



The Buyer Flyer



Volume 5 September 2014

Quarterly Newsletter of the Procurement Community of Practice

Contract Award Summaries

As of July 1, 2014, ministries are required to post contract award summaries for all competitive opportunities that are posted to BC Bid, following execution of the contract (see [CPPM 6.3.3\(b\)\(11\)](#)).

This policy requirement expands on new Agreement on Internal Trade requirements and further reflects government’s commitment to fairness and transparency in the procurement process. In support of this requirement, the Contract Award reporting function within BC Bid has been improved. New functionality includes:

- ◆ The ability to enter multiple suppliers for a single contract award;
- ◆ The addition of a “description” field to summarize the purchase;
- ◆ The ability to indicate if an opportunity was cancelled; and
- ◆ General usability improvements.

Publishing contract awards within BC Bid can be accomplished by following these easy steps:

Logon to [BC Bid](#).

- ◆ Click “My Documents” in the left-hand menu.
- ◆ Click “Award Maintenance” on the main screen;
- ◆ Click “Add New Award” under the *Award Maintenance* heading;
- ◆ Enter the contract award details and click “Submit” to publish on BC Bid.

For further assistance, a “Posting Contract Awards” guide is available on the first screen after logging in to BC Bid.

If you have any questions regarding this or any other corporate procurement policy, please contact the [Procurement Governance Office](#).



Upcoming Courses



PCMP 110 Procurement Foundations
Online

PCMP 201 Contract Management
Planning

Sept 9, 2014 - Victoria
Sept 23, 2014 - Castlegar
Oct 7, 2014 - Vancouver

PCMP 202 Contract Solicitation,
Award & Monitoring

Sept 24, 2014 - Castlegar
Oct 1, 2014 - Victoria
Nov 19, 2014 - Vancouver

PCMP 203 Administering &
Evaluating Contract Performance

Sept 25, 2014 - Castlegar
Oct 2, 2014 - Victoria
Nov 20, 2014 - Vancouver

PCMP 204 Laws & Ethics for
Competitive Procurement

Oct 29, 2014 - Victoria
Dec 3, 2014 - Vancouver

Inside This Issue



Upcoming Webinars & Events	2
Sustainability at Island Health	3
Procurement Wizard	6
On the Move	7
Vendor Outreach	8

5 Questions With Len Trapler



Len Trapler is a Purchasing Agent with the Shared Services BC. He has been responsible for Goods Procurement for the last 14 years and is the guy you will most likely talk to if you need to buy bridges, concrete products, snowmobiles, ATV's etc. Len is well known for both his expertise and his sense of humour.



- 1. How did you get in to government procurement?*
I responded to a posting for a Purchasing Agent which I stupidly misread as "Secret Agent". But seriously, I started out as an Electronics Engineering Technologist (yes, I used to be an uber- nerd). After working in the private sector for a few years, including procurement duties in the electronics manufacturing industry, I wound up in a procurement role for the Ministry of Transportation and Infrastructure systems group, and eventually found my way here, to the Procurement Services Branch.
- 2. What are the most interesting things you have purchased?*
All kinds of weird and wonderful stuff, including Jerry The Moose costumes, some really cool prison restraining devices, and aviaries (really nifty houses) for owls!
- 3. Do you often have to educate your end users on the rules around procurement?*
Almost every day!
- 4. What is the rule most people want to break?*
I'm continually impressed by the creative and ingenious methods my customers use to "bend" the rules, but I'd say buying goods with a services contract (to get around the \$5k limit), and splitting orders to be able to use a P-Card (also to get around the \$5k limit) are most popular!
- 5. How can we at the Procurement Community of Practice assist you?*
By helping me to spread the following profound words of wisdom which apply to all situations in life: "Know your requirements!"

Upcoming Webinars

We have a full slate of interesting webinars scheduled for the fall.

September 16th
10:30 a.m. - noon
MyProcurement meets BC Bid

The creation of the next generation resource for procurement professionals in government

October 14th
10:30 a.m. - noon
Intellectual Property Program

This webinar will provide you with insight into the intricacies of intellectual property and the pitfalls of joint ownership. We will cover what you need to know about copyright, and waivers of moral rights.

November Event Info

PCoP will be holding the third annual "day of practice" event on November 18, 2014 in Victoria. You can attend in person or via Live Meeting. The focus of the event will be continuous improvement, highlighting the successes of some of the LEAN projects taken on within ministries and the broader public sector. Fujitsu Canada will provide an overview of their role in supporting the government's LEAN initiatives. Members will also have the opportunity to meet our Corporate Sponsors (from the Ministries of Finance, and Technology, Innovation and Citizens' Services).

