

Doing Business with the Government of Canada

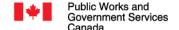
A 5-Step Approach: Introduction

Presentation by

Michèle Marcoux

Head, Supply Specialist
Office of Small and Medium Enterprises
Quebec Region

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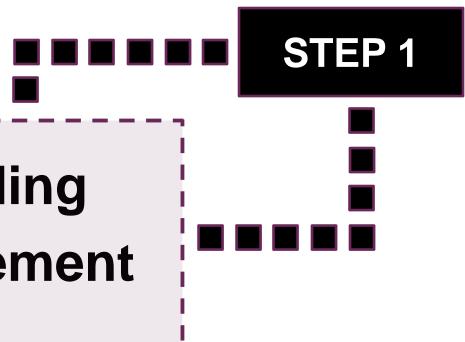


Presentation Outline

- Step 1 Understanding the Procurement Process
- Step 2 Registering Your Business
- Step 3 Promoting Yourself
- Step 4 Searching for Opportunities
- Step 5 Bidding on Opportunities (Intro)
- APPENDIX: Resources for Small and Medium Enterprises







Understanding the Procurement Process



Step 1: Understanding the Procurement Process

- 1.1 What does the government buy?
- 1.2 Who does the purchasing?
- 1.3 How is purchasing done?
 - The Competitive Approach
 - Contracts
 - Standing Offers
 - Supply Arrangements
 - The Non-Competitive Approach





1.1 What does the government buy?

- The Government of Canada buys over 70,000 different kinds of products and services, from aircrafts to paper clips, from training services to scientific research.
 - Architectural and engineering consulting services
 - Services related to real property
 - Construction
 - Goods and services



1.2 Who does the Purchasing?

 Individual departments and agencies
 Generally for goods and services valued at \$25,000 or less (low-dollar value), as per their delegation of authority

PWGSC

- Goods and services for a value exceeding a department or agency's delegation of authority
- Upon request from other federal government departments or agencies to mitigate risks associated to procurement or to benefit from rebates on volume

1.2 Who does the Purchasing? (cont'd)

- A list of commodities PWGSC purchases, as well as appropriate contact persons is available in:
 - the Procurement Allocation Directory (PAD) http://pad.contractscanada.gc.ca/
 - the Contract History database <u>http://csi.contratscanada-contractscanada.gc.ca/</u>

Competitive Approach

Non-Competitive Approach





- The Competitive Approach
 - Purchasing is generally done through a competitive process, regardless of the dollar value of the requirement, in view of:
 - Obtaining best value for tax dollars
 - Choosing efficient suppliers
 - Purchasing quality goods and services
 - Maintaining fairness and transparency.
 - Purchasing methods include:
 - Contracts
 - Standing offers (SO)
 - Supply arrangements (SA)
 - Buyers must determine whether purchases may be done through existing SO's or SA's





- The Competitive Approach
 - Contracts

<u>Under \$25,000</u> (goods and services)

Whenever possible, buyers to obtain at least 3 quotes using an appropriate method of solicitation (Telephone quote, Request for quotation, Invitation to tender, Request for proposal, etc.)

Over \$25,000 (goods)

Over \$76,600 (services incl. architectural and engineering)

Over \$100,000 (construction)

Buyers must publish federal government requirements on **MERX**TM (<u>www.merx.com</u>).





- The Competitive Approach
 - Standing Offers (SO)

The Standing Offer (SO) is one of the solicitation methods PWGSC may use in **purchasing goods and services** from your company.



- The Competitive Approach
 - Standing Offers (SO)

Characteristics:

- For recurring and clearly defined needs but for which it is difficult to evaluate the demand (quantities or delivery dates)
- Pre-arranged prices (the supplier is generally paid based on fixed prices or rates), under set terms and conditions
- Valid for a specified period of time
- Purchases on demand, once a call-up against the standing offer is made





- The Competitive Approach
 - Standing Offers (SO)

Characteristics (cont'd):

- Not a contract: A contract is issued each time there is a call-up to the supplier against the standing offer (the supplier is then required to provide the goods or services, as per the terms and conditions of the SO)
- There is no negociation involved when there is a call up against a SO; it rather constitutes an agreement from the federal government to purchase the goods and services from the supplier, as specified in the SO
- There are different types of SO





- The Competitive Approach
 - Standing Offers (SO)

Types of Standing Offers	Geographical Area Covered	Authorized Users
National Master Standing Offer (NMSO)	National	All departments
Regional Master Standing Offer (RMSO)	Regional	All departments
National Individual Standing Offer (NISO)	National	Specific Departments
Regional Individual Standing Offer (RISO)	Regional	Specific Departments
Departmental Individual Standing Offer (DISO)	Departmental	PWGSC*

^{*} Used only by PWGSC on behalf of specific departments and agencies.





