



Serving  
GOVERNMENT,  
serving  
CANADIANS.

Au service du  
GOUVERNEMENT,  
au service des  
CANADIENS.

# Office of Small and Medium Enterprises - Ontario Region (OSME-OR)

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## Supplier Engagement

### Presentation at

### CIPMM Regional Workshop - Toronto 2019



Public Services and  
Procurement Canada

Services publics et  
Approvisionnement Canada

Canada

# An overview of today's presentation

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- Office of Small and Medium Enterprises - Ontario Region – who we are, what we do
- Supplier engagement – why is it key to improving federal procurement
- Supplier engagement toolkit – resources at your disposal
- Types of Supplier Engagement and Best practices – what we've heard and what we're doing
- OSME Ontario Region Supplier Engagement Strategy
- Questions?

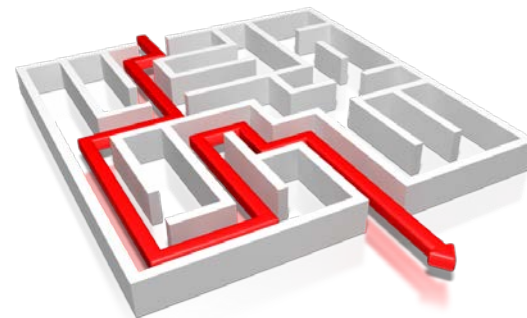


# OSME-OR – Who we are?

The Office of Small and Medium Enterprises (OSME) - Ontario Region was established in August 2006 within Public Services and Procurement Canada to support the Government of Canada's commitment to a procurement system open to small and medium and regionally based businesses.



+



**Big B**



**Small B**



# OSME-OR – What we do?

- Supports small and medium enterprises (SME) through the federal procurement process
- Engages, assists and informs SME on how to sell goods and services to the Government of Canada
- Works to reduce barriers to ensure fairness in the process



# OSME's Canada-wide service and support

## Six OSME regional offices

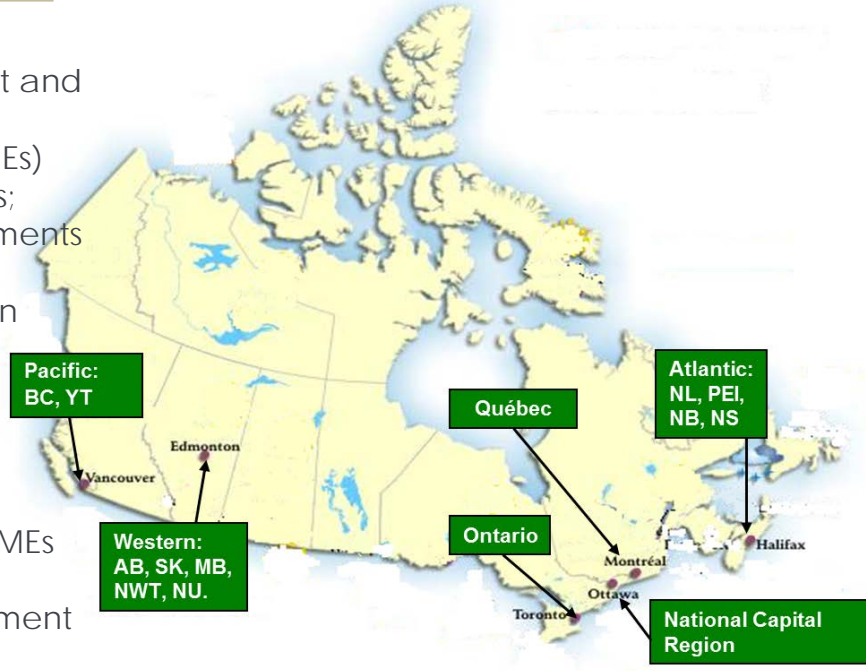
To ensure fairness, openness and transparency in government procurement;  
To support the government's agenda to provide value to Canadians by:

- Analyzing the relationship between government procurement and the economy;
- Encouraging and assisting small and medium enterprises' (SMEs) participation in the federal government procurement process;
- Bridging the gap between suppliers and government departments through outreach; and
- Influencing positive change within government acquisitions on behalf of SMEs.

