



DOING BUSINESS

with Public Works and Government Services Canada

Summer/Fall 2007

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P. Frutier/Government of Canada

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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Improvements to Government of Canada pages on MERX

Access to free services, better navigation



PWGSC has introduced several improvements to the MERX Web site to help businesses find opportunities with the Government of Canada (GC). These improvements include:

- access to basic free services without having to provide a credit card number;
- finding contract opportunities faster using an improved “Opportunity Matching” service; and
- better navigation to GC opportunities.

The new look—launched in July 2007—is the result of suggestions from suppliers during consultation sessions with PWGSC. The Department listened to the concerns of suppliers and responded with improvements to the MERX site.

Consulting with suppliers is an important part of how PWGSC responds to the needs of small and medium enterprises (SMEs).

Through six new regional Offices of Small and Medium Enterprises, PWGSC is working with the SME community to help it do business with the Government of Canada. Initiatives include developing procurement approaches that help SMEs compete for larger contracts, working to reduce the costs of bidding, and simplifying the language in bid documents and contracts.

For government contracting opportunities, visit www.merx.com. **DB**

For more information on PWGSC’s Office of Small and Medium Enterprises, visit www.contractscanada.gc.ca

New Deputy Minister at PWGSC



PWGSC

François Guimont was appointed the new Deputy Minister of Public Works and Government Services in June 2007.

Mr. Guimont was previously the President of the Canadian Food Inspection Agency and the Associate Deputy Minister at PWGSC (January-September, 2005). Over the course of his 25-year career with the federal public service, he has held other executive positions at the Canada Customs and Revenue Agency, Privy Council Office and Environment Canada. Before joining the federal public service, Mr. Guimont worked for the Quebec provincial government as a physical scientist.

The new Deputy Minister holds a Bachelor’s degree in Biology from the University of Ottawa and two Master of Science degrees: one in water resources from Université du Québec and another in civil engineering from Université Laval.

Soon after his appointment, Mr. Guimont had the opportunity to share with PWGSC employees his vision for the Department. One of his main priorities is “getting the fundamentals right.”

“I want us to be the very best at what we do, whether it’s human resources, financial management, real property management, procurement, and our other core responsibilities. Let’s set the bar high for good public service and measure up to it.” **DB**

PWGSOC Can Help

Need help in Greening your operations?

The Office of Greening Government Operations can help with green procurement, meeting environmental regulatory requirements and provide services and advice about a broad range of environmental areas such as pollution prevention and waste management.

www.pwsgc.gc.ca/greening

Have a project that requires language experts?

The Translation Bureau provides translation and linguistic services in Canada's official languages, as well as foreign and sign languages. Interpretation, advice on terminology, on-line writing tools, localization and multimedia expertise are also available on-line.

www.translationbureau.gc.ca

Need to make a maintenance request?

The National Service Call Centre is the centralized dispatcher for any maintenance requests in your federal building. They can be reached 24/7, or submit a request with their new on-line form.

