

DOING BUSINESS

with Public Works and Government Services Canada

June 2009

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Clarification Notice:

The Winter 2009 issue of *Doing Business* stated that train tickets can be purchased using the Travel AcXess Voyage tools. Train tickets are available for purchase with the Designated Travel Card and the Travel Call Centre, part of the integrated STSI travel management solution. We apologize for any inconvenience this may have caused.

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.

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.tpsgc-pwgsc.gc.ca/bulletin/fa-db/cn-cu-eng.html#subscribe.

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:

Government Teleconferencing Service saves time and money

Are you looking for an easier way to meet with clients in different locations? The Government Teleconferencing Service (GTS) provides a quick and inexpensive way to conduct meetings with colleagues located in the same city, or across the country. In these times of global economic challenges, using a tool like GTS is a cost effective alternative to travel.

The GTS offers teleconferencing and Web conferencing services to government employees 24 hours a day, seven days a week. More than 100 departments and agencies are already using this service to conduct over 250,000 conferences annually.

You can conduct teleconferences with or without a reservation. You can also enhance your teleconference by using GTS's Web-based service to display presentations on participants' computers in real-time. It also allows meeting organizers to share presentations, documents, spreadsheets and Web sites during the teleconference.

The GTS is available by calling 1-800-226-6338 or 613-941-9554.

Please note: This service is only available to federal employees. To use the service you will need to provide your departmental bill code, which can be obtained from your Telecommunications Service Officer. **DB**

Connecting Canadians to content

Depository Services Program brings government publications to libraries and manages a centralized on-line database

Ever wonder how Government of Canada publications make it into libraries across the country?

PWGSC runs a service that widely distributes the government's books, periodicals and other publications so Canadians can access them.

The Depository Services Program (DSP) plays an important role in ensuring Canadians have ready and equal access to federal government information. It acts as a single-window access point for Canadians to locate and order Government of Canada publications.

"The DSP has been in service for more than 80 years," says Christine Leduc, Director of the Publishing and Depository Services Directorate. "We acquire, catalogue and distribute Government of Canada publications to a network of over 900 public, academic, institutional and governmental libraries."

These depository libraries then make their collections available to Canadians. Libraries carrying government publications are located across the country and abroad, allowing for simple and easy access to information.

Canadians can also locate publications with the click of a mouse through the Government of Canada Publications on-line database. "You can search or browse a database of over 130,000 titles to discover newly published works, or find publications produced in the past," says Ms. Leduc. Citizens can also access and download over 42,000 e-publications from the electronic collection.

Publications exist in a wide range of formats, including printed books, brochures, pamphlets, periodicals, printed sheets (maps, charts, prints, etc.), audio

and video recordings, films, microforms, CD-ROMS, diskettes and electronic documents, and are available in both official languages.

Government publications are also sold. They can be purchased on-line directly or through a network of retailers and booksellers across Canada.

How does it all work?

Federal departments and agencies play a key role in ensuring the program is successful by providing copies of all publications to the DSP for distribution. First, a department contacts the DSP to provide information on its publication and obtain an ISBN and a GC catalogue number for the publication.

Once these numbers have been assigned, the program determines how many copies of the publication it needs. The number varies depending on the language, subject and audience. As few as 75 copies may be required for highly specialized publications, and up to 350 copies may be needed for more popular publications.

When the publications are received, the DSP produces a print and electronic Weekly Checklist of all publications received each week.

For more information on government publishing and registering your publication, or to search the on-line database, visit <http://publications.gc.ca> or call 1-800-635-7943. **DB**



Tar Ponds cleanup boosts Aboriginal businesses

Aboriginal construction companies gain jobs and expertise cleaning up Cooling Pond



Vaughan Merchant

By partnering with Aboriginal companies, PWGSC and the Province of Nova Scotia have taken a big step forward in the successful cleanup of the Sydney Tar Ponds and Coke Ovens site. The federal, provincial and First Nations governments are working together to help build a brighter environmental and economic future for Aboriginals in the Cape Breton area.

