



DOING BUSINESS

with Public Works and Government Services Canada

Winter 2007

TAKING A CLOSER LOOK AT THE NEW GOVERNMENT OF CANADA CHEQUE

Page 8



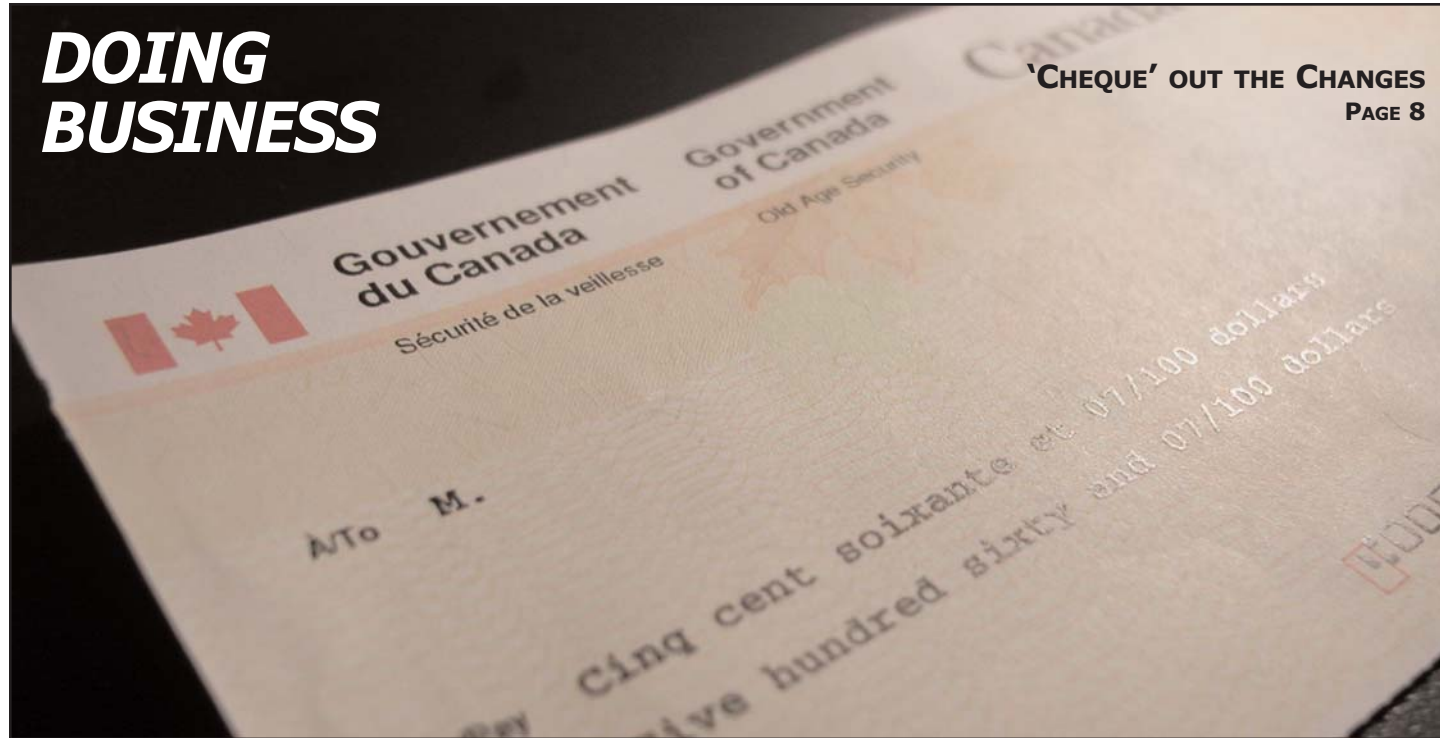
Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada

DOING BUSINESS

'CHEQUE' OUT THE CHANGES
PAGE 8



PWGSC



PWGSC



PWGSC

A top priority

The Esquimalt Graving Dock (EGD) is wider than the Panama Canal and longer than three football fields, yet its “environmental footprint” is surprisingly small.