1-800 463-1850

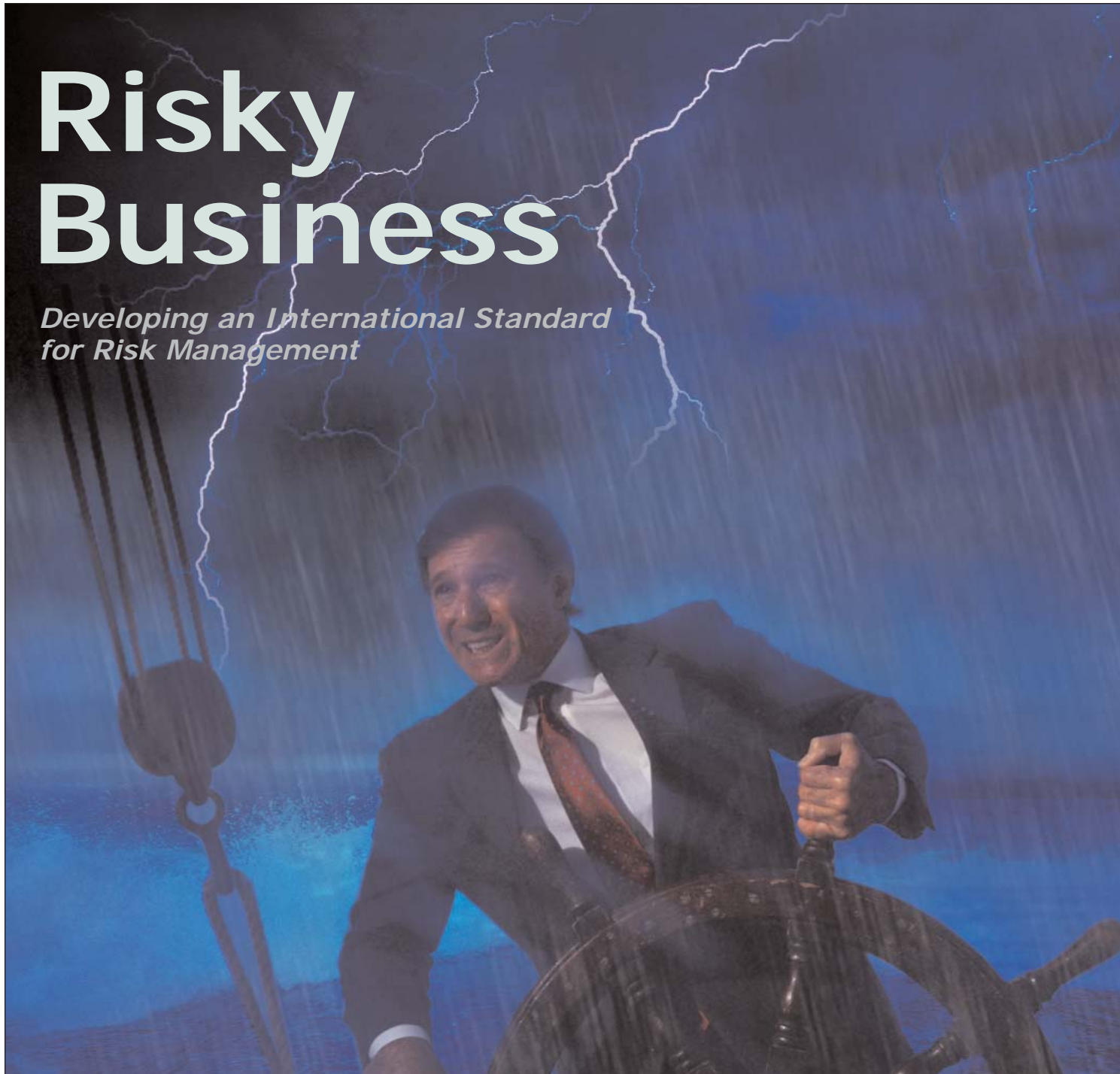
<http://nsc-clients.pwsgc.gc.ca>



Jupiter Images

Risky Business

Developing an International Standard for Risk Management



Jupiter Images

We all manage risk in some way. In everyday situations such as traveling or going for a swim, we analyze the potential risks vs. benefits, look at the options and make a decision. But these measures are usually done informally.

When large organizations assess risk, the end results are basically the same: with a clear assessment of the risk-benefit of a situation, decisions can be made with confidence and action can follow.

That's why PWGSC is helping to develop an international standard through the International Organization for Standardization (ISO) that will help all levels of government and private sector companies around the world manage risk.





PWGSC

Attendees at the ISO working group on risk management.

» Risk management is a discipline that private companies and governments use to identify, anticipate and assess all types of risk. It's a systematic process of identifying options and examining the risks and benefits. Risk management helps organizations choose the option that offers the greatest benefit with the lowest risk.

In collaboration with the Standards Council of Canada, PWGSC hosted a meeting of the ISO working group in April 2007. The meeting was attended by about 40 representatives from more than a dozen countries – including Japan, Australia, India, the Netherlands, Brazil and Germany – to develop a standard which will be called ISO 31000.

“The international standard is important because it will provide a common blueprint and process for governments and companies to identify and manage risk,” said Awad Loubani of the Office of the Chief Risk Officer and organizer of the ISO meeting. “Being involved in the development of the standard will help PWGSC’s risk management experts better advise the Department and the government on how to meet it.”

The draft document will be finalized in the upcoming months and the ISO is expected to vote on it in December. Once approved, each country can then use it as a guide to implement its own national standard.

Being involved in the development of the standard will help PWGSC’s risk management experts better advise the Department and the government on how to meet it

As a purchaser of billions of dollars worth of products and services each year and one of the largest landlords in the country, PWGSC has a lot of risks to manage. Established in 2005, the Office of the Chief Risk Officer is the Department’s authority on risk management. It provides independent assurance to the Deputy Minister that significant risks are identified and appropriately managed. The team of experts manage risk internally and also advise other government departments. **DB**

PWGSC Can Help

Is your Department or Agency receiving inquiries...