The Cooling Pond Project was part of a \$400 million joint project between the Government of Canada and the Province of Nova Scotia to clean up environmental damage left by more than a century of steel and coke production in Sydney, Nova Scotia.

Agreement ensures First Nations contracting opportunity

The funding agreement between the federal and Nova Scotia governments specified First Nations participation in the Cooling Pond Project. Together with the Province of Nova Scotia, PWGSC initiated talks with Cape Breton First Nations. These talks led to an agreement between the governments of Canada, Nova Scotia and First Nations, ensuring First Nations involvement.

PWGSC provided leadership and guidance to the Government of Nova Scotia as the province established its first-ever Aboriginal set-aside agreement.

The set-aside gives local Aboriginal companies the opportunity to benefit from the cleanup work and the chance to gain valuable training and work experience needed to compete for other construction projects.

The Cooling Pond was selected in 2007 as a pilot program to evaluate and build First Nations contractors' capacity, to develop skills training and to demonstrate their capabilities.

Three Aboriginal companies won a standing offer tender for work on the Cooling Pond.

“ PWGSC and its partner have helped instill a confidence in our people's skills and enhanced our ability to compete for meaningful work in our own backyards and across Canada. ”

DAN CHRISTMAS,
MEMBERTOU BAND OFFICE

Cleaning up the pond

The Cooling Pond, a large in-ground holding tank filled with water formerly used to cool steel, was shut down in the late 1990s. As a result of the cooling process, there were high concentrations of metals mixed with sediment. The pond's cleanup involved demolition work, the removal and treatment of surface water, the stabilization and solidification of sludge, and finally, the capping of the treated material. The

project employed more than 20 Aboriginal people and was completed in the spring of 2008.

The project produced achievements beyond just the physical remediation of the site. The First Nations contractors working on the cleanup gained important hands-on experience.

Dan Christmas, a senior advisor with the Membertou Band Office who has been an important voice for Cape Breton's five Aboriginal communities,



Gerry Langille



Gerry Langille

Procurement Strategy for Aboriginal Business

The Cooling Pond Project was so successful that the Province of Nova Scotia, using the Government of Canada's Procurement Strategy for Aboriginal Business as a guide, has developed its first ever Procurement Strategy for First Nations companies.

Using the federal model, Nova Scotia established the Cooling Pond Aboriginal Set-Aside and added criteria requiring

75 percent of on-site labour hours be assigned to First Nations personnel. In the end, the project exceeded the criteria by 12 percent.

The overall value of Nova Scotia's Aboriginal Procurement Strategy for the Tar Ponds Project includes up to 10 set-aside projects ranging from the stockpiling of capping material to the operation of a material processing facility. Including the Cooling Pond Project, the set-aside projects are estimated to be worth \$19 million.

It is expected that the coke ovens site clean up will be completed by 2011, and the tar ponds by 2014.

For more information on the Sydney Tar Ponds and Coke Ovens Cleanup visit: www.tarpondscleanup.ca.

For more information on the Procurement Strategy for Aboriginal Business, visit: www.ainc-inac.gc.ca/ecd/ab/psa/index-eng.asp. **DB**

agreed the set-aside project was beneficial. "By guiding Nova Scotia through its first ever Aboriginal set-aside project, PWGSC and its partner, Nova Scotia Transportation and Infrastructural Renewal, have helped instill a confidence in our people's skills and enhanced our ability to compete for meaningful work in our own backyards and across Canada."