Operations centre pure platinum

The Sidney, B.C. Gulf Islands National Park Reserve Operations Centre has just received Canada’s first ever LEED Platinum certification.

Navy gets SIRIUS

PWGSC will carry out contracting activities to supply special sensors for the Canadian Navy’s Halifax Class Frigates and the Netherlands Navy’s LCF Class ships. **3**

Moving toward IT Shared Services

PWGSC’s Steven Poole speaks at the opening day of the 14th annual GTEC 2006, where the concept of IT Shared Services is in the spotlight. **10**

What’s in a word?

A third-party database created in partnership with PWGSC’s Translation Bureau is aiming to be the first stop for those searching for the right words. **5**

Organic food gets revised standards

Federal regulations have recently been put in place that will soon require all organic food products sold inter-provincially or internationally to conform to newly developed national standards. **11**

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.

If you would like to regularly receive a copy of *Doing Business*, please complete the postage-paid response card or make a subscription request via the Internet at www.pwgsc.gc.ca/db/text/subscribe-e.html.

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

© Her Majesty the Queen in Right of Canada, as represented by the Minister of Public Works and Government Services (2006) ISSN 1201-7450



Navy gets SIRIUS

Canadian Navy Acquires SIRIUS Long Range Infrared Search and Track System

As part of a tripartite agreement with the Department of National Defence (DND) and the Canadian Commercial Corporation (CCC), PWGSC will carry out contracting activities to supply special sensors for the Canadian Navy's Halifax Class Frigates and the Netherlands Navy's LCF Class ships.

The \$148.5 million contract has been awarded by the Department of National Defence and the Royal Netherlands Navy to DRS Technologies of Kanata, Ontario, to supply the SIRIUS Long Range Infrared Search and Track System for installation on the ships. Canada's portion of the contract is \$111.5 million.

SIRIUS is a technologically advanced passive scanning infrared sensor. Infrared is invisible radiation with a wavelength just greater than red light and is emitted particularly by heated objects. Proven in extensive trials in cold and warm water environments, SIRIUS will be used for a variety of ship missions, including search and rescue, air operations, navigation and patrol. SIRIUS also provides high-resolution, panoramic video in day and night conditions that significantly improves situational awareness against multiple threats. It can automatically detect and track small surface targets, low flying aircraft and anti-ship missiles, which might otherwise go undetected by radar.

As a passive, non-emitting sensor, SIRIUS will be especially

useful for covert surveillance. Modern and well equipped, the Halifax Class Frigates are designed to operate independently, or as part of a larger force.

"Our Navy operates all over the world, from the Arctic to the Persian Gulf. Our crews need advanced sensors and weapons to deal with the increasingly complex post-9/11 security environment," said Vice-Admiral Drew Robertson, Chief of Maritime Staff. "The SIRIUS Long Range Infrared Search and Track System will ensure the Halifax Class remains a formidable platform for many years into the future."

The SIRIUS system was jointly developed by Canada and the Netherlands under a bilateral Memorandum of Understanding, and the contract represents the results of the successful collaboration between the two nations. Under the contract, Canada is procuring 13 systems to equip all 12 Halifax Class Frigates, plus a land-based combat trainer. The Netherlands is ordering four systems for installation on their LCF Class frigates. DRS Technologies will be the prime contractor, with its industrial partner, Thales Netherlands, being the main subcontractor. System deliveries are expected to begin in early 2008 and continue through August 2011.

The contract was awarded through the CCC, which has the mandate to procure on behalf of a foreign nation. **DB**

This article originally appeared on the D-News Network of the Department of National Defence



The Navy's Halifax Class Frigates, such as HMCS Ottawa shown here, will be equipped with the SIRIUS Long Range Infrared Search and Track System.

