

APPENDIX 4C

OPERATIONS AND MAINTENANCE SERVICES

1. SERVICES

1.1 General Requirements

In addition to the standards and specifications set out in Schedule 4 [Services Protocols and Specifications], Project Co will deliver the Operations and Maintenance Services:

- (a) in a manner which:
 - (1) is safe for all Facility Users; and
 - (2) does not create any environmental hazards;
- (b) in a safe, compliant, functional, working and barrier-free environment applying safe working practices including:
 - (1) using recognized risk assessment and management systems; and
 - (2) placing, maintaining and keeping records of all hazard notices and safety signage which are consistent with those used by the Province;
- (c) in accordance with principles consistent with LEED™ Gold;
- (d) having regard for, and without limiting the requirements set out in Section 4 of Schedule 4 [Services Protocols and Specifications], the standards and performance criteria set out in Schedule 3 [Design and Construction Specifications].

2. SERVICES REQUIREMENTS

2.1 Annual Service Plan

Project Co will develop in accordance with Section 7 of Schedule 4 [Services Protocols and Specifications] and implement as part of the Annual Service Plan appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system in respect of the delivery of the Operations and Maintenance Services to the Province.

2.2 Operations and Maintenance Services

Project Co will provide the Operations and Maintenance Services in accordance with this Appendix so that:

- (a) each of the Maintained Elements:
 - (1) is properly and safely maintained in accordance with all Plans;
 - (2) remains functional, safe, operationally sound and of good appearance;
 - (3) performs in accordance with its respective design criteria as set out in Schedule 3 [Design and Construction Specifications]; and

- (4) achieves the requirements set out in Attachment 1 to this Appendix;
- (b) the Building Systems, including heating, air conditioning, lighting, humidity and mechanical ventilation systems, function in accordance with the requirements set out in Table 4 of Attachment 1 to this Appendix;
- (c) the exterior elements of the Facility are maintained in accordance with Table 1 of Attachment 1 to this Appendix;
- (d) the secure and non-secure public parking areas, structures and associated systems and equipment are maintained in accordance with this Appendix; and
- (e) all other Maintained Elements operate as designed and intended.

2.3 First Response Maintenance for Equipment and Furniture

Project Co will respond to Demand Requisitions in respect of all Equipment and Furniture. If the Equipment and Furniture which is the subject of the Demand Requisition is not Maintained Equipment and Furniture, Project Co will determine whether the problem relates to the Equipment and Furniture itself or a Maintained Element supporting the Equipment and Furniture. If:

- (a) the problem relates to a Maintained Element, Project Co will rectify the problem in accordance with this Appendix; or
- (b) the problem does not relate to a Maintained Element, Project Co will promptly give notice of the problem to the Province together with a summary of the results of the investigation into the problem conducted by Project Co.

2.4 Maintenance Times

Subject to Section 5 of Schedule 4, Project Co will perform the Maintenance Services during the relevant Maintenance Access Times and will:

- (a) perform Scheduled Maintenance during the periods agreed in the Annual Service Plan then in effect and will give the Province ten days' notice before commencing any such Scheduled Maintenance; and
- (b) undertake and complete Demand Maintenance within the relevant Response Time and Rectification Periods set out in Appendix 4H [Performance Indicators] and Schedule 8 [Payments].

2.5 Re-Scheduling of Maintenance

Notwithstanding any notice delivered by Project Co pursuant to Section 5 of Schedule 4 [Services Protocols and Specifications], if the Province, acting reasonably, determines that the times at which Project Co proposes to perform Maintenance will cause material disruption to the operations of the Province or other Facility Users, the Province may give notice to Project Co not to carry out such Maintenance until such time as the Province and Project Co, each acting reasonably, agree on an alternate time. Upon such agreement, the Response Time and Rectification Period for such Maintenance will be adjusted accordingly.

2.6 Elevators

Project Co will:

- (a) operate and maintain all elevators and related equipment at the speeds and in accordance with the elevator design specifications set out in Schedule 3 [Design and Construction Specifications];
- (b) dispatch its personnel promptly to respond to all elevator alarms or telephone calls from an elevator and initiate the required action to rectify faults and release occupants;
- (c) provide tools, training and retraining as required to designated Province staff in the procedures to safely release trapped elevator occupants. For greater certainty, the primary responsibility for Response and Rectification of elevator faults including entrapment remains with Project Co, however, the Province may, at its sole discretion, perform immediate extrications of entrapped individuals under extraordinary circumstances such as medical emergencies, security incidents or Lockdown situations;
- (d) undertake Scheduled Maintenance of elevators and elevating devices and related equipment such that at no time will any Functional Unit be without elevator service and ensure that not more than one elevator in a bank of two or more elevators is out of service for Scheduled Maintenance;
- (e) include in each Performance Monitoring Report for the relevant period a summary of any elevator or elevating device failures and corrective actions.