Photos:

- 1 **The Cooling Pond site early in the cleanup project.**
- 2 **The Pond was successfully cleaned up and sealed off.**
- 3 **Construction workers rehabilitate the Cooling Pond.**



Vaughan Merchant



**Which should I use?
There, their or they're?**

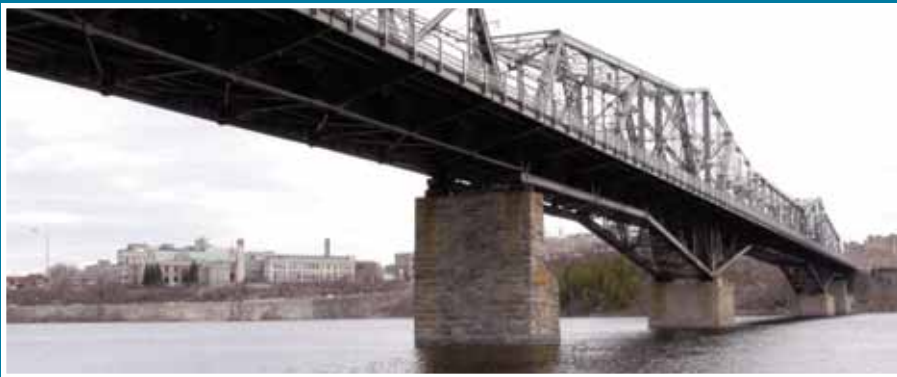
Visit the Translation Bureau's Linguistic Recommendation page for the answer and more tips!
www.translationbureau.gc.ca





Fotolia

PWGSC's role in Canada's Economic Action Plan



PWGSC

The repair and rehabilitation of the Alexandra Bridge between Ottawa and Gatineau is just one of the projects PWGSC is working on as part of Budget 2009.

PWGSC infrastructure projects

As one of the Government of Canada's major property owners and building managers, PWGSC is taking a portion of its long-term plans for upgrades and maintenance and accelerating them into a two-year timeframe.

The funding is being spent in four main areas. The largest amount, about \$323 million, is going towards the repair and restoration of government buildings. There have been over 1,200 projects identified in PWGSC's portfolio of 350 federal buildings located across Canada. An additional \$40 million will go towards enhancing the accessibility of buildings where federal services are provided for people with physical disabilities.

PWGSC will also contract \$40 million to repair and rehabilitate four federally owned bridges: the Alexandra Bridge and Chaudière Crossing, both in Ottawa/Gatineau, as well as the LaSalle Causeway in Kingston and the Burlington Lift Bridge.

Finally, \$2 million will go toward developing a plan to explore options for the future use and reconstruction options of *Le Manège Militaire* in Quebec City. The historic drill hall was destroyed by fire a year ago.

PWGSC began putting together a comprehensive plan immediately after

When the federal government announced its budget in January, it laid out big plans for PWGSC.

Over the next two years, the Department will help stimulate the economy and local job creation by investing \$400 million to repair and recapitalize PWGSC crown-owned public infrastructure. PWGSC will also help other government departments and agencies deliver their Budget 2009 projects in addition to their regular programs of work.

It's all part of Canada's Economic Action Plan, the federal government's roadmap to stimulate economic growth, restore consumer confidence and support Canadians through the recession.

"Through Canada's Economic Action Plan, this government is turning our short-term challenges into long-term strengths," said Public Works and

Government Services Minister, Christian Paradis. "We are using the significant investments in Budget 2009 to accelerate rehabilitation of important federal buildings and bridges, building a lasting legacy of sound infrastructure and creating jobs right across the country."

“ We are using the significant investments in Budget 2009 to accelerate rehabilitation of important federal buildings and bridges ”

CHRISTIAN PARADIS,
MINISTER OF PUBLIC WORKS AND
GOVERNMENT SERVICES

the Budget was tabled in January, so it would be ready to begin work when the new fiscal year arrived in April. In fact, by April 30, half of the contracts for building repair and renovations were already in place, and contracts were in place and work started on the Alexandra Bridge and the Lasalle Causeway.

While it is moving quickly to deliver its Budget 2009 commitments on time and on budget, the Department is also ensuring that value-for-money, fairness and transparency stay front and centre in everything the Department delivers.

Helping other government departments

PWGSC is also providing procurement, real property management, translation and other common-service support to departments and agencies that have Budget 2009 infrastructure projects.

