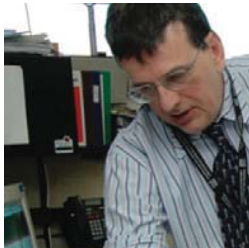


Acquisitions Branch

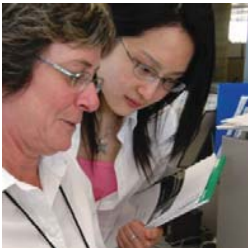
Client Engagement Sector



List of Procurement Tools and Services

April 2009

Revision 4



“Improving procurement together”



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada

TABLE OF CONTENTS

1. INTRODUCTION.....5

2. PWGSC PROCUREMENT MANUALS.....5

 2.1 GUIDE FOR NEW BUYERS.....5

 2.2 STANDARD ACQUISITION CLAUSES AND CONDITIONS (SACC) MANUAL5

 2.3 SUPPLY MANUAL5

3. TOOLS AND SERVICES5

 3.1 STANDING OFFER INDEX (SOI).....5

 3.2 STANDING OFFERS / SUPPLY ARRANGEMENTS - GOODS5

 3.2.1 Audiovisual, Projection and Videoconferencing Equipment5

 3.2.2 Computers.....6

 3.2.3 Fire Fighting Equipment and Safety and Rescue Equipment.....6

 3.2.4 Furniture6

 3.2.5 Hand Tools.....6

 3.2.6 National Fuel Procurement Program6

 3.2.7 Network Equipment Support Services (NESS).....6

 3.2.8 Passenger Cars and Light Trucks.....6

 3.2.9 Printers, Photocopiers and Multifunction Devices7

 3.2.10 Security Equipment.....7

 3.2.11 Software.....7

 3.2.12 Tires and Tubes7

 3.3 STANDING OFFERS / SUPPLY ARRANGEMENTS - SERVICES7

 3.3.1 Air Charter Services7

 3.3.2 Commissionaire Services.....7

 3.3.3 Cyber Protection Supply Arrangement7

 3.3.4 In-Service Support Supply Arrangement (ISS SA)8

 3.3.5 Professional Audit Support Services (PASS).....8

 3.3.6 Professional Services (PS) Online.....8

 3.3.7 Real Property Sourcing System - SELECT.....8

 3.3.8 Task-Based Informatics Professional Services8

 3.3.9 Temporary Help Services (THS).....8

 3.3.10 Technical, Engineering and Maintenance Services.....9

 3.4 OTHER SERVICES9

 3.4.1 Accommodation and Car Rental Directory.....9

 3.4.2 Business Access Canada9

 3.4.3 Cataloguing and Materiel Identification.....9

 3.4.4 Clothing Advisory Service10

 3.4.5 Commodity Fact Sheets.....10

 3.4.6 Crown Assets Distribution.....10

 3.4.7 Customer Information System10

 3.4.8 Freight and Courier Services (e-FRISBEE)10

 3.4.9 Government of Canada Advertising.....10

| | | |
|--|---|----|
| 3.4.10 | Government Travel - Travel AcXess Voyage..... | 10 |
| 3.4.11 | Green Procurement Plans..... | 11 |
| 3.4.12 | Mobile Wireless Products..... | 11 |
| 3.4.13 | Printing and Communications Services | 11 |
| 3.4.14 | Procurement Allocation Directory (PAD)..... | 11 |
| 3.4.15 | Public Opinion Research in the Government of Canada | 11 |
| 3.4.16 | Publishing Services..... | 11 |
| 3.4.17 | Relocation Services | 11 |
| 3.4.18 | Seized Property Management | 11 |
| 3.4.19 | Supplier Information..... | 12 |
| ANNEX A - CATALOGUING AND MATERIEL IDENTIFICATION..... | | 13 |
| ANNEX B - CUSTOMER INFORMATION SYSTEM | | 16 |

INDEX OF WEB LINKS

[Accommodation and Car Rental Directory](#)
[Air Charter Services](#)
[Audiovisual, Projection and Videoconferencing Equipment](#)
[Business Access Canada](#)

[Clothing Advisory Service](#)
[Commissionaire Services](#)
[Commodity Fact Sheets](#)
[Computers](#)
[Crown Assets Distribution](#)
[Cyber Protection Supply Arrangement](#)

