553	\$2,241

*does NOT include allowances for demolition, removal and handling of existing furnishings, or risk/contingency

Fit-Up Rate Tables for General Purpose Office by Location/City (continued)

Fit-up Elements	Saskatoon, SK Location Index: 1.056			Calgary, AB Location Index: 1.048			Edmonton, AB Location Index: 1.104		
	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)
Arch./Mech./Elec. and Other	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U
² Partitions	\$237	\$229	\$254	\$235	\$227	\$252	\$247	\$239	\$265
² Doors and Frames (including hardware)	\$22	\$14	\$5	\$22	\$13	\$5	\$23	\$14	\$5
² Finishes	\$27	\$20	\$19	\$26	\$20	\$19	\$28	\$21	\$20
Sub-total (same BoG)	\$286	\$262	\$278	\$283	\$260	\$276	\$299	\$274	\$291
Millwork and Specialties	\$108	\$112	\$81	\$107	\$112	\$80	\$112	\$118	\$84
Plumbing	\$21	\$13	\$10	\$21	\$13	\$10	\$22	\$14	\$10
HVAC	\$322	\$260	\$241	\$319	\$258	\$239	\$336	\$272	\$252
Fire Protection	\$46	\$42	\$40	\$45	\$41	\$40	\$48	\$44	\$42
² Electrical	\$254	\$216	\$212	\$252	\$214	\$210	\$265	\$226	\$221
General Requirements	\$170	\$150	\$143	\$168	\$149	\$142	\$177	\$157	\$150
Panels/Screen (including service conduits, power rect., voice/data outlets)	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹
Original BoG	\$1,205	\$1,056	\$1,004	\$1,195	\$1,048	\$997	\$1,259	\$1,104	\$1,050
Design Contingency (15%)	\$181	\$158	\$151	\$179	\$157	\$149	\$189	\$166	\$157
Demountable partitions premium (avg)	included ²	included ²	included ²	included ²	included ²	included ²	included ²	included ²	included ²
Premium for ABW (average - 10%)	included ³	included ³	included ³	included ³	included ³	included ³	included ³	included ³	included ³
³Subtotal of Arch./Mech./Elec. BoG	\$1,386	\$1,214	\$1,155	\$1,375	\$1,205	\$1,146	\$1,448	\$1,269	\$1,207
Modified index for furnishings and AV	1.02	1.02	1.02	1.019	1.019	1.019	1.02	1.02	1.02
Furnishing and Equipment									
Workstation vertical partitions	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹
¹ Integrated and mobile furnishings	\$457	\$446	\$414	\$457	\$445	\$414	\$457	\$446	\$414
Audio Visual—Workstation, collaborative and meeting room monitors and connection hardware, Visual aid and electronic white boards, teleconferencing hardware, etc.	\$100	\$90	\$90	\$100	\$90	\$90	\$100	\$90	\$90
Signage and accessories	\$36	\$36	\$36	\$36	\$36	\$36	\$36	\$36	\$36
Sub-total	\$593	\$572	\$540	\$592	\$571	\$539	\$593	\$572	\$540
Total PSPC managed and delivered BoG	\$1,978	\$1,786	\$1,695	\$1,967	\$1,776	\$1,685	\$2,041	\$1,841	\$1,747
IT System									
Horizontal cabling	\$34	\$34	\$34	\$34	\$33	\$34	\$36	\$35	\$35
Wi-Fi equipment	\$181	\$101	\$73	\$179	\$100	\$72	\$189	\$106	\$76
Telephony	\$13	\$13	\$13	\$13	\$13	\$13	\$14	\$14	\$14
Cellphone amplification system	not included	not included	not included	not included	not included	not included	not included	not included	not included
Video conferencing	\$178	\$236	\$214	\$176	\$234	\$213	\$186	\$246	\$224
Intra-building LAN equipment	\$87	\$56	\$54	\$87	\$56	\$54	\$91	\$59	\$57
WAN connectivity equipment	\$46	\$30	\$20	\$46	\$30	\$20	\$48	\$32	\$21
SSC Project Management (soft costs)	\$43	\$43	\$29	\$43	\$43	\$28	\$45	\$45	\$30
⁴Subtotal (less contingency and commissioning)	\$582	\$513	\$437	\$577	\$509	\$434	\$608	\$536	\$457
Total before soft costs	\$2,560	\$2,299	\$2,132	\$2,544	\$2,285	\$2,119	\$2,649	\$2,377	\$2,204
Prof. Design and Const. Mgmt. Fees									
Professional consulting fees for architectural, interior design, code review, mechanical, electrical and structural engineering services.	\$198	\$134	\$85	\$197	\$133	\$84	\$204	\$138	\$87
Lessor/Service Provider construction management fees	\$297	\$179	\$85	\$295	\$178	\$84	\$306	\$184	\$87
Sub-total	\$495	\$313	\$169	\$492	\$311	\$169	\$510	\$322	\$175
PSPC Labour									
Project leadership services	\$54	\$40	\$30	\$54	\$40	\$29	\$56	\$41	\$31
Supervisory services	\$74	\$58	\$47	\$74	\$58	\$46	\$77	\$60	\$48
AMWS services	\$10	\$9	\$8	\$10	\$9	\$8	\$10	\$9	\$9
Sub-total	\$138	\$107	\$85	\$138	\$107	\$84	\$143	\$110	\$87
*TOTAL	\$3,193	\$2,719	\$2,386	\$3,173	\$2,703	\$2,372	\$3,302	\$2,810	\$2,466

*does NOT include allowances for demolition, removal and handling of existing furnishings, or risk/contingency

Fit-Up Rate Tables for General Purpose Office by Location/City (continued)

Fit-up Elements	Vancouver, BC Location Index: 1.034			Whitehorse, YK Location Index: 1.047			Yellowknife, NT Location Index: 1.101		
	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)
Arch./Mech./Elec. and Other	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U
² Partitions	\$232	\$224	\$249	\$235	\$227	\$252	\$247	\$239	\$265
² Doors and Frames (including hardware)	\$22	\$13	\$5	\$22	\$13	\$5	\$23	\$14	\$5
² Finishes	\$26	\$19	\$19	\$26	\$20	\$19	\$28	\$21	\$20
Sub-total (same BoG)	\$280	\$257	\$272	\$283	\$260	\$275	\$298	\$273	\$290
Millwork and Specialties	\$105	\$110	\$79	\$107	\$111	\$80	\$112	\$117	\$84
Plumbing	\$20	\$13	\$10	\$21	\$13	\$10	\$22	\$14	\$10
HVAC	\$315	\$254	\$236	\$319	\$258	\$239	\$335	\$271	\$251
Fire Protection	\$45	\$41	\$39	\$45	\$41	\$39	\$48	\$44	\$42
² Electrical	\$248	\$212	\$207	\$251	\$214	\$210	\$264	\$225	\$220
General Requirements	\$166	\$147	\$140	\$168	\$149	\$142	\$177	\$157	\$149
Panels/Screen (including service conduits, power rect., voice/data outlets)	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹
Original BoG	\$1,179	\$1,034	\$983	\$1,194	\$1,047	\$995	\$1,256	\$1,100	\$1,047
Design Contingency (15%)	\$177	\$155	\$147	\$179	\$157	\$149	\$188	\$165	\$157
Demountable partitions premium (avg)	included ²	included ²	included ²	included ²	included ²	included ²	included ²	included ²	included ²
Premium for ABW (average - 10%)	included ³	included ³	included ³	included ³	included ³	included ³	included ³	included ³	included ³
³Subtotal of Arch./Mech./Elec. BoG	\$1,356	\$1,189	\$1,131	\$1,373	\$1,203	\$1,145	\$1,444	\$1,265	\$1,204
Modified index for furnishings and AV	0.975	0.975	0.975	1.226	1.226	1.226	1.234	1.234	1.234
Furnishing and Equipment									
Workstation vertical partitions	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹
¹ Integrated and mobile furnishings	\$437	\$426	\$396	\$549	\$536	\$498	\$553	\$539	\$501
Audio Visual—Workstation, collaborative and meeting room monitors and connection hardware, Visual aid and electronic white boards, teleconferencing hardware, etc.	\$96	\$86	\$86	\$120	\$109	\$108	\$121	\$109	\$109
Signage and accessories	\$34	\$34	\$34	\$43	\$43	\$43	\$43	\$43	\$43
Sub-total	\$567	\$547	\$516	\$712	\$687	\$649	\$717	\$692	\$653
Total PSPC managed and delivered BoG	\$1,923	\$1,735	\$1,647	\$2,086	\$1,891	\$1,794	\$2,161	\$1,957	\$1,857
IT System									
Horizontal cabling	\$33	\$33	\$33	\$34	\$33	\$34	\$35	\$35	\$35
Wi-Fi equipment	\$177	\$99	\$71	\$179	\$100	\$72	\$188	\$105	\$76
Telephony	\$13	\$13	\$13	\$13	\$13	\$13	\$14	\$14	\$14
Cellphone amplification system	not included	not included	not included	not included	not included	not included	not included	not included	not included
Video conferencing	\$174	\$231	\$210	\$176	\$234	\$212	\$185	\$246	\$223
Intra-building LAN equipment	\$86	\$55	\$53	\$87	\$56	\$54	\$91	\$59	\$57
WAN connectivity equipment	\$45	\$30	\$20	\$46	\$30	\$20	\$48	\$31	\$21
SSC Project Management (soft costs)	\$42	\$42	\$28	\$43	\$43	\$28	\$45	\$45	\$30
⁴Subtotal (less contingency and commissioning)	\$570	\$502	\$428	\$577	\$509	\$433	\$606	\$535	\$455
Total before soft costs	\$2,492	\$2,238	\$2,074	\$2,662	\$2,399	\$2,227	\$2,767	\$2,492	\$2,312
Prof. Design and Const. Mgmt. Fees									
Professional consulting fees for architectural, interior design, code review, mechanical, electrical and structural engineering services.	\$192	\$130	\$82	\$209	\$142	\$90	\$216	\$147	\$93
Lessor/Service Provider construction management fees	\$288	\$174	\$82	\$313	\$189	\$90	\$324	\$196	\$93
Sub-total	\$481	\$304	\$165	\$521	\$331	\$179	\$540	\$343	\$186
PSPC Labour									
Project leadership services	\$53	\$39	\$29	\$57	\$43	\$31	\$59	\$44	\$32
Supervisory services	\$72	\$56	\$45	\$78	\$61	\$49	\$81	\$64	\$51
AMWS services	\$10	\$9	\$8	\$10	\$9	\$9	\$11	\$10	\$9
Sub-total	\$135	\$104	\$82	\$146	\$113	\$90	\$151	\$117	\$93
*TOTAL	\$3,108	\$2,645	\$2,321	\$3,330	\$2,844	\$2,496	\$3,459	\$2,952	\$2,591

*does NOT include allowances for demolition, removal and handling of existing furnishings, or risk/contingency

Fit-Up Rate Tables for General Purpose Office by Location/City (continued)

Fit-up Elements	Inuvik, NT Location Index: 1.448			Iqaluit, NU Location Index: 1.569		
	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)	600 m ² (average of 3 levels)	1,200 m ² (average of 3 levels)	1,800 m ² (average of 3 levels)
Arch./Mech./Elec. and Other	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U	\$/m ² U
² Partitions	\$325	\$314	\$348	\$352	\$340	\$377
² Doors and Frames (including hardware)	\$30	\$19	\$7	\$33	\$20	\$8
² Finishes	\$37	\$27	\$26	\$40	\$29	\$28
Sub-total (same BoG)	\$392	\$360	\$381	\$424	\$390	\$413
Millwork and Specialties	\$148	\$154	\$111	\$160	\$167	\$120
Plumbing	\$28	\$18	\$14	\$31	\$19	\$15
HVAC	\$441	\$356	\$330	\$478	\$386	\$358
Fire Protection	\$63	\$57	\$55	\$68	\$62	\$59
² Electrical	\$348	\$296	\$290	\$377	\$321	\$314
General Requirements	\$233	\$206	\$197	\$252	\$223	\$213
Panels/Screen (including service conduits, power rect., voice/data outlets)	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹
Original BoG	\$1,652	\$1,448	\$1,377	\$1,789	\$1,568	\$1,492
Design Contingency (15%)	\$248	\$217	\$207	\$268	\$235	\$224
Demountable partitions premium (avg)	included ²	included ²	included ²	included ²	included ²	included ²
Premium for ABW (average - 10%)	included ³	included ³	included ³	included ³	included ³	included ³
³Subtotal of Arch./Mech./Elec. BoG	\$1,900	\$1,665	\$1,584	\$2,058	\$1,803	\$1,715
Modified index for furnishings and AV	1.566	1.566	1.566	1.753	1.753	1.753
Furnishing and Equipment						
Workstation vertical partitions	included ¹	included ¹	included ¹	included ¹	included ¹	included ¹
¹ Integrated and mobile furnishings	\$702	\$684	\$636	\$785	\$766	\$712
Audio Visual—Workstation, collaborative and meeting room monitors and connection hardware, Visual aid and electronic white boards, teleconferencing hardware, etc.	\$154	\$139	\$138	\$172	\$155	\$155
Signage and accessories	\$55	\$55	\$55	\$61	\$61	\$61
Sub-total	\$910	\$878	\$829	\$1,019	\$983	\$928
Total PSPC managed and delivered BoG	\$2,810	\$2,543	\$2,413	\$3,076	\$2,786	\$2,643
IT System						
Horizontal cabling	\$47	\$46	\$47	\$51	\$50	\$50
Wi-Fi equipment	\$248	\$139	\$100	\$268	\$150	\$108
Telephony	\$18	\$18	\$18	\$19	\$19	\$19
Cellphone amplification system	not included	not included	not included	not included	not included	not included
Video conferencing	\$243	\$323	\$294	\$264	\$350	\$318
Intra-building LAN equipment	\$120	\$77	\$74	\$130	\$84	\$81
WAN connectivity equipment	\$63	\$41	\$28	\$68	\$45	\$30
SSC Project Management (soft costs)	\$59	\$59	\$39	\$64	\$64	\$43
⁴Subtotal (less contingency and commissioning)	\$798	\$704	\$599	\$864	\$762	\$649
Total before soft costs	\$3,608	\$3,247	\$3,012	\$3,940	\$3,548	\$3,292
Prof. Design and Const. Mgmt. Fees						
Professional consulting fees for architectural, interior design, code review, mechanical, electrical and structural engineering services.	\$281	\$191	\$121	\$308	\$209	\$132
Lessor/Service Provider construction management fees	\$421	\$254	\$121	\$461	\$279	\$132
Sub-total	\$702	\$445	\$241	\$769	\$488	\$264
PSPC Labour						
Project leadership services	\$77	\$57	\$42	\$85	\$63	\$46
Supervisory services	\$105	\$83	\$66	\$115	\$91	\$73
AMWS services	\$14	\$13	\$12	\$15	\$14	\$13
Sub-total	\$197	\$153	\$121	\$215	\$167	\$132
*TOTAL	\$4,507	\$3,844	\$3,374	\$4,925	\$4,203	\$3,689

*does NOT include allowances for demolition, removal and handling of existing furnishings, or risk/contingency

Fit-Up Rate Tables for Ministerial, Quasi-judicial and Call Centre spaces – only NCA values shown

Fit-up Elements	NCA (ON and QC) Location Index: 1.000		
	Ministerial (average for all sized areas)	Quasi-judicial (average for all sized areas)	Call centre (average for all floor plates)
Arch./Mech./Elec. and Other	\$/m ² U	\$/m ² U	\$/m ² U
² Partitions	\$458	\$319	\$276
² Doors and Frames (including hardware)	\$107	\$93	\$55
² Finishes	\$75	\$57	\$23
Sub-total (same BoG)	\$640	\$469	\$353
Millwork and Specialties	\$76	\$43	\$38
Plumbing	\$116	\$46	\$19
HVAC	\$1,008	\$218	\$220
Fire Protection	\$99	\$86	\$55
² Electrical	\$259	\$316	\$385
General Requirements	\$264	\$141	\$128
Panels/Screen (including service conduits, power rect., voice/data outlets)	included ¹	included ¹	included ¹
Original BoG	\$2,462	\$1,320	\$1,198
Design Contingency (15%)	\$369	\$198	\$180
Demountable partitions premium (avg)	included ²	included ²	included ²
Premium for ABW (average - 10%)	included ³	included ³	included ³
³Subtotal of Arch./Mech./Elec. BoG	\$2,831	\$1,518	\$1,378
Furnishing and Equipment			
Workstation vertical partitions	included ³	included ³	included ³
¹ Integrated and mobile furnishings	\$577	\$503	\$430
Audio Visual—Workstation, collaborative and meeting room monitors and connection hardware, Visual aid and electronic white boards, teleconferencing hardware, etc.	\$92	\$92	\$92
Signage and accessories	\$35	\$35	\$35
Sub-total	\$704	\$629	\$557
Total PSPC managed and delivered BoG	\$3,535	\$2,147	\$1,935
IT System			
Horizontal cabling	\$32	\$32	\$32
Wi-Fi equipment	\$137	\$137	\$137
Telephony	\$10	\$10	\$10
Cellphone amplification system	not included	not included	not included
Video conferencing	\$172	\$172	\$172
Intra-building LAN equipment	\$55	\$55	\$55
WAN connectivity equipment	\$27	\$27	\$27
SSC Project Management (soft costs)	\$40	\$40	\$40
⁴Subtotal (less contingency and commissioning)	\$472	\$472	\$472
Total before soft costs	\$4,007	\$2,619	\$2,407
Prof. Design and Const. Mgmt. Fees			
Professional consulting fees for architectural, interior design, code review, mechanical, electrical and structural engineering services.	\$265	\$161	\$145
Lessor/Service Provider construction management fees	\$353	\$215	\$193
Sub-total	\$619	\$376	\$339
PSPC Labour			
Project leadership services	\$80	\$48	\$44
Supervisory services	\$115	\$70	\$63
AMWS services	\$18	\$11	\$10
Sub-total	\$212	\$129	\$116
*TOTAL	\$4,838	\$3,124	\$2,862

*does NOT include allowances for demolition, removal and handling of existing furnishings, or risk/contingency

A6.2 Source of Funds for Non-compliant Workplace Fit-up Elements

The PSPC Real Property Services business line budget is funded to fit-up office space to meet general administrative and public contact operational requirements. Real Property Services is not resourced to cover the cost of special fit-up requirements for quasi-judicial offices, secure administrative offices and Special Purpose Space. Therefore, a source of funds must be identified to cover the difference between the cost of providing general-purpose office space and the client's special requirements. This responsibility lies with client departments and agencies; however, PSPC as a real property expert and a common service provider, can provide support in discussions with Treasury Board Secretariat.

Client departments and agencies must document any specific requirements for accommodation, including requirements for additional funding in a business case so that an appropriate funding source may be considered. PSPC can assist with:

- The confirmation of department/agency fit-up requirements;
- The identification of fit-up elements and level of service (soft costs) above standards;
- The provision of cost estimates; and
- The recognition that additional funding is required (above PSPC's funded standards) and that securing these funds is a client department/agency accountability.

Should additional funding be required, there are two potential sources of funds:

- The client department/agency's current operating budget; or
- Treasury Board (new money).

Once the source of funds is determined, several payment options can be explored. For example:

For space replacement projects

- If the source of funds is Treasury Board, the new funding can be directed to the client's budget or to PSPC's; or
- If the source of funds is the client, the client can pay by means of a Specific Service Agreement (SSA) or request an operating budget transfer to PSPC's via ARLU or Supplementary Estimates.

For expansion projects

- If the source of funds is the new approved program, the accommodation levy (13%) could be increased to a percentage that would recognize the additional costs or through a fully costed Treasury Board submission.

A6.3 Additional Direct and Indirect Costs

When project parameters are in compliance with the PSPC accommodation policies and fit-up standards, there are a number of additional direct and indirect costs considered to be part of the project delivery and funded by PSPC. As indicated in the table below, some of the standard items/activities are included in the fit-up cost limits while others must be programmed separately through Building Management Plans (BMPs) or otherwise identified at the time of the project. Costs for items/activities under the responsibility of client departments/agencies are also identified below:

A. Other Direct Costs

Other Items/Activities Inherent to Fit-up Projects	Funding Accountabilities		
	Fit-up Cost Limit	Other Project Costs	Client Cost
• Building and occupancy permits, as required.		Yes	
• Contractor’s overhead and profit.	Yes		
• Commissioning—component systems and integrated systems performance testing, training, commissioning documentation including building management manual, as built, balancing, etc.	Yes	Yes	Yes
• Development of the functional program (see Glossary).	Yes		
• Dismantling, moving and reassembling computers, and other specialized equipment/furnishings or client owned items.			Yes
• Moving supplies and services for forced moves.		Yes	
• Return to initial state at end of lease or demolition in Crown-owned facilities—all standard fit-up elements.		Yes	
• Return to initial state at end of occupancy—all nonstandard items initially paid for by the client (e.g., washroom for specific tenant use).			Yes
• Security guards for after-hours work in occupied space.			Yes
• Security guard services or other expenses related to client’s security needs.			Yes
• Space measurement.		Yes	
• Trade costs specifically related to the construction contract.	Yes		

B. Consultant Fees (Direct “Soft” Costs)

Other Items/Activities Inherent to Fit-up Projects	Funding Accountabilities		
	Fit-up Cost Limit	Other Project Costs	Client Cost
• Professional consulting fees for architectural, interior design, code review (if ESDC cannot provide service), mechanical, electrical and structural engineering services.		Yes	
• Fees and other costs related to additional design reviews and specialized requirements (see section A7.1: Fit-up Cost Estimate).			Yes

C. Other Fees (Direct “Soft” Costs)

Other Items/Activities Inherent to Fit-up Projects	Funding Accountabilities		
	Fit-up Cost Limit	Other Project Costs	Client Cost
• Lessor/service provider management fee for soft costs.		Yes	
• Lessor/service provider management fee for construction.		Yes	
• Lessor/service provider fee related to portion funded by the client.			Yes

D. Fees Indirect Costs

Other Items/Activities Inherent to Fit-up Projects	Funding Accountabilities		
	Fit-up Cost Limit	Other Project Costs	Client Cost
• PSPC Accommodation planning and design fee.		Yes	
• PSPC Project management fee.		Yes	
• PSPC Project leadership fee.		Yes	
• PSPC Construction supervisory fee.		Yes	
• PSPC Fee for other services, as required.		Yes	
• PSPC Fee related to portion funded by the client.			Yes
• PSPC Fee for oversight of change management		Yes	
• SSC Project management labour fee		Yes	

E. Operation and Maintenance Cost

Other Items/Activities Inherent to Fit-up Projects	Funding Accountabilities		
	Fit-up Cost Limit	Other Project Costs	Client Cost
• Standard base building, cleaning and maintenance services as described in the Occupancy Instrument.		Yes	
• Maintenance and other fees associated with client funded fit-up elements.			Yes
• Additional base building and cleaning services.			Yes

A6.4 Project Delivery Cost Controls

It is not only the fit-up project, but also the process for delivering a fit-up project, that must be controlled to help constrain costs. Extensive changes or numerous revisions during the planning and design stages risk causing delays in the project schedule as well as overruns in the budget.

In order to ensure more timely and cost effective delivery of fit-up projects, the following controls and funding accountabilities will apply:

- The “two revision rule”—The *Government of Canada Workplace Fit-up Standards* allow a maximum of two client requested revisions per deliverable during the schematic and design development stages prior to final approval. Anything over this limit is non-standard and billable to the client. (**Note:** If the two revisions are not used at one stage, there is no provision to carry the allowance over to a subsequent stage.)
- Costs related to delays in reviewing and approving project documents (drawings, specifications) are billable to the client.
- Costs related to design changes requested following the design development stage (including design, management fees and the cost of delays during the construction drawing stages and all costs resulting from changes requested during the construction or post occupancy stages) are billable to the client.
- Costs related to implementing client requested revisions to previously approved (signed off) documents are billable to the client.
- Additional design and management services generated by specialized or enhanced client requirements, including accelerated project delivery, are billable to the client.

