



Serving  
**GOVERNMENT,**  
serving  
**CANADIANS.**

Au service du  
**GOUVERNEMENT,**  
au service des  
**CANADIENS.**

# Electronic Procurement Solution

**#BetterBuying**

Improving Federal Procurement for Suppliers, Government and Canadians

EPS Project Overview – CIPMM Halifax  
Nov. 27, 2019



Public Services and  
Procurement Canada

Services publics et  
Approvisionnement Canada

Canada

# Presenters



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Public Services and Procurement Canada

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Public Services and Procurement Canada



## Government of Canada Context

- The Government of Canada (GC) purchases on average \$22 billion in goods and services each year to help deliver programs and services to Canadians.
- Together, Public Services and Procurement Canada (PSPC) and Shared Services Canada (SSC) account for more than 80% of the value of these purchases, which range from office supplies, to vaccines, to military equipment, and so much more.

## PSPC Mandate

- PSPC has the mandate to modernize GC procurement practices to ensure they are more accessible, less administratively burdensome, while also deploying modern comptrollership, encouraging greater competition, and including practices that support our economic policy goals, including innovation, as well as green and social procurement.
- Under this mandate and Budget 2018's commitment to simpler and better procurement, PSPC has launched a project to deploy a modern, cloud-based Electronic procurement solution (EPS) – moving federal procurement online and changing the way government and suppliers interact to buy and sell goods and services.

# EPS Background

On July 4, 2018, PSPC awarded a contract to Infosys Public Services Inc. (IPS) to develop, implement and manage the EPS.

IPS, together with its subcontractors Ernst & Young LLP (EY) and SAP Canada Inc. (SAP), is working to modernize and digitize PSPC's – and by extension the Government of Canada's (GC) – procurement processes.

EPS will include the delivery of:



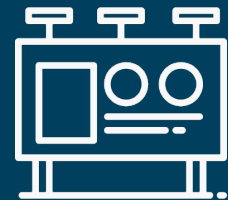
**A cloud-based  
commercial Software-  
as-a-Service (SaaS)**



**Common business  
processes and  
products, scalable  
across the GC**



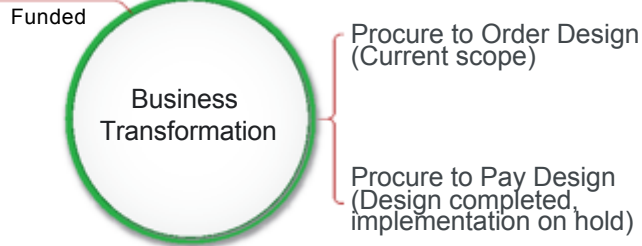
**A service desk  
providing phone,  
email and live chat  
support services**



**A new Government  
Electronic Tendering  
Service (GETS)**

# EPS Deployment Scope

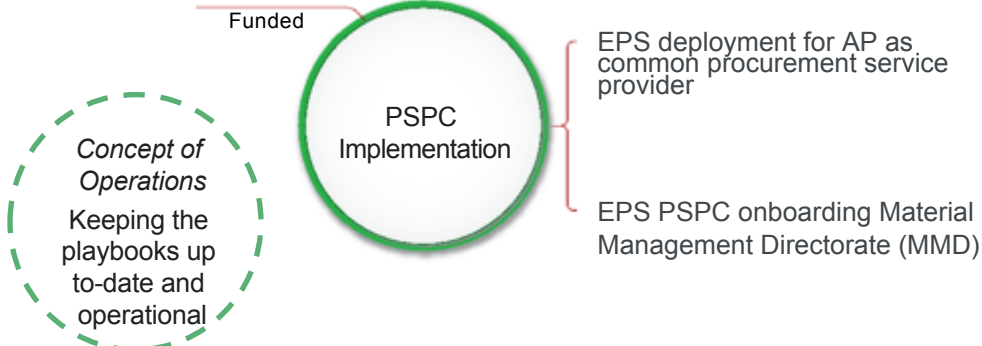
## BLOCK 1



## Outputs

- **Business Playbook** - Significant modernization and streamlining of federal procurement business processes