If you are interested in joining the Events team (which organizes the annual event as well as the webinar series), please contact Derek Cockburn at derek.cockburn@gov.bc.ca.

See you in November!

Sustainability at Island Health by Kevin Ramlu, Energy Specialist

Island Health regards sustainability, in all its forms, as a high priority. We are making changes that benefit the environment through our seven-member Energy Efficiency and Conservation department, our engaged employees, and our partnerships inside and outside the organization.

Successes:

- ◆ Through a variety of technical upgrades, Island Health saves over \$1,100,000 each year in utility costs, and cumulatively, we've saved \$3,500,000 since 2007;
- ◆ Partnering with provincial government divisions, BC Hydro and FortisBC, Island Health has secured over \$6,200,000 in incentives and subsidies for energy reducing projects since 2011;
- ◆ Since 2008, we've achieved a 5.5% reduction in overall energy use per square meter despite a 12% increase in floor space; and
- ◆ 76% of paper products used at Island Health now contain recycled materials, compared to 12% in 2010.

Challenges:

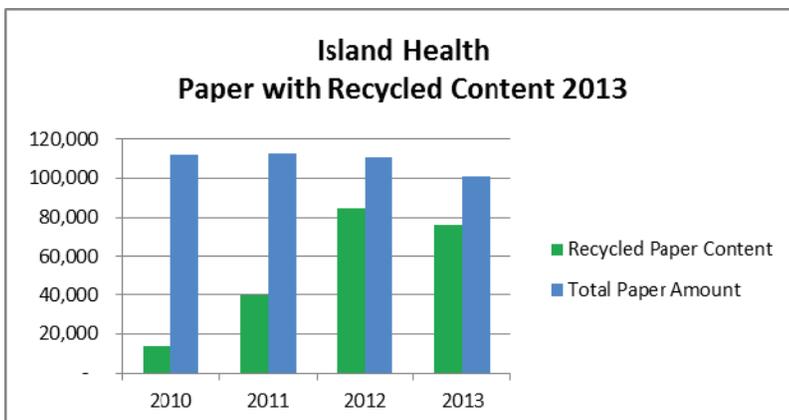
- ◆ Population growth requires expanded services, facilities and resources;
- ◆ Reliance on high intensity technology to deliver health care and services;
- ◆ Escalating energy costs; and
- ◆ Facilities that incur higher carbon offset fees directly related to "environmentally unfriendly," inefficient equipment and supplies.

Island Health's partnership with Health Shared Services BC and its focus on sustainability has led to improved services for patients, reduced utility costs, and decreased greenhouse gas (GHG) emissions. This year, seven facilities in the greater Victoria region received kitchen equipment upgrades, enabling them to cook fresh meals for patients and residents on-site, instead of receiving meals delivered from off-site locations. Island Health received \$39,000 in incentives towards the purchase of the new, higher efficiency kitchen equipment, which will save enough energy to power 11 homes for an entire year.



"At Queen Alexandra Centre for Children's Health, Chef Randy Diplock demonstrates how they cook potatoes in their high-efficiency, electric steam oven. In just 20 minutes, the timer shuts off automatically and the tray of whole potatoes will be fully cooked and ready to mash. On a gas stove, Randy says it takes 30 minutes to cook the same amount of potatoes, which would have to be pre-cut and monitored throughout the boiling process."

In addition to reducing energy costs and GHG emissions through capital upgrades, Island Health also encourages behavioral and procedural change. Island Health's Information Management/Information Technology program and Purchasing department have contributed to a 10% decrease in paper consumption since 2010 and reduced GHG emissions from paper use by 14% through promoting sustainable printing practices and purchasing more environmentally friendly paper.



For more information contact Deanna Fourt, Director of Energy Efficiency and Conservation Department at Deanna.Fourt@viha.ca



Use of Words in RFPs and SRFPs

Writing RFPs and SRFPs is hard – How can you make the document crystal clear to proponents, when they may misinterpret what you've said and you can't have one-on-one conversations with them?

