



PWGSC @ YOUR SERVICE

Our Services, Standards and Results 2014–2015

DMs' MESSAGE

WE ARE PLEASED to present PWGSC @ Your Service: Our Services, Standards and Results 2014–2015, our fourth annual edition. As the Government of Canada's largest provider of common services, it is our mission to deliver high-quality services and programs that meet the needs of federal organizations and ensure sound stewardship on behalf of Canadians.

Publishing our services standards and reporting on the results of our performance against these standards are important components of our renewed Client Service Strategy, and are ways to show our sustained **commitment to service excellence**. In 2013–14, we **met or exceeded most service standard targets**. Where we have shortcomings, we strive to address the issues and go the extra mile for you, our clients!

We are continuing to **transform** and create **new services** that are cost-effective, benefiting our clients and the whole of government, and are leveraging the Treasury Board Secretariat **Policy on Service** and **Destination 2020** actions to help shape the PWGSC of today and tomorrow, and meet your evolving needs.

In this issue, you will find:

- PWGSC's standards for main service offerings, including **priority services** and many **innovative** and **client-centric** service initiatives;
- Information on **value for money**, showing our focus on operational efficiency and savings to our clients and the Government;
- 2013–2014 results for each service area;
- Revised service standards and **targets for 2014–2015** reflecting client needs, including standards and targets for our priority services;
- Mechanisms to:
 - request results for service standards **by client department**, in the interests of openness and transparency;
 - **provide feedback** on PWGSC services;
- Industry **benchmarks** where appropriate;
- Concrete examples of **how PWGSC addressed client issues** to increase satisfaction whenever there were shortcomings;
- Data on client satisfaction; and,
- Many more features reflecting the three principles of the Treasury Board Secretariat **Policy on Service**: client-centric service, operational efficiency, and culture of service management excellence.

We thank you for your continued partnership and support and we look forward to working with you as a valued partner in the management of government operations. ■



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Our Services, Standards and Results 2014–2015

CHECK OUT WHAT'S NEW AND EXCITING WITH OUR FEATURED INITIATIVES

■ **Buying and Selling**

- Acquisitions Program Policy Suite
- ADM Advisory Committee on Procurement Modernization
- Buyandsell.gc.ca
- Build in Canada Innovation Program (BCIP)
- Smart Procurement

■ **Payments and Pensions**

- Pay Transformation
- Paperless Options for Employees and Pensioners
- Pension Transformation
- Receiver General Modernization

■ **Property and Buildings**

- Real Property-1: Property Management and Project Delivery Services (RP-1)
- Workplace 2.0

■ **Security, Corporate and Information Services**

- Canada Gazette—electronic transmission of notices from non-federal clients
- Electronic Invoice Presentment and Payment
- Integrity Database Services
- Shared Travel Services solution

■ **Translation, Terminology and Interpretation**

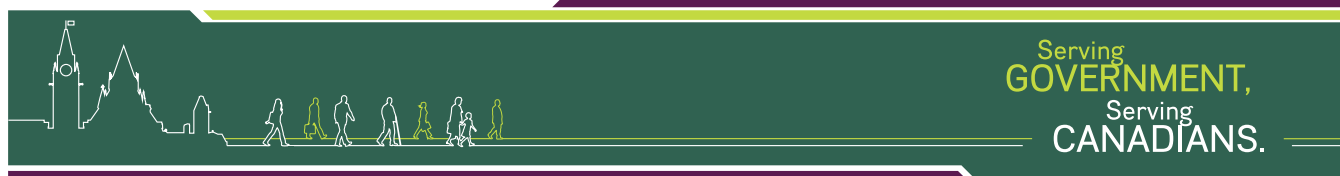
- Translation Bureau's Transformation
- Mobile linguistic application—ourlanguages.gc.ca on the go!

CHECK OUT HOW WE ARE REACHING OUT TO OUR CLIENTS

Client Service Forums on various themes and targets will take place again soon in 2014 and 2015. Stay tuned!

Service standards are better aligned with determinants of client satisfaction—measuring what really matters to our clients.

Check out *The Advantage!*—the re-designed e-bulletin with the latest information on services and initiatives.



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Our Services, Standards and Results 2014–2015

SERVICE STANDARDS OVERVIEW

In 2013–2014, we achieved or surpassed 27 of 38 targets—These results demonstrate our sustained commitment to meeting our clients' expectations. Where there are shortcomings, we continue to work to improve our performance.

In 2014–2015, we continue to make sure our service standards are meaningful to clients and reflect major client satisfaction determinants such as timeliness, accessibility, accuracy/quality and cost.

Service Category (Click a service category for more details.)	2013–2014			2014–2015
	Number of Service Standards	Service Standards that met or surpassed the Target*	Results available by Client Organization	Number of Service Standards
Buying and Selling	8	2	√	8
Payments and Pensions	8	6		10
Property and Building	8	8	√	8
Security, Corporate and Information Services	7	4	√	10
Translation, terminology and interpretation	7	7	√	7
TOTAL	38	27		43

* A target is the percentage of times a service standard has been fully achieved. Our service standard targets typically range from 80% to 100%.



Serving
GOVERNMENT,
Serving
CANADIANS.

PWGSC@YOUR SERVICE

Our Services, Standards and Results 2014–2015

REGIONAL ACCESS

PACIFIC REGION

Areas

British Columbia and Yukon.

Offices

The main offices are in Vancouver and Victoria.

Extranet/Publiservice

<http://pacific-services.pwgc.gc.ca/>

Telephone

604-666-3995

WESTERN REGION

Areas

Manitoba, Saskatchewan, Alberta, and the Northwest Territories.

Offices

The main offices are in Winnipeg, Regina, Saskatoon, Edmonton, Calgary and Yellowknife.

Telephone

780-497-3500

ONTARIO REGION

Areas

Ontario, excluding the National Capital Area.

Offices

The main offices are in Toronto, Mississauga, Kingston, and London.

Internet

<http://www.tpsgc-pwgc.gc.ca/ontario/>

Extranet/Publiservice

<http://clientsontario.pwgc-tpsgc.gc.ca/ont/>

Telephone

416-512-5700

QUEBEC REGION

Areas

Quebec, excluding the National Capital Area.

Offices

The main offices are in Montreal and Quebec City.

Internet

<http://www.tpsgc-pwgc.gc.ca/que/region/text/index-eng.html>

Extranet/Publiservice

<http://publiservice.tpsgc-pwgc.gc.ca/qc/region/>

Telephone

514-496-3621

ATLANTIC REGION

Areas

Nova Scotia, New Brunswick, Prince Edward Island, and Newfoundland and Labrador.

Offices

The main offices are in Halifax, Moncton, Charlottetown and St. John's.

Telephone

902-496-5000

NATIONAL CAPITAL AREA

Areas

The National Capital Area, including Nunavut.

Offices

The main offices are in the National Capital Area.



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2014–2015

BUYING AND SELLING

KEY SERVICES

We provide departments and agencies with the expertise needed to **acquire complex commercial goods and services**.

Buying—Procurement Tools and Services

- **Assistance** throughout the **procurement lifecycle**, including for **emergency procurement**:
 - Identifying the goods or services to be purchased
 - Selecting the most effective procurement approach to managing the bidding process
 - Acquisitions Program policy development and support
 - Using the Government Electronic Tendering System (GETS), etc.
- Support for **standing offers, supply arrangements**, etc.
- **Complex procurement** support for **major acquisition projects**:
 - Seeking appropriate approval of complex procurement strategies
 - Supporting industrial benefits/value proposition
 - Supporting government approval of major acquisition projects
 - Supporting joint procurement-related Treasury Board submissions for project and/or contract approval (expenditure authority)
 - Reporting on major projects to various stakeholders/departments
 - Performing secretariat function for complex procurement projects
- **Additional services and expertise**:
 - Market research to identify product availability
 - Product planning
 - Method-of-supply studies
 - Maintenance of a statistical database and reporting capability
 - Procurement tools to support the electronic procurement function
 - Shared Travel Services

PRIORITY
SERVICE!

Client Relationship Management

- **Effective engagement**
- **Reliable communications**
- **Monitoring client satisfaction**
- **Issues management**
- **Strategic planning and service agreements**
- **Program oversight**

FEATURED INITIATIVES

We are transforming and creating new services to better meet our clients' needs and ensure effective stewardship on behalf of Canadians.

Buyandsell.gc.ca—*(Increasingly user-friendly!)*

Buyandsell.gc.ca is a web service that allows government buyers and business suppliers to find procurement information. The Government Electronic Tendering Service (GETS) is hosted at www.buyandsell.gc.ca/tenders. The Tender Management Application for other government departments and agencies (OGDs) allows clients to directly enter their tenders for goods and services opportunities.

Benefits:

- **Single point of access** to supply-related policies, procedures, tenders, Goods and Services Identification Numbers (GSINs), contract history and standing offers/supply arrangements.
- Full **search integration** allows users to find procurement information and identify related policies, procurements, and commodities
- **Open data** services provide interoperability:
 - Users can analyze government procurements and collect business intelligence based on past patterns and anticipated new procurements.
 - Procurement data is recorded consistently so that there is a common definition of the information structure; this cleaned-up data helps to streamline audit, spend, and contract analyses.

Build in Canada Innovation Program—*(Expanded to include a military component!)*

A research and development procurement program designed to **bridge the pre-commercialization gap** by supporting Canadian companies in moving their innovations into the marketplace.

The **top-ranked prequalified innovations** are **matched with federal departments**, which act as the first buyer and user of these Canadian innovations.

Benefits:

- Federal departments can **test state-of-the-art Canadian innovations, improve operations**, and enable **more effective service delivery** to Canadians.
- The initiative gives departments the **opportunity to meet with potential suppliers** to discuss challenges and needs, and explore how these suppliers can assist in meeting their operational requirements.

What's New:

- The program's fourth call for proposals, the first to include the new military component, closed in January 2014.
- Results of evaluations are currently available.
- The latest call for proposals was released in spring 2014.

ADM Advisory Committee on Procurement Modernization—**NEW!**

An **ADM committee** that identifies and discusses challenges faced by the procurement and suppliers' community in order to provide recommendations on how the Government's procurement management function can show best value to Canadians.