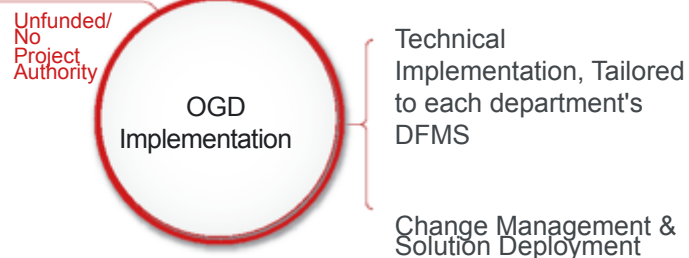
## BLOCK 2



## Outputs

- **Technical Playbook** – Integrating the EPS solution suite to Departmental Financial Mgmt Systems
- **Change Management Playbook** - Training, communications and planning and tool development

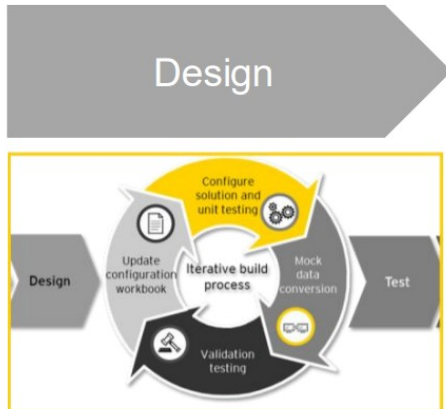
## BLOCK 3



## Outputs

- Enterprise (GC) Deployment of EPS

# Delivering in an Agile Manner

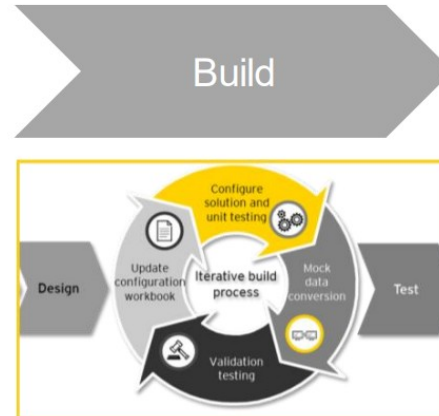


## End of Detailed Design

- 70-75% functional and process design documented
- Stakeholders have seen demos of key business functionality/ scenarios
- Core functionality configurations documented
- Key design decisions made, aligned and documented with some to be refined further during milestone build out

## Key Focus

- Discuss and document L5 process/ functionality
- Adopt SW leading practices; build in must-haves (policies)

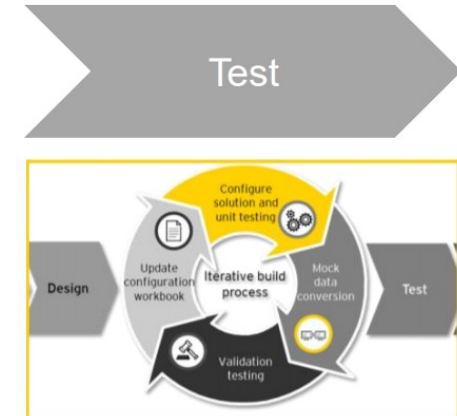


## During Design Validation/Build

- Iteratively complete 90-95% design
- Solution confirmations (up to two) completed to gain stakeholder alignment
- Users starting to see solution in action
- Scope is firm

## Key Focus

- Use the configured solution to 'firm up' the solution design
- Revisiting the design decision is strictly the exception



## During Final Testing (UAT)

- 95-99% complete
- System configured and tested
- End-to-end process tested through UAT business scenarios
- Scope is firm
- Small adjustments made
- Other "nice to have" features logged as enhancement requests or deferred to next release

