

Manitoba Central Services

Services Centralisés Manitoba

**Annual Report
2019-2020**

**Rapport annuel
2019-2020**



Manitoba Central Services

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**MINISTER
OF CENTRAL SERVICES**

Room 343
Legislative Building
Winnipeg, Manitoba R3C 0V8
CANADA

Her Honour the Honourable Janice Filmon, C.M., O.M.
Lieutenant Governor of Manitoba
Room 235 Legislative Building
Winnipeg, MB R3C 0V8

May It Please Your Honour:

I have the privilege of presenting for the information of Your Honour, the Annual Report of Manitoba Central Services for the fiscal year ending March 31, 2020.

Respectfully submitted,

Original signed by

Honourable Reg Helwer
Minister of Central Services





**MINISTRE
DES SERVICES CENTRALISÉS**

Bureau 343
Palais législatif
Winnipeg (Manitoba) R3C 0V8
CANADA

Son Honneur l'honorable Janice Filmon, C.M., O.M.
Lieutenant-gouverneure du Manitoba
Palais législatif, bureau 235
Winnipeg (Manitoba) R3C 0V8

Madame la Lieutenant-Gouverneure,

J'ai l'honneur de vous présenter, à titre d'information, le rapport annuel du ministère des Services centralisés pour l'exercice qui s'est terminé le 31 mars 2020.

Je vous prie d'agréer, Madame la Lieutenant-Gouverneure, l'expression de mon profond respect.

Original signé par

Monsieur Reg Helwer
Ministre des Services centralisés





Deputy Minister of Central Services

Room 349, Legislative Building, Manitoba, Canada R3C 0V8

www.manitoba.ca

Honourable Reg Helwer
Minister of Central Services
Room 343 Legislative Building
Winnipeg, MB R3C 0V8

Dear Sir:

I am pleased to present the 2019/2020 Annual Report of Manitoba Central Services.

This report provides a summary of the key results for business areas within the department. Manitoba Central Services was established as a department in October 2019, and is committed towards improving government's capital management and service delivery.

The Department, in fiscal year 2019/2020, consisted of five business areas:

1. Accommodation Services (ASD) which provided asset and portfolio management through accommodation, construction and capital project management. Accommodation Services administered in excess of 1,000 ongoing construction and consulting contracts, and awarded 99 new construction contracts with a total value of \$28.7 million and 53 new consultant contracts with a total value of \$2.1 million;
2. Procurement Services provided expert support to meet government's current and future procurement needs. Procurement Services facilitated the acquisition of a wide range of products and related services valued at approximately \$71.5 million and processed 276 requisitions valued at \$61.2 million;
3. Business Transformation and Technology (BTT), delivered corporate information and communications technology (ICT) support services. In 2019/2020, BTT provided ICT goods and services procurement and contract negotiation services to government programs and ensured an adequate level of ICT governance was in place to manage ICT resources;
4. Real Estate Services Division (RESD) provided real estate related services to Government department and agencies, and land administration services directly to the public on behalf of departments;
- and, 5. Manitoba Strategic Infrastructure Secretariat (MSIS) provided central capital infrastructure coordination, negotiation and delivery of large complex projects and federal-provincial programs/projects.

It is an honour and a privilege to submit this report, which provides a summary of the valuable work accomplished by staff within Central Services.

Respectfully submitted,

Original signed by

Scott Sinclair
Deputy Minister of Central Services





Sous-ministre des Services centralisés

Palais législatif, bureau 349, Winnipeg (Manitoba) R3C 0V8, Canada
www.manitoba.ca

Monsieur Reg Helwer
Ministre des Services centralisés
Palais législatif, bureau 343
Winnipeg (Manitoba) R3C 0V8

Monsieur le Ministre,

J'ai le plaisir de vous présenter le rapport annuel 2019-2020 du ministère des Services centralisés.

Ce rapport fournit un résumé des principaux résultats des domaines d'activité au sein du ministère. Le ministère des Services centralisés a été créé en octobre 2019 et s'engage à tenter d'améliorer la gestion des capitaux et la prestation de services du gouvernement.

Au cours de l'exercice 2019-2020, le ministère était composé de cinq domaines d'activité:

1. La Division des services des installations, qui a offert des services de gestion de biens et de portefeuilles dans le cadre de la gestion des installations, des travaux de construction et des projets d'immobilisations. La Division des services des installations a administré plus de 1 000 contrats de construction et de conseillers, et a attribué 99 nouveaux contrats de construction représentant une valeur totale de 28,7 millions de dollars et 53 nouveaux contrats de conseillers représentant une valeur totale de 2,1 millions de dollars;
2. La Direction des services d'approvisionnement a offert des services d'approvisionnement de façon à satisfaire les besoins actuels et futurs du gouvernement. La Direction a facilité l'acquisition d'un large éventail de produits et de services connexes d'une valeur de quelque 71,5 millions de dollars et a traité 276 demandes d'une valeur de 61,2 millions de dollars;
3. La Division de la technologie et de la transformation opérationnelle a fourni des services de soutien ministériels en matière de technologies de l'information et des communications. Au cours de l'exercice 2019-2020, la Division a fourni des services de négociation de contrats et d'approvisionnement de biens et de services de technologies de l'information et des communications aux programmes du gouvernement et a veillé à ce qu'un niveau adéquat de gouvernance de ces technologies soit en place pour gérer ces ressources;
4. La Division des services immobiliers a fourni des services liés à l'immobilier aux ministères et organismes gouvernementaux, et des services d'administration foncière directement au public au nom des ministères;
5. Le Secrétariat d'Infrastructure stratégique Manitoba a coordonné des projets d'infrastructure centralisés, et a négocié et exécuté de grands projets complexes et des projets et des programmes fédéraux-provinciaux.

C'est pour moi un honneur et un privilège de présenter ce rapport qui offre un résumé du précieux travail accompli par le personnel des Services centralisés.

Je vous prie d'agréer, Monsieur le Ministre, l'expression de mon profond respect.