The Committee is composed of ADM level representatives of 15 departments/agencies, including the Treasury Board Secretariat, and is chaired by PWGSC's Associate Deputy Minister. The meetings are held three times a year or at the request of the Chair to assess the procurement environment (e.g., the legal and policy framework, delegation framework, governance, emerging pressures on procurement, capacity issues); consider the future direction of procurement and share views and positions on given topics.

Benefits:

- Strengthen procurement governance.
- Provide an innovative forum for departments and agencies to **address common challenges**.
- **Improve communication** and strengthen the business relationship between PWGSC, central agencies, departments and agencies.
- Serve as a forum to discuss upcoming policy and tactical changes prior to their implementation, in order to benefit from the procurement community's insight.

Acquisitions Program Policy Suite

A new Acquisitions Program Policy Framework and clear, consistent, and comprehensive **policy instruments** used to enhance the Government of Canada (GC)'s procurement function.

Benefits:

- Enable the Acquisitions Program to be as efficient and effective as possible, while empowering the procurement community to achieve PWGSC's mandate.
- Clarify the Acquisitions Program's policy environment.
- Efficiently and effectively support the Acquisitions Program's knowledge transfer.
- **Document and disseminate procurement best practices**.
- Bring **greater consistency and flexibility** to the procurement function.

What's new:

- In June 2014, five new instruments were implemented to support the Acquisitions Program Transformation, namely, *Smart Procurement Framework*, *Information Management Framework*, *Policy on the Use of Independent Advice in Procurement*, *Policy on Considering Benefits for Canadians in Government Procurement* and *Guideline on Ensuring the Participation of Small and Medium Enterprises in Government Procurement*. **NEW!**

Smart Procurement—NEW!

An approach consisting of four principles that guide PWGSC in the way we conduct procurement: **Early Engagement, Effective Governance, Independent Advice** and **Benefits for Canadians**.

Early Engagement:

Early engagement refers to **bringing clients and suppliers** together at the beginning of the procurement process and throughout the entirety of the process to encourage collaboration and dialogue, leading to the best possible solutions for clients.

Effective Governance:

Effective governance refers to **project-specific structures** that are established to ensure that project decisions, risks and issues are visible and have clear and defined escalation mechanisms. This also helps to mitigate the traditional risks associated with involving suppliers in early engagement.

Independent Advice:

Seeking independent advice during the procurement process means **soliciting the input of an objective third party**, typically an industry expert, to validate any element of a given procurement.

Benefits for Canadians:

Considering benefits for Canadians involves reviewing the **potential socio-economic benefits** throughout the procurement process. It implies that federal procurement is about job creation, innovation, increasing opportunities for suppliers, and reducing barriers for small and medium-sized businesses and Aboriginal businesses, all of which are considered when awarding contracts.

Benefits:

Smart Procurement principles are aligned with the core values of procurement: *openness, fairness, transparency* and *stewardship*.

These four smart procurement principles aim to:

- **Deliver improved results** for clients.
- **Enable success.**
- **Increase the credibility** of the government procurement process.
- Produce **greater benefits for Canada and Canadians**.

New Shared Travel Services Solution

A single destination to access a comprehensive, end-to-end set of corporate travel services. Shared Travel Services provides innovative features, such as:

- Online application for corporate travel cards.
- Fully integrated learning management system with comprehensive training modules and user guides.
- Integrated Accommodation and Car Rental Directory.
- Expanded inventory, including lowest discount fare classes not previously accessible in the system.
- Green house gas emissions information.

Benefits:

- Leveraging large travel volumes in order to negotiate **savings** with preferred suppliers.
- **Reducing paper-based** manual processes for environmentally-friendly directives.
- **Automating processes** wherever possible to reduce repetitive efforts.
- **Centralizing data** to help identify travel spending trends.
- Presenting **greater transparency** of travel costs to support decision-making.
- Offering a **simplified process** for carrying out rapid audits if required.
- Providing clear **itemized and cumulative data** to accountable managers.

What's new:

- Next-generation Shared Travel Services Portal launched on April 7, 2014. **NEW!**
- PWGSC acknowledges that some issues exist currently and is working on solutions to address them.

WHAT'S COMING

Buyandsell.gc.ca

- **Integration with e-procurement systems** at Shared Services Canada (SSC) and Defense Construction Canada (DCC) is underway this fiscal year.
- **Common Business Number Hub Integration** activities with Canada Revenue Agency (CRA) and Industry Canada are in progress to align the collection of supplier information with new service to business objectives.

Smart Procurement

PWGSC via the Acquisitions Digital Program will procure and begin implementation of an *e-procurement solution* by December 2016, a highly *efficient* and *streamlined* electronic procurement tool that allows *timely* and *responsive* acquisition of goods and services. It will replace outdated legacy systems, supporting the procurement activities with modern electronic tools making it *easier for clients to procure the goods and services* they need to deliver their programs, and *easier for suppliers to do business* with the federal government.

The e-procurement solution will provide a *flexible platform* that builds upon existing solutions and the best practices available in the marketplace to:

- Support and drive efficiencies in current business activities; and
- Enable PWGSC to respond to changes in how business is delivered over time.

The e-procurement solution will:

- **Increase effectiveness and efficiency** at many levels, including contract creation, online posting, bid receiving, evaluation, and verifying supplier performance;
- Make procurement **faster, cheaper**, and more **transparent**;
- **Reduce process redundancies** and automate more processes to allow contracting officers to focus on providing expertise;
- Increase the amount of **open-data** available to suppliers;
- **Minimize paper use** for faster processing times and improved information tracking; and
- Be more **user-friendly** and **interconnected** with other Government of Canada technologies.

ENSURING VALUE FOR MONEY

Buyandsell.gc.ca

- Since the launch of this web service, PWGSC has published **2,948 tenders, 2,222 amendments** and **4,808 awards**. The site was visited **1,769,340** times and 450,499 tender notice documents were downloaded.
- Third-party providers are using **procurement open data** for their services including the following: bidscanada.com, bidclerk.com, biddingo.com, bidocean.com, databid.com, pods.net, rfp.ca, and merx.ca. objectives.

Benefits

- **Timely and flexible** access to the private sector;
- Experience in establishing **supply arrangements and standing offers**;
- The ability to use **purchasing power** and to **maximize value** to the government and Canadians;
- Valuable **market intelligence** owing to our regional presence across the country;
- Compliance with the legislative, regulatory and policy framework for federal procurement, including Canada's national and international trade agreements, Comprehensive Land Claims Agreements, Government Contracting Regulations and Treasury Board Contracting Policy compliance with contracting rules and international trade agreements requirements; and
- The establishment of Acquisitions Program risk management tools.

Shared Travel Services

Shared Travel Services' extensive travel management experience results in:

- Overall lower transaction fees;
- Lowest fare guarantee;
- Independent third party audit of lowest fare guarantee;
- Integrated future travel credit system;
- Dynamic price adjustments in line with travel volumes and service level performance; and
- Leveraging of large travel volumes to negotiate savings with preferred suppliers.

SERVICE STANDARDS, RESULTS AND TARGETS

We have **achieved 2 of our 8 targets for Buying and Selling services**. Where we have shortcomings, we are striving to address the issues to better serve our clients. In 2014–2015, we will continue to focus our efforts on contracts of higher complexity.

Procurement Tools and Services	Target 2013–2014	Result 2013–2014	Available by Client	Target 2014–2015
Acknowledge receipt of client requisitions sent electronically (e.g., by email) within 1 business day	95%	99.8% ★	√	95%
Acknowledge receipt of client requisitions sent by fax or mail within 2 business days	95%	92%	√	95%
Provide clients with their procurement officer's name and contact information within 5 business days of allocation or requisition	80%	73%	√	80%
Provide 24/7 access to emergency procurement	n/a	n/a		100%
Award contracts in the National Capital Area and regions within the following timeframes based on contract value:				Replaced by service standards based on complexity defined below.
▪ Between \$25,000 and \$100,000, within 80 working days	80%	80% ★	√	
▪ Between \$100,000 and \$400,000, within 100 working days	80%	77%	√	
▪ Between \$400,000 and \$1,000,000, within 100 working days	80%	64%	√	
Award contracts in the National Capital Area and regions within the following timeframe based on asset level of complexity:				n/a n/a
▪ Basic* procurement contracts, within 80 working days NEW!	n/a n/a	n/a n/a		
▪ Standard** procurement contracts, within 120 working days NEW!				

Client Relationship Management	Target 2013–2014	Result 2013–2014	Available by Client	Target 2014–2015
Acknowledge clients' inquiries within 1 business day***	95%	(Result not available)****		95%
Respond to clients' inquiries within 3 business days***	95%	(Result not available)****		95%

* Basic Procurement is clear; the requirement is known and identifiable and evaluation methods are simple.

** A Client Relationship Management tool will facilitate tracking in the future.

*** In 2012–2013, the service standards applied to inquiries addressed to client account executives as well as all other Acquisitions Branch staff at the manager level and above.

**** Standard Procurement requires added judgment, review, and assessment, using existing technology and knowledge.

n/a: Not applicable

If you would like to have the service standard results for your department (where the information is available), please contact your account executive (<https://buyandsell.gc.ca/for-government/contacts-for-government-buyers/account-managers-for-government-buyers>).

We take our commitments on service standards very seriously. If you have any concerns related to our service standards or have any suggestions on how we can improve our services, feel free to contact us (at sis@tpsgc-pwgsc.gc.ca).

★ Indicates that the target was met or surpassed. ↑ Indicates that the target has increased from the previous year.

ADDRESSING SHORTCOMINGS AND CLIENT ISSUES TO INCREASE SATISFACTION

Example 1

Addressing shortcomings

PWGSC has been experiencing challenges in meeting client service standards for Buying and Selling, but is committed to addressing client concerns. To address the shortcomings, PWGSC's Acquisition Branch is reinforcing the use of the functionality within the Automated Buying Environment by providing detailed monthly reports and information (i.e., training materials) when and where necessary.

Through detailed analysis, PWGSC is seeking to **identify inconsistencies** in the procurement process in order to develop a management action plan that will seek to enhance service delivery to clients. It is also moving to adopt **new standards based on complexity** of procurement services which will enhance the scope of the standards as they will include basic and standard transactions regardless of the dollar value. These new service standards are expected to more clearly reflect the reality of new procurement processes.

