

DOING BUSINESS

with Public Works and Government Services Canada

Winter 2009

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Jupiter Images

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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.tpsgc-pwgsc.gc.ca/bulletin/fa-db/nm-ci-eng.html.

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

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DB EXPRESS

Doing Business Express is an e-mail bulletin that keeps you informed about the latest developments, tools and services from PWGSC. If you would like to receive these updates, send your name and e-mail address to questions@tpsgc-pwgsc.gc.ca.

Here are some highlights from recent bulletins:

Canada Gazette launches RSS News Feeds

The *Canada Gazette* Web site now offers its latest news and information through RSS news feeds which deliver headlines and summaries right to your desktop or Web browser.

Really Simple Syndication (RSS) is an XML-based format that distributes content in real time.

Subscribers to the *Canada Gazette* RSS news feeds are notified when the site is updated with new content. This notification includes short summaries of notices and proposed regulations, and includes links to the full texts.

You can subscribe to feeds on the subjects of environment, transportation, health, and notices of vacancies. Additional RSS news feed subjects will be added to the site over time.

You'll need to download software called an aggregator to view the RSS news feeds. For more information or to subscribe, please visit <http://canadagazette.gc.ca/rss-e.html>.

The *Canada Gazette* is one of the vehicles that Canadians can use to access the laws and regulations that govern their daily lives. It has been the official newspaper of the Government of Canada since 1841. Government departments and agencies as well as the private sector are required by law to publish certain information in the *Canada Gazette*. **DB**

PWGSC Can Help

Does your federal Department or Agency...

Need help greening 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.tpsgc-pwgsc.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 editing 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.pwgsc.gc.ca>

Restoring Parliament Hill

Parliament Hill is a symbol of national pride for Canadians and one of the most significant heritage sites in Canada.

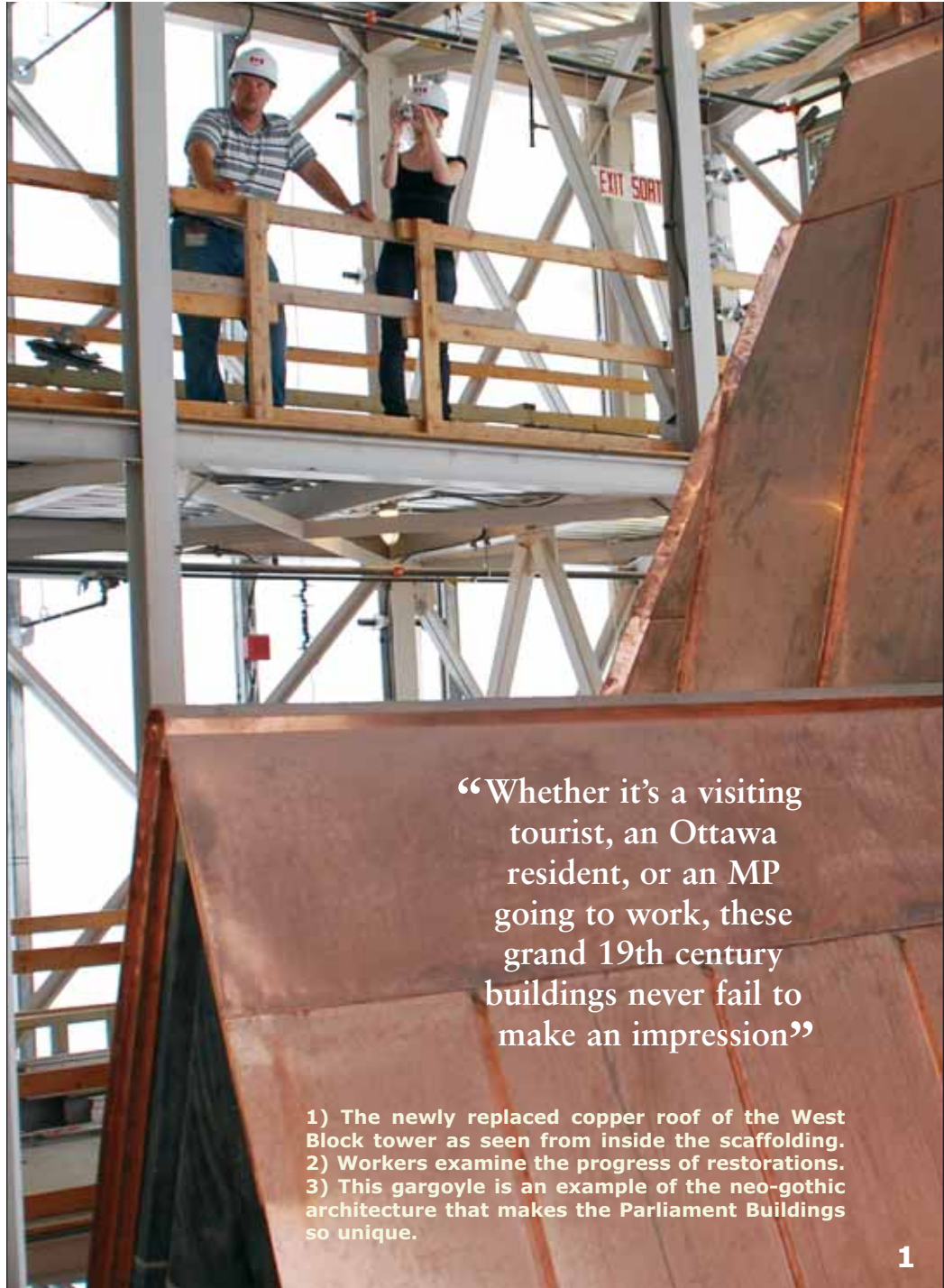
To preserve these buildings for future generations, PWGSC has begun extensive renovations to repair deterioration caused by time and climate, and to bring the mid-19th century buildings up to modern safety and workplace standards.