A Web-based portal has been created to provide federal clients a time-line tool to help them get time estimates for their projects, along with contact information for PWGSC specialists who can help with real property, acquisitions, security, translation and payment services for any Economic Action Plan project. (This site is available to federal employees only.)

For more general information on PWGSC's role in Canada's Economic Action Plan, visit our Web site:

www.tpsgc-pwgsc.gc.ca/medias-media/pa-ap/index-eng.html **DB**

Do you have a Budget 2009 Project? PWGSC can help.

Visit PWGSC's Publiservice Portal for information on how we can help your department or agency plan your infrastructure projects from Budget 2009:

<http://publiservice.tpsgc-pwgsc.gc.ca/pa-ap/>

The site is your portal to on-line features and specialists that can help with your Budget 2009 projects:



Timeline tool

Need an estimate for the service delivery of a project under Canada's Economic Action Plan? Try the site's Timeline Tool.



Real Property

Find your departmental/agency account executive to help you with any real property service.



Acquisitions

Whatever goods or professional services you need for Budget 2009, PWGSC's Acquisitions Branch Client Engagement Team can help you buy it.



Security

All the information you need on personnel or organizational security screenings for your Budget 2009 projects.



Translation

Translation Bureau's client account executives can help with language services, including translation and revision.



Payments

PWGSC's Banking and Cash Management Sector can help coordinate all large federal payments.

This site is available to federal employees only.

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

Supreme Court gets high-tech makeover



PWGSC

Modernization project improves access to justice while keeping courtroom's heritage look and feel

You may not see it at first glance, but the Supreme Court of Canada (SCC) in Ottawa has gone high-tech, with help from PWGSC.

Two years ago there was only one telephone jack and two electrical outlets in Canada's highest courtroom, and nowhere to connect a laptop computer to a network. Lawyers and judges had to flip through paper copies of evidence documents thicker than telephone books. Journalists preferred to sit outside the courtroom so they could have Internet access and file their stories on-line.

To help bring the courtroom into today's information age, PWGSC and the SCC worked together on a two-year,

\$8-million project. The goals were to modernize the main courtroom's audio-visual and information technology (IT) capabilities, and to upgrade the heating, air conditioning, electrical and lighting systems.

“ The Supreme Court of Canada is making justice more accessible and transparent to Canadians ”

LOUIS BISSON,
SUPREME COURT OF CANADA

After consulting with Supreme Court officials to get a feel for what they wanted in the main courtroom, PWGSC helped manage the modernization project and purchased the technology and other materials needed.

By creating a more modern courtroom, PWGSC is helping the court better deliver its mandate. The SCC is Canada's final court of appeal—the last judicial resort for all litigants, whether individuals or governments. It is expected to deliver hearings that are open, transparent and accessible to people involved in criminal trials or lawsuits, their lawyers, and to Canadians at large.

Cases are heard in the main courtroom—one of the most significant and symbolic rooms in Canada. Hearings are open to the public in person and via delayed television broadcast on the Cable Public Affairs Channel (CPAC).



PWGSC

Increasing accessibility

The modernization of the Supreme Court has made the courtroom more accessible to Canadians. “One of the underlying objectives of the SCC modernization is to provide greater access to justice via a more effective use of technologies,” says Louis Bisson, SCC manager of IT infrastructure and security.

New audio-visual and translation equipment, including four new cameras, mean CPAC’s broadcasts of hearings are of higher quality. The new gear also brings the court into the video-conferencing and Web casting eras. “Web casting will open access up to an even greater number of Canadians,” says Bisson.

The modernization has also improved access for people with disabilities. The original lectern was replaced with one that can be raised and lowered to accommodate people of different heights and those using wheelchairs. Induction loops that transmit sound from the court’s microphones directly to a person’s hearing aid are also available.

“From providing access to electronic documents in a more timely fashion, to the availability of Web casting, the SCC is making justice more accessible and transparent to Canadians,” says Bisson.

Today, thanks to the work of PWGSC, the desks for each lawyer and judge are equipped with laptop computers connected to a secure network, where they can share files and have instant access to documents and evidence electronically. This evidence can easily be pulled up and shown on screens for a jury or audience.