Example 2

GCpedia Smart Success Stories

Check out Smart Procurement Success Stories at

http://www.gcpedia.gc.ca/wiki/Acquisitions_Program_Transformation_-_APT_News_Flash

Example 3

Government of Canada Invests in New Boots for the Canadian Armed Forces

In order to achieve the most successful design possible, PWGSC and the Department of National Defence (DND) conferred with **Canadian footwear manufacturers** about the features soldiers were looking for in a combat boot. These findings that leverage Canadian industry and innovation were used as the **starting point** for the requirements of the new designs.



A total of thirteen boots were received for evaluation through a Request for Proposal, and went through a process of assessment based on appearance and technical performance. The top three boots were selected for a user evaluation trial.

In October 2013, a total of 600 soldiers were issued a pair of one of the three trial products and were directed to wear the boots for 45 days while conducting normal duties and training, and evaluate the boots on the new requirements.

At the conclusion of the trial period, soldiers evaluated the performance of the boots, and it was determined that two out of the three pairs had achieved the needed performance rating. Accordingly, both pairs were approved for distribution as part of our **commitment** to providing Canada's men and women in uniform with the tools they need to do their job at home and abroad.

Example 4

More Than \$2 Million in Savings Achieved Through the Future Travel Credits (FTCs Transfer Service)

Every year, GC departments and agencies collectively lose millions of dollars in expired FTCs. This often occurs because infrequent travelers do not travel before FTCs expire, and because departments do not transfer FTCs within their organization owing to a lack of dedicated resources and the complex coordination required to effectively manage FTCs.



In early 2013, Shared Travel Services (STS), in partnership with Travel AcXess Voyage (TAV), launched an **enhanced FTC Transfer Service** to facilitate and automate the transfer of FTCs between travelers within the same organization. The FTC Transfer Service led to **reduction in the number of expired FTCs**, resulting in significant **savings** in travel expenditures.

Within eight months, the FTC Transfer Service surpassed **\$2 million in savings for GC departments and agencies**. In that time, **27 GC organizations opted in** to the service and realized **substantial savings**.

HOW SATISFIED ARE YOU?

As a result of the 2009 Ekos survey, various analysis and recommendations were done to determine appropriate method of increasing overall satisfaction with PWGSC Acquisitions Branch. The Post Contract Assessment Process was a means of benchmarking the successes of the various initiatives of AB's ongoing programs:

- Quarter 1 to Quarter 3 of Fiscal Year 2013–2014—74% satisfaction rating. (Results in Q4 were not available due to technical difficulties in collecting the data)
- Fiscal Year 2012–2013—72% client satisfaction rating.
- Benchmark: 2009 Ekos Survey—51% client satisfaction rating.

Another annual client satisfaction survey conducted between September 3 and December 31, 2013 by the Communication Procurement Directorate (CPD) with an overall response rate of 41% had the following result:

- In 2013, **98% of respondents were either very satisfied or satisfied** with the services CPD provides.

Follow-up with specific project authorities was completed as warranted, and opportunities for improving service were implemented. For more details on this survey, please contact your account executives.

TO LEARN MORE ABOUT BUYANDSELL.GC.CA



Web

Buyandsell.gc.ca



Email

achatsetventes.buyandsell@tpsgc-pwgsc.gc.ca



Telephone

1-800-811-1148



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2014–2015

PAYMENTS AND PENSIONS

KEY SERVICES

We ensure that current and retired federal government employees receive their payments, and we manage the government's bank accounts by negotiating banking arrangements for the issuance of payments and the collection of revenue.

Pay and Benefits

- Online self-service tools (<http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/awr-cwa/txt/index-eng.html>), viewing pay stub/tax slips, and changing insurance coverage
- Timely and accurate **payments** for employees
- **Pay advisory support** for complex pay issues
- Classroom and online **training** sessions on pay and insurance
- Standardized and efficient **pay administration services** provided by the **Public Service Pay Centre** in Miramichi, N.B.

PRIORITY
SERVICE!

Receiver General Services

- Expert central **accounting and reporting advice** on the accounts of Canada and the production of the **Public Accounts of Canada**
- **Processing of payments** to and from government
- Management of the government's **central treasury systems**
- Management and implementation of **banking arrangements**
- **Authentication** of government payments, **fraud detection** and **cheque enquiry** services

Pension

- Standardized and efficient **pension administration services** per the Public Service Superannuation Act (PSSA) and the Royal Canadian Mounted Police Superannuation Act (RCMPSA) members provided by the **Government of Canada Pension Centre** in Shediac, N.B.
 - Provide pension related **estimates** and information for employees and pensioners
 - Process **pension benefit payments** for departing employees and annuitants
 - Answer **queries** and provide **advice** and **guidance** about pension entitlements
- Efficient **pension and benefits administration services** for the Canadian Forces Superannuation Act (CFSA) provided by the Specialized Services Division, Compensation Sector **on behalf of the Department of National Defence**
 - Process Canadian Armed Forces retired members' **pension benefit payments** and **answer queries**
 - Provide **basic information on benefits and pension options**



FEATURED INITIATIVES

We are transforming and creating new services to better meet our clients' needs and ensure effective stewardship on behalf of Canadians.

Pay Transformation

The Transformation of Pay Administration Initiative comprises two projects: Pay Modernization (<http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/projets-projects/tpai-itap/index-eng.html#modern>) and Consolidation of Pay Services (<http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/projets-projects/tpai-itap/index-eng.html#consolidation>).

Pay Modernization involves **replacing** the 40-year-old Regional Pay System with a modern, commercial, off-the-shelf pay system and streamlined business processes based on industry standards by 2015–2016.

The **new pay system (Phoenix)** is scheduled to be implemented in 2015 with one release and three roll-outs (July, October and December 2015). **NEW!**

Consolidation of Pay Services involves gradually **transferring** pay administration services of departments using the Government of Canada Human Resources Management System (PeopleSoft) to the **Public Service Pay Centre in Miramichi, N.B.** The Pay Centre will administer pay for 184,000 employees in 56 departments once Phoenix is fully implemented.

Benefits:

- **Modern, consistent, timely, and cost-effective** pay services across the Government of Canada.
- **Seamless integration** with the Government of Canada HR System.
- **Streamlined business processes, increased automation** and **new self-service tools** for employees and managers.

Pension Transformation

Transformation of Pension Administration Initiative

Leveraging the new pension solution to support **multiple pension plans** and the **migration of pension administration services** in order to decrease the cost of pension administration **for the Royal Canadian Mounted Police and the Canadian Armed Forces** while improving client service and increasing alignment to common Government of Canada service standards and processes.

- Completed the migration of the administration of the Royal Canadian Mounted Police pension plan to PWGSC in July 2014. **NEW!**
- Continue the migration of Canadian Armed Forces pension plans and the establishment of a PWGSC pension centre satellite office in the National Capital Area.

Benefits:

- **Standardized** and **efficient** pension administration services provided to all pension plan members.
- **Modern and timely** pension administration services to employees, pensioners and federal government departments and agencies.
- **Immediate** and **consistent advice** on pension matters with direct access to customer service representatives—thanks to **streamlined business processes, increased automation** and **new self-service tools** like pension calculators.

Paperless Compensation Products for Employees and Pensioners

PWGSC continuously strives to reduce the amount of paper used in its compensation operations. **Online options** have been developed for pensioners and employees, including the use of epost for those who do not have access to the government network. **NEW!**

Benefits:

- **Reduced paper** production and associated costs.
- Convenient access to **online tools** providing flexibility for **employees** and **pensioners**.

Receiver General Transformation

Receiver General Modernization:

The Receiver General (RG) will continue its Modernization Initiative to **review treasury and accounting delivery** and its supporting business and information technology (IT) systems. The aim is to **maintain the integrity and sustainability** of critical government-wide treasury and accounting functions. We are fostering **Open Government** by **increasing accessibility** to government-wide accounting information, and moving our treasury operations into the digital age.

This year's focus is on **establishing a target operating model**, aligning with the departmental service excellence agenda, and the Government of Canada's vision for Financial Management Transformation, as well as industry trends in treasury functions and reporting. The RG will partner with the Office of the Comptroller General to **review the current suite of central systems and the RG Control Framework** to determine future needs and to achieve innovative solutions for a range of RG functions including **central reporting, payment issuance and revenue collection. NEW!**

Direct Deposit Initiative:

Receiver General payments made on behalf of the Government of Canada (e.g., Employment Insurance payments, income tax refunds, Government of Canada pay and pension cheques) that are currently issued as cheques are being transitioned to direct deposit. Direct deposit is increasingly becoming a preferred method for issuing payments.

Benefits:

- In comparison to cheques, direct deposit is more **cost-effective, convenient, reliable** and **environmentally friendly**.
- The Initiative supports the swift and secure evolution to a **modern digital payments system**.

WHAT'S COMING

Migration to Imaging Services for Pay Centre

The Public Service Pay Centre will continue to monitor and measure its service performance to achieve service standard targets for each wave of compensation advisor training. **The Pay Centre will reduce dependency on paper with the migration to imaging services** and the adoption of its new modernized and consolidated service delivery model, and will continue ongoing engagement and communication activities with client departments that they service.

New Direct Deposit Strategy

In an effort to increase direct deposit results in 2014–2015, a **new direct deposit strategy** is being implemented. The goal of this strategy is to address the cumbersome processes associated with paper-based enrolment and to provide **simpler options for Canadians to enroll in direct deposit** for Government of Canada (GC) payments. To assist in this endeavour, the Receiver General will be implementing a new call centre to offer **over-the-phone enrolment** and will also be exploring other options for **web** and **in-person enrolment**.

The Receiver General will be implementing a **new monitoring process** to support the requirement for mandatory direct deposit for all new GC payment recipients. Monthly reports will be produced via the Standard Payment System to monitor cheques being issued to new payment recipients.

ENSURING VALUE FOR MONEY

Payments and Pensions


SAVINGS!

- **Cost-effective pay** services across the Government of Canada resulting in annual **savings from efficiencies** in pay administration of \$78.1 million, starting in 2016-2017 with the implementation of the Transformation of Pay Administration Initiative government-wide.
- **Cost-effective** pension administration services to employees, pensioners and federal government departments and agencies resulting in \$29 million in annual efficiencies.
- **Reduced paper** production and associated costs from paperless compensation products.