2.7 Building Management System (BMS)

Project Co will:

- (a) operate the BMS to allow for the control and monitoring of the operation of the Building Systems in accordance with the design and performance criteria set out in Schedule 3 [Design and Construction Specifications];
- (b) monitor, control, indicate alarms and provide trending information for all BMS connected sensors and control points;
- (c) provide for the BMS to automatically initiate an alarm and immediately page or otherwise notify staff designated by the Province of particulars related to any alarmed equipment specified in Schedule 2 [Design and Construction Protocols] or Schedule 3 [Design and Construction Specifications]; and
- (d) include with each Performance Monitoring Report and provide the Province with continuous direct access (other than during such reasonable periods as the BMS may be undergoing Scheduled Maintenance or emergency Maintenance) to the following information generated by the BMS during the relevant period:
 - (1) critical incident failures;
 - (2) daily, weekly and periodic status reports;
 - (3) exception reports by element status;
 - (4) trend log data;

- (5) time of occurrence, Response and Rectification;
- (6) readings of carbon monoxide levels once every 24 hours for each carbon monoxide detector installed in the Facility; and
- (7) such other information as the Province may reasonably require.

2.8 Maintenance of Facility Condition Index (FCI) Data

Project Co will:

- (a) maintain all relevant FCI measurement data and calculations with respect to the Maintained Elements in a form and format acceptable to the Province; and
- (b) assist the Province in the conduct of annual FCI reviews of the Facility and provide input to the Province's FCI asset database.

2.9 Building Security and Communications Systems (BSCS) Maintenance and Support

Project Co will maintain and provide support for the BSCS such that the BSCS will continuously meet the applicable design and performance requirements specified in Sections 7.9 (Communications) and 7.10 [Electronic Safety & Security] of Schedule 3 [Design and Construction Specifications]. Without limiting the preceding sentence, Project Co will:

- (a) maintain the operability of the BSCS so as to, at all times, meet or improve upon the applicable baseline measurements established through the applicable commissioning procedures at Service Commencement;
- (b) maintain continuous communications with all control points throughout the Facility;
- (c) respond to and correct false alarms;
- (d) respond to and rectify all BSCS failures in accordance with the applicable Response Times and Rectification Periods; and
- (e) without limiting the Life Cycle Requirements, carry out BSCS upgrades, including patches and other improvements, as and when required to ensure that the BSCS, including all BSCS Software and other software, hardware, firmware, applications and other components: (i) remain at all times manufacturer supported, manufacturer supportable and otherwise compliant with the requirements of the Design and Construction Protocols, the Design and Construction Specifications and the Services Protocols and Specifications; and (ii) all BSCS Software and other software, hardware, firmware, applications and other components that interface with the Province's systems remain compatible with the applicable Province systems, provided that any changes required and resulting solely from an upgrade to, or change by, the Province to such Province systems will be treated as a Change and paid for in accordance with Schedule 6 [Changes, Minor Works and Innovation Proposals]. Whenever, pursuant to the Life Cycle Requirements or any other requirement of this Agreement, Project Co is required to upgrade or replace any component of the BSCS, including any BSCS Software or other software, hardware, firmware, application or other component, such upgrades or replacements shall be made using the latest proven technology;
- (f) provide comprehensive training and re-training as required of designated Province Persons with respect to the use and operation of the BSCS including security and

surveillance systems including system programming, access controls, locking devices, panic systems, cameras, monitors, equipment and associated software installed at the Facility pursuant to this Agreement; and

- (g) provide keying, re-keying and lock repair services

Project Co will, upon request, provide the following to the Province with respect to the BSCS:

- (h) a list of all critical incidents;
- (i) daily, weekly and periodic status reports;
- (j) exception reports by element status;
- (k) for all BSCS alarms, time of occurrence, Response, and Rectification of the Communications and BSCS alarm; and
- (l) any other report required to demonstrate that all systems are functioning effectively.