Instead of searching outside the courtroom for an Internet connection, journalists now sit inside the courtroom in a designated area where they can connect their laptops.

The new, more-modern Supreme Court room not only makes it easier for lawyers and judges to do their jobs, it makes justice and the justice system more accessible to Canadians.

For more information on the Supreme Court of Canada visit www.scc-csc.gc.ca. **DB**

Laptop computers are now embedded in courtroom desks allowing lawyers and judges instant access to electronic evidence documents.

A phased approach

PWGSC had to overcome several challenges to deliver on the project. First, all work had to be done while the court was not in session so as not to disrupt the hearings. This meant doing the work over the SCC’s summer breaks between July and October. “It had to be done during the recesses and it had to be done on time,” says Mark Glassford, an architect at PWGSC who worked on the project.

One of the first phases of the project involved upgrading the electrical system. “We tried to do the upgrades in the least intrusive way possible,” says Mr. Glassford. So instead of running wires through the walls, which would have been invasive, the electrical systems were placed in the room below the courtroom, and run up through the floor. After the electrical upgrades were complete, the IT and audiovisual upgrades could be done.

Protecting the courtroom’s heritage

Another big challenge was the need to build a state-of-the-art courtroom, while respecting and protecting its significant heritage value.

The Supreme Court building is a designated heritage building, and any changes had to be made in accordance with heritage conservation standards—respecting the heirloom nature of the

interior and exterior design. In fact, until this project, the courtroom had remained virtually unchanged since 1948.

Even the most advanced wireless technology couldn’t completely meet the Court’s high security requirements. And drilling holes and running wire through the numerous pieces of heritage furniture wasn’t an option.

To maintain the vintage character of the main courtroom, special replicas of the furniture were built to accommodate the IT equipment. For example, laptop computers are installed in a specially constructed sunken layer of the lawyers’ new desks. When not in use, the computers can be folded closed and hidden away within the desks.

The original furniture is in safe storage, waiting for the day when wireless technology can meet the high security requirements demanded by the court. In the meantime, the authentic look of the courtroom is preserved and the heritage furniture is protected.

The City of Ottawa recognized the efforts made to preserve the courtroom’s heritage by giving the project an Ottawa Architectural Conservation Award. The SCC project won in the category of adaptive use—modification of a heritage resource to contemporary functional standards while retaining its heritage character.



istock photo

Gearing up for the 2010 Winter Olympic Games

In less than a year, people from all over the world will flock to Vancouver to experience the excitement of the 2010 Winter Olympic Games. The Games are fast approaching and as the purchaser and property manager for the Government of Canada, PWGSC is busy preparing.

Securing a place for the RCMP

With the Olympics just around the corner, safety and security are a top priority. PWGSC worked with the Royal Canadian Mounted Police (RCMP) to lease a facility for the RCMP 2010 Operations Centre. The centre will act as a base for their activities during the Games. “With the magnitude of the Games and the thousands of people attending this event, it’s important that the RCMP have the best facility in an ideal location,” says Brenda Gable, PWGSC’s client service director for 2010 Olympic and Paralympic Games Coordination.

The RCMP is happy with the location because it is ideal for logistical reasons. It is centrally located amongst the Olympic venues and the RCMP’s overnight accommodation. The buildings and land can be secured as needed, and parking spaces are available for RCMP vehicles and buses.

It was equally important to find an affordable space that met the needs of the Canadian public as well as the RCMP. “We were able to get the best possible value for all parties involved in the lease,” says Ed Franklin, a PWGSC leasing officer who worked on the project.

Greener Games

PWGSC is using environmentally friendly practices wherever possible in preparing for the Olympics.

The Department is involved in conducting environmental assessments at venue locations where the Games will take place. “I am impressed with the

environmental aspects incorporated into the design of the facilities and into the construction operations,” says Katrina Johnston, a Senior Environmental Specialist working on the environmental assessments for PWGSC.