Le sous-ministre des Services centralisés,

Original signé par

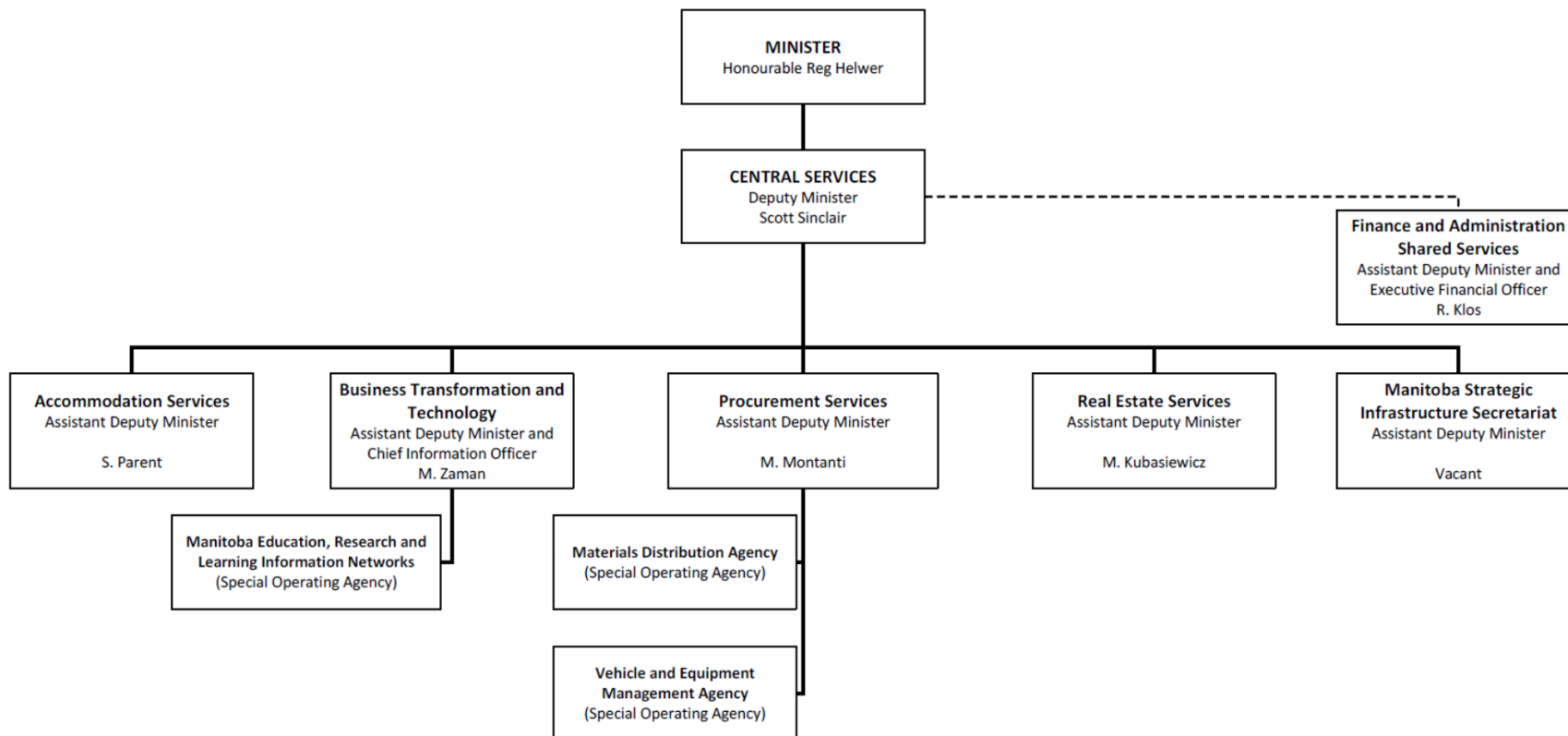
Scott Sinclair



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**Manitoba Central Services
Organization Chart
As of March 31, 2020**



PREFACE

Report Structure – Manitoba Central Services

The Annual Report of Manitoba Central Services is organized in accordance with Manitoba Central Services' appropriation structure as at March 31, 2020, which reflects the authorized appropriations approved by the Legislative Assembly.

The report includes information at the main and sub-appropriation levels relating to Manitoba Central Services' objectives, actual results achieved, financial performance and variances, and provides a five-year historical table giving Manitoba Central Services' expenditures and staffing. Expenditures and revenue variance explanations previously contained in the Public Accounts of Manitoba are now provided in the annual report.

Vision and Mission

Vision

Enable government and the broader public sector to deliver improved programs and services to Manitobans.

Mission

Support government's service delivery goals through evidence-based, data-driven, client-centred and innovative solutions that are capable of contributing towards effective, efficient and meaningful programs and services to citizens.

Highlights

In 2019/2020, Manitoba Central Services activities and achievements included:

- managing and provision of property services to government-owned capital assets
- delivering centralized corporate information and communication technology environment and support services
- providing strategic leadership to continuously improve Manitoba government's service delivery by planning and implementing corporate information and communications technology (ICT) solutions and policies to meet current and future needs
- consolidating and strengthening Manitoba's technology investments

- providing ICT risk management capabilities, business continuity capabilities, mitigation strategies and disaster recovery strategies
- providing strategic direction, policies, and processes for procurement and supply chain related functions across government
- providing real estate services to government, and overseeing real estate and property asset disposal
- promoting strategic partnerships between and among the Manitoba government, federal government, local government and non-governmental organizations
- advising on strategic policies that relate to federal-provincial relations
- representing the province in negotiations and participating in meetings related to digital service delivery and data analytics

Manitoba Central Services also encompasses the Manitoba Education, Research and Learning Information Networks, the Materials Distribution Agency, and the Vehicle and Equipment Management Agency. Each of these special operating agencies prepares and presents its own annual report.

PRÉFACE

Structure du rapport – Services centralisés

Le rapport annuel du ministère des Services centralisés est présenté conformément à la structure des crédits du ministère des Services centralisés au 31 mars 2020, qui tient compte des crédits autorisés approuvés par l'Assemblée législative.