2.10 IMIT Services

Project Co will provide the following IMIT Services:

- (a) maintain the Category 3 Equipment and Furniture as set out in Appendix 2E [Equipment and Furniture], including interconnections and interoperability functions with all Facility systems, Maintained Elements and the Province's IMIT equipment in accordance with the Annual Service Plan then in effect, including:
 - (1) performing all system and infrastructure maintenance, repairs, software upgrades and lifecycle replacements in accordance with Province Policies , such that all Facility systems, Maintained Elements and interconnections with Province IMIT equipment and systems:
 - (A) function as set out in the applicable sections of Schedule 3 [Design and Construction Specifications] including all integrated interoperability functions; and
 - (B) achieve a 99.9% uptime performance target, (excluding Scheduled Maintenance);
 - (2) operating and maintaining all Maintained Equipment and Furniture such that:
 - (A) the performance requirements set out in Schedule 3 [Design and Construction Requirements] , applicable to such equipment are achieved; and
 - (B) any applications, software modules, and any related software operated or used by Project Co do not interfere with the operation or performance of, or reduce the security of or privacy of, any Province applications, system, equipment or data;
 - (3) renewing or replacing all:

- (A) Maintained Equipment and Furniture no less frequently than as set out in Appendix 2E [Equipment and Furniture] and otherwise as and when required to achieve the standards set out in this Agreement;
- (b) implement and maintain the intelligent infrastructure management system (IIMS) for the management and administration of the structured cabling system and cabling plant in compliance with the requirements and standards set out in Schedule 3 [Design and Construction Specifications];
- (c) provide appropriately qualified and trained staff and subcontractors including a primary single point of contact at the Facility for liaison with the Province's IMIT staff;
- (d) test and verify in coordination with the Province the functionality and interoperability of Maintained Equipment and Furniture, systems and infrastructure with all Facility systems, Maintained Elements and interconnections with Province IMIT equipment and systems;
- (e) provide continuous system monitoring through the BMS and Help Desk with 24/7 response to all issues including alert notification to designated Province staff of failures;
- (f) participate in regular weekly, monthly and adhoc IMIT coordination meetings with the Province as required;
- (g) provide the Province with a monthly performance report as set out in Section 11 of Schedule 4 [Services Protocols and Specifications];
- (h) ensure all Project Co laptops, tablets, workstations and other electronic communications devices that connect to or interface with Province systems and networks comply with Province Policies, including:
 - (1) software patches and updates;
 - (2) virus protection;
 - (3) data security and password protection; and
 - (4) compatibility;
- (i) respond to service requests and Demand Requisitions through the Help Desk; and
- (j) implement ongoing quality assurance measures including the identification of all non-conformances and associated corrective actions.

2.11 Energy and Utility Supply and Payment

During the Operating Period:

- (a) the Province will, from time to time, as required enter into contracts for the supply and delivery of Energy and Utilities to the Facility including:
 - (1) electricity;
 - (2) natural gas/fuel oil,
 - (3) diesel fuel (for generators); and

- (4) water and sewage.
- (b) Project Co will act on behalf of the Province as its agent and assume payment, management, review and verification of all invoices, surcharges, and fees related to the supply and consumption of energy, fuel and utilities for the Facility.
- (c) As set out in Schedule 8 [Payments], the direct costs of such invoices will be a flow through to the Province and invoiced on a monthly basis, without mark up.
- (d) Without limiting Project Co's obligations related to Utilities Management set out in this Appendix 4C [Operation and Maintenance Services], Project Co will provide technical assistance and support related to the Province's Utility Contracts as may be requested by the Province.

2.12 Utilities Management

Project Co will:

- (a) manage all Utilities delivered to the Facility by Utility Companies in a manner integrated and coordinated with the other Services to facilitate the smooth operation of the Facility;
- (b) manage, test and troubleshoot all Utilities, associated systems and infrastructure;
- (c) maintain the integrity of the systems that support and deliver Utilities within the Facility and ensure that an adequate continuous supply of all Utilities is available 24 hours per day, 365(6) days per year to all applicable Facility locations;
- (d) in the event that there is a disruption from a Utility Company, supply emergency Utilities as defined in the design criteria, where this is not a requirement, cooperate and assist the Province in contingency response including the supply of temporary Utilities where feasible;
- (e) respond to all Demand Requisitions in connection with Utilities;
- (f) post hazard and safety notices and record, distribute and evaluate such notices to ensure that all required notification procedures regarding failures are complied with;
- (g) provide, manage and operate an effective BMS that includes an integrated energy and utility management system;
- (h) prepare a Utilities report as part of the Annual Service Plan (together with progress reports at each Payment Period) that provides user configurable reports, detailing time stamped usage history, status, event history, consumption history and other required energy usage and control information in detailed and summary formats;
- (i) be responsible for:
 - (1) obtaining and maintaining all required Permits; and
 - (2) undertaking all testing, cleaning and maintenance, including as required by the Utility Companies and other parties having jurisdiction;
- (j) regularly review and amend as required the utility supply specifications such that they are consistent with the requirements of the Province;

