

Client Engagement

Public Services and Procurement Canada (PSPC)
Procurement Assistance Canada
Client Engagement Directorate

June 2023

Canadian Institute of Procurement and Materiel Management



Public Services and
Procurement Canada

Services publics et
Approvisionnement Canada

Canada

Public Services and Procurement Canada Mandate

Public Services and Procurement Canada (PSPC) plays an important role in the daily operations of the Government of Canada. It supports federal departments and agencies in the achievement of their mandated objectives as their:

- **central purchasing agent**
- real property manager
- linguistic authority
- treasurer
- accountant
- pay and pension administrator
- common service provider



Mission, vision and values

- PSPC's mission is to deliver high-quality, central programs and services that ensure sound stewardship on behalf of Canadians and meet the program needs of federal institutions.
- Its fundamental values of respect, integrity, excellence, and leadership guide the way it supports the government, Canadians and communities.

PSPC Departmental Procurement and Mandate Priorities

PSPC is continuing to implement measures to advance economic reconciliation and strengthen its relationship with Indigenous peoples by increasing economic opportunities for First Nations, Inuit, and Métis businesses through the federal procurement process.

- The target to award 5% of federal contracts to businesses managed and led by Indigenous Peoples seeks to leverage government spending to help grow Indigenous businesses and improve the socio-economic conditions of Indigenous communities.

The Government of Canada is committed to including and collaborating with various communities to actively seek out and incorporate the diverse views of Canadians, particularly within its procurement process. This includes women, Indigenous Peoples, Black and racialized Canadians, persons with disabilities, 2SLGBTQI+ Canadians, and other communities in both official languages.

- In order to help create a more inclusive economy and boost the competitiveness and prosperity of Canadian businesses, PSPC has launched its Supplier Diversity Action Plan (SDAP), which introduced a new Policy on Social Procurement
- The SDAP will enable the creation of a Supplier Diversity Program, which is currently under development

PSPC is also helping the Government of Canada to achieve its goal of building a cleaner, greener future through its Green Procurement Policy.

CanadaBuys – Doing Business with the Government of Canada

- To provide businesses with more information about federal procurement opportunities and initiatives, **CanadaBuys** is the official home for doing business with the Government of Canada
- Resources such as how-to guides and various tools are available through the CanadaBuys site to help suppliers navigate the registration and bidding processes
- CanadaBuys can also direct suppliers and potential suppliers to Procurement Assistance Canada (PAC), who provide direct support to smaller and diverse businesses on how to navigate the federal procurement process

The screenshot shows the CanadaBuys website homepage. At the top, there is a navigation bar with the Government of Canada logo, a search bar, and a menu. Below the navigation bar, there is a breadcrumb trail: Canada.ca > CanadaBuys home > CanadaBuys. The main content area features a large graphic with a wireframe bear, a sailboat, and a bird. Below this graphic, there is a section titled "Find tender opportunities" with a "SEARCH TENDERS" button. At the bottom, there is a section titled "Indigenous businesses" with a wireframe bear graphic and a link to "Discover an event near you".

Government of Canada / Gouvernement du Canada

Search CanadaBuys

MENU

Account access

Home | Getting started | Tender opportunities | How procurement works | Support

Canada.ca > CanadaBuys home > CanadaBuys

CanadaBuys

Welcome to the home for doing business with the Government of Canada, where you will find a new suite of online procurement services.

Find tender opportunities

Are you interested in viewing or bidding on tender opportunities from the Government of Canada and the broader Canadian public sector? Find something that interests you by searching in the CanadaBuys online tendering service.

SEARCH TENDERS

Indigenous businesses

Expand your procurement knowledge!
Are you an Indigenous entrepreneur looking to do business with the Government of Canada? Sign up for learning and networking events taking place across Canada.

> [Discover an event near you](#)