Le rapport comprend des renseignements sur les affectations budgétaires principales et de moindre importance relativement aux objectifs du ministère des Services centralisés, à ses résultats réels, ainsi qu'à ses rendements et ses écarts financiers. Il présente en outre un tableau chronologique de la dotation en personnel et des dépenses des cinq dernières années. Les explications relatives aux écarts budgétaires en matière de dépenses et de recettes qui étaient auparavant comprises dans les Comptes publics du Manitoba sont maintenant présentées dans le rapport annuel.

Vision et mission

Vision

Permettre au gouvernement et au secteur public élargi de fournir des programmes et des services améliorés aux Manitobains.

Mission

Appuyer les objectifs de prestation de services du gouvernement grâce à des solutions novatrices fondées sur des données probantes et axées sur le client, qui sont capables d'aider à parvenir à des programmes et des services destinés au public efficaces, efficaces et significatifs.

Faits saillants

Aperçu des activités et des réalisations du ministère des Services centralisés durant l'exercice 2019-2020 :

- gérer les immobilisations actuelles du gouvernement et fournir des services d'entretien pour les immobilisations détenues par le gouvernement;
- fournir un environnement centralisé en matière de technologies de l'information et des communications ministérielles, et des services de soutien;
- fournir du leadership stratégique afin de continuellement améliorer la prestation de services du gouvernement du Manitoba en planifiant et en mettant en œuvre des politiques et des solutions relatives aux technologies de communication et d'information ministérielle, pour répondre aux besoins actuels et futurs;

- regrouper et renforcer les investissements en technologie du Manitoba;
- fournir des capacités de gestion des risques en matière de technologies de l'information et des communications, des capacités de continuité des activités, des stratégies d'atténuation et des stratégies de rétablissement après sinistre;
- fournir une orientation, des politiques et des processus stratégiques des fonctions gouvernementales liées à l'approvisionnement et à la chaîne logistique;
- offrir des services immobiliers au gouvernement et superviser la cession de biens immobiliers et fonciers;
- promouvoir les partenariats stratégiques entre le gouvernement du Manitoba, le gouvernement fédéral, les administrations locales et les organismes non gouvernementaux;
- donner des conseils par rapport aux politiques stratégiques relatives aux relations fédérales-provinciales;
- représenter la Province lors des négociations et participer aux réunions portant sur la prestation de services numériques et d'analyses de données.

Le ministère des Services centralisés comprend également les Réseaux informatiques en apprentissage et en recherche pédagogique du Manitoba, l'Organisme chargé de la distribution du matériel et l'Organisme de gestion des véhicules gouvernementaux et de l'équipement lourd. Chacun de ces organismes de service spécial prépare et présente son propre rapport annuel.

STATUTORY RESPONSIBILITIES OF THE MINISTER OF CENTRAL SERVICES

<p>The Crown Lands Act</p> <ul style="list-style-type: none"> - sections 1 to 4, clauses 7.3(2)(a) and (b), sections 9, 11 to 13.1, 15 and 20, subsections 23(1) and (2), sections 24 to 26, 30, 34 and 34.1 - sections 5 to 6.1, clauses 7(1)(a), (b), (d) and (e), subsections 7(2) to (6), subsection 7.1(1) and subsections 7.3(1) and (3) to (5), sections 7.6, 8, 14, 16 to 18, 21, 22, and subsection 23(3), insofar as they relate to the disposition of Crown lands and agricultural Crown lands, other than setting fees or rents or issuing work permits. 	<p>C 340</p>
<p>The Government Purchases Act</p>	<p>G 90</p>
<p>The Land Acquisition Act</p>	<p>L 40</p>
<p>The Legislative Building Centennial Restoration and Preservation Act</p>	<p>L 117</p>
<p>The Provincial Parks Act</p> <p>[sections 1 and 16, subsection 21(1), sections 22 and 30, clauses 32(b), (f), (i), (j) and (k), 33(u) and subsection 34(1), and the Debt Certificate Regulation, M. R. 140/96]</p>	<p>P 20</p>
<p>The Public Works Act</p> <p>[as it relates to matters within the mandate of the Accommodation Services Division of the Department of Central Services]</p>	<p>P 300</p>
<p>The Wild Rice Act</p> <p>[sections 1 and 2, subsection 8(2), sections 10 to 13, 15, 16, 18 to 23, and clause 31(e)]</p>	<p>W 140</p>

NARRATIVE INFORMATION

Executive Support

The ministers' salaries provide additional compensation to which individuals appointed to the Executive Council are entitled.

Executive Support provides support and advice to the minister on all policy and program matters related to Manitoba Central Services, coordinates and administers the activities of Manitoba Central Services in order to meet government policy objectives, and provides administrative leadership to Manitoba Central Services.

1 (a) Ministers' Salaries					
Expenditures by Sub-Appropriation	Actual 2019/2020 \$(000s)	Estimate 2019/2020 FTEs	Variance Over/(Under) \$(000s)	Expl. No.	
Ministers' Salaries				-	
Total Sub-Appropriation				-	

1 (b) Executive Support					
Expenditures by Sub-Appropriation	Actual 2019/2020 \$(000s)	Estimate 2019/2020 FTEs	Variance Over/(Under) \$(000s)	Expl. No.	
Salaries and Employee Benefits	184	1.00	214	(30)	
Other Expenditures	(15)			(15)	
Total Sub-Appropriation	169	1.00	214	(45)	

Accommodation Services

Accommodation Services is responsible for the efficient operation and stewardship of government buildings and assets, administration of leased space, and for maintaining safe, quality and sustainable working environments.

Some of the key services provided by the division include: providing leadership and project management for accommodation projects and major capital projects through internal and external professional and technical services that include planning, design, leasing and construction management, providing strategic planning relative to the owned portfolio, management of owned and leased space, space inventory, and divestiture of surplus assets.