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



Jupiter Images

Call centre services expand

*Too cold in your office?
Need to have the lighting adjusted?*



Making a service request to get it fixed is easier than ever.

In April, PWGSC's National Service Call Centre (NSCC) rolled-out a new E-Request form on top of its existing 1-800 number to accommodate non-urgent service requests in federal buildings.

As part of the Department's mandate to provide common services to other government departments and agencies, the call centre was developed in 1998 to handle requests dealing with building operation and maintenance. The NSCC accommodates more than 3,000 points of service across Canada, including 379 Crown-owned buildings, 1,447 leases and numerous residential units.

The new E-Request form can be used for any non-urgent matter and is easily accessible through the NSCC Web site. Simply fill in the electronic form and a brief description of your service request and the NSCC will respond as quickly as possible.

Operating 24-7, year-round, the NSCC currently fields an average of 1,110 calls daily.

When the NSCC receives a property maintenance request, it sends a dispatch to qualified personnel on location. Acting as the liaison between clients and building maintenance personnel, the NSCC strives to ensure the smooth operation of facility and building maintenance.

In addition to offering a new on-line request form, the NSCC have expanded its portfolio of services even further. Currently, it operates over 10 special-purpose call-in lines that support various departmental initiatives over and above building maintenance and management.

For example, the call centre is home to the Employee Emergency Information Line, where federal employees can call to get clear, accurate and timely information about any emergency situation involving their place of work.

"Our core competency at the NSCC is getting the right information to the right people at the right time, and that hasn't changed," explained Marc Simoneau, Manager of the NSCC.

"We are leveraging that expertise, as well as our existing technology and infrastructure to provide additional needed services. This not only allows the call centre to support a broader range of PWGSC objectives, but it enhances the Department's return on investment for the benefit of Canadian taxpayers."

For users, the process is seamless. Workers are given a toll-free number to call in case of an emergency. The system recognizes a caller's area code and automatically

Our core competency at the NSCC is getting the right information to the right people at the right time, and that hasn't changed

generates the designated message for that particular area in the official language of the caller's choice. Employees calling from a location outside their own area code can wait until the end of the pre-recorded message and then have the option of selecting an alternate area code.

DB

For more information about the NSCC and the E-Request form, visit:
<http://nscc-clients.pwgsc.gc.ca>

Did you know?

Filing an E-Request is just as easy as the 1-800 number and provides the same service. For non-urgent matters, such as room temperature adjustments, you can save time by sending an E-Request through the NSCC Web site. For urgent service requests, such as power outages and elevator entrapment, call the toll-free number directly at 1-800 463-1850.

Transforming pension administration

With many baby boomers getting close to retirement, PWGSC's Superannuation sector in Shediac, New Brunswick will be busy. But the sector will be up to the challenge, thanks to a transformation agenda to bring the government's pension administration into the 21st Century.

PWGSC's Shediac employees administer the pension plans for federal public service employees and retirees. Minister Michael M Fortier visited the offices in July to celebrate the 25th anniversary of the Department's presence in the town of Shediac and to announce the approval of the final phase of the pension transformation agenda.

The modernization project will renew PWGSC's nearly 40-year-old pension administration systems and transform business processes and services. The project will also centralize the delivery of all pension services in Shediac for all public servants building on the existing centre of expertise in the region.

The Government will invest \$246 million over five years to transform pension administration. The investment will include new high-tech computer systems, powerful new commercial pension management software and a significant transformation of the existing pension processes.

The investment means that pension contributors, retirees, beneficiaries, employers and other clients will benefit from more direct, efficient and modern services, and the government will enjoy long-term savings. "By modernizing our systems and processes, we are showing Canadian taxpayers that we are efficient and adopting standards in line with those in the private sector," said Minister Fortier.

Renée Jolicoeur, Assistant Deputy Minister, Accounting Banking and Compensation Branch, was also on hand in Shediac, and told employees "Thanks to your dedication and professionalism, the Superannuation sector is a model of efficiency and flexibility, and we are firmly committed to the path of modernization."

"PWGSC has been in Shediac for 25 years," added Minister Fortier, "and I have no doubt that we will be here for a long time to come."

DB



PWGSC Minister Michael M Fortier speaking about the Department's 25-year presence in Shediac, NB.

