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From: Kozak, Tammy (SPAC/PSPC)
Sent: September 9, 2024 12:09 PM
To: RO PA Conseil mobil clients / WR AP Client Eng Adv (TPSGC/PWGSC)
Subject: WR PSPC Communiqué - Nov 1, 2023

Hello Client Departments,

I am writing to you today to provide an update on the processing of Goods and Services files in the Western Region Procurement Branch of Public Services and Procurement Canada (PSPC).

Western Region Procurement recognizes that file processing has been slower than you have come to expect due to a high staff turnover and new process implementation. Over the past year, we have been able to fill the vacancies through record hiring in 2022/23; however, doing so has taken time, as has the required training to give our new team members the knowledge they require to perform their jobs. Furthermore, PSPC has completed the full integration of SAP Ariba, our new electronic procurement system, and moved to the new website Canada Buys. This has been a notable change to how the procurement process is conducted and has taken considerable time and effort to implement. With the full-scale adoption of SAP Ariba and the additional staff we have hired, we expect to see positive impacts to file processing efficiency in the near future.

As part of our ongoing procurement modernization, we are implementing key government initiatives such as increasing Indigenous procurement, leveraging new tools such as the Contract Management Initiative (CMI) and adapting to new and/or updated procurement policies regarding language, greening, social and ethical procurement, supplier diversity, as well as vendor performance management initiatives. Finally, the influences of global supply chains and increased costs continue to impact the procurement of goods, making it more complex than in the past.

This past year, we accumulated a backlog in Goods & Services requisitions. Service matters to our team and we are taking steps to reduce the backlog and minimize overall processing time. Our team in the WST-Allocations mailbox currently reviews your submission to ensure it includes all the required documentation as per the [Requisition Checklist](#). We continue to collaborate closely within our teams to provide guidance and training to our new buyers as we strive to process your requirements efficiently and effectively. A secondary team is currently reviewing the contents of your submission, to assist in defining your requirement and minimize the processing time spent once a buyer is assigned to your file. Our Procurement Team Leaders or myself, the Client Engagement Advisor may contact you to discuss your submission. This process aims to prevent lengthy delays without contact and ensure that when the file is allocated, the buyer can process the file in the most efficient manner possible.

While we at PSPC are making efforts to reduce the backlog, we would like to share steps that your organizations can take to expedite your procurements.

- Fully explore your departmental delegated authorities within your department. It may be that your projects and procurements are completely within your own department's delegated financial authorities.
- For sole source requirements, if the value is slightly above your departmental limits, you can consider contacting the supplier and request a discount to keep the value within your authority.
- Review the SOSA App to determine if there are existing Standing Offers or Supply Arrangements that can meet your procurement needs. <https://buyandsell.gc.ca/applications/standing-offers-and-supply-arrangements-application-SOSA-App>

We recommend that you confirm the availability of your funds for the 2024-2025 fiscal year if the processing times do not allow for the desired delivery date of March 29, 2024. If you are rolling funding and delivery into the new year, or if you determine that you can action any requirements within your department for files already submitted to PSPC, please reach out to make us aware.

The WR Procurement Branch recognizes the struggles and challenges the backlog of files and the delay in processing has caused for you. We assure you; we are doing our best to provide you with the service and support to address your file requirements.

As the new Client Engagement Advisor for the Western Region, I invite you to reach out if you have any procurement related inquiries. We can work together on a procurement approach to best meet the needs of your requirement and take steps to support broad government mandates.

NOTE: if you have received this email in error, please let me know so I can remove you from my client list, if I have missed anyone, please let me know.

Thank you,

Tammy Kozak

[Chat with me on Teams](#)

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ATTN: For more Procurement related resources visit [Western Region Procurement Client Connect - wiki \(gccollab.ca\)](#)
Western Region Client Engagement Inbox [RO PA Conseil mobil clients / WR AP Client Eng Adv \(TPSGC/PWGSC\)](#)

Conseillère de la mobilisation des clients | Région de l'Ouest
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ATTN: Pour plus d'informations sur les acquisitions, veuillez consulter: [Western Region Procurement Client Connect - wiki \(gccollab.ca\)](#)

Boîte de réception de la mobilisation des clients de la région de l'Ouest: [RO PA Conseil mobil clients / WR AP Client Eng Adv \(TPSGC/PWGSC\)](#)