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The purpose of this Service



Point of Contact

The computerized maintenance management system (CMMS) is the recommended method of registering a request for the variety of services contained in this SLA.

To report a flood, a power outage or any other emergency situation please telephone Fixit during normal hours or Campus Security and Emergency Services outside of normal hours. Emergency service requests should not be made using voicemail, CMMS work requests or email.

be used. – the [Planning and Renovation Request](#) Form should

– email _____



4.2 Facilities Operations, Custodial

4.4 Design and
Construction Project
Management

Core Services (Discretionary Base Funded Responsibilities)

1	Initial development of capital project scope and vision with client teams, sufficient to gain go-ahead for pre-design services to be conducted
2	Pre-design services: development of preliminary space needs/program, and preliminary planning and design concepts
3	Development of preliminary cost estimates for renovation of existing building space and for new construction prior to any external costs being incurred

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Trade mechanic (e.g., electrician, plumber, locksmith)	\$65.92
Grounds worker	\$49.24
Custodian/caretaker	\$36.86
Projects with external consultants	5% on total actual costs
Projects with no external consultants	10% on total actual costs
Projects over \$1M	\$50,000 on first million and 2% on total actual costs over \$1M

*The labour rate for maintenance and operations staff is intended to recover actual direct costs and allocated indirect costs, including fringe benefits. A methodology has been developed and used for the labour rate calculation and annually the impact of rate adjustments is taken into consideration during the review by PACB of the budget submission for the Facilities portfolio. The cost of inventory materials and purchased goods are passed through with no mark-up.

**The cost of design and construction management will appear as a percentage of project costs as part of the project estimate; however, customers only pay the percentage reflected above based on actual costs on the project. Any funds within the estimated amount not needed for design or construction management will be returned to the client upon completion of the project.

Statutory compliance - Statutory compliance are requirements of law and are provided to ensure the