- (k) ensure all physical connections and structured cabling for telephone and data services are provided and maintained at all times;
- (l) inform the ALC Representative of all:
 - (1) scheduled interruptions to any Utility not less than seven days prior to such disruption; and
 - (2) unscheduled disruptions to any Utility immediately upon the occurrence; and
- (m) provide technical support, advice and assistance, upon request, in connection with the Province's negotiation of Utility Contracts, tariffs and bulk purchase agreements.

2.13 Maintenance of Key Energy Consuming Building Systems

Project Co will:

- (a) maintain all key energy consuming Building Systems, including all boilers, so that each such system operates efficiently; and
- (b) conduct regular efficiency testing of all such systems in accordance with Good Industry Practice, and without limitation no less than once per heating season for the boilers (at start-up of the season), and will include the results of such testing in each applicable Performance Monitoring Report.

2.14 Maintenance Equipment, Parts and Supplies

Project Co will procure, provide, maintain, store, clean and replace as required all equipment, parts, supplies, apparatus and consumable items (including any consumable required for the operation, maintenance and repair of Maintained Elements) required to deliver the Operations and Maintenance Services, including scaffolding, mobile elevating or lifting devices, tackle, machinery, tools or other equipment.

2.15 Pest Control Services

Project Co will:

- (a) provide a comprehensive preventative, reactive and on-call pest control service for the interior and exterior elements of the Facility for all pests, including but not limited to insects, bed bugs, rodents, birds and other infestation, using personnel who are fully trained, qualified and able to provide high quality professional and practical advice;
- (b) notify the Province immediately of any pest/vermin infestation, assist the Province in the identification of the source of such infestation and take any necessary actions required to block access from the exterior components of the Facility;
- (c) undertake all work in a safe manner with minimal interference with the Province's operations and with minimal risk in terms of health and safety and damage to the Facility;
- (d) provide safe, tamper resistant and efficient methods of catching, destroying and safely disposing of pests, adopting safe and humane procedures in all instances;

- (e) if non-chemical forms of pest control are ineffective, use chemical treatment and specific chemicals consented to by the Province provided that no chemicals will be used which may come into contact with Facility Users directly or indirectly;
- (f) ensure the use of any permitted chemicals, including pesticides, is strictly controlled and monitored;
- (g) maintain all records of the use of any permitted chemicals and advise the Province in advance of the type of chemicals it intends to use; and
- (h) include in its monthly report to the Province a complete overview on pest control activity during the previous period and identifying future action which will include the following:
 - (1) identification of any pest/vermin infestation;
 - (2) details of the locations and areas inspected and treated and the product names and product number of the pesticide used if applicable;
 - (3) the number, type and location of infestations reported;
 - (4) any evidence of any pest and any belief that any infestation is associated with any other premises whether Province-owned or otherwise that may affect the Facility; and
 - (5) a description of recommended preventative measures to minimize re-infestation.

2.16 Miscellaneous Maintenance Services

Project Co will:

- (a) within 24 hours' notice from the Province, Respond to Demand Requisitions for general labour services including:
 - (1) the installation and hanging of white boards, pictures, art work, shelving and other items of a similar nature affixed to the walls of the Facility; and
 - (2) other similar services typically performed by the physical plant department of a similar court facility ("**Miscellaneous Maintenance**"); and
- (b) complete such Miscellaneous Maintenance within two weeks of the Demand Requisition or as otherwise agreed with the Province. For greater certainty, such requests will not be a Change.

2.17 Secure Parking and Parkade Maintenance

Project Co will:

- (a) Maintain, repair and replace as required all elements of the secure and non-secure public parking areas constructed or installed pursuant to this Agreement such that:
 - (1) all systems and equipment are fully operational and function in accordance with their respective design criteria set out in Schedule 3 [Design and Construction Specifications];

- (2) all vehicle and pedestrian entranceways, ramps, exits, stairwells and fire routes are fully accessible at all times and maintained free of debris, snow, ice, hazards and other obstacles;
- (3) all parking stalls are available at all times except during periods of Scheduled Maintenance in accordance with the Annual Service Plan;
- (4) 28 parking stalls are available for controlled allocation by Project Co for jury call purposes upon 24 hours' notice from the Province;
- (5) all areas are free of debris, swept and periodically power washed as required to maintain a clean safe environment;
- (6) all signage is maintained in accordance with Schedule 3 [Design and Construction Specifications] and replaced as required;
- (7) all line painting is performed as required; and
- (8) all Life Cycle work including re-surfacing of parking stalls and circulation areas is performed in accordance with the Life Cycle Plan.