- The Competitive Approach
 - Supply Arrangements (SA)

A Request for Supply Arrangement (RFSA) is a method of solicitation where clients may **solicit bids from a pool of pre-screened vendors** through the resulting arrangement.



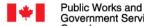


- The Competitive Approach
 - Supply Arrangements (SA)

Characteristics:

- For recurring needs that cannot be clearly defined and for which the government of Canada may solicit bids from a pool of pre-screened vendors
- At ceiling prices (the supplier is generally paid based on ceiling prices or rates, subject to lower pricing),
- Valid for a specified period of time
- Purchases on demand





- The Competitive Approach
 - Supply arrangements (SA)

Characteristics (cont'd):

- Not a contract: A contract is issued subsequent to an order (the supplier is then required to provide the goods or services, as per the terms and conditions of the SA)
- A distinct contract is issued on demand and allows the supplier to provide goods or services, as per the terms and conditions of the SA
- It is possible to establish SA for specified geographical areas of users.





- The Competitive Approach
 - SO and SA Rationale for the use of SOs and SAs
 - Direct access to a supplier
 - Better prices through consolidation of requirements and increased competition among suppliers
 - Reduction of administrative costs
 - Reduction in lead time
 - Reduction in inventory investment



The Competitive Approach

- Mandatory Standing Offers (SO) and Supply Arrangements (SA) (for the 12 commodity groups listed below)
- Administration and Management Support Services
- Clothing, Individual Equipment, Insignia, Footwear
- Communication, Detection, Coherent Radiation Equipment, Audio Visual, Facsimiles
- Fuels, Lubricants, Oils and Waxes
- Furniture
- General Purpose Computer Equipment, Computers, Printers, Toner, Software, Firmware
- Ground Effect Vehicles, Motor Vehicles, Trailers, Cycles, Snowmobiles, All Terrain Vehicles (ATV)
- Information Processing and Related Telecommunication Services
- Office Machines, Text Processing Systems and Visible Record Equipment
- Office Supplies, Devices and Copy Paper
- Personnel Recruitment, Temporary Help Services, Executive Search
- Professional Services.

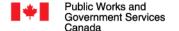






Competitive Approach

Non-Competitive Approach





- The Non-Competitive Approach
 - "Sole source" approach only used in special circumstances
 - Pressing emergency: Life-threatening situation or a disaster endangering lives or potentially resulting in loss or damage to government property;
 - Public interest: Requirements dealing with national security such as some military projects;
 - Intellectual property (IP) ownership: Only one supplier is capable of fulfilling the requirement or performing the work (e.g. copyright or a licence); or
 - Contract Value: Proposed contract within thresholds and delegations of authority i.e. \$25,000 or less (goods).or \$76,600 (services) or \$100,000 (construction)







The Non-Competitive Approach

Advanced Contract Award Notification (ACAN)

- Public notice, posted for a pre-defined period of time on MerxTM, indicating that a department / agency intends to award a contract to a pre-identified supplier.
- Provide an opportunity for other suppliers to submit a statement of capabilities explaining how they can do the work being requested.
- A contract may be awarded to the pre-identified supplier, if no statement of capabilities are submitted.

Only 5% of ACANs are challenged.









Step 2: Registering your Business

- 2.1 Supplier Registration information SRI
- 2.2 Professional Services Online PS Online
- 2.3 SELECT Database
- 2.4 Translation Bureau Linguistic Services Supplier
- 2.5 SNC-Lavalin O&M (as a subcontractor)



2.1 Supplier Registration Information – SRI

- Databank of suppliers seeking to do business with the government of Canada
- Free self-registration online and information maintained by the supplier
- Business Number (BN) from the Canada Revenue Agency (9-digit business identification number) mandatory for registration in SRI
- Obtaining a Procurement Business Number (PBN) is a requirement in order to register to other supplier databases

