

DOING BUSINESS

with Public Works and Government Services Canada

Spring 2006

THE CANADA GAZETTE

Innovation meets democratic tradition

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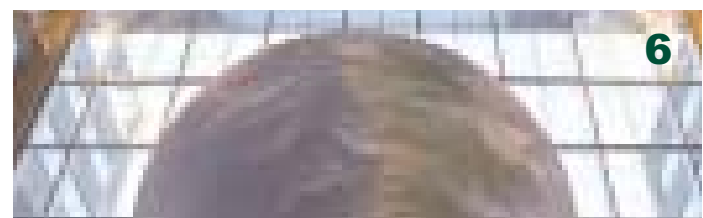
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DOING BUSINESS

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CANADIANS ON
THE HOME FRONT**
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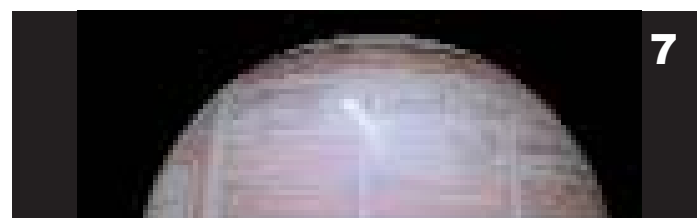
Joe Burris-Muise



Environment Canada

PWGSC's role at the UN Climate Change Conference

When Canada hosted the world at the United Nations Climate Change Conference, PWGSC was there.



PWGSC

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As Public Works and Government Services Canada's (PWGSC's) external newsletter, *Doing Business* supports the Department's role as a common service provider by informing colleague departments, Canadians and all other interested parties about interesting and innovative PWGSC services, activities, projects and initiatives. Written, designed and published quarterly by PWGSC's Communications Sector, it is also available on-line at www.pwgsc.gc.ca/db.

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Doing Business welcomes feedback and suggestions for future stories. Please address your comments to: Joe Boulé; Editor, *Doing Business*; Communications Sector, PWGSC; 16A1, Portage III; 11 Laurier Street; Gatineau, QC; K1A 0S5. Fax: (819) 956-0573. E-mail questions@pwgsc.gc.ca

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GOVERNMENT OF CANADA MARKETPLACE

CHANGING HOW GOODS AND SERVICES ARE PURCHASED

Preparations are progressing towards the implementation of an on-line tool that will revamp the way the Government of Canada (GC) purchases goods and services.

The Government of Canada Marketplace (GoCM) project team has recently completed the development and demonstration of a fully functioning prototype for the GoCM – an electronic purchasing tool that will streamline the purchasing process and support government savings.

According to Ian Bennett, PWGSC's A/Assistant Deputy Minister, Acquisitions, the GoCM will end the old, fragmented and costly system of purchasing where many items were bought on a "one-off" basis. "By consolidating commodities and services through the GoCM, we'll be able to negotiate better prices as well as reduce administrative costs," he says.

Mr. Bennett says that as the GoCM grows, so will the savings. "As more departments and agencies join the GoCM and more goods and services are added, higher transaction volumes will lead to further reductions in the cost of goods and services."

In addition to supporting the reduction of costs of goods and services proposed by PWGSC's business transformation,

the GoCM will also save time by giving departments access to pre-qualified goods and services through electronic catalogues and allow them to select, purchase, track and report their purchasing activities in a streamlined, electronic and secure environment. This government-wide enterprise system has the benefit of ensuring common adherence to purchasing policies and regulations, as well as giving the GC increased access to detailed and readily available purchasing information, which in turn will lead to further improvements to the procurement process.

"We're moving toward a more disciplined and businesslike approach to procurement," says Mr. Bennett.

The project is currently in the process of seeking approval from Treasury Board to implement the GoCM in partnering departments and agencies.

The GoCM is a key initiative of PWGSC's transformation agenda, to deliver services smarter, faster and at a reduced cost.

For more information on the Government of Canada Marketplace, please visit <http://www.pwgsc.gc.ca/acquisitions> or contact ncr.gocm@pwgsc.gc.ca

NEW MINISTER AT PWGSC



PWGSC

On February 6, 2006, lawyer and financier Michael Fortier was named the new Minister of Public Works and Government Services Canada.