A “client requested revision” is deemed to be a requirement or preference not previously identified, that necessitates a substantial re-examination of completed work (such as reworking of previous drawings and/or project documents), in order to find a solution that would accommodate the new requirement.

Minor adjustments to drawings that do not have substantial impact on other areas, such as relocating a door or reorienting a workstation, are not considered a “revision” relative to the “two revision rule”. Similarly, work that is deemed by the project manager to be contractually incomplete or non-compliant with the standards is not considered a client responsibility.

A7. Fit-up Cost Estimate and Tools

A7.1 Fit-up Cost Estimate

PSPC employees may consult the Cost Planning Workbook(s) for current up to date guidance on developing cost estimates for project approval. The breakdown below provides an overview of the cost categories that should be included when calculating a fit-up cost estimate.

Fit-up Element
Partitions
Doors and Frames (including hardware)
Finishes
Millwork and Specialties
Plumbing
HVAC
Fire Protection
Electrical
General Requirements ¹
Panels/screens (including service conduits, power receptacles and voice/data outlets)
IT Systems
Furnishings

1. Includes insurance, bonding, site office and supplies, site safety and security and materials handling.

Other variables that could impact fit-up costs include, but are not limited to:

- project size;
- open workstation/enclosed spaces and support space ratio;
- ceiling heights;
- specific detailing of partition assemblies;
- specific design features;
- the inclusion of “atypical” support spaces (e.g., first-aid room, primary reception area, etc.);
- existing conditions (e.g., need to relocate a fire extinguisher or fire hose cabinet, a non-uniform layout of sprinklers or air supply/returns, etc.); and
- region/municipality (e.g., the cost of developing office space is generally higher in Toronto than in Winnipeg).

A7.2 The Real Property Space Assessment and Planning App

The Real Property Space Assessment and Planning App (RP-SAPA) is used by the PSPC Real Property Services accommodation management community and Real Property and Accommodation Services within client departments as part of the real property project planning process. The Space Assessment module of the App replaces the Space Allocation Standards Calculator as it contains the ability to assess employee external mobility and its impact on a recommended space allocation limit. All results calculated on the Space Assessment App are in compliance with the *Space Allocation Standards* and the *Government of Canada Workplace Fit-Up Standards*. Use of the App is mandatory as it improves the ability to analyze options within the maximum space allocations to be applied when planning, acquiring and monitoring use of office accommodation provided by PSPC to client departments. The App can assess Space Allocation Limit per department by calculating Office Space Allocation limit, Special Purpose Space, Additional Operation Space and Other types of Office Space requirements.

Access to the RP Space Assessment and Planning App is obtained after completing a 1-2 hr training session on the Space Assessment module of the App. To obtain information on upcoming training sessions, please send a request to the generic mailbox: TPSGC.Amenagement-FITUP.PWGSC@tpsgc-pwgsc.gc.ca.



Section B: Ministerial and Deputy Head Office Accommodations



B1. Introduction

B1.1 General Information

Overview

The following section has been developed to address the special fit-up requirements of Ministerial and Deputy Head office accommodation as provided by PSPC. This section follows the generic approach of the standards for general administrative office space ([section A](#)) with some exceptions, the most notable of which are size and location of enclosed offices, provision of private washrooms and dedicated support space, and modifications to wall finishes, lighting and kitchenette millwork.

Application

This section applies to accommodation for Ministers and Ministers of State and their staff in departmental headquarters offices (see *TB Guidelines for Ministers' Offices*), and for Deputy Heads and their staff, including Associate Deputy Ministers. Ministerial and Deputy Head offices are accommodated within the space envelope of the client department or agency and are **NOT** designated as special purpose space (SPS).

Please note, this section does not apply to Ministers' space on Parliament Hill, Constituency Offices, Ministers' Regional Offices (MROs) or to heads of quasi-judicial organizations.

Approvals and Governance

Approval of standards for Ministerial and Deputy Head accommodation ultimately rests with the Minister of PSPC. Ministers' departmental headquarters offices are also subject to the *TB Policies for Minister's Offices* while Deputy Heads' offices are subject to the *PSPC Accommodation Management Framework*.

The client department must provide justification for all requirements that exceed the guidelines to the satisfaction of the PSPC project team.

B2. Standards

B2.1 Fit-up Elements and Funding Accountabilities

The following chart identifies fit-up elements and funding accountabilities related to the special fit-up requirements for Ministerial and Deputy Head office suites. These elements are provided in addition to those provided for general administrative office space. The elements provided are funded as follows:

- Base building elements are funded by PSPC;
- Fit-up elements for non-reimbursing clients are funded by PSPC up to the fit-up rates for Deputy Ministerial and Ministerial Offices (see [section A6.1](#));
- Fit-up elements for reimbursing clients and Expansion Control Framework (ECF) are funded by the client department or agency;
- Other elements are funded by the client department or agency, including all related commissioning, testing and ongoing maintenance.

PSPC is responsible for initial fit-up of the space. Changes to existing offices during the term of an occupancy (e.g., during a Minister's or Minister of State's tenure or on appointment of a new Minister or Minister of State) are funded by the department or agency as a tenant service.

A. Interior Construction

Element	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Other
1. Partition Walls			
(a) Offices for Ministers			
(i) Slab to slab construction with or without vestibule ¹ (secure speech privacy).		Yes	
(b) Offices for Deputy Heads and Associate Deputy Ministers			
(i) Slab to underside of ceiling with insulation and plenum barriers ¹ (enhanced speech privacy).		Yes	
(ii) Slab to slab construction with or without vestibule (secure speech privacy as determined by the Departmental Security Officer ¹).			Yes ¹
(c) Offices for ministerial exempt staff			
(i) Slab to underside of ceiling with insulation and plenum barriers ¹ (enhanced speech privacy).			Yes ¹
2. Door hardware			
(a) Offices and private washrooms for Ministers—mortise (keyed) lock set and lever trim (handle) on office entry and washroom doors.	Yes		

A. Interior Construction (continued)

Element	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Other
(b) Private washrooms for Deputy Heads—cylinder with thumb turn lock.		Yes	
3. Interior specialties			
(a) Private washrooms for Ministers and Deputy Heads—three-piece washroom including built-in shower, vanity, storage and accessories as allocated in section B2.2 and as illustrated in section B4.1 .		Yes	
(b) Kitchenettes and shared equipment areas for Ministers' and Deputy Heads' suites—additional millwork as allocated in section B2.2 and illustrated in section B4.2 to accommodate dishwashers and other special requirements.		Yes	
4. Interior specialties			
(a) Wall/base finishes			
(i) Offices for Ministers, Deputy Heads and Associate Deputy Ministers—paint or unfinished to suit performance requirements and substrate, two wall surfaces may be finished in midrange quality wall covering.		Yes	
(ii) Private washrooms for Ministers and Deputy Heads—ceramic tile in shower surround and above basin, as required.		Yes	

1. Client cost—**NOT** subject to the non-compliance approval process.

B. Services

Element	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Other
1. Plumbing systems			
(a) Private washrooms for Ministers and Deputy Heads—all related fixtures and services required for three-piece washroom with built-in shower.		Yes	
2. Heating, ventilation and air-conditioning systems			
(a) Ministerial and Deputy Head suites—modifications to base building system or independent system to meet requirement for 24/7 operations.		Yes	
3. Electrical systems			
(a) Power—Emergency power in support of 24/7 operations.			Yes ¹

B. Services (continued)

Element	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Other
(b) Lighting—Offices for Ministers, Deputy Heads and Associate Deputy Ministers—lighting modifications to suit office functions (including addition of parabolic louvers, relocation of base building lighting, addition of accent lighting). These modifications do not include the removal/upgrade of base building ceiling or lighting. (See section B4.1 for examples).		Yes	

1. Client cost—**NOT** subject to the non-compliance approval process.

B2.2 Office and Support Space Allocations

The following notes and tables describe the special office and support space allocations for Ministerial and Deputy Head suites. Where not otherwise stated below, allocations for Ministerial and Deputy Head accommodation are provided in accordance with the standards for general-purpose office space as described in [section A](#).

Office Space

Closed Offices for Ministers, Deputy Heads and Associate Deputy Ministers

See [section B4.1](#) for drawings that illustrate typical sizes and configurations of closed offices for ministers, deputy heads and Associate Deputy Ministers, including standard mechanical and electrical requirements. The following table describes the maximum size allowances for these offices.

Positions	Maximum Area (um ²)
Ministers and Ministers of State	48 ¹
Deputy heads and associate deputy heads of departments and agencies, and equivalents (e.g., Deputy Ministers, Associate Deputy Ministers)	37 ²

1. Includes 3 m² vestibule for secure speech privacy.
2. If secure speech privacy is required, add 3 m² for vestibule (client cost).

Offices may be located on perimeter walls. It is important to note, however, that acoustic control may be adversely affected by perimeter HVAC units or other building perimeter conditions.

Floor finish:	base building standard carpet
Wall finish:	paint or unfinished to suit substrate, one or two walls may be finished in mid-range quality wall covering
Lighting:	base building (may be modified and relocated to suit) and accent lighting (optional) with separate switching

Private Washrooms

See [section B4.1](#) for drawings that illustrate the typical size, configurations and millwork allowances for private washrooms. Private washrooms are provided for ministers and deputy heads only. They are not allocated to Associate Deputy Ministers. The standards include a three-piece washroom with built-in shower, vanity and storage. Provisions are as follows:

Maximum area:	9 m ²
Millwork:	1,800 linear mm (6') of counter and storage
Floor finish:	resilient sheet or ceramic tile
Wall finish:	paint or unfinished to suit substrate, ceramic tile on shower surround and above basin
Lighting:	wall mounted (sconce), recessed down lights and sealed shower light, all with separate switching

Offices for Ministerial Exempt Staff

Enclosed offices are provided for ministerial exempt staff. The maximum office size of 10 m² is applied consistently regardless of the levels of the positions. See [section B4.1](#) for drawings that illustrate typical sizes and configurations

Offices for ministerial exempt staff may be located on perimeter walls where no other option exists as a result of the high ratio of closed to open space. Standard mechanical requirements are as per those described under the typical office layout for Associate Deputy Ministers in [section B4.1](#).

Support Space

Meeting Rooms

Ministerial and Deputy Head suites are allocated a 30 m² sized meeting room each, in addition to the meeting room provided as part of the GCworkplace design for general administrative space. These meeting rooms are to be classified as special purpose space and are also typically collocated with the deputy heads' suites.

Quiet/Touchdown Rooms

Other enclosed support spaces are provided in accordance with [section A](#) for general administrative office space.

Kitchenettes

Kitchenettes are provided in both Ministerial and Deputy Head suites. The sample plan in [section B3.1](#) illustrates a typical configuration of these spaces sized to suit the population and functions they serve. The direction set out in [section A](#) for general administrative office space standards for kitchenettes, apply with the exception that millwork for Ministerial and Deputy Head kitchenettes is modified to accommodate a dishwasher. See [section B4.2](#) for a drawing that illustrates the typical millwork provisions.

Planning ratio: one 10—20 m² kitchenette per suite

Millwork: 3,000 linear mm (10') of counter and upper/lower storage per kitchenette

Equipment Areas

The direction set out in [section A](#) for general administrative office space apply with the exception that Ministerial and Deputy Ministerial suites are allocated additional space to accommodate special equipment requirements and lockable doors to provide access control.

Planning ratio: one 10—14 m² area per suite

Millwork: 2,400 linear mm (8') of counter and lower storage per area

Reception Waiting Area

A reception area with seating and display is typically located adjacent to the departmental boardroom, or as otherwise required.

Note: In instances where there are multiple Ministerial and/or Deputy Head suites on a floor, support spaces, in particular reception, meeting and kitchenette facilities, shall be shared to the greatest extent possible.

B3. Planning

B3.1 Planning and Design

Hard wall construction is significantly more extensive to provide the additional access control and speech privacy associated with Ministerial and Deputy Head offices.

However, the planning and design principles described in [section A1](#) and the *GCworkplace Design Guide* are to be applied, to the greatest extent possible, to ensure those in open workstations have access to natural light.

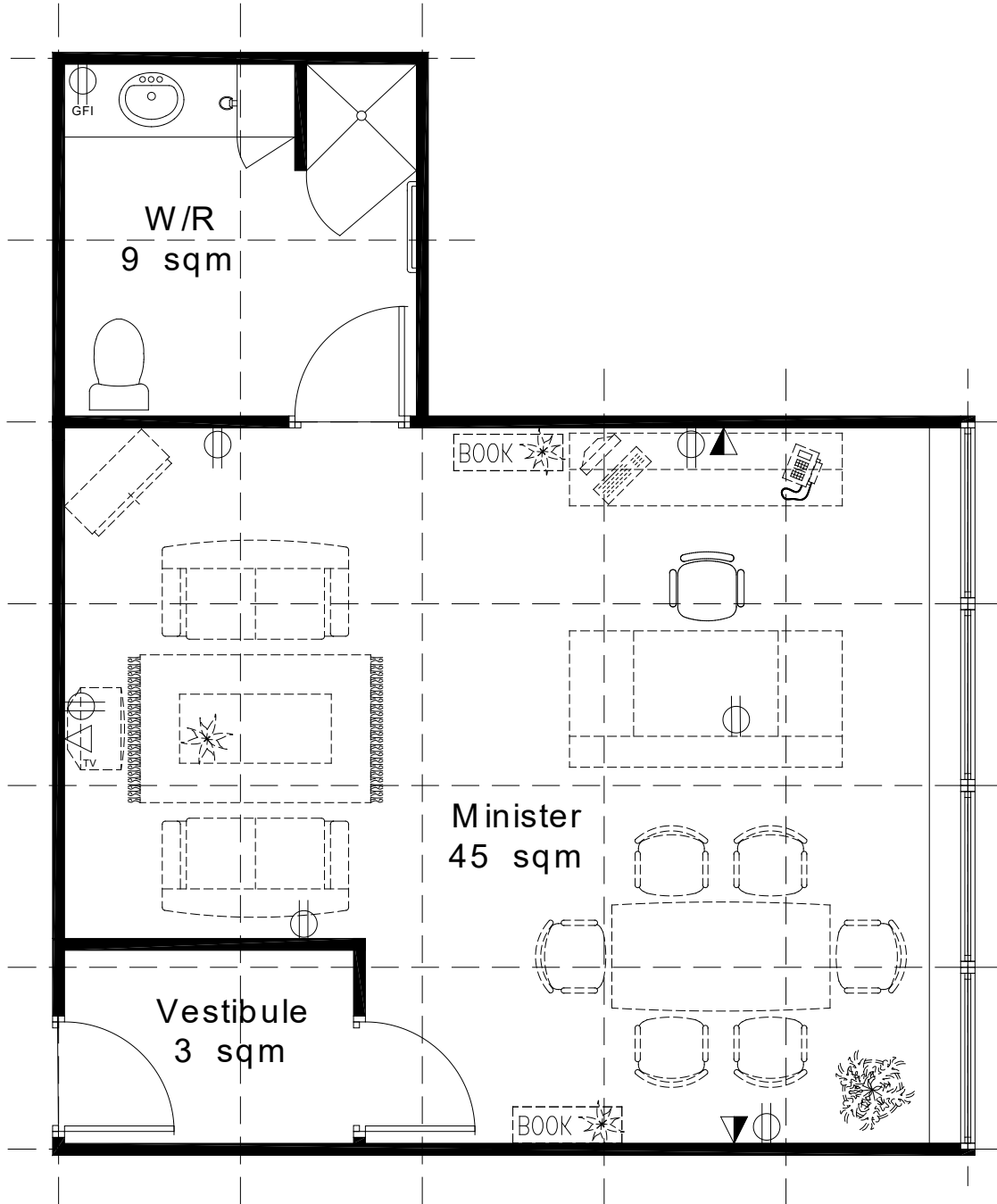
The following sample floor plan illustrates these factors as applied to the allocations for Ministerial and Deputy Head office and support space.

B4. Sample Detail Drawings

B4.1 Offices

Typical Office Layout with Washroom—Minister (example 1)

office—maximum 48 m² (517 ft²)/washroom—maximum 9 m² (97 ft²)



Summary

Office accommodates requirements for personal workspace, shelving, storage, soft seating and small meeting table. Furniture layouts may vary.

Standard Electrical Requirements

- 6 standard electrical duplex receptacles (2 circuits) plus GFI (ground fault interrupter) duplex receptacle in washroom
- 3 image/voice/data outlets (*Note:* client to provide actual connectors and jacks, typically RJ45 with multiple jacks.)
- separate switch/light controls as required

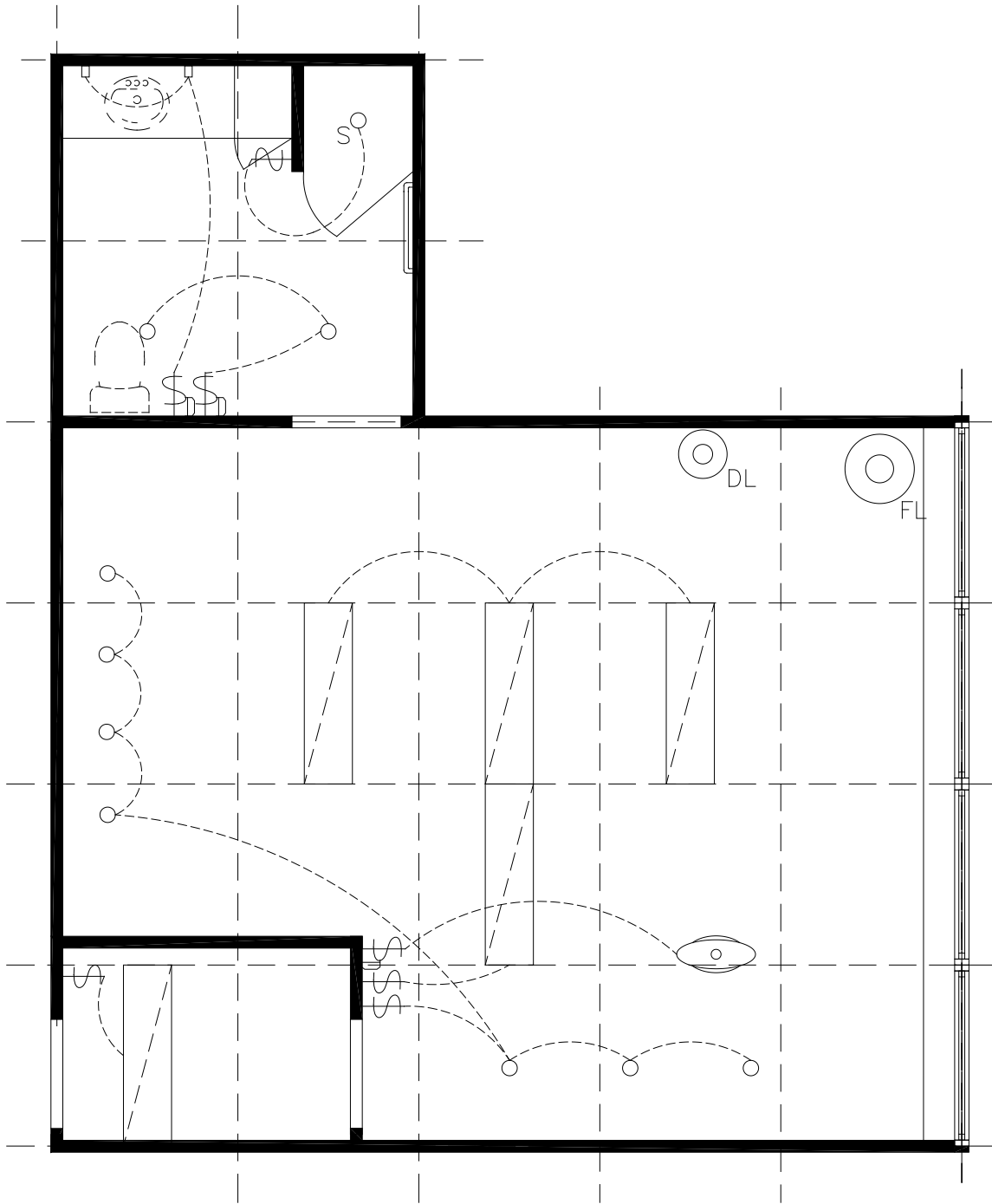
Standard Mechanical Requirements

Perimeter zone (*Note:* HVAC system must be capable of operating on a “24/7” basis):

- individual thermostat control c/w dedicated terminal units (VAV box, fan coil unit, air handling unit) and interlock to perimeter system
- supply and return air diffuser(s)/grille(s)
- transfer return air fan c/w on/off switch for full height partitions
- washroom exhaust c/w exhaust air grille
- water closet, sink and shower c/w sanitary, vent, hot and cold water and insulation
- hot water tank (minimum 20-25 gallons)
- noise abatement and security as required

Typical Office Layout with Washroom—Minister (example 1—reflected ceiling)

office—maximum 48 m² (517 ft²)/washroom—maximum 9 m² (97 ft²)

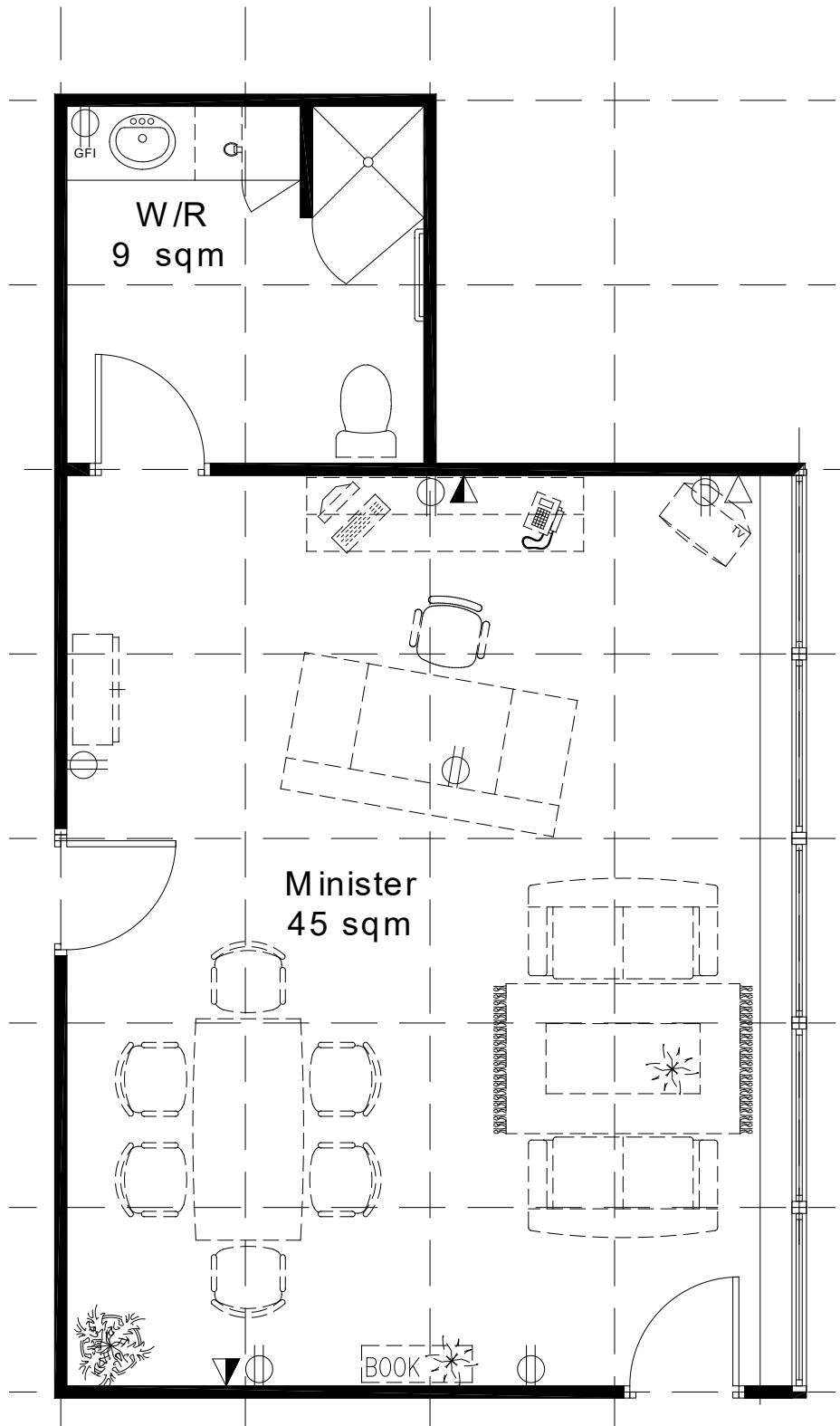


Legend

- | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
|  |  |  |  |  |  |  |  |  |
| Fluorescent light | "Pot" light (RD) | Sealed shower light | Wall sconce | Light switch | Light switch with dimmer | Floor lamp | Desk lamp | Pendant light |

Typical Office Layout with Washroom—Minister (example 2)

office—maximum 48 m² (517 ft²)/washroom—maximum 9 m² (97 ft²)



Summary

Office accommodates requirements for personal workspace, shelving, storage, soft seating and small meeting table. Furniture layouts may vary.