BN: http://www.cra-arc.gc.ca/tx/bsnss/tpcs/bn-ne/rgstr/menu-eng.html

SRI: https://buyandsell.gc.ca/for-businesses/register-as-a-supplier







2.2 Professional Services Online – PS Online

- For professional services contracts up to \$76,600 (below the NAFTA threshold)
- Professional services categories:

IT: http://www.tpsgc-pwgsc.gc.ca/app-acq/sp-ps/categories-category-eng.html (Information technologies)

Non-IT: http://www.tpsgc-pwgsc.gc.ca/app-acq/sp-ps/non/index-eng.html (Human Resources Management and Organizational Development)

- Registration in SRI is a prerequisite (to obtain a Procurement Business Number (PBN))
- Registration in PS Online:
 http://www.tpsgc-pwgsc.gc.ca/app-acq/sp-ps/index-eng.html

<u>Contact Person</u>:

Sharon Dent, at 819-956-1684

rcnspenligne.ncrpsonline@tpsgc-pwgsc.gc.ca





2.3 SELECT Database

- Registration in SRI is a prerequisite (to obtain a PBN or Procurement Business Number)
- For suppliers within the following fields of activity:
 - Construction, and Architecture and Engineering Services:
 below the North American Free Trade Agreement (NAFTA) threshold of \$76,000
 - Construction: below the Agreement on Internal Trade (AIT) threshold of \$100,000
- Registration in SELECT: https://select.pwgsc.gc.ca

Contact Persons:

Solange Labrie at 418-649-2872 or solange.labrie@tpsgc-pwgsc.gc.ca Anne Stinziani at 514-496-3390 or anne.stinziani@tpsgc-pwgsc.gc.ca





2.4 Translation Services

- Suppliers wanting to offer translation services to the Translation Bureau – a special operating agency under PWGSC – must:
 - Register in the Supplier Registration Information (SRI) database
 - Submit a request to the Translation Bureau to become a supplier in the *Directory of Linguistic Suppliers Services*
- Registration:

http://www.btb.gc.ca/btb.php?lang=eng&cont=1445

Contact Person:

Translation Bureau at 819-953-2588

BTRepertoire.TBDirectory@tpsgc-pwgsc.gc.ca





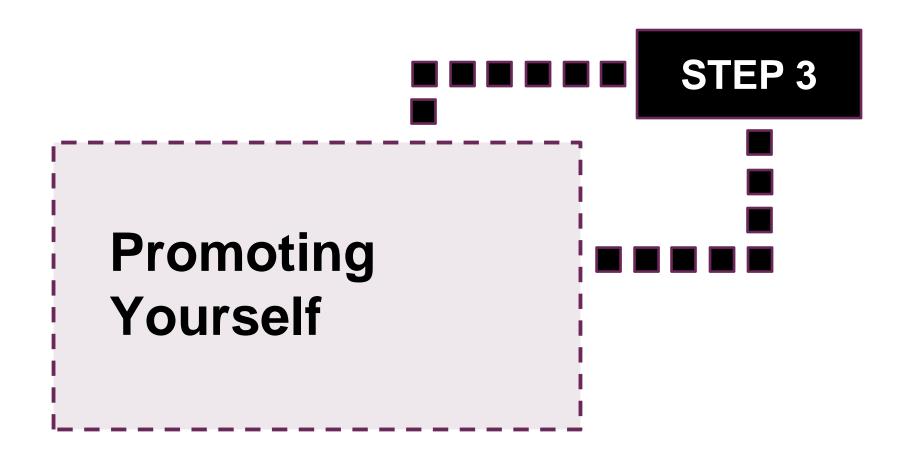


2.5 SNC·LAVALIN O&M

- Assigned a mandate by the government to operate and maintain federal buildings
 - Subcontractor registration procedure from the following website:

<u>www.snclavalinom.com/en/Home/SupplierRegistration.as</u> <u>px</u>









Step 3: Promoting Yourself

- 3.1 How do I find customers?
- 3.2 Government Contacts
- 3.3 Previous Contract Award Notices