As a partner at Ogilvy Renault, Mr. Fortier specialized in securities, mergers and acquisitions. From 1992 to 1996, he managed Ogilvy Renault's office in London, England. In 1999, he became the Managing Director and Senior Advisor (Eastern Canada) at Crédit Suisse First Boston. In 2004, Mr. Fortier became Corporate Financing Director (Quebec) for TD Securities.

"PWGSC is a fascinating portfolio. The services it renders to government agencies and departments are essential in allowing them in turn to deliver quality services to Canadians," said Minister Fortier.

The Government of Canada Marketplace (GoCM)

What's in it for...

The Government of Canada

- Reduced costs of goods and services
- Open and transparent access through secure infrastructure
- Improved reporting, tracking and accountability

Suppliers

- Single point-of-contact for

transactions providing a common "look and feel"

- Greater opportunity to sell to a larger market
- Ability to confirm/track orders and submit invoices electronically

Purchasers

- Instant access to pre-approved catalogues to select and compare goods and services
- Increased ease-of-purchasing activities such as getting approvals, committing funds, and ensuring compliance with regulations



PWGSC

Minister Fortier signs Receiver General cheque templates as Carol Armatage, Director General, Banking and Cash Management, looks on.





PWGSC'S PROCUREMENT AND ACQUISITIONS EXPERTISE

As the Government of Canada's (GC) purchasing arm, PWGSC recognizes the ability it has to significantly shape the landscape of industry.

Understanding how Small and Medium Enterprises (SMEs) as well as government departments and agencies are impacted by changes to the government's buying system is an important part of PWGSC's plan to improve the way it does business.

PWGSC has embarked on a rigorous campaign to consult SMEs and govern-

ment departments and agencies while also assisting these stakeholders in navigating the GC buying system.

Listening to small business

Listening to the needs of SMEs is a key priority of PWGSC's ongoing effort to ensure government contracting opportunities remain fair, open and equitable.

Taking this commitment straight to the source, PWGSC's Office of Small and Medium Enterprises (OSME) has

hosted SME Consultation Workshops throughout Canada to discuss how changes to procurement impact their ability to work with the government.

"We want small businesses to be our partners in providing increased value for taxpayers as we move ahead in changing the way we do business," says OSME Director General Marshall Moffat.

"By speaking directly with representatives of SMEs we get a deeper understanding of their particular needs and we're better positioned to address these needs as we work to refine and strengthen government procurement."

The day-long workshops also allowed PWGSC's procurement specialists to provide SMEs with the key information they need about changes to government contracting, including transformation plans, the elimination of fees to use the government's electronic tendering system (MERX) and the introduction of easy to understand language in contracts.

An important arena for dialogue, the sessions have proven to be beneficial for both the SME community and PWGSC.

PWGSC will continue to consult SMEs and industry organizations in cities across Canada, and work with the

Simplifying Procurement: Professional Services Online

Departments and agencies that want to contract for professional services can now use the Professional Services Online database. Formerly known as the IPS Marketplace, this new and expanded database includes suppliers offering professional services to the government in areas such as human resources management, organizational management, project management, organization and classification services, change management/organizational development services and information technology. The enhanced database makes it easier for departments to find cost-effective professional services and allows private companies to market their services directly to government. Using this database will make identifying the right supplier and finalizing a contract easier than ever for a variety of the most commonly purchased professional services.

For more information, visit:
<http://www.pwgsc.gc.ca/acquisitions/text/ps/online-e.html>

"We want small businesses to be our partners in providing increased value for taxpayers as we move ahead in changing the way we do business"

OSME Director General Marshall Moffat

small business community to ensure a fair, open and transparent procurement process across government.

Assisting government clients

Departments and agencies looking to gain a better understanding of how the government procurement process is becoming more streamlined and cost-efficient can now benefit from hands-on, interactive seminars, courtesy of PWGSC.

Through its Standing Offer Training Sessions, PWGSC is working directly with government stakeholders to inform them of changes to procurement and assist in manoeuvring the government's buying system.

