

Respect

Excellence

Integrity

Leadership



# Doing Business with the Government of Canada AND Professional Services Online

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Quebec Region

Presentation to: Professional Writers Association of Canada (PWAC)

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Public Works and  
Government Services  
Canada

Travaux publics et  
Services gouvernementaux  
Canada

Canada

# Outline

## Facts and Figures

### What does the Government buy?

### What do you have to do?

- Register your company
- Search for opportunities
- Market your product

### What do you need to know ?

- Security procedures
- Contracting procedures
- Resources for small and medium-size enterprises

## Conclusion



# Facts and Figures

## Importance of small and medium-size enterprises (SMEs)

2.4 million SMEs in Canada (99% of all companies)

National statistics for the average of three fiscal years:

Suppliers	\$billions	%	Number	%
SME	13.8	32	121,992	67
-100	8.8	20.5	101,058	55
SME QC	2.7	6	28,292	16
-100 QC	1.6	3.8	24,070	14

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# What Does the Government Buy?

PWGSC buys more than 70,000 different products and services.

The list of those items is available at:

<http://contractscanada.gc.ca/en/gsin-codes-e.html>



# What Does the Government Buy? Services

## National All

- Maintenance, Repair, Modification, Rebuilding and Installation of Goods/Equipment
- Information Processing and Related Telecommunication Services
- **Professional, Administrative and Management Support Services**
- Operation of Government-Owned Facilities
- Educational and Training Services

## National SME

- Transportation, Travel and Relocation Services
- Financial and Related Services
- Information Processing and Related Telecommunication Services
- **Professional, Administrative and Management Support Services**
- Architectural and Engineering Services.



# What Does the Government Buy? Services

## Quebec All

- Maintenance, Repair, Modification, Rebuilding and Installation of Goods/Equipment
- Architectural and Engineering Services
- Financial and Related Services
- Transportation, Travel and Relocation Services
- **Professional, Administrative and Management Support Services**

## Quebec SME

- **Professional, Administrative and Management Support**
- Services Transportation, Travel and Relocation Services
- Educational and Training Services
- Financial and Related Services
- Architectural and Engineering Services



# What do you have to do?

**Register** your company

**Search** for opportunities

**Market** your product



# Register your company

## 1. Supplier Registration Information – SRI

- Databank of suppliers
  - Writing Services (including, editing, adaptation, etc.) (T004H)
  - Technical Writing Services (R006)
  - Translation and Interpreting Services (including Sign Language) (R109)
- You register and maintain your own information
- Registration is free
- Procurement Business Number (PBN)



# Register your company

## 2. Professional Services Online – PS Online

- For professional services contracts up to \$76,500
- For suppliers offering services such as:
  - Information Technology
  - Human Resources Management
  - Organizational Development



# Professional Services Online – PS Online

## Categories to be registered:

### PROJECT MANAGEMENT

- Project Manager
- Project Assistant
- Financial Analyst
- Procurement Specialist
- **Writer**
  - **Technical Writer**
  - **Communication Writer**



# Supplier's Registration Process (continued)

To register in Professional Services Online (PS Online), Suppliers must complete each of the following steps:

- Obtain a [Procurement Business Number \(PBN\)](#);
- Review the content of the [Trading Partner Agreement \(TPA\)](#);
- Complete the [TPA signature](#);
- Respond to the [Mandatory Requirements](#); and
- Sign the [certifications](#) applicable to your firm.



# Supplier's Registration Process (continued)

Trading Partner Agreement (TPA) included:

- General Conditions
- Clauses of General Application
- Operations Protocol; and
- Assessment Framework;

This document is not negotiable



# Supplier's Registration Process (continued)

## Mandatory Requirements:

### Corporate profile

- corporate résumé - primary area(s) of business, number of years in business, key team members, number of employees and any other relevant information; and
- copy of the firm's incorporation or registration certification.

### Years in business

- Minimum 1 year in business



# Supplier's Registration Process (continued)

Mandatory Requirements:

## Human Resources Plan

- approach/plan for ensuring that the necessary resources are available;
  - staff resources; and
  - sub-contracting resources.

