

# Service Standards for Client Request Estimates

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Ministry of SaskBuilds and Procurement

Maintained by: Corporate Strategy and Services Division

*This document outlines the service standards customers can expect from the ministry.*

## Service Standards for Client Request Estimates

**Service standards publicly state the level of performance that citizens and clients can reasonably expect to encounter from the Ministry of SaskBuilds and Procurement under normal circumstances.**

### Service description:

Preliminary accommodation project cost estimating, for clients and during the intake/service request phase.

### How you can request this service:

Contact your ministry tenant representative who will submit a request, through email or paper, to a SBP Planner to begin the process. The SBP Planner will gather client requirements and forward to Building Services for an estimate.

### Work hours:

Requests can be made 24/7/365. Normal hours of operations are 8:00 AM to 5:00 PM, Monday to Friday excluding statutory holidays.

### Contact details:

Contact the SBP Planner directly or the appropriate regional office:

#### South Region

1920 Rose Street

Regina Saskatchewan

S4P 0A9

Email: reginaadmincs@gov.sk.ca

#### North Region

838-122 3<sup>rd</sup> Avenue N

Saskatoon Saskatchewan

S7K 2H6

Email: saskatooncsaccountspayable@gov.sk.ca

Service	Customer action required	Service Standard	Target	How to measure
Client Estimates	Tenant rep submits a client request form to SBP Planner. Planner submits costing request and client requirements forms to Building Services.	Estimate will be provided within <b>10 working days</b> including option details.	90%	Estimates Database