PWGSC **Can** Help

Is your Department or Agency receiving inquiries...

From small companies

asking how they can do business with the federal government?

The Office of Small and Medium Enterprises assists small companies as they navigate the government procurement system and works to ensure the system treats these businesses fairly.

www.pwgsc.gc.ca/acquisitions/text/sme
1-800 811-1148

About how government buys goods and services?

Business Access Canada is an on-line portal where basic information on how government purchasing is done, who the contacts are and how businesses can find opportunities.

www.contractscanada.gc.ca
1-800 811-1148

About where government contracts are posted?

MERX is an easy and efficient prospecting tool for government tenders allowing businesses to browse and bid on a wide array of contracts.

www.merx.com



Jupiter Images

What's in a word?

...More than you think

Translation Bureau supports new on-line directory for terminologists



Looking for an expert to help with terminology in a field where the language is specific or technical? A third-party database created in partnership with PWGSC's Translation Bureau is aiming to be the first stop for those searching for the right words.

Terminologists from across the country can now register themselves into the Directory of Terminologists Practising in Canada, created by the Joint Committee on Terminology in Canada (JCTC). The committee is made of university, private sector and Translation Bureau representatives to promote the profession in Canada.

The directory is available on-line through the Language Technologies Research Centre (LTRC), which was created last year in conjunction with the Université du Québec en Outaouais, the National Research Council and PWGSC.

Gabriel Huard, President of the JCTC and Director of the Translation Bureau's Terminology Standardization, spoke about the committee's role in fleshing out a burgeoning discipline that continues to evolve.

"Among other things, we conducted a two-part study on the economic value

of the largely overlooked and misunderstood terminology function," explained Mr. Huard.

Not to be confused with translators, terminologists specialize in establishing words and terms related to a specific field of work or concept. For example, when the English word 'software' became common use in everyday work life, a French language equivalent did not exist and had to be developed – which is now 'logiciel.'

Terminologists also create definitions for these terms and then match them to equivalent words in another language. This helps to minimize confusion when the words are used in translation and also sets standards to follow in the future.

The goal of the new directory is twofold: while it will raise awareness of the profession and create a network for those working in the field, it will also provide critical statistics about the work being done.

"The objective is to put terminology on the map," said Mr. Huard. "The question for us is to look at where the discipline is going, how it will develop, the tools that will be used in the future and the kind of training that will be needed

for the professionals of tomorrow."

Translation Bureau's ongoing support of the LTRC's mandate to develop innovative technologies will continue to place Canada at the forefront of a booming language industry. **DB**

For more information on this project, visit www.jctc-termino.org

For more information on terminology usage in the Government of Canada, visit www.termium.gc.ca

World Terminology Summit coming to Canada

On behalf of Canada, PWGSC's Translation Bureau will host the IVth Terminology Summit in October 2008. The event will bring together more than 200 experts from around the world involved in the fields of terminology and linguistics.

The Summit will further enhance the Bureau's reputation and showcase Canada's leadership in these fields, while attracting new international stakeholders.

The Translation Bureau will continue to work with the European Association for Terminology and other partners for the event, which will be held in Gatineau, Quebec.

A Top Priority

Operating the largest solid-bottom commercial drydock on the West Coast with a keen eye on the environment

Located in the heart of Esquimalt Harbour on the southern tip of BC's Vancouver Island, the Esquimalt Graving Dock (EGD) is wider than the Panama Canal and longer than three football fields, yet its "environmental footprint" is surprisingly small.

As a commercial drydock that repairs and retrofits national and international ships, the EGD uses innovative solutions to deal with the prevalent environmental challenges.

Much of this is due to Environmental Specialist Daryl Lawes and the team of environmental professionals who make up the EGD Environmental Department. Mr. Lawes was hired by PWGSC almost a decade ago to implement the EGD's Environmental Management System.

"Shipyards are traditionally fairly dirty places to work," explained Mr. Lawes.