In purchasing supplies and services for the Games, the Department, wherever possible, buys environmentally preferable goods and services—those that have a lesser or reduced impact on the environment. For example, car rental companies will get extra consideration for offering low-emission and hybrid vehicles. And when awarding contracts for overnight accommodations during the Games, the Department is looking for places that offer the best value and sound environmental practices.

PWGSC is also helping other federal departments and agencies buy green. It’s sharing information on green procurement practices with a committee of 13 federal departments involved in the Games, led by Environment Canada.

Reduce, reuse and recycle

A Joint Protocol Office was established between the Games’ major partners. When the need to furnish the Office arose, rather than buying all new materials, PWGSC reused more than 40 workstations that would otherwise have been destined for Crown Assets disposal.

“The timing was perfect and the partnerships we have are invaluable,” says Bill Cooley, Manager of the 2010 Olympic and Paralympic Winter Games Acquisitions Coordination Unit.

The Department is furnishing the remainder of this temporary office with other surplus government assets.

At the end of the Games, surplus material assets will be available on the 2010 Marketplace, an online database established by PWGSC to recycle partner and crown assets during and after the Games. Visit it at <http://2010.tpsgc-pwgsc.gc.ca>. The site is available to federal departments and agencies only. **DB**

Taking security seriously

Safeguarding the nation's most sensitive assets and ensuring security in government contracting is one of the Government of Canada's most important and fundamental tasks.

That's where PWGSC's Industrial Security Sector (ISS) comes in. As part of its mandate, ISS ensures that highly sensitive and classified government information and assets, as well as controlled goods, are properly safeguarded by the private sector.

ISS has two main activities: contract security and controlled goods. Contract security is accomplished by ensuring that PWGSC contracts have proper security clauses, contractors and their personnel are security cleared, employees are trained, and company security measures are verified through ongoing compliance inspections.

The Controlled Goods Program performs similar oversight functions for the examination, possession and transfer of certain controlled goods by Canadian businesses. Examples of controlled goods include global navigation satellite systems, nuclear materials and design testing equipment, tanks, munitions, and aircraft.

To date, roughly 10,000 businesses have registered with ISS. Of these, approximately 2,800 companies are registered to manage controlled goods.

ISS also provides personnel security screening services to Canadian private sector organizations dealing with sensitive contract information. It handles over 128,000 security screenings and clearance requests a year.

"PWGSC plays a big role in contributing to the safety and security of Canadians," says Gerry Deneault, Director General, Industrial Security Sector. "We are continually improving our services and working to become more client-focused."

To do this, ISS recently introduced two new initiatives to streamline its processes and provide even faster, more effective services to its clients.

Pilot project

ISS is conducting pilot projects across the country to expedite the process of gathering the information necessary to register a company.

Most private sector companies are required to obtain a Procurement Business Number (PBN) from PWGSC in order to do business with the Department. Since the information gathered for the PBN is similar to the requirements for contract security, pilot projects are testing to see if the PBN information can be substituted.

"The feedback from this project has been very positive," says Caroline Mockler, Manager, Industrial Security Operations Division. "We've been able to reduce our processing times from an average of 60 days to around 12 days."

On-Line Inquiry Service

ISS also introduced the On-Line Inquiry Service. This time-saving tool allows authorized users from PWGSC and the private sector to verify and/or confirm the status of their personnel screening or clearance requests without having to call ISS directly. This allows users to ensure they have all the proper security requirements in place before bidding or working on a contract.

"The service also assists clients in managing their own records and accessing up-to-date information," says Jennifer Green, ISS's Chief of Modernization and Harmonization Initiatives. "It allows clients to generate customized reports and access information, such as which clearances need to be updated. Previously, industry clients had to develop their own tools to track and monitor this information." These new initiatives and the

continuous improvement to ISS's programs help advance an already strong system and play a major role in strengthening Canada's national security framework.

For more information on the ISS, visit <http://ssi-iss.tpsgc-pwgsc.gc.ca>. **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 with 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



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