**ExxonMobil Canada East Technical Pre-Qualification Questionnaire**

**Registered Company Name:**

**Address:**

**Completed by: (Name & Title)**

**Telephone #** **Fax # Email:**

**Describe in detail how the following points will be managed:**

**1.0 Integrated Services**

1.1 Vendor shall provide fully integrated facility service solution consistently delivered

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1.2 Vendor shall provide internal and external benchmarking data for integrated services

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1.3 Vendor shall have a quality assurance program

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1.4 Vendor shall provide transition leadership and expertise to an out-sourcing model

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1.5 Vendor shall recommend KPIs to measure success of contractual relationship

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**2.0 Facility Services**

2.1 Vendor shall provide services listed in attached Site Service Matrix (SSM)

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2.2 Provide proactive, condition driven, and life-cycle based facility services

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2.3 Vendor shall utilize and manage an electronic work management system

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2.4 Vendor shall provide service to a 24 hour operation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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2.5 Vendor shall provide services to two remote locations outside of St. John’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**3.0 Preventative Maintenance Program**

3.1 Implement a preventative maintenance program for building equipment and systems

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3.2 Provide analysis and reporting on maintenance program on a monthly basis

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**4.0 Facility Projects**

4.1 Vendor will be required to deliver turnkey end-to-end solutions for projects under USD 5M

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**5.0 Third-party Management**

5.1 Vendor shall contract for and manage third-party providers

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**6.0 Customer Service**

6.1 Vendor to track and demonstrate response to customer service

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6.2 Vendor to improve performance at site through organization, technology and processes.

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6.3 Vendor to serve as point of contact for customer service on site and for regional management

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**7.0 Safety, Security Health and Environment**

7.1 Vendors to deliver services incorporating safety, security, health and environmental processes and expectations

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