We can't eliminate this problem all together, but here are some ideas on commonly misused or confusing words in RFPs and SRFPs that may add to proponents' confusion about what is meant:

“must”: This is a defined word in the RFP and SRFP templates. It means a condition that all proponents have to meet in order to be considered for the opportunity. However, “must” is sometimes used for contract mandatories (i.e. something that only the contractor has to do). To avoid confusion, “must” should never be used for anything but proposal mandatories. Before publishing your RFP/SRFP, search for the word “must”; if you've used it for anything that is not a mandatory requirement for all proponents, change the wording. For example, you could say “The Contractor will...” if it is something that only the contractor will do.

“successful proponent”: Many RFPs and SRFPs use this term when the writer is actually referring to the contractor. Consider it in a time-bound fashion: everyone who responds to your RFP/SRFP is a proponent; those who score well enough to be offered the contract(s) are the successful proponents; and the successful proponent becomes the contractor after the contract is signed. If you have a process to complete after you've identified who is successful but before the contract is signed, “successful proponent” is the correct term. However, the successful proponent will not deliver any services – only the contractor will do that.



“demonstrate”: What does this mean? Unless the RFP/SRFP explains how a proponent would meet the requirement, it's likely that many will misinterpret the requirement. Some may feel that a single sentence is enough, while others write pages and pages. Instead, give clear direction on what you want vendors to provide – words such as “explain” or “provide” or “describe” will likely work better.

“demonstrate your understanding of...” What exactly are we asking with this question in the RFP/SRFP? Do we expect proponents to tell us their experience? To regurgitate the solicitation document? To research the topic? You can see why this language often results in very different responses between proponents. Instead, if you're wanting to evaluate experience, you could say “describe your experience with...”; if it's about research, you could say “Describe the current state of...” Never expect proponents to repeat what is already in the RFP/SRFP; this demonstrates the ability to copy-and-paste rather than an understanding of what is needed.





Guidelines For Selection of Solicitation Processes & Templates

Not sure what procurement template to use? Use the tables listed on the Procurement Services Branch website to work through the available options and select the most appropriate tool. The website is at www.pss.gov.bc.ca/procurementplanning.html

The standard B.C. Government templates within the tables are used by ministries for solicitation processes, unless your ministry has received approval from Legal Services and Procurement Services to use a ministry-specific form.

Ministries are to undertake procurements in a manner consistent with the [Core Policy and Procedures Manual](#), Chapter 6 – Procurement. The guidance is provided on the web page will help to select the most appropriate solicitation process and template for a specific procurement.

Note: prior to undertaking any competitive solicitation process, ministries are to confirm that there is not a corporate supply arrangement in place for the required good or service. Information on corporate supply arrangements is available at: www.pss.gov.bc.ca/csa/csa.html.

Not everything that can be counted counts, and not everything that counts can be counted.” - Albert Einstein

Broader Public Sector (BPS) Access To CSA Pricing Information

Corporate Supply Arrangements (CSAs) offer ministries and the broader public sector (BPS) a great way to quickly and easily purchase a variety of goods and services. Unfortunately, accessing the CSA pricing information hasn't been so quick and easy for our BPS buyers; they currently have to contact each CSA's commodity manager to access the pricing. While the commodity managers love the chance to connect wouldn't it be great if BPS buyers could access the pricing directly? Soon they can!



As part of a LEAN initiative the Procurement Services Branch (PSB) has developed a new process that will allow BPS buyers to securely access CSA pricing directly from the CSA website at www.pss.gov.bc.ca/csa/csa.html. All that's required is a free BCeID account and completion of a simple sign-up process.

PSB will be piloting this process before rolling it out to all BPS buyers so if you're interested in getting direct access to pricing by being involved in the pilot please contact Kai Robinson at Kai.Robinson@gov.bc.ca



Ask The Procurement Wizard*

- * note: the “Wizard” may be one or more people with the specific expertise for a given question.

When should an Invitation to Quote (ITQ) be used?

The ITQ is used for opportunities that can be defined so specifically that the only competing factor is price. ITQs have historically been used to acquire goods, but can be used for services when price is the only deciding factor between one vendor and another. Examples of this include security and maintenance services when the services are described in great detail, or land surveys when the services must be delivered by individuals with specific qualifications following an established industry methodology.



By bidding, the vendor agrees to supply the goods or services exactly as they are described in the ITQ. If a response does not meet all of the mandatory requirements and specifications, it is rejected. The lowest qualified bid is normally awarded the contract. If you have concerns with the lowest bid received, such as the vendor’s ability to deliver at that price, contact the Procurement Services Branch for assistance.

