



Client Relations Presentation

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Client Relations – Acquisitions Branch

February 22, 2017



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

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Who We Are

- Client Relations – Acquisitions Branch:
 - Identifies clear points-of-contact for client departments
 - Solidifies understanding of client requirements
 - Enhances the value-add of service delivery
 - Clarifies accountabilities
 - Builds client service capacity
 - Improves business intelligence for evidence decision-making



Client Engagement

Purpose

- Dedicated client engagement specialists working with client departments to ensure optimal satisfaction with Acquisitions Branch services, including identifying client needs, issues, resolutions and reporting on program, values and satisfaction
- Strengthen positive client relations and trust

Service Strategy & Mandate

- PSPC Client Service Strategy is built on 3 priorities:
 - Engage clients early and continuously
 - Enable employees at all levels to foster service excellence
 - Offer integrated and effective contributions
- Client Engagement Mandate:
 - Support AB mandate to modernize the procurement process
 - Reinvigorate its Client Engagement function
 - Renew and update Client Engagement products and services

How We Serve

- Dedicated Account Executives/Engagement teams for 106 departments and agencies
- Clear point of contact with client departments and regular discussions/ updates (accountability/trust)
- Tailored profile of client needs and priorities with regular refreshes
- Solidifying understanding of client requirements – regular reports to clients including pressing issues, performance standards, client satisfaction, delivery.
- Enhancing service delivery through improved planning based on client input, with better business intelligence, and problem solving.
- Providing updates on PSPC/Acquisitions Branch initiatives (Procurement Modernization, Electronic Procurement System, etc.)

Client – Service Management Roles and Functions

Key Client Service Management roles:

Account Executives are the main client contact and have the responsibility for strengthening the planning process, providing business intelligence including obtaining client demand and enhancing the overall client experience (5 year horizon).

Account Managers are accountable for managing a portfolio of clients and improving service delivery through two-way communication.

Support required to fulfill role:

- Data Analytics - BMS
- EPS – All Sectors
- CRMT – CIOB
- Procurement Instruments – All Sectors
- Policy – PRISM
- FPT – All Sectors

My Portfolio

DSA Barometers

Global Affairs Canada - GAC
Royal Canadian Mounted Police – RCMP
Employment and Social Development Canada – ESDC
Immigration, Refugees and Citizenship Canada IRCC
Health Canada – HC
Innovation, Science and Economic Development
Canada – ISED
Library and Archives Canada – LAC
Natural Resources Canada - NRCan
Public Health Agency of Canada - PHAC
Transport Canada – TC

Large Dept. no DSA/Barometer

Agriculture & Agri-food Canada - AAFC

Small department/organizations

Canada Industrial Relations Board - CIRB
Military Grievances External Review Committee -
Canadian Human Rights Commission - CHRC
Canadian Intergovernmental Conference Secretariat - CICS
Commission for Federal Judicial Affairs - FJA
Of. of the Commissioner of Official Languages - OCOL
Copyright Board of Canada- CB
Courts Administration Service - CAS
Of. of the Superintendent of Financial Institutions - OSFI
Infrastructure of Canada - INFC
Status of Women - SWC
Administrative Support Tribunal
Canadian Human Rights Tribunal – CHRT
Canadian International Trade Tribunal - CITT
Competition Tribunal - CT
Public Servants Disclosure Protection Tribunal Canada – PSDPT
Transportation Appeal Tribunal of Canada – TATC
Public Service Labour Relations Board – PSLRB



How We Do It

- Team of dedicated Account Executives/Managers meet regularly to review service delivery, inform and update on new initiatives and tools, and build trust and confidence.
- Detailed reports provided to clients, including volume of procurement, performance against service standards, status of MOUs (delivery/value), client satisfaction, issues management.
- Proactive sharing of information on new tools and services and engage to obtain client views and suggestions.
- Lead the Client Advisory Board (CAB) supporting the Government of Canada procurement community – **approximately 50 departments participating / 10 meetings annually**
- Leads Acquisitions Branch Client Satisfaction Survey with significant client participation - detailed analysis of overall client departments' satisfaction with Acquisitions Branch services/actions to improve
- Active engagement/leadership of departmental service agreements and Client Barometers (including mitigation and resolution)