“These iconic symbols of Canada pre-date Confederation,” says Rob Wright, the Executive Director of the massive renovation project. “The Parliament Buildings are at the end of their life cycle and need a stem-to-stern overhaul.”

A phased approach

Under the Long Term Vision and Plan for the Parliament Buildings, rehabilitation of the West, East, and Centre Blocks of Parliament will be done in five stages over 25 years. The first stage of the plan involves repairs to the West Block, which have already started. The overall plan will also see the construction of new facilities and many improvements to the grounds.

Maintaining the distinctive neo-gothic architecture of the buildings, while at the same time bringing them up to modern building codes and meeting the needs of Parliament in the 21st century, requires a rare combination of experts. Artisans, stone masons, and all manner of skilled workers are working with scientists and experts in technology to do seismic upgrades, integrate modern computer systems and more.



“Whether it’s a visiting tourist, an Ottawa resident, or an MP going to work, these grand 19th century buildings never fail to make an impression”

- 1) The newly replaced copper roof of the West Block tower as seen from inside the scaffolding.
- 2) Workers examine the progress of restorations.
- 3) This gargoyle is an example of the neo-gothic architecture that makes the Parliament Buildings so unique.

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PWGSC

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PMGSC

Masonry details such as those around windows are being restored.

During the renovations, people who work on the Hill must be relocated. “The project is like a massive game of dominos,” says Wright. “The Centre Block needs to be emptied into the East and West Blocks, so they, in turn, must be emptied into other buildings so we can renovate them too.”

This means that Question Period, parliamentary debates and other House of Commons proceedings will be taking place in the West Block. Other key offices and activities, such as facilities for parliamentarians’ offices and committee sessions, will be accommodated in temporary lodgings when the time comes. Several existing buildings in Ottawa—La Promenade, the former Bank of Montreal, and the Wellington Building—are now being restored so they can be used by parliamentarians during the project.

Starting with the West Block

The West Block is the backbone of the entire project as it will host the House of Commons in later stages and pave the way for the rehabilitation of the Centre Block.

Repairs to the West Block are particularly complicated as what appears to be a single building is actually three different sections—each with different detailing, construction technologies and techniques, and unique restoration requirements.

Restorations were recently completed on the southeast tower, and have now started on the north tower. These

projects involve replacing the copper roof, rehabilitating and replacing masonry, re-pointing mortar joints, doing seismic stabilization to meet current building codes, rehabilitating the foundations, removing asbestos and replacing windows.