**National InfoLine (1-800-811-1148)**

**Ontario Region Toll-Free Line (1-800-668-5378)**

- We provide information, counseling and training services to SMEs that want to do business with the government;
- We help reduce competition barriers and simplify the government contracting process;
- We identify and pursue opportunities that encourage the introduction of innovative new products and services;
- We collaborate to improve procurement policies and best practices; and
- We work closely with the SME community to ensure their concerns and views are brought forward and heard.



# Who are our stakeholders

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## Internal (GoC) stakeholders:

- Our colleagues/clients/management team
- Other departments and agencies
- Other functional units/communities in our department (ex. legal, communications)

## External stakeholders:

- Individual suppliers
- Industry / Professional / Community Associations & Organizations
- Construction / Trade groups and unions
- Other government jurisdictions (provincial, regional, territorial, municipal, international)



# Why supplier engagement is important

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Having an open dialogue with suppliers will help you to:

- Define your business requirements
- Understand the supplier base
- Incorporate socio-economic benefits such as small and medium enterprise representation, innovation, green and sustainable considerations\*
- Maximize participation by suppliers
- Increase the efficiency of your procurement process



# Types of supplier engagement

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## Supplier consultations - Best practices and findings



- 2015 Study of Small and Medium Enterprises in Federal Procurement - National
- 2015 Supplier Stakeholder Network (SSN) Federal Procurement Challenges Report – Ontario
- 2018 Study of Small and Medium Enterprises in Federal Procurement – National
- 2018 National Food and Beverage Strategy
- Others...





# What we heard from businesses

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- Reduce administrative burdens related to procurement
- Reduce restrictive requirements related to solicitation(s)
- Technology is outdated and difficult to use
- Possible lost opportunities to buy strategically and advance social and economic policy objectives
- Ineffective communication with the supplier community
- Contractor Security Screening delays
- Others...



# What OSME has done since

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- Defined business requirements for an e-Procurement Solution
- Reviewed processes for electronic payment in preparation for an e-commerce environment
- Reviewed standing offers and supply arrangements in preparation for an e-commerce environment
- Enhanced Buyandsell.gc.ca to allow businesses to join a “List of Interested Suppliers” for any active Government of Canada tender notice, increasing their visibility and networking opportunities with other businesses
- Developed the Canadian Collaborative Procurement Program (CCPP) – Buying together to benefit Canadians
- **Looking to introduce a Quality Based Selection procurement pilot in Ontario Region**



# Helpful resources for engagement

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Policy on Engagement

Engagement Guideline

Activity checklists

Strategy templates

Strategy simulations

Available at GCpedia:

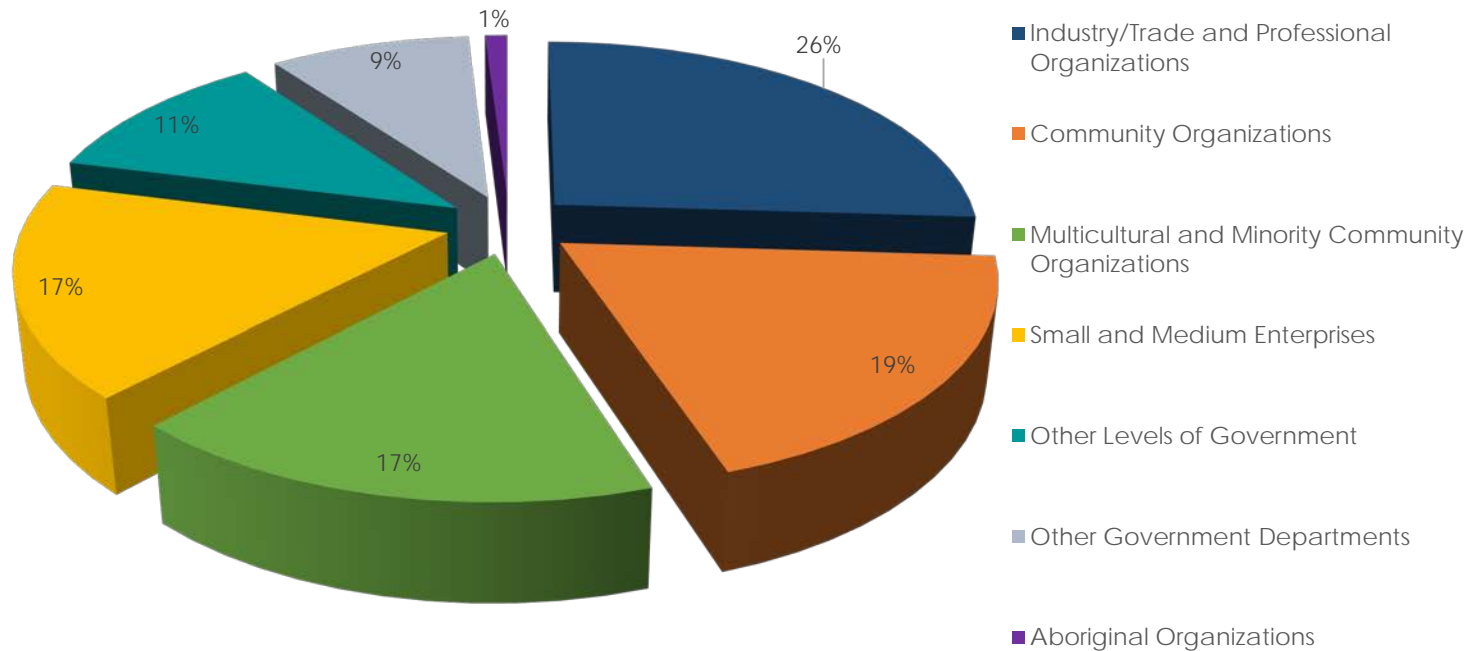
[http://www.gcpedia.gc.ca/wiki/SmartToolkit/Engagement#General\\_Guidance\\_and\\_Policy](http://www.gcpedia.gc.ca/wiki/SmartToolkit/Engagement#General_Guidance_and_Policy)