[Fire Fighting Equipment and Safety and Rescue Equipment](#)
[Freight and Courier Services \(e-FRISBEE\)](#)
[Furniture](#)

[Government of Canada Advertising](#)
[Government Travel - Travel AcXess Voyage](#)
[Green Procurement Plans](#)
[Guide for New Buyers](#)

[Hand Tools](#)

[In-Service Support Supply Arrangement \(ISS SA\)](#)

[Mobile Wireless Products](#)

[National Fuel Procurement Program](#)

[Passenger Cars and Light Trucks](#)
[Printers, Photocopiers and Multifunction Devices](#)
[Printing and Communications Services](#)
[Procurement Allocation Directory \(PAD\)](#)
[Professional Services \(PS\) Online](#)
[Public Opinion Research in the Government of Canada](#)
[Publishing Services](#)

[Real Property Sourcing System - SELECT](#)
[Relocation Services](#)

[Security Equipment](#)
[Seized Property Management](#)
[Software](#)
[Standard Acquisition Clauses and Conditions \(SACC\) Manual](#)
[Standing Offer Index \(SOI\)](#)
[Supplier Information](#)
[Supply Manual](#)

[Task-Based Informatics Professional Services](#)
[Technical, Engineering and Maintenance Services](#)

Temporary Help Services:
Regions: [Atlantic](#); [NCA](#); [Ontario](#); [Pacific](#); [Québec](#); [Western](#)
[Tires and Tubes](#)

1. INTRODUCTION

The procurement tools and services listed below provide information to assist Government of Canada (GC) departments and agencies in carrying out their procurement activities.

Some tools and services are available through the web while others require contact with a procurement specialist from Public Works and Government Services Canada (PWGSC). Information on the web sites for Standing Offers (SO) and Supply Arrangements (SA) varies depending on the commodity or service. Web sites include lists of authorized suppliers, specific items and costs and they may allow for the generation of a Call-up form.

If you have any difficulties in accessing the listed tools and services, please let us know at:

ncrcabsecretariat@pwgsc-tpsgc.gc.ca.

2. PWGSC PROCUREMENT MANUALS

2.1 GUIDE FOR NEW BUYERS

<http://contractscanada.gc.ca/en/buyerguide.htm>

The Guide for New Buyers is a practical guide for new buyers in federal departments and agencies to learn about the basics of buying goods and services and PWGSC's procurement services.

2.2 STANDARD ACQUISITION CLAUSES AND CONDITIONS (SACC) MANUAL

<http://sacc.pwgsc.gc.ca/sacc/index-e.jsp>

The SACC Manual provides suppliers and clients of PWGSC with information on terms and conditions commonly used in the contracting process by the federal government and PWGSC. The content is referred to in bidding opportunities and contracting activities.

2.3 SUPPLY MANUAL

<http://www.tpsgc-pwgsc.gc.ca/app-acq/ga-sm/index-eng.html>

This site contains the Supply Manual - PWGSC's departmental purchasing policies and references to relevant government laws and conditions. Used by PWGSC procurement officers, the manual explains why and how PWGSC carries out its supply activities.

3. TOOLS AND SERVICES

3.1 STANDING OFFER INDEX (SOI)

<http://soi.pwgsc.gc.ca/app/index.cfm?Fuseaction=prg.main&altlang=-e>

This site contains the complete list of PWGSC generated Standing Offers. It indicates the availability of standing offers and supply arrangements to assist users with their procurement activities by allowing them to determine if a standing offer exists that meets their requirements.

3.2 STANDING OFFERS / SUPPLY ARRANGEMENTS - GOODS

The web sites for the commodities and services listed below include the specific SO/SA conditions and information as well as instructions on how to procure the commodity or service.

3.2.1 Audiovisual, Projection and Videoconferencing Equipment

<http://publiservice.gc.ca/services/icpsss-spicsn/apv/intro-e.html>

This site provides the standing offer information required to procure audio-visual, projection and videoconferencing equipment including the installation services.

3.2.2 Computers

<http://computer.pwgsc.gc.ca/index.cfm?fuseaction=cag.home&lang=e>

The Computer Acquisition Guide (CAG) site provides access to standing offers for computers and computer related equipment and systems. Almost everything needed to set up and place a Call-up or to research and prepare a requisition for a larger order can be found on the CAG.