## Supplier's relevant projects

- successfully completed at least three (3) relevant professional services projects within the last three (3) years with the federal or provincial governments or private sectors;
- The Supplier MUST identify which categories are demonstrated in their projects;
- projects must demonstrate the supplier's ability to provide professional services<sup>14</sup>



# Supplier's Registration Process (continued)

The following certifications are required:

- Certification of education and experience;
- Certification of Availability and Status of Personnel;
- Work Force Reduction Programs;
- Federal Contractor Program for Employment Equity;
- Limitation of Liability and
- Aboriginal Suppliers -  
Certification Requirements for the Set-Aside Program for Aboriginal Business.



# Register your company

## **Recap – Register online with:**

Supplier Registration Information (SRI)

Professional Services Online (PS Online)



# Search for opportunities

## Electronic tendering service on the Internet

### Federal government opportunities:

- Public Works and Government Services Canada and other government departments post on MERX™
  - Look for the Canadian flag
  - Usually over \$25,000
- Contract history



# Search for opportunities

<b>On MERX™ you can:</b>		
<b>Action</b>	<b>Registration?</b>	<b>Cost?</b>
<b>Search</b> - view bidding opportunities	Not required	free
<b>Download</b> – tender documents	yes	free
<b>Receive updates</b> – on downloaded documents	yes	free
<b>View</b> – previous awards	yes	free
<b>Automatic bid matching</b> – to your submitted profile(s)	yes	free/ cost

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# Search for opportunities

**MERX**™/MC Welcome to **MERX!** PUBLIC TENDERS

**LOGIN** **REGISTER** Forgot your password?

**Public Tenders** Private Tenders U.S. Tenders Private Construction

**Interested in doing business with the public sector?**

MERX Public Tenders is an easy, fast and efficient prospecting tool to help your business grow. New opportunities are listed daily from all levels of government including MASH sector (Municipal, Academic, School Boards and Hospitals) from across Canada. Take a look and see if there is an opportunity for you!

Check out what opportunities are open today:

Construction	TODAY	LAST WEEK	LISTED
Construction Services	11	63	187

Goods	TODAY	LAST WEEK	LISTED
Aerospace	2	1	17
Air Conditioning and Refr			1
Armament		3	11
Chemicals and Chemical	1	9	15
Communications, Detecti	2	8	22
Construction Products		14	32
Cosmetics and Toiletries		2	2
EDP Hardware and Softw	5	18	47
EDP and Office Equipmen			
Electrical and Electronics	3	15	51

**Module on MERX™ available**  
**Online demonstration of basic navigation of MERX™**  
**Special features such as Document Request List**

**Preview blueprints and specifications online and download them Free of Charge!**  
[Learn more...](#)

# Market your product



# Market your product

PWGSC is the Government of Canada's main buyer.

Other departments may do some purchasing.

See Business Access Canada (BAC) Web site for contacts.

- Make yourself known
- Gather intelligence
- Identify opportunities



# Market your product



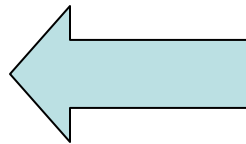
Government of Canada

Gouvernement du Canada

Canada

<b>Français</b>	<b>Contact Us</b>	<b>Help</b>	<b>Search</b>	<b>Canada Site</b>
Businesses	Government Buyers	Supplier Registration	Contract History Contacts	Home Info-Plus

- Business Access Canada Partners
- Supplier Registration Points of Contact
- Purchasing organizations and regional offices (PWGSC)
- Departmental Materiel Managers
- Other Federal Programs
- Procurement Allocations Directory
- Business Access Canada



Materiel Managers (buyers) listed by:

- Region
- Other government department



# Advertise your services

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Annuaire téléphonique SAGE



Publiservice

Services d'annuaires gouvernementaux électroniques

Web500

English

Commentaires

Chercher dans : Gouvernement du Canada ou choisissez l'une des organisations [ci-dessous](#).

Veuillez entrer une valeur à chercher :

direct\* des communications

Sélectionnez le champ à chercher :

Titre

Sélectionnez le critère de correspondance à utiliser :

contenant

Rechercher

Vider l'écran

Exemples : (1) Smith (2) Smith, John (3) 613-999-0101 ou (613) 999-0101.

