

Original Date: 07/08/16	Date Revised: 01/27/17
Sections: 1=General 2=Operations 3= Maintenance	
Line of Business – Operations & Maintenance	
<p>Purpose: This SLS is intended to describe the base building operations and maintenance of activities and services delivered by the Service Provider that are appropriate for the nature of the facilities as directed by the Province. Operations is defined as the development, dispatch and monitoring of services and maintenance is defined as the execution of services. The Service Provider is required to adhere to regulatory and legal compliance requirements of the jurisdiction having authority including but not limited to provincial, federal, and municipal regulations in the provision of O&M services and report on code/regulation changes, compliance requirements, and any incidents of non-compliance to the Province.</p> <p>NOTE: This O&M SLS is not intended to replace any existing SLS' already developed for specific service categories (e.g. Janitorial, Landscaping etc.) or tenant specific equipment (MOE). This SLS applies where the service provider is delivering service; in the case of lease properties, see Leasing Services SLS for more details</p>	

1.0		General	
Service Standard Number	Service Description	Level of Service	Outcome
1.1	Operating Standards and Procedures	Maintain, update and document operating standards and procedures for the Portfolio level and for the facility level.	Service Provider's building operating standard and procedures are in place, kept up to date.
1.2	Budget Management	Develop budget, manage forecast and provide variance analysis of operating expenses in accordance with O&M guidelines provided by the Province.	Comprehensive reporting of forecast and variance information on a quarterly basis and on demand.
1.3	Minor Client Request (MCR) Program	Full call-cycle management of the MCR requests from tenant initiation through completion and closeout. This includes call-cycle supporting process functions, reporting, tools and setup to support service delivery.	Service Provider is the 'single-point-of-contact' for any Province Customers utilizing the MCR Program from initiation through to providing the Province with an electronic file for invoicing purposes.
1.4	Building Equipment Inventory	Maintain a database of building equipment where applicable.	Records to be maintained and accessible to the Province in a computerized maintenance management system (CMMS),

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1.5	Records Management (Drawings and O&M Manuals)	For equipment maintained by service provider, all available documentation related to the equipment and systems are appropriately retained for record retention. Service Provider in coordination with Province's Drawing Management Team submits as-built drawings as available.	All available documentation is received, maintained, stored and accessible in a safe and secure manner, in accordance with Provincial records retention requirements and SSBC Drawings Policy. (XREF: Handover Process, Project SLS)
1.6	Service Provider Access to Portfolio	The Service Provider will identify, manage and control building access for service provider personnel and external vendors for the delivery/provision of O&M services to the satisfaction of the Province and in coordination or cooperation with the tenant (where applicable). The Service Provider facilitates the access and clearance application requirements for service provider personnel and external vendors for building access.	Service Provider and vendors have appropriate access to the portfolio. Tenant specific access control systems and equipment is outside the scope of this service level.

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2.0	Operations		
Service Standard Number	Service Description	Level of Service	Outcome
2.1	Annual Building Inspection Program	Complete annual building inspection reports on Owned Properties and other properties as specified by the Province, and provide additional property management input as required.	Completed annual building inspections are available electronically. Forms the basis of 5/6 Year Project Plans (XREF: ABI Guidelines)
2.2	Development of 5/6 Year Plans	Complete annual building inspections that capture project information as well as corrective information on the facility/Property. Incorporate: Province input and feedback, maintenance history of building equipment and systems, and Identification of risk and condition of equipment.	Plans are prepared annually for all identified programs as defined by the plan guidelines. (XREF: MOE, M&R, 310 Plan Guidelines)
2.3	Develop Preventative Maintenance Program	Develop a preventative and corrective maintenance program that shall include maintenance service activities to maximize the useful life of building structure, systems and equipment	A preventative and corrective maintenance program is in place to verify that building structures, systems and equipment continues to operate within design tolerances.
2.4	Technical and Advisory Services	Provide technical guidance and advisory services on property management issues, including but not limited to; HVAC, building envelope, electrical, lighting, facility structure, and building systems.	Proactive delivery of industry guidance and advise for inclusion in the decision making process. Documented (where applicable) recommendations are put forth for consideration by the decision makers.