Among the trickier parts of the West Block restoration is repairing the masonry, which is showing its age and the impact of Ottawa’s harsh climate. Water and ice are the two major enemies. Over the decades water has worn away at the stone and found small cracks to infiltrate. The water washes away mortar, the glue that holds the stone together. In winter, when the water turns to ice, the small cracks grow, making the building more susceptible to further water damage. Pollution and salt deposits from rain and snow have also played a part in eroding the structure.

The masonry walls on the West Block consist of three separate layers: a sandstone exterior, a rubble core of broken stone and mortar, and a limestone interior wall. To properly rehabilitate the walls, some of the stones must be removed and the rubble core strengthened where it is damaged. The wall must then be rebuilt using a combination of original and new stones and a special mortar mixture.

Three types of sandstone will be used to restore the stone walls and to maintain the West Block’s original character and colour palette. Berea sandstone from Ohio will be used for decorative carvings and window frames, Nepean sandstone from St-Canut, Québec, will be used for the field stones, and Red Potsdam sandstone from New York for decorations around the windows.

Later work will include interior renovations, excavation and construction in the central courtyard, which will host the House of Commons Chamber and related functions when the Centre Block undergoes repairs.

Next stages

While the West Block is the main focus right now, work is also starting on the Centre Block, East Block and the Confederation Building to ensure that

the most deteriorated parts of these buildings are taken care of prior to their major restoration in coming years. When their full restoration begins, they too will require masonry, window and roof repairs, as well as interior upgrades to extend the service life of the buildings and improve government operations.

Several new facilities are also planned for the Hill, including a visitor welcome centre, security screening facilities, a material handling facility, and other improvements to the grounds.

When the renovations are finished, the Parliament Buildings will be restored to their former glory and continue to impress Canadians and visitors for years to come.

“Whether it’s a visiting tourist, an Ottawa resident, or an MP going to work, these grand 19th century buildings never fail to make an impression,” says Wright. “The Parliament Buildings are a symbol for Canada. We take pride in them today, and we will be able to take pride in them in the future.” **DB**



PMGSC

The West Block southeast tower was encased in scaffolding during restorations.

Shared travel on the uptake



Jupiter Images

Airplane tickets are one of the many forms of government travel arrangements that can be purchased using the Travel AcXess Voyage tools.

With 96 departments and agencies onboard, the Shared Travel Services Initiative's Travel AcXess Voyage solution has all the tools to plan, book and expense

Anyone that's had to do it will tell you that planning business travel can be tedious. There's a whole range of policies and regulations you have to be aware of to make sure it's done properly—not to mention the paper trail that goes along with it.

To improve travel services for employees, streamline processes for departments and agencies, and save money, the Government of Canada tasked PWGSC and Treasury Board Secretariat to find a solution.

The end result is the Shared Travel Services Initiative (STSI)'s Travel AcXess Voyage solution—an on-line resource that's available to all departments and agencies. The suite of tools provides an end-to-end vehicle for federal employees

travelling on business. From initial trip planning to final expensing, Travel AcXess Voyage has everything federal employees need all at a single Web site.

"It's one-stop shopping. Having one portal for all areas of travel makes much more sense," says Tracy Wondrasek, a senior financial analyst with Justice Canada. "I can read through the policy. I can get the meal rates, the accommodations directory—all in one spot."

Travel AcXess Voyage eliminates many potential errors because important information—such as meal and kilometric rates, policy compliance and financial coding—are already integrated into the system. All of this ensures that

financial controls are in place and allows for greater accountability with taxpayer dollars.

As one of the leaders of the project, PWGSC is using it exclusively for all employee travel. How did such a large department make the transition? According to former Director General of Finance Operations, Roch Huppé, the order came directly from the Deputy Minister. "He wanted to be 'best in class'—to set a gold standard because he understood that there were issues about the right take-up from other departments. The Deputy Minister wanted to show it could be done."

Leading by example is working: more departments and agencies are signing up to take advantage of Travel AcXess Voyage's Expense Management Tool and On-line Booking Tool. All GC departments and agencies have access to the Portal and On-line Booking Tool offered by Travel AcXess Voyage. And more than 20 departments and agencies, including Health Canada, Natural Resources Canada and Human Resources and Social Development Canada, have implemented or are in the process of implementing the Expense Management Tool, with more planning to switch to the system in the future.