SERVICE STANDARDS, RESULTS AND TARGETS

We have **met or surpassed 6 of our 8 targets for payments and pensions services**. Our success is a result of our continued improvement in our systems, flexible and qualified staff, regularly updated ISO-certified processes, harmonious relationships with clients, and our friendly and accessible call centres to respond to client requests from anywhere in Canada. In 2013, we were **1% better** than the peer median **on pension payments** and **14% above** the peer median **on pension estimates**.

In 2014–2015, we will keep improving and keep an eye on our performance against comparable organizations to remain competitive.

Federal Pay and Benefits Administration	Target 2013–2014	Result 2013–2014	Industry Benchmark & Result	Target 2014–2015
Upon receipt of completed documentation from compensation advisors, pay adjustment transactions by the Pay Offices processed within established timeframes.	95%	99.4%★		Replaced by service standard below.
Upon receipt of completed documentation from compensation advisors, interventions related to payments processed by the Pay Offices within 5 business days NEW!	n/a	n/a		95%
For departments receiving services from the Public Service Pay Centre, enquiries answered and transactions processed as per established pay standards.	95%	86%		95%

Federal Pension Administration	Target 2013–2014	Result 2013–2014	Industry Benchmark & Result	Target 2014–2015
Pension transactions and pension-related payments processed within established timeframes <i>Now includes pensions for Royal Canadian mounted Police and the Canadian Armed Forces.</i>	95%	98%★	PWGSC is 1% better than industry peer median on pension payments in 2013. PWGSC is 14% above the industry peer median on pension estimates in 2013. ⁽¹⁾	95%
Answer Public Service Superannuation Act calls within 180 seconds	80%	77%	Not available in 2013 Previous results	80%
Answer Canadian Forces Superannuation Act calls within 180 seconds NEW!	n/a	n/a		80%
Answer Royal Canadian Mounted Police Superannuation Act calls within 180 seconds NEW!	n/a	n/a		80%

⁽¹⁾PWGSC currently has pension services benchmarked by two organizations:

Cost Effectiveness Measurement (CEM)

- International pension administration organizations in the public and private sector.
- Benchmarks focused on single-year comparisons.
- 61 leading global pension systems participate in the benchmarking process.
- The custom peer group for the Public Service Superannuation Act (PSSA) consists of 14 peers. The most relevant comparisons are to systems similar to PSSA in total membership and nationality.

Quantitative Services Measurement (QSM)

- Canadian pension administrators providing public service pensions at the municipal, provincial, and federal levels of government.
- 7 leading public sector organizations from across Canada, that either sponsor pension plans and/or administer them on behalf of several pension plans, participate in the QSM survey.
- The Benchmark is focused on five-year overviews and trends.
- The Survey provides a wealth of information for pension plan administrators with benchmarks in a number of critical areas, including costs, volume drivers, service response times and qualitative risk management.

Receiver General Services	Target 2013–2014	Result 2013–2014	Industry Benchmark & Result	Target 2014–2015
Process all federal payments daily as per established schedules	99.99%	99.99%★		99.99%
Reconcile monies received by the Receiver General for Canada within 2 business days	95%	100%★		95%
Process Receiver General cheque status enquiries within 24 hours	99.9%	100%★		99.9%
Process requests for a copy of a paid Receiver General cheque from the previous 6 years within 2 business days. (Scope expanded!—2 years in 2013-14)	98%	100%★		98%

n/a: Not applicable

We take our commitments on service standards very seriously. If you have any concerns related to our service standards or have any suggestions on how we can improve our services, feel free to contact us (at sis@tpsgc-pwgsc.gc.ca).

★ Indicates that the target was met or surpassed. ⬆ Indicates that the target has increased from the previous year.

ADDRESSING SHORTCOMINGS AND CLIENT ISSUES TO INCREASE SATISFACTION

Check out how we go the extra mile and ensure open communication with our clients.

Example 1

**MORE
EFFICIENT!**

The Public Service Pay Centre in Miramichi, N.B., has temporarily been experiencing challenges in meeting client service standards, but is committed to urgently addressing client concerns. Service standards were impacted with the recent influx of 27 additional departments and pay accounts from the second wave of transfers (October 2013) and the training to be delivered to 197 new Pay Centre employees. The following actions have been taken:

1. **Enhanced Workload Management:** Workload is being better balanced between teams, and pending work is closely monitored to ensure that any emerging backlogs are immediately identified and resources allocated for overtime “blitzes” As well, training calendars have been adjusted to maximize staff availability.
2. **Special Teams:** Specialized teams are now assigned specific transaction types, to ensure timely and accurate processing, particularly on new hires and terminations. A case management team dedicated to identifying system and process issues has been set up.
3. **Training and Tools:** Additional training and optimization of automation capabilities (imaging and case management) are under way.
4. **Enhanced Capacity:** Have on-boarded seasoned workers.

Example 2

The Government of Canada Pension Centre is **attentive to the needs of our clients**, closely monitoring their feedback whether positive or negative. The nature of the comments is reviewed for innovative ways to improve the overall experience of our clients. The following are a few examples of improvements that have recently been incorporated:

- Following feedback from clients regarding transfer value benefits, it became evident that clients would benefit from being provided with a **more detailed explanation and a quick reference guide on the process**. To assist the client in making an informed decision, supplementary information has now been added to the retirement information package. In addition, the transfer value process has been streamlined, and clients are now provided with updates on the status of their request.
- In order to improve the client experience, we have **optimized our Interactive Voice Response (IVR)** telephony routing, ensuring that callers are directed to the appropriate agent, thus minimizing transferred calls.
- As a matter of course, we encourage our clients to complete the **“caller satisfaction survey”** at the end of each call to inform us of their experience. This provides us with real-time comments, while the call is still fresh in the client’s mind, as well as invaluable information about the performance of our staff and our processes.

Example 3

CLIENT-CENTRIC!

Although the annual pension newsletter had been generally well received by retired members, each year we received complaints about the length and odd size (it was printed bilingually on 8” x 28” paper). It was costly to produce and not easy for clients to scan or photocopy.

This year, the annual Notice to Pensioners newsletter and the Direct Deposit Statement were combined into a single product: **the new Annual Pensioners’ Statement**. The new statement provides recipients with a complete overview of their pension in plain understandable language. Further, this new statement was provided to members based on their language of choice and was also made available online for the first time.

HOW SATISFIED ARE YOU?

- 83% of our clients are satisfied with the overall quality of Pay Office services. (Source: Compensation Services Client Feedback Survey—2013–2014)
- 79% of our clients are satisfied with the overall quality of Pension Centre services. (Source: Public Service Pension Services Automated Telephone Survey—2013–2014)
- Clients expressed a high level of satisfaction with the training and advice that was provided to them on the financial system. (Source: Common Departmental Financial System Satisfaction Survey—2011–2012)

TO LEARN MORE ABOUT OUR PAYMENTS AND PENSIONS SERVICES



Web

Payments and Pensions—<http://www.tpsgc-pwgsc.gc.ca/services/pmnts-eng.html>



Email

- Pay Services—Compensation Web Applications: awraide.cwahelp@tpsgc-pwgsc.gc.ca
- Federal Pension Administration: pensioncentre.centredespensions@tpsgc-pwgsc.gc.ca
- Receiver General Services: RGENquire.RequetesRG@tpsgc-pwgsc.gc.ca



Telephone

- Pay Services—Compensation Web Applications: 1-855-634-2358
- Federal Pension Administration: 1-800-561-7930
- Receiver General Services: 1 800 593 1666
 - Accounting and Reporting: 819-956-1794
 - Payments: 819-956-2738
 - Banking Arrangements: 819-956-2945
 - Common Departmental Financial System and Materiel Management: 819-956-6561



Mail

Government of Canada Pension Centre—Mail Facility
PO Box 8000
Matane QC
G4W 4T6



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2014–2015

PROPERTY AND BUILDINGS

KEY SERVICES

We manage one of the largest and most diverse real estate portfolios in the country. We also offer a wide range of real property services.

Office Accommodation Services

- **Managing office space needs** of federal organizations in accordance with the Government of Canada's accommodation policy, guidelines and standards
- **Advising** clients on the most suitable approach to meeting their accommodation needs, e.g.: appropriate mix of Crown-owned, lease and lease-purchase arrangements, including public-private partnerships
- Effective **maintenance** and **operation** of our real estate assets
- Responding to **property and facility emergencies**
- Ensure effective **stewardship** on behalf of Canadians by offering solutions representing fair value to the Crown.

Real Property Services

- **Advising** clients **in planning** or decision making on acquisition, construction and maintenance of assets to determine the most cost-effective real estate solution
- Providing **project delivery services**, such as design and construction, to deliver projects ranging from rehabilitation to fit-up, across various asset types including office buildings, laboratories, secure facilities, marine infrastructures, bridges, dams and contaminated sites and lands
- Providing **property and facility management services** with state-of-the-art practices and technologies for cost savings and environmental benefits
- Expertise in a **wide variety of asset types**: office buildings, secure facilities, laboratories, transportation, heritage facilities, contaminated sites and lands, etc.

PRIORITY
SERVICE!

Client Relationship Management

- | | | |
|----------------------------------|-----------------------------|---------------------|
| ▪ Effective engagement | ▪ Issues management | ▪ Program oversight |
| ▪ Reliable communications | ▪ Strategic demand planning | ▪ Client reporting |
| ▪ Monitoring client satisfaction | ▪ Service agreements | |

FEATURED INITIATIVES

We are transforming and creating new services to better meet our clients' needs and ensure effective stewardship on behalf of Canadians.

Workplace 2.0

Creating modern workplaces that will **attract**, retain and encourage public servants to work **smarter, greener** and **healthier** to better serve Canadians. There are a variety of tools and resources available to implement Workplace 2.0, starting with the *Government of Canada Workplace 2.0 Fit-up Standards*.

Our Workplace 2.0 vision for workplace renewal has three pillars:

- The Workplace—renewing our physical workspace.
- The Back Office—updating systems, policies and processes to support public servants in program delivery.
- The Way We Work—using new tools and technologies to connect, collaborate and communicate across the country and with Canadians.

Check out a video of the Workplace of the Future! Also see examples of other resources available on our GCpedia site at—Workplace 2.0.