Standard Electrical Requirements

- 6 standard electrical duplex receptacles (2 circuits) plus GFI (ground fault interrupter) duplex receptacle in washroom
- 3 image/voice/data outlets (**Note:** client to provide actual connectors and jacks, typically RJ45 with multiple jacks.)
- separate switch/light controls as required

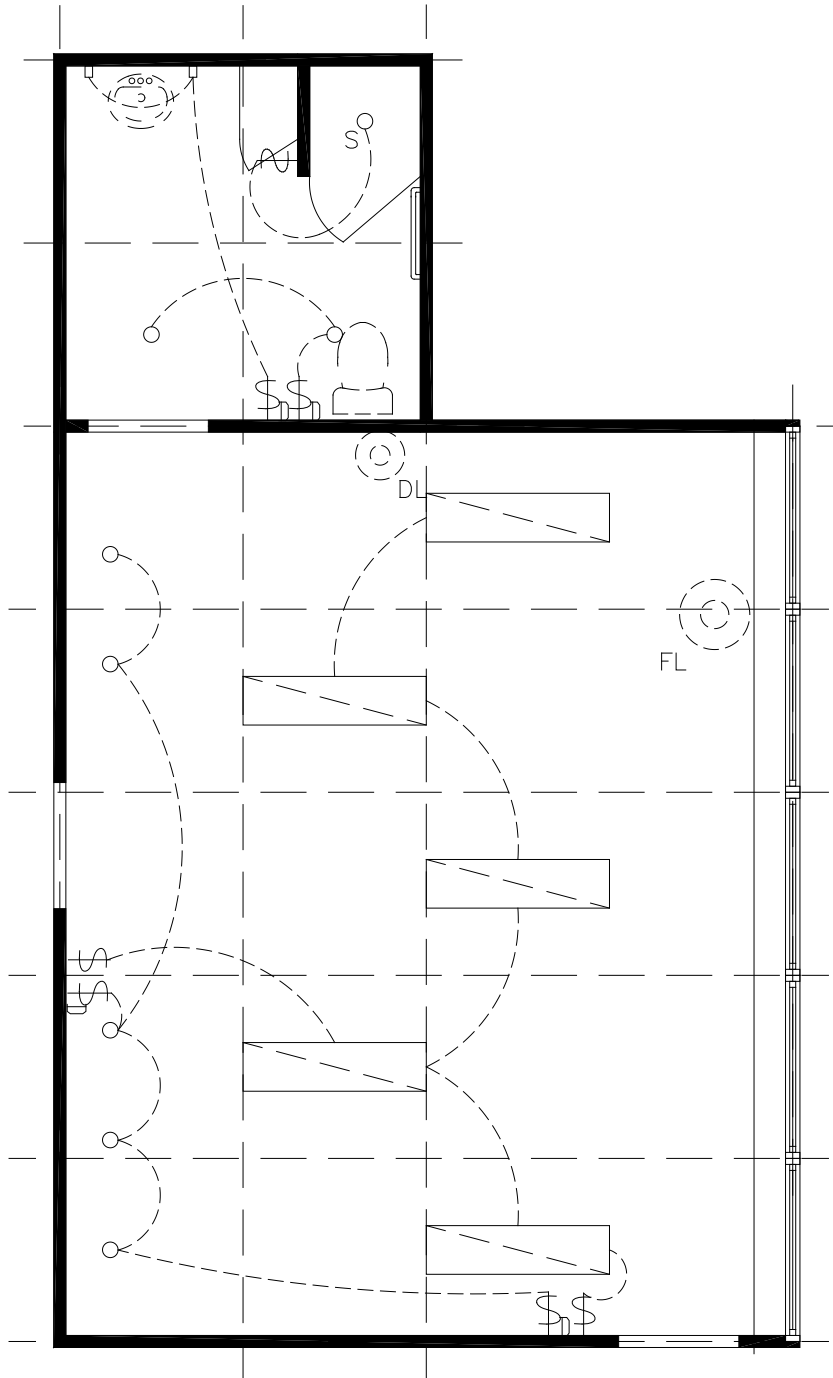
Standard Mechanical Requirements

Perimeter zone (**Note:** HVAC system must be capable of operating on a “24/7” basis.):

- individual thermostat control c/w dedicated terminal units (VAV box, fan coil unit, air handling unit) and interlock to perimeter system
- supply and return air diffuser(s)/grille(s)
- transfer return air fan c/w on/off switch for full height partitions
- washroom exhaust c/w exhaust air grille
- water closet, sink and shower c/w sanitary, vent, hot and cold water and insulation
- hot water tank (minimum 20–25 gallons)
- noise abatement and security as required

Typical Office Layout with Washroom—Minister (example 2—reflected ceiling)

office—maximum 48 m² (517 ft²)/washroom—maximum 9 m² (97 ft²)

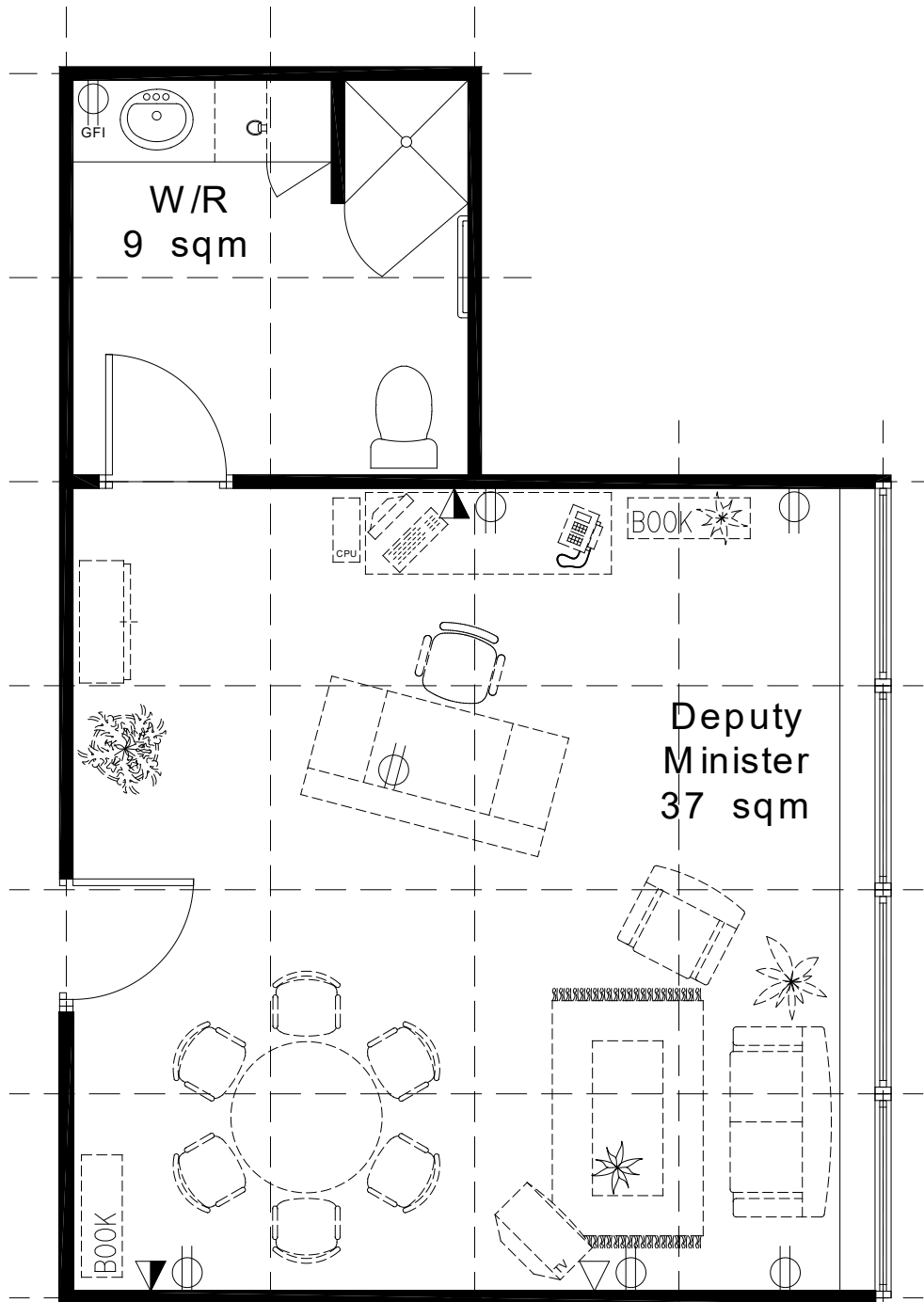


Legend

- | | | | | | | | | |
|-------------------|------------------|---------------------|-------------|--------------|--------------------------|------------|-----------|---------------|
| | | | | | | | | |
| Fluorescent light | “Pot” light (RD) | Sealed shower light | Wall sconce | Light switch | Light switch with dimmer | Floor lamp | Desk lamp | Pendant light |

Typical Office Layout with Washroom—Deputy Minister

office—maximum 37 m² (398 ft²)/washroom—maximum 9 m² (97 ft²)



Summary

Office accommodates requirements for personal workspace, shelving, storage, soft seating and small meeting table. Furniture layouts may vary.

Standard Electrical Requirements

- 6 standard electrical duplex receptacles (2 circuits) plus GFI (ground fault interrupter) duplex receptacle in washroom
- 3 image/voice/data outlets (*Note:* client to provide actual connectors and jacks, typically RJ45 with multiple jacks.)
- separate switch/light controls as required

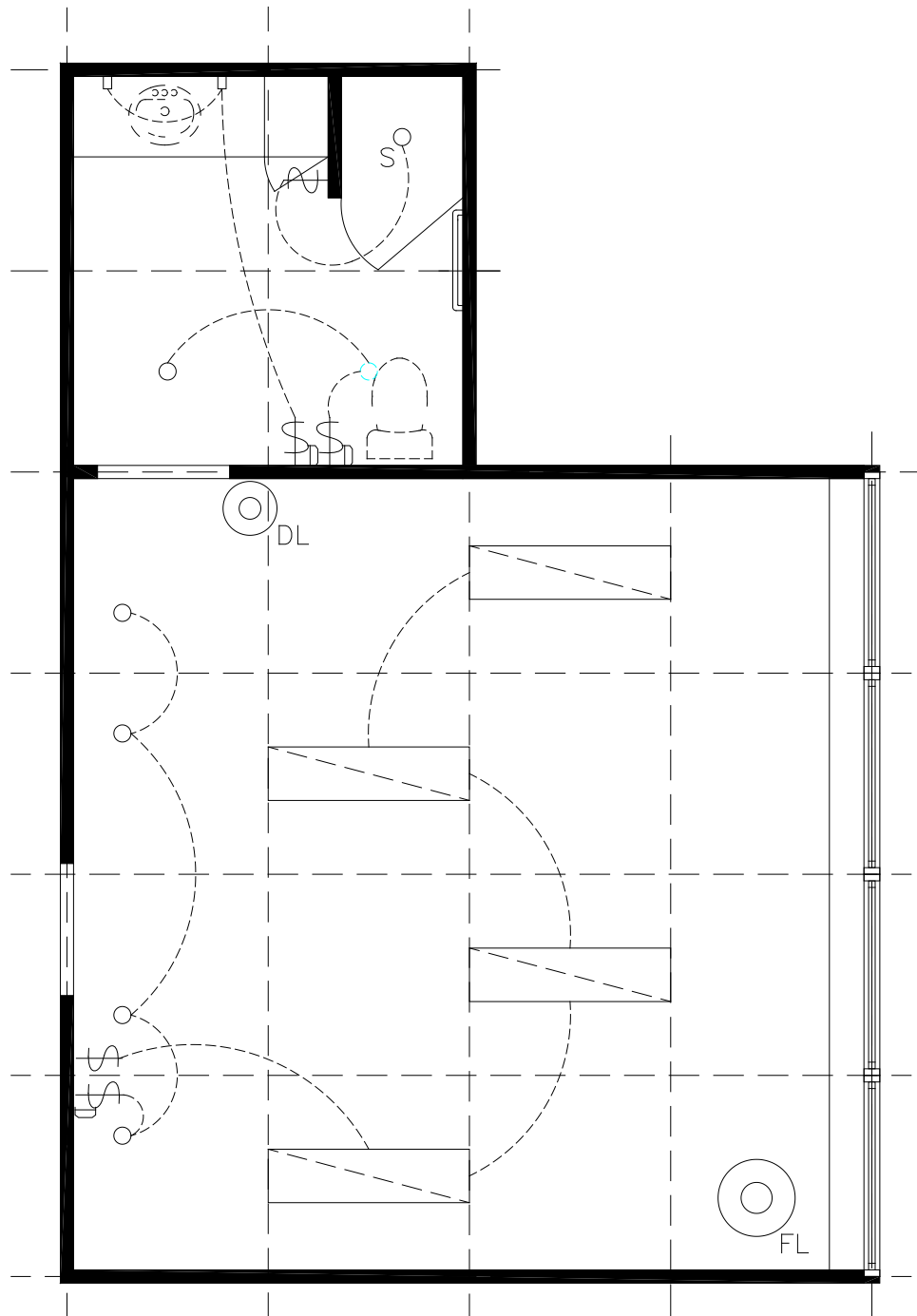
Standard Mechanical Requirements

Perimeter zone (*Note:* HVAC system must be capable of operating on a “24/7” basis.):

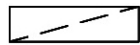
- individual thermostat control c/w dedicated terminal units (VAV box, fan coil unit, air handling unit) and interlock to perimeter system
- supply and return air diffuser(s)/grille(s)
- transfer return air fan c/w on/off switch for full height partitions
- washroom exhaust c/w exhaust air grille
- water closet, sink and shower c/w sanitary, vent, hot and cold water and insulation
- hot water tank (minimum 20–25 gallons)
- noise abatement and security as required

Typical Office Layout with Washroom—Deputy Minister (reflected ceiling)

office—maximum 37 m² (398 ft²)/washroom—maximum 9 m² (97 ft²)



Legend



Fluorescent light



“Pot” light (RD)



Sealed shower light



Wall sconce



Light switch



Light switch with dimmer



Floor lamp



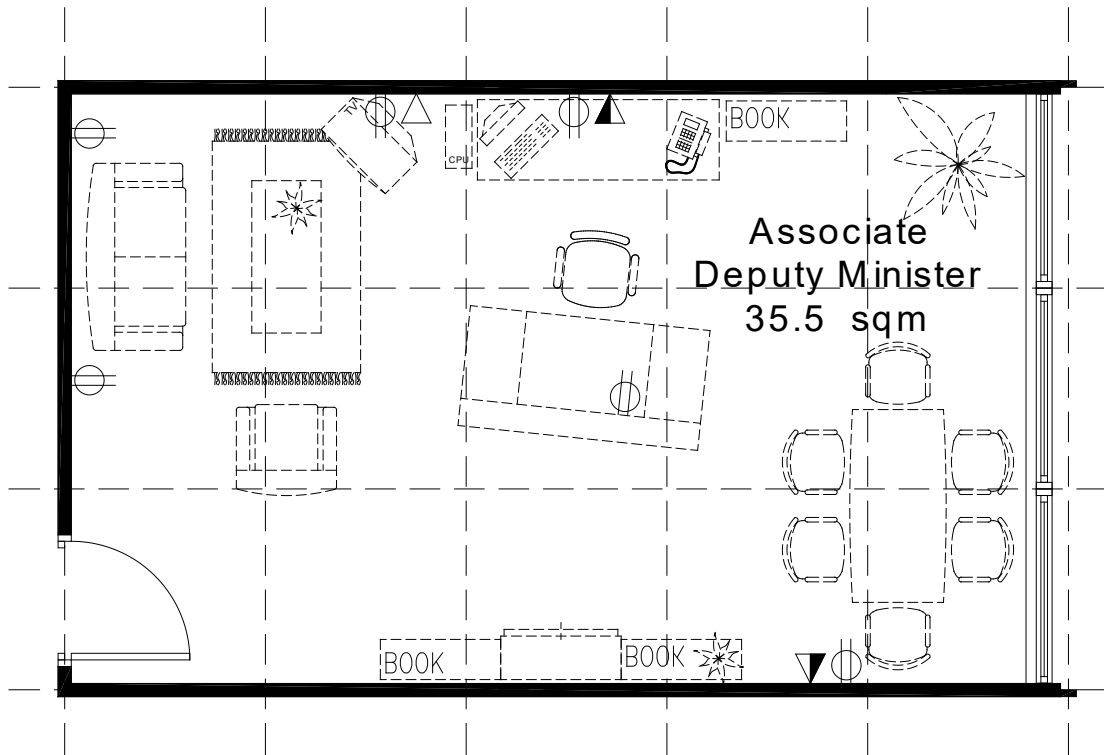
Desk lamp



Pendant light

Typical Office Layout—Associate Deputy Minister

office—maximum 37 m² (398 ft²)



Summary

Office accommodates requirements for personal workspace, shelving, storage, soft seating and small meeting table. Furniture layouts may vary.

Standard Electrical Requirements

- 6 standard electrical duplex receptacles (2 circuits)
- 3 image/voice/data outlets (**Note:** client to provide actual connectors and jacks, typically RJ45 with multiple jacks.)
- separate switch/light controls as required

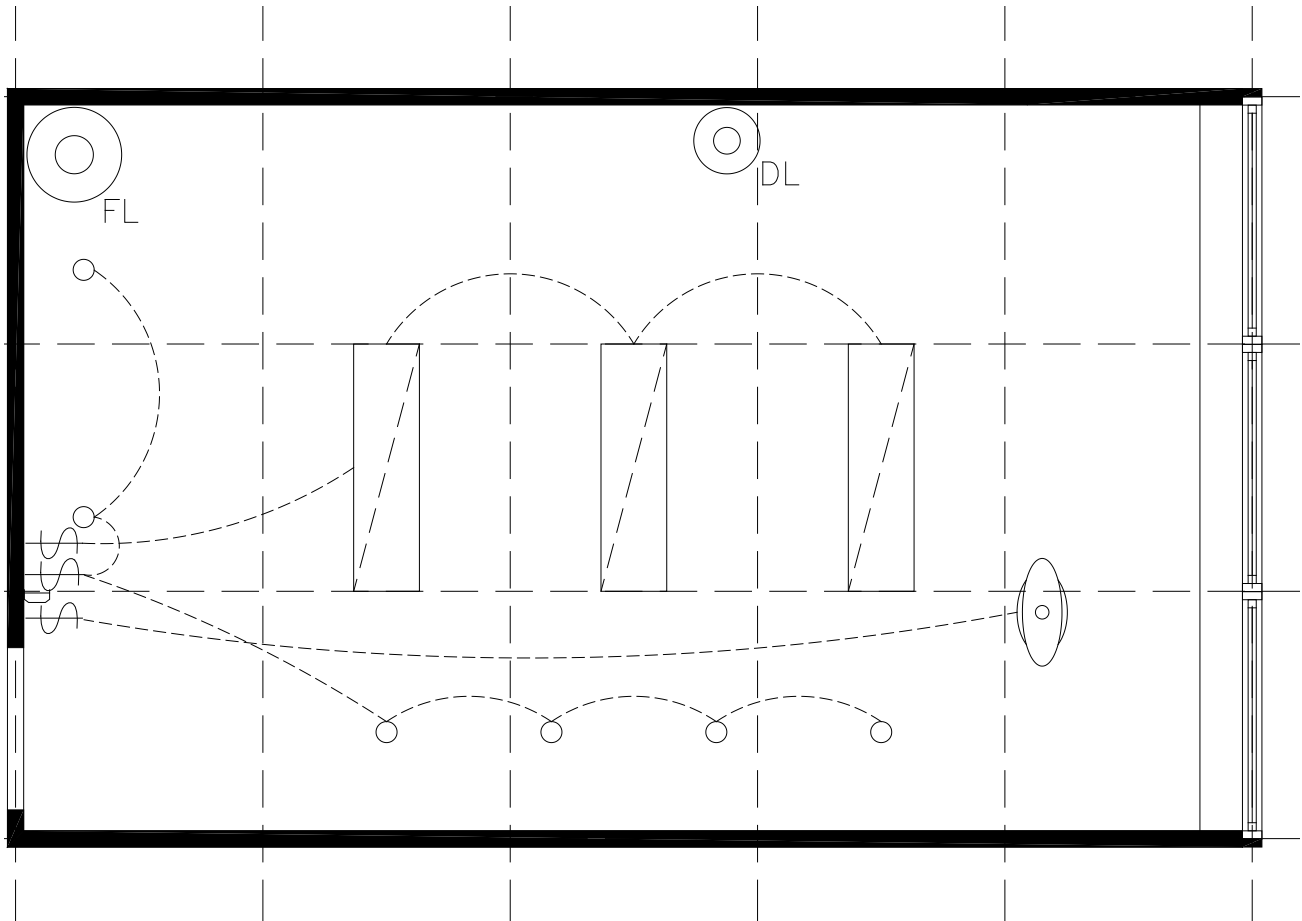
Standard Mechanical Requirements

Perimeter zone (**Note:** HVAC system must be capable of operating on a “24/7” basis.):


- individual thermostat control c/w dedicated terminal units (VAV box, fan coil unit, air handling unit) and interlock to perimeter system
- supply and return air diffuser(s)/grille(s)
- transfer return air fan c/w on/off switch for full height partitions
- noise abatement and security as required

Typical Office Layout—Associate Deputy Minister (reflected ceiling)

office—maximum 37 m² (398 ft²)

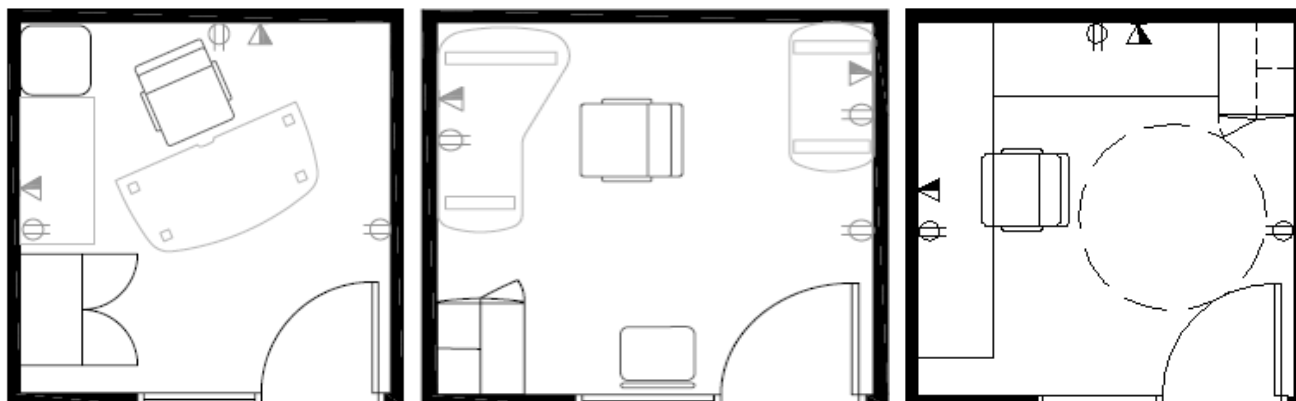


Legend

- | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
|  |  |  |  |  |  |  |  |  |
| Fluorescent light | "Pot" light (RD) | Sealed shower light | Wall sconce | Light switch | Light switch with dimmer | FL Floor lamp | DL Desk lamp | Pendant light |

Enclosed Office for Ministerial Exempt Staff

Examples of Enclosed Office Layouts
10 m² (100 ft²)



Note: This example provides for fully accessible office.