"It delivers efficiencies that extend far beyond the immediate value of having Web-based travel booking and expense claims tools," explains Daniel Schnob, Justice Canada's Chief Financial Officer. "Every time employees use the system, they are contributing to the government's broader goal of implementing shared services. They are also providing PWGSC with important information to negotiate better deals with service providers based on volume and usage patterns." **DB**

For more information about STSI's Travel AcXess Voyage solution, visit: <https://travel-voyage.gc.ca/stsi.portal>. (This site is available to federal employees only.)



Honouring the past and future of Quebec City

Jean-Sébastien Perrin, Studios Drakkar 1

Parks Canada and PWGSC partner to create Espace 400^e

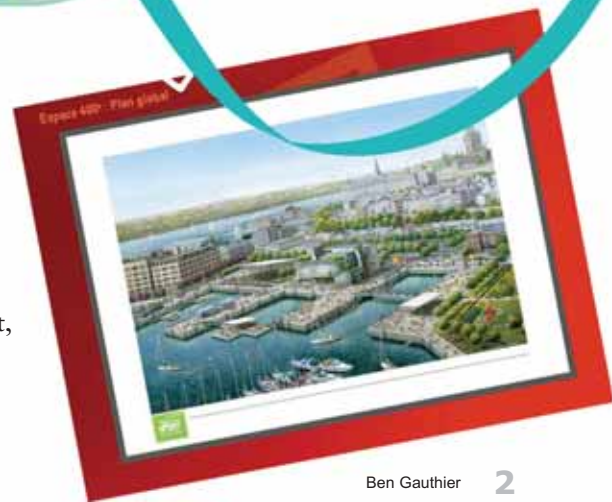
In July of 1608, French explorer Samuel de Champlain established a tiny fur trading post on the banks of the Saint Lawrence River.

Last year, Quebec City celebrated those modest beginnings with a 400th anniversary that included ten months of festivities and exhibits, and millions of visitors. To commemorate its legacy and celebrate the future, \$67 million was invested into many of Quebec City's landmarks and buildings to host events, conventions and programs that honoured its rich history.

One of those projects included the re-development of the Old Port of Quebec City Interpretation Centre and its surroundings into an area called Espace 400^e.

When Parks Canada received \$24 million for the Espace 400^e project, they used PWGSC's planning and management expertise to put a fresh face on the historic venue. Part of PWGSC's responsibility as project manager was to identify technical and professional needs, award and administer contracts, negotiate costs with contractors, and provide goods and services.

"Receiving the mandate to develop Espace 400^e was a major honour, especially considering it served as the central location for the celebrations," explains Guy Harvey, Director of the PWGSC team that worked with Parks Canada.



Ben Gauthier 2

“ Receiving the mandate to develop Espace 400^e was a major honour. ”

- Guy Harvey, PWGSC Director

- 1) Espace 400^e was created as a gathering place for Quebec City's 400th anniversary celebrations.
- 2) An artist's conception of the Espace 400^e exhibition space in Quebec City's Louise Basin.



The development of Espace 400^e consisted of two main components: the pavilion and the development of the Louise Basin in the surrounding area.

The contract work involved in the creation of the pavilion required a complete renovation and expansion of the Old Port of Quebec Interpretation Centre to almost twice its original size. The new design of the building incorporates many sustainable development features such as heat-radiating floors, natural ventilation, and geothermal heating and cooling. Certain areas of the roof have been turned into a garden that the public can enjoy.

The Louise Basin, the area surrounding the expanded pavilion, was extensively landscaped. Improvements included renovating docks and creating parks, kiosks and footbridges to make an attractive place to gather for outdoor exhibitions and festivities.

Mr. Harvey says that the PWGSC and Parks Canada project team successfully overcame several challenges, particularly during periods of unanticipated weather that impeded construction.

“At one point we were ready to do the landscaping, but heavy snowfall halted the process,” remembers Mr. Harvey. “PWGSC and Parks Canada’s ability to work closely together to find solutions is what made the partnership so exceptional.”