To date, PWGSC has held Standing Offer Training Sessions for 25 departments and agencies to familiarize government purchasers with new

procurement policies, including the use of mandatory standing offers for the 10 most common commodity purchases.

Training sessions also discuss the importance of buying re-usable or recyclable products in accordance with the government's new Policy on Green Procurement.

"The sessions allow procurement officers and other representatives from government departments and agencies to ask questions and discuss key issues about the policies and processes surrounding standing offers," says PWGSC's Doug Haferkamp, Manager, Standing Offer Management Office. "But it's also a chance for us to learn more about their needs so together we can continue to strengthen the government's buying process."

For more information on standing offers contact Doug Haferkamp at: doug.haferkamp@pwgsc.gc.ca



Mandatory Standing Offers:

Budget 2005 introduced fundamental changes to the way the Government of Canada purchases goods and services. These changes are in keeping with the Government's commitment to deliver services smarter, faster and at a reduced cost.

The goods and services listed below represent the government's 10 most common commodity purchases and are part of PWGSC's mandatory standing offer groups:

- ground effect vehicles, motor vehicles, trailers and cycles
- telecommunications equipment and accessories
- general purpose automatic data processing equipment (including firmware), software, supplies and support equipment
- furniture
- office machines, text processing systems and visible recording equipment
- office supplies and devices
- clothing, accessories and insignia
- fuels, lubricants, oils and waxes
- information processing and related telecommunications services, and
- professional, administrative and management support services

PWGSC'S ROLE AT THE UN CLIMATE CHANGE CONFERENCE

When Canada hosted the world at the United Nations Climate Change Conference last November, PWGSC was there – providing key services and expertise and playing its part in an historic and crucial event in the global effort to reduce greenhouse gas emissions.

The first meeting of nations committed to the Kyoto Protocol since the agreement came into effect on February 16, 2005, the Montréal-based conference brought in thousands of international representatives of government, industry and academia. It also offered an ideal opportunity for PWGSC to showcase its world-class expertise in conference management, procurement and Greening.

“PWGSC oversaw much of the logistics and contracting for the event,” says Garba Assane, Quebec Regional Project Manager with PWGSC. “We worked closely with UN representatives to coordinate the design and construction of conference facilities. We also managed the contracting to provide everything from computers, audio-visual equipment and information technology networks to transportation for conference delegates.”

Employees of PWGSC's Quebec Region played an integral part in the Department's overall contributions to the conference. As part of the Quebec Federal Council, which helps federal institutions work together on common goals like sustainable development, employees of PWGSC's Quebec Region collaborated with other government departments and agencies to provide key support in the area of greening.

PWGSC also supported Environment Canada's efforts to green the event on a number of fronts including offering

advice on green procurement strategies, working to ensure conference facilities were equipped with recycling centres, keeping the use of paper to a minimum and ensuring the re-use of left-over packaging.

Playing an active role in events parallel to the international conference, PWGSC's Office of Greening Government Operations (OGGO) showcased programs and initiatives set to increase the government-wide commitment to sustainable development, which includes the adoption of the Leadership in Energy and Environmental Design (LEED) Gold standard for all new federal buildings.

OGGO provides government-wide leadership on greening operations, and facilitates the management of greening activities from a government-wide perspective. It enables PWGSC – with its in-depth experience in sustainable

development – to be the principal source of advice and guidance in the government for greening operations. Green procurement, green property management, recycling, waste management, as well as risk management and remediation of contaminated sites, are a few areas where PWGSC is taking a leading role.

By lending its expertise in procurement and greening to the UN Climate Change Conference, PWGSC showed that it is at the international forefront in its commitment to doing what it can to address the issue of climate change. **DB**

For more information on this conference, contact Garba Assane at (514) 496-3566 or garba.assane@pwgsc.gc.ca

To learn more about how PWGSC is greening government, contact Margaret Kenny at (819) 956-1613 or margaret.kenny@pwgsc.gc.ca



Environment Canada

GOVERNMENT ON-LINE

By connecting Canadians to their government at any time, anywhere and in the official language of their choice, the award-winning Government On-Line (GOL) initiative has made Canada a recognized world leader in electronic service delivery.