Key Results Achieved

- operating and maintaining a property portfolio of 373 owned facilities across Manitoba totalling 7.6 million square feet (s.f.), including buildings serving the public from Emerson to Churchill and facilities such as provincial office buildings, courthouses, corrections, colleges and the Manitoba Legislative Building
- managing leased facilities of approximately two million s.f. of space; administering 223 leases consisting of 195 leases of space, 21 parking leases and 7 land leases with renewal of 15 leases and cancellation of 4 leases
- completing or continuing work on 112 capital projects with an increase in capital spending of over \$10M over 2018/19.
- completing over 16,559 life safety work orders (including maintaining 48,000 fire extinguishers) to ensure that government owned buildings were managed, compliant and safe for occupants
- completing over 36,554 preventative maintenance work orders and over 6,706 corrective maintenance work orders for more than 27,000 pieces of equipment to maintain government owned buildings and assets
- applying government building strategies that address deferred maintenance, identifying opportunities to re-align the portfolio, managing the owned building investment framework including footprint reduction and identifying and disposing of surplus properties
- applying footprint reduction strategies that include the identification and disposal of surplus properties; completing disposal of four buildings and demolition of three buildings to reduce the owned building portfolio by approximately 14,661 s.f.
- processing 8,633 parking requests and managing a parking program, which consisted of 198 owned and leased parking facilities with 7,882 parking stalls

- tendering, award and administration of construction, consulting and service contracts including award of 99 construction contracts with a total value of \$28.7 million, 53 consultant contracts with a total value of \$2.1 million and 10 new service contracts with a total value of \$1.2 million
- working on or completed over 180 smaller accommodation projects as requests for service from other Manitoba government departments
- maintaining Certificate of Recognition accreditation for Accommodation Services frontline operations and Occupational Health and Safety programs in accordance with national standards
- providing administrative and facility support for 984 events in the Manitoba Legislative Building, on the building's grounds or in Memorial Park

2 (a) Accommodation Services					
Expenditures by Sub-Appropriation	Actual		Estimate	Variance	Expl. No.
	2019/2020		2019/2020	Over/(Under)	
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries and Employee Benefits	25,264	440.80	29,576	(4,312)	1
Other Expenditures	97,422		100,378	(2,956)	2
Less: Recoverable from Other Appropriations	(21,742)		(23,517)	1,775	3
Less: Recoverable from Part B - Capital	(3,830)		(6,519)	2,689	4
Total Sub-Appropriation	97,114	440.80	99,918	(2,804)	

Explanations:

1. *Variance is primarily due to vacancies resulting from retirements and staff turnover.*
2. *Variance is primarily due to a reduction in projects, the cancellation of leases, parking stalls and tax.*
3. *Variance is primarily due to under-expenditures in other expenditures.*
4. *Variance is primarily due to under-expenditures in salaries and employee benefits and other expenditures.*

Procurement Services

Procurement Services provides strategic procurement services to Manitoba government departments, agencies and the broader public sector to obtain the best value for taxpayers. This business area coordinates procurement across the Manitoba government, the broader public sector, and municipalities to leverage collective buying power in order to obtain the best value for Manitobans.

Key Results Achieved

- facilitated the Procurement Modernization Initiative as a pan-governmental, multi-year/multi-phase project to achieve cost savings and create greater value for Manitoba taxpayers through public procurement.
- Procurement Services began leading Manitoba's pandemic procurement response in March 2020. The Centralized Pandemic Procurement Team (CPPT) was formed to coordinate Manitoba's efforts, with Procurement Services strategically sourcing alternative PPE and supplies.
- facilitated the acquisition of an extensive range of products and related services valued at approximately \$71.5 million annually (five-year average).
- processed 276 requisitions containing 1,453 goods and services items valued at \$61.2 million; approximately \$32 million (52.3 per cent) was awarded to Manitoba suppliers, \$28.4 million (46.4 per cent) to suppliers in other parts of Canada, and \$0.8 million (1.3 per cent) to international suppliers. Of the \$32 million awarded to Manitoba suppliers, approximately \$1.9 million was awarded to rural suppliers.
- delegated purchases made through purchasing card transactions, valued at \$4.7 million, of which about \$3.5 million was to Manitoba suppliers.
- provided approximately 1,400 hours of consulting services across more than 70 projects to client departments, special operating agencies and suppliers, including interpretation of procurement policy and support in the development, evaluation, and contract award of solicitations.
- contributed as required and providing guidance with respect to all relevant Trade Agreements, including coordinating Canadian Free Trade Agreement and Comprehensive Economic and Trade Agreement reporting by municipal government, municipal organizations, school boards, publicly funded academic, health and social services entities.

- coordinated Manitoba public sector participation in the Canadian Collaborative Procurement Initiative. Manitoba's participation in the Initiative has reduced administrative costs and provided cost savings on goods. Manitoba has taken the opportunity to purchase items such as tires, office supplies and office paper, as well as many other items at substantial savings. The total spend figures will be made available by Public Works and Government Services Canada in early July 2020.
- established specifications and corporate standards for procurement, including environmentally preferred and responsibly manufactured goods.
- engaged key stakeholders to advance procurement-related sustainable development initiatives, including participation in a public sector forum for the exchange of best practices to provide procurement professionals with information that promotes the selection and use of products and services that are sustainable, accessible and environmentally preferred.
- supported the Sustainable Procurement Manitoba initiative, designed to provide guidance and support for public sector purchasing practices that support Manitoba's commitments under the Climate and Green Plan Act.
- incorporated the Indigenous Procurement Initiative into solicitations as a means to increase Indigenous participation in providing goods and services to the Manitoba government.
- began the process of consulting members of the Assembly of Manitoba Chiefs, Manitoba Keewatinowi Okimakanak Inc., and Southern Chiefs' Organization Inc. to understand how the Indigenous Procurement Initiative can more effectively address barriers Indigenous businesses experience when accessing Manitoba government procurement opportunities.