[Cliquez ici pour obtenir de l'aide.](#)

Résultats de la recherche pour Titre direct des communications dans  
GC,CA (76 inscriptions)

Research in  
french is more  
successfull ?

# What do you need to know?

**Security procedures**

**Contracting process**

**Resources**



# ACRONYMS

**EAP** – Economic Action Plan

**ISP** – Industrial Security Program

**PBN** – Procurement Business Number

**CSO** – Company Security Officer

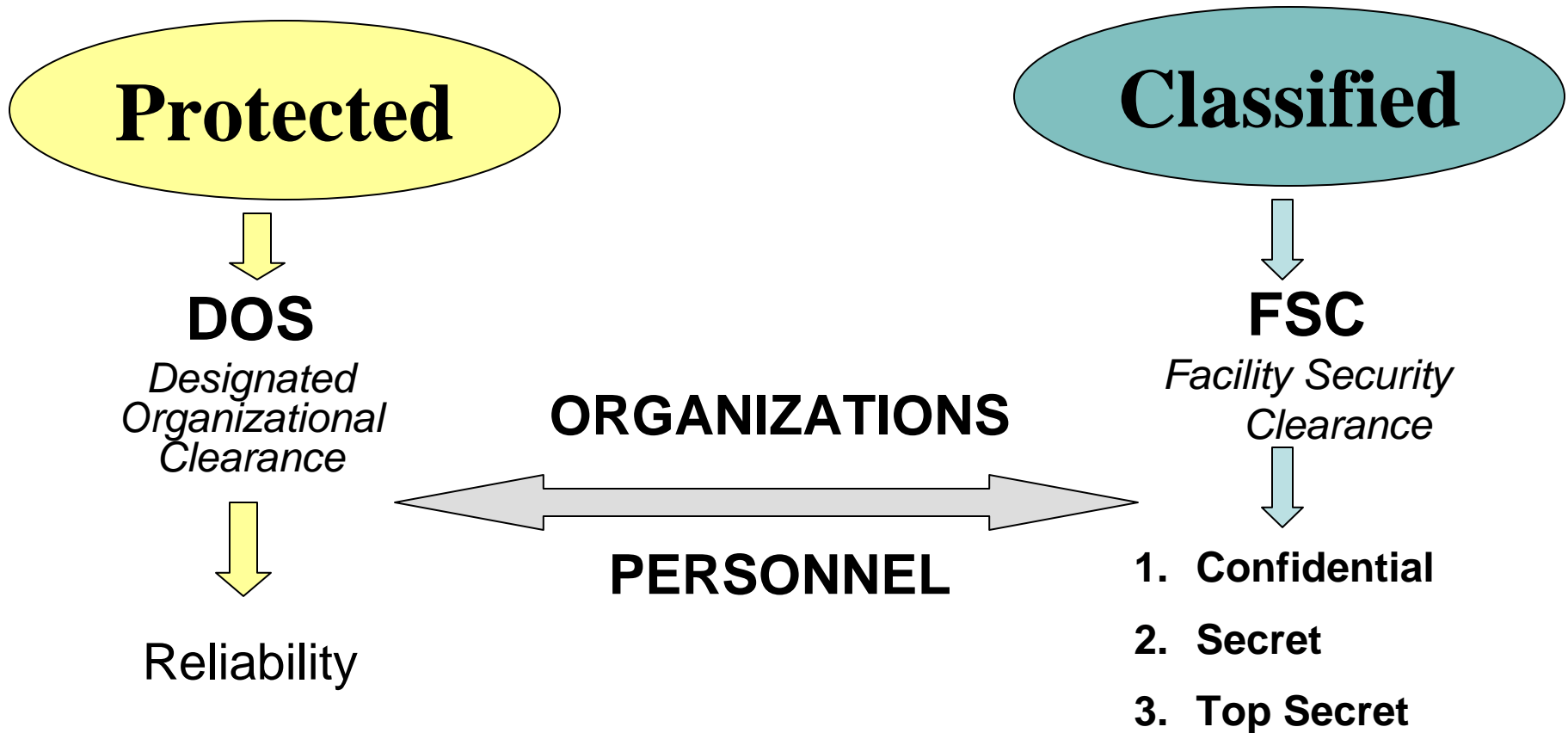
**ACSO** – Alternate Company Security Officer