ATTACHMENT 1
TABLES TO APPENDIX 4C

Table 1: Service Standards, Building

Element	Standard
General	All Maintained Elements including the elements outlined below will at all times be functional, operational and maintained, repaired and refreshed as required to meet the performance specifications of the design criteria set out in Schedule 3 [Design and Construction Specifications] and consistent with a Facility maintained in accordance with all applicable Laws, Province Policies and Good Industry Practices.
Building Fabric External	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Sound secure and weatherproof where appropriate. 3. Free from damp penetration, staining, spalling, debris, moss growth and animal droppings 4. Chimney stacks/flues are structurally sound and secure and flue is free from blockages/excess soot. 5. Gutters, downspouts and drains kept clear. 6. External window surfaces cleaned periodically to maintain a debris free, clear and clean appearance. 7. Exterior finishes maintained in good cosmetic appearance
Building Fabric Internal	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Free from structural cracks and/or deflection. 3. Free from damp and vermin. 4. Free from undue damage and of good cosmetic appearance. 5. Free from all hazardous materials.
Fixtures and Fittings	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Operate safely and as intended, without making undue noise and without including observable stains on hinges, locks, catches and handles, and without binding, rubbing or catching in any way. 3. Free from all but minor surface blemishes and wear and tear. 4. Luminescent strips, signs, notices, warning signs where appropriate are intact, legible and illuminated where appropriate. 5. Free from corrosion.
Floor and Floor Coverings	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. The floor coverings are complete, according to their specification. 3. The floor coverings are fully fixed to the floor so as not to cause a health or safety hazard. 4. The floor/floor covering is free from tears, scoring, cracks or any other damage that is unsightly and/or could cause a health and safety hazard. 5. Floor coverings/surfaces are maintained in such a way as to provide a suitable uniform surface, with minimal resistance, for wheeled carts, wheel chairs and any other wheeled vehicle in use in the Facility. 6. Allow adequate drainage where necessary.
Decorative Finishes	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Decorative finishes are complete according to their specification and maintained in a state of good cosmetic appearance at all times. 3. Free from all but minor surface blemishes or undue wear and tear. 4. Free from cracks, or any other surface degradation inconsistent with a building maintained in accordance with Good Industry Practice.
Flags and Flag Poles	<ol style="list-style-type: none"> 1. Flag poles fully functional and of good appearance 2. Flags raised, lowered and displayed on a daily basis in accordance with Province Policies and Procedures 3. Flags free from fading, tears and fraying and replaced with new flags of an appropriate size and quality as required to maintain good appearance

Table 2: Service Standards, Building Systems

Element	Standard
General	All Maintained Elements including without limitation the elements outlined below will at all times be functional, operational and maintained, repaired and refreshed as required to meet the performance specifications of the design criteria set out in Schedule 3 [Design and Construction Specifications] and consistent with a Facility maintained in accordance with all applicable Laws, Province Policies and Good Industry Practices.
Electrical Distribution System and Emergency Power	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Ratings clearly marked. 3. Fuse elements or circuit breaker mechanisms in working order. 4. Contacts and connections clean and mechanically tight. 5. No overheating during normal operating loads. 6. Secure to authorized access only. Recording instruments operational where necessary. 7. All bus connectors torqued to manufacturer recommendations. 8. Lock out procedures provided. 9. All cables mega tested as required. 10. All loads balanced on each phase. 11. All protective relaying properly coordinated. 12. All breakers, switchgear and transformers tested and cleaned on a regular scheduled basis. 13. Identification notices posted where necessary. 14. Generators and associated emergency power system and switchgear maintained and tested regularly
Plumbing Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Deliver water at the temperatures, pressure and flow rates specified in Schedule 3 as required to serve the Facility needs without undue noise and vibration. 3. Taps, valves and other related fittings and fixtures function as intended. 4. Pipework and fittings fastened securely to their intended points of anchorage. 5. No persistent drips or leaks of water from pipework, taps, valves, fixtures and/or fittings.
Heating, Ventilation and Air Conditioning Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. All ventilation systems will function as intended without undue noise or vibration. 3. Air changes and ventilation levels as required to achieve CSA and ASHRAE Standards. 4. Ductwork, fittings and pipework will be securely fastened to their intended points of anchorage. 5. No persistent or unreasonable leakages of water (or other heating/cooling medium) or air from ventilation systems. 6. Secure to authorized access only. 7. Substantially free from corrosion, erosion and organic growth.
Sanitary and Other Drainage Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Function as intended, without undue noise, vibration and odours. 3. Provide a safe and comfortable environment. 4. All pipework and fittings fastened securely to their intended points of anchorage. 5. No leakage of waste and/or foul water and/or rain water.
Fire Fighting Equipment	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Fire extinguishers and other fire fighting equipment maintained in accordance with relevant codes and standards (e.g., CSA Standards). 3. Sound, secure and fixed to their intended point of anchorage. 4. Fully operational within manufacturer's recommendations. 5. Hydrants, sprinklers & hoses at correct operating pressure & capacity. 6. Pipework substantially free from corrosion, leaks and drips.