## Key Focus

- As close to final as possible
- Test and plan for/expect UAT success

# EPS Design Outcomes

16

**Government Organizations**  
involved in the design to  
co-develop the GC-wide blueprint  
for modernized procurement

55%

**Process Steps Eliminated**  
across the end-to-end procurement  
process

60+

**Legacy Systems**  
identified for decommissioning

170+

**Workshop Sessions**  
held across the design &  
validation phases

1,849

**Configuration Decisions**  
made to establish a baseline  
EPS configuration

~95%

**Digital Enablement**  
of processes (up from 10%)

**TBS Partnership and collaboration** throughout to  
ensure the design supports the enablement of Phase II.



# Key Successes

## Design Completed



New GC procurement process co-designed with 16 departments. To be implemented in PSPC first

## System Configured



Live, configured test environment up and running

## Testing Started



System testing underway, user testing has begun

## No Policy Changes



Designed without need to change legislation or policy

## No Customization

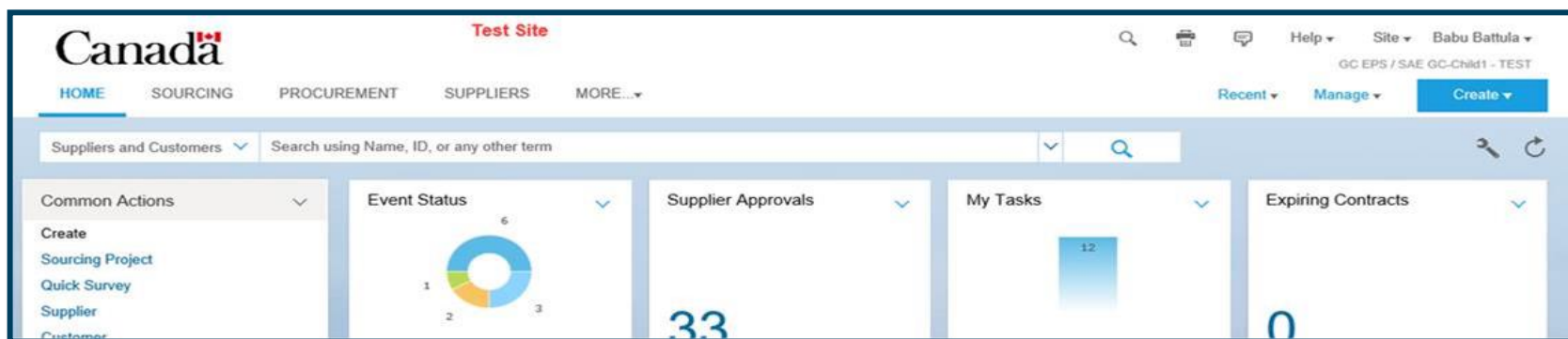


Design did not require system customization

## Demo Available

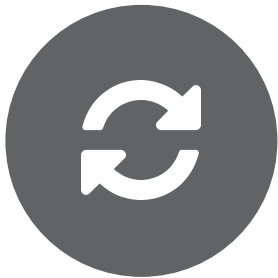


We have taken our solution on the road



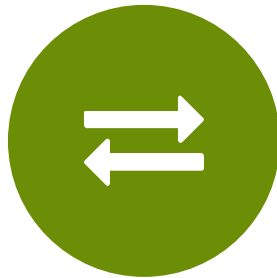


# Current Focus



## Validating, Testing & Iterating

Continuously refining the design with users



## Integrating

Building integration to financial and identity management systems