**DOS** – Designated Organizational Screening

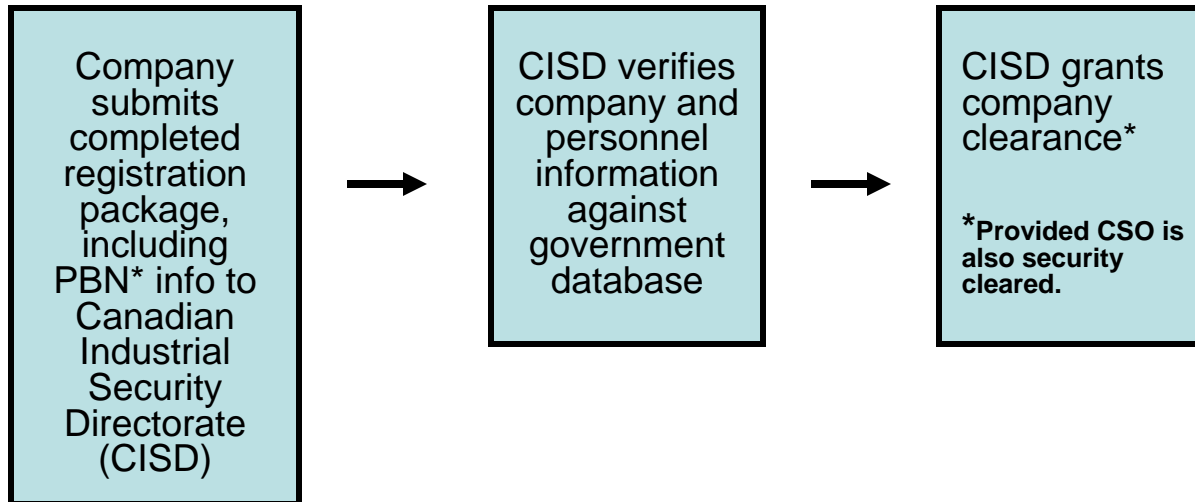
**FSC** – Facility Security Screening



# SECURITY CLEARANCES



# New Company Screening (10 days) with PBN



# To Obtain a Security Clearance Through a PBN Pilot

You will need:

1. A PBN\*
2. To appoint a CSO and ACSO
3. Request Registration in the ISP
4. Provide correct and complete information



# PBN Procedure for Requesting Registration in the ISP

PBN Package includes:

- Request for Registration
- CCSO/CSO Security Appointment & Acknowledgment
- ACSO Security Appointment and Acknowledgment
- Photo ID (CSO/ACSO); copy of you passport or driver's licence
- Completed TBS 330-23 Forms for CSO and ACSO

# 1- Requirement: Industrial Security (end)

- It is important to know the duties and responsibilities of your security officer:
  - A short presentation and/or a guide is available for your designated security officers.
  - 1-866-368-4646



# Contracting process

**Contracting  
approach:**

**Competitive  
VS  
Non-competitive**

**Contract  
types:**

**Recurring requirements  
VS  
One-time requirements**

# Contracting process

## **Competitive**

The “norm”

More than 80% of value of SME contracts

## **Non-competitive**

Pressing emergencies

Not in the public interest (e.g. national security)

A sole supplier



# Procurement type

## **Recurring requirements:**

- Request for Standing Offer (RFSO)
- Request for Supply Arrangement (RFSA)

## **One-off requirements:**

- Request for Quotation (RFQ)
- Request for Proposal (RFP)
- Invitation to Tender (ITT)



# Procurement type

## Recurring requirements: Standing Offers

Usually for goods such as laptops, pencils, desks

Usually posted on MERX™

Not a contract until “call-up” issued

May have more than one supplier

Renewed every 1 to 3 years



# Types of Standing Offer

<b>Type</b>	<b>Geographic Coverage</b>	<b>Authorized User</b>
NMSO	National	All departments
RMSO	Regional	All departments
NISO	National	Designated departments
RISO	Regional	Designated departments
DISO	Departmental	PWGSC



# Procurement type

## Recurring requirements: Supply Arrangements

Usually for services such as information technology

Usually posted on MERX™

Is pre-qualification – not a contract

Must quote on specific requirements

All Supply Arrangements listed annually on MERX™



# Procurement type

## Recurring requirements:

### Standing Offers and Supply Arrangements

Does a Standing Offer or Supply Arrangement exist in your commodity?