Benefits:

- **Maximized use of space and technology** to create **more flexible** and **dynamic** office spaces that encourage **collaboration**.
- **Healthier** and **attractive** workplaces to help public servants be **more productive**.
- Increased employee **mobility for better work/life balance**.
- The government's Federal Sustainable Development Strategy (FSDS) commitment to shrink its **environmental footprint** and reduce levels of GHG emissions from its operations means **greener** and more **cost-efficient** buildings. This translates into savings for Canadians.

Best Practices:

- **Continuing outreach activities** with client departments on Workplace 2.0.
- **Support tools** have been developed for clients, including the Workplace 2.0 Toolkit, Navigating Change to Workplace 2.0, Government of Canada Workplace 2.0 Fit-up Standards, fact sheets, a Buying and Selling and more.
- **Workplace 2.0 accreditation**, launched in June 2013, provides an innovative approach to engaging and motivating client departments when adopting a modernized workplace. Workplace 2.0 accreditation (http://www.gcpedia.gc.ca/wiki/Workplace_2.0_Accreditation) helps client departments plan their office environment to incorporate the key elements of a modern, effective and efficient workplace. Accreditation is also used at the conclusion of a project to assess the degree (bronze, silver or gold) to which clients have created a Workplace 2.0 environment. It is based on the three integrated themes that define a Workplace 2.0 work environment: People, Space, and Technology and Sustainability.
- **Webinars and presentations** in support of accreditation will continue to be held as needed based on demand.
- As of April 2014, **12 projects have been accredited** and many more are currently in the process of being evaluated.

Real Property-1: Property Management and Project Delivery Services (RP-1)—*NEW!*

The RP-1 Service Management Mechanism is composed of six regional, performance-based contracts to provide a **comprehensive range of real property services for federally owned and leased assets across Canada on behalf of PWGSC** and several other custodians of federal real property.

PWGSC has been leveraging the private sector to augment its capacity to effectively deliver comprehensive real property services, including property management services for Crown-owned and lease-purchase assets, lease administration services for leased space, project delivery services and a host of other real property services (typically categorized as optional services) across Canada. This complex initiative is **national** in scope and will impact all areas of PWGSC's Real Property Program including the regions. The contract in-service date is April 1, 2015.

Expected Benefits:

- A commitment to ensuring that **asset integrity is maintained** and all applicable legislative and regulatory requirements are met.
- A **focus on internal capacity** to respond to program needs that support the departmental/branch objectives and mandate.
- **Increased agility** (speed) and **scalability** (volume of work) to respond to changes in business demand and priorities.
- An ability to **consider** and address the findings of recent PWGSC and/or Office of the Auditor General (OAG) audits.
- A capability to **accommodate differing service levels**, service delivery requirements and/or performance criteria by type/category of asset.

Best Practices:

- Industry consultations.
- National Core Team members including all regions and participating OGDs.

WHAT'S COMING

National Client Accommodation Strategy (NCAS)

Consultations with clients in 2012–2013 on their deficit reduction action plan (DRAP) commitments identified a gap in the existence of consistent and reliable accommodation planning information. As a result, PWGSC is **developing and piloting a National Client Accommodation Strategy (NCAS)** with one client department. The results of this pilot will help PWGSC develop an approach to support clients in defining, planning and implementing their national accommodation strategies while ensuring alignment with PWGSC and their own portfolio objectives.

The NCAS will provide reliable **accommodation planning information** and will support and guide decision making related to:

- The acquisition, maintenance and disposal of office space and special purpose space in support of a client department's program requirements and savings commitments;
- The **tracking and monitoring of demand information** required to make broader portfolio and sound investment decisions for PWGSC and clients; and
- The management of the PWGSC Real Property Branch National Portfolio Strategy and Plan which will bring more efficiency to the way we manage our office accommodation program.

Update of PWGSC Accommodation Projects 101 Workbook

The PWGSC Accommodation Projects 101 Workbook was launched last year. An update of the Workbook is being prepared to include more information on the Workplace 2.0 accreditation process and a section on Base Building Security versus Tenant Security. This update will help both the PWGSC project team and the client have a better understanding of the funding accountabilities with regard to securing our buildings and our tenants.

NOVUS

NOVUS will be released soon! This integrated information technology system will improve efficiency and effectiveness in the way that Real Property employees of PWGSC carry out their day-to-day duties. The integration of existing processes and systems will streamline information exchange between Real Property work areas, service providers, and clients, to improve service delivery. It will also help Real Property find better ways of working and enhance decision making and reporting.

ENSURING VALUE FOR MONEY

Property and Buildings

Value for money is ensured through the following **cost avoidance** and **risk avoidance** features:

- Leveraging PWGSC's real property **resources**
 - **Key functions** such as legal, policy and program direction and portfolio planning and management
 - Established **national and regional networks**
 - Robust **governance structure**
 - **Integrated information management systems and strong analytical and reporting capabilities**
 - **Reduced need for clients to set up and run large internal real property organizations**
- PWGSC's **expertise and knowledge**
 - **The team of engineers and other specialists** ensure compliance with rules and regulations, codes, policies and guidelines
 - **Legal experts** mitigate legal risks and liabilities
 - **Experienced project managers** abide by industry standards and best practices
 - **Staff have in-depth knowledge of Government of Canada** processes when dealing with central agencies such as TBS

SERVICE STANDARDS, RESULTS AND TARGETS

We have **surpassed all of our targets for property and buildings services** three years in a row! These results demonstrate our commitment to continuously improving service and meeting client expectations. Our continued success is based on preventative maintenance, responsive emergency management, timely and professional work through the National Service Call Centre, and consistency in project delivery across the country, which is ensured by the National Project Management System (NPMS).

In 2014–2015, we will strive for on-going communication to keep our clients satisfied and foster early involvement in project planning to ensure timely project delivery.

Office Accommodation Services	Target 2013–2014	Result 2013–2014	Available by Client	Target 2014–2015
Ensure facilities remain operational during normal business hours (defined as 7:00 a.m. to 6:00 p.m., Monday through Friday)	99%	99% ★		99%
Satisfaction rating for service calls reported through the National Service Call Centre	85%	89% ★		85%

Professional and Technical Services	Target 2013–2014	Result 2013–2014	Available by Client	Target 2014–2015
Deliver projects over \$1M on time, on scope and on budget in accordance with the National Project Management System principles, provided that certain conditions* are met and are based on negotiated project charters or specific service agreements:				
▪ On time	90%	97% ★		90%
▪ On scope	90%	98% ★		90%
▪ On budget	90%	99% ★		90%

***Conditions** relate to timely project notification, availability, completeness of statement of requirements, and funding.

Client Relationship Management	Target 2013–2014	Result 2013–2014	Available by Client	Target 2014–2015
Provide regular progress reports to client departments and address any potential issues	95%	100% ★	√	95%
Acknowledge clients' inquiries within 1 business day	95%	100% ★	√	95%
Respond to clients' inquiries within 3 business days	95%	100% ★	√	95%

If you would like to have the results for your department (where the information is available), please contact your account executive. If you don't have an account executive or if you don't know who your account executive is, please feel free to contact us at RealProperty (Biensimmobiliers@tpsgc-pwgsc.gc.ca).

We take our commitments on service standards very seriously. If you have any concerns related to our service standards or have any suggestions on how we can improve our services, feel free to contact us (at sis@tpsgc-pwgsc.gc.ca).

★ Indicates that the target was met or surpassed. ↑ Indicates that the target has increased from the previous year.

ADDRESSING SHORTCOMINGS AND CLIENT ISSUES TO INCREASE SATISFACTION

Check out how we go the **extra mile** and ensure **open**, ongoing **communication** with our clients.

Example 1

Renewal the Real Property Service Agreement

The Real Property Branch of PWGSC partnered with the Canada Revenue Agency (CRA), PWGSC's largest office accommodation client, to **renew the Real Property Service Agreement (RPSA) with CRA**. A new, innovative National Service Level Agreement (SLA) for Portfolio Investment Planning, Project Management, and Property and Facility Management was successfully negotiated and Key Performance Indicators (KPIs) that included clear deliverables and reporting were introduced. Regional Portfolio Plans were developed and signed-off on both organizations and included strategies for all CRA sites nationally, ensuring that effective portfolio planning was in place.

The new agreement also introduced a **formal process for ongoing review and continuous improvement**, as well as a process for closer consultation on policy development that respects CRA's unique authorities and reimbursing status. Under an integrated leadership model that includes resources from both PWGSC and CRA, long-standing issues have been addressed with the result that the **PWGSC Client Barometer turned green** for the first time in over four years.

CLIENT-CENTRIC!

Example 2

Addressing challenges with Shared Services Canada

PWGSC assisted Shared Services Canada in addressing several challenges, such as an ambitious Headquarters Consolidation Strategy, the closure of multiple data centres and national consolidation efforts. In addition, PWGSC worked diligently to establish **detailed guidelines** to govern the space transfer negotiations that SSC is undertaking with its 43 partner departments and that will conclude with the creation of a distinct space envelope for SSC.

CLIENT-CENTRIC!

Example 3

Federal Laboratory Integrated Governance (FLIG)—Lab Standards and Asset Mapping

PWGSC actively participates and supports FLIG, a Deputy Minister (DM)/Assistant Deputy Minister (ADM)-led group seeking to achieve Government of Canada **efficiencies through horizontal collaboration**.

The objectives of the group, whose main members are Canadian Food Inspection Agency (CFIA), Public Health Agency of Canada (PHAC), Agriculture and Agri-Food Canada (AAFC), Department of Fisheries and Oceans (DFO), Environment Canada (EC), Health Canada (HC), Natural Resources Canada (NRCan), National Research Council (NRC) and the Department of National Defence (DND) (DRDC), include the development of laboratory space **standards and design guideline**. PWGSC (Real Property) has developed the first phase of these standards for Health Science laboratories, and as a pilot, they are now being applied to the Sir Frederick Banting Building project in Tunney's Pasture, **saving millions of dollars** and incorporating the latest international trends and technologies.

PWGSC (Real Property) has also enabled the FLIG departments' use of a mapping tool called **GeoPortal**, allowing these departments and agencies to map their laboratory locations and equipment inventory, which supports the **sharing of space and equipment assets**, and has delivered **additional efficiencies** for the Government of Canada.

HORIZONTAL
CLIENT-CENTRIC!