ITQs can be used to request additional information from bidders, as long as the information is not used to evaluate and compare the bids. For example, optional pricing for elements that may or may not be included can be requested with clear language saying that optional pricing will not be evaluated. Another example, is the provision of courier services, with specifications that include the availability of trucks and criminal record checks for all drivers. A bid that proposed something different would be rejected as non-compliant.

What can go wrong if an Invitation to Quote (ITQ) is used incorrectly?

Using an ITQ to evaluate more than price creates a risk to government as the protective language normally found in RFPs is missing from the ITQ template. To evaluate on multiple criteria, ministries are required to use the RFP or SRFP template, as that includes the appropriate language to limit liability. In addition, the ITQ template clearly states that the award is based on price, which is contradicted if anything else is evaluated or graded.

What form of contract should be used for ITQs?

Use the ITQ for Services document in conjunction with the General Services Agreement. ITQs for goods result in a Purchase Order. For ministry members: Remember that goods costing over \$5K must be purchased through the Procurement Services Branch (PSB).

What do you need to know when purchasing a flag?

We asked the great ladies at QP Protocol & Recognition what someone needed to know when buying an outdoor flag. This is what we learned:

- ◆ For outdoor use, purchase a nylon flag. It is the most suitable fabric, being strong enough to withstand the weather and yet light enough to “fly”.
- ◆ Nylon flags also provide dazzling depth and fastness of accurate colour and image by using permanent acid dyes that will deliver a maximum life span.
- ◆ The flags sold from the online store at www.dcv.gov.bc.ca/Product/Listing/4251_Flags-and-Pins have a satin-like appearance, are acid dyed and screen printed on 70 denier high tenacity nylon. They are \$28.95 for the Canadian Flag and \$41.95 for British Columbia.

Contact
Protocolrecognition@gov.bc.ca

for more information

On The Move

Members have asked for an “On The Move” section for the Community of Practice. If you know of any PCoP members that have moved from one job to another please contact Deborah Owen at Debbie.Owen@gov.bc.ca We will post what we hear about from you.



Congratulations to **Thomas Lacey** who has left his position as a Procurement Analyst at the Ministry of Education and has accepted a new position as Review Analyst at the Corporate Compliance and Monitoring Branch at the Office of the Comptroller General.



Sol Reeve has left the Procurement Services Branch and has joined the Climate Investment Branch with Ministry of Environment, which has taken up the work of Pacific Carbon Trust. It has a mandate to annually purchase approximately **700,000 (tonnes/CO2e) of carbon offsets** through B.C. emission reduction projects. She is adapting their procurement process to align with government policy and procedures. This work on offset projects supports the growth of B.C. clean tech, forest conservation and other innovative GHG reduction projects.



Dorothy Wong, Legal Counsel with the Legal Services Branch of the Ministry of Justice and a great resource to those of us in the procurement field has just returned from maternity leave. Welcome back Dorothy!



Pelle Agerup took a year off on the [deferred salary leave program](#). While away, Pelle climbed mountains, practiced yoga, travelled, nursed his dog back from heart surgery and lost a ton of weight. If you have any questions about [DSL](#) check out the website. Pelle highly recommends it but is thrilled to be back and taking on some exciting new projects in his role of Senior Director for Strategic Acquisitions.

“The measure of success is not whether you have a tough problem to deal with, but whether it's the same problem you had last year.”

- John Foster Dulles

Notices/ Updates

CSA for Daily Vehicle Rentals

The Daily Vehicle Rental CSA has been updated. For information on this and other Corporate Supply Arrangements view the CSA webpage at www.pss.gov.bc.ca/csa/csa.html



Accommodation Listing

Have you used the Accommodation Listing? Please tell us about your experience; what works – what doesn't.

Contact accommodation@gov.bc.ca

Vendor Outreach and Education

In the fall of 2013 the Ministry of Jobs, Tourism and Skills Training conducted the Small Business - doing Business With Government project to identify the issues facing small businesses. Three of the key barriers highlighted by small business were the awareness of opportunities to sell to government, cutting red tape and increasing participation.

Recommendations:

The result was a series of recommendations to make it easier for small business to sell to government. The first of those recommendations was "implement a cost effective small business outreach training approach that leverages existing business networks." To help achieve this approach, the ministry partnered with Small Business BC to create an awareness and education campaign to deliver to small businesses across the province.



Outreach and Education:

Small Business BC Outreach Coordinator, Nicola Gardner, began working on the project in June 2014. With the help of the Procurement Services Branch, she developed a one-hour seminar- "How to do Business with the B.C. Government". This free seminar is a high-level overview for individuals and businesses that are interested in doing business with the B.C. Government. Attendees will be provided with information and tools necessary to start browsing opportunities with government and bidding on contracts.