Key Outputs and Outcomes of AB Client Engagement

Outputs

- Client Engagement Plans
- Client Action Plans
- Client Issue Database/Reports
- Annual Procurement Activity Reports
- Client Barometer
- Client Satisfaction Survey/Action Plan
- Post-Contract Assessment Reports
- Service Standards Reports (BMS)
- Coordinated Engagement Plans (sector/PSPC/OGDs)

- Alignment between client needs & AB services;
- Proactive issue management & resolution;
- Improved planning to aid resource allocation
- Improved client satisfaction through a Client-centric relationship focus;
- Position AB as a best practice organization for Client Service & use best practices to improve procurement function in OGDs;
- Improved evidence-based reporting re: gathering & use of business intelligence;
- Improved knowledge of client needs & solution delivery re: green tech, ghg, Indigenous Peoples, etc.



The PSPC Client Barometer

- A Departmental tool to:
 - Assess the overall client satisfaction level
 - Identify issues and propose action plans
 - Report on progress of joint priorities from Departmental Service Agreements (DSAs)
 - Engage clients to strengthen the overall relationship
- Satisfaction level is assessed with a 4-colour scale, formerly used for the Management Accountability Framework (MAF).
- The Barometer is updated twice a year by account executives based on client input.

Overall Findings

- The strong majority of ratings provided by client organizations continue to be positive (blue and green).
- The ratings for PSPC's programs have remained relatively stable. However, there has been a slight decline in ratings from a few clients for optional services.

Client Advisory Board (CAB)

- The Client Advisory Board (CAB) is an interdepartmental committee that contributes to procurement-related initiatives and practices.
- Topics include:
 - Horizontal issues
 - Good and services management
 - Socio-economic issues
 - Best practices
- Participation is open to all client departments and agencies involved in procurement.

Client Advisory Board (CAB)

- How does in Work?
 - Monthly meetings are held where participants are encouraged to share their best practices and comment on presentations made by other subject experts.
- To obtain more information or to present your organization at CAB contact the CAB Secretariat:
DGASECSecretariatCCC.ACQBCESCABSecretariat@tpsgc-pwgsc.gc.ca

Build in Canada Innovation Program (BCIP)

- Awards contracts to entrepreneurs with pre-commercial innovative goods and services
- Tests and provides real-world evaluation and feedback on the performance of their goods or services
- Provides innovators the opportunity to enter the marketplace with successful application of their goods and services
- Bolsters innovation in Canada's business sector, provides information on doing business with the GC

Outreach to Federal/Provincial/Territorial and International Partners

Leads management/coordination of Acquisitions Branch engagement with provincial/territorial and international partners

- **Federal/Provincial/Territorial (FPT) Governments**
 - Supports FPT DM PSPC Annual meeting
 - Secretariat for FPT ADM Procurement Sub-committee (Acquisitions Branch Co-Chairs with Ontario)
 - Provincial and Territorial Procurement Directors Working Group to advance collaborative procurement
 - Facilitates other Acquisitions Branch FPT Working Groups (i.e. Electronic Procurement System, Performance Measurement, etc.)
 - 4 Master User Agreements (PEI, YK, NWT and NB) signed to date and 5 currently in PT approvals process
 - Commodities being shared include: office supplies (completed June 1), lab supplies, packing materials, digital two way radios, etc.

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Outreach to Federal/Provincial/Territorial and International Partners

- **International Partners**

- Acquisitions Branch has implemented an International Engagement Strategy
- Briefings on PSPC Acquisitions Program to international delegations (i.e. Ethiopia, Singapore, South Korea)
- Organize, coordinate and prepare briefing notes for annual Trilateral Forum on Public Procurement (with the UK and US), G6 Centralized Procurement Forum, Canada-US GSA Bilateral meetings, and key international air shows
- Develop supporting agreements/relationships for information sharing - i.e. UK/Farnborough Air Show, MOU with CONCIP (Italy), benchmarking best practices/sharing (Republic of South Korea)

How Do We Measure?