3.2.3 Fire Fighting Equipment and Safety and Rescue Equipment

<http://publiservice.gc.ca/services/icpsss-spicsn/firesafety/intro-e.html>

This site provides the NMSOs that have been awarded for the provision of Fire Fighting Equipment and Safety and Rescue Equipment.

3.2.4 Furniture

<http://publiservice.gc.ca/services/icpsss-spicsn/furniture/intro-e.html>

The furniture site assists client departments in the selection of office furniture needs. Prices are valid as specified in each NMSO.

3.2.5 Hand Tools

<http://publiservice.gc.ca/services/icpsss-spicsn/handtools/intro-e.html>

This site provides the NMSOs for the provision of hand tools. These include catalogues of hand tools and their associated prices.

3.2.6 National Fuel Procurement Program

<http://publiservice.gc.ca/services/icpsss-spicsn/fuel/intro-e.html>

The National Fuel Procurement Program site provides all relevant information on the NMSOs for Aviation Fuel, the NMSO for Marine Fuel, the Regional Master Standing Offers (RMSOs) for Heating Fuel and the RMSOs for Diesel and Automotive Gasoline. The site includes the SOs' terms and conditions with the procedures for calling-up these products, as well as the SOs' Appendixes that lists weekly/monthly pricing, and designated supplier details. It also includes archived access to prices on the current SOs, to previous SO terms and pricing, Contracting Authorities contact information, "Frequently Asked Questions", and a "What's New" page.

3.2.7 Network Equipment Support Services (NESS)

The Network Equipment Support Services (NESS) is a Departmental Individual Standing Offer (DISO), managed by PWGSC, for the provision of networking equipment. The NESS DISO will be in effect on November 1st, 2006 to October 31st, 2010.

All requests for networking equipment contained in the NESS Standing Offer will be placed through the Invoicing Support Information System (ISIS). ISIS is a user-driven Web-based application, providing the GC with easy access to a list of NESS Offerors, Original Equipment Manufacturer product sets, and volume-discounted prices. Additional information on ISIS can be found on the ITS@PWGSC Web site at: <http://publiservice.pwgsc.gc.ca/its/text/ps/isissisf-e.html>. In order to create an ISIS account and process requests, clients may contact their ISIS Client Support Representative at: <http://publiservice.pwgsc.gc.ca/its/text/ps/isissisfclient-e.html>.

3.2.8 Passenger Cars and Light Trucks

<http://publiservice.gc.ca/services/icpsss-spicsn/gmvog/intro-e.html>

This site provides the Government Motor Vehicle Ordering Guide - **GMVOG 2009** catalogue and price catalogue. It provides a link to e-Purchasing to allow on-line ordering for authorized users.

3.2.9 Printers, Photocopiers and Multifunction Devices

<http://www.tpsgc-pwgsc.gc.ca/ipmg/text/index-e.html>

The Imaging Product Management Group, (IPMG), handles the national commodity management for imaging product lines including computer printers, digital photocopiers and multifunction devices. The site provides the series of NMSOs for the purchase of Desktop and Network Printers that will be in place for up to three years, as well as NMSOs for the lease of Photocopiers and Multifunction Devices. This is an interactive website that allows users to check comparative benchmark scoring, prices and product details, or to configure specific products. All SO suppliers and their product specifications and prices are included on the site or are accessible from it.

3.2.10 Security Equipment

<http://publiservice.gc.ca/services/icpsss-spicsn/security/intro-e.html>

This site provides the NMSOs within the Security Equipment Catalogue with valid prices as specified in each.

3.2.11 Software

<http://software.pwgsc.gc.ca/client/index-e.cfm>

The Software Acquisition Reference Centre (SARC) provides all relevant information contained in the Departmental Individual Standing Offers (DISO) available to the GC for the provision of software. This includes the standard procedures for calling-up these services and identified contracting officers at PWGSC who can place a Call-up on the client's behalf. Information provided includes the supplier's List of Deliverables, Authorized Agents List, License, and Services and Support Agreement.

3.2.12 Tires and Tubes

<http://publiservice.gc.ca/services/icpsss-spicsn/tires/intro-e.html>

The site provides the NMSOs for the provision of Tires and Tubes.