Summary

Offices accommodate average requirements for work surfaces, shelving, storage and filing. Furniture can be freestanding or hung from reusable partition systems.

Note: Furniture layouts are provided as examples and may vary.

Standard Finishes

- Floor—base building standard carpet (carpet tile or rolled goods)
- Walls—paint or unfinished to suit substrate (**Note:** partitions may be traditional construction or reusable partition systems (e.g., movable, demountable) see [section A3.2.](#))

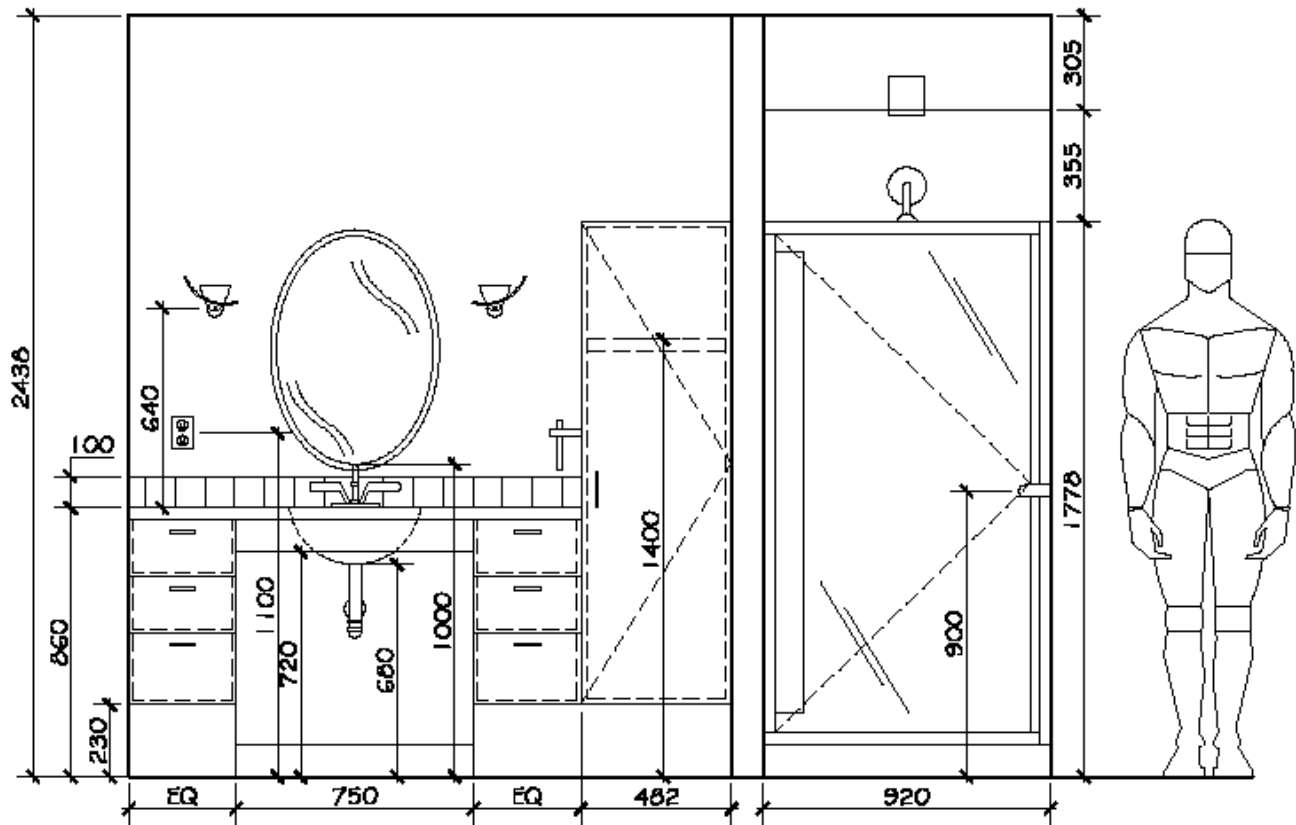
Standard Electrical Requirements

- For 10 m² offices, 3 standard electrical duplex receptacles per office (2 circuits)
- Any circuit can be common for a maximum of four offices
- 2 image/voice/data outlets (**Note:** client to provide actual connectors and jacks, typically RJ45 with multiple jacks.)
- Base building lighting (may be relocated) with 1 separate switch/light control and dual technology motion sensor

Standard Mechanical Requirements

- See mechanical requirements set out for Typical Office Layout—Associate Deputy Minister ([section B4.1](#))

Typical Washroom Millwork (elevation)—Minister and Deputy Minister



Summary

Area accommodates average requirements for washroom including built-in shower with standard glass shower door and frame assembly, hanging storage, vanity with basin and drawer storage, mirror and wall mounted lighting.

Backing to be provided in shower walls and around toilet to accommodate grab bars if required by future occupants.

Countertop and backsplash finishes to suit application and respect criteria outlined in [section A5.1](#). Mid-range quality fittings, hardware and accessories included as shown.

Standard Electrical Requirements

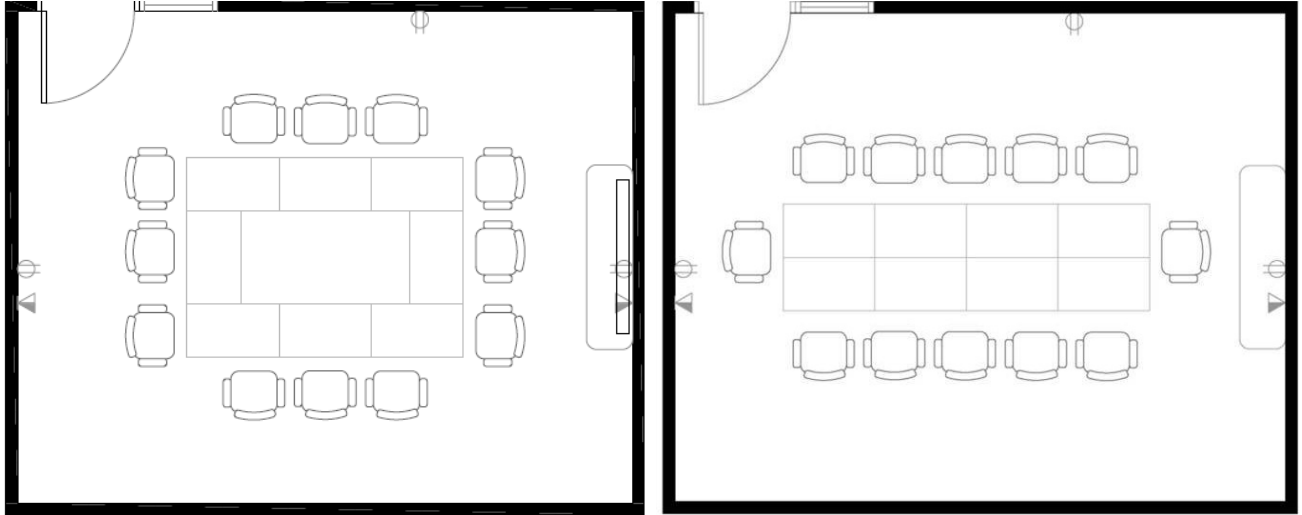
- 1 electrical duplex GFI (ground fault interrupter) receptacle

Meeting Room

30 m² (325 ft²)

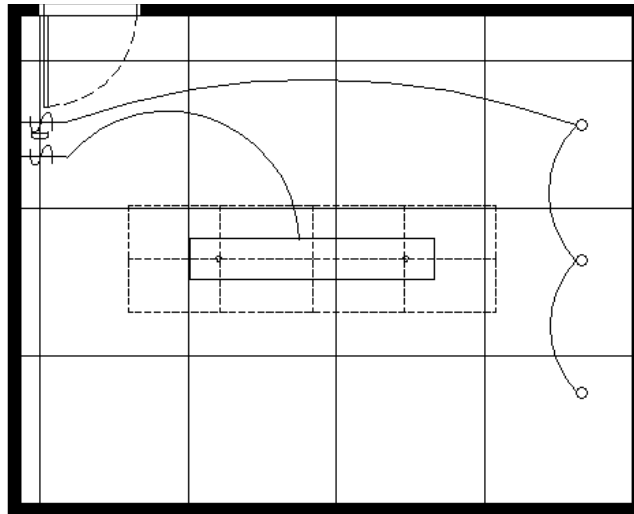
Examples of Meeting Room Layouts

30 m² (325 ft²)



Meeting Room (reflected ceiling)

30 m² (325 ft²)



Summary

Meeting rooms accommodate a meeting table, chairs for 12 people and an audiovisual board. The room should allow for comfortable circulation space and room for a presenter to function comfortably at one end. The meeting room table should be mobile and comprised of smaller modular tables put together to maximize functionality.

Standard Finishes

- Floor—base building standard carpet (carpet tile or rolled goods)
- Walls—paint or unfinished to suit substrate

Standard Electrical Requirements

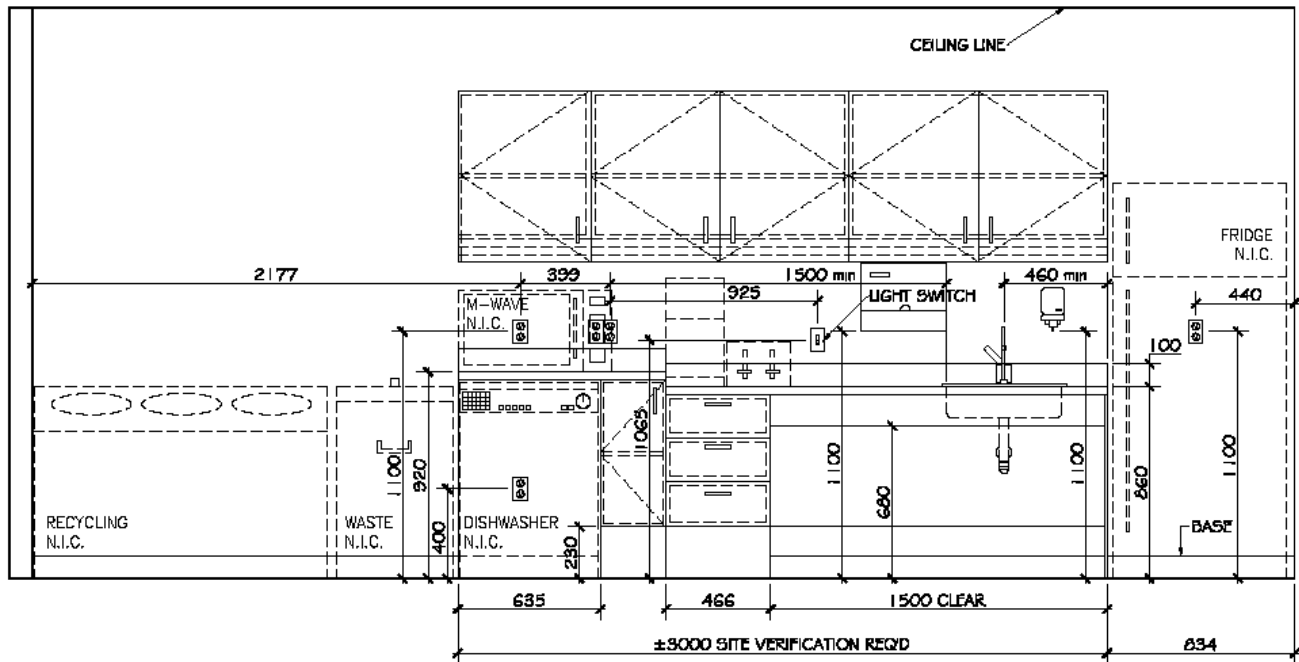
- 4 standard and 1 floor mounted electrical duplex receptacles (2 circuits) (**Note:** circuits may be common with other areas)
- 3 image/voice/data outlets; 1 only floor mounted (**Note:** client to provide actual connectors and jacks, typically RJ45 with multiple jacks.)
- Base building lighting with motion sensor
- Direct/indirect suspended luminaire(s) to suit meeting (table) function on a separate switch/light control and motion sensor
- Dimmable perimeter/accent lighting to support presentation function on a separate switch/light control and motion sensor

Standard Mechanical Requirements

- Dedicated thermostat control c/w dedicated terminal unit
- Supply and return air diffuser(s)/grille(s)
- Acoustically lined transfer duct for full height partitions (slab-to-underside-ceiling-with-plenum-barrier)
- Cooling capacity to meet demand
- Ventilation capacity to meet demand c/w CO₂ monitoring and controls
- Mechanical equipment and elements to be selected to support the room noise rating

B4.2 Support Spaces

Typical Kitchenette Millwork (elevation)—Ministerial and Deputy Ministerial Suites



Summary

Area accommodates average storage requirements, recycling centre and trash as well as a full size fridge and countertop appliances (appliances not included). Design allows for barrier-free access to sink and counter. Paper towel and soap dispensers provided.

All finishes to suit application and respect criteria outlined in [section A5.1](#).

Standard Electrical Requirements

- 2 standard dedicated circuit duplex receptacles (microwave and fridge)
- 2 standard split circuit duplex receptacles for other countertop appliances
- 1 separate switch/light control for under cabinet lighting

Standard Mechanical Requirements

- hot water, cold water, drain and vent piping for kitchen sink
- kitchen exhaust fan c/w on/off switch (exhaust to exterior if economical and feasible)
- supply air diffuser(s) and grilles(s)
- no return air to base building system

B5. Costing

B5.1 Cost Estimates

Project managers and project officers are requested to follow the format shown in [section A7.1: Fit-up Cost Estimate](#) when preparing their cost estimates for fit-up projects. This breakdown will help to determine those types of fit up elements that are more often associated with increased costs.



Section C: Quasi-judicial Accommodations



C1. Introduction

C1.1 General Information

Overview

The following section has been developed to address the special fit-up requirements of quasi-judicial accommodation as provided by PSPC in accordance with the *Accommodation Management Framework*. This section defines a “bundle of goods” that may be provided within the existing space allocation standards for quasi-judicial functions.

Quasi-judicial accommodations are based on the general administrative office space with some additional allowances. The most notable are the provision of: closed offices for Governor in Council (GIC) appointed members; a secure (public) reception area; additional hard walled support spaces; and dual circulation, as described under [sections C2.2](#) and [C3.1](#). These additional allowances provide quasi-judicial organizations with increased flexibility to customize their space to suit their particular program requirements.

In addition to the individual workspace and support space requirements of quasi-judicial accommodations, special purpose space (SPS) may be required. Although the very nature of SPS precludes any standardization, research indicates the following types are characteristic to quasi-judicial occupancies:

- hearing rooms, with or without translation, transcription/recording rooms;
- large centralized or regional case file rooms, where long periods of on-site retention are specifically required by law.

Refer to the *Guidelines for Special Purpose Space* for criteria used to determine SPS designations.

C1.2 Application

This section applies to quasi-judicial accommodations. Quasi-judicial accommodation is used by certain departments and agencies in support of a mandate to render decisions and actions that are legally binding, but not governed by judicial organizations, such as courts.

The functions of organizations that are quasi-judicial in nature may include investigation and review of practices, protocols and individuals (victims, offenders, witnesses, members of the public) related to quasi-judicial cases, hearings, enquires and/or complaints. These functions involve face-to-face contact with members of the public and are directly related to the mandates of the organizations as well as their capacity and legislative authority to deliver judgments or binding decisions.

These organizations may also have “Headquarters” or other operations that are general administrative in nature. Therefore, each location should be carefully assessed to first confirm the function and subsequently the appropriate category of space.

Key points of clarification when managing accommodation for quasi-judicial functions include:

- No single department is completely quasi-judicial in nature. Therefore, client departments are not universally categorized as being “quasi-judicial”, but rather as departments that require some quasi-judicial accommodations to execute their federal mandate;
- Quasi-judicial accommodations are not limited to particular buildings or regions, but rather to certain occupancies;
- Quasi-judicial accommodations are a type of general-purpose office space, although, as previously noted, quasi-judicial accommodations may also have SPS requirements; and
- Quasi-judicial accommodations differ from judicial space in that judicial space is reserved for courts that render legally binding decisions with authority found in Canadian criminal and civil code (e.g., Tax Court of Canada, Federal Court, Supreme Court).

Organizations that require space for the purpose of quasi-judicial functions, may include, but are not limited to: boards, tribunals, bureaus, commissions and authorities. Some examples of departments that use quasi-judicial accommodations include: Immigration and Refugee Board, Security Intelligence Review Committee, and the National Parole Board.

C2. Standards

C2.1 Fit-up Elements and Funding Accountabilities

The following chart identifies fit-up elements and funding accountabilities related to the special fit-up requirements for quasi-judicial accommodations. All standard fit-up elements not included in this chart are provided and funded in accordance with the general administrative office space standards as described in [section A](#).

PSPC is responsible for initial fit-up of the space based on the functional and operational requirements of the end user. Changes to existing offices during the term of the occupancy are funded by the department or agency as a tenant service.

A. Interior Construction

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Other
1. Partition Walls			
(a) Offices for GIC appointees <ul style="list-style-type: none"> slab to underside of ceiling with insulation and plenum barriers (enhanced speech privacy). (<i>Note:</i> glazing treatments may be appropriate for increased light transfer and visual access but are not recommended when speech privacy is a priority.) 			Yes ¹
(b) Support spaces <ul style="list-style-type: none"> Public reception and waiting area—slab to underside of ceiling with insulation (standard speech privacy). Interview, counsel, break-out, discovery and similar rooms, client waiting areas—slab to underside of ceiling with insulation and plenum barriers (enhanced speech privacy). Employee washrooms (supported by a TRA based Security Design Brief)—slab to slab construction. 			Yes ¹
2. Doors and frames			
(a) Employee washrooms—doors provided with transfer grills.			Yes ¹
3. Door hardware			
(a) Employee washrooms—cylinder with thumb turn lock.			Yes ¹
4. Interior specialties			
(a) Cabinetry and millwork.			Yes ¹
(i) Service counters in reception area.			Yes ¹
(ii) Counter in employee washroom.			Yes ¹

B. Services

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Other
1. Plumbing systems (a) Employee washrooms—fixtures and accessories for two-piece washroom to match base building quality.			Yes ¹

1. Client cost—**NOT** subject to the non-compliance approval process.

C2.2 Office and Support Space Allocations

This section describes standard provisions for some typical quasi-judicial accommodation and support space allocations.

These allocations are provided in addition to the space provided for general administrative office space identified in [section A](#). Together, they must be managed within the space allocation standards for quasi-judicial accommodation. Office and support spaces beyond those that can be accommodated within the standard quasi-judicial space allocation will be considered non-compliant and subject to the Approvals and Governance process outlined in [section A2](#).

Office Space

Closed Offices for Governor in Council (GIC) Appointees

Enclosed spaces are provided for GIC appointees. The office size may range from 10 m² for EX-1 positions and up to 14 m² for EX-2 positions to suit the priorities and typical levels of members within each organization. However, one size is applied consistently within each organization to allow for long-term flexibility as appointments change. Enclosed spaces are to be located on the interior where building conditions allow.

Part-time appointees must share offices, wherever possible—typically at a 3:1 or 2:1 ratio, as appropriate.

Support Space

In addition to the common support spaces outlined in [section A](#) and the *GCworkplace Design Guide* quasi-judicial operations typically require spaces to support their public-contact activities. It is expected that the type, quantity, size, configuration and placement of these spaces will vary with each occupancy and site condition.

The following are descriptions of some typical quasi-judicial support functions.

Reception and Waiting Areas

A secure reception area with seating is typically provided adjacent to the main entrance or elevator lobby as appropriate to provide the visibility and accessibility required by the particular operation.

These spaces are provided in support of hearing room functions. They are the main point of entry for claimants, appellants, their family, friends, counsel and others involved in the hearing process. They must accommodate a reception desk or counter, seating and coat storage as required by average client volumes and adequate

circulation space. In some cases, a security officer may be accommodated within or adjacent to the reception area to oversee activities and traffic flow.

Multi-floor occupancies are typically served by one large reception area.

Maximum area: to suit (within space allocation standards)

Floor finish: resilient, ceramic tile or base building standard carpet to suit operational and site conditions

Wall finish: paint and/or wall covering or unfinished to suit substrate

Lighting: base building

Counsel Rooms/Interview Rooms

See [section C4.1](#) for a drawing that illustrates the typical size and configuration of a counsel/interview room. These rooms may also be referred to as mediation or deliberation rooms and are intended for the use of claimants or appellants and their counsel prior to the start of a hearing. One or more of these rooms may be provided for a variety of similar functions that typically involve a one-on-one or two-on-one exchange or gathering and recording of information.

Maximum area: 14 m²

Floor finish: base building standard carpet

Wall finish: paint or unfinished to suit substrate

Lighting: base building with separate switching

Quasi-judicial Work Rooms

These rooms are provided for a variety of related functions e.g., breakout rooms, alternative dispute resolution rooms, case preparation rooms, case review rooms, tactical rooms and appointees' rooms. They should be sized to suit the particular capacity required, and fit up as meeting rooms.

Employee Washrooms

See [section C4.2](#) for drawings that illustrate the typical size and configuration for employee washrooms. A dedicated accessible two-piece washroom is provided where public access to base building washrooms present security concerns for the employees.

Maximum area: as required to meet CAN/CSA B651 *Accessible Design for the Built Environment*

Floor finish: ceramic tile

Wall finish: ceramic tile and paint or unfinished to suit substrate

Lighting: base building with separate switching

Waiting Rooms/Detention areas

These rooms may be required (based on a threat and risk assessment) to maintain control of detainees brought to attend a hearing. The detainees are held in these rooms for short periods of time prior to or following a hearing and during breaks. The size and type of detention area varies. It may consist of an individual holding room only or also require a security guard area and/or separate washroom.

Maximum area: to suit (within space allocation standards)

Floor finish: base building standard carpet

Wall finish: paint or unfinished to suit substrate

Lighting: base building with separate switching

C3. Planning

C3.1 Planning and Design

The planning and design principles described in [section A1](#) and the *GCworkplace Design Guide* are to be applied, to the greatest extent possible, to quasi-judicial accommodation. Opportunities for collocation with similar organizations should be considered and encouraged, where appropriate.

Security Requirements

Security requirements are of particular importance in the context of quasi-judicial accommodation. They must be based on a threat and risk assessment, highlighted at the project definition phase, well defined during the project identification stage, and signed off by the departmental security officer. This will ensure the acquisition of appropriate space and the development of optimal layouts.

Dual circulation is a security based requirement common to many quasi-judicial accommodations. Additional entry points and corridors may be required for some quasi-judicial occupancies to separate public (e.g., hearing and mediation rooms) from private (employee) areas and, in some cases, to provide alternative passage for different client groups (e.g., victims and offenders, witnesses and accused). For similar reasons, some quasi-judicial hearing rooms require two means of entry/exit. The space allocation standards should, in most cases, accommodate dual circulation requirements.