3.1 How do I find customers?

- PWGSC is the Government of Canada's main buyer (central buyer) but, other departments also do some purchasing.
- To narrow your focus to a manageable number of potential customers, you may target specific commodities, using these tools:
 - Departmental Material Managers Directory
 https://buyandsell.gc.ca/for-businesses/contacts/departmental-materiel-managers
 - Government Electronic Directory Services (GEDS)
 http://sage-geds.tpsgc-pwgsc.gc.ca/cgi-bin/direct500/eng/TE?FN=index.htm
 - Procurement Allocation Directory (PAD)
 http://pad.contractscanada.gc.ca/index-fra.cfm?af=ZnVzZWFjdGlvbj1pbmZvLmludHJvJmlkPTl=&lang=eng
- Contacts: https://buyandsell.gc.ca/for-businesses/contacts







3.1 How do I find customers?

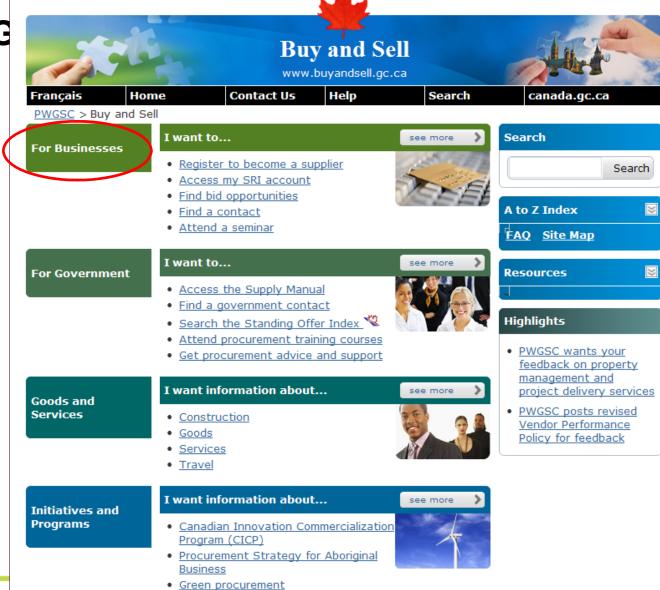
- To promote your goods or services, contact the appropriate resources
- Build your network using various tools: phone calls, e-mails, meetings, brochures, business cards, word-of-mouth
- Questions to keep in mind when contacting buyers:
 - What is the government purchasing cycle for your good or service?
 - How does the department buy your good or service (through PWGSC or not)?
 - What method or tool is used for purchasing your good or service (e.g.: Standing Offer (SO), Supply Arrangement (SA))? Are they mandatory? When do they expire?
 - Does PWGSC's purchasing group buy on behalf of other departments? If so, which ones?



Travaux publics et Services gouvernementaux Canada

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3.2 G



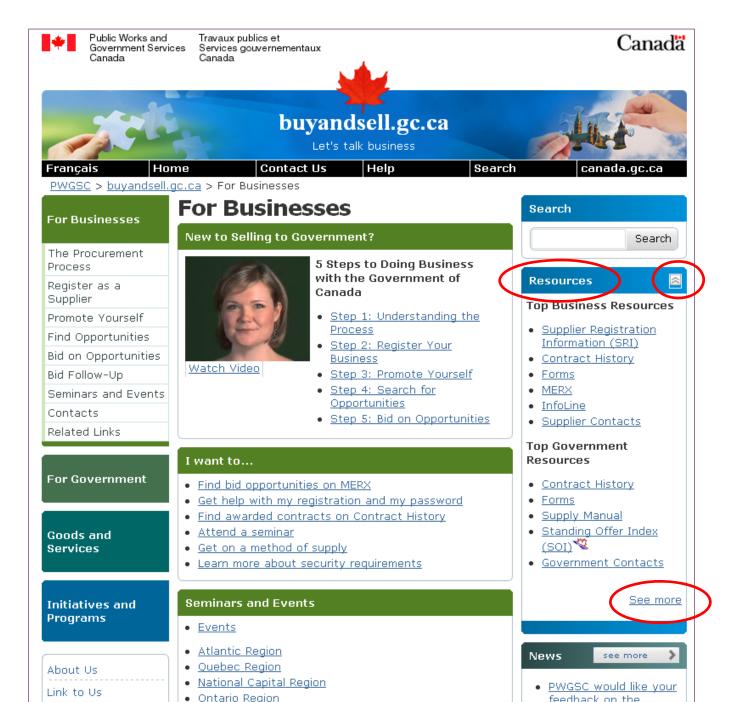
· Office of Small and Medium Enterprise

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(OSME)