Example 4

Workplace 2.0

CLIENT-CENTRIC!

In order to **demystify and address client concerns** related to Workplace 2.0, PWGSC, Real Property Branch collaborated closely with client departments and agencies, including the Public Service Commission and Office of the Commissioner of Official Languages which have recently relocated to the two new Gatineau Towers at 30 Victoria and 22 Eddy.

At the onset, several clients needed to address their employees' concerns and explain the anticipated changes and opportunities to upper management. PWGSC supported these clients by delivering numerous presentations, speaking at town halls, delivering training and organizing site visits in an effort to respond to their concerns and issues, and by developing and providing key and critical **tools** such as the **“Workplace 2.0 Toolkit”** and **“Navigating change to Workplace 2.0”**. These initiatives helped the development of client change management plans and fostered project team collaboration, resulting in a **broad endorsement of workplace modernization**.

HOW SATISFIED ARE YOU?

The PWGSC Barometer measures overall client satisfaction with both the accommodation and real property services of PWGSC. It assesses over 20 departments and agencies which have signed a Departmental Service Agreement (DSA) with PWGSC. Client satisfaction has increased since the initial reporting period in 2012, and remains high, with current ratings of 92% for the Federal Accommodation (FA) Sub-Program and 91% for the Real Property Services (RPS) Sub-Program.

TO LEARN MORE ABOUT OUR PROPERTY AND BUILDINGS SERVICES



Web

- Property and Buildings: <http://www.tpsgc-pwgsc.gc.ca/services/bns-prprt-eng.html>
 - Workplace 2.0: <http://www.tpsgc-pwgsc.gc.ca/biens-property/mt-wp/mt-wp-eng.html>
 - RP-1: <http://www.tpsgc-pwgsc.gc.ca/biens-property/psi-rpsd/bi-rp-1-eng.html>



Email

- Property and Buildings: RealProperty.Biensimmobiliers@tpsgc-pwgsc.gc.ca
 - Workplace 2.0: WP2.MT2@tpsgc.gc.ca
 - RP-1: SAFPS info AFDS



Telephone

- Property and Buildings: 1-800-O-Canada (1-800-622-6232)
 - National Service Call Centre (for property maintenance requests): 1-800-463-1850
 - Workplace 2.0: 819-956-6467



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2014–2015

SECURITY, CORPORATE AND INFORMATION SERVICES

KEY SERVICES

We deliver **security services** to federal government departments, Canadian industry and foreign governments. We provide program management support to departments and agencies that use **common administrative systems**, as well as **human resources services**. We also offer a suite of **document imaging** services for departments and agencies that rely on paper-based processing.

Security Services

Contract Security

Screening Services for Contract Security

- Providing government departments and PWGSC Acquisitions Branch **security clauses** for government contracts based on their Security Requirements Check Lists (SRCLs)
- **Registering** Canadian private sector organizations that require access to protected and classified information, within the Contract Security Program
- **Personnel security screening for employees** of registered organizations who require access to protected and classified information
- **Inspections** of registered organizations, as required

The Contract Security Program supports government contracting:

- 6,000 SRCLs are reviewed annually
- Close to 2,000 organizations are registered annually
- Over 100,000 personnel screening security requests are processed annually
- Approximately 2,000 inspections are conducted annually

Integrity Framework—Integrity Database Services

- **Protecting the integrity of procurement and real property transactions *managed by PWGSC*** by ensuring that these transactions are carried out **free from the influence of corruption, collusion and fraud** and that the Government of Canada **does not inadvertently support** suppliers involved in such **illegal activities**
- **Assisting *other government departments* (OGDs)** seeking to **apply PWGSC's integrity provisions** to their solicitations and contracts by providing Integrity Database Services under Memorandums of Understanding (MOUs) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/ci-if-eng.html>) to verify supplier information, confirm supplier eligibility and ensure compliance with Integrity provisions
- **Supplier integrity verifications** for procurement transactions **pre-contract award**
- Conducting integrity **verifications on** the **names** of suppliers, members of their boards of directors and affiliates to **confirm supplier eligibility** and to determine if they are in **compliance with integrity provisions**
- **Monitoring suppliers throughout the contract cycle**
 - **Continued monitoring** of all awarded contracts and notice to the OGD if a new conviction or absolute/conditional discharge is found
 - **Additional due diligence monitoring**, most notably in cases where companies have been charged, are under investigation or have publically admitted to unethical business practices

Client Relationship Management

- **Effective engagement**
- **Reliable communications**
- **Monitoring client satisfaction**
- **Issues management**
- **Strategic planning and service agreements**
- **Program oversight**

Corporate and Information Services

Common Administrative Systems And Human Resources Services

- **Centre for development and support** to four government clusters—representing over 100 departments and agencies—in the implementation of HR, financial management and material management systems for common application across government, such as PeopleSoft v9.1 (My GC HR) and SAP
- **Innovative solutions and enhancements** of administrative systems for departments and agencies, such as:
 - GCDOCS
 - Migration of the Human Resources Information System (HRIS) to PeopleSoft 9.1
 - Shared Case Management System (SCMS)
- **Strategic and operational human resources services** in areas such as resourcing, compensation, classification, workforce adjustment, performance management and labour relations

Document Imaging Services



- **Digitization** of paper records or images onto a secure file format
- **Indexation, classification, extraction, and archiving** of data using automated software
- Data accessed through the **client's existing IT systems** or hosted on a secure **web portal**
- **Instant access** to the information through desktop PCs
- **Better decision making**, increased office **productivity**; improved call centre service levels; **substitution of costly storage areas** for productive office space
- **Certified:** ISO 9001:2008 for quality management, Canada General Standards Board CAN/CGSB-72.34-2005 for electronic records and CAN/CGSB-72.11-93 for microfilm and electronic Images

Publication Services

- Electronic access to Government of Canada publications
 - Ensuring that Canadians and Members of Parliament have **free and easy access to e-publications** produced by the Government of Canada
 - Ensuring the website is up and running 95% of the time
 - Provide **reference service** for GC publications
- Editing and Publishing Services for the Canada Gazette
 - **Providing clients with assistance and expert advice** related to publishing regulations and notices in the Canada Gazette
 - **Holding meetings with clients** on a case-by-case basis to help them improve the quality of their notices
 - **Ensuring all legislated deadlines are met** for the publication of laws, regulations and other statutory instruments

FEATURED INITIATIVES

We are transforming and creating new services to better meet our clients' needs and ensure effective stewardship on behalf of Canadians.

Integrity Database Services—**NEW!**

PWGSC assists OGDs seeking to apply PWGSC's integrity provisions within their procurement regimes by providing supplier integrity verifications to confirm contract award eligibility and to determine if suppliers are in compliance with the integrity provisions.

Benefits:

- Provides **assurances** that transactions entered into are with **suppliers** who **respect the law** and act **with integrity**.
- Offers a **quick response** (two hours or less if no match exists; 30 minutes for urgent requests).
- Facilitates **post-contract monitoring**.
- Enables **increased due diligence** regarding suppliers.
- Increases **consistency** in the treatment of suppliers across the GC.
- Ensures **minimal risk** of inaccurate results as complex cases are conducted on a case-by-case basis.

WHAT'S COMING

Industrial Security

The Industrial Security Call Centre will be implementing a **new Call Centre phone system** in 2014.

- The new system will enable agents to respond to inquiries **more efficiently**, thus improving response time for clients.
- **The enhanced reporting capability** will provide valuable data, which leads to improved client service.

The Industrial Security Outreach Division will implement **new and enhanced strategies** to target its industry clients in order to broaden its reach and respond to clients' needs and inquiries regarding the Controlled Goods Program and the Contract Security Program.

- **Increased program exposure** to help expand clients' knowledge of the programs, which results in improved client service.

Integrity Database Service Web Portal

Integrity Database Services is currently developing a secure **web portal** whereby OGDs can **submit requests** and have the ability to **review query results** from an automated search of the database.

- Ability to **view all** sent requests and their status.
- Addition of a **"favourites"** list, eliminating the need to re-enter tombstone data for the same company each time—only contract details will be required.
- **Securely controlled access** to prevent any unauthorized users.
- **Communications portal** between the end user and database staff—all communication will be logged.
- Communication by **email eliminated**, reducing the impact on the email system.
- **Reduction of the administrative burden** and the time spent responding to simple queries where a match does not occur between a query and the list of offences.
- This will allow efforts to be more **focused on the complex cases**.

GCDOCS

GCDOCS is the evolution of the Records Document and Information Management System (RDIMS)—an Electronic Document and Records Management Solution (EDRMS). Roll out has already started with early adopter departments and is expected to continue over the next few years.

- Part of the Government of Canada's **Open Government** initiative.
- **Consistent record keeping** and management of electronic information across the public service.
- **Easier for public servants to find what they're looking for** and, in turn, help Canadians access information on programs and services more efficiently.

Shared Case Management Service (SCMS)

A key new initiative that will enable an organization or person to manage, track and control activities, tasks and workflow processes. Expected to begin roll out in 2015–2016.

- Aligned with the Government of Canada's **IT modernization strategy**.
- **Integrated** with other GC standard corporate systems—will be a value-added hub, centralizing information for the user.
- **Easier for departments to focus on their core mandate** and to deliver programs and services more efficiently to Canadians.

My Government of Canada Human Resources (My GC HR)

The My GC HR program of PWGSC is developing a **single HR standard solution** that will be used by all federal organizations, to support the delivery of common HR services to all public servants. This initiative is part of the HR Modernization vision to enhance the efficiency of HR service delivery while taking advantage of economies of scale through the standardization and consolidation of HR processes and systems.

Two pilot organizations (Library and Archives Canada and the Canadian Institutes of Health Research) successfully on-boarded in April 2014. Over the next three years, the My GC HR program **will coordinate the transition of all departments and agencies** from their existing departmental HR applications **to the single GC instance of PeopleSoft**. In addition, the program will offer a suite of common HR services to meet the provisional needs of departments and agencies looking to offer these services in a cost effective manner.

- Canadians receive **better value for the taxpayer dollar** with respect to the delivery of HR services for the federal public service by consolidating over 40 HR solutions to a central standard.
- Departments receive **improved tools** to enable HR practitioners to offer higher value advisory services at a reduced operational cost.
- To Employees/Managers—Accessible self-service/**Common enterprise service provision**.