Speak to your contact or call the 1-800-811-1148 information line.



# Procurement type

## One-time requirements:

Usually posted on MERX™

Depending on product, value, complexity, etc.

Could be called:

- Request for Quotation (RFQ) - under \$25,000
- Request for Proposal (RFP) - solution to a complex need
- Invitation to Tender (ITT) - construction industry

Lower value requests may be made by telephone rather than posted



# Contracting process

## Bidding: Key five points to remember

- Read all terms and conditions thoroughly.
- Meet **all** mandatory requirements.
- Follow the instructions completely.
- Have fresh eyes (a colleague) review your document.
- During the bidding process, the buyer is your only contact.



# Contracting process

## **Bid evaluation and contractor selection**

Criteria and methodology for selection are disclosed in the bid documents.

The principle of selection is always “the best value for the Crown”.

Request post-close debriefing from the buyer.



# Supplier's appeal

## Discuss with the procurement officer

For PWGSC his/her name is on the first page of the request.

## Debriefing

Three weeks is required to plan the session.

## CITT

Canadian International Trade Tribunal



# Supplier's appeal

## Office of the Procurement Ombudsman

You can reach them at:

Mailing address : Office of the Procurement Ombudsman  
Place du Portage Phase II  
165 Hotel de Ville Street  
3rd Floor, Zone 330  
Gatineau, Quebec  
K1A 0S5

Telephone: 1-866-734-5169

Fax: 819-956-8924 and

Email: [boa.opo@boa-opo.gc.ca](mailto:boa.opo@boa-opo.gc.ca)

## CDAB

Contract Dispute Advisory Board



# Recap

## Some take-aways:

Are there opportunities? Yes

Register your company.

Search for opportunities on MERX™.

Research the markets and make yourself known to the buyers.

Some basic guidelines on procedures.

When bidding, pay attention to detail.



# Conclusion

## Purchasing system

### Multiple buyers:

- Public Works and Government Services Canada is the contracting authority for the federal government
- Other government departments, depending on commodity and size

### Regional variations

### Our contracting procedures are governed by:

- Acts of Parliament, laws, national trade agreements, international trade agreements, regulations, policies, rules and procedures

### Many services to help you



# National Resources for SMEs

Business Access Canada (BAC): <http://contractscanada.gc.ca>

Public Works and Government Services Canada:

<http://www.pwgsc.gc.ca>

OSME: <http://www.pwgsc.gc.ca/acquisitions/text/sme/osme-e.html>

Supplier Registration Information:

<https://srisupplier.contractscanada.gc.ca/>

Professional Services Online (PS Online) and SELECT:

<http://contractscanada.gc.ca/en/othersys-e.htm>

Government Electronic Directory Services (GEDS):

<http://direct.srv.gc.ca/cgi-bin/direct500/BE>

MERX™: [www.merx.com](http://www.merx.com)

Information Line: 1-800-811-1148

Canada Business: <http://canadabusiness.gc.ca>



# Regional Resources for SMEs

*OSME Regional Office: 514-496-3525*

PS Online, Quebec email address:

**QUE.servicesprofessionnels.enligne@tpsgc.gc.ca**

## **SIR in regions**

**(West of Quebec)**

**Telephone: 514-496-3390**

**Fax: 514-496-3822**

**Email: [que.aec@tpsgc.gc.ca](mailto:que.aec@tpsgc.gc.ca)**

**Solange Labrie**

**(East of Quebec)**

**Telephone: 418-649-2872**

**Fax: 418-648-2209**

**Email: [solange.labrie@tpsgc.gc.ca](mailto:solange.labrie@tpsgc.gc.ca)**



# Questions?



# FOLLOW-UP

To help us do a follow-up with you,  
please

**Give us your business card**