Travaux publics et Services gouvernementaux Canada

Canada



PWGSC > Buy and Sell > For Businesses > Contacts

For Businesses

The Procurement Process

Register as a Supplier

Promote Yourself

Find Opportunities

Bid on Opportunities

Bid Follow-Up

Seminars and Events

Contacts

Departmental Materiel Managers

Office of Small and Medium Enterprises (OSME) Regional Offices

PWGSC Regional Offices

Professional Services Contacts

Supplier Registration Information (SRI) Contacts

Related Links

Contacts for Suppliers

- InfoLine 1-800-811-1148: The national telephone service for general enquiries on the federal povernment procurement practices and activities
- <u>Departmental Materiel Managers</u>: contacts include departmental heads of purchasing (Materiel Managers).
- Government Electronic Directory Services (GEDS): access to public servants' names, titles, telephone and focsimile numbers, departmental names, and office locations within the government.
- Office of Small and Medium Enterprises (OSME)
 Regional Offices: OSME maintains a network of regional offices across the country to ensure support for smaller businesses regardless of their location.
- Public Works and Government Services Canada (PWGSC) Regional Offices: PWGSC maintains regional offices, which can provide you information about selling opportunities in your specific region.
- Procurement Allocation Directory (PAD): PAD is a list of key purchasing contacts in PWGSC offices.
- <u>Professional Services Contacts: Contact information</u> for the various professional service registration systems.
- <u>Supplier Registration Information (SRI) Contacts</u>:
 Speak to an agent if you have questions about registering in the SRI service.





Supplier Registration

New Suppliers

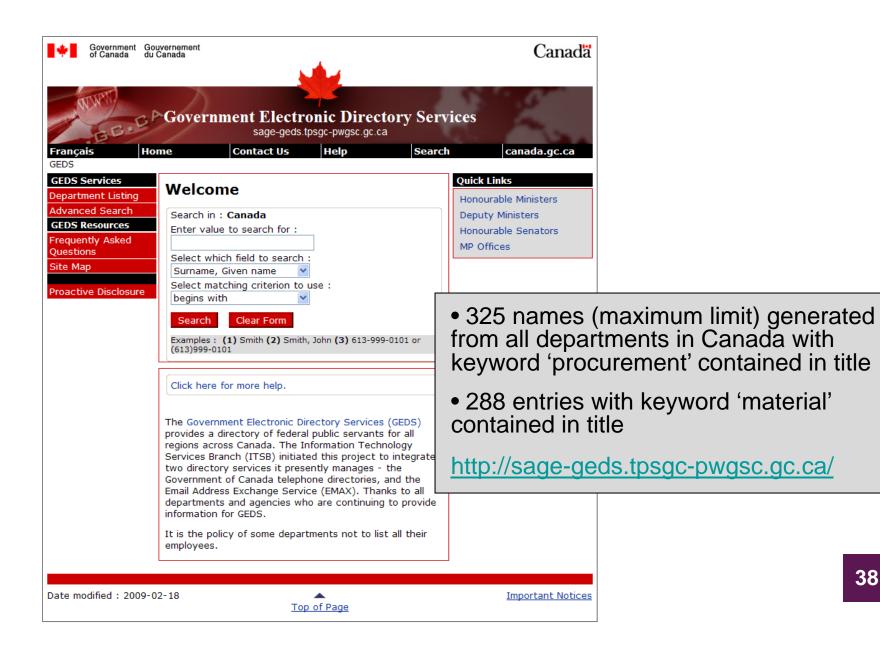
- 1. Start registration
- 2. Complete registration

Existing Suppliers

• Access your account

I want to...

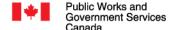
- · Find a contact
- Find upcoming standing offers
- Find awarded contract history
- Attend a seminar
- Find bid opportunities



3.3 Previous Contract Award Notices

- Contract History database: contracts awarded by PWGSC over the last 3 years (http://csi.contractscanada.gc.ca/)
 - Search by commodity, customer, vendor or contract number
 - Find out which departments and agencies use PWGSC to buy your goods or services, total contract value and name of successful bidder.
- Awards Database in MERXTM: database of previously published opportunities, over the last 9 years
 (http://www.merx.com/English/SUPPLIER_Menu.asp?WCE=Show&TAB=1
 &PORTAL=MERX&State=4&hcode=aP3iE6x8o3NPTOUej9yK7Q%3d%3d)
 - Find out contract value and name of successful bidder, and what to expect, based on previous requirements
- Proactive Disclosure, Treasury Board of Canada Secretariat (TBS)
 - All contracts over \$10,000 issued by federal government departments (http://www.tbs-sct.gc.ca/pd-dp/gr-rg/index-eng.asp)