Here's what the EGD is doing to dispel that notion:

Clean air and energy savings

For areas where high-powered sandblasting and industrial spray-painting take place on a daily basis, workers must wear respirators as they sandblast beneath large tarps that encompass the vessels. Above the dock, low-flow spray nozzles form "water curtains" to capture grit that the tarps may fail to contain. The whole area is subject to an air quality monitoring system that provides instantaneous information on the dust levels at any given time. If the levels get too high, an alarm will sound.

The compressed air used in the sandblasting comes from an energy-efficient source. The newest of the four compressors is so efficient with energy and water that local hydro provider, BC Hydro, contributed \$35,000 toward its purchase and installation costs as part of its Power Smart Program. Also, the heat generated from the compressor operation is used to heat nearby workshops, providing additional energy savings.



PWGSC



PWGSC

Protecting local waters

The dock floor waste water system has prevented millions of litres of paint-contaminated water from entering the local harbour. To keep animals from entering and becoming stranded on the dock, a system of air bubbles is used at the underwater entrance which deters sea life away from the industrial activity.

Although a large oil spill has not happened in many years at the EGD, there is a “fast, mobile, and durable” oil spill response system in place. “We can deploy up to 1,200 feet of boom (a floating barrier) within 20 minutes and contain a spill,” said Mr. Lawes.

Living in harmony with residents and natural habitats

Around the dock, plant and animal life continue to flourish. There is a rare and locally treasured ecosystem of Garry Oak trees that also acts as a noise buffer between the EGD and neighbouring private residences.

“We have worked to develop a co-operative relationship with the residents,” explained Mr. Lawes. “We’ve established facility noise standards which we can monitor with a decibel meter, and we try to keep the noise down on evenings and weekends. The neighbours have our number and are encouraged to call us if there are any concerns.”

A national leader

All of these measures have placed the EGD at the forefront of sustainable shipyards in the country. It became one of the first ship repair facilities in the world to get the special ISO 14001 designation that sets the international standard for environmental management systems. Its Environmental Policy places environmental management as an essential part of achieving its business goals.

Eco-friendly is good for business

The EGD is busier than ever and usage of the facility is expected to increase even more in coming years. “Clients such as cruise ship companies like knowing their ships are being serviced in a place where such risks are managed,” said Mr. Lawes. “We share information with all interested shipyards and other industry stakeholders.”

DB



PWGSC



PWGSC



PWGSC



PWGSC

PWGSC Can Help

Need help in Greening your operations?

The Office of Greening Government Operations can help you understand green procurement, meet your environmental regulatory requirements (CEPA, CEAA, SARA, Fisheries Act etc.) and provide services and advice in a broad range of environmental areas such as pollution prevention and waste management.

www.pwgsc.gc.ca/greening/text/index-e.html

'Cheque' out the Changes

PWGSC introduces a new Receiver General cheque

In February 2007, in accordance with new bank industry standards, PWGSC introduced a new Receiver General cheque.

Receiver General cheques are used for a range of government payments, including income tax refunds, Employment Insurance and pension benefits, public service paycheques and government purchases. Of last year's 245 million Government of Canada payments, 75 million were made using Receiver General cheque stock.

In 2008, Canadian banks will start using a digital imaging process to clear cheques between financial institutions. In response, PWGSC created the Receiver General Settlement Streamlining (RGSS) project to take full advantage of cheque imaging. The RGSS encompasses several changes to the Receiver General processes and systems, with the first step being changes to the cheque.

"At the moment, when you cash a Receiver General cheque, the bank advances you the money and then ships the cheque, in hard copy, back to the Government for reimbursement," said Sonja Crosby, Manager, RGSS. "With digital imaging, the bank will

take a picture of the cheque and send the image to the Government, instead of the cheque itself."

Digital imaging removes physical distance from the equation, providing a quicker, more reliable and cheaper process for clearing and storing cheques. The sophisticated software used for this process also provides increased security options, allowing for quick identification of altered and counterfeit items.