The key to GOL's success has been its ability to deliver a range of seamless, integrated services that citizens and businesses need and expect. The numbers speak for themselves: on-line interactions with the Government of Canada (GC) have skyrocketed from about 172 million in 2001 to almost 822 million in 2005. On-line transactions now account for 30 percent of all transactions. While the project is quickly approaching its end-phase, it has met all of its goals with stunning success. PWGSC will continue to evolve Canada's e-government capabilities through two important components that are arguably at the heart of GOL: the Secure Channel and epass.

Secure Channel

The Secure Channel is the centrepiece of the GC's common IT infrastructure, providing secure, private, high-speed access to government services on-line.

As the key component of the GOL initiative, the Secure Channel allows Canadians to conduct on-line transactions efficiently, effectively and in a way that is consistent with federal privacy standards.

It also has benefits for government, providing Internet access to over 120 federal departments and agencies and providing the infrastructure for PWGSC's government-wide IT Shared Services Initiative.

“The Secure Channel is an integral part of our initiative to take a more integrated and streamlined approach to

government-wide IT,” says PWGSC's Ken Cochrane, Chief Executive Officer, Information Technology Services Branch.

“It's helping to create efficiencies and is allowing for more co-ordinated, secure and consistent service across government.”

For Canadians, this means unlimited access to a wide variety of services on-line. Today, citizens can check the status of income tax returns, apply for a passport, or submit an application to Canadian Forces Recruiting and continue to track its status through the recruitment process. In the future, the number and breadth of service will continue to grow.

Secure Channel is also proud to report it successfully delivered an on-line option for Statistics Canada's



Census Test. It was a world first—where a national census bureau provided an on-line questionnaire to citizens. The project was a success and Secure Channel will help support the 2006 Census of 13.5 million households.

epass

PWGSC is committed to offering enhanced access to improved and secure on-line service that caters to Canadians. Working with government departments and a private sector consortium, PWGSC has been instrumental in the development and deployment of epass, an electronic credential that allows users to engage in secure, privacy-friendly transactions with government.

Through the Secure Channel, PWGSC provides both the technical and policy infrastructure for epass. The flexibility of epass allows departments to “set the bar” for the level of assurance they require in a user's identity.

Appreciating the efficiency and effectiveness of epass, to date, 17 departments and agencies have embraced the credential, implementing it into almost 40 programs. Momentum is gaining — so much so, that PWGSC issued its one-millionth epass in December 2005.

Federal departments are not the only ones to take an interest in epass and GOL. For the fifth consecutive year, global technology firm Accenture ranked Canada as number one in the world in e-government maturity, making it a beacon for other countries trying to develop a highly successful electronic service delivery. In no small measure, Canada's continued success is, in part, due to epass and the high level of protection, privacy and security it offers to Government of Canada users of the Secure Channel. **DB**



National Defence - Combat Camera

SUPPORTING CANADIANS ON THE HOME FRONT

With its historic contributions to Canada's efforts in the Second World War (see Fall 2005 issue), it comes as no surprise that PWGSC's strong commitment to our nation's military continues to this day.

PWGSC is pledging its support to Canada's Reserve Force through the Federal Reserve Force Awareness Campaign, a program that grants leave to military reservists from their civilian jobs when called to duty.

The Department recently signed a Statement of Support for the campaign, which was spearheaded in 2003 by the Department of National Defence and Treasury Board Secretariat. The goal is to have all Government of Canada (GC) departments and agencies pledge their support by the end of 2006 to help ensure that Canada's Reserve Force gets all the help it needs. To date, the campaign has received 59 Statements of Support from federal departments and agencies.

For PWGSC, it was an easy decision to support the campaign. "As federal employees, we understand the importance of serving Canadians," says Gary Curran, Director General, Labour Relations and Employee Services. "We want to serve our citizens in any way that we can."

Reservists like PWGSC's Joseph Burriss-Muise appreciate the Department's commit-

ment. Like many military reservists, Mr. Burriss-Muise works part-time for the Canadian Forces and full-time at a civilian job. During an eight-week leave of absence from PWGSC's Communications Sector in August 2005, he pursued infantry training with the Cameron Highlanders of Ottawa. The experience was enriching, for both Mr. Burriss-Muise and PWGSC's Communications Sector.