## Engaging

Engaging with buyers and suppliers

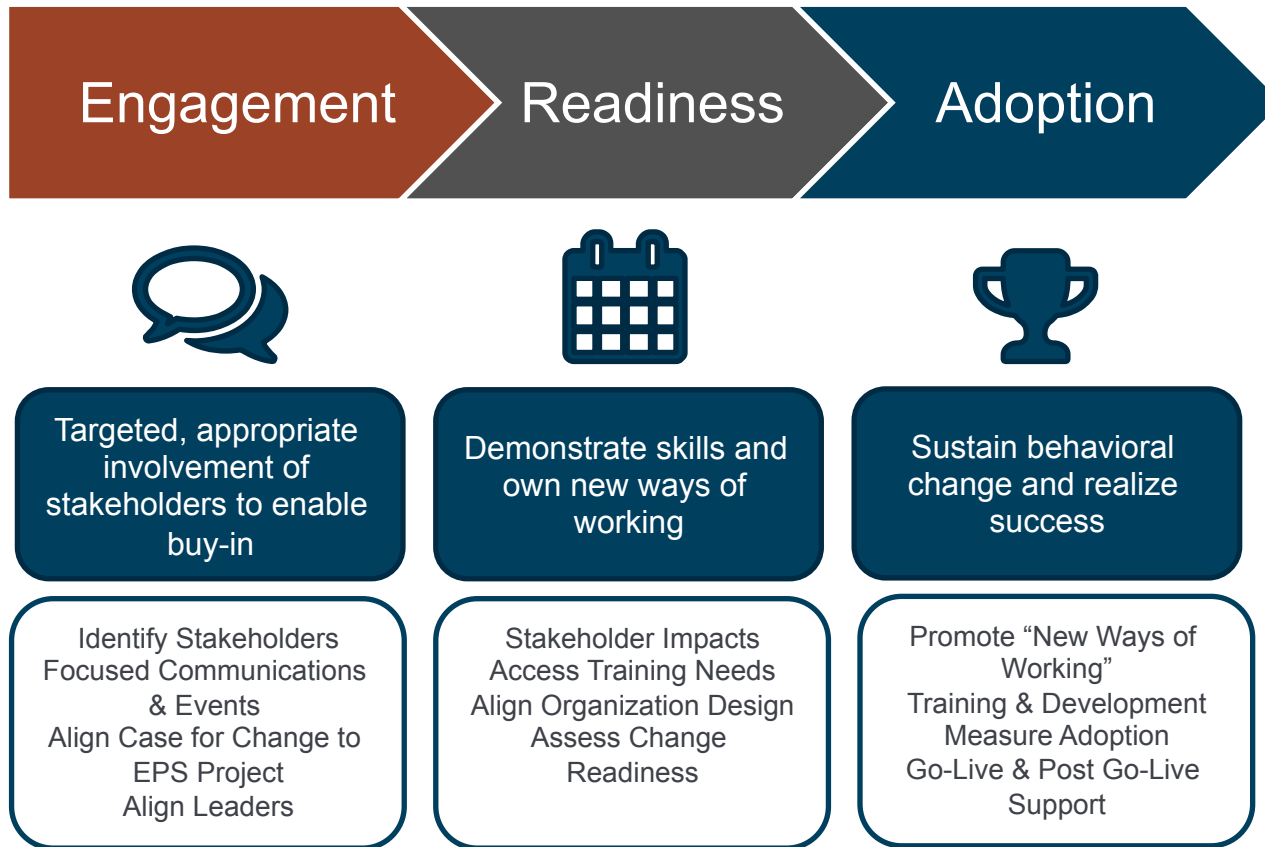


## Getting Ready To Launch

Preparing for EPS go-live in spring 2020 (soft launch)

# Change Management Overview

The EPS Change Management Strategy and Plan is designed to support stakeholders on their change journeys prior to, during and after EPS Go Live, beginning with Business Engagement.



# Key Activities (OCM)



## Change Impacts Identified

Throughout design, impacts to job roles, processes, and technology are identified. Change impacts are refined through design validation.



## Training Needs are Being Assessed

Identifying impacted stakeholder groups, roles and training needs.

(e.g. Developing targeted engagement plan)



## Curriculum and Courses Under Development

Developing courses, delivery methods, duration, pre-requisites, audience...



## Assessing Change Readiness

Survey in March 2019 to assess baseline awareness, knowledge, and readiness of impacted stakeholders.

The next survey of PSPC users planned for December 2019.



## Conducting Awareness Sessions

Getting to know stakeholder business needs through ongoing roadshows, discovery sessions and workshops conducted in person & via WebEx across Regions and NCR.




## Launching Change Network

Network of representatives within NCR and across the regions to provide change leadership, support and drive engagement, readiness and adoption of EPS.

As of Sept. 13, 2019.