Procurement Assistance Canada Overview

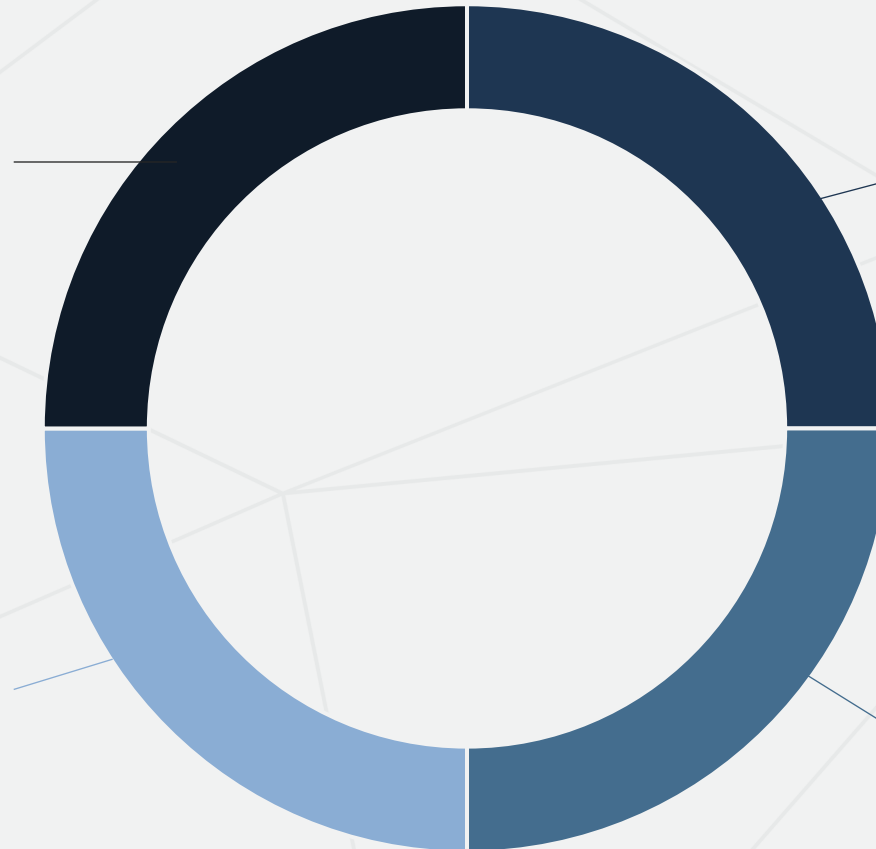
To fulfill its mandate to enable the participation of smaller businesses and to support supplier diversity in federal procurement, Procurement Assistance Canada:

Provides small business with **access to tools, information, and guidance** on the procurement process

Advises government buyers and policy-makers on procurement-related concerns of smaller and diverse businesses

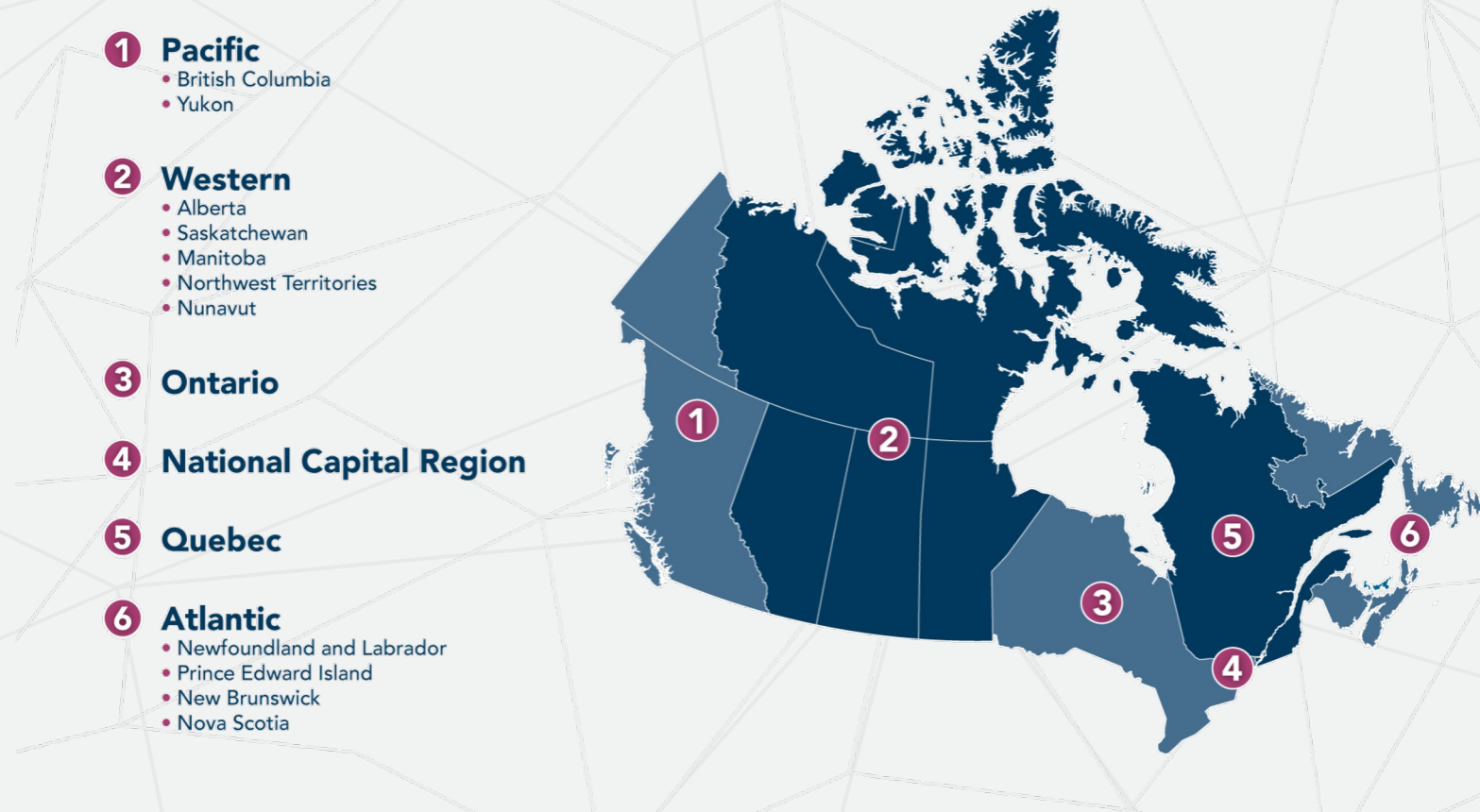
Identifies options to **improve procurement processes and tools**