3.3 STANDING OFFERS / SUPPLY ARRANGEMENTS - SERVICES

The web sites for the professional services listed below include the specific SO/SA conditions and information, and instructions on how to procure the service.

3.3.1 Air Charter Services

<http://aircharter.pwgsc.gc.ca/index.cfm?fuseaction=catalogue.home&lang=e>

The Air Charter Services electronic catalogue consolidates, for the convenience of users, all relevant information contained in the National Master Standing Offer (NMSO) for domestic and some international Air Charter Services. The standard procedures for calling-up these services and Identified Users authorized to make Call-ups against a standing offer are described in the Terms and Conditions section of the NMSO.

3.3.2 Commissionaire Services

<http://publiservice.tpsgc-pwgsc.gc.ca/acquisitions/text/cmmssnr/hm-e.html>

This site provides information on the NMSO with the Canadian Corps of Commissionaires to obtain security guard services for the period ending 31 March 2011. Information contained in the NMSO Agreement, standard procedures for calling-up Commissionaire Services as well as the Contracting Authority and Member Corps contacts can be found here.

3.3.3 Cyber Protection Supply Arrangement

<http://www.tpsgc-pwgsc.gc.ca/app-acq/amac-cpsa/index-eng.html>

The Cyber Protection Supply Arrangement (CPSA) is a government-wide procurement vehicle for the delivery of various informatics security services required on an "as and when requested" basis to any department, board, or agency of the GC or crown corporation or any other entity to which PWGSC is authorized to provide services. It supports GC client

departments in creating an IT security framework consistent with the National Security Policy, the Government Security Policy and the Operational Security Standard on Management of Information Technology Security.

3.3.4 In-Service Support Supply Arrangement (ISS SA)

<http://www.tpsgc-pwgsc.gc.ca/sipss/pspd/iss/index-e.html>

This online site provides access to approved suppliers for management consulting services. Almost everything needed to set up and place a Call-up or research and prepare a requisition for a larger order can be found on the ISS SA.

3.3.5 Professional Audit Support Services (PASS)

The PASS SA is a method of supply that streamlines procurement of professional audit support services and financial services from a pool of pre-screened vendors for eight workstreams as follows: Internal Audit Services; Practice Inspections; Information Technology and Systems Audits; Forensic Accounting; External Audit Services; Financial and Accounting Services; Internal Control Training; and, Recipient/Contribution Agreement Audit.

For more information on PASS and required training, please contact: Peggy Gilmour, A/Supply Team Leader, tel: 819-956-7642, email: peggy.gilmour@pwgsc-tpsgc.gc.ca.

3.3.6 Professional Services (PS) Online

<http://www.tpsgc-pwgsc.gc.ca/app-acq/sp-ps/index-eng.html>

PS Online is an electronic procurement tool that assists federal departments in the procurement (below the NAFTA threshold) of professional services. Government departments can use interactive website to search for suppliers of professional services.

3.3.7 Real Property Sourcing System - SELECT

https://select.pwgsc-tpsgc.gc.ca/app/secure/index.cfm?fuseaction=fa_dsp_intro&altlang=en

SELECT is a database of approved suppliers providing construction, architectural and engineering services as well as related maintenance and consulting services. It is used by PWGSC to invite firms to bid on Real Property opportunities for Consulting up to \$76,500 and Construction up to \$100,000.

3.3.8 Task-Based Informatics Professional Services

<http://www.tpsgc-pwgsc.gc.ca/app-acq/sptb-tbps/index-eng.html>

Task-Based Informatics Professional Services (TBIPS) is a combination SO and SA for the provision of services related to a particular activity or initiative that are required to address specific Information Technology needs, which are usually associated with a specific set of responsibilities. The tasks are finite work assignments that require one or more consultants and have a specific start date, end date and set deliverables.

3.3.9 Temporary Help Services (THS)

Atlantic Region

Standing Offer Index: <http://soi.pwgsc.gc.ca/app/index.cfm?Fuseaction=prg.main&altlang=-e>

NCA Region

<http://www.tpsgc-pwgsc.gc.ca/app-acq/sat-ths/index-eng.html>

The GC contracts for Temporary Help Services (THS) in the National Capital Region using the Temporary Help Services (On-Line System). The THS On-Line System is a tool to assist federal departments in their procurement of temporary help services up to \$89,000, including all subsequent amendments and GST.

