

Chapter 2 - Best Practices

2.000 (1997-03-31) Many practices are common and essential to maintaining a high standard of service to clients, suppliers and other government agencies with which Public Works and Government Services Canada (PWGSC) deals. This Chapter brings these practices together in one place.

There can never be a substitute for sound judgement and common sense.

Ensure Integrity

2.001 (1997-03-31) Ensure the integrity of the procurement process. If there is any doubt that what is being done or asked by the client to be done might bring the integrity of the process into question, the procurement process should be suspended until the issue is resolved. Issues that cannot be resolved satisfactorily at the contracting officer level should be referred to a higher authority.

Maintain Records

2.002 (1994-06-23) Keep files up to date. A current file serves as a historical record and an accurate audit trail in the event of a financial review, subsequent legal action or an official complaint. Current files are also important for anyone who may have to consult the file or assume responsibility for it at a later date.

Obtain Confirmation

2.003 (1994-06-23) Obtain written confirmation of significant information, agreements and discussions, such as confirmation of an unusually low price, or extension of a bid validity period by the bidder. This ensures that the best interests of the Crown and other parties are protected.

Consult

2.004 (1994-06-23) Consult with colleagues, particularly when working with an unfamiliar situation, such as a new commodity. Their own experience and advice may help to arrive at a sound decision. Referring to previous files can also be instructive.

Liaise with Client

2.005 (1994-06-23) Keep clients informed and involved. In order to develop responsive, creative and flexible procurement strategies for our clients, we must understand their needs, and work with them towards their operational objectives.

Use Specialists

2.006 (1994-06-23) Take advantage of the knowledge of specialists, such as Legal Services, Access to Information and Privacy officers, cost analysts and risk management advisors. They are available to provide guidance in their areas of expertise, whenever it would be helpful and/or appropriate in making a recommendation or confirming a decision.

Maintain Confidentiality

2.007 (1994-06-23) Treat all information, such as bid information, in a secure and confidential manner. This ensures the integrity of the contracting process, protects the interests of suppliers and clients and protects the Crown from legal action.

Know your Supplier

- 2.008 (1994-06-23) Knowing a supplier means being informed about such things as the potential contractor's performance history, financial situation and practices before recommending a contract award. It also includes keeping up to date with a contractor during the performance of a contract.

Analyze

- 2.009 (1994-06-23) Fully analyze contracting issues. Compare the advantages and disadvantages of all possible options, taking into account the long-term implications of any recommendation or decision.

Communicate Effectively

- 2.010 (1994-06-23) Be very clear in communications. Written instructions accompanying each bid solicitation, for example, must not be ambiguous or open to misinterpretation.

Get Involved Early

- 2.011 (1994-06-23) Advance work with clients, such as helping with needs identification and requirement definition, procurement strategy development, and drafting of solicitation documents, before a requisition is actually received, can facilitate a procurement. This can be accomplished through ongoing liaison or a review of procurement patterns; it can be initiated by client requests for assistance, or more formal processes.