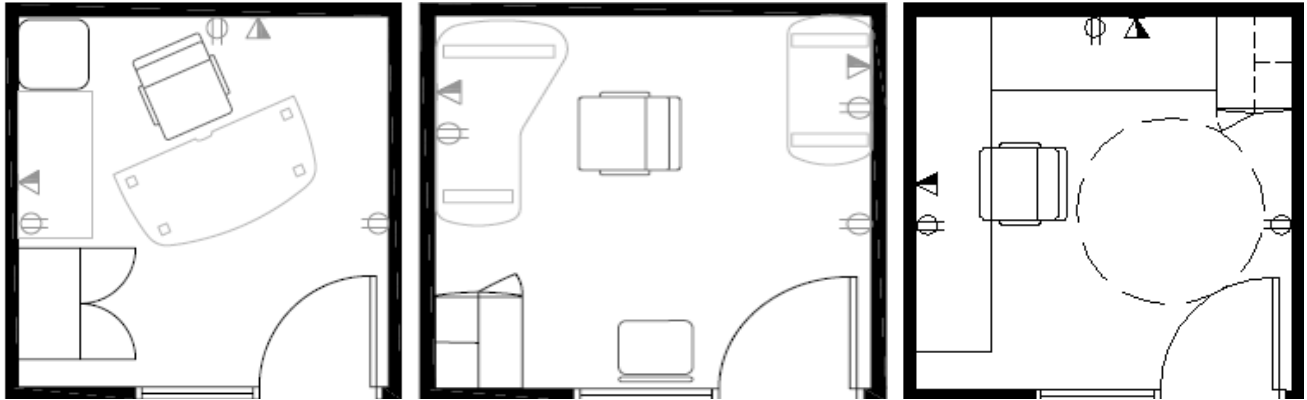
The following sample floor plans illustrate these planning considerations as applied to the standard allocations for quasi-judicial accommodation and support space.

C4. Sample Detail Drawings

C4.1 Support Space

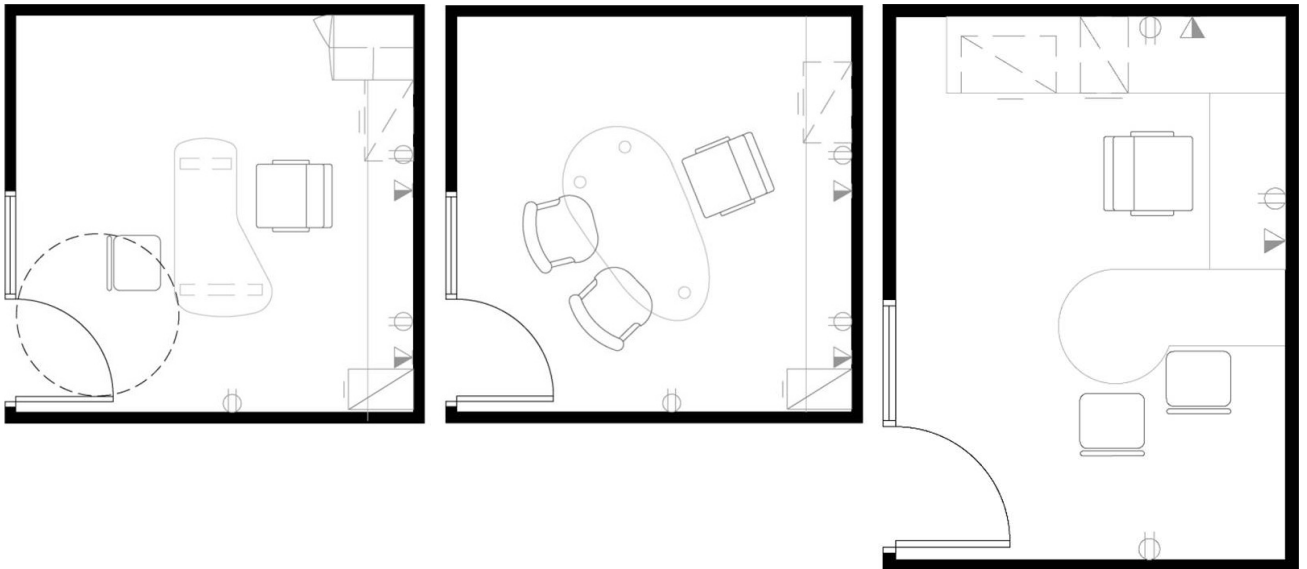
GIC Appointee Enclosed Offices

Examples of Enclosed Office Layouts
10 m² (100 ft²)



Note: This example provides for fully accessible office.

Examples of Enclosed Office Layouts
14 m² (150 ft²)



Note: This example provides for fully accessible office.

Summary

Offices accommodate average requirements for work surfaces, shelving, storage and filing. Furniture can be freestanding or hung from reusable partition systems.

Note: Furniture layouts are provided as examples and may vary.

Standard Finishes

- Floor—base building standard carpet (carpet tile or rolled goods)
- Walls—paint or unfinished to suit substrate (*Note:* partitions may be traditional construction or reusable partition systems (e.g., movable, demountable) see [section A3.2.](#))

Standard Electrical Requirements

- For 10 m² offices, 3 standard electrical duplex receptacles per office (2 circuits)
- For 14 m² offices, 3 standard electrical duplex receptacles per office (2 circuits)
- Any circuit can be common for a maximum of four offices
- 2 image/voice/data outlets (*Note:* client to provide actual connectors and jacks, typically RJ45 with multiple jacks.)
- Base building lighting (may be relocated) with 1 separate switch/light control and dual technology motion sensor

Standard Mechanical Requirements

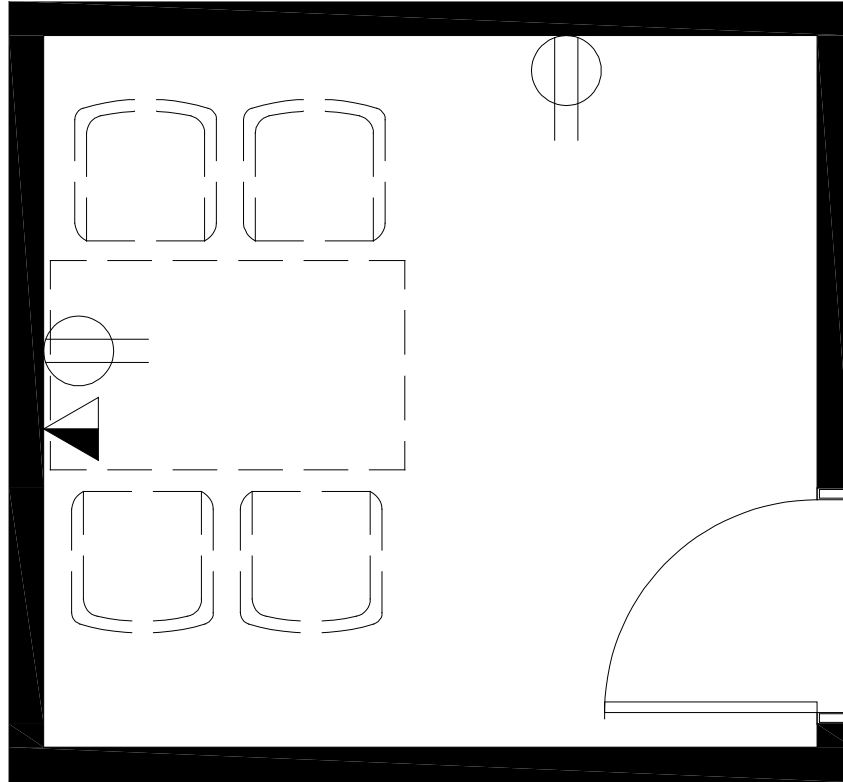
Interior zone:

- One (1) terminal unit with dedicated thermostat for every 2 offices
- Supply and return air diffuser(s)/grille(s)
- Acoustically lined transfer duct for full height partitions (slab to slab or slab-to-underside-ceiling-with-plenum-barrier)

Perimeter zone (where required):

- Dedicated thermostat with control of terminal units and perimeter system
- Supply and return air diffuser(s)/grille(s)
- Acoustically lined transfer duct for full height partitions (slab to slab or slab-to-underside-ceiling-with-plenum-barrier)
- Mechanical equipment and elements to be selected to support the room noise rating.

Typical Counsel/Interview Room Layout



Summary

Space accommodates a small table and seating for 2 to 4. Configurations may vary.

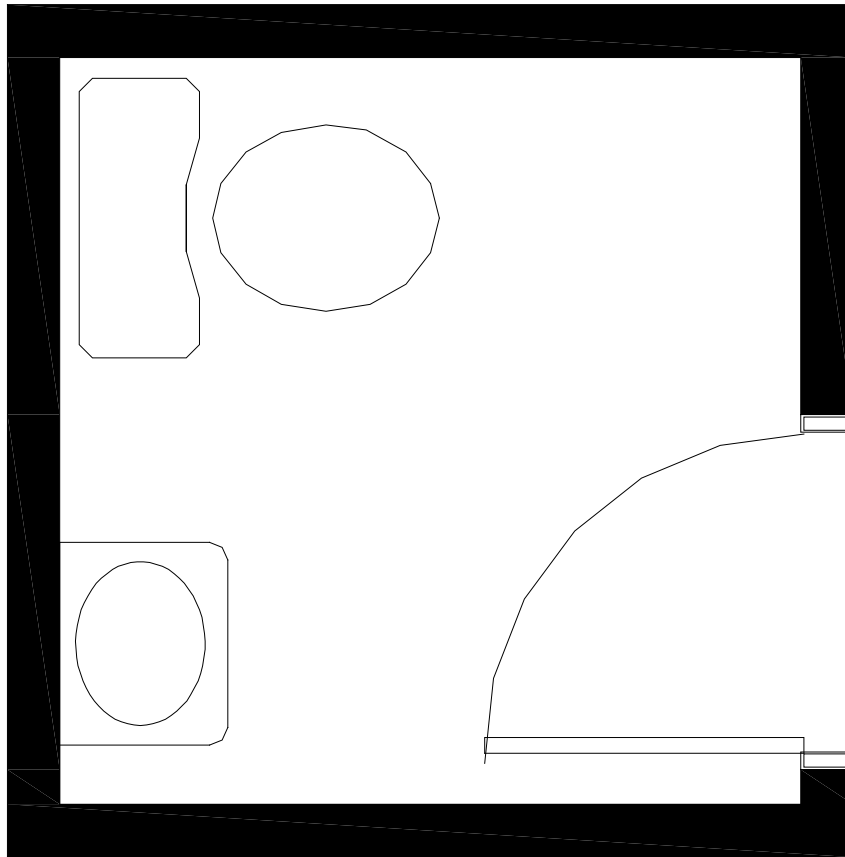
Standard Electrical Requirements

- 2 standard electrical duplex receptacles
- 1 image/voice/data outlet (**Note:** client to provide actual connectors and jacks, typically RJ45 with multiple jacks.)
- separate switch/light controls as required

Standard Mechanical Requirements

- individual thermostat control c/w dedicated terminal units (VAV box, fan coil unit)
- supply and return air diffuser(s)/grille(s)
- transfer return air fan c/w on/off switch for full height partitions

C4.2 Typical Employee Washroom



Summary

Area accommodates average requirements for a 2-piece washroom (basin and toilet). Accessories to include mirror, dispensers for paper towel, soap and toilet paper, and disposal receptacle(s). Grab bars to be provided as required to meet current accessibility standards. Fixtures, fittings and accessories are to match base building standard. Basin vanity or separate counter provided.

Standard Electrical Requirements

- no power provided

Standard Mechanical Requirements

- supply and return air diffuser(s)/grille(s)
- transfer return air fan c/w on/off switch for full height partitions
- exhaust c/w exhaust air grille
- water closet and basin c/w sanitary, vent, hot and cold water and insulation
- noise abatement as required
- transfer return air fan c/w on/off switch for full height partitions

C5. Costing

C5.1 Cost Estimates

Project managers and project officers are requested to follow the format shown in [section A7.1: Fit-up Cost Estimate](#) when preparing their cost estimates for fit-up projects. This breakdown will help to determine those types of fit-up elements that are more often associated with increased costs.



Section D: Call/Contact Centres Accommodations



D1. Introduction

D1.1 General Information

Overview

This section has been developed to address the special fit-up requirements of call/contact centre accommodation as provided by PSPC in accordance with the *Accommodation Management Framework*. It defines the quantity and quality (the “bundle of goods”) of fit-up elements that may be provided within the existing space allocation standards for general administrative office space functions.

Call/contact centres are based on the generic approach of the standards for general administrative office space in [section A](#) with some additional allowances to meet the special operational requirements of call/contact centres. The most notable are the provision of additional hard walled support spaces, and the provision of lunchroom/lounges/kitchenettes with lounge space, doors, the allowance for high-density acoustic ceiling tiles, direct and indirect lighting and the allowance for the partial use of glazed furniture panels.

These allowances are described in [section D2.2: Office and Support Space Allocations](#) and [section D3.1: Planning and Design](#), and provide increased flexibility to customize call/contact centre space to suit particular program requirements.

D1.2 Application

This section applies to federal call/contact centre office space. Call/contact centre office space is used by certain departments and agencies in support of a mandate to respond to a high volume of enquiries regarding their programs and services.

The functions of organizations that are call/contact centres include: responding to the public and public servants about specific government initiatives or ongoing programs and services; and processing requests for services or information. These functions primarily involve telephone contact with members of the public and employees and services may also be provided until late in the evening and on weekends. Training is ongoing due to a high turnover of staff and the requirement to update staff about new programs and program changes.

Key points of clarification when managing accommodation for call/contact centres include:

- Most departments and agencies have some type of public contact function. Call/contact centres refer to specific organizations within departments whose mandate is to respond to a high volume of calls on programs and services. Therefore, client departments are not universally categorized as being “call/contact centres”, but rather as departments that require some call/contact centre office space to execute their federal mandate.
- Call/contact centre office space is not limited to particular buildings or regions, but rather to certain occupancies.
- Call/contact centres are also characterized by the high degree of specialized technology required to operate their activities.
- Call/contact centre office space is a type of general-purpose office space, although, call/contact centre offices may also have unique space requirements.

D2. Standards

D2.1 Fit-up Elements and Funding Accountabilities

The following chart identifies fit-up elements and funding accountabilities related to the special fit-up requirements for call/contact centre office space. All standard fit-up elements not included in this chart are provided and funded in accordance with the general administrative office space. PSPC is responsible for initial fit-up of the space based on the functional and operational requirements of the end user. Changes to existing offices during the term of the occupancy are funded by the department or agency as a tenant service.

A. Interior Construction

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Other
1. Partition Walls			
(a) Public Reception and Waiting Area slab to underside of ceiling with insulation (standard speech privacy).			Yes ¹
(b) Coaching/Interview rooms-slab to underside of ceiling with insulation (enhanced speech privacy).			Yes ¹

1. Client cost—**NOT** subject to the non-compliance approval process. Security requirements must be based on a Threat and Risk Assessment (TRA), Security Design Brief or Security Site Brief, signed off by the Departmental Security Office (DSO) and properly documented on the project file.

B. Interior Construction

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Other
1. Doors and frames			
(a) Kitchenettes			
(i) Flush, solid core wood door, standard height and width (6'-8" or 7'-0" × 3'-0" wood veneer or paint finish w. door sweep).		Yes	
2. Interior Finishes			
(a) Office and Support Areas			
(i) Ceiling Finishes			Yes ¹
• High density acoustic tile.			
(ii) Floor Finishes			Yes ¹
• Raised floor systems and ramps, epoxy or other special treatments to suit client requirements.			

1. Client cost—**NOT** subject to the non-compliance approval process. Security requirements must be based on a Threat and Risk Assessment (TRA), Security Design Brief or Security Site Brief, signed off by the Departmental Security Office (DSO) and properly documented on the project file.

C. Furnishings and Equipment

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Other
1. Furniture and Equipment			
(a) Furniture and Equipment			
(i) Panels/screens complete with service poles (midrange quality element system, non-acoustic class with power/data capability).		Yes	
(ii) Panels/screens with partial glazing. See section D2.3.		Yes	

D. Services

Elements	PSPC Funded	PSPC Funded in Non-reimbursing Occupancy	Other
1. Plumbing Systems			
(a) Dishwasher, energy efficient, commercial style			Yes ¹
2. Electrical Systems			
(a) Lighting			
(i) Modifications to base building fixtures to include direct and indirect lighting fixtures.			Yes ¹
(ii) Sound masking		Yes	

1. Client cost—**NOT** subject to the non-compliance approval process. Security requirements must be based on a Threat and Risk Assessment (TRA), Security Design Brief or Security Site Brief, signed off by the Departmental Security Office (DSO) and properly documented on the project file.

D2.2 Office and Support Space Allocations

This section describes standard provisions for typical call/contact centre office and support space allocations. These allocations must be managed within the *Space Allocation Standards* for general-purpose office space. Office and support spaces beyond those that can be accommodated within the standard call/contact centre office space allocation will be considered non-compliant and subject to the Approvals and Governance Process outlined in [section A2](#).

Office Space

Open Workstations

A single floor, open plan, is the preferred type of office space for call/contact centres. Open workstations, adaptable to team or individual configurations, are assigned to all personnel in open plan call/contact centre environments. Workstation sizes vary according to specific site conditions and functional requirements of the space. As call/contact centres require a high number of employees to carry out their functions, smaller workstations are typical. Call/contact centre employees are typically required to be at their workstations for 90% of the day, and equipment may include two monitors. Workstation sizes will vary to suit the needs of the organization but will not exceed 3.7 m² for agents. Workstations for supervisors, quality assurance, information technology, phone traffic control and administrative staff will not exceed 5.9 m². Part time/shift workers are to share workstations where possible. Possible workstation configurations are outlined in [section D4.1](#).

Support Space

Call/contact centres require common support spaces outlined in [section A](#) and the *GCworkplace Design Guide*, however the allocation of support space differs due to the higher number of employees and type of work. Call/contact centres typically require spaces to support extensive training activities and provide adequate kitchen, eating and lounge areas for staff working on various shifts with short meal periods. As workstations may be shared, and storage within workstations is limited, locker rooms are required. Due to the high number of employees per supervisor and the high level of turnover of staff, coaching rooms are required to provide feedback to employees and staffing reception areas are required to support recruitment. The type, quantity, size, configuration and placement of these spaces will vary with each occupancy and site condition.

The following allocations are provided for call/contact centre support space:

Meeting Rooms

Meeting rooms provide enclosed spaces for meetings, presentations, collaborative work and recruitment drives. Retractable walls between training and meeting rooms are recommended to provide additional flexibility. The following table summarizes provisions for meeting rooms for various population ranges.

FTEs per call/contact centre	Size of Meeting Room			Total
	Small 30 m ² seats 12	Medium 50 m ² seats 18	Large 60 m ² seats 20+	
25–50	–	1	–	1
51–75	2	–	–	2
76–100	2	1	–	3
101–125	1	2	–	3
126–150	1	1	1	3
151–175	–	2	1	3
176–200	–	1	2	3

Maximum area: to suit requirements (within space allocation standards)

Floor finish: base building standard carpet

Wall finish: paint and/or unfinished to suit substrate

Lighting: base building

Training Rooms

Due to turnover of staff and frequent changes in programs and services, training is an on-going requirement for call/contact centres. As some call/contact centres experience seasonal fluctuations, areas that can be quickly converted from training rooms to workstations are desired. Retractable walls between training and meeting rooms are recommended to provide additional flexibility. Freestanding, mobile furnishings are recommended. Raised flooring may facilitate conversion of training rooms.

Allocations for Training Rooms

FTEs per call/ contact centre	Number of Training Rooms	Size of Training Room
25–50	1	30 m ²
51–125	1	40 m ²
126–225	2	68.8 m ²
Over 225	2	85 m ²

Maximum area: to suit requirements (within space allocation standards)

Floor finish: base building standard carpet

Wall finish: paint and/or unfinished to suit substrate

Lighting: base building

A sample layout of a call/contact centre training room is included in [section D4.2](#).

Coaching/Interview Rooms

Most call/contact centre supervisors are responsible for 10–15 agents and each agent is assessed several times per month. Coaching/interview rooms provide space for one-on-one coaching and to address particular employee needs. Coaching rooms may also be used to conduct interviews with potential staff. Allocations for interview rooms are as follows:

FTEs per call/ contact centre	Number of 10 m ² spaces
25–50	1
51–75	2
76–100	3
101–150	4
151–200	5

Maximum area: 10.0 m²

Space accommodates typical office desking, storage and seating for four people. Data lines are required to facilitate coaching on systems. Configurations may vary. Space must meet CAN/CSA B651-12 *Accessible Design for the Built Environment*.

Floor finish: base building standard carpet

Wall finish: paint or unfinished to suit substrate

Lighting: base building with separate switching

A typical layout of a coaching/interview room is included in [section D4.2](#).

Lunchroom/Lounge/Kitchenette

Due to the number of staff, extended hours and short lunch periods, lunchroom facilities must be adequate to accommodate both food preparation, vending machines, and an eating area. Counter space must be sufficient to accommodate multiple microwaves, coffee makers and other equipment. Lounge space may be provided to allow for collaborative spaces for employees to relax and socialize, as personal interaction is typically not permitted in the call/contact centre service areas. Lunchroom areas may be combined to create larger areas depending on site conditions.

FTEs per call/ contact centre	# and size of areas	Lin. mm of counter and upper/lower stor- age in each area
25–50	one 40–60 m ²	4,800 (16')
51–75	two 40–60 m ²	4,800 (16')
76–100	two 40–60 m ²	4,800 (16')
101–150	two 40–60 m ²	4,800 (16')
151–200	three 40–60 m ²	4,800 (16')

See [section D4.2](#) for a drawing that illustrates the typical provisions for a lunchroom/lounge/kitchenette including descriptions of standard finishes and mechanical and electrical provisions.

Entrance doors are permitted on call/contact centre kitchenettes in order to reduce noise transfer to the call/contact centre work area.

Locker Areas

Due to the large number of staff, size of workstation and the fact that workstations may be shared, locker areas for storage of personal items are required.

Allocation of locker rooms is as follows:

FTEs per call/ contact centre	Number of 14 m ² spaces
25–50	1
51–125	2
126–200	3

See [section D4.2](#) for a typical locker area layout including descriptions of standard finishes and mechanical and electrical provisions. Locker areas would ideally be located near the entrance and kitchen areas.

Shared Equipment Areas

Shared equipment areas may be open or semi-enclosed but entrance doors are not provided. The following summarizes provisions for shared equipment areas for various population ranges:

FTEs per call/ contact centre	# and size of areas	Lin. mm of counter and upper/lower stor- age in each area
25–50	one 10–14 m ²	2,400 (8')
51–100	two 10–14 m ²	2,400 (8')
101–150	three 10–14 m ²	2,400 (8')
151–200	four 10–14 m ²	2,400 (8')

See [section D4.1](#) for a drawing that illustrates the typical provisions for a shared equipment area including descriptions of standard finishes and mechanical and electrical provisions.

Quiet Rooms

These are spaces intended for the shared use of personnel who normally occupy open workstations. They provide an enhanced acoustical environment for a private telephone call, to support work requiring a high level of concentration, or similar functions. The following table summarizes provisions for quiet rooms for various population ranges:

FTEs per call/ contact centre	Number of 5 m ² spaces
25–50	1
51–100	2
101–150	3
151–175	4
176–200	5

See [section D4.1](#) for a drawing that illustrates the typical provisions for quiet rooms including descriptions of standard finishes and mechanical and electrical provisions.

Reception and Waiting Areas

A reception area with seating is typically provided adjacent to the main entrance or elevator lobby.

These spaces are provided for the public attending recruitment drives or interviews. These spaces accommodate, seating and coat storage as required by average volumes and adequate circulation space.

Multi-floor occupancies are typically served by one large reception area.

Maximum area: to suit (within overall space allocation standards)

Floor finish: resilient, ceramic tile or base building standard carpet to suit operational and site conditions

Wall finish: paint or unfinished to suit substrate

Lighting: base building

Other Support Spaces

Call/contact centres may also have requirements for specialized telecommunications equipment. Dedicated equipment or telecommunications rooms will be provided to suit as required within overall space allocation limits.