2 (b) Procurement Services					
Expenditures by Sub-Appropriation	Actual	Estimate	Variance	Expl. No.	
	2019/2020	2019/2020	Over/(Under)		
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries and Employee Benefits	1,830	30.00	2,843	(1,013)	1
Other Expenditures	3,957		340	3,617	2
Less: Recoverable from other appropriations	-		(472)	472	
Total Sub-Appropriation	5,787	30.00	2,711	3,076	

Explanation:

1. *Variance is primarily due to vacancies as a result of retirements and staff turnover.*
2. *Variance is primarily due to the Procurement Modernization project for contract payments to PricewaterhouseCoopers (PwC).*

Business Transformation and Technology

Business Transformation and Technology (BTT) is the central agency responsible for the Manitoba government's digital and information technology (IT) strategy, planning and service delivery.

BTT's Legislative Building Information Services provides services to non-government staff including the Legislative Assembly, offices of the Speaker and the Clerk, the Opposition Leaders and the Caucus offices.

Key Results Achieved

- developing, deploying and supporting critical IT infrastructure services and applications to support the delivery of clients' program delivery needs
- maintaining and operating existing applications that support the delivery of government program services
- implementing continuing improvements in security to keep pace with emerging cyber threats
- implementing programs and enhancing technology services for departments in response to COVID-19, including: accommodating increased demand for secure remote work capabilities, new web applications to support departmental service delivery needs, and the expansion of toolsets to facilitate remote collaboration in a safe and secure manner
- researching and designing new IT products and services to help build new effective solutions and maximize the potential of the SAP system and other shared IT assets including the negotiation of a new SAP licensing agreement and the implementation of Robotic Process Automation solutions
- participating on inter-jurisdictional committees and forums where information and knowledge on service delivery and operational transformation are exchanged
- developing and continually improving IT strategic plans, policies and measurement protocols including SAP Shared Services and Digital Transformation Programs
- working with stakeholders to optimize and align the IT investment portfolio through the annual IT Demand Planning process
- providing IT goods and services procurement and contract negotiation services to government programs

- advising and assisting government with the corporate governance required to manage technology resources
- providing expert IT risk management advice to government and departments including business continuity, and disaster recovery strategies including the on-going provision of IT Asset Condition Reports to departments.
- implemented the most current and supported desktop operating system to over 14,000 government computers
- leading the Buyers' Group, including Manitoba's major crown corporations, to procure with a larger volume to receive better prices for new computer and printer services providers
- reducing IT procurement time by 70 per cent through establishing pre-qualified vendors listings and outline agreements
- implementing numerous technology projects with government departments and continued support of Manitoba's Transformation Strategy and related activities
- signing and implementing the new Cellular Mobility Agreement for government which results in reduced rates for cellular plans
- implementing the contract for the new Public Safety Communications Service, to replace the existing end of life FleetNet service
- providing ongoing incident resolution, technical upgrades and system enhancement activities for all managed business, SAP and online applications including over 10,000 departmental requests for technical support and services
- continuing work on the short term plans and long range strategies to rationalize departmental business application systems and identify corporate solutions in order to eliminate duplicate spending and enhance data sharing and enable better program decision making
- supporting Service Quality Partners through various activities such as the Manitoba Service Excellence Awards; networking and learning opportunities
- conducting employee and departmental surveys for various stakeholders

2 (c) Business Transformation and Technology

Expenditures by Sub-Appropriation	Actual		Estimate	Variance	Expl. No.
	2019/2020		2019/2020	Over/(Under)	
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries and Employee Benefits	17,059	202.00	19,411	(2,352)	1
Other Expenditures	91,707		97,248	(5,541)	2
Less: Recoverable from other appropriations	(68,875)		(72,980)	4,105	3
Total Sub-Appropriation	39,891	202.00	43,679	(3,788)	

2 (d) Legislative Building Information Services

Expenditures by Sub-Appropriation	Actual		Estimate	Variance	Expl. No.
	2019/2020		2019/2020	Over/(Under)	
	\$(000s)	FTEs	\$(000s)	\$(000s)	
Salaries and Employee Benefits	927	10.00	972	(45)	
Other Expenditures	242		310	(68)	
Total Sub-Appropriation	1,169	10.00	1,282	(113)	

Explanation:

1. Variance is primarily due to vacancies as a result of retirements and staff turnover.
2. Variance is primarily due to projects, contracts and/or maintenance agreements no longer being required and/or delayed to next fiscal year.
3. Variance is primarily due to under-expenditures as a result of delays in contracts and/or maintenance agreements in other expenditures.

Real Estate Services Division

Real Estate Services Division (RESA, formerly Crown Lands and Property Agency) provides services within two sectors:

- Direct Public Services –provides land administration services directly to the public on behalf of Agriculture and Resource Development, and Conservation and Climate – Parks and Protected Spaces.
- Internal Services to Government - provides real estate related services to other Government departments and agencies.

This business area transacts Crown land sales, leases and permits on behalf of the Province, and provides land appraisal, acquisition, expropriation and other services for government departments.

The mission is to provide high quality Crown Land information and services that are open, fair and transparent.

Key Results Achieved

- special projects include:
 - Implementation of Agricultural Crown Land Auctions
 - Transfer of Northern Airport and Marine Operation facilities to First Nation Communities
- acquisition of lands required for capital projects, including:
 - New Expropriations for PTH 10-Daly Overpass; PTH 100 (south & west); PTH 6 & PR 239; PTH 16 at Westbourne; and Assiniboine Dyke expansion.
 - The Lake Manitoba Outlet Channel and other drain projects, integral to Manitoba's flood protection programs
- administration and financial accounting responsibilities for several government areas in relation to Crown Land

2 (e) Real Estate Services Division					
Expenditures by Sub-Appropriation	Actual		Estimate	Variance	Expl. No.
	2019/2020	FTEs	2019/2020	Over/(Under)	
	\$(000s)		\$(000s)	\$(000s)	
Salaries and Employee Benefits	2,436	33.00	2,419	17	
Other Expenditures	1,501		1,914	(413)	
Less: Recoverable from Other Appropriations	(1,104)		(2,159)	1,055	1
Total Sub-Appropriation	2,833	33.00	2,174	659	

Explanation:

1. Variance is primarily due to budget being built on historical rates used by the former Crown Lands and Property Agency, special operating agency prior to the creation of the Real Estate Services Division.