To meet the requirements of the digital imaging process, the new cheques use a numeric date format (with the year, month and date) and standardized positions for key fields on the cheque (such as date, payee name and amount). The cheque was also made physically larger to accommodate these changes.

While making the necessary revisions to the cheque, PWGSC has also taken the opportunity to enhance other security and fraud prevention features.

The second numeric payment amount in the centre of the old cheque has been removed. Instead, the amount will be written in full – in both English and French – making it harder to alter.

The payee's address will no longer appear on the face of the cheque, but will be included on a white facer that will appear in the window of an envelope. This masking in the window will make it more difficult to tell that the envelope contains a cheque.

Ms. Crosby explained that although fraud is not currently a major problem with Receiver General cheques, many people still have security concerns. "We need to make sure our cheques are not easily modified or replicated, updating them regularly to keep up with new security measures. People need to have confidence that a Receiver General cheque is a good cheque."

PWGSC has worked to keep the process of developing and switching over to the new cheque both cost-effective and efficient. "To keep destruction of old cheques and envelopes to a minimum, we have been controlling the number we order to reflect how many we anticipated printing leading up to the release of the new format," said Ms. Crosby.

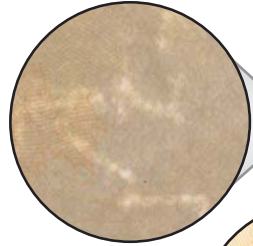
"While keeping up with industry standards is one of the costs of doing business, the new digital technologies will increase the efficiency of Receiver General payment processes." **DB**

Taking a closer look:

Security and Fraud Prevention Features

Note: some effects enhanced for visualization purposes

Receiver General cheque stock contains specific security features that make it difficult to counterfeit.



The cheques contain a tri-maple leaf watermark, which cannot be reproduced by color copier, scanner or printer and can only be seen when the paper is held up to light.



The paper contains security fibres, some of which are visible under normal lighting conditions and some of which glow under ultraviolet light and cannot be easily reproduced.



The paper is chemically sensitized and will change colour if someone tries to erase typed information with chemicals.

Other security features are part of the cheque's design.



The background printing on the face of the cheque consists of a gradual blending of colors which makes reproduction very difficult.



A grey vertical line on the reverse of the cheque is positioned to appear in a blank vertical box at the front when viewed under light.



A maple leaf is now being printed at the back of the cheque to advise cheque-cashing authorities about the watermark in the paper and to explain how to view this security feature.

Direct Deposit: Fast, Reliable and Environmentally friendly

- ✓ As a method of payment, direct deposit is progressively replacing the cheque. Of last year's 245 million payments made by the Government of Canada, 170 million were made through direct deposit, saving an average of 60 cents per payment.
- ✓ Direct deposit payments go directly to a payee's account, eliminating postage costs and saving everyone time.
- ✓ Direct deposit is more secure, reliable and convenient than cheques and are paper-free. Last year, over 46,000 trees were saved by using direct deposit.

Moving Toward IT Shared Services

“How do you eat an elephant?” PWGSC’s Steven Poole is asking a room packed with public and private sector IT professionals. The Chief Executive Officer of Information Technology Services Branch is speaking on the opening day of the 14th annual Government Technology Exhibition Convention (GTEC), where delegates are catching the latest trends, services and products available to public sector IT professionals. With this year’s theme of “Moving to shared services,” and PWGSC’s mandate to provide common and IT Shared Services — the imagery becomes apparent.

“Think about where we have multiple departments in the same building, each with their own dedicated network and cabling, each with their own LAN, desktop images and standards,” explained Mr. Poole. “In some departments they even have multiple standards. Think about over 100 data centres, each with their own control consoles and on-site support. Think about each department having excess software and hardware licenses.”