“At PWGSC, we promote sustainable development and environmentally friendly practices for our projects,” explains Mr. Harvey. “In creating Espace 400^e, we reused materials such as stones and plants during landscaping; we built gazebos out of the exterior siding materials of the old interpretation centre; and we replaced older lampposts in the area with newer, more efficient



PWGSC



Jean-Sébastien Perron, Studios Drakkar

1) After the 400th anniversary celebrations, the Espace 400^e pavilion will become a Parks Canada discovery centre. 2) One of 11 artistic gardens created as part of Espace 400^e. The gardens were designed to bring public from different generations and backgrounds together.

ones that emit a much better quality of light.”

The building also received an award for sustainable development from L’Ordre des ingénieurs du Québec for its environmental features.

Following the close of celebrations in October, plans are now in the works to convert the pavilion into a discovery centre for Parks Canada, while the surrounding landscape will remain as a permanent tribute to the city and its legacy that began 400 years ago. **DB**



**Which should I use?
You and I or you and me?**

Visit the Translation Bureau’s Linguistic Recommendation page for the answer and more tips!
www.translationbureau.gc.ca



Green buildings update

As the purchaser and property manager for the Government of Canada, PWGSC is constantly working to reduce the environmental footprint left by its buildings. Here are two buildings recently recognized with environmental certifications.

The Fontaine Building gets a lift

PWGSC has added another green gem to the host of environmentally friendly buildings in its leased portfolio.

The Fontaine Building in Gatineau, Quebec, recently went through major renovations to modernize it and bring it up to PWGSC's environmental standards. Constructed in the early 1970s, it needed substantial rehabilitation work to lessen its environmental footprint and make it more sustainable.

"The renovation project was environmentally friendly from start to finish," says Pierre Vaillancourt, Regional Director of Professional and Technical Services for PWGSC's Real Property Branch. "Given that it is an existing building, we are pleased that the landlord wanted to maximize the re-use and recycling of materials, while bringing the building up to an equivalent of the LEED (Leadership in Energy and Environmental Design) Silver environmental standard."

Up to 50 percent of the waste generated during construction, renovation and demolition was re-routed from landfills, and 90 percent of the building's base components—including walls, ceilings and roofing materials—can be re-used in the future. As well, the project used low-emission products, such as paints and floor coverings, designed to emit little or no toxic chemicals into the air.

"New electrical and mechanical systems were installed in order to optimize the building's overall performance. These



new systems will improve the thermal comfort within the building while saving energy," says Mr. Vaillancourt.

A new lighting system was installed, allowing for greater energy efficiency and performance. As well, thanks to a new interior design, less artificial light is required since more daylight now streams into office areas.

The landscaping design will reduce the water consumption. Also, indoor air quality was improved thanks to a new state-of-the-art control system, high-efficiency heating and chloro-fluorocarbon-free cooling systems.

In addition, on-site bicycle storage and shower facilities encourage employees to use alternative transportation, and the building boasts an impressive recycling program.

Toronto Federal Judicial Centre LEEDs the way

From the time the Toronto Federal Judicial Centre construction began in 2003, PWGSC was committed to incorporating environmentally sustainable features into the facility. The early planning paid off—the building was recently awarded a LEED Silver certification for Commercial Interiors, a first for the federal government.

"PWGSC incorporated several green design elements into the interior fit-up," says Aquil Ali, Senior Project Manager for PWGSC's Ontario Regional office. "For instance, the building was designed to optimize natural lighting, and environmentally friendly products were used for paints, finishes, carpeting and other design elements."

PWGSC also used more than 10 percent recycled content for furniture and finishes, and sent more than 75 percent of construction waste to recycling facilities instead of landfills. The building also encourages employees to choose environmentally friendly modes of transportation by providing bicycle storage and changing rooms.

"This certification recognizes the environmental solutions and strategies involved in the design and construction of this space," says Mr. Ali. "We were able to create an interior space that not only offers a safe and healthy workplace for its occupants, but will be sustainable for years to come."