D2.3 Standards for Furniture Panels/Screens

Panels are used to provide visual privacy in open-plan office environments. Panel height, classification and finish are described below. The nature of call/contact centre work requires that there be visual contact between team members and with team leaders and managers. At the same time, there is a need to maintain as much acoustic privacy as possible.

For call/contact centres glazed panels with a maximum height of 38 cm (15") are allowed as required for visual contact within the call/contact centre as long as the overall maximum height is not exceeded. Fully glazed panels and sliding panels do **NOT** comply with the standards.

Clients may also purchase accessory items such as mobile whiteboards or add-on translucent or mesh dividers/toppers to create visual privacy with lower screen heights (maximum screen height cannot be exceeded).

A sample layout of call/contact centre workstations is found in [section D4.1: Typical Workstation Configurations](#).

Freestanding furniture with height adjustable work surfaces is recommended. The ergonomic features of chairs and keyboard trays must be carefully assessed when selecting furniture.

Panels shall meet the *Purchase Description for Workspaces* published by the Acquisitions Branch. The following additional restrictions apply to panel height, classification and finish options. See [section A5.1](#) and the *GCworkplace Design Guide* for planning and workplace design principles.

Height

The maximum height for panels is 1.37 m (54"). Lower panels allow for increased light distribution and airflow and provide seated privacy. Panels that exceed 1.37 m (54") are considered non-compliant.

Classification

Panels shall be non-acoustic class. High performance acoustical panels do **NOT** comply with the Standards.

Finish

Panel finish can be fabric upholstered, metal, veneers (wood) and plastic laminate as long as there is no cost differential. All materials shall be manufactured from recycled or other environmentally appropriate materials that respect the selection criteria identified in [section A5](#), unless reusing or matching existing panels. Glass panels with a maximum height of 610 mm (24") are allowed but the overall maximum screen height cannot be exceeded. Fully glazed panels and sliding panels do **NOT** comply with the Standards.

D3. Planning

D3.1 Planning and Design

The planning and design principles described in [section A1](#) and the *GCworkplace Design Guide* are to be applied, to the greatest extent possible, to call/contact centre accommodation. These principles provide the flexibility to meet the requirements of an organization.

Workstation Layout

A positive work environment is required to attract and retain employees to call/contact centre positions. As call/contact centre agents are required to be at their workstations for the majority of the day, access to natural light and exterior views, as well as visual contact with colleagues and supervisors is critical. Workstations with lower screens and some glazing are preferred. Ergonomic, height adjustable work surfaces and ergonomic chairs and keyboards are recommended. Acoustic control can be improved by arranging agent and supervisor workstations so cross transference of noise is minimized, and by including a sound masking system. Agent workstations should have easy access to water fountains and washrooms to minimize time away from the workstation.

Supervisor workstations should be within visual contact of call/contact centre agents. Supervisors should have easy access to interview rooms to provide feedback and private instruction to agents.

Meeting and Training Rooms

Freestanding, mobile furnishings are preferable for meeting and training rooms to provide for maximum flexibility. Meeting and training rooms should be designed to have the flexibility to use as agent stations during peak periods.

Retractable partitions may be considered for use within meeting and training rooms.

Locker Rooms and Shared Equipment Areas

Staff locker rooms should be located in open areas, ideally close to the entry and the kitchenette. Shared equipment areas should be located as far from agent workstations as possible.

The following sample floor plan illustrates these planning considerations as applied to the standard allocations for call/contact centre office and support space.

D3.2 Sample Plan

Planning Notes and Legend for PL1 Diagram

General Information

Total usable space: 1,829 m² (19,687 ft²)

Total FTEs: 175 (170 workstations, 5 closed offices)

Space per FTE: 11 m²/FTE (118.40 ft²/FTE)

Total open areas: 1,380 m² (14,854 ft²)

Total enclosed areas: 449 m² (4,833 ft²)

Open/closed ratio: 75%/25%

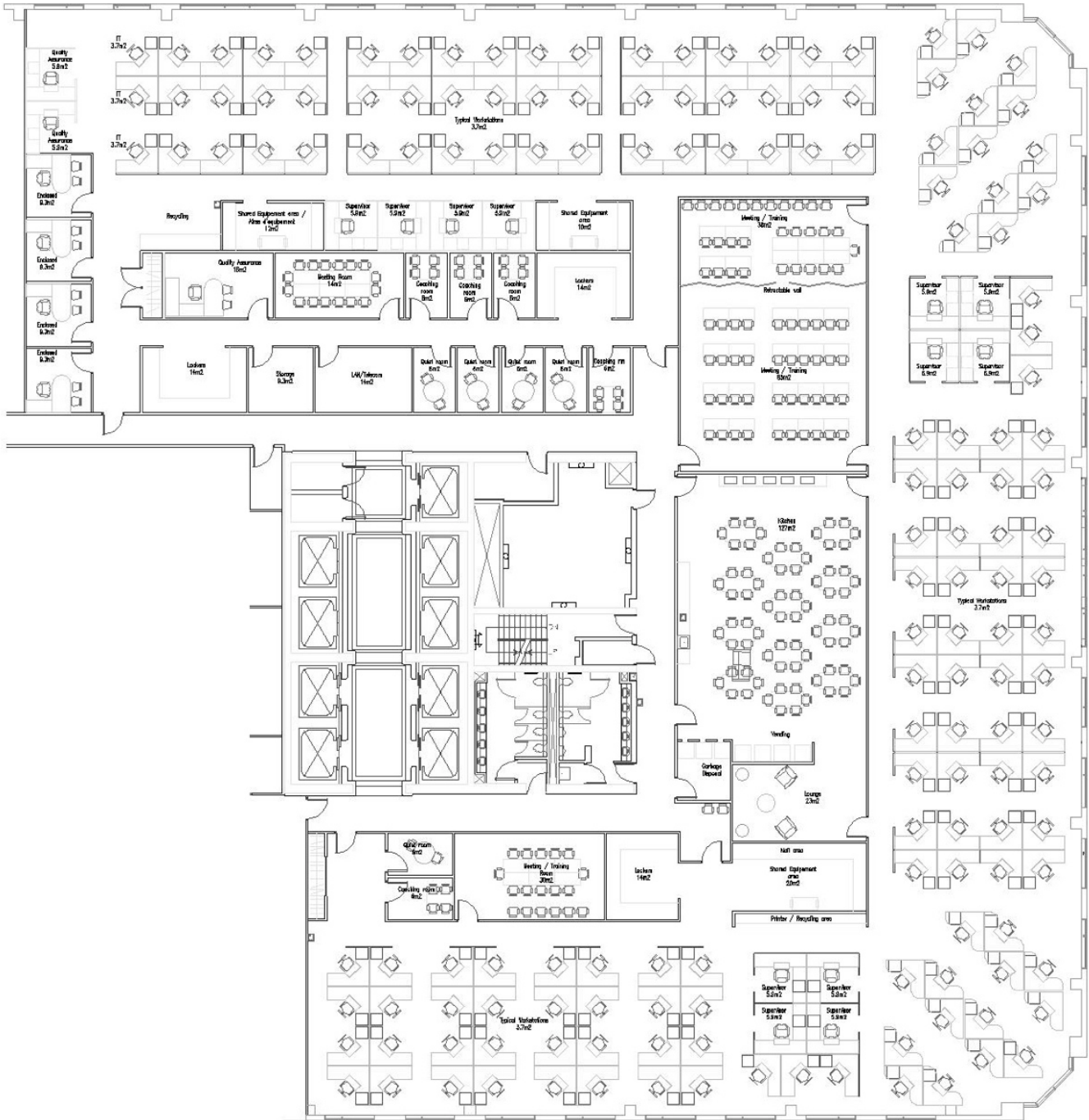
List of Support Spaces

- 3 meeting rooms
- 3 shared equipment/mail area
- 5 quiet rooms
- 1 kitchenette with lounge
- 1 printer/fax/file areas

List of Contact Centre Support Spaces

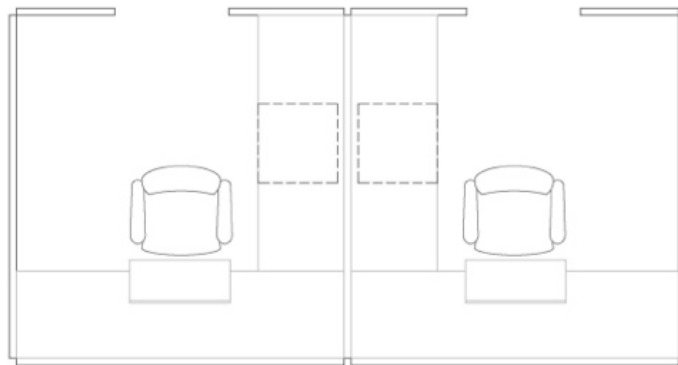
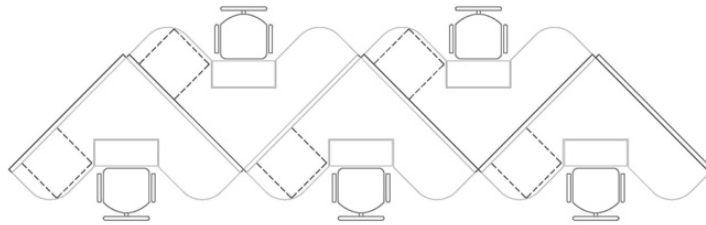
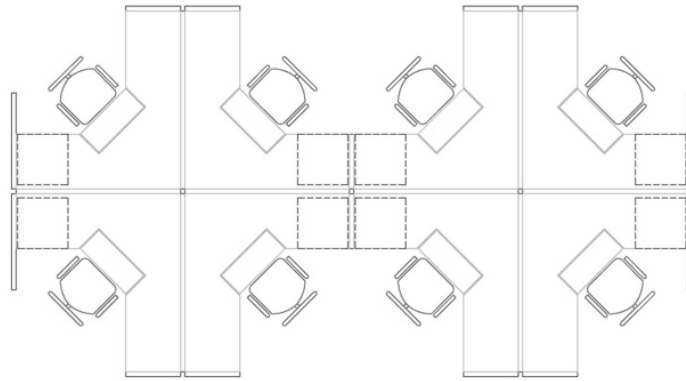
- 5 coaching rooms
- 1 reception area
- 3 locker area
- 3 training rooms

PL1 Diagram



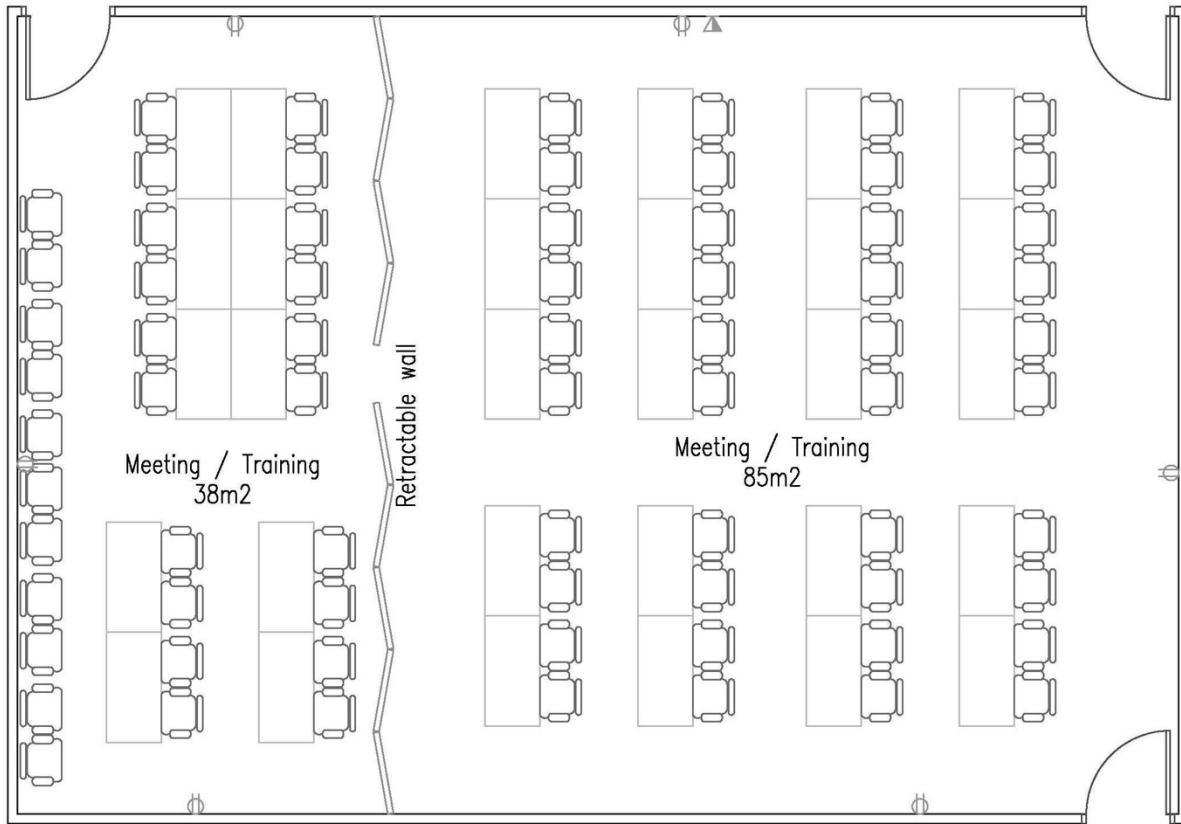
D4. Sample Detail Drawings

D4.1 Typical Workstation Configurations



D4.2 Support Space

Typical Training Room



Summary

Space accommodates typical training tables and seating. Configurations may vary.

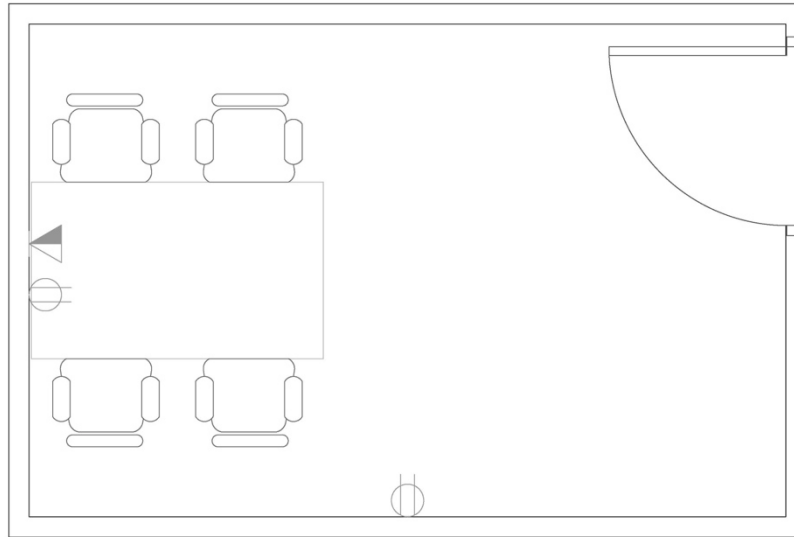
Standard Finishes

- Floor—base building carpet
- Walls—paint or unfinished to suit substrate

Standard Electrical Requirements

- standard electrical duplex receptacles to suit equipment needs
- image/voice/data outlet to suit equipment needs (**Note:** client to provide actual connectors and jacks, typically RJ45 with multiple jacks.)
- separate switch/light controls as required

Typical Coaching/Interview Room Layout



Summary

Space accommodates a small table and seating for 2 to 4. Configurations may vary.

Standard Finishes

- Floor—base building carpet
- Walls—paint or unfinished to suit substrate

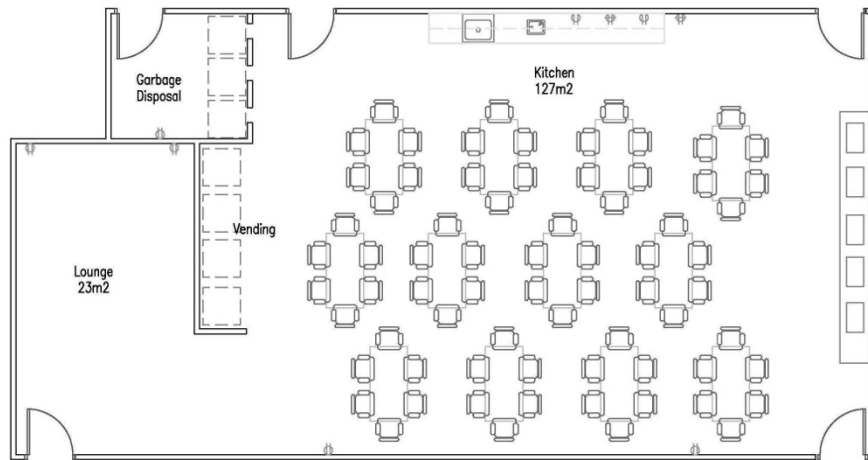
Standard Electrical Requirements

- 2 standard electrical duplex receptacles
- 1 image/voice/data outlet (**Note:** client to provide actual connectors and jacks, typically RJ45 with multiple jacks.)
- separate switch/light controls as required

Standard Mechanical Requirements

- Individual thermostat control c/w dedicated terminal units (VAV box, fan coil unit)
- Supply and return air diffuser(s)/grille(s)
- Transfer return air fan c/w on/off switch for full height partitions

Typical Lunchroom/Lounge/Kitchenette



Summary

Area accommodates tables, seating, average storage requirements, recycling centre and trash as well as full size fridge(s) and countertop appliances (appliances not included). Design allows for barrier-free access to sink. Millwork for upper and lower cabinets is provided.

Standard Finishes

- Floor—resilient sheet or tile
- Walls—paint or unfinished to suit substrate
- Millwork—See [section A5.1: Finishes](#)

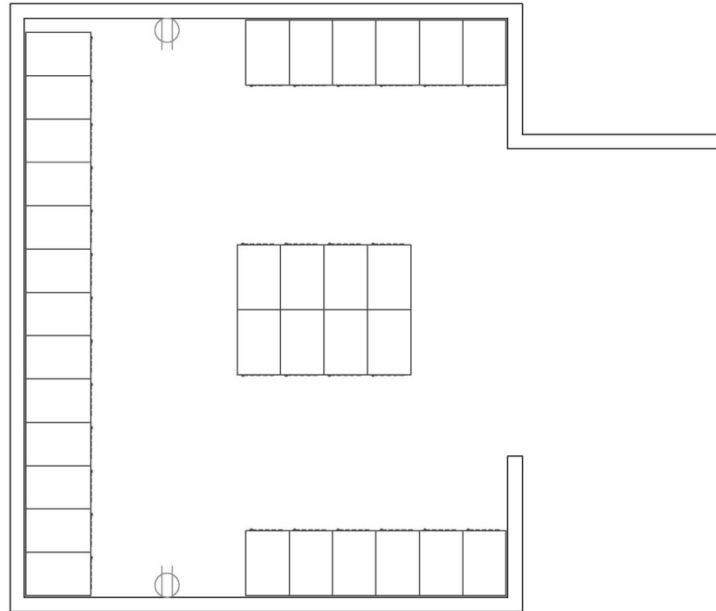
Standard Electrical Requirements

- 2 standard dedicated circuit duplex receptacles (microwave and fridge)
- 2 standard split circuit duplex receptacles for other countertop appliances (additional receptacle may be provided if required)
- Base building lighting with motion sensor
- 1 separate switch/light control for under cabinet lighting
- 1 receptacle for dishwasher if required

Standard Mechanical Requirements

- Hot water, cold water, drain and vent piping for kitchen sink
- Kitchen exhaust fan c/w on/off switch (exhaust to exterior if economical and feasible)
- Supply air diffuser(s) and grilles(s)
- No return air to base building system

Typical Locker Room



Summary

Space accommodates lockers to suit size of room. Configurations may vary.

Standard Finishes

- Floor—resilient sheet or tile
- Walls—paint or unfinished to suit substrate

Standard Electrical Requirements

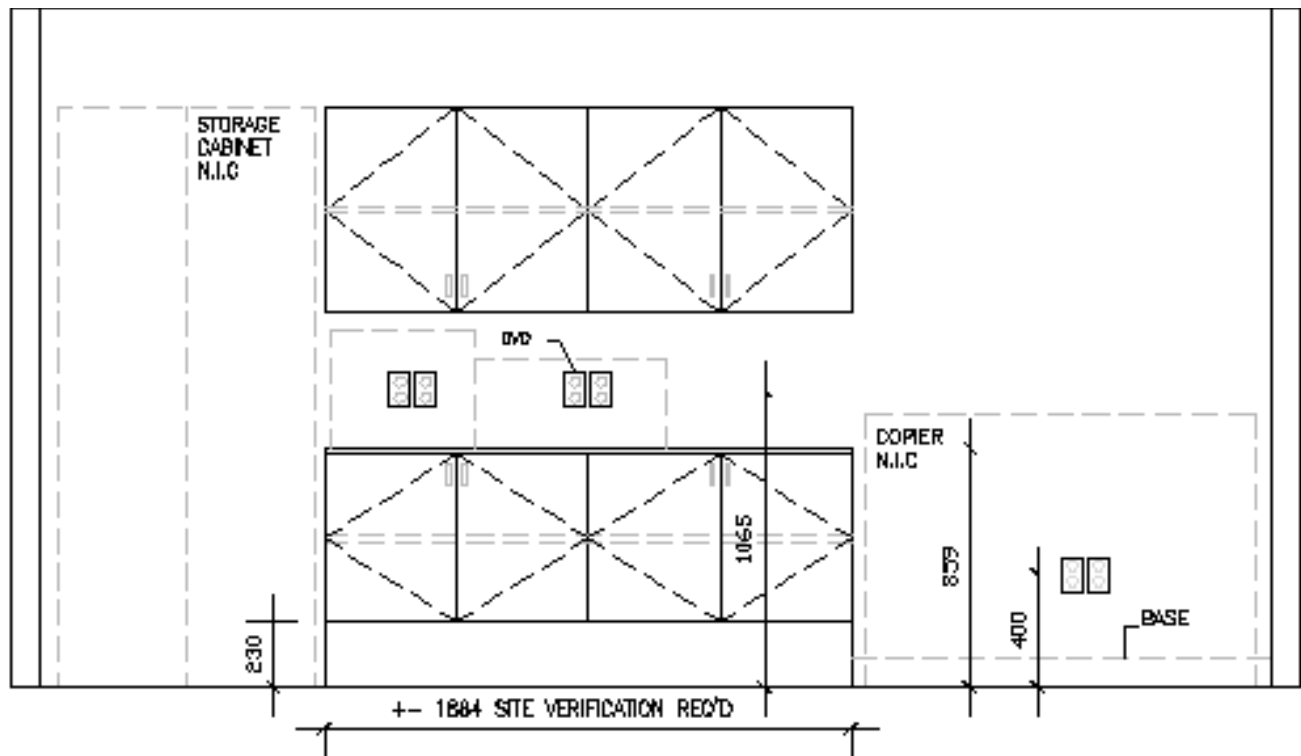
- 2 standard electrical duplex receptacles
- Base building lighting with motion sensor

Standard Mechanical Requirements

- Supply and return air diffuser(s)/grille(s)

Shared Equipment Area

Example of Shared Equipment Area Elevation



Summary

Area accommodates average requirements for storage, photocopier, printer and fax. Millwork for upper and lower cabinets is provided and can be a freestanding manufactured solution if there is no cost differential. See [section A3.2: Fit-up Elements and Funding Accountabilities](#) for further details. Storage cabinet and equipment not included.

Standard Finishes

- Floor—resilient sheet or tile or base building standard carpet
- Walls—paint or unfinished to suit substrate
- Millwork—See [section A5.1: Finishes](#)

Standard Electrical Requirements

- 4 electrical duplex receptacles to meet specific equipment needs
- 3 image/voice/data outlets (*Note:* client to provide actual connectors and jacks, typically RJ45 with multiple jacks.)