Human Resources Information System (HRIS) Replacement Project

A single instance HR system solution (PeopleSoft 9.1) has been launched to support small departments and agencies (SDAs). It is anticipated that 31 SDAs will on-board to PeopleSoft 9.1 by the end of fiscal year 2015–2016.

- **Adapted** to the operational realities and needs of **small departments and agencies**.
- Aligned with other related **government transformation initiatives**, to standardize, rationalize and consolidate administrative back office systems.

Rich Site Summary (RSS) Feed Updates on All Content Published in the *Canada Gazette*, Part I and Part II

Rich Site Summary subscription allows you to be automatically updated when a news flash comes out.

Additional RSS categories are to be added so that Canadians will have the opportunity to receive instant updates whenever any type of document is published in the *Canada Gazette*, Part I and Part II. Expected to be rolled out by the end of the summer 2014.

- Makes it easier for users of the *Canada Gazette* website to keep up to date on legal notices and proposed regulations published in Part I and official regulations published in Part II.

Document Imaging Services

Document Imaging Services is leveraging its expertise to create a **Centre of Expertise** that will provide document imaging services to the federal government on a managed service basis using the private sector.

- **Reliable and sustainable** document imaging services that comply with the federal government's information management, security, and privacy policies
- **Optimal cost** owing to volume discounts.
- **Accessible, timely services**, avoiding up to eight months of activities and cost in each department or agency to pursue each individual contract.
- **Evolution of solutions** in tandem with GCDOCS Enterprise Solutions.

ENSURING VALUE FOR MONEY

Security, Corporate and Information Services

PWGSC's collaborative approach with its shared services results in **efficiencies** and **value for money** by:

- **Eliminating duplication** across government;
- **Standardizing** operational services and systems across government;
- **Streamlining** internal service operations;
- Producing **economies of scale** through the **sharing of common functionalities, expertise** and **resources**; and
- Transitioning publications to an **exclusively electronic format**.

PWGSC's Integrity Database Services:

- Provides a **solution** and necessary tool, as PWGSC and the GC at large had limited ability to **validate the supplier certification**.
- **Increases procurement process efficiency** for OGDs that seek supplier integrity verifications and **avoids the duplicated effort** of recreating new databases by leveraging PWGSC's existing database and services.
- **Saves time and effort** required to cancel a contract or lease and re-start a bidding process should they become aware of a conviction after the fact.

SERVICE STANDARDS, RESULTS AND TARGETS

We have **achieved or surpassed 4 of our 9 targets for security, corporate and information services.**

For our industrial security services, we will closely monitor the volume of business and the type of requests in 2014–2015. We are also **combining two service standards into one with a higher target** and making **another one more challenging** to better serve you.

For our corporate and information services, we are adding **three service standards** related to the accuracy and accessibility of our services to better address all major determinants of client satisfaction such as timeliness, accuracy/quality, accessibility, and price/cost.

Security Services	Target 2013–2014	Result 2013–2014	Available by Client	Target 2014–2015
Security Clearance Issuance				
Provide a response to each Simple Reliability clearance request within 7 business days, upon receipt of a properly completed request	85%	68%		85%
Provide a response to each Complex Reliability clearance request within 120 business days, upon receipt of a properly completed request	85%	93%★		85%
Provide a response to each Classified Secret clearance request within 75 business days, upon receipt of a properly completed request and documentation or information from third parties, and provided that a Complex Reliability clearance has already been granted	80%	62%		80%
Industrial Security Call Centre				
Respond/refer inquiries within 2 business days	90%	71%		90%
Integrity Database Services				
Complete 80% of verification checks within two hours NEW!	n/a	n/a		80%

Corporate and Information Services	Target 2013–2014	Result 2013–2014	Available by Client	Target 2014–2015
Common Administrative Systems and Human Resources				
Deliver on key cluster commitments on time, on scope and on budget based on annual cluster plans and confirmation of funding	95%	95%★	√ (by cluster)	95%
Shared Human Resources Services (SHRS) will deliver timely compensation services	90%	93%★	√	90%
Document Imaging				
Document Imaging costs per page reduced by 10% (annual)	100%	100%★		100%
Canada Gazette				
Achieve 99% of editing accuracy (of documents published in Parts I/II of the Canada Gazette) NEW!	n/a	n/a		99%
Publishing and Depository Services				
Provide accessibility to publications.gc.ca 24/7 NEW!	n/a	n/a		95%

n/a: Not applicable

If you would like to have the service standard results for your department where the information is available (please refer to tables above), feel free to contact us (SISP.SSIS@pwgsc-tpsgc.gc.ca?subject=Service Standards Results). We take our commitments on service standards very seriously. If you have any concerns related to our service standards or have any suggestions on how we can improve our services, feel free to contact us (at sis@tpsgc-pwgsc.gc.ca).

★ Indicates that the target was met or surpassed. ↑ Indicates that the target has increased from the previous year.

ADDRESSING SHORTCOMINGS AND CLIENT ISSUES TO INCREASE SATISFACTION

Example 1

Addressing shortcomings

PWGSC experienced challenges in meeting client service standards for its industrial security services but is committed to improving its client service. Service standards for PWGSC's personnel screening services and its Industrial Security Call Centre were not met in 2013–14 due to factors, including an increase in business volumes as well as challenges with capacity. To address these issues, **additional resources were engaged and new phone system is being implemented**. Finally, we **increased outreach and education** activities to industry as well as project and contract authorities to facilitate the timely and accurate submission of security screening forms.

Example 2

Common Administrative Systems and Human Resources Services

Historically, the Shared Services Integration (SSI) sector's Strategic Client Relations team provided **strategic communications and governance support** to cluster communities in order to ensure clients were well supported and had access to services through a single point of contact. However, SSI needed to incorporate an increased level of support to clients accompanying its role as a **key stakeholder in transforming back-office systems** in the Government of Canada (GC).

CLIENT-CENTRIC!

In particular, the **Strategic Client Relations team** has stepped up to deliver **communication services, coordination services, effective governance and strategic support** in a much more horizontal fashion. This level of support is paramount for clients to be successful in undertaking large-scale changes to comply with the GC transformation agenda.

The Strategic Client Relations team adopted a horizontal approach not only to engage cluster communities, but also to support the transformational areas (such as My GC HR) to which existing clients are transitioning. By both **engaging** communities through regular communications—including one-on-one meetings—and **collaborating** with the sector's various partners and stakeholders, the Strategic Client Relations team can more effectively identify and appropriately address issues or concerns and bring forward a strategic advantage to achieving success in these transition projects.

Example 3

Publication Services with Environment Canada

In the case of Environment Canada, PWGSC **actively explored ways of improving the ongoing collaboration** for the publication of the often numerous and voluminous regulatory packages in Part I and Part II of the Canada Gazette. In order for PWGSC to remain responsive to the needs of Environment Canada, it was agreed that Environment Canada would prepare a **three-month forecast** containing the regulatory initiatives that it was planning to publish in the Canada Gazette, along with a list of the targeted publication dates and number of pages for each document. This tool greatly **improved PWGSC's ability to adequately plan for Environment Canada's large publications and meet its needs**.

CLIENT-CENTRIC!

HOW SATISFIED ARE YOU?

Common Administrative Systems and Human Resources Services

SSI diligently tracks and measures client satisfaction in the following two key areas:

- 88% of clients satisfied overall with shared human resources services provided (2013–2014)
- 75% of clients satisfied overall with system cluster services provided (2013–2014)

Publication Services

The Strategic Counsel conducted a client satisfaction survey on behalf of PWGSC's Canada Gazette Directorate in 2011. The responses of clients who had published notices in the Canada Gazette revealed that the Gazette has an extremely high rating of 95% for **overall satisfaction** with the service clients received. Across more **specific dimensions of service** (e.g., professionalism, courteousness and competence of staff), ratings ranged from 85% to 96%.

TO LEARN MORE ABOUT OUR SECURITY, CORPORATE AND INFORMATION SERVICES



Web

- Security, Corporate and Information Services: <http://www.tpsgc-pwgsc.gc.ca/services/secinfo-eng.html>
- *Canada Gazette*: <http://www.gazette.gc.ca>
- Integrity Framework: <http://www.tpsgc-pwgsc.gc.ca/ci-if/ci-if-eng.html>
- Publishing and Depository Services: <http://www.publications.gc.ca>



Email

- Security Services: ssi-iss@tpsgc-pwgsc.gc.ca
- Common Administrative Systems and Human Resources Services: SISP.SSIS@tpsgc-pwgsc.gc.ca
- Document Imaging Services: Imaging.Imagerie@pwgsc-tpsgc.gc.ca
- Small Departments and Agencies: SDAgeneralInfo-InfogeneralePMO@tpsgc-pwgsc.gc.ca
- *Canada Gazette*: info.gazette@tpsgc-pwgsc.gc.ca
- Integrity Framework: Micheline.Nehme@tpsgc-pwgsc.gc.ca; Lynne.Tomson@tpsgc-pwgsc.gc.ca
[Generic address will be made available in the future]
- Publishing and Depository Services: publications@tpsgc-pwgsc.gc.ca



Telephone

- Security Services—Toll Free: 1-866-368-4646/National Capital Region: 613-948-4176
- Common Administrative Systems and Human Resources Services: 613-947-8277
- Document Imaging Services: 819-956-6597
- Small Departments and Agencies: 613-947-7838
- *Canada Gazette*—Toll Free: 1-866-429-3885/National Capital Region: 613-996-2495
- Integrity Framework: (819) 956-3360; (819) 956-0174
- Publishing and Depository Services—Toll Free: 1-800-635-7943/National Capital Region: 613-941-5995
TTY: 1-800-465-7735



Mail

Document Imaging Services

- West of Ontario/Manitoba border:
Public Works and Government Services Canada
75 Bentall Street
Winnipeg, Manitoba
R2X 3B4
- East of Ontario/Manitoba border:
Public Works and Government Services Canada
150 Dion Boulevard, P.O. Box 1000
Matane, Québec
G4W 4N3

Canada Gazette

- Canada Gazette Directorate
350 Albert Street, 5th Floor
Ottawa, Ontario
K1A 0S5 (When sending notices by mail)
K1R 1A4 (When sending notices by courier)

Publishing and Depository Services

- 350 Albert Street, 5th Floor
Ottawa, Ontario
K1A 0S5 (When sending notices by mail)
K1R 1A4 (When sending notices by courier)



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2014–2015

TRANSLATION, TERMINOLOGY AND INTERPRETATION

KEY SERVICES

We manage one of the **largest and most diverse real estate portfolios** in the country. We also offer a wide range of **real property services**.