The Centre opened in 2006 and provides courtrooms, offices and special use spaces for four federal courts of law through a 20-year lease. **DB**

1) Fontaine Building in Gatineau, QC, was renovated to be more environmentally friendly. 2) The interior design of the Toronto Federal Judicial Centre building optimizes natural light.

Procurement 101

PWGSC arranges construction and other service contracts for the Government of Canada.

Jupiter Images

The low-down on government purchasing

Buying anything on behalf of the Government of Canada—whether it's office furniture, airplanes or consultation services—is not as easy as going to a store and opening the Government's wallet. There are many factors to consider, including government legislation and rules, internal and international trade agreements, environmental responsibility, socio-economic benefits as well as accessibility for small and Aboriginal businesses. While the process involves many steps, here's a brief overview of how it works.

PWGSC buys more than 80 percent of the total value of government requirements and manages purchasing for over 100 federal departments and agencies. This amounts to between \$11 and \$15 billion in goods and services purchased by PWGSC every year.

In instances where departments and

agencies handle their own procurement, PWGSC often helps the client department (the department requiring the goods and/or services) select the most effective approach and manage the contracting process. It breaks down to the following steps:

IDENTIFY THE NEED – After the client department defines its requirement, ensures it has sufficient funds, and obtains authority to proceed, it sends a requisition to PWGSC.

MAKE A PLAN – PWGSC develops a procurement strategy in accordance with legislation, contracting policies and regulations. Any applicable trade agreements are considered and the requirement is subjected to a socio-economic review if applicable. Solicitation documents are developed and evaluation processes are established. Legal and quality assurance reviews may also be performed.

INVITE BUSINESSES TO BID – For most

procurements, PWGSC posts a competitive request for proposal (RFP) on the online Government Electronic Tendering System, known as MERX, so potential suppliers can learn about the requirement and the bid submission deadline. PWGSC manages the bid closing process and ensures all submission deadlines are respected. In instances where the intention is to award a contract to the only known supplier capable of satisfying a specific requirement, an Advance Contract Award Notice is posted on MERX. This gives other suppliers the opportunity to submit a statement of capability before a contract is awarded.

EVALUATE/NEGOTIATE THE BIDS – Bids are received and evaluated. The client department performs a technical evaluation, after which PWGSC conducts a price evaluation and financial review of the company



Jupiter Images

Public Works purchases medical supplies and vaccines for Health Canada.

submitting the bid. Finally, a supplier is selected based on the evaluation criteria and method of selection as detailed in the solicitation document. Final details of the contract are negotiated.

OBTAIN CONTRACT APPROVAL – PWGSC obtains approval for the contract which—depending on the requirement—may involve approvals all the way up to the Federal Cabinet. Contracts may be subject to a final legal and quality control review.

AWARD THE CONTRACT – PWGSC awards the contract to the supplier that not only met the deadline and mandatory requirements, but also offers the best value for Canadian taxpayers. A Contract Award Notice is then posted

on MERX for those contracts resulting from solicitations that were originally posted on MERX and for sole source contracts valued over \$25,000. The contract is then released to the client department and its finance office.



Jupiter Images

The government also purchases servers and computer hardware.

ADMINISTER THE CONTRACT – PWGSC and the client department monitor the contractor’s performance to ensure it is meeting the terms and conditions of the contract. Financial progress is also monitored.

MAKE THE FINAL PAYMENT – The client department accepts all deliverables provided by the contractor in accordance with the terms and conditions of the contract, and then pays the invoices.

FINAL REVIEW– PWGSC and the client department ensure all the terms and conditions are met, all payments have been properly made, and verify that the file is fully and properly documented.

As the federal government’s purchasing expert, PWGSC ensures that all the government purchasing it conducts is fair, transparent, and obtains the best value for taxpayers’ money. This procurement process ensures that business opportunities continue to benefit the Canadian economy.

For more information about government contracts visit <http://contractscanada.gc.ca> or call Business Access Canada at 1-800-811-1148. **DB**

Procurement glossary

STANDING OFFER

PWGSC establishes standing offers with suppliers for some of the government’s simpler, more popular needs. A Standing Offer is not a contract. It is an offer from a supplier to provide goods and/or services: at pre-arranged prices or pricing basis, under set terms and conditions, on an as-and-when requested basis, and for a specified duration of time only. Standing offers are designed to be used over and over, cutting down on the administrative cost and time associated with setting up individual contracts.