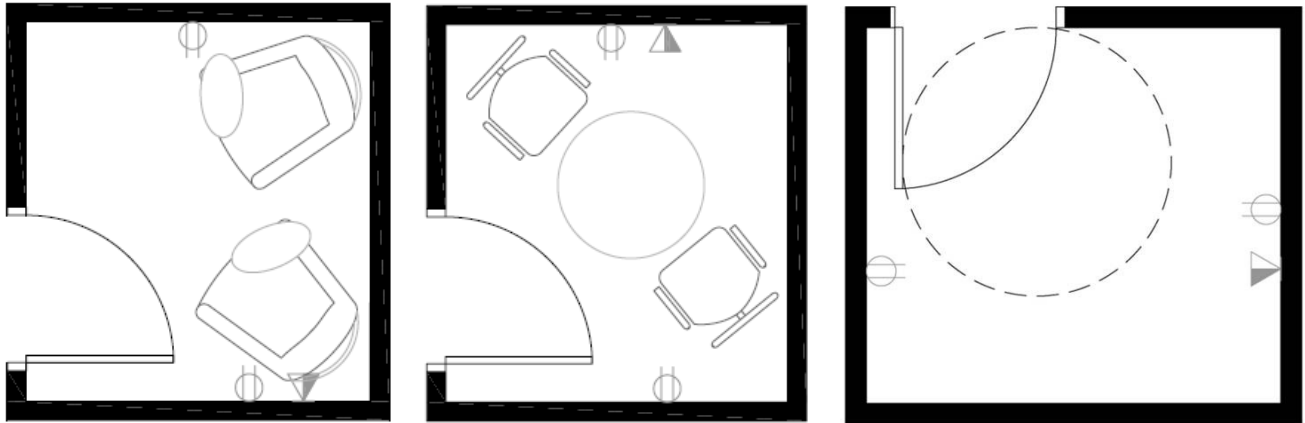
Standard Mechanical Requirements

- Exhaust for photocopier to exterior
- Supply air diffuser(s) and grilles(s)

Quiet Room

5 m² (approximately 54 ft²)

Examples of Quiet Room Layout
5 m² (54 ft²)



Summary

Quiet rooms accommodate freestanding work surfaces suitable for a computer and telephone and should be barrier free.

Standard Finishes

- Floor—base building standard carpet (carpet tile or rolled goods)
- Walls—base paint or unfinished to suit substrate

Standard Electrical Requirements

- 2 standard electrical duplex receptacles
- 1 image/voice/data outlet (**Note:** client to provide actual connectors and jacks, typically RJ45 with multiple jacks.)
- Base building lighting (may be relocated) with 1 separate switch/light control (task lighting recommended) and motion sensor

Standard Mechanical Requirements

- Supply and return air diffuser(s)/grille(s)

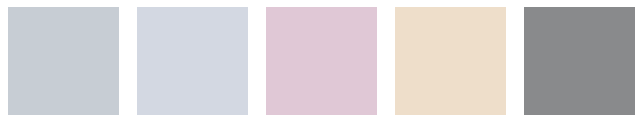
D5. Costing

D5.1 Cost Estimates

Project managers and project officers are requested to follow the format shown in [section A7.1: Fit-up Cost Estimate](#) when preparing their cost estimates for fit-up projects. This breakdown will help to determine those types of fit-up elements that are more often associated with increased costs.



Glossary



Glossary

Accommodation and Real Property Services Program

PSPC provides federal departments and agencies with affordable office and common use accommodation that supports the delivery of their programs and services. The department acts as steward for various public works such as buildings, bridges and dams, and national treasures such as the Parliamentary Precinct and other heritage assets across Canada. PSPC also provides other federal departments, agencies, and the Parliament of Canada with responsive and cost-effective real property services.

The Federal Accommodation sub-program provides for the accommodation needs of federal organizations by providing and maintaining a cost effective portfolio of office facilities, common use assets and special properties (predominantly conference and training facilities). This sub-program is composed of two primary activities: the provision, on an obligatory basis, of general-purpose accommodation and common use space to support the delivery of government programs; and optimization of real property investments in direct support of the provision of accommodation.

The Federal Holdings sub-program includes a diverse portfolio of federal facilities and activities under the purview of the Minister of PSPC that are grouped for reporting purposes: the stewardship and management of major engineering assets and wharves, as well as the development of strategies for their divestiture; the administration, capital management and leasing services for residential housing units in the Northwest Territories and Nunavut to support the delivery of federal government programs; appraisals for all acquisitions, dispositions and transfers of real estate, as well as the maintenance of related guidelines and policies; and, the authoritative interpretation of expropriation legislation and regulations and the implementation of the expropriation process on behalf of the federal government.

Activity-based Work/Activity-based Workplace

Activity-based work is undertaken in a workplace in which individual employees are not assigned to a particular workstation. This type of work environment is known as the activity-based workplace (ABW). The workspace is configured to provide employees with access to a variety of tools and resources within various work points allowing them to conduct specific tasks including learning, focusing, collaborating, socializing, etc., over the course of the workday. In an ABW employees may move freely between work points as needed. The ABW features modern technology in support of mobile, collaborative, independent and remote work. The ABW design is based on an assessment of the activity requirements of clients' and their employees' (front end planning process) in collaboration with PSPC.

Additional Operational Space (AOS)

Space that exceeds the *Space Allocation Standards* and is considered non-typical office space which is not supported as Special Purpose Space, and is not compliant with the *Government of Canada Workplace Fit-up Standards* and *GCworkplace Design Guide*. When the additional space requirements exceed the Space Envelope, the Fit-up Cost, ongoing rent and maintenance and any related additional building services are 100% funded by the client. Additional Operational Space requirements should be validated by Accommodation Manager.

Base Building

The building shell including finished floors, structure, exterior envelope, interior core and demising walls, finished ceilings complete with lighting, and other building systems consistent with the designed function and planned general use of the building. In the case of office accommodation, for example, the base building would include exterior window coverings and primary identification signage.

BMP (Building Management Plan)

The BMP is a facility-specific annually costed work plan. BMPs are developed consistent with Asset Management Plans (AMPs) and Community-based Investment Strategies (CBIS). The BMP will normally contain information on costs and revenues, trends, levels of service and planned projects. The BMP is a planning tool for initial allocation. Source: *Asset Management Plan Policy*.

Circulation Space

Space allowed for movement of personnel between workstations. It includes the space for access to support space and building services.

Cyclical Maintenance

Repair or replacement of standard base building and fit-up elements at the end of their useful life, on a cyclical basis (i.e. during fit-up/cyclical refit).

Expansion

Increase to the total space in a client department's inventory to accommodate program growth.

Expansion Control Framework (ECF)

Expansion space for non-reimbursing client departments that is beyond their space envelope limit and, therefore, is funded by client departments.

Fit-up for Initial Occupancy

The preparation of accommodation for initial federal occupancy in accordance with the *Government of Canada Workplace Fit-up Standards*. This fit-up may include alterations or improvements to the base building and/or base building systems, including demolition. A list of fit-up items that PSPC provides for initial occupancy is included in [section A3.2: Fit-up Elements and Funding Accountabilities](#).

Fit-up Rates

PSPC establishes fit-up rates for general purpose office space in major urban centres across the country. The rates are based on the cost of all standard fit-up elements. They are updated annually and are to be used as a budgeting mechanism when preparing cost estimates for fit-up projects for general administrative, public contact and quasi-judicial office space, and as a funding limit for fit-up projects for ministerial and deputy head accommodation. (See [section A6.1: Fit-up Rates](#).)

Floor Plate

The size and shape of the floor of a particular building.

Forced Move by PSPC

A PSPC initiated move required prior to the termination of an existing occupancy.

Functional Program

A detailed statement of the accommodation requirements of a client department or agency in relation to a specific fit-up or tenant service project. It supports the space allocation and fit-up standards by describing any qualitative and quantitative gaps between the standards and what is needed by a department or agency to perform its activities efficiently, effectively and safely. Requirements that do not comply with the standards are highlighted in the functional program and reconciled or addressed as non-compliant. A gap analysis identifies the differences between the stated requirements and fit-up standards. The data collected informs both the investment analysis and the planning and design process.

The scope of work of a functional program may include:

- Verification of project requirements;
- Project schedule;
- Risk management;
- Implementation strategies;
- Sustainability requirements;
- Workstation requirements;
- Support space requirements;
- Special purpose space requirements;
- Planning alternatives;
- Communication/data requirements;
- Security requirements;
- Proximity/adjacencies requirements;
- Detailed functional space equation;
- Scheduling requirements;
- Class “D” and “C” cost estimate;
- Schematic design;
- Vertical/horizontal zoning; and
- Other special requirements.

Functional programs are funded by PSPC when required for fit-up projects of non-reimbursing occupancies. Functional programs are funded by client departments when required for fit-up projects of reimbursing occupancies or for tenant service projects.

General Administrative Offices

Offices that accommodate general office functions and activities that do not require special security or other special features. General administrative offices do not have high interface with the public. These offices comprise the majority of PSPC office space occupied by client departments and agencies.

Heating, Ventilation and Air Conditioning (HVAC) Systems

Mechanical systems that supply or remove heat, supply or remove humidity, and supply outdoor air as required.

Kiosk

Small structure for display or dissemination of information.

Major Renovation

Work undertaken to correct or delay physical or functional obsolescence and/or to extend the useful or economic life of a building. Included are improvements to the building’s structure or systems, such as HVAC, lighting, elevators, sprinkler systems.

Occupancy Instrument (OI)

A formal agreement between a department or agency and PSPC concerning occupancy in a particular asset. It records the rentable and usable areas, the civic address and the planned general use of the particular parcel of accommodation that is subject to the agreement. It also records the terms and conditions that govern the provision and occupancy of the accommodation, as well as charges for accommodation and agreed upon services.

Office Space

Includes office/workstation areas, general support space and circulation for all four generic office types.

Public Contact Offices

Offices accommodating functions that provide face-to-face services to the public. Functions and operations may include, but are not limited to:

- inquiries from walk-in customers;
- training/testing/meetings; and
- application/form processing.

Purchase Order (PO) or Local Purchase Order (LPO)

A purchaser's written offer to a supplier, formally stating all terms and conditions of a proposed transaction.

Quasi-judicial Accommodations

Offices that accommodate adjudicative or legislative functions. They often require confidentiality or enhanced security and are used by organizations that interpret and administer legislation and regulations, conduct inquiries and hearings and/or perform adjudication functions on complaints, appeals and claims. Functions and operations may include, but are not limited to:

- management: adjudicative body operates separately from the administrative unit which provides service to the adjudicative body;
- meetings: conducted on a scheduled basis with internal staff and members of the public; and
- secure and confidential courtroom/hearing room space; physical protection of staff could be required.

Refit

The alteration of space previously occupied, to meet the requirements of a different federal organization in accordance with the *Government of Canada Workplace Fit-up Standards* (space assignment) **AND** the alteration of existing space because the fit-up elements have reached the end of their useful life. The scope of the fit-up for reuse is determined by taking into consideration the life cycle approach, the functional requirements of the new client, existing conditions of the previously occupied space, and the duration of the new occupancy.

Renewal

Renewal of an occupancy instrument or lease agreement at the end of its term to accommodate a client department's continuing requirement for space at the same location. The decision to renew an occupancy instrument or lease is based on an investment analysis. The new occupancy instrument or lease agreement may be for the same or a reduced amount of space. A renewal may also be combined with a client department's requirement for expansion.

Rentable Area

The space used to calculate rental payments. Rentable areas include usable areas and areas such as lobbies, wash-rooms and electrical rooms. Stairways, entrances and elevators or duct shafts are not included in rental areas. Under review.

Replacement

Transfer of existing space in a client department's inventory to a new location at the end of an occupancy instrument. The decision to replace existing space is based on an investment analysis. The relocation may be to new or existing space in the PSPC inventory.

Secure Administrative Offices

Offices accommodating activities which require enhanced levels of security. Functions and operations may include, but are not limited to:

- the review and storage of sensitive files; and
- little or no public contact.

Space Envelope

The total amount of rentable square metres departments can occupy by fiscal year based on authorities received by PSPC to provide accommodation in accordance with standards, policies and guidelines.

Space Optimization

An accommodation project to maximize the use of a finite quantity of space in an existing facility in accordance with the *Government of Canada Workplace Fit-up Standards*; thus reducing the space utilization rate per FTE. This results in densification in an effort to reduce current inventory levels and/or expansion avoidance and may take place either at the end of an OI or during an occupancy to accommodate additional FTEs as a result of a program expansion.

Special Purpose Space (SPS)

Additional, non-standard areas required by a client department to accommodate specific activities that are unique and essential to departmental programs.

Examples of special purpose spaces include, but are not limited to:

- laboratories, health units or clinics;
- meeting or training complexes which serve outside groups;
- interview rooms;
- inspection rooms;
- processing space;
- departmental libraries (e.g., Department of Justice libraries);
- gymnasiums, warehouses (e.g., PSPC's Seized Property Management Directorate warehouse space);
- very large file or storage areas other than allowed by the *Government of Canada Workplace Fit-up Standards* (e.g., Canada Revenue Agency (CRA) tax return file storage, Library and Archives storage);
- trade shops;
- large mailrooms (e.g., CRA's mailroom);
- computer training rooms;
- cash offices or similar spaces requiring special service and security features; and
- hearing rooms.

Specific Service Agreement (SSA)

An internal PSPC contract between one of the service branches and another government unit. It describes the work to be done, the schedule and the cost of the work.

Support Space

Spaces for office support functions not included in the workstation, or circulation space but necessary for office operation. Support space includes meeting rooms, quiet rooms, collaborative areas, kitchenettes, shared equipment areas, printer stations, reception/waiting areas, and other areas as described in [section A](#) and the *GCworkplace Design Guide*.

Swing Space

Temporary office space used to accommodate client departments while their long term office space is under renovations or until new office space is available. Minimal fit-up is required for swing space.

Task Lighting

Lighting oriented to or located at a task position is generally called task lighting. Task lights located at the task area are usually used in conjunction with ambient or general lighting and are client funded.

Tenant Services

Alterations to existing accommodation requested and funded by a client and carried out during the term of an occupancy.

Usable Area

Office floor area available to the tenant. Columns and such are not included in usable area.

Work authorization

Written order providing authorization to a contractor to proceed with the performance of a contract.

Workplace 2.0 (for historical reference)

This design concept was initially the basis for the framework for a modernized fit-up and served as the baseline standard for workplace modernization. Within this concept, workstations were fixed and typically assigned, with a prescribed number of support spaces and collaborative areas based on the number of employees in a given workplace. The use of modern technology, such as wireless connectivity and notebook computers were client funded options that were crucial to the success of the design.

Workpoint

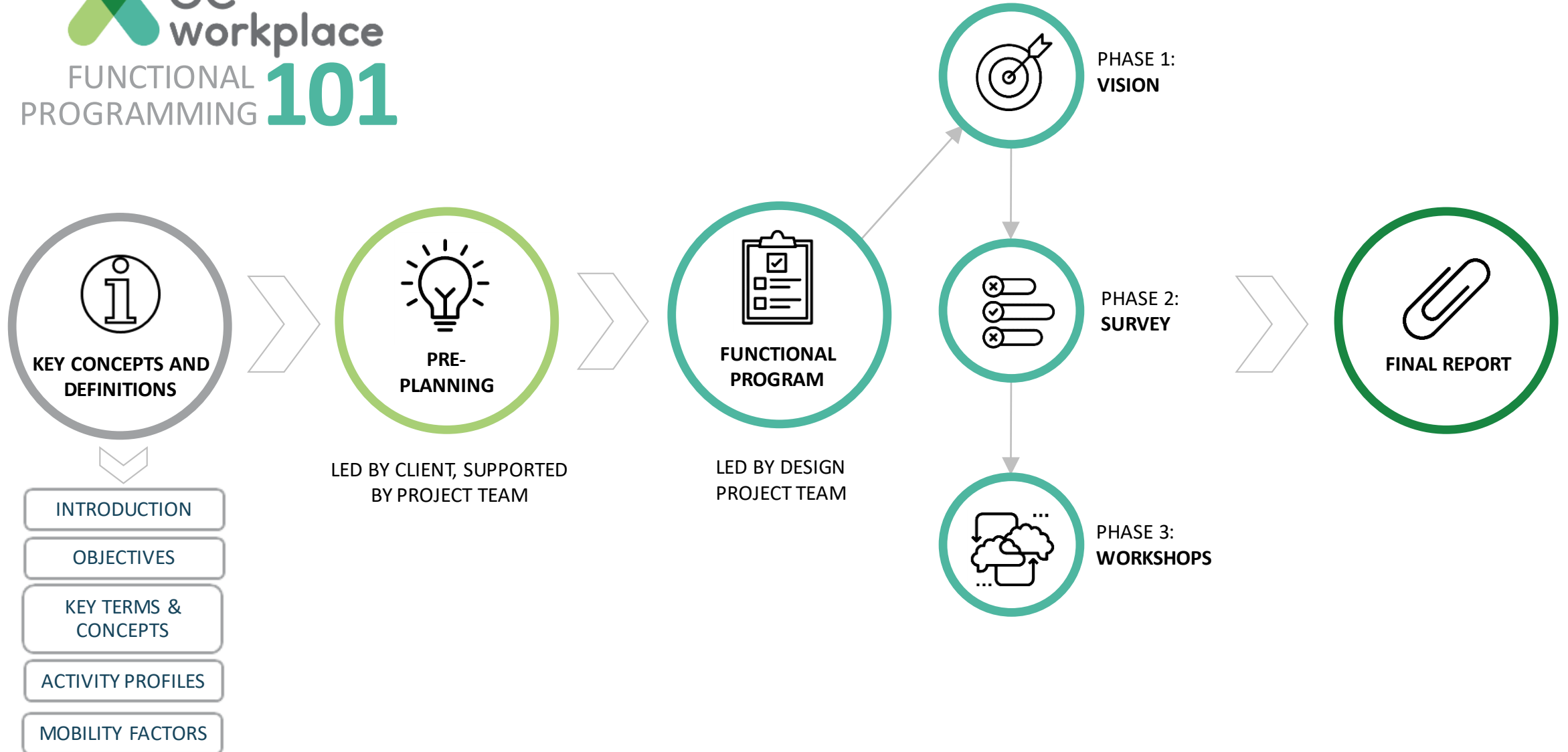
The location(s) within the activity-based workplace from which an employee chooses to work. In an ABW, an employee may choose to work from several different work points over the course of the day depending on the task to be completed. Examples of work points include typical workstations with a desk and chair, a seat in the boardroom, an enclosed space, a seat in the kitchenette or a sofa/seat in an open collaborative space, etc.

Workstation

Area designated by either the arrangement of furniture, vertical panels or otherwise with equipment for the performance of a work activity.

Attachment 2 to Annex A - Functional Programming 101.

GC workplace FUNCTIONAL PROGRAMMING 101





The **functional program** is a process conducted prior to a workplace fit-up project which captures in detail the functional and technical requirements of the workspace so that it may be designed to meet the specific activities, needs and work styles of those who will be occupying the space. The functional programming may be produced by the project team or through a consultant firm depending on the size and complexity of the project.

The **importance** of following a rigorous design consultation process cannot be understated, as user requirements and activities form the basis of each GCworkplace design. For this reason, all functional programming for GCworkplace design must include the **three-phased consultation approach** outlined in this document, as well as the corresponding tools and templates that can be found in the GCworkplace Interior Design Resource Centre.

GCworkplace Interior Design Resource Centres are available on the following platforms:



[GCpedia](#)

Available internally to GC employees



[GCcollab](#)

Available internally, and externally by invitation



It is important to define the final objectives of the functional programming from the start to ensure a better understanding of detail level sought and the final analysis. This will guide you to the right process.

STRATEGIC

If your project is a “**strategic**” functional programming, then it is probably intended for a work program, an entire branch/department, or a building complex. The tools presented in this document will **not** collect the level of information needed for this study since they will be too specific for the overall study.

Rather, this type of functional programming is used in cases where clients would like to prepare for a modernization or in order to learn about the general operation of the organization, for informative purposes.

Recommendations

- ✓ Use more strategic functional programming tools, often thru an interior design consultant, rather than what is offered in this guide
- ✓ The Workshop phase can be used to **supplement** the professional analysis

SPECIFIC

If your functional programming is “**specific**” enough for a specific **refit project** and you need detailed **user-centric** information, then the tools offered in this document are necessary and useful. This process will allow you to define an **activity profile** that reflects your client's needs in terms of the ideal design for the workplace.

This type of functional programming will also help you collect more detailed data about each group operations and activities performed in the physical workplaces.

Recommendations

- ✓ Use any information that may have already been identified in an existing Strategic Functional Program and supplement with the three-phased approach outlined in this document.



ACTIVITY-BASED WORKING:

A mobile and digitally-enabled way of working that allows employees to untether from a fixed workpoint and choose a work setting that best suits their various tasks and preferences.

WORKPOINT:

Any space where an employee can perform their work, with the support of mobile technology and wireless network access. Includes both individual and collaborative settings in open or enclosed configurations to support a variety of tasks and varying degrees of interaction or concentration.

SPECIAL PURPOSE SPACE:

A non-standard or "non-recurring" space (area not typically found in all offices) which is required by a department to accommodate activities that are unique and essential to the delivery of departmental programs.

INTERNAL MOBILITY:

The average frequency that employees in an organization change between various tasks and activities throughout a typical day, and the associated patterns of movement throughout the workplace.

EXTERNAL MOBILITY:

The average frequency that employees in an organization perform work outside of the workplace, including telework, field work, external meetings, or the use of alternate work sites.

SPACE UTILIZATION:

The average rate at which workpoints are occupied in a typical day.

USER-CENTERED DESIGN:

User-centred design puts a greater emphasis on the functional needs and work styles of workplace occupants to create an environment that caters to their unique activities and business processes, offers individual choice and flexibility, and empowers a more autonomous way of working whereby employees have greater control of the factors and settings that most contribute to their individual and group productivity.

This means it is essential to engage with end users to inform the design solution.



GCWORKPLACE DESIGN adopts an Activity-Based Working (ABW) strategy, which allows maximum flexibility while reducing vacancy and underutilized space, and can most easily achieve the five key design principles:

- 1. User-centered design**
- 2. Promote equal access**
- 3. Design for activities**
- 4. Zone by function**
- 5. Plan for change**



The **GCworkplace Activity Profiles** provide three models for workpoint distributions based on three different profiles of employee interaction. These profiles demonstrate how GCworkplace design can be adapted to different types of organizations based on their unique types of activities performed in the workplace, typical duration and frequency of these activities, patterns of interaction within and among teams, and overall functional and technical requirements. The Activity Profiles take into account varying levels of mobility within the workplace, as well as mobility between the workplace and alternate work locations.

AUTONOMOUS



The **Autonomous profile** is best suited for work environment with **limited** movement between different activities and low task variety features the highest proportion of individual workpoints.

BALANCED



The **Balanced profile** is best suited for work environment with **moderate** movement between different activities and task variety. It has the most balanced distribution of workpoints, with an equal proportion of individual and collaborative workpoints.

INTERACTIVE



The **Interactive profile** is best suited for work environment with **high level** of movement between different activities and high task variety. It features the highest proportion of collaborative workpoints.



Internal and external mobility refers to the variety of activities that are performed within or outside the primary workplace. It is essential to assess mobility levels to understand the degree of interaction among colleagues in order to determine the optimal planning approach as it may affect the recommended Activity Profile.

Workstyle is the how employee think, structure, organize and complete tasks based on personal preferences and organizational needs.

Mobility and workstyle are interrelated because they influence each other. They are both assessed through the functional programming survey.

UNDERSTANDING MOBILITY FACTORS

Depending on **physical presence** in the workplace

Some employees may have roles that require working outside the workplace or have unpredictable schedules that make use of the workplace uncertain.

Depending on **workstyle**

Some employees may work more independently and may have personal preferences in how they perform their tasks.