Shediac by the numbers

- The Superannuation, Pension Transition and Client Services Sector in Shediac has more than 600 employees.
- As of March 31, 2006, there were 505,870 members of the Public Service Pension Plan. The membership consists of 277,432 active contributors, 164,084 retirees, 58,998 survivors, and 5,356 deferred annuitants making PWGSC one of the largest pension administrators in Canada.
- The office also provides administrative support for underwriters responsible for several public service group benefit plans, including the Public Service Health Care Plan (PSHCP) and the Pensioners Dental Services Plan (PDSP), and maintains more than 700,000 insurance accounts.

Preserving history

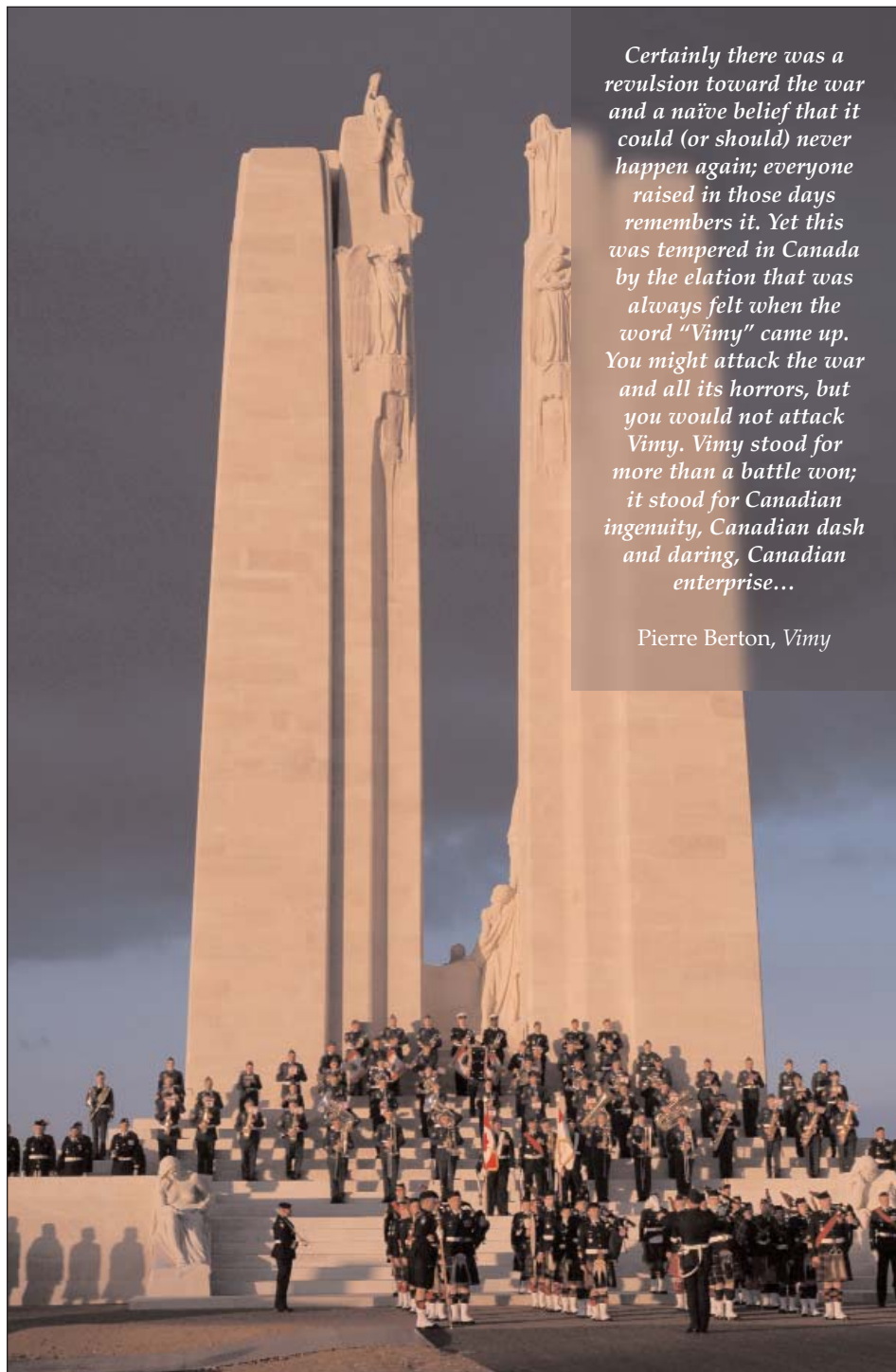
Vimy Ridge memorial gets much needed restoration

Beneath the unrelenting roar of artillery fire in the early morning of April 9, 1917, all four divisions of the Canadian Corps moved to attack the Germans at Vimy Ridge, in Pas-de-Calais, France. For many, the battle would become known as Canada's coming-of-age: for the first time in the Great War, the divisions attacked as a single fighting force and were victorious. The victory was even more remarkable because previous attempts to take the Ridge by the French and British had failed with catastrophic losses. In fact, the victory at Vimy marked the only significant success of the Allied spring offensive that year.