"My reserves training was a great opportunity to strengthen my leadership and decision-making skills," says Mr. Burriss-Muise. "It's certainly helped in my day-to-day work here at PWGSC."



PWGSC's Deputy Minister I. David Marshall recently pledged the Department's support for Canada's Reserve Force, helping reservists like Joseph Burriss-Muise obtain leave for military training.

Naval reservist Dave Kirkland agrees with the sentiment. Working as a PWGSC Supply Specialist, Mr. Kirkland procures products for the Department of National Defence (DND) in his regular work. His service as a military reservist has given him a better understanding of DND and its needs.

"I can now speak their language and understand their culture, their pressures and their timelines," says Mr. Kirkland.

PWGSC will continue its ongoing commitment to Canada's Reserve Force by supporting employees who must take leave to serve in military training and operations. **DB**

A RESERVIST'S SCRAPBOOK

Time management and juggling competing priorities are important skills that help a soldier to complete tasks as quickly as possible. Here two soldiers perform various administrative tasks in their improvised shelter such as drying clothes, cleaning up, and weapons maintenance.



Always willing to do what it takes, a soldier learns to conquer fear and anxiety, and transfer this ability to other aspects of work and life. A hundred metres above the ground, this picture shows a Griffon helicopter taking off for a raid mission. Another Griffon can be seen on the ground below.



A hard summer of intense physical and mental training teaches a person a lot about their limits. The training reservists undergo allows them to perform successfully under stressful and tiring situations. Seen here, a soldier rests after a bridge operation. An armoured fighting vehicle (AFV) rolls past in the background.



Joe Burriss-Muise

THE CANADA GAZETTE

INNOVATION MEETS DEMOCRATIC TRADITION

The Canada Gazette has come a long way since its simple origins from a wooden printing press in 1841. The PWGSC-produced publication has clearly evolved while continuing to fulfil its 165-year-old mandate as the official newspaper of the Government of Canada (GC).

Today, a strong Internet presence helps the Gazette to be accessible anywhere in the world. With electronic versions that are compatible with adaptive software and speech output devices, it continues to optimize its performance for everyone, including citizens with disabilities.

"The Internet has transformed the Canada Gazette into a vehicle for e-government, e-democracy and e-consultation," says PWGSC's Carole Kennedy, Director of the Canada Gazette. "We're fully committed to finding new and innovative ways to consult with and engage Canadians."

In 1998, it became the world's first official gazette (which by definition is a publication that publishes a country's laws and regulations) to post on the Internet. By 2003, it was the first to give "official status" to its electronic Portable Document Format (PDF), which is also available on-line.

The Gazette's many milestones – coupled with the fact that it has never missed a deadline – have earned it a reputation for excellence both at home and abroad. In the past ten years alone, it has maintained an error margin of well below one percent.

Over 160 nations consult the Canada Gazette and over 15,000 pages are downloaded each day.

"The Canada Gazette Directorate is recognized internationally for the standards it has put in place and other

"The Internet has transformed the Canada Gazette into a vehicle for e-government, e-democracy and e-consultation"

PWGSC's Carole Kennedy, Director of the Canada Gazette



The role of the Canada Gazette

The Canada Gazette helps keep government open and transparent by publishing new statutes and regulations, proposed regulations, decisions of administrative boards, and an assortment of government and private sector notices. In making new laws accessible to the public, it makes them obligatory and binding – and therefore prosecutable – to all Canadians.

The Gazette upholds democratic principles by giving the public the opportunity to read and comment on proposed regulations that concern them. It serves as a vehicle for citizen consultation and engagement in the final stages of proposed regulations.

countries are eager to learn more about how we have achieved this success," says Ms. Kennedy, who presented the Canada Gazette to delegates at the Annual General Meeting of the Official Journal of the European Communities in Luxembourg (2003) and most recently in Copenhagen, Denmark (2005).

Ms. Kennedy's Directorate provides the Canada Gazette as a common service to government departments and agencies in addition to Canadian citizens. It provides advice, co-ordination,

editing and Web support services for the Gazette. The content of the newspaper includes general notices, proposed regulations, regulations and the Acts of Parliament.