# EPS Onboarding

STEPS	STEP 1 Preparing 6 months to go live	STEP 2 Planning 5 months to go live	STEP 3 Training 1 month to go live	STEP 4 Onboarding >1 month to go live	STEP 5 GO LIVE!	STEP 6 Sustaining
						
GOALS	To inform your teams that they have been selected to participate in the Onboarding and to provide initial information	To ensure that your stakeholders are aware of the transition to EPS and set expectations in the weeks to come	To provide you with the required training in order to start using EPS	To successfully complete your training and receive your login credentials prior to go live	To start using EPS for your procurement activities	To support channels and business continuity

# Supplier Engagement

The supplier community is an important stakeholder group impacted as a result of the implementation of EPS.

To support the education and awareness of the changes to come, effective engagement with supplier communities across Canada will be carried out:

Communications	System & UAT Testing	Supplier Online EPS Information Session	Registration & Onboarding
Targeted communications and project updates via FAQs, online web pages, and information sessions	Suppliers invited to participate in system and user acceptance testing (UAT)	Online demonstration of EPS functionality, key benefits and changes impacting suppliers	Supplier enablement & EPS Go-Live* milestone
Ongoing	Fall 2019 - 2020	Winter 2020	Winter - Summer 2020

\*EPS Go-Live will be a targeted and controlled soft launch of the solution with select suppliers invited to register and on-board to EPS for specific pilot categories.



# Steps to Success



## Supplier Management (M3)

**Design validation is done**

System testing underway. First user acceptance testing cycle to begin in late September



## Source-to-Contract (M4)

**Design validation is done**

Testing begins Fall 2019



## Procure-to-Order (M5)

**Design validation underway**

Design for P2P is done, could be used for future implementation

### Here are some highlights:

- The phase bid approach process has been established
- The system guidance for trade agreements has been designed
- The system is set to include comprehensive land claim agreements
- Supplier registration will contain supplier profile, certifications and financial data
- The training schedule is currently being developed

# User Experience Service Design (UX/SD)



Concevoir  
avec vous

Designing  
with you

“ It is **difficult to find information** ...  
you may need to go to many people  
and search man different places.  
*Regional Group*  
*Interview Participant* ”

“ Searching is extremely  
**complicated, and not at all intuitive.** ”  
*Supplier Usability Testing Participant*

“ I am not sure  
what stream or lists to sign up for.  
I **signed up for the wrong list** initially. ”  
*Supplier Interview Participant*

“ I am  
expected  
to go through a  
**136-slide document**  
every time  
I have a question?  
*Buyer Workshop*  
*Participant* ”

The procurement  
experience isn't  
just about the  
software we use  
and processes we  
follow, its about  
how we get to the  
places  
we need to go,  
how we find what  
we need when we  
need it and in a  
way we can  
understand it!”

# Coming Soon: CanadaBuys

## CanadaBuys

The upcoming window into doing business with the Government of Canada, with access to:

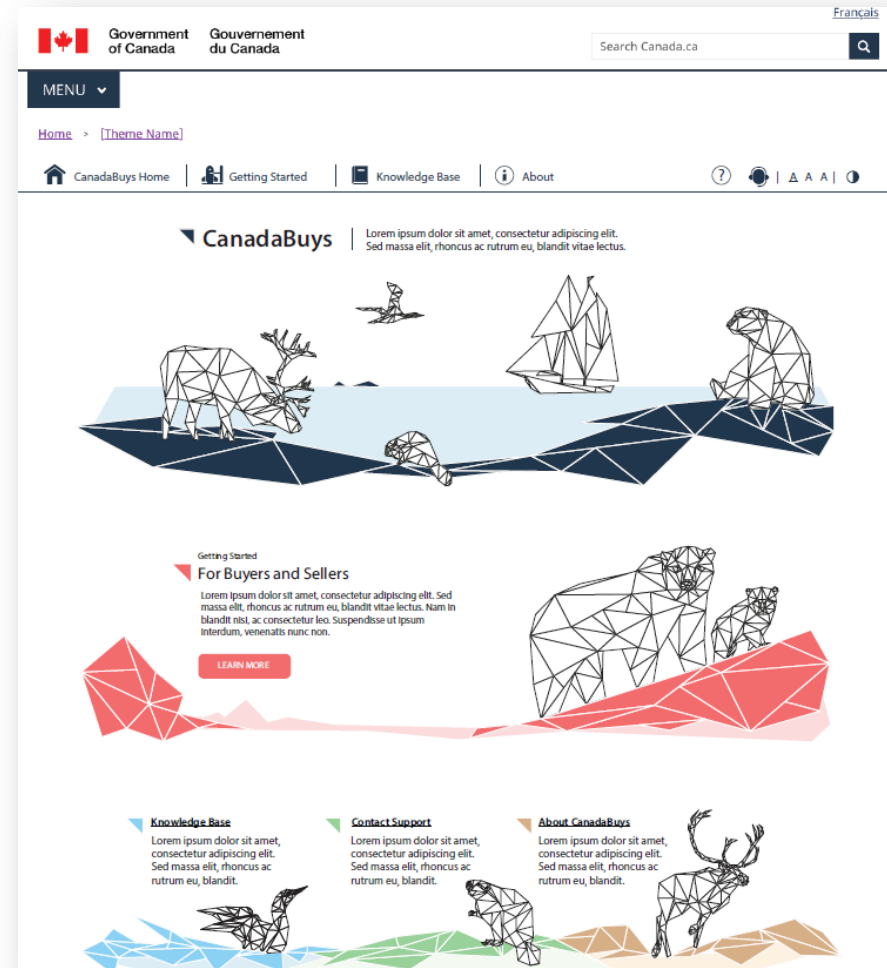
- Opportunities (replacing BuyandSell)
- Information (how to, guides, training)
- Systems (gateway to Ariba & Fieldglass)
- Support (modern service desk, chat, etc)

## Work has started on the website!

We are building CanadaBuys using modern web design and user experience methods to reflect the needs of our procurement community!

We have designed wireframes and begun building the pages supporting the supplier onboarding and registration process.

Usability testing commenced in August 2019.



Snapshot of CanadaBuys BETA: Getting Started



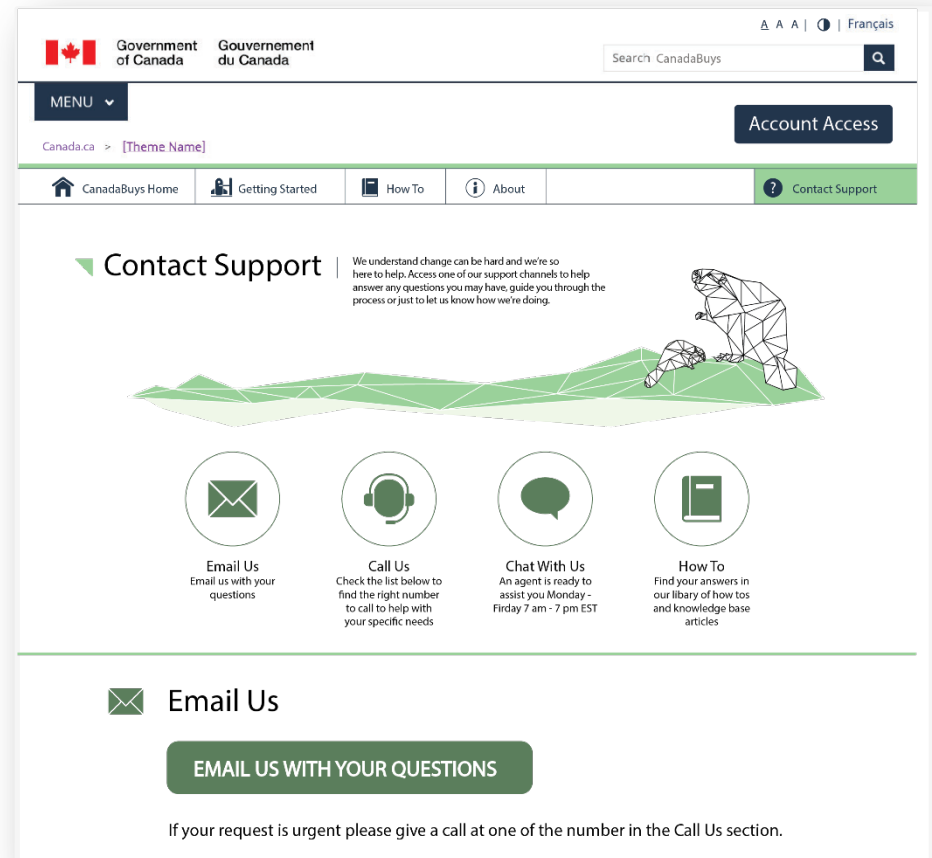
# Coming Soon: CanadaBuys – Support Page

