

# *The Way Forward*

## *News*



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### *New Client Engagement Web site launched*

Purchasers for departments and agencies now have a new tool to help them with Procurement Renewal. The Client Engagement Web site provides useful information to help you better understand changes to the procurement process, and to improve the way you buy goods and services.

The site includes an overview of PWGSC's new approach, fact sheets on our new Standing Offers, information on how departments can benefit from the renewal process, leading practices from other departments, contact information for your Client Engagement Account Executives, and other practical information.

"This site helps client departments and agencies find the latest information regarding Procurement Renewal," said Martin Edmondson, Director General of Client Engagement. "We now have a simple way of ensuring purchasers have up-to-date information and access to the latest tools. This will be increasingly important as information changes and Procurement Renewal grows throughout departments. It also helps identify and communicate leading practices, and builds on the lessons learned as we engage more departments."



“Of course, this is no substitute for working with your Client Engagement Account Executive,” adds Mr. Edmondson. “But with this site, we are now even more of a one-stop shop for help and advice on how to streamline your procurement activities.”

Visit the site at

<http://www.pwgsc.gc.ca/acquisitions/text/paspps-e.html>

## *PWGSC saves through consolidated purchasing*

Your department or agency can save more than 50 percent compared to what you currently pay for mobile wireless products and services.

PWGSC recently secured these savings for the government through contracts covering the full range of wireless products and services awarded to TELUS Mobility Inc., Rogers Wireless Inc. and Bell Mobility Inc. These savings illustrate the benefits of leveraging the government’s purchasing power, consolidating requirements and creating better-managed Information Technology (IT) Services. They are a great example of how PWGSC is improving its services through its Procurement Renewal and IT Shared Services initiatives.

In addition to the savings, the wireless contracts include expanded key services, along with enhanced repair and replacement services. It will also be easier for you to manage and administrate your services.

‘Wireless products and services’ is one of ten categories where the use of common procurement instruments is now mandatory. This is helping the government get the best possible prices.

## *Client Engagement Account Executives: Your partner in buying better*

Solving problems for clients is among the many roles of a PWGSC Client Engagement Account Executive.

“It can be something very small, but very urgent,” says PWGSC Account Executive Serge Corbeil. “For example, a client recently called me because he couldn’t find a Standing Offer for an important contract renewal he was looking for in the Standing Offer Index. We ran through the Index and found the Standing Offer, and I made some suggestions on how best to perform a call-up.”

Mr. Corbeil is part of a team of Account Executives in PWGSC’s Acquisitions Branch – Client Engagement Team. As the single point of contact for departments and agencies, Account Executives make government procurement easier and more efficient. They help clients better understand the benefits of the changes in procurement instruments and new procurement tools.

Account Executives have the expertise and resources to help client departments buy better, including access to comprehensive and consistent spending data, and best procurement practices from government and industry.

Building partnerships with clients is critical to an Account Executive’s success. “The ultimate goal for everyone in Client Engagement is to build a relationship with the client. Partnering with departments on more routine needs helps us understand how best to improve their systems at every level. Along the way, we can identify bottlenecks for clients to make purchases go more smoothly.”

Mr. Corbeil adds that close relationships help clients better understand Procurement Renewal. “When we worked together on files, clients quickly saw that we knew the system and could advise them on their procurement needs specifically because we were working on Renewal. We were able to help the client put all the pieces together.”

For more information on Procurement Renewal and PWGSC Client Engagement Account Executives, contact: [clientengagement@pwgsc.gc.ca](mailto:clientengagement@pwgsc.gc.ca).

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## *PWGSC's NFPP saves time and money*

PWGSC's National Fuel Procurement Program (NFPP) can save you time and money. With participation from 20 Government of Canada departments and agencies, the NFPP purchases more than half a billion litres of fuel a year, delivered to over 1,500 locations across Canada.

The program includes:

- Consolidated fuel requirements — allowing participating clients to benefit from lower prices;
- A centre of excellence for fuel procurement — combining product, market, and technical knowledge in one central area;
- Standardization — streamlining the procurement process by strategically releasing solicitation documents (such as Requests for Standing Offers), and incorporating consistent terms and conditions, product descriptions and reasons for price changes.

Originally created in the mid-1980s to better coordinate the government's fuel purchasing, the NFPP continually improves its systems and

processes. For instance, to reduce processing time and paperwork, a Web site was recently created (<http://publiservice.gc.ca/services/icpsss-spicsn/fuel/intro-e.html>) that provides clients with Notices of Standing Offers, frequently updated price information, and other key information.

In addition, the approval process was streamlined to permit a higher call-up limit (up to \$10 million) for client departments.

These changes mean:

- Lower fuel prices from fuel consolidation.
- Faster response times to urgent requirements.
- Updated summaries for departments, outlining their requirements over the previous year to make it easier to prepare new requisitions.
- Customized Notices of Standing Offer, showing only the information relating to a department's specific requisition.
- Increased flexibility. New participants and new requirements can be added at any time.

To learn more about this program, contact Gary Reny, Manager, Fuel and Construction Products Division at 819-956-3529 or by email at [gary.reny@pwgsc.gc.ca](mailto:gary.reny@pwgsc.gc.ca).

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## *Take advantage of PWGSC's Professional Services (PS) On-line system*

PS On-line is an electronic procurement tool to help federal departments and agencies more easily and efficiently purchase professional services. The system will help you quickly find suppliers providing services in information technology,

human resources management, organizational management, project management, organization and classification, and change management/organizational development.

Users can purchase these services up to a value of \$84,000.

To learn more or to register your department with PS On-line, please visit <http://www.pwgsc.gc.ca/acquisitions/text/ps/online-e.html>

## *Communicating best practices in every region*

Learning from each other can help the government build better purchasing practices – whether it's across departments, or across regions. PWGSC's Regional Client Services Directors (CSDs) and Acquisition Branch's Client Engagement staff attended a January 2007 conference in Toronto to develop and share best practices. The learnings from the conference will help the department provide better services and advice to clients across the country.

Participants received an overview on how PWGSC is updating its approach to all aspects of buying goods and services. They also learned how to create good business cases and procurement action plans. Regional Client Services Directors also explored ways to encourage greater client engagement and to ensure PWGSC better understands its clients' needs.

Yves Beauparlant, Québec Regional Director of the Client Service Team, said that because of the conference, regional client departments now have another source of procurement expertise to draw on. "Regional departments want to get the expertise that's

offered by the Acquisitions Client Engagement team, such as advice on industry best practices, and terms and tools that they may not be familiar with," said Mr. Beauparlant, "But the most effective way to get this information and advice is through the people that they already work with – the Regional CSDs who know the local history, and can help provide the training and information on a routine basis."

Bill Fioratos from the Atlantic Region Client Service Team said the conference offered a great venue for the regions to learn from Acquisitions Branch. "I think we've been trying to look at how we can do things better long before this, but the Client Engagement Team has a set of processes and tools that we haven't seen before and that could certainly help."

All participants agreed to continue to regularly share ideas to help everyone better serve client departments.

### *The Way Forward News*

*The Way Forward News* is published periodically to inform GC departments and agencies about the changes and progress being made to procurement and services provided by PWGSC. We encourage you to pass on this information to those who may be interested. An on-line version of this newsletter, containing direct links to more information on the issues covered, can be found at: [www.pwgsc.gc.ca/transformation/newsletter/](http://www.pwgsc.gc.ca/transformation/newsletter/)

To contact us or to receive copies of this newsletter, please e-mail: [questions@pwgsc.gc.ca](mailto:questions@pwgsc.gc.ca)

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