And throughout its ongoing service delivery, it's always planning new and innovative ways to serve citizens, says Ms. Kennedy.

"Our future plans for the Gazette include hyperlinks for citizens to directly provide feedback to the appropriate department on proposed regulations through the Internet, a more advanced search engine, ongoing improvements to make the Gazette even more accessible to the disabled community and a new educational Web site for law and social science students."

To learn more about the Canada Gazette, visit www.canadagazette.gc.ca

Below: Interior View of Department of Public Works Printing Bureau circa 1912-1920, Ottawa, Ontario. The bureau used linotype machines such as the ones pictured here to produce the Canada Gazette.

Opposite: This news box stood on Parliament Hill until 2001 when it was removed for security reasons.



The Canada Gazette; Monday, May 7, 1945. The proclamation announces that May 13, 1945 will be "a day of Prayer and Solemn Thanksgiving... for the Victories that have been won by the Armed Forces of Canada and other United nations in the war against the German Reich."



TINY TECHNOLOGY, HUGE POTENTIAL

PWGSC'S CONTRIBUTION TO A CUTTING EDGE RESEARCH CENTRE

PWGSC recently lent its procurement and laboratory design expertise to the latest National Research Council (NRC) facility – the National Institute for Nanotechnology (NINT) at the University of Alberta – a research centre that will drive Canada's participation in the exciting field of nanotechnology.

Operating as a partnership between the NRC and University of Alberta and scheduled to open in summer 2006, NINT will be a state-of-the-art facility where scientists develop ways to build tiny machines and materials one atom at a time, using the latest equipment and lab facilities.

PWGSC played an advisory role in the early stages of NINT's development, lending its years of experience in the design, operation, and management of national laboratories. It also assisted the NRC in purchasing some highly technical equipment for the new lab, including one of the world's most advanced transmission electron microscopes.

"PWGSC made the procurement process as painless as possible," said the NRC's Dr. Michael Lam, Manager, Laboratory Facilities. "It was such a complicated procurement, but it happened very smoothly."

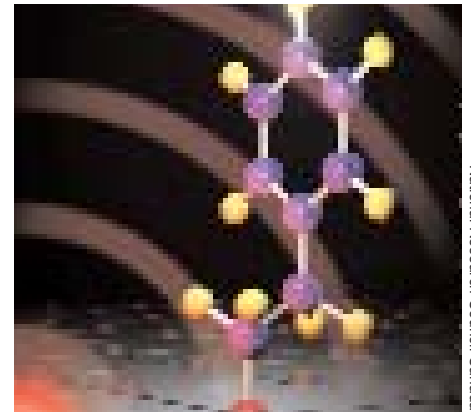
Built to meet rigorous environmental and safety standards, the new NINT is expected to be one of the world's most technologically advanced research facilities and will house laboratory space that will be the quietest in Canada. The minimized vibrations, noise and electromagnetic interference – as well as the strict temperature control – are critical for researchers working with atoms and molecules.

PWGSC's Tim Lee, an engineer and founder of the Department's National Laboratory Knowledge Network, personally lent his expertise to the project.

"Tim advised us on the complicated controlled air systems, as well as on some very advanced energy-saving equipment," says Dr. Lam. "PWGSC was there to provide us with expertise where we didn't have it."

The Department was pleased to play a role in such a significant project. Experts predict that, much like the Industrial Revolution, nanotechnology will have an enormous economic, social and technological impact on society – and Canada is determined to be a leader in the field. In Mr. Lee's opinion, the NINT will make that leadership possible.

"The potential benefits of nanotechnology to society is unlimited," says Mr. Lee. "It opens a new field, not only in the miniaturization of robots and microchip research, but also provides



National Research Council Canada

huge benefits to the field of medicine. It's in Canada's best interest to get on board." **DB**

To learn more about PWGSC's involvement in NINT, contact Tim Lee at (780) 497-3967 or tim.lee@pwgsc.gc.ca

Above: A single molecule transistor, or electrical circuit, could form the basis for nano-scale computers operating with very low energy and waste heat.

Below: The atomic force microscope pictured here is a key tool in nanotechnology research and development.



National Research Council Canada