- 2015 Anonymous Client Online Survey
- Questionnaire consisted of questions from:
 - 2009 EKOS survey (for comparison)
 - PWGSC mandatory client service questions
 - Targeted questions on outreach
- 5 minutes or less to complete the survey

Participation

2009 Results

- Distributed to:
 - 1,713 individuals
- Responses by:
 - 375 individuals

All regions were represented

22 per cent response rate

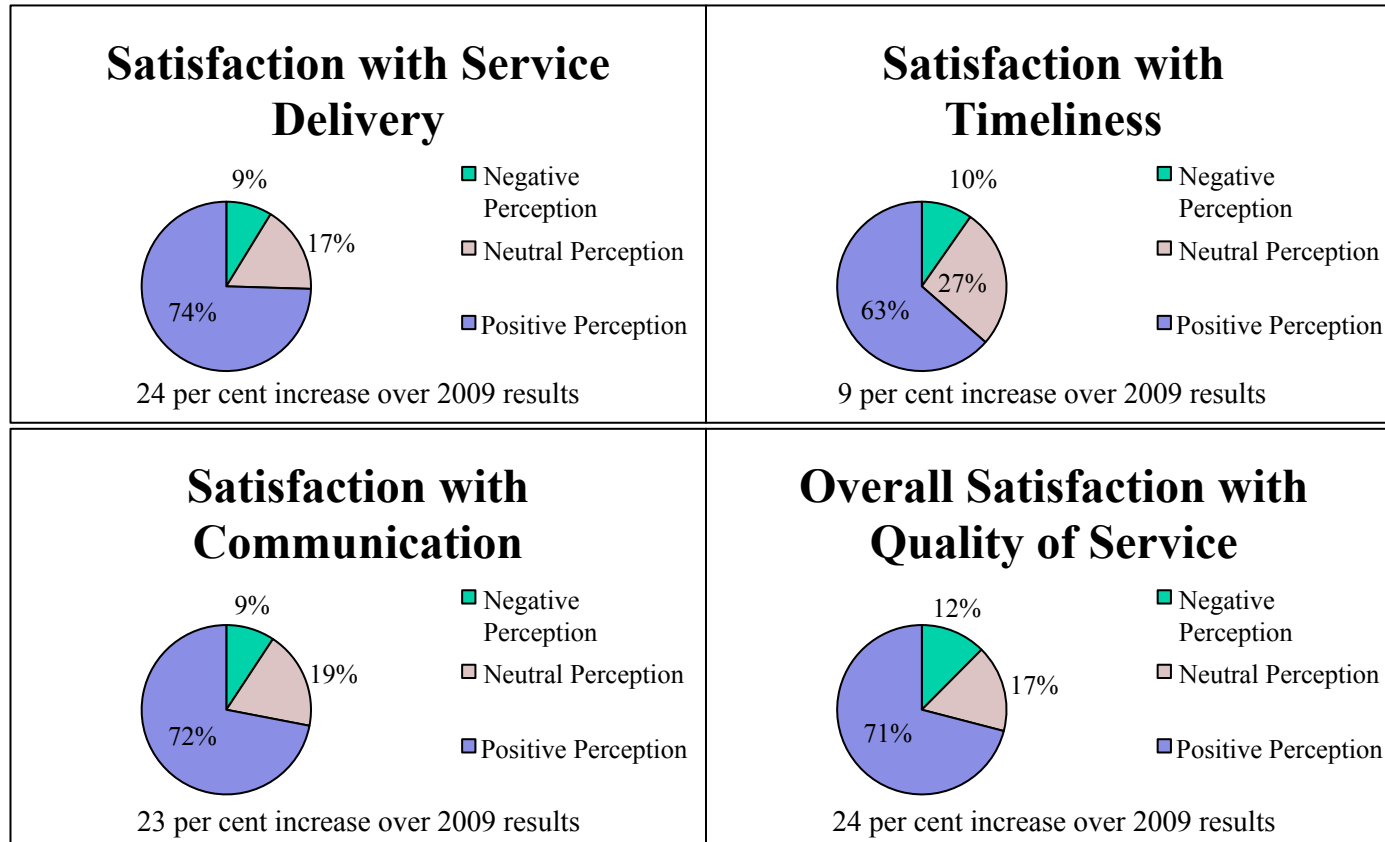
2015 Results

- Distributed to:
 - 1,021 individuals