Manitoba Strategic Infrastructure Secretariat

The Manitoba Strategic Infrastructure Secretariat (MSIS) provides central capital infrastructure coordination, negotiation and delivery of strategic capital infrastructure that includes large complex projects and federal-provincial programs/projects.

Some of MSIS' key functions include: developing effective capital planning processes utilizing evidence-based decision-making tools in order to make strategic investments in infrastructure based on Value for Money (VFM), co-ordinating and leading the development of Private-Public Partnerships (P3s) projects; streamlining the review and decision-making processes for funding of capital projects; negotiating, implementing and administering the delivery of cost-shared federal-provincial infrastructure funding initiatives; and providing administrative support to the various federal-provincial Management and Oversight Committees mandated to oversee the management of each federal-provincial infrastructure agreement.

Key Results Achieved

- continuing to provide central agency implementation and administrative support in the delivery of intergovernmental and non-government infrastructure funding initiatives such as: the New Building Canada Fund; National and Regional Projects; the Small Communities Fund; Post Secondary Institutions-Strategic Investment Fund); Disaster Mitigation and Adaptation Fund; the Building Canada plan; the Provincial/Territorial Base Fund; the Building Canada Fund — Major Infrastructure Component; Investing In Canada Infrastructure Program; the federal Gas Tax Fund; Strategic Community Capital; P3s; and the Canada Infrastructure Bank
- developing effective capital planning processes utilizing evidence-based decision-making tools in order to make strategic investments in infrastructure
- continuing to streamline the review and decision-making processes for funding of capital projects
- negotiating, implementing and administering the delivery of cost-shared federal-provincial infrastructure funding initiatives
- provide capital planning services for individual projects
- lead the development of provincial P3s projects and delivery of strategic capital initiatives
- providing administrative support to the various federal-provincial Management and Oversight committees mandated to oversee the management of each federal-provincial infrastructure agreement

- providing program support to both the federal and provincial ministers responsible for cost-shared federal-provincial infrastructure programs and the federal Gas Tax Fund
- monitoring approved projects for status of completion and potential issues, performing due diligence on claim submissions, processing federal and provincial claims reimbursements, reporting project milestones as required under agreements, overseeing the environmental assessment of projects and consulting with federal and provincial departments where required

2 (f) Manitoba Strategic Infrastructure Secretariat					
Expenditures by Sub-Appropriation	Actual	Estimate		Variance	Expl. No.
	2019/2020 \$(000s)	FTEs	2019/2020 \$(000s)	Over/(Under) \$(000s)	
Salaries and Employee Benefits	1,009		1,089	(80)	
Other Expenditures	251		170	81	1
Infrastructure Programs	136,671		140,696	(4,025)	2
Less: Recoverable from Other Appropriations	(136,671)		(140,696)	4,025	2
Total Sub-Appropriation	1,260		1,259	1	

Explanation:

1. Variance is primarily due to legal expenditures related to various projects.
2. Variance is primarily due to reduction in projects submitted for Infrastructure Programming.

COSTS RELATED TO CAPITAL ASSETS

The appropriation provides for the amortization and interest expense related to capital assets.

3 (a) General Assets				
Expenditures by Sub-Appropriation	Actual	Estimate	Variance	Expl. No.
	2019/2020 \$(000s)	2019/2020 FTEs \$(000s)	Over/(Under) \$(000s)	
Amortization Expense	32,876	35,284	(2,408)	1
Interest Expense	38,582	41,035	(2,453)	1
Less: Recoverable from Other Appropriations	(2,429)	(2,441)	12	
Total Sub-Appropriation	69,029	73,878	(4,849)	

Explanation:

1. Variance is primarily due to project delays in the 2019/20 Capital Program.

PART B CAPITAL INVESTMENT

Capital investment in Manitoba Central Services provides for upgrades to government owned buildings and development or enhancement of information technology systems and other capital assets.

Part B - Capital Investment				
Expenditures by Sub-Appropriation	Actual 2019/2020 \$(000s)	Estimate 2019/2020 \$(000s)	Variance Over/(Under) \$(000s)	Expl. No.
Accommodation Services Capital Projects	49,489	51,000	(1,511)	
Information Technology Projects	14,246	15,170	(924)	
Total Sub-Appropriation	63,735	66,170	(2,435)	

FINANCIAL INFORMATION SECTION

Departmental Reconciliation Statement

**PART A – OPERATING EXPENDITURE
 MANITOBA CENTRAL SERVICES
 RECONCILIATION STATEMENT
 \$(000s)**

DETAILS	2019/20 ESTIMATES
2019/2020 MAIN ESTIMATES Allocation of Funds from: - Internal Service Adjustments	225,587
2019/2020 ESTIMATE	225,587

Manitoba Central Services

Part A: Expenditure Summary by Appropriation

for the fiscal year ended March 31, 2020 with comparative figures for the previous fiscal year (\$000s)