Since 1936, the former battlefield has been the home of the Canadian National Vimy Memorial. Its unmistakable presence has been a constant reminder to locals of Canada's sacrifice in the First World War and is visited by thousands every year. Reaching 10 storeys into the sky and situated on the highest hill in the area, the memorial can be seen from miles away.

But time and weathering had taken its toll on the monument. The original method of construction led to cracks in the limestone allowing water to infiltrate; the base of the monument had been eroding; and many of the 11,285 names of the Canadian soldiers listed as having no known grave had become illegible.

To preserve the memory of the battle and Canada's sacrifice, the restoration of the Vimy monument was initiated as part of the broader Canadian Battlefield Memorials Restoration Project. PWGSC provided project and design management services to a team that was headed by Veterans Affairs Canada.



Certainly there was a revulsion toward the war and a naïve belief that it could (or should) never happen again; everyone raised in those days remembers it. Yet this was tempered in Canada by the elation that was always felt when the word "Vimy" came up. You might attack the war and all its horrors, but you would not attack Vimy. Vimy stood for more than a battle won; it stood for Canadian ingenuity, Canadian dash and daring, Canadian enterprise...

Pierre Berton, *Vimy*

Veterans Affairs Canada

Canadian Forces members – representing the divisions that fought at Vimy 90 years ago – perform a Sunset Ceremony behind the memorial on April 7th, 2007.

The work also combined the skills and knowledge of other departments such as Foreign Affairs and International Trade Canada as well as private sector consultants from Canada and France. Other contributions from the Commonwealth War Graves Commission, Parks Canada and financial support from the Treasury Board Secretariat all made the project happen.

The Canadian Battlefield Memorials Restoration Project restored eight notable Canadian battlefield memorials from the First World War. Five war memorials devoted to the Dominion of Newfoundland (which joined Confederation in 1949) also received funding.

PWGSC has a longstanding history with these memorials. Since 1996, the Department's Heritage Conservation Directorate has provided Veterans Affairs Canada with a variety of technical expertise and advisory services related to the project

Two-thirds of the \$30 million budget went toward restoration of the Vimy monument, which is the largest of 13 in locations across France and Belgium.

The restoration of the Vimy monument required dismantling and rebuilding parts of the platform and walls; replacing and re-engraving the damaged stone; cleaning the 20 statues on the monument;

and repairing the drainage system. To maintain the integrity of the monument, the original limestone quarry in Croatia was re-opened for replacement stone.

With such extensive repairs needed, Andy Butler, a PWGSC Conservation Technologist Analyst, feels that with proper maintenance, the memorial will endure for years to come. "I am extremely pleased with what the team was able to accomplish. Considering its diverse and multi-national character, the team worked well together and stayed on track despite the tight timeline and budgetary constraints."

On April 9th of this year, thousands attended a ceremony on-site to commemorate the 90th anniversary of the Battle of Vimy Ridge and rededicate the newly restored monument. Attendees included Queen Elizabeth II, Prime Minister Stephen Harper, former French President Jacques Chirac and PWGSC Minister Michael M Fortier.

"It was a very touching ceremony," said Minister Fortier. "I was struck by the fact that this monument – an enduring symbol of courage and sacrifice – had been returned to its former magnificence through the love, skill and pride of the project team that included many PWGSC employees."

DB



Veterans Affairs Canada

PWGSC Minister Michael M Fortier visiting the graves of Canadian soldiers from the First World War

Did you know?

The Vimy Ridge monument was designed by Canadian sculptor Walter Seymour Allward. The massive monument took 11 years to build at a cost of \$1.5 million (in 1936 dollars). The location – a 117-hectare site of the original battlefield – was given by France in 1922 in perpetuity so that Canada could build a monument and establish a permanent national park to honour its war dead from the First World War.



Library and Archives Canada

For more information on The Canadian Battlefield Memorials Restoration Project, visit: www.vac-acc.gc.ca/remembers/sub.cfm?source=memorials/cbmr

More than 3,000 Canadian veterans of the Great War attended the unveiling of the Canadian National Vimy Memorial on July 26, 1936.