Translation and Other Language Services

PRIORITY
SERVICE!

- Translation services **in both official languages**, in Canada's **Aboriginal languages** and in over **100 foreign languages**
- **Revision services**, including professional evaluation and quality assurance
- **Personalized services**: translators on site, in your offices.
- Translation in highly **specialized** fields: economics, law, environmental sciences, medicine, biology, engineering (civil, electrical, mechanical and industrial), IT, technology, social sciences and the humanities
- **Secure handling** of protected and classified documents
- **Guarantee** of quality and satisfaction with the service provided
- **Network of language professionals** across Canada

Terminology Services

- **Standardization** and **dissemination** of terminology in various public service fields and **integration** of this terminology in **TERMIUM Plus®**, the Government of Canada's terminology and linguistic data bank
- **Development of customized glossaries** and **vocabularies**, and **revision of glossaries** and vocabularies produced by client departments and agencies
- Development and dissemination of products that improve the quality of communications in both official languages:
 - Language Portal of Canada, the first national website that showcases Canadian expertise in the language field
 - Linguistic Recommendations and Reminders
 - **Bilingual and multilingual glossaries and vocabularies** (all offered free of charge)
- **Writing tools**
- Answers to your terminology and linguistic **questions**
- Participation in the work of **terminology committees**

Interpretation

- Interpretation services **in official languages, in Canada's Aboriginal languages and in foreign languages at various events:** intra- or inter-departmental conferences, federal-provincial-territorial ministers' meetings, international summits, and bilateral or multilateral talks between heads of state or governments.
- Interpretation services in *American Sign Language* (ASL) and in *Langue des signes québécoise* (LSQ)
- **English and French lip-reading interpretation and deaf-blind tactile** interpretation.

Client Contact Centre Services

- **General information** on our products and services and your accounts and invoices
- Information on how to use the following:
 - On-Line Ordering System
 - *TERMIUM Plus*®
 - Language Portal of Canada

Client Relationship Management

- **Effective engagement**
- **Reliable communications**
- **Monitoring client satisfaction**
- **Issues management**
- **Strategic planning and service agreements**
- **Program oversight**

FEATURED INITIATIVES

We are transforming and creating new services to better meet our clients' needs and provide the best value for money. We are always on the lookout for new trends in language technologies to help our clients meet their official languages obligations in an ever-changing environment.

Ourlanguages.gc.ca on the Go!

The Government of Canada's first language-related mobile app

Developed by the Translation Bureau, this mobile app gives you access to *TERMIUM Plus*®, the Government of Canada's terminology and linguistic data bank.

TERMIUM Plus® is the flagship product of the Language Portal of Canada, a showcase for Canadian expertise in the area of language and a one-stop shop for information on language and writing, language games, writing tools and a host of other resources on various aspects of English and French.

Benefits:

- **Quickly find the** English and French equivalent of a wide range of terms in various fields.
- **Download it free of charge** on your iPhone® or BlackBerry® and access it on all smart phone platforms on the Web.

Translation Bureau's Transformation

Transformation initiative seeking to modernize the Bureau and create a solid foundation for the future.

Benefits:

- ***Four pillars of efficiency.***
 - Procurement reform.
 - Consolidation of office space and expansion of telework.
 - Development and adoption of translation-related technologies.
 - Simplification of administrative processes.
- ***Improved client experience.***
- **Standardized** quality standards throughout the GC.
 - **Reduced** turn around times.
 - Improved efficiency through use of technolinguistic tools and process automation.
 - **Simplified** On-line Ordering System.
 - Improved **secure infrastructure**.
 - **Simplified pricing**.

WHAT'S COMING

Translation, Terminology and Interpretation

The Bureau is developing a **new service management concept** across the organization to expand its current role as a centre of excellence in translation by offering a full service management option to departments and agencies that are prepared to obtain all their translation services needs from one common centre.

ENSURING VALUE FOR MONEY

A new pricing strategy to simplify our processes

The Translation Bureau is taking another step toward attaining its objective of becoming a more nimble organization. It is offering client departments a **simpler and more transparent rate schedule**, one that aims to respond to our clients' requests, streamline internal processes and increase efficiencies.

- **One single rate for official languages translation:** This single rate will make it easier to process general and specialized texts because we will no longer have to determine the applicable rate.
- **A 60-minute minimum billing charge:** As a result, the Bureau can expect to reduce its administrative costs.
- **An hourly rate for multilingual services:** Reduce overhead by simplifying the billing process.

Tips to keep your translation costs down









- Plan your translation ahead of time: A 35% rush premium applies when the request deadline is less than 24 hours or when service delivery requires work outside of regular office hours.
- Bundle your short requests since the minimum period for paid services is 1 hour
- Even if your request is out of the ordinary, all you have to do is provide your **special instructions**. For example:
 - Sometimes all you need is a summary.
 - We can also translate your document orally, by telephone or in person.
 - We can even customize your message for specific audiences.

Why Choose the Translation Bureau?

1. Our services are available 24 hours a day, 7 days a week **(24/7)**.
2. The **utmost confidentiality** when processing your protected and classified documents: the Bureau has **custom-built secure rooms** for just this purpose. You can even send these documents electronically!
3. A Canada-wide network of language experts in **specialized fields**. For example, do you need help in:
 - Economics and law
 - IT
 - Medicine and technology
 - Environmental science and biology
 - Civil, electrical and mechanical engineering
 - Humanities
 - Industrial engineering
4. One of the biggest **term banks** in the world: over four million terms. Created and kept **up to date** by our team of terminologists, *TERMIUM Plus*® is a large reservoir of corporate memory that helps in the standardization of terminology within the Government of Canada.
5. **100% quality guarantee**: if you are not fully satisfied, we will re-do the work at no cost to you.
6. **Peace of mind**: Because you know that the best language experts will be meeting your needs.

SERVICE STANDARDS, RESULTS AND TARGETS

We have **exceeded all 7 targets for translation, terminology and interpretation services!** Staff dedicated to client service and excellent collaboration with clients, accessible services, our close follow-up on all requests and ongoing innovation are among the factors contributing to this result.

Translation, terminology and interpretation	Target 2013–2014	Result 2013–2014	Available by Client	Target 2014–2015
Translation and Linguistic Services				
Meet the agreed-upon delivery deadline of each project as defined in the service requests.	95% 	96% 	√	95%
Terminology Standardization Services				
Respond to terminology queries and requests within one business day.	95%	99% 		95%
Post terminological fiches in <i>TERMIUM Plus</i> ® without errors (i.e., in compliance with standards and methodological procedures in use at the Translation Bureau).*	95%	96% 		95%
Interpretation				
Provide interpretation services for all requests that qualify under the Translation Bureau's mandate.**	95%	98% 		95%
Client Contact Centre Services				
During business hours, acknowledge receipt of emails received in the Translation Bureau's inbox and return missed calls (voicemail messages) before close of business (5:00 p.m. EST).	95%	99% 		95%
Client Relationship Management				
Acknowledge clients' inquiries within one business day.	95%	97% 	√	95%
Respond to clients' inquiries within three business days.	95%	98% 	√	95%

* Previous wording: Disseminate records in *TERMIUM Plus*® that are consistent with the quality standards in effect at the Translation Bureau.

** Previous wording: Provide interpretation services for all requests that qualify under the Translation Bureau's mandate according to recognized international standards.

If you are a government client and would like to obtain the results on service standards for your own department (when such information is available), please contact the Translation Bureau. We take our service commitments very seriously. If you have any concerns about service standards for suggestions on how we could improve our services, do not hesitate to contact us.

 Indicates that the target was met or surpassed.  Indicates that the target has increased from the previous year.

ADDRESSING SHORTCOMINGS AND CLIENT ISSUES TO INCREASE SATISFACTION

Example 1

New pricing structure

You wanted pricing to be simpler and more transparent. We heard you and have simplified our rates. For example:

- We have established one rate for official languages translation.
- A single rush premium will be applied regardless of the day of the week.
- A more transparent hourly rate will replace lump-sum billing for your multilingual translations.
- A 60-minute minimum billing charge **is now in effect**.

TRANSPARENT!

Example 2

Interdepartmental working group

In response to your expressed desire to **better understand how other government departments are managing their translation programs** and to play a larger part in shaping the Translation Bureau's future, we plan to continue holding meetings of the **Client Working Group on Translation Services (CWGTS)**. Made up of representatives of 15 departments and agencies, this working group provides a forum for consultations, for sharing best practices in managing the translation program within the Government of Canada, and for making recommendations to the Translation Bureau on strategic priorities, client satisfaction, service delivery processes and other common service issues.

CLIENT-CENTRIC!

Example 3

New simplified interface for sending service requests to the Bureau

You have often told us that the Bureau's On-Line Ordering system was not user-friendly and that you increasingly required estimates before proceeding with your translation requests. We have taken note of this.

To provide you with a simple, user-friendly option for creating a translation request, the Bureau will soon be launching a **pilot project** for a new, simplified service request interface. This new interface will reduce the number of questions asked by the client advisors about translation requests, be more transparent and create an automatic estimate for "simple" translation requests. The pilot project will be launched in the near future with three CWGTS members; the full roll out will take place sometime thereafter.

CLIENT-CENTRIC!

HOW SATISFIED ARE YOU?

The Bureau invites its clients to share their comments through its ongoing "Your opinion" survey found on its website. The following results were compiled between **April 2013 and March 2014**:

- 89% **overall satisfaction** with the translation services provided by the Bureau.
- 86% satisfaction with **quality** of translation services.
- 85% delivery within agreed **timeframe**.

Source: Ongoing client satisfaction survey (Your opinion), 2013–2014.

TO LEARN MORE ABOUT OUR TRANSLATION, TERMINOLOGY AND INTERPRETATION SERVICES



Web

Translation, terminology and interpretation



Email

Bureaudelatradsuction.TranslationBureau@tpsgc-pwgsc.gc.ca



Telephone

1-855-997-3300