Step 4: Searching for Opportunities

- 4.1 Government Electronic Tendering Service (GETS)
- 4.2 Dollar Thresholds for Posting Bid Opportunities on MerxTM
- 4.3 Free Registration Using PBN
- 4.4 Searching for Opportunities on MERXTM
- 4.5 Security Requirements







4.1 Government Electronic Tendering Service

- GETS is the Government of Canada's electronic tendering system hosted by MERX™; its allows suppliers to view bid opportunities (http://www.merx.com/French/SUPPLIER_Menu.asp?WCE=Show-8TAB=1&PORTAL=MERX&State=4&hcode=aP3iE6x8o3NPTOUe-j9yK7Q%3d%3d)
- Federal government opportunities identified with the Canadian flag
 (••)
- Procurements that fall <u>above</u> trade agreement thresholds are published on MERX[™] when one or a combination of these trade agreements apply (Agreement on Internal Trade (AIT), North American Free Trade Agreement (NAFTA), World Trade Organization Agreement on Government Procurement (WTO-AGP)).



4.1 Government Electronic Tendering Service

- Procurements that fall below trade agreement thresholds, do not have to be posted on MERX™.
- Government of Canada buyers can use the following electronic databases to invite suppliers to bid on such opportunities:
 - Supplier Registration Information (SRI)
 - Professional Services (PS) Online
 - SFLFCT





4.2 Dollar Thresholds for Posting on MERX™

- The Government of Canada is a signatory to various trade agreements, and these have an impact on procurement activities.
- Procurements that fall above the AIT, NAFTA or WTO-AGP dollar thresholds are published on MERX[™] when one or a combination of these trade agreements apply.

Trade Agreement Dollar Threshold Summary				
Agreement	Goods	Services	Construction	
North American Free Trade Agreement (NAFTA)	\$27,300	\$76,600	\$9,900,000	
Agreement on Internal Trade (AIT)	\$25,000	\$100,000	\$100,000	
World Trade Organization Agreement on Government Procurement (WTO-AGP)	\$221,300	\$221,300	\$8,500,000	

Dollar thresholds are periodically revised and are subject to change.





4.3 Free Registration Using PBN

- Registration on MERX™ may be done using a PBN instead of a credit card number
- Access to tender opportunities for the Government of Canada is free (downloads)





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Canada

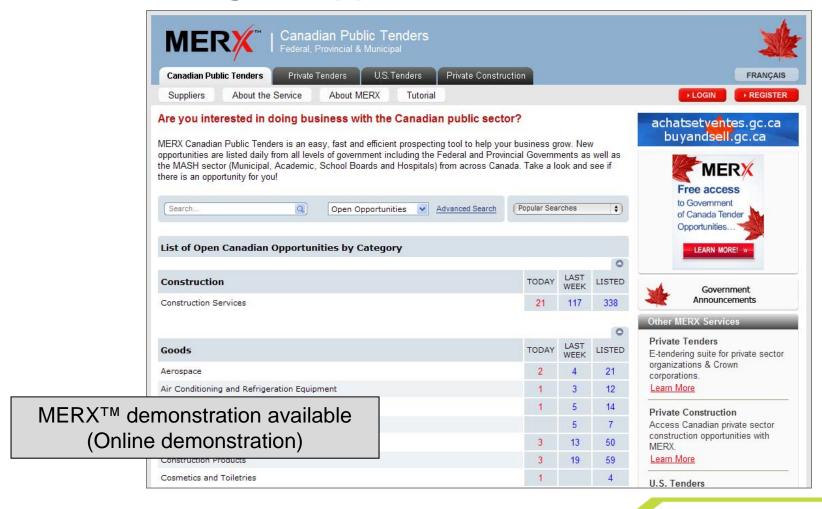
4.4 Searching for opportunities on MERX™

On MERX™ you can:				
Action	Registration?	Cost?		
Search - view bidding opportunities	Not required	free		
Download – tender documents	yes	free		
Receive updates – on downloaded documents	yes	free		
View – previous awards	yes	free		
Automatic bid matching – to your submitted profile(s)	yes	free / cost		