Element	Standard
Communications Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Communications system maintained in accordance with all relevant codes and standards. 3. All electrical communications and data transmission installations to comply with relevant codes and standards (e.g., CSA Standards). 4. Fully operational within manufacturer's recommendations.
Electrical Systems	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] 2. Weatherproof where appropriate. 3. Function as intended without undue noise or vibration; wiring, fittings, fixtures, controls and safety devices properly housed and fastened securely to their intended point of anchorage¹ and labelled. 4. Lightning conductor should be complete, isolated and comply with CSA Standards. 5. MICC cable protective coatings intact.
Security & Surveillance Systems and Access Controls	<ol style="list-style-type: none"> 1. Perform in compliance with the requirements of Schedule 3 [Design and Construction Specifications] at all times 2. All hardware, software, control units, access devices, monitors, cameras, recorders, sensors, alarms and other field devices fully functional and maintained in good operational condition 3. Back-up and fail safe functions tested and operational 4. Maintained in accordance with all applicable Laws, codes and standards. Systems will remain operational continuously, unless approved for interruption by the Province.

Table 3: Service Standards, Category 3 Maintained Equipment and Furniture

Element	Standard
General	All Category 3 Maintained Equipment and Furniture including without limitation the elements outlined below will at all times be functional, operational and maintained, repaired and refreshed as required to meet the performance specifications of the design criteria set out in Schedule 3 [Design and Construction Specifications] and consistent with a Facility and Site maintained in accordance with all applicable Laws, Province Policies and Good Industry Practices.
Furniture	<ol style="list-style-type: none"> 1. All furniture components and elements are fully functional and operational 2. All moving parts operate and function without binding or undue noise 3. Surfaces and finishes are intact and of good appearance 4. Upholstered surfaces are free from rips, tears, undue wear, stains, odours and infestations 5. Public and common area seating free from damage, graffiti, stains, odours, stickers and in good appearance 6. Inventory data maintained as part of the asset registry in Project Co's CMMS (including disposal and replacement) 7. Damaged or un-repairable furniture replaced as required to maintain full inventory 8. Replaced in accordance with the frequencies set out in Appendix 2E [Equipment and Furniture]

¹ Safety devices will be deemed to include all Un-Interruptible Power Supplies (UPS) and power surge devices specified to protect personnel and equipment.

Element	Standard
Equipment	<ol style="list-style-type: none"> 1. All equipment elements and components are fully functional and operational to a 99.9% performance standard 2. Inventory maintained as part of the asset registry in Project Co's CMMS (including disposal and replacement) 3. All interconnections and interoperability functions perform in accordance with the requirements set out in Schedule 3 [Design and Construction Specifications] 4. All applicable software upgrades, patches and maintenance performed as required 5. Damaged or un-repairable equipment replaced as required to maintain full inventory 6. Cleaned and maintained in accordance with manufacturers recommendations 7. Replaced in accordance with the frequencies set out in Appendix 2E [Equipment and Furniture]

Table 4: Service Standards, Lighting, HVAC and Sound Transmission

Element	Standard
Lighting	Lighting levels to be maintained in accordance with the applicable standards set out in Schedule 3 [Design and Construction Specifications]
HVAC	HVAC systems to be maintained in accordance with the applicable standards set out in Schedule 3 [Design and Construction Specifications] including without limitation temperature, humidity, ventilation, air exchanges and pressurization.
Sound Transmission	Sound transmission ratings and levels for designated areas maintained within the design tolerances as per Schedule 3 [Design and Construction Specifications]