Success and the Future:

The first seminar was held at the Small Business BC office in Vancouver with more than thirty in person participants and another ninety attending via live webinar. There are currently eight more sessions to be held in Vancouver, running monthly until February 2015. Nicola will also be delivering the seminar across the province in twelve communities and has partnered with Chambers of Commerce in each area to connect to the appropriate audience and make sure local businesses are aware of the potential opportunities available to them.



Find Out More:

Please feel free to share this seminar [opportunity](#) with your vendor communities. If you would like to learn more about the outreach and education initiative please contact Nicola Gardner of Small Business BC at gardner.nicola@smallbusinessbc.ca or 604 775-5610.

Please note that communications between different government organizations is not affected by the anti-spam legislation.

BC Bid Tender Documents

If you have tender document packages posted on [BC Bid](#) that you'd like to make instantly available in hard copy, talk to QP Publishing Services.

We work with organizations to ensure contractors can purchase a hard copy of large tender packages online, including full size drawings, online.

We provide complete printing, sales and distribution.

Contractors, courtesy plan holders and staff can simply click on the hard copy link on your

BC Bid posting, and order online at www.crownpub.bc.ca. We manage the entire process.

Customers currently using the hard copy print service include the Ministry of Transportation.

To find out more, contact Wendy Pope at Wendy.Pope@gov.bc.ca or 250 356-5392



Update on LED Streetlights Across BC

Corporate Supply Arrangements (CSAs) for LED street light luminaires are now available for eligible public sector organizations.

LED street lights have many benefits over traditional street lights including significant energy savings, lower maintenance costs and a substantially longer lifespan. Installing LED street lights can save enough money to recover the initial cost within eight years.

Adopting LED technology can also reduce light pollution and provide better visibility for pedestrians and motorists, making roadways safer.

The LED Streetlight Procurement Program benefits include:

- ◆ Guidance, advice and peer support in learning how to purchase a new and complex technology;
- ◆ An online financial evaluation tool that will calculate a pay-back period and generate a report for both a business case and a preliminary Power Smart application;
- ◆ Coordination of the BC Hydro Power Smart Incentive Program that offers funding to assist with financial hurdles;
- ◆ Access to pre-qualified lighting consultants. Participant organizations can select a professional lighting designer to assist with LED street lighting procurement and implementation; and
- ◆ A short list of LED street light luminaires vetted by professional lighting specialists and municipal engineers.

This innovative procurement service is the result of collaboration between the BC Hydro Power Smart Program, the Ministry of Environment Climate Action Secretariat and Shared Services BC. The Ministry of Transportation and Infrastructure and the cities of Burnaby, Port Moody, Surrey and Vancouver have also provided expertise to the program.

Learn More by visiting the webpage: [LED Street Lights Across B.C.](#)

PCoP Steering Committee

- ◆ Derek Cockburn, CSCD
- ◆ David Pilling, FIN
- ◆ Jacoba Corrigan, PENC
- ◆ Kai Robinson, MTIC
- ◆ Liz Lowe, MTIC
- ◆ Dawn Stewart, GCPE
- ◆ Duncan McLelland, MTIC
- ◆ Ian Wind, VcrSB
- ◆ Deb Owen, MTIC

Would you like a voice on the PCoP Steering Committee?

We are looking to round out our committee with a representative from a municipality and one from the health sector. Let Deb Owen know if you are interested. Debbie.owen@gov.bc.ca

Warehousing and Distribution Services

Are you distributing publications or product to client/stakeholder groups off the side of your desk and not able to get to your real work?

Distribution Centre Victoria's (DCV) Warehouse and Asset Management provides government and the broader public sector with:

- ◆ Low Cost Secure Storage
- ◆ On-demand reporting
- ◆ Online order integration
- ◆ Rush, trace and secure shipping
- ◆ Direct delivery to client

DCV's 47,000 square feet of storage can accommodate all of your storage needs including secure storage.

The SAP inventory management system allows you to manage your time and date sensitive materials including revision dates and alerts when you reach reorder points. Inventory reports include a detailed history of your product movement. DCV is geared to the client and the end-user, picking, packing and shipping products appropriately to meet everyone's needs.

For more info see the DCV web page at www.pss.gov.bc.ca/dcv or call 250 952-4460