[http://www.gcpedia.gc.ca/wiki/Acquisitions\\_Program\\_Policy\\_Suite](http://www.gcpedia.gc.ca/wiki/Acquisitions_Program_Policy_Suite)

[http://www.gcpedia.gc.ca/gcwiki/images/6/67/Guideline\\_on\\_Ensuring\\_the\\_Participation\\_of\\_SME\\_in\\_Government\\_Procurement\\_Eng.pdf](http://www.gcpedia.gc.ca/gcwiki/images/6/67/Guideline_on_Ensuring_the_Participation_of_SME_in_Government_Procurement_Eng.pdf)



# OSME Ontario Region's main clients



# OSME – OR’s Outreach and Engagement Strategy

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## OSME – OR client service philosophy – Total Client Centered Service

- Innovative partnerships to increase geographical coverage
  - Service Canada partnership past and future
  - Parks Canada partnership past, present and future
- Integrated approach to SME service delivery
  - Ontario Region SME Network (ORSMEN)
  - Supplier Outreach Network of Ontario (SONO)
  - Ontario Region Innovation Information Network (ORIIN)
- Client focused partnership and collaboration
  - Supplier Stakeholder Network (SSN)
  - Industry Associations
  - Non-governmental Organizations
  - Inclusivity – Different abilities, Indigenous, women, youth, minority language, multicultural, LGBTQ+, rural and remote



# OSME – OR Forward Planning

Operational Targets	2018-2019	2019-2020
Outreach and Engagement Events	250	300
Individuals and Suppliers Assisted	5,000	6000

## Core Activities:

- In-house Seminars & Webinars
- One-on-One Meetings/Webinars
- Participation in Community / Industry / Commodity / SME priority focused events
  - Tradeshows, Conferences, etc.
- Partnered Doing Business with Government of Canada Seminars – various 2019-20
- Doing Business with Government of Canada Information Clinic (B2G) – Mar 5, 2019\*
- Government Services for SME Information Fair and Workshops (G2B) – Nov 2019

\* The B2G event is an annual OSME-OR hosted reverse tradeshow that allows suppliers to engage government buyers from the federal, provincial, regional and municipal levels of government.

<https://ontario.tpsgc-pwgsc.gc.ca/cal/regist-eng.cfm?sid=1603>

# OSME – OR Supplier Engagement

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Remember - supplier engagement is your key to success!

Contact OSME - OR @

1-800-668-5378

[ont.osme-bpme@pwgsc-tpsgc.gc.ca](mailto:ont.osme-bpme@pwgsc-tpsgc.gc.ca)