4.4 Searching for opportunities on MERX™



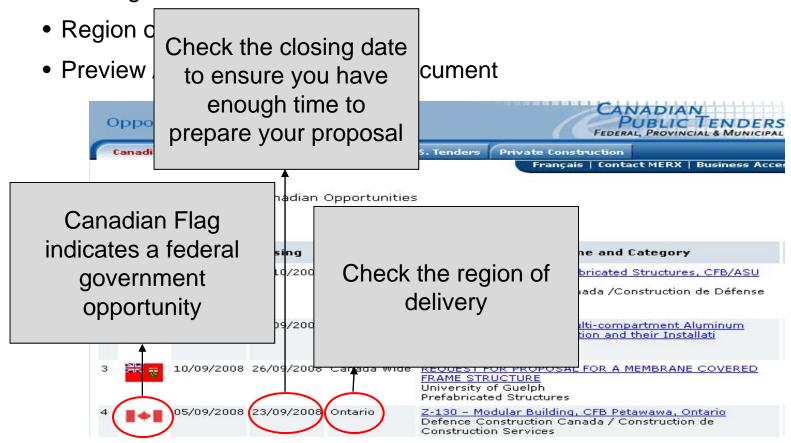
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4.4 Searching for opportunities on MERX™

Closing / Deadline date and time





4.5 Security Requirements

- Some solicitation and contract documents may require the bidder/supplier's facility and its employees to have a security clearance.
- Inquiries on security related issues may be addresses to:

Canadian Industrial Security Directorate (CISD)

Industrial Security Program
Public Works and Government Services Canada
c/o Central Mail Room
Place du Portage, Phase III, 0B3
11 Laurier Street, Gatineau, Quebec K1A 0S5
2745 Iris Street, 2nd Floor
Ottawa ON, K1A 0S5

Toll free: 1-866-368-4646

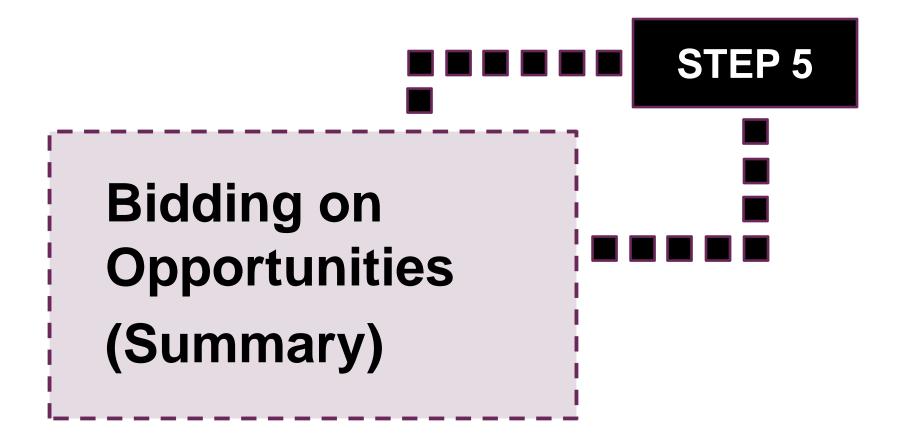
National Capital Region: 613-948-4176

Email: ssi-iss@tpsgc-pwgsc.gc.ca











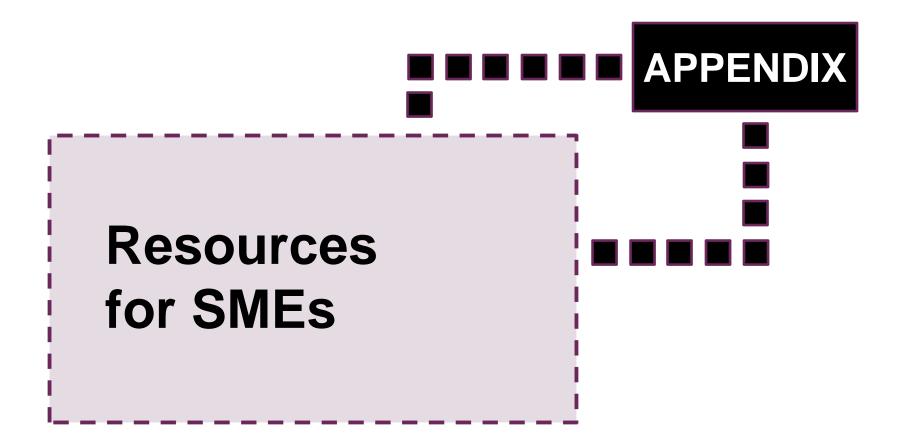
Step 5: Bidding on Opportunities (Intro)