Ontario Region

Regional Master Standing Offer: http://clientsontario.pwgsc.gc.ca/temp/help/client/th_s_ont_e.cfm

A tool to assist federal departments and agencies in their procurement of temporary help services up to \$50,000, including all subsequent amendments and GST.

Pacific Region

Regional Master Standing Offer: <http://publiservice.gc.ca/services/pacific/text/service/abpr/temp20062007/index.html>

A tool to assist federal departments and agencies in Pacific Region for their procurement of Temporary Help Services up to \$100,000, including all subsequent amendments and GST.

Québec Region

Standing Offer Index: <http://soi.tpsgc.gc.ca/app/index.cfm?Fuseaction=prg.main&altlang=-e>

Western Region

Standing Offer Index: <http://soi.pwgsc.gc.ca/app/index.cfm?Fuseaction=prg.main&&&altlang=-e>

3.3.10 Technical, Engineering and Maintenance Services

<http://www.tpsgc-pwgsc.gc.ca/app-acq/aa-sa/index-eng.html>

The Technical, Engineering and Maintenance Services (TEMS) SA is a government-wide procurement vehicle for the delivery of various technical professional services required on an "as and when requested" basis to any department, board, or agency of the GC or crown corporation.

3.4 OTHER SERVICES

The web sites for the commodities and services listed below provide information on the services and how to use them. For services where there is no established web site, a contact number has been provided.

3.4.1 Accommodation and Car Rental Directory

<http://rehelv-acrd.tpsgc-pwgsc.gc.ca/index-eng.aspx>

The Accommodation Directory offers information and rates on approved accommodations in Canada, the USA and other countries. It allows government travellers to search the directories using various parameters. The Car Rental Directory provides an alphabetical index of city listings in Canada and the USA. In each city listing, car rental firms and their rates are shown in ascending order by price per vehicle category.

3.4.2 Business Access Canada

<http://contractscanada.gc.ca/en/index.html>

Business Access Canada (BAC) is a key component of the Office of Small and Medium Enterprises (OSME) of PWGSC. BAC was created to improve supplier and buyer awareness of federal business opportunities and of the Government of Canada procurement system. BAC simplifies access to Government procurement information.

3.4.3 Cataloguing and Materiel Identification

The North Atlantic Treaty Organization (NATO) Codification System, used by Canada for military supply management purposes, has been adopted by civilian departments, to provide a standardized system for the identification, classification and numbering of stocked items. The system provides a uniform language for all federal government supply operations. Refer to attached Annex A for additional information.

3.4.4 Clothing Advisory Service

<http://publisservice.gc.ca/services/icpsss-spicsn/cas/intro-e.html>

The Clothing Advisory Service (CAS) as required by the Treasury Board Uniforms Directive provides technical, design and consultation services relating to uniforms and ancillary components acquired by federal departments, agencies and crown corporations. Large programs, requiring a high level of dedication of personnel, may be subject to cost recovery action.

3.4.5 Commodity Fact Sheets

<http://publisservice.tpsgc-pwgsc.gc.ca/acquisitions/text/stappprcsp/infrmtnfct-e.html>

The Commodity Fact Sheets highlight the advantages of utilizing consolidated procurement instruments including potential savings for your organization. They give information on how to order and a contact name for more information.

3.4.6 Crown Assets Distribution

<http://biensdelacouronne.tpsgc.gc.ca/mn-eng.cfm?snc=hm>

Crown Assets Distribution acts as the GC's agent to provide client departments with a disposal service of moveable federal government surplus material through direct sales or through the management of contracts with service providers. Crown Assets Distribution Centres (CADC) also act as agents for foreign governments in the sale of their surplus assets located in Canada. CADCs also have working arrangements with certain European governments for disposal of Canadian military surpluses located in their countries.

3.4.7 Customer Information System

The Customer Information System (CIS) contains the names and addresses of government customers who obtain goods and services through PWGSC. Each name and address is linked to a five character Customer Address Code (CAC) that may be used as a consignee code, ordering office code or accounting office code. Each customer obtaining goods and services through PWGSC is required to have one or more CAC listed in the CIS. Refer to Annex B for additional information.

3.4.8 Freight and