

Original Date: 2013-02-12		Date Revised:		
Project Types: 1= Under \$50K 2=Over \$50K 3=Landlord Delivered				
Service Category: Project Management Services				
<b>Purpose: Manage and deliver projects in a manner that reflects the industry standard project management methodologies and practices.</b>				
Service Description	Service Level Attributes	Project Type		
		Under \$50K	Over \$50K	Landlord Delivered

General: These items are completed as required and/or occur throughout the project lifecycle.	Decommission Vacated Space	As Requested	As Chartered	As Chartered	
	Provide And Manage Moving Services	As Requested	As Chartered	As Chartered	
	Interface With Customer And Provide A Single Point Of Contact	A/R	A/R	A/R	
	Maintain Accurate And Complete Files	RP2	RP2	RP2	
	Communicate All Risks And Issues	Email	Email/As Chartered	Email/As Chartered	
	Prepare Briefing Notes, Perform Formal And Informal Presentations And/Or Submissions And Development Of Business Submissions	Not Applicable	As Chartered	As Chartered	
	Identify/Communicate/Manage/Mitigate All Known Health, Safety, Security And Environmental Impacts	A/R	A/R	A/R	
	<b>Furniture And Technology</b>				
	• Coordinate The Project Implementation Of All Technology Service Providers	As Requested	As Chartered	As Chartered	
	• Coordinate/Monitor The Furniture And/Or Equipment Installation Including The Disposal And/Or Reuse Of Existing	As Requested	As Chartered	As Chartered	
<b>Reporting</b>					
• Maintain A Project Tracking System To Ensure That Committed Costs Do Not Exceed Authorized Expenditures	RP2	RP2	RP2		
• Provide Monthly Budget Control Reporting	MSR	MSR/RP2	MSR/RP2		
Planning: Project has been identified.	Identify Opportunities To Improve Customer Satisfaction And Reduce Project Costs	A/R	IPT Participation	IPT Participation	
	Participate In Defining Requirements And Needs	As Requested	IPT Participation	IPT Participation	
	Participate In Development Of The Scope, Schedule And Budget	A/R	IPT Participation	IPT Participation	
	Identify Long Lead Times	A/R	IPT Participation	IPT Participation	
	Recommend Purchasing Strategies	A/R	IPT Participation	IPT Participation	
	Coordinate With The Landlord	Preliminary Approval	Preliminary Approval	Preliminary Approval	
	Identify Site Conditions That May Impact The Project	A/R	IPT Participation	IPT Participation	
Implementation: Project approved to proceed.	Manage And Communicate The Project Scope, Schedule And Budget Including Phasing Strategies Where Appropriate	RFS	Charter	Charter	
	Obtain The Approval For Initial Budget And Schedule	RFS	RFS	RFS	
	<b>Management Of Tendering And Award Process</b>				
• Selection Of Consultant, Contractor And Or Supplier	A/R	A/R	Not Applicable		

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	• Manage The Issuance Of Documents For Tender	RFQ	Tender Package	Not Applicable
	• Manage The Issuance Of An Addenda To The Tender Documents	A/R	A/R	Not Applicable
	• Coordinate, Manage And Chair Bidder's Meetings As Required	A/R	A/R	Not Applicable
	• Review Bid Documentation For Conformance	A/R	A/R	Not Applicable
	• Resolve Any Qualification Or Exceptions	A/R	A/R	Not Applicable
	• Prepare A Detailed Tender Evaluation And Analysis And Provide A Recommendation With Detailed Supporting Documentation	A/R	Tender Summary	Not Applicable
	• Negotiate And Execute Contracts	PO/Short Form	PO/Short Form/CCDC2/CCDC3	Not Applicable
	Confirm All Required Permits And Regulatory Approvals Are In Place	Permit	Permit	Not Applicable
	Coordinate And Conduct A Start-Up Meeting	As Required	As Chartered	Not Applicable
	Manage Project Meetings	As Required	As Chartered	As Chartered
	Facilitate The Interface With The Landlord And Advise The Province Of Any Issues	A/R	A/R	A/R
	Ensure Contractor Performance In Accordance With Contractual Obligations And Provincial Standards	Per MSA	Per MSA	Per MSA
	Manage Changes To Scope, Schedule And Budget	Supplemental RFS	Supplemental RFS / Change Order	Supplemental RFS / As Chartered
Complete: Project deliverables ready for intended use.	Perform A Final Walkthrough	>\$10K I&A	I&A	As Chartered
	Inspections/Coordinate Obtaining Of All Required Regulatory Sign Offs	>\$10K I&A	I&A	Not Applicable
	Coordinate The Testing And Inspection Of Work By The Design Firm And Other Consultants And Sub Contractors As Required	>\$10K I&A	I&A	Not Applicable
	Manage And Coordinate Deficiency Review With The Province And The Province Customer	>\$10K I&A	I&A	A/R
	Follow Up And Provide Reporting In All Outstanding Items On A Regular Basis	A/R	As Chartered	As Chartered
	Coordinate Obtaining Of All Required Certificates From The Architect/Engineer	>\$10K I&A	I&A	Not Applicable
	Provision Of Warranty And Maintenance Manuals	>\$10K I&A	I&A	As Required
	Responsible To Manage And Ensure That The As-Built Drawings And Sketches Are Updated In Accordance With Parameters Defined By The Province	Drawings and Sketches in Format Required	Drawings In Format Required	As Required
	Perform Lien Searches Ensuring Compliance With All Lien Legislation And Requirements	Not Applicable	Lien Search	Not Applicable
	Provide Certificate Of Occupancy And Rentable Floor Areas	Certificate	Certificate	Not Applicable
Obtain Satisfaction Survey Of The Project Management Role	>\$10K CSAT	CSAT	CSAT	
CMMS	ICS Form	ICS Form	ICS Form	

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	Coordinate With Contractors/Suppliers To Provide Start Up Services (Minor Deficiency Repairs, Installation Of Whiteboards, Chalkboards, Garbage Containers) And Other Minor Fittings Necessary To Make The Space Functional	RFS	As Chartered	As Chartered
Closed: All financial transactions have been completed.	Ensure The Project Is Closed Out In A Timely Basis	RP2 Closed in 60 days	RP2 Closed in 90 days	RP2 Closed in 90 days
	Warranty Inspection	Work Order through CMMS	Work Order through CMMS	Not Applicable
	Warranty Management	CMMS managed by WSI Operations	CMMS managed by WSI Operations	Not Applicable
	Archive Files	RP2	RP2	RP2

Performance Measurement Criteria/Reporting:	General Comments
<ul style="list-style-type: none"> <li>Project File Audits</li> <li>I&amp;A - Inspection and Acceptance Form</li> <li>Charters/RFS</li> <li>MSR – Monthly Status Report sent direct to project implementers</li> <li>RP2 – Real Project Module of the BLJC-WSI RealSuite System</li> <li>Customer Satisfaction Survey (CSAT)</li> <li>Project Timeliness</li> <li>Project Estimating</li> <li>Project Forecasting</li> <li>Project Close Out</li> </ul>	<ul style="list-style-type: none"> <li>IPT – Integrated Project Teams are raised by SSBC Project Implementers. The purpose of an IPT is to bring together subject matter experts from a variety of disciplines to determine the best solution to a set of project requirements.</li> <li>Escalations – If a resolution cannot be realized with the project implementers (s) issues should be raised per the defined process.</li> <li>A/R – Accountable and Responsible. The one ultimately answerable for the correct and thorough completion of the deliverable or task and the one who does the work to achieve the task.</li> </ul>