REQUEST FOR A STANDING OFFER (RFSO)

An RFSO is used by PWGSC to solicit bids in order to create standing offers. It clearly states the requirement, bid evaluation method and selection criteria, call-up procedure, ranking methodology whenever applicable, and all terms and conditions that would be applied to any resulting contract.

CALL-UP AGAINST A STANDING OFFER

A requisition, created by a client department, for the goods or services from a supplier listed in a Standing Offer. Only when a call-up is signed by the client department is it considered a binding contract with the supplier.

SUPPLY ARRANGEMENT

A Supply Arrangement is another way client departments may solicit bids on specific requirements. PWGSC creates a pool of pre-screened, pre-qualified vendors for a variety of requirements that the client department can access.

REQUEST FOR PROPOSAL (RFP)

An RFP is generally used for requirements of \$25,000 or more, or when the selection of a supplier cannot be made based solely on the lowest price.

ADVANCE CONTRACT AWARD NOTICE (ACAN)

An ACAN allows departments and agencies to post a notice, for no less than fifteen calendar days, indicating to the supplier community that it intends to award a good, service or construction contract to a pre-identified contractor.

Trade agreements and laws

In addition to various policies, rules and regulations, Canada has many obligations under law and through trade agreements. Here are some of the major agreements and laws that need to be considered when developing a contract:

- *Department of Public Works and Government Services Act*
- *Federal Accountability Act*
- *Financial Administration Act*
- *Defence Production Act*
- *Canadian International Trade Tribunal Act*
- North American Free Trade Agreement
- World Trade Organization Agreement on Government Procurement
- Comprehensive land claim agreements
- Treasury Board administrative policies

Quick Hits

A few of the most common PWGSC services and related sites for your reference:

PWGSC's Web site:
www.tpsgc-pwgsc.gc.ca

General inquiries about PWGSC:
questions@pwgsc.gc.ca

For federal departments and agencies

Office of Greening Government Operations:
www.tpsgc-pwgsc.gc.ca/greening

The Standing Offer Index:
<http://soi.pwgsc.gc.ca> or 1 866 664-6609

Professional Services On-line:
www.tpsgc-pwgsc.gc.ca/app-acq/sp-ps/index-eng.html

National Service Call Centre:
<http://nsccl-clients.pwgsc.gc.ca> or 1-800-463-1850

Canadian General Standards Board:
www.tpsgc-pwgsc.gc.ca/cgsb

Translation Bureau:
www.translationbureau.gc.ca

The Exhibitions Program:
www.expo.gc.ca

For businesses

Business Access Canada:
<http://contractscanada.gc.ca> or 1-800-811-1148

Office of Small and Medium Enterprises:
www.tpsgc-pwgsc.gc.ca/app-acq/pme-sme/osme-eng.html

Security clearances: www.ciisd.gc.ca

Government Electronic Tendering Service: www.merx.com

Office of the Procurement Ombudsman:
<http://opo-boa.gc.ca>

The Office of the Procurement Ombudsman is an independent organization with a government-wide mandate

For Canadians

The Canada Pavilion:
www.tpsgc-pwgsc.gc.ca/expo/index-eng.html

Careers at PWGSC:
www.tpsgc-pwgsc.gc.ca/carrieres-careers

Pension and benefits information: (for federal and RCMP employees and retirees): <http://pensionandbenefits.gc.ca>

Canadian Forces Pension Office:
www.tpsgc-pwgsc.gc.ca/forces-pensions

Canada Gazette:
<http://canadagazette.gc.ca>

Payments to and from the Government of Canada:
www.tpsgc-pwgsc.gc.ca/recgen

Government surplus for sale:
<http://crownassets.pwgsc.gc.ca>

Government real estate for sale:
1-888-GOV-LAND

For media

PWGSC media requests:
NCR.MediaRelations@tpsgc-pwgsc.gc.ca
819-956-2315

Government of Canada News Centre:
www.news.gc.ca

General inquiries about the federal government's programs and services:
1-800 O-Canada (1-800-622-6232) or www.servicecanada.gc.ca