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2.5	Communication of Operational Activities with Tenant Impact	Schedule and coordinate operational maintenance activities to minimize disruptions and provide sufficient advance notification to tenants of systems and equipment shut downs (tolerance levels may be defined in the respective Operational Service Level Agreement or other customer agreements).	Communicate and coordinate operational activities and impacts with the tenant in order to minimize the program disruption.
2.6	Quality Inspections	Conduct ongoing regular quality inspections of facilities. (e.g. verification of goods and services)	Services are being delivered per established quality standards on a consistent basis with confirmation by audit.
2.7	Operations Centre – Call Management	Provide a single point of contact that receives calls and directs to the appropriate resource(s).	A 24/7, 365 call management and response system is accessible and operational to the Province and their clients. Call management records are available to the Province electronically.
2.8	Work Order Analysis	Monitor and review call trends and provide value added analysis and recommendations to the Province. Utilization of trend data to determine continuous improvement opportunities.	Manage Quality Management Plan for strategic planning. Ongoing business and operational process improvement.
2.9	Protocol Events	Assist the Province with the implementing of ceremonial activities (e.g. half-masting) and protocol events as notified by the Province.	Service delivered per the instruction of the Province.

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2.10	Building Intelligence	Provide building intelligence for the Province. These services will generally involve (but are not limited to): space configuration confirmation, occupancy verification, confirmation of moves and space changes, review of mechanical and electrical rooms, provision of building data.	Confirmation of specific aspects of the Portfolio as requested by the Province.
2.11	Building Access	Provide building access for the Province. These services will generally be a short duration and involve (but not be limited to): access to specific aspects of the Facilities/Portfolio as directed by the Province. Examples include; consultant tours , tenant escorting (for moves/space changes), ad hoc or after hours requests as deemed appropriate by the Province, scheduled tours for various stakeholders at the request of the Province and any access requirements included in the project.	Evaluation and assignment of appropriate resource to respond to the access request. Timely response to access request.
2.12	Monitoring and Maintaining of Vacant Lands and Buildings	Monitor and maintain identified vacant lands and buildings according to parameters defined by the Province.	Vacant buildings are generally monitored and maintained to be secure, safe and dry. Vacant lands to be monitored and maintained. Vacant Contaminated Lands (XREF: ENV SLS).

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3.0	Maintenance		
Service Standard Number	Service Description	Level of Service	Outcome
3.1	Delivery of Preventative and Corrective Maintenance Program <i>NOTE: for major sub-category information please see 3.1 (a) – 3.1 (d)</i>	Manage a preventative and corrective maintenance program that shall include maintenance service activities to maximize the useful life of building structure, systems and equipment	Maintenance service activities shall include: Schedule and coordinate maintenance to ensure operational efficiency and to comply with warranty requirements and SSBC Technical Standards where applicable.
3.1 (a)	HVAC	The complete maintenance of HVAC systems, including plant, distribution and end device standard of service/maintenance in accordance with industry practices as well as the SSBC Technical Standards.	Optimize the operational efficiency/energy conservation and proper operation/maximum life cycle of HVAC equipment and components.
3.1 (b)	Electrical	The maintenance of the electrical systems which form part of the building services distribution system are included, as well as the maintenance of structured cabling system, repairs and ordinary replacement of fuses, ballasts, fixtures, switches, outlets, wiring, etc.	Standard of service to ensure safe and comfortable work environments; safe operation of equipment and minimal disruption of program activities. Standard of service/maintenance to ensure proper operation and maximum life cycle of electrical equipment (i.e. lighting, distribution equipment, structured cabling systems, etc.) and lift-device equipment and components

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3.1 (c)	Elevating Devices	Safe operation of equipment and minimal disruption of program activities. Standard of service/maintenance to ensure proper operation and maximum life cycle of elevating devices such as but not limited to: elevators (cable and hydraulic), lifts, escalators, dock equipment or other equipment as defined by the Act.	Inspection, servicing and maintenance of the elevating device(s) by a certified person
3.1 (d)	Plumbing	Maintenance of the components of domestic hot water systems, waste drain and vent systems, wells and pumps, delivery lines and surge tanks, toilets, backflow and sewer systems. Includes septic tanks, septic fields, water features, drainage lines, pumps, storm drains and catch basins. Inspection fees, testing fees and licenses also apply. Maintenance of water system documentation and testing, including emergency response plan, (where applicable).	To ensure proper operation of plumbing systems and fixtures. Standard of service of operation and maintenance to: Maximize the life cycle performance and service life of all plumbing systems and equipment; Conform to, manufacturer and client requirements as necessary.