Depending on the employees' **lifestyles**

Motivation for going into the office can be influenced by factors related to an employee's lifestyle and thus lead them to be more mobile. In this category, we can find employees who would like to reduce their commute time, work from home or any other lifestyle-related needs.



The design consultation process can be supported by client-led pre-planning activities as part of the transformation process.

PRE-PLANNING ACTIVITIES

Before starting the functional programming activities, it is essential to ensure that the client got on boarded and that a change management strategy is underway in order to guarantee a success for the fitup project.

The following activities can help prepare both client organization and project team to embark on a successful design consultation process:

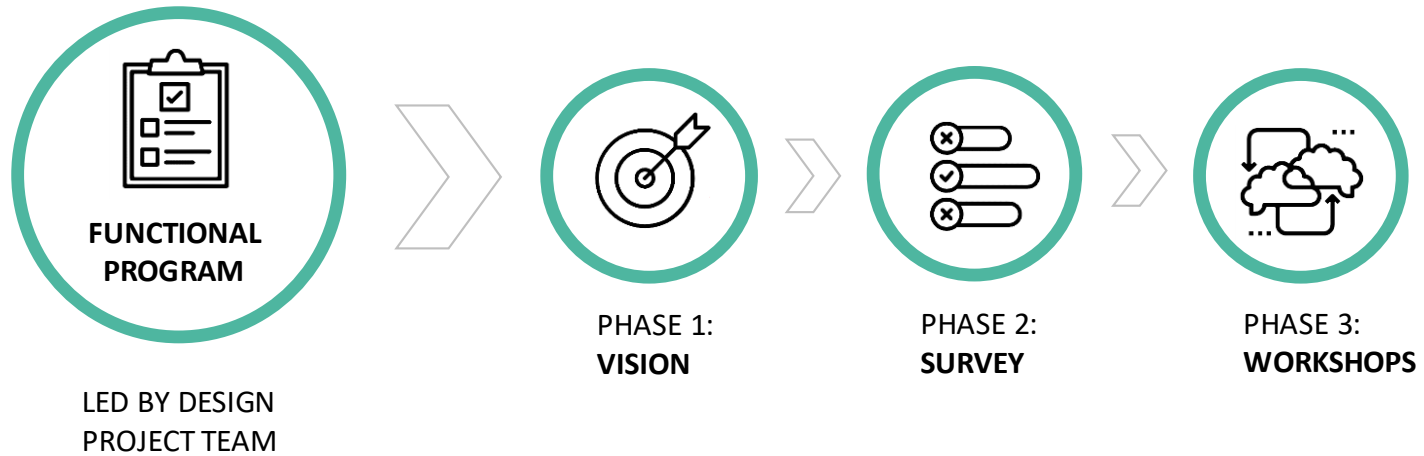
ASSEMBLE CHAMPIONS AND KEY PROJECT STAKEHOLDERS: Identify, from the start, leadership champions to support change management and communication strategy, and begin to identify key project stakeholders such as functional group leads from each business unit, as well as from each key-enabling sector (IM, IT, security, facilities, OHS, HR).

UNDERSTAND THE ORGANIZATION VISION: Take note of the organization's vision and ensure that it is consistent with the fitup project.

TRACK ACTIVITIES: Begin documenting key business processes and unique activities

ASSESS SPACE UTILIZATION: Establish a baseline utilization rate of existing space

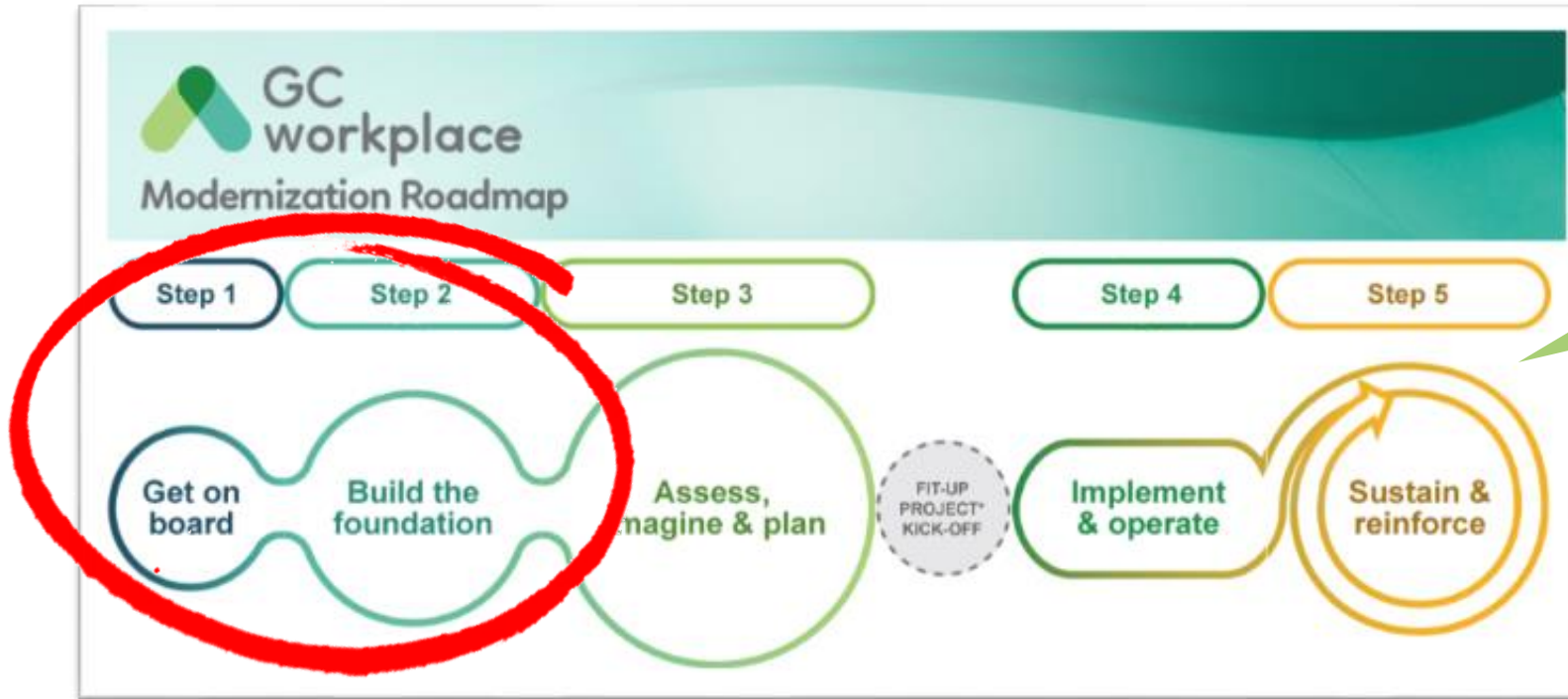
COMMUNICATE: Build a narrative to engage employees at all levels of the organization



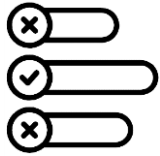


PURPOSE:

If not already done, it is imperative to *Get on board* and *Build the foundation* through the **GCworkplace Modernization Roadmap**. These steps will create awareness about GCworkplace and establish the **workplace vision** to anchor and guide the design process.



Click image for link to Roadmap



PURPOSE:

Once the overall vision has been established, it is important to **survey the entire population** who will be affected by the workplace modernization in order to establish baseline data regarding individual functional requirements, activities being performed, typical patterns of interaction and mobility, and general work styles and preferences of the surveyed population.

PROCESS

1. Project team requests that an electronic survey be set up by sending an email with the following information to the [GCworkplace Mailbox](#):
 - ✓ Client organization name, unabbreviated, in English and French
 - ✓ Address of fit-up project, if available
 - ✓ Approximate total FTE population number
2. A unique survey link for the project is created by Workplace Solutions.
3. The PSPC Design Manager (or Interior Design National Centre of Expertise) will then input the Branches/Groups into the survey. It is also possible to segment the survey responses by adding a question related to their group or their job title, if this does not contravene the obligations in terms of respondents anonymity. Note that this is only possible if you have the resources to analyze the additional data load.
4. The GCworkplace Design Survey is then sent out by a client representative to all employees who will be moving to the new space. Please note that it is important to send communications to employees in advance, clearly explaining the survey reasons and expectations.
5. Once the survey is closed, data is exported by PSPC Design Manager (or ID NCOE) for analysis and reporting using the GCworkplace Design Survey Report Template.

To access [GCworkplace Design Survey Template](#) >>



[GCpedia](#)



[GCcollab](#)



PURPOSE:

Once the baseline data has been collected, it is necessary to **dive deeper** with the functional group representatives and project stakeholders identified in Phase 1. It is strongly recommended to conduct focus groups rather than individual interviews in order to obtain a negotiated consensus between all project stakeholders. For example, information relating to Special Purpose Spaces or particular IT or security requirements would be captured in these workshops.

PROCESS

An interactive workshop format is best—more than one may be required depending on the project scope, and additional interviews may be held with functional groups at the discretion of the design professionals. The workshops would ideally include any functional representatives such as branch/division heads who will be required to provide detailed program-specific requirements, as well as representatives from each key-enabling sector (IM, IT, Facilities, Security, OHS, HR).

- GCworkplace **GENERAL PURPOSE OFFICE SPACE** Workshop template
- GCworkplace **SPECIAL PURPOSE SPACE** Workshop template

To access GCworkplace Workshop Templates >>



[GCpedia](#)



[GCcollab](#)



After all three phases of consultation are completed (vision, survey, workshops), a **Final Functional Program Report** is prepared to reflect the data analysis and recommendations for workplace design. Here is an outline of suggested components, though the final report may vary based on project scope.

The **Functional Program Report** is the culmination of the results of a design consultation process, and may also include other client-specific information that would inform the design process, such as more detailed special purpose space (SPS) specifications, departmental planning guidelines or security briefs.

We recommend keeping the report clear and concise to make it easier to read and interpret.

It is also suggested to rather use a narrative approach to describe the survey results and to identify design recommendations as well as planning strategies.



SAMPLE FUNCTIONAL PROGRAM REPORT OUTLINE

PROJECT BACKGROUND

- Organizational mandate, structure, projected growth
- Space allocation (per SAS)
- Future space solution (if applicable)

PROGRAMMING METHODOLOGY

VISION STATEMENT AND KEY PROJECT OBJECTIVES

SURVEY RESULTS AND ANALYSIS

- Recommended Activity Profile
- General workstyle findings
- Individual workpoint findings
- Collaborative workpoint findings
- Support space findings
- Storage findings
- Technology
- Security

DESIGN RECOMMENDATIONS

- General administrative office requirements
- Office space recommendations
- Special purpose space requirements

PLANNING AND DESIGN STRATEGIES

- Functional adjacencies and proximity recommendations
- Zoning strategy
- Stacking strategy (if applicable)

**Attachment 3 to Annex A - DFO Pacific Region
Offices.**

Site Name	Office Location	City	Province	Postal Code	Group (category/type)
Bella Coola Field Office	293 Mackenzie Highway	Bella Coola	British Columbia	V0T 1C0	Office
Campbell River	940 Alder Street	Campbell River	British Columbia	V9W 2P8	Office
Campbell River Tamarac Street	1520 Tamarac Street	Campbell River	British Columbia	V9W 3M5	Office
Campbell River	705 Island Highway	Campbell River	British Columbia	V9W 2L4	SAR/RER Station
C&P Office Fraser Valley East	327-44500 South Sumas Road	Chilliwack	British Columbia	V2R 5M3	Office
Comox Office	148 Port Augusta Street	Comox	British Columbia	V9M 3N6	Office
AMD Courtenay Office	103-2435 Mansfield Drive	Courtenay	British Columbia	V9N 2M2	Office
Cultus Lake Salmon Research Laboratory	4222 Columbia Valley Highway	Cultus Lake	British Columbia	V2R 5B6	Specified Major Facility
Annacis Marine Base	#3-100 Annacis Parkway	Delta	British Columbia	V3M 6A2	Office
Duncan area office	5245 Trans Canada Hwy	Duncan	British Columbia	V0R 2C0	Office
Kamloops Area Office	985 McGill Place	Kamloops	British Columbia	V2C 6X6	Office
Langley C&P Office	5550 268th Street	Langley	British Columbia	V4W 3X4	Office
Lillooet Office	654 Industrial Place	Lillooet	British Columbia	V0K 1V0	Office
Masset	1350 Christie St.	Masset	British Columbia	V0T1M0	Office
Front Street Office	60 Front Street	Nanaimo	British Columbia	V9R 5H7	Office
Island Diesel Way	1965 Island Diesel Way	Nanaimo	British Columbia	V9S 5W8	Office
Pacific Biological Station	3190 Hammond Bay Road and 3225 Stephenson Point Road	Nanaimo	British Columbia	V9T 6N7	Specified Major Facility
New Aiyansh Field Office	111 Nass Road	New Aiyansh	British Columbia	V0J 1A0	Office
Port Alberni	4706 Tebo Avenue	Port Alberni	British Columbia	V9Y1B8	Office
Port Hardy Field Office	8585 Wollason St	Port Hardy	British Columbia	V0N 2P0	Office
Powell River Office	7255 Duncan St	Powell River	British Columbia	V8A 5M6	Office
Prince George Office	3690 Massey Drive	Prince George	British Columbia	V2N 2S8	Office
North Coast Area Office	417 - 2nd Avenue West	Prince Rupert	British Columbia	V8J 1G8	Office
Big Qualicum	215 Fisheries Rd	Qualicum	British Columbia	V9K 1Z5	Office
Little Qualicum	1391 Claymore Rd	Qualicum Beach	British Columbia	V9K 2T6	Office
Daajing Giids	137 Bay St	Daajing Giids	British Columbia	V0T 150	Office
Steveston C&P Office	12551 No. 1 Rd	Richmond	British Columbia	V7E 1T7	Office
Salmon Arm Office	1751 10th Ave SW	Salmon Arm	British Columbia	V1E 4P3	Office
IOS Sidney	9860 West Saanich Rd.	Sidney	British Columbia	V8L 4B2	Specified Major Facility
Smithers Field Office	3177 Tatlow Road	Smithers	British Columbia	V0J 2N0	Office
Squamish Field Office	1120 Hunter Place	Squamish	British Columbia	V8B 0G8	Office
Terrace Field Office	5235A Keith Avenue	Terrace	British Columbia	V8G 1L2	Office
Tofino C&P Office	270 Main street	Tofino	British Columbia	V0R 2Z0	Office
Regional Head Quarters Fisheries and Oceans Canada	401 Burrard St	Vancouver	British Columbia	V6C 3L6	Office
SCH Office	701 West Georgia St	Vancouver	British Columbia	V7N 1C6	Office
Victoria C&P	4250 Commerce Circle	Victoria	British Columbia	V8Z 4M2	Office
Victoria CCG Base	25 Huron Street	Victoria	British Columbia	V8V 4V9	Base with Offices
Victoria CCG Base 914 Yates	914 Yates Street	Victoria	British Columbia	V8V 3M2	Office
Pacific Science Enterprise Centre	4160 Marine Dr.	West Vancouver	British Columbia	V7V 1H2	Specified Major Facility
Yukon Transboundary Rivers Area Headquarters Office - YK	419 Range Road	Whitehorse	Yukon	Y1A 3V1	Office
Williams Lake Office	280C 3rd Ave. North	Williams Lake	British Columbia	V2G 4T5	Office
Bamfield	65 Customs House Lane	Bamfield	British Columbia	V0R 1B0	SAR/RER Station
Ganges	1 - 100 Fulford Ganges Road	Ganges	British Columbia	V8K 2S3	SAR/RER Station
French Creek	1105 Lee Road	Parksville	British Columbia	V9P 2E1	SAR/RER Station
Sandspit CCG Station	570 Beach Rd.	Sandspit	British Columbia	V0T 1T0	SAR/RER Station
Tahsis CCG Station	1288 South Maquinna Drive	Tahsis	British Columbia	V0P 1X0	SAR/RER Station
Kitsilano	1661 Whyte Ave.	Vancouver	British Columbia	V6J 1A9	SAR/RER Station

ANNEX B BASIS OF PAYMENT
(to be completed at Standing Offer Award)

1. The fixed all-inclusive hourly rates identified here are for the duration of the Standing Offer.
2. All fixed all-inclusive hourly rates includes customs and duties. Applicable Taxes are extra.

Table 1 - Standing Offer Year 1: Period from Date of Contract Award to twelve months thereafter

Time	Resource Category	Fixed All-Inclusive Hourly Rate
During normal working hours. Between 08:00 and 17:00 Monday to Friday except holidays.	Interior Designer	\$
	Functional Programmer	\$
	Moving Coordinator Specialist	\$
Outside normal working hours. Monday through Sunday, including all day Saturday, Sunday and holidays.	Interior Designer	\$
	Functional Programmer	\$
	Moving Coordinator Specialist	\$

Table 2 – Standing Offer rates Year 2: Period 12 months following the end of Year 1

Time	Resource Category	Fixed All-Inclusive Hourly Rate
During normal working hours. Between 08:00 and 17:00 Monday to Friday except holidays.	Interior Designer	\$
	Functional Programmer	\$
	Moving Coordinator Specialist	\$
Outside normal working hours. Monday through Sunday, including all day Saturday, Sunday and holidays.	Interior Designer	\$
	Functional Programmer	\$
	Moving Coordinator Specialist	\$

Table 3 - Standing Offer rates Year 3: Period 12 months following the end of Year 2

Time	Resource Category	Fixed All-Inclusive Hourly Rate
During normal working hours. Between 08:00 and 17:00 Monday to Friday except holidays.	Interior Designer	\$
	Functional Programmer	\$
	Moving Coordinator Specialist	\$
Outside normal working hours. Monday through Sunday, including all day Saturday, Sunday and holidays.	Interior Designer	\$
	Functional Programmer	\$
	Moving Coordinator Specialist	\$

Table 4 - Standing Offer rates Year 4: Period 12 months from the end of Year 3

Time	Resource Category	Fixed All-Inclusive Hourly Rate
During normal working hours. Between 08:00 and 17:00 Monday to Friday except holidays.	Interior Designer	\$
	Functional Programmer	\$
	Moving Coordinator Specialist	\$
Outside normal working hours. Monday through Sunday, including all day Saturday, Sunday and holidays.	Interior Designer	\$
	Functional Programmer	\$
	Moving Coordinator Specialist	\$

Table 5 - Standing Offer rates Year 5: Period 12 months from the end of Year 4

Time	Resource Category	Fixed All-Inclusive Hourly Rate
During normal working hours. Between 08:00 and 17:00 Monday to Friday except holidays.	Interior Designer	\$
	Functional Programmer	\$
	Moving Coordinator Specialist	\$
Outside normal working hours. Monday through Sunday, including all day Saturday, Sunday and holidays.	Interior Designer	\$
	Functional Programmer	\$
	Moving Coordinator Specialist	\$

Costs included in Fixed All-Inclusive Hourly Rates

Except for the Authorized Disbursements described below, the fixed all-inclusive hourly rates include all labour, materials, equipment, overhead costs, office and administrative costs, customs, duties and any other expenses necessary to perform the work identified in the Statement of Work. Taxes are extra

Authorized Disbursements

The following disbursements reasonably incurred by the Contractor, that are related to the Services described in the Statement of Work and approved in advance by the Standing Offer Authority, shall be reimbursed to the Contractor at actual cost when supported by a copy of the original invoice:

- (a) transportation costs for material samples and models additional to those specified in the Standing Offer Brief;
- (b) other disbursements made with the prior approval and authorization of the Project Authority.

ANNEX C SECURITY REQUIREMENTS CHECK LIST



Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

**SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine	2. Branch or Directorate / Direction générale ou Direction
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work - Brève description du travail	
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	No / Yes Non / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	No / Yes Non / Oui
6. Indicate the type of access required - Indiquer le type d'accès requis	
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	No / Yes Non / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	No / Yes Non / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciales sans entreposage de nuit?	No / Yes Non / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès	

Canada	NATO / OTAN	Foreign / Étranger
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion Not releasable À ne pas diffuser Restricted to: / Limité à : Specify country(ies): / Préciser le(s) pays :	All NATO countries Tous les pays de l'OTAN Restricted to: / Limité à : Specify country(ies): / Préciser le(s) pays :	No release restrictions Aucune restriction relative à la diffusion Restricted to: / Limité à : Specify country(ies): / Préciser le(s) pays :

7. c) Level of information / Niveau d'information					
PROTECTED A PROTÉGÉ A		NATO UNCLASSIFIED NATO NON CLASSIFIÉ		PROTECTED A PROTÉGÉ A	
PROTECTED B PROTÉGÉ B		NATO RESTRICTED NATO DIFFUSION RESTREINTE		PROTECTED B PROTÉGÉ B	
PROTECTED C PROTÉGÉ C		NATO CONFIDENTIAL NATO CONFIDENTIEL		PROTECTED C PROTÉGÉ C	
CONFIDENTIAL CONFIDENTIEL		NATO SECRET NATO SECRET		CONFIDENTIAL CONFIDENTIEL	
SECRET SECRET		COSMIC TOP SECRET COSMIC TRÈS SECRET		SECRET SECRET	
TOP SECRET TRÈS SECRET				TOP SECRET TRÈS SECRET	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT)				TOP SECRET (SIGINT) TRÈS SECRET (SIGINT)	

Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? If Yes, indicate the level of sensitivity: Dans l'affirmative, indiquer le niveau de sensibilité :	No Non	Yes Oui
9. Will the supplier require access to extremely sensitive INFOSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? Short Title(s) of material / Titre(s) abrégé(s) du matériel : Document Number / Numéro du document :	No Non	Yes Oui

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis			
RELIABILITY STATUS COTE DE FIABILITÉ	CONFIDENTIAL CONFIDENTIEL	SECRET SECRET	TOP SECRET TRÈS SECRET
TOP SECRET - SIGINT TRÈS SECRET - SIGINT	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET
SITE ACCESS ACCÈS AUX EMPLACEMENTS			
Special comments: Commentaires spéciaux :			
NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided. REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.			
10. b) May unscreened personnel be used for portions of the work? Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? If Yes, will unscreened personnel be escorted: Dans l'affirmative, le personnel en question sera-t-il escorté?	No Non	Yes Oui	No Non

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS		
11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?	No Non	Yes Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets? Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?	No Non	Yes Oui
PRODUCTION		
11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?	No Non	Yes Oui
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)		
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?	No Non	Yes Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?	No Non	Yes Oui

Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

PART C (continued) / PARTIE C (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
 Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
 Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC							
	A	B	C	Confidential Confidentiel	Secret	Top Secret Très Secret	NATO Restricted NATO Diffusion Restreinte	NATO Confidential NATO Confidentiel	NATO Secret	COSMIC Top Secret COSMIC Très Secret	Protected Protégé			Confidential Confidentiel	Secret	Top Secret Très Secret		
											A	B	C					
Information / Assets Renseignements / Biens																		
Production																		
IT Media Support TI																		
IT Link Lien électronique																		

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED? No Yes
Non Oui
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉ et/ou CLASSIFIÉE?

**If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée.**

12. b) Will the document attached to this SRCL be PROTECTED and/or CLASSIFIED? No Yes
Non Oui
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

**If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).**

Security Classification / Classification de sécurité
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Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel	Date

14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel	Date

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?	UNCLASSIFIED - NON CLASSIFIÉ	No Non	Yes Oui
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16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Telephone no. - N° de téléphone	Facsimile - Télécopieur	E-mail address - Adresse courriel	Date

Ali Mussa Quality Control Officer Ali.Mussa@tpsgc-pwgsc.gc.ca	Signature	
	E-mail address - Adresse courriel	Date

Security Classification / Classification de sécurité
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ANNEX D STANDING OFFER REPORT

Date of the call-up	Project Authority	Items Acquired/ Services Provided	Work completion date	Cost/No. of Billable Hours	Total

ANNEX E OFFEROR'S APPROVED PERSONNEL
(to be completed at Standing Offer Award)