Information technology and management in the Government of Canada is very big business. With estimates ranging from \$2.5 to \$3 billion being spent annually on infrastructure, coupled with employing between 8,000 to 10,000 IT experts, the change to consolidating common services through PWGSC makes sense.

In his address, Mr. Poole noted that 15-20 per cent of the operating costs in many departments goes toward IT.

“We can create efficiencies. We can create economies of scale. It is about partnership and leveraging — I cannot emphasize enough the importance of partnerships as we grow the IT Shared Services Organization (IT-SSO) to achieve our value proposition.”



Steven Poole at GTEC 2006.

PWGSC Minister Michael M Fortier launched GTEC 2006 earlier in the day with a speech explaining that IT Shared Services will generate large savings that can be reinvested in aging infrastructure or reallocated to other government priorities.

“Essentially, we’ve made a commitment to modernize government. To act as a single service enterprise using common approaches and shared internal services wherever possible rather than as 116 separate departments and agencies,” said Minister Fortier.

“From my perspective, our IT Shared Services agenda will play a critical role in helping us get more out of every dollar we spend.”

Although it will take years for the entire framework to be established, PWGSC is well on its way with developments such as the Secure Channel Network, which enables departments, agencies, businesses and citizens high-speed and secure access to a myriad of on-line government services.

In October 2005, the Department’s IT Services Branch began delivering on the plan with the creation of an IT-SSO and building a team of individuals with both public and private sector experience to lead the ambitious shared services agenda.

Since then, the Canada School of Public Service has transferred its entire IT infrastructure accountability to PWGSC. Other departments, such as Veterans Affairs, Health Canada, Parks Canada and the Privy Council Office, are in the course of transitioning and will soon have similar agreements with PWGSC.

Mr. Poole elaborated on the IT-SSO roadmap, saying that it will consolidate and standardize the support to employee desktops, laptops and hand-held communications devices. It will also consolidate the networks that connect the services, and establish a shared service for data centres, servers and storage capabilities which enable these devices and the applications users need.

“When they come into work in the morning, managers do not think about the team that manages their hydro power — so why should they be thinking about staffing and leading the teams managing their desktops and data centres? Departments should be able to focus on their core business without a second thought to their IT infrastructure.”

So how do you eat an elephant of such enormous size?

Steven Poole concludes his speech with a simple answer: “one bite at a time.” **DB**

Organic food gets revised standards

The organic food industry is growing. No longer confined to health food shops and farmers' markets, organic products are increasingly available in supermarkets and chain stores.

As consumer demand rises and market opportunities increase, both producers and consumers want organic labelling to reflect a uniform set of standards.

In response, federal regulations have recently been put in place that will soon require all organic food products sold inter-provincially or internationally to conform to newly developed national standards.

The standards on which the legislation was built were developed by PWGSC's Canadian General Standards Board (CGSB).

Until recently, the onus was placed on consumers to discover what "organic" meant on a product-by-product basis. The Organic Products Regulations will protect consumers against false organic claims and will govern the use of a new Canada Organic logo on products.

At the request of Agriculture and Agri-Food Canada (AAFC), CGSB organized the Committee on Organic Agriculture, a group of 118 technical experts representing major interests, including consumer, producer, general interest and regulatory groups.

The new standards were revised from national organic standards developed in 1999 which outline principles for organic agriculture that endorse sound production and management practices, enhancing the quality and

sustainability of the environment and ensuring the ethical treatment of livestock. The national standards cover a wide range of topics, including the period of conversion to organic agriculture; production requirements for a wide range of crops and livestock; and standards related to the packaging, labelling, storage and distribution of organic food products.

Patricia Dolhan, a Team Leader with the Standards Division at CGSB, explained that requiring producers to conform to national standards will benefit the organic industry. "Uniform national standards protect consumers against fraudulent labelling and boost confidence in Canadian organic products. They also protect producers against unsubstantiated claims and misrepresentation of other products as being organic."