P. Frutier/Government of Canada

Procurement expertise on a global scale

PWGSC has been branching out and sharing its experiences and best practices in procurement strategy and training beyond its traditional scope in the federal government.

As the specialist for purchasing in the Canadian government, the Department was recently called upon to share its knowledge when the Government of Nigeria and the United Nations Inter-agency Procurement Service Office asked for help.

Looking to increase efficiencies and have greater transparency in procurement, the government of Nigeria requested assistance from the Canadian Government through the Canadian International Development Agency (CIDA).

In conjunction with the Canada School of Public Service, CIDA then solicited PWGSC to develop a procurement policy framework specifically for the Government of Nigeria, as well as the on-line tools to support it.

PWGSC sent three representatives from the Professional Development Division to Nigeria to develop the framework and provide the necessary training, using a specially adapted version of their "Introduction to Procurement" training session. Procurement experts Rahul Badami, Kerry Sisk and Alexandre Tremblay were able to take procurement best practices and fine-tune them to the Nigerian experience.

Training was provided to various Nigerian government officials, including

architects, engineers, surveyors, managers, directors and other individuals responsible for government purchasing.

"Our goal was to improve procurement efficiency and provide procurement officers with the guidance and knowledge to change their future procurement practices," said Mr. Badami.

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PWGSC

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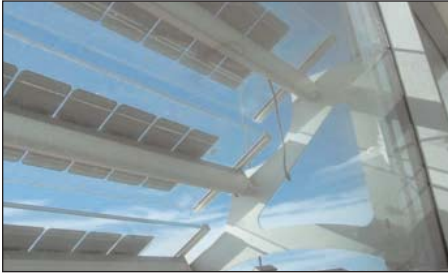
PWGSC's ability to adapt its training and apply procurement techniques specifically to the needs of the Nigerian government helped the session to be a success. "The Nigerian government community was very receptive to the training, heavily participated in class room scenarios and provided an open dialogue by introducing their own personal dilemmas and ethical situations they have encountered," said Mr. Badami.

"There continues to be ongoing communication with many of the participants of this training course today."

The training session was also very beneficial to PWGSC. Through the experience, procurement officers have gained tremendous insight into international procurement issues and have also had the opportunity to pass on what they have learned to colleagues. **DB**

The bar has been raised

Built for sustainability, PWGSC's newest federal building sets a high standard



PWGSC



PWGSC

Solar panels on the Jean Canfield Building will reduce overall energy costs.

The Jean Canfield Building will have a lighter environmental footprint than conventional buildings, but it's expected to leave a lasting impression on visitors and employees.

The federal office space located in Charlottetown, PEI, has set a high environmental standard for PWGSC in how it will handle construction of other buildings.

Jean Canfield has a number of environmentally sustainable features such as recycling rainwater to reduce consumption, making the most of natural light and also a reflective roof to decrease heat. Furthermore, the building was constructed on the site of a former gas station – making it also a “Brownfield” project.

“There were hydrocarbons in the soil, from oil and gas spillage,” explained Wilf Lush, PWGSC’s Senior Project Manager. “We went in and remediated the land so it was usable.”

The four-storey building will house more than 10 federal departments and 500 workers.

Built to standards established by the Canada Green Building Council, it is aiming for Gold certification through the Leadership in Energy and Environmental Design (LEED).

According to Mr. Lush, the design and construction have gone according to plan.

“We should be able to get LEED gold.”

Vancouver-based Carmanah Technologies Corp. was awarded a \$1.4 million contract

There were hydrocarbons in the soil, from oil and gas spillage. We went in and remediated the land so it was usable

from PWGSC to install what will be the largest single solar power system in Canada. The solar panels can generate up to 139,000 watts of electricity and will be tied into the conventional electricity grid. This set-up allows solar energy to be used first and draws additional power from the utility as needed.

Visitors to the building will even be able to see the system’s energy generation performance on display in the lobby.

Charlottetown’s district heating system will provide heat to the building, eliminating the need for fuel-fired boilers.

“We’re not contributing to greenhouse gases,” said Mr. Lush.

Overall, the building will avoid releasing an estimated 146 tonnes of greenhouse gas emissions — an equivalent to not driving 32 cars over a year.

It’s projected that these features will result in an 80 per cent reduction in potable water use, an 80 per cent reduction in artificial light and cut overall energy requirements compared to standard buildings by 60 per cent. **DB**

For more information on the Jean Canfield Building, visit:
www.pwgsc.gc.ca/charlottetown