- Responses by:
 - 354 individuals

All regions were represented

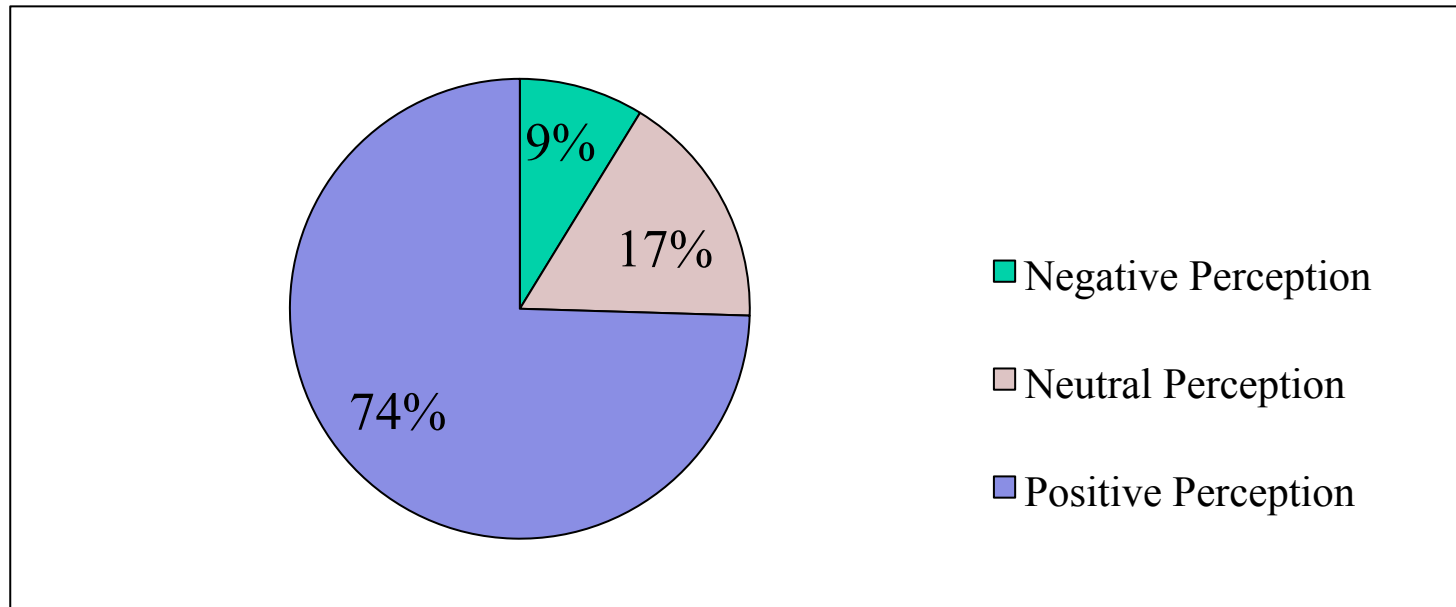
35 per cent response rate

Snapshot of Key Findings



78 per cent of clients agree that PWGSC acquisitions to be a valuable partner in government operations.

Satisfaction with Service Delivery



Although we received 74% satisfaction we still need to improve and we will continue to work with Clients to ensure that we are implementing Strategies and solutions that will increase our Service Delivery.