Estimate 2019/2020	Appropriation	Actual 2019/2020	Actual 2018/2019	Increase (Decrease)	Explanation Number
	08- 1 CORPORATE SERVICES				
-	(a) Ministers' Salaries	-	-	-	
	(b) Executive Support				
214	Salaries and Employee Benefits	184	-	184	
-	Other Expenditures	(15)	-	(15)	
214	Subtotal 08- 1	169		169	
	08- 2 CENTRAL SERVICES				
	(a) Accommodation Services				
29,576	Salaries and Employee Benefits	25,264	25,869	(605)	
100,378	Other Expenditures	97,422	97,161	261	
(23,517)	Less: Recoverable from Other Appropriations	(21,742)	(19,767)	(1,975)	
(6,519)	Less: Recoverable from Part B - Capital	(3,830)	(4,217)	387	
	(b) Procurement Services				
2,843	Salaries and Employee Benefits	1,830	1,829	1	
340	Other Expenditures	3,957	2,808	1,149	1
(472)	Less: Recoverable from Other Appropriations	-	-	-	
	(c) Business Transformation and Technology				
19,411	Salaries and Employee Benefits	17,059	17,876	(817)	
97,248	Other Expenditures	91,707	80,606	11,101	2
(72,980)	Less: Recoverable from other appropriations	(68,875)	(62,790)	(6,085)	3
	(d) Legislative Building Information Services				
972	Salaries and Employee Benefits	927	911	16	
310	Other Expenditures	242	250	(8)	
	Less: Recoverable from Other Appropriations	-	-	-	
	(e) Real Estate Services Division				
2,419	Salaries and Employee Benefits	2,436	-	2,436	
1,914	Other Expenditures	1,501	1,606	(105)	
(2,159)	Less: Recoverable from Other Appropriations	(1,104)	-	(1,104)	
	(f) Manitoba Strategic Infrastructure Secretariat				
1,089	Salaries and Employee Benefits	1,009	1,137	(128)	
170	Other Expenditures	251	202	49	
140,696	Infrastructure Programs	136,671	90,161	46,510	4
(140,696)	Less: Recoverable from Other Appropriations	(136,671)	(84,948)	(51,723)	4
151,023	Subtotal 08- 2	148,054	148,694	(640)	

Manitoba Central Services

Part A: Expenditure Summary by Appropriation

for the fiscal year ended March 31, 2020 with comparative figures for the previous fiscal year (\$000s)

Estimate 2019/2020	Appropriation	Actual 2019/2020	Actual 2018/2019	Increase (Decrease)	Explanation Number
	08- 3 COSTS RELATED TO CAPITAL ASSETS				
	(a) General Assets				
35,284	Amortization Expense	32,876	30,124	2,752	
41,035	Interest Expense	38,582	38,627	(45)	
(2,441)	Less: Recoverable from Other Appropriations	(2,429)	(2,479)	50	
73,878	Subtotal 08- 3	69,029	66,272	2,757	
225,115	Total Expenditures	217,252	214,966	2,286	

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Expenditure Variance Explanations

for expenditures for the fiscal year ended March 31, 2020 as compared to figures for the previous fiscal year

Explanation Numbers:

1. Variance is primarily due to the Procurement Modernization project for contract payments to PricewaterhouseCoopers (PwC).
2. Variance is primarily due to projects, contracts and/or maintenance agreements no longer being required and/or delayed to next fiscal year.
3. Variance is primarily due to under-expenditures as a result of delays in contracts and/or maintenance agreements in other expenditures.
4. Variance is primarily due to reduction in projects submitted for Infrastructure Programming.

Manitoba Central Services

Revenue Summary by Source

for the fiscal year ended March 31, 2020 with comparative figures for the previous fiscal year (\$000s)

Actual 2018/2019	Actual 2019/2020	Increase (Decrease)	Source	Actual 2019/2020	Estimate 2019/2020	Variance	Expl. No.
			GOVERNMENT OF CANADA				
854	744	(110)	Infrastructure and Economic Program Agreements	744	47	697	1
-	-	-	Reconciliation (Reorg)	-	-	-	
854	744	(110)	Subtotal	744	47	697	
			OTHER REVENUE				
2,638	2,420	(218)	Fees and Cost Recoveries	2,420	2,958	(538)	2
457	368	(89)	Sundry	368	1,013	(645)	3
-	-	-	Reconciliation (Reorg)	-	-	-	
3,095	2,788	(307)	Subtotal	2,788	3,971	(1,183)	
3,949	3,532	(417)	Total	3,532	4,018	(486)	

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Revenue Variance Explanations

for the fiscal year ended March 31, 2020

Explanation Numbers:

1. **Infrastructure and Economic Program Agreements:**

\$697 over 2019/2020 Estimate

Increase from 2019/2020 estimate is due to the implementation of three new federal programs in 2017/18 for the Public Transit Infrastructure Fund (PTIF), Clean Water and Waste Water Fund (CWWF) and Post-Secondary Institutions – Strategic Investment Fund (SIF).

2. **Fees and Cost Recoveries:**

\$(538) under 2019/2020 Estimate

Decrease from 2019/2020 estimate is due to Accommodation Services not having revenue based projects and Teranet is no longer on the mainframe.

3. **Sundry:**

\$(645) under 2019/2020 Estimate

Decrease from 2019/2020 estimate is primarily due to Accommodation Services not having revenue related to casual parking as well as revenue related to Telecommunications being incorrectly included under Sundry.

Manitoba Central Services

Five-Year Operating Expenditure and Staffing Summary by Main Appropriation

for the fiscal years ended March 31, 2016 to March 31, 2020 *

Main Appropriation	2015/2016		2016/2017		2017/2018		2018/2019		2019/2020	
	FTEs	\$000s	FTEs	\$000s	FTEs	\$000s	FTEs	\$000s	FTEs	\$000s
FINANCE										
08- 1 CORPORATE SERVICES	1.00	169	1.00	169	1.00	169	1.00	169	1.00	169
08- 2 CENTRAL SERVICES	742.55	142,756	713.55	147,160	708.95	149,613	697.40	148,446	715.80	147,582
08- 3 COSTS RELATED TO CAPITAL ASSETS	-	66,972	-	67,717	-	69,382	-	66,272	-	69,029
TOTAL APPROPRIATIONS	743.55	209,897	714.55	215,046	709.95	219,164	698.40	214,887	716.80	216,780

Performance Reporting – Indicators of Progress against Priorities

The following section provides information on key performance measures for Manitoba Central Services for the 2019/2020 reporting year.

