

Frequently Asked Questions

Introduction

Did you know your questions and feedback have driven a Project Improvement Process (PIP)?

One of the contract requirements for WSI is to develop and implement project improvements each fiscal year. This year we have included Communication Protocol for Projects under \$50K as one of these initiatives. Our customers have indicated that they would like more clarity surrounding WSI's roles and responsibilities in the delivery of projects under \$50K.

We are:

- Reviewing the typical delivery scenarios that currently occur and the hierarchy of possible stakeholders.
- Documenting expectations and recommendations to be shared within the broader organizations

We are doing this to:

- Respond to customer requests.
- Continue to promote open and transparent business processes.
- Improve and influence behavior.

We believe this will;

- Provide a common understanding to the customer and the building tenant.
- Provide clarity to the process.
- Define and align expectations through several layers of the organizations.



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Frequently Asked Questions

Here are some Frequently Asked Questions for Projects under \$50,000:

Q: What is a SDL?

A: A Service Delivery Leader is a WSI project manager who delivers projects valued under \$50K. There are 16 WSI SDLs who live and work throughout the province.

Q: How do I raise an under \$50K project?

A: When a customer has a project request **valued under \$50K** it must be initiated through the WSI Operations Centre via a Project Request (PR) Work Order (WO). If a customer believes their project request **is valued over \$50K** it must be initiated through their DCR. If you are unsure of the value of your project, use your best judgement and the request will be rerouted if required.

Q: What type of information will the SDL be expecting from me?

A: Once the project request is received, the SDL will contact you to clarify the scope being requested and/or confirm other details related to schedule and budget.

Q: Can I initiate a project myself by engaging the vendor directly?

A: No, WSI is required to follow specific procurement requirements which align with Core Government Policy. If WSI is not engaging the vendor community directly this circumvents these requirements. WSI cannot complete delivery of work that has already been started by the customer nor are they able to process costs for work they did not initiate.

Q: Are there specific approvals that will be required of me throughout the project?

A: There are specific approvals that will be required of the individual with authority to authorize a Request for Service (RFS). Authorization may be required for changes to scope, schedule and/or budget.

Q: How does the SDL estimate the cost of a project for the RFS?

A: The SDL will provide order of magnitude pricing (+/-25%) for the cost of the project based on their knowledge and experience for the work that has been requested. The SDL is unable to conduct formal procurement activities in the absence of a signed RFS that has a total estimated cost of the project as is known at the time of issuing the RFS. That estimate will be refined during the lifecycle of the project.

Requests for "Quote Only" or a "Seed RFS" are not supported. If refined cost estimates are required for the purposes of budget planning and/or approval, the SDL may utilize the expertise of Contractors or Consultants for a fee.



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Q: Who do I call with an issue or an escalation?

A: SSBC and WSI have an agreed *Issue Resolution and Escalation process*. The first step is for the customer and SDL to develop an action plan and resolve the issue/concern directly. If the action plan fails, the SDL will engage with their Supervisor while the customer would engage their DCR. The DCR will escalate to Facilities Management Services.

Q: How often should I expect communications within a project?

A: The duration and complexity of the project should inform the amount of communication required. If there are specific communication requirements or requests, it is recommended that this be documented and agreed to prior to project implementation. If there are required changes to scope, schedule or budget, it is reasonable to expect that you will be consulted accordingly.

Q: Will the SDL contact me with regard to scheduling?

A: The SDL will communicate the milestone schedule dates and substantial completion dates with the customer. If the customer has specific requirements regarding scheduling this should be discussed prior to project implementation.

Q: What if my organization has specific requirements regarding project communications?

A: The WSI SDL will work with a single point of contact. WSI is dependent on this individual to ensure all stakeholders are identified prior to the project being implemented, so these stakeholders remain informed throughout the project.

Q: Who is accountable and responsible for organizing contractor/vendor resources?

A: The WSI SDL is accountable and responsible for managing the vendor(s).

Q: Can I engage the vendor directly during the project?

A: No, the WSI SDL is accountable for ensuring the vendor is delivering the contracted scope of work within the funding available. The onsite customer and vendor should identify and inform the SDL of any minor logistical issues. **All** changes need to be routed through the SDL for direction and approval.

Q: Why is the SDL using a general contractor?

A: The WSI SDL is a Project Manager, not a General Contractor (GC) or a Trades Coordinator. The WCB Health and Safety Regulations state that the GC or Prime Contractor is responsible to ensure that the activities of employers, workers and other persons at the workplace relating to occupational health and safety are coordinated, and does everything reasonably practicable to establish and maintain a system or process that will ensure compliance with this Part and the regulations in respect of the workplace. Engaging a General Contractor ensures WSI is managing risk and liability for the Owner relative to WorkSafe BC requirements and Bill C-45.



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Q: What if the SDL recommends using a consultant and I do not want to?

A: When the SDL recommends the use of a consultant it is because they require the knowledge of a subject matter expert or a technical specification/drawing package to facilitate an open, fair, and transparent procurement, which aligns with Government Core Policy. This ensures your project is successfully delivered to meet your needs and complies with all codes and regulations.

Q: If I require furniture purchases, who should I contact? Can furniture costs be included in the project?

A: The first step in obtaining furniture is through SSBC's Workplace Provisioning Coordinator. If the Workplace Provisioning Coordinator cannot accommodate your request, furniture can be procured through the project.

Q: Is the SDL responsible for coordinating IT arrangements?

A: IT services should be pursued through iStore.

Q: Is the SDL expected to go on site visits for every project?

A: It is the intent of the SDL to travel to site whenever possible. However, it is not always practical to travel to site. The duration and complexity should inform the necessity for and frequency of site visits.

Q: Is the SDL responsible for resolving project related deficiencies?

A: Deficiencies are defined as defective work that has been rejected as failing to conform to the projects contract documents (drawing specification, scope of work details, vendor quotation details). The SDL is accountable for identifying and rectifying any project related deficiencies. Defective work would and should be corrected at no additional cost.

Q: When can I expect to be billed for my projects?

A: SSBC bills projects once they have achieved a status of closed with WSI. All billing inquiries should be directed to the SSBC Project Accountant.

Q: If there is a problem once the work is completed, who should I contact?

A: All building related issues should be directed to the WSI Operations Centre. The issue will be routed to the appropriate WSI contact.

Q: Does WSI monitor signing authorities?

A: No, WSI does not monitor signing authorities. It is expected that the customer has the appropriate expense authority when approving RFS'. Documents that have been signed and returned will be actioned by WSI.

Q: What should I do if I receive documents from WSI that I should not be approving or where I am not the best to respond?

A: In these cases the customer should redirect the document to the appropriate signing authority/responder.



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