The revision and regulation of the standards also improves the Canadian organic industry's ability to access markets abroad. It also opens the door for country equivalency negotiations to ease the flow for organic products across borders.

For Mike Leclair, Senior Market Development Advisor for Organics at AAFC, it is a huge step forward. He said that it is significant that there is a mechanism built in to allow industry to make future amendments. "This is a living document. We need flexibility to make changes to incorporate the results of new research and react to international developments."

"The revision of the organic standard was an essential element of the regulatory development process," said Michel Saumur, National Manager of Canadian Food Inspection Agency's (CFIA) Canada Organic Office. "The regulations say first and foremost, that you must be certified to this standard in order to sell your product out of province or to use the Canada Organic logo or designation."

The Canada Organic label – a logo showing a maple leaf poking out from behind rolling hills – will identify products that meet Canada's requirements.

Under the new regulations, CFIA will monitor organic labelling. According to Mr. Saumur, fraudulent organic labelling has not yet been a major issue. "Nevertheless, it is our primary objective to protect the consumer, especially now that the organic industry is rapidly growing. The new legislation and the national standards on which they are based will allow us to do this." DB

Operations Centre Pure Platinum

The folks working at Gulf Islands National Park Reserve in Sidney, B.C., are smiling broadly these days. That's because their Operations Centre has just received Canada's first ever LEED Platinum certification — one of fewer than 10 buildings in the world to obtain this type of certification.

LEED refers to the Leadership in Energy and Environmental Design standard developed by the Canada Green Building Council to accelerate the design and construction of "Green" buildings. LEED uses a point system to certify buildings Silver (33–38 points), Gold (39–51 points) or Platinum (52–70 points).

Use of the ocean, sunlight and the region's abundant rainfall were incorporated into the Operations Centre's systems during construction. As a result, the building uses 75 per cent less energy than a comparable standard building and reduces greenhouse gas emissions by 32.3 tons annually. Some of the centre's features include an ocean-based heat-pump system, coupled with a hot water radiant heat floor system to provide heating; rainwater storage to flush the building's low-flow toilets; and a roof-mounted photovoltaic solar system to supply 20 per cent of its energy needs.

To ensure that new office buildings realize savings and environmental benefits over the long term, the Government of Canada is following LEED Gold or better certification standards. Parks Canada Agency's Operations Centre easily met the LEED Gold standards and, with assistance from a federal initiative reducing greenhouse gas emissions in government operations, the Agency obtained the funding for the upgrades to attain Platinum certification.

"The vision for the Operations Centre was to demonstrate

how a building can be designed to respond to its site and environment and, consequently, minimize dependence on outside sources of energy and impacts on the environment," said Ron Hamilton, Superintendent of Gulf Islands National Park Reserve.

As project manager, PWGSC also acted in the role of environmental advisor. "From the beginning, we wanted to ensure all key stakeholders — from the staff who would be using the facility to the architects, engineers, building science professionals and the construction contractor — were part of an integrated design and construction process" said Terry Arnett, PWGSC's senior project manager for the project. "This is essential for LEED to be effective."

PWGSC also undertook life-cycle costing, which is particularly useful for evaluating the long-term benefits of energy and water conservation, and renewable energy projects. The project is in keeping with Departmental efforts toward greater sustainability, as exemplified by the recent creation of the Office of Greening Government Operations.

"We were very fortunate to have Parks Canada champion their environmental vision, and to have PWGSC contribute their expertise and commitment to the success of this special project," explained project architect Ron Kato, of Larry McFarland Architects Ltd. "The outcome has exceeded all of the team's expectations."

Obtaining LEED Platinum certification is quite an achievement, but it isn't the only recognition the Centre has received: the building also won the 2006 British Columbia Wood Design Award for High Performance Building for a design that reduces energy, resource use and pollution. **DB**



Main: The solar panels on the roof of the Operations Centre supply 20 per cent of its energy needs. **Left and Above:** Exterior and interior views of the Operations Centre.