Shares and enhances procurement best practices with provincial, territorial and international governments



Procurement Assistance Canada's Structure

- Procurement Assistance Canada has 4 directorates within it's National Headquarters:
 - Supplier Engagement and Regional Coordination Directorate
 - Buy and Sell Directorate (Legacy system decommissioning)
 - Federal, Provincial, Territorial and International Relations Directorate
 - **Client Engagement Directorate**
- PAC also maintains engagement with a range of stakeholders and community partners via its 6 regional offices.



Client Engagement Directorate Mandate

The Client Engagement Directorate (CED) operates to:

- Support the modernization of procurement practices
- Engage and advise client departments in AP procurement methods, practices and policies
- Ensure and assess the satisfaction of our procurement services to other departments, through surveys.
- Act as a centralized point of contact for Other Government Departments and stakeholders for questions or requests related to procurement services
- Mobilize multiple stakeholders for urgent, complex and/or horizontal government initiatives.



Client Engagement Key Activities

Within the Acquisitions Program (AP) our client engagement priorities are to:

- Manage client department accounts to better understand and support their procurement requirements
- Host the AP Client Advisory Board (CAB)
- Report on Performance Measurement Surveys and Results
- Support Client Departments and Agencies through the provision of guidance, sharing current procurement information



Key Activity 1: Account Management Role

CED's Account Managers:

- Support approximately 100 client departments.
- Assist on allocating complex files to the appropriate sector within AP.
- Coordinate with client department managers and directors on early procurement engagement, timelines and file prioritization.
- Maintain ongoing engagement with client departments to understand their procurement needs for each fiscal year.
- Review and identify necessary adjustments to solicitation documents, such as incorporating official languages, Indigenous and supplier diversity requirements.



Key Activity 2: Client Advisory Board (CAB)

- Every six weeks, CED engages the Procurement community through CAB meetings, during which:
 - Guest speakers are invited to present updated information on procurement initiatives that are of interest to the CAB community
 - Important procurement updates (policy, directives, processes, etc.) are shared across the federal government procurement community
- The CAB Secretariate ensures that meeting agendas, presentation materials and records of decision are published on the CAB GCpedia page in a timely manner for members to access
- The CAB meeting forums and GCpedia page are an important resource within the PSPC and OGD procurement community



Key Activity 3: Surveys and Results

- CED provides support to the Procurement Community through creating, circulating, and reporting on various Performance Measurement surveys.
- CED reports on the following survey results:
 - **Post-Contract Assessment**
 - A monthly seven-question survey
 - Surveys client departments on their satisfaction with AP services
 - **Client Satisfaction Survey 2022**
 - Conducted every three years
 - Includes 54 questions
 - **Service Standards**
 - CED is responsible for fulfilling and reporting on 3 of AP's service standards within the Departmental Results Report (DRR)
 - See Annex A



Key Activity 4: Sharing Information and Guidance

The Client Engagement Directorate leverages the [Procurement Community GCpedia page](#) to share information with PSPC and OGD client departments. This includes:

- A [CAB page](#) to keep the Procurement community informed.
 - Stores Agendas, Records of Decision and presentations from previous meetings
- A [Performance Measurement Page](#)
 - Publishes all Post Contract Assessment and Service Standards data
- Contract status updates
 - Providing updates on the status of expiring contracts
- A Procurement Hub page which is currently under development



How to Reach Us

- **Account Managers**

- <https://buyandsell.gc.ca/for-government/contacts-for-government-buyers/account-managers-for-government-buyers>
- New Generic Email : SPAC.PAEngagementdesclients-APClientEngagement.PSPC@tpsgc-pwgsc.gc.ca

- **CAB Secretariat**

- tpsgc.padecsecretariatccc-apcedcabsecretariat.pwgsc@tpsgc-pwgsc.gc.ca

- **GCpedia Procurement Community**

- https://www.gcpedia.gc.ca/wiki/Procurement_community



**Thank you for your ongoing collaboration with
Public Services and Procurement Canada.**

Discussion and Question Period

Annex A: Service Standard Results (2021-22)

FY 2021-22 targets and results:

Service Standard	Target	Result
Acknowledge receipt of client requisitions sent electronically, by fax, mail or in person within 2 business days.	90%	96.8%
Basic procurement contracts, within 80 business days.	85%	74.7%
Standard procurement contracts, within 110 business days.	80%	78.4%

For FY 2022-23, CED's updated service standards targets are as follows:

Service Standard	Target	Result
Acknowledge receipt of client requisitions sent electronically, by fax, mail or in person within 2 business days.	90%	96.8%
Basic procurement contracts, within 85 business days.	85%	74.7%
Standard procurement contracts, within 115 business days.	80%	78.4%