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What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2019/2020 result or the most recent available data?	What is the trend over time?
<p>Provincial Territory Infrastructure Component (PTIC) – National Regional Projects (NRP) and Small Communities Fund. (SCF). These programs are measuring access to clean drinking water, high quality wastewater treatment, improved efficiency and safety, and improved solid waste management for Manitobans.</p>	<p>Recorded benefits from federal/provincial cost-shared infrastructure programming that demonstrates funds are being spent on projects that contribute to long-term economic growth, a clean environment and strong communities.</p> <p>The success of the projects under these programs hinges on the cooperative relationships between all three levels of government.</p>	<p>Started reporting benefits April 1, 2016.</p>	<p>In the 2019/20 fiscal year, 17 PTIC-SCF projects and 1 PTIC-NRP project receiving federal/provincial cost-shared funding were completed, resulting in:</p> <ul style="list-style-type: none"> • Approx. 2,000 new households connected to municipal water services • 125 Commercial/ Industrial businesses whose wastewater treated to a higher quality • 970 households with improved potable water quality 	<p>Increased access to potable water and/or municipal water services.</p> <p>Increased capacity to treat and/or manage wastewater.</p> <p>Increased life, reliability and efficiency of water/wastewater infrastructure.</p> <p>Increased service deliveries by passenger and air carriers of local airport infrastructure.</p>

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2019/2020 result or the most recent available data?	What is the trend over time?
<p>The indicator is recorded benefits from federal/provincial cost shared infrastructure programming in the categories of: Water, wastewater, and local and regional airports.</p>			<ul style="list-style-type: none"> • 836 households whose wastewater treated to higher quality • 7,200m³/ day increased quantity of available water at upgraded water treatment plant (WTP) • An effluent target of 3,600 m³/day being met • 20,690 users benefit from local recreation facility access • 5 municipalities with increased safety and access to recreation facilities, active transportation 	<p>Decreased amount of solid waste at local landfills.</p> <p>Safe and more efficient movement of people and goods.</p> <p>Supports economic and community development.</p> <p>Increased and improved access to recreation.</p>

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2019/2020 result or the most recent available data?	What is the trend over time?
<p>Clean-Water and Wastewater Fund (CWWF) and Public Transit Infrastructure Fund (PTIF).</p> <p>These programs are measuring access to public transit, improved safety and accessibility, extend useful life of public infrastructure assets, and safer drinking water for Manitobans. The indicator is recorded benefits from federal/provincial cost shared infrastructure programming in the categories of: water, wastewater, and public transit.</p>	<p>Recorded benefits from federal/provincial cost-shared infrastructure programming that demonstrates funds are being spent on projects that contribute to long-term economic growth, a clean environment and strong communities.</p> <p>The success of the projects under these programs hinges on the cooperative relationships between all three levels of government.</p>	<p>Started reporting benefits April 1, 2017.</p>	<p>In the 2019/2020 fiscal year, 6 PTIF and 14 CWWF projects receiving federal/provincial cost-shared funding were completed, resulting in:</p> <ul style="list-style-type: none"> • 4 municipalities improving public transit accessibility. • 5 municipalities improved/added safety and commuter experience. • 1 municipality laid foundation for future transit system expansion • 1 municipality supported active transportation • 3 projects resulted in improved quality of drinking water 	<p>Increased and improved transit accessibility, safety and commuter experience</p> <p>Foundation being laid for future transit system expansions</p> <p>Increased active transportation</p> <p>Increased access to potable water and/or municipal water services</p> <p>Increased capacity to treat and/or manage wastewater in both residential households and commercial businesses</p> <p>Reduction of boil water advisories</p> <p>“Part B Groundwork being laid for future</p>

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2019/2020 result or the most recent available data?	What is the trend over time?
			<ul style="list-style-type: none"> • 1 boil water advisory eliminated • 6 drinking water systems that meet or exceed regulations and guidelines • 4 early works projects that lay groundwork for future drinking water system expansions • 57 new households connected to municipal water systems • 2 projects resulted in improved of wastewater effluent or stormwater discharge • 3 wastewater systems that meet or exceed regulations and guidelines 	<p>drinking water system expansions</p> <p>Increased drinking water systems that meet or exceed regulations</p>

Regulatory Accountability and Red Tape Reduction

Manitoba Central Services is committed to implementing the principles of regulatory accountability as set out in [The Regulatory Accountability Act](#). The department works to achieve balance with regulatory requirements, identify the best options for them, assess their impact and incorporate them in department activities, programs and in the development of all regulatory instruments.

A regulatory requirement is a requirement in a regulatory instrument for a person to take an action in order to:

- access a program or service offered by the government or a government agency
- carry on business
- participate in a regulated activity

Regulator accountability provides a framework to create a transparent, efficient and effective regulatory system. Red tape reduction aims to remove the regulatory requirements that are unclear, overly prescriptive, poorly designed, redundant, contradictory or antiquated. Not all regulatory requirements create red tape.

Regulatory Requirements

* CENTRAL SERVICES	Baseline (April 1, 2016)	2016/17 (March 31, 2017)	2017/18 (March 31, 2018)	2018/19 (March 31, 2019)	**2019/20 (March 31, 2020)
Total number of regulatory requirements	0	0	0	0	3,251

* The new department was created as part of the October 2019 reorganization.

** The 2019/20 figure includes changes to regulatory requirements that do not reflect the actual change in regulatory requirements brought about by the department in the fiscal year.

Specifically, the reorganization generated a new departmental structure comprising regulatory instruments previously owned by other departments. These transfers resulted in 3,251 regulatory requirements with 3,220 from Finance and 31 from Infrastructure.

For additional information, please see the Manitoba Regulatory Accountability Report at www.manitoba.ca/reduceredtape.

Note: The information in the tables above includes agencies that report to the Minister of Central Services.

The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act (PIDA) came into effect April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under PIDA may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or knowingly directing or counselling a person to commit a wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with PIDA, and with a reasonable belief that wrongdoing has been or is about to be committed is considered to be a disclosure under the Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under PIDA, and must be reported in a department's Annual Report in accordance with section 18 of the Act.

The following is a summary of disclosures received by Manitoba Central Services for fiscal year 2019/2020:

Information Required Annually (as per Section 18)	Fiscal Year 2019/2020
The number of disclosures received and the number acted on and not acted on. <i>Subsection 18(2)(a)</i>	NIL
The number of investigations commenced as a result of a disclosure. <i>Subsection 18(2)(b)</i>	NIL
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. <i>Subsection 18(2)(c)</i>	NIL