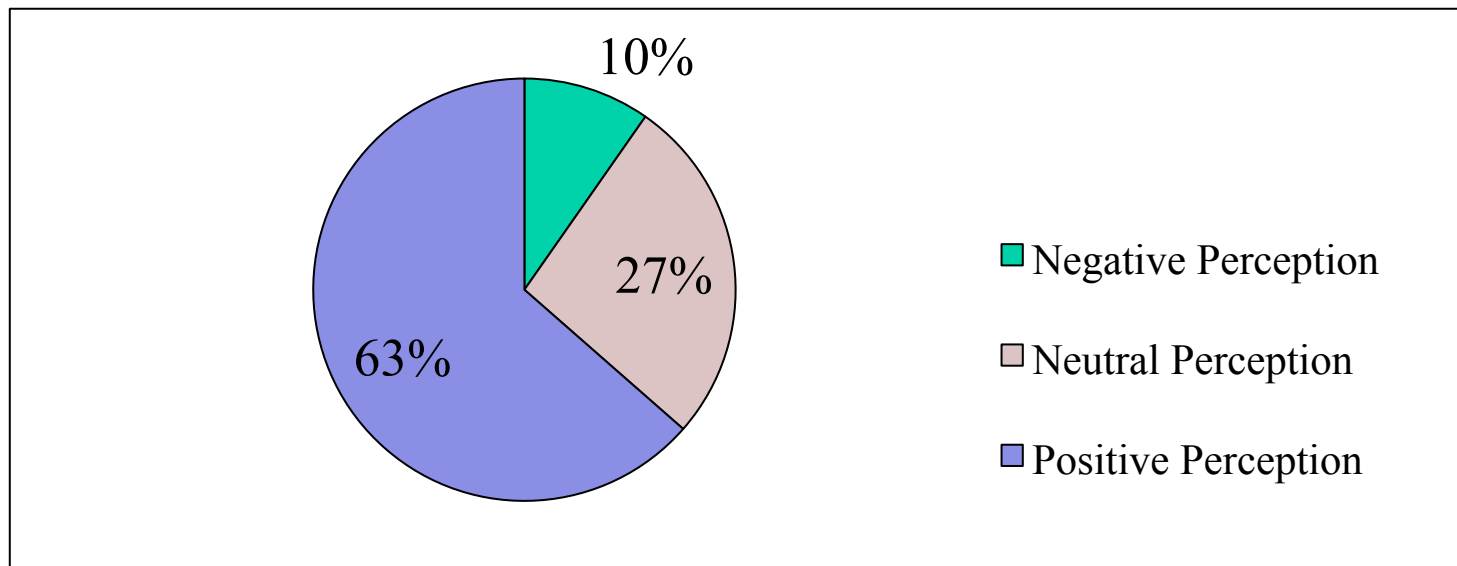
Service Delivery

<i>Please rate the extent to which you agree or disagree with the following statements regarding the services received from the Acquisitions Branch.</i>	2009 (%)	2015 (%)	Δ
It was easy to find the appropriate contact if I required assistance	37%	68%	31%
Staff were responsive to my needs	47%	75%	28%
Staff were flexible	40%	68%	28%
Staff were respectful	69%	88%	19%
Staff were knowledgeable	60%	80%	20%
Staff clearly explained what I needed to provide (e.g. statement of work, security requirements check list)	N/A	78%	N/A
I was satisfied with the ease of access to the service	48%	66%	18%
AVERAGE	50%	74%	24%

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Satisfaction with Timeliness



While satisfaction with timeliness did improve compared to the previous survey, it improved by the smallest amount. With less than two thirds of clients indicating satisfaction with Acquisition Branch timeliness, this represents a major area of concern and a focus for future development.