- 5.1 Structure of a Request for Proposal (RFP)
- 5.2 Decision to Bid
- 5.3 Preparing a Proposal
- 5.4 Information on the Bidding Opportunity
- 5.5 Best Practices for Bidding and Tips









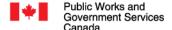


Resources for SMEs

- Buy and Sell www.buyandsell.gc.ca
- Office of Small and Medium Enterprises Quebec Region <u>www.tpsgc-pwgsc.gc.ca/app-acq/pme-sme/index-eng.html</u>
- Public Works and Government Services Canada <u>www.pwgsc.gc.ca</u>
- Supplier Registration Information <u>https://srisupplier.contractscanada.gc.ca/</u>
- Professional Services Online (PS Online)
 www.tpsgc-pwgsc.gc.ca/app-acq/sp-ps/index-eng.html
- Other professional services <u>www.tpsgc-pwgsc.gc.ca/app-acq/sp-ps-eng.html</u>
- Communication and Printing services

 www.tpsgc-pwgsc.gc.ca/app-acq/communications-eng.html







Resources for SMEs (cont'd)

- SELECT <u>https://select.pwgsc-tpsgc.gc.ca</u>
- MERX™ <u>www.merx.com</u>
- Procurement Allocation Directory (PAD) <u>http://pad.contractscanada.gc.ca/</u>
- Departmental Materiel Managers Directory (DMMD)
 http://contratscanada-contractscanada.gc.ca/gmm-dmm-eng.html
- Government Electronic Directory Services (GEDS) http://sage-geds.tpsgc-pwgsc.gc.ca/
- Contract History (PWGSC) Contracts Canada http://csi.contractscanada.gc.ca/
- Commodities Listed in Supplier Registration Information (SRI) http://contractscanada.gc.ca/nibs-gsin-eng.html

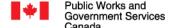




Resources for SMEs (cont'd)

- Procurement Strategy for Aboriginal Businesses (PSAB) www.ainc-inac.gc.ca/ecd/ab/psa/index-eng.asp
- PSAB Aboriginal Business Directory (ABD)
 http://www.ic.gc.ca/app/ccc/sld/cmpny.do?tag=248&profileId=381&lang=eng
- Canadian Company Capabilities Directorate http://www.ic.gc.ca/eic/site/ccc-rec.nsf/eng/home
- Treasury Board of Canada Secretariat (TBS) Proactive Disclosure http://www.tbs-sct.gc.ca/pd-dp/gr-rg/index-eng.asp
- Industrial Security Program- PWGSC http://ssi-iss.tpsgc-pwgsc.gc.ca/
- Standard Acquisitions Clauses and Conditions Manual (SACC) http://sacc.pwgsc.gc.ca/sacc/index-e.jsp
- PWGSC Supply Manual http://www.tpsgc-pwgsc.gc.ca/app-acq/ga-sm/index-eng.html







Resources for SMEs (cont'd)

- Office of Procurement Ombudsman (OPO) http://opo-boa.gc.ca/
- Canadian International Trade Tribunal (CITT) www.citt-tcce.gc.ca
- Access to Information and Privacy (ATIP) http://privcom.gc.ca

Other sites:

- Canada Business
 http://canadabusiness.ca
- Service Canada For Employers www.servicecanada.gc.ca/employers
- Canada Revenue Agency Topics for Businesses www.cra-arc.gc.ca/tx/bsnss/
- MARCAN www.marcan.net
- Government Services Administration (USA) <u>www.gsa.gov</u>





Contact

Michèle Marcoux

Head, Supply Specialist Small and Medium Size Enterprises, Quebec Region Public Works and Government Services Canada Place Bonaventure, South-East Portal 800 De la Gauchetière Street West, Suite 7300 Montréal, Quebec H5A 1L6

Tel.: 514-496-3487

Fax: 514-496-5891

E-Mail: michele.marcoux@tpsgc-pwgsc.gc.ca