## CanadaBuys Support

We understand that change can sometimes be difficult. So, along with the introduction of the new website and modernized procurement systems, we will be implementing 4 new channels of support to assist in any way possible. We will be providing access to:

- An email web-form;
- An online chat service;
- A new CanadaBuys call centre to assist with all your technical needs; and,
- A “How To” knowledge base library filled with articles spanning everything from how to register to what is an e-procurement solution.

## We are here to help!



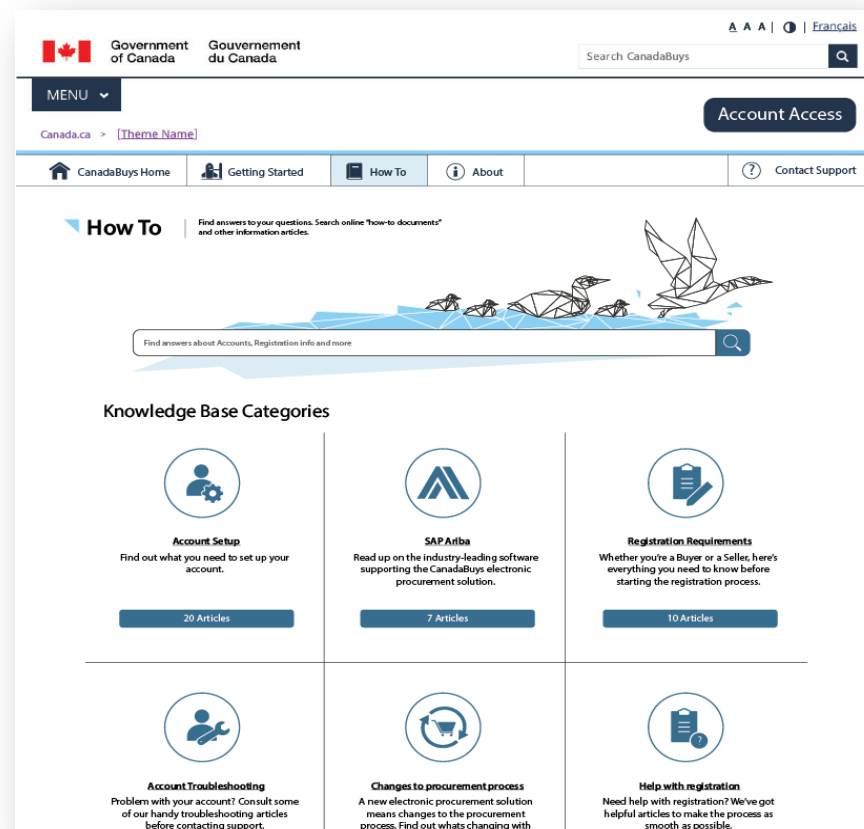
Snapshot of CanadaBuys BETA: Support

# Coming Soon: CanadaBuys – Knowledge Base

## CanadaBuys How To Knowledge Base

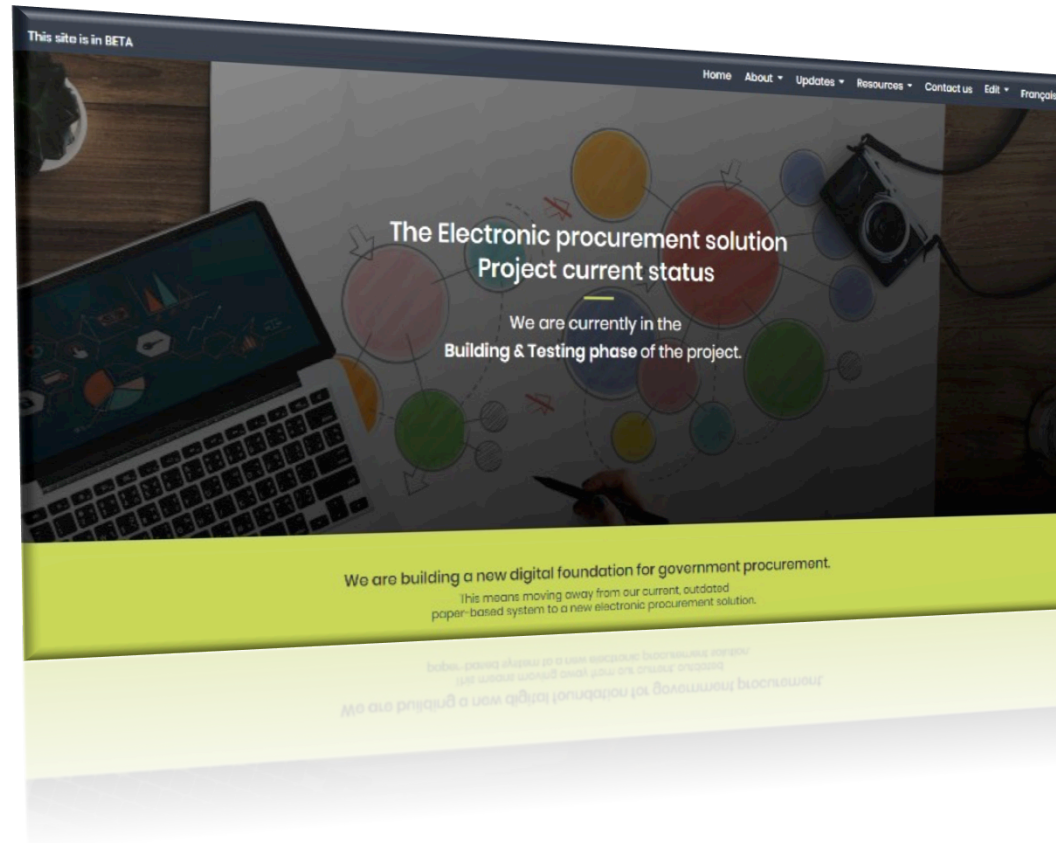
CanadaBuys How To is a self-serve digital knowledge base containing a multitude of information and articles with topics ranging from account troubleshooting to changes in Government procurement processes.

Over time, this page will develop into a go-to for your EPS questions or simply any question concerning procurement in Government.



*Snapshot of CanadaBuys BETA: Knowledge Base*

# Take a Look at Our New GCpedia Page



[http://www.gcpedia.gc.ca/wiki/Electronic\\_procurement\\_solution?lang=en](http://www.gcpedia.gc.ca/wiki/Electronic_procurement_solution?lang=en)

# Stay in The Know

EPS is not only about modernizing procurement, but also about fundamentally providing better service to our clients.

To enable the EPS implementation, PSPC is committed to working with you to support your awareness of the project through a variety of phased and targeted communications, training and change management activities.



**Send us an email!**

**EPS Organizational Change Management (OCM)**

**TPSGC.PASAEGLCO-APEPSOCM.PWGSC@tpsgc-pwgsc.gc.ca**



**Follow the journey!**

**Electronic procurement solution on GCpedia**

**[http://www.gcpedia.gc.ca/wiki/Electronic\\_procurement\\_solution?lang=en](http://www.gcpedia.gc.ca/wiki/Electronic_procurement_solution?lang=en)**