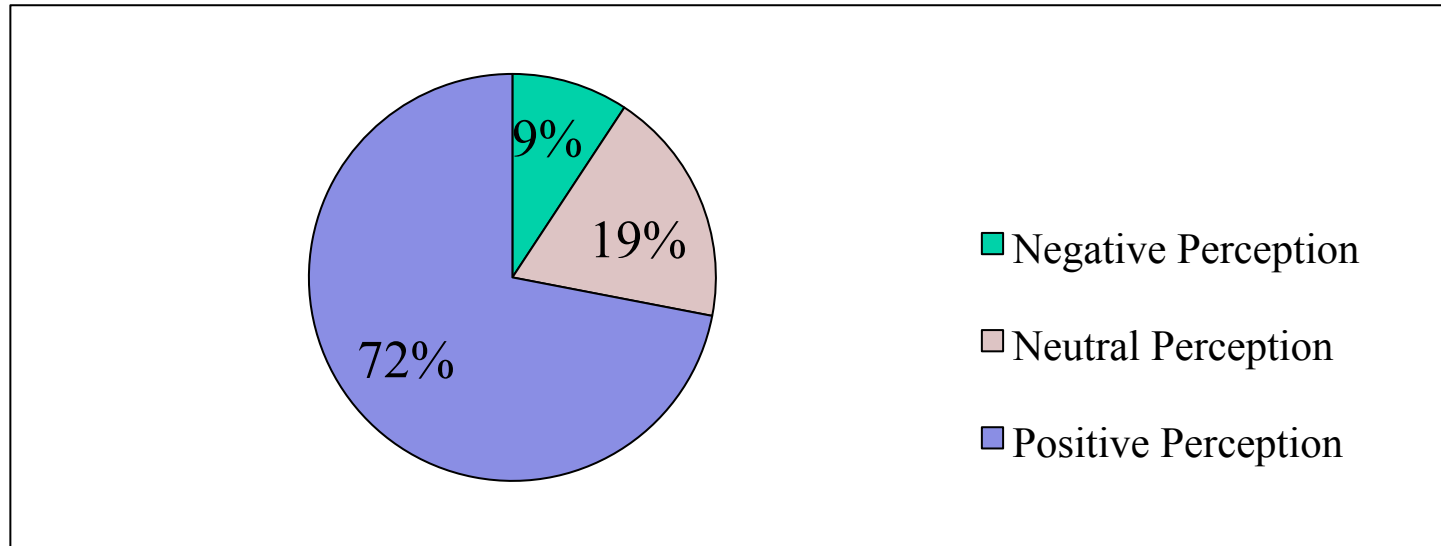
Timeliness

<i>Overall, how satisfied were you with the length of time it took to get acquisition services for each of these procurement phases?</i>	2009 (%)	2015 (%)	Δ
Acknowledgement of receipt of requisition	N/A	75%	N/A
File assigned to contracting authority	N/A	61%	N/A
Requirements/definition phase	>50	62%	N/A
Procurement strategy	>50	63%	N/A
Soliciting bids	>50	63%	N/A
Bid evaluation and Contractor selection	>50	62%	N/A
Contract administration	64%	62%	-2%
Contract award	60%	69%	9%
File close-out	N/A	57%	N/A
The overall amount of time it took to receive the service.	46%	57%	11%
AVERAGE	57%	63%	6%

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Satisfaction with Communication



Overall satisfaction with Communication did improve compared to the previous survey, we still have to improve our communication and/or training in PWGSC procedures and processes for using our tools and ensure that we are providing consistent information or advice.

Communication

<i>Considering your recent experiences with PWGSC Acquisitions , please rate the extent to which you agree or disagree with the following statements:</i>	2009 (%)	2015 (%)	Δ
My telephone calls were returned in a timely manner	N/A	72%	N/A
Staff understood my needs	N/A	71%	N/A
I was clearly informed of everything I had to do to receive the product/service	46%	71%	25%
Procedures/processes were clearly explained and easy to understand	37%	69%	32%
Received consistent information or advice	43%	60%	17%
Communications with the staff were effective	41%	72%	31%
I could easily reach staff by telephone	48%	71%	23%
AVERAGE	48%	71%	23%

6 questions were removed from this sampling as the questions received levels of satisfaction above 75%.

Key Findings: Weaknesses

TOOLS – Standing Offers & Supply Arrangements

	Agree	Neutral	Disagree
Standing Offers are easy to use (with minimal or no training)	50%	20%	30%
Supply Arrangements are easy to use (with minimal or no training)	38%	23%	39%
Standing Offers help my organization in meeting its operational requirements	70%	6%	24%
Supply Arrangements help my organization in meeting its operational requirements	56%	9%	35%
Standing Offers provide the Government of Canada with outcomes such as best value and timeliness	54%	15%	31%
Supply Arrangements provide the Government of Canada with outcomes such as best value and timeliness	45%	14%	41%
The use of acquisition cards should be increased as a method of payment for PWGSC standing offers and supply arrangements	47%	45%	8%
The use of e-payment should be increased as a method of payment for Acquisition Branch standing offers and supply arrangements	48%	50%	2%



Areas of Improvement

Clients were offered the opportunity to submit their thoughts on what Acquisitions should aim to improve including:

- ❖ Timeliness of procurement
- ❖ Timeliness of being assigned to an agent/receiving a response from an agent
- ❖ Inconsistent responses and quality by staff
- ❖ Lack of understand of operational needs
- ❖ More training for staff
- ❖ Increase call-up limits for Standing Offers

Areas of Improvement cont'd

- ❖ Services designed for small agencies
 - Buying coach service for low-volume clients
- ❖ Update Standing Offer Index
- ❖ Standardize and Simplify Standing Offers and procedures
- ❖ Establish an online Help Desk for immediate concerns
- ❖ Inform clients of a change in contracting authority as soon as possible

Conclusion: While the results represent roughly a twenty per cent increase in levels of client satisfaction, PWGSC Acquisitions is cognisant that we need to continually improve our services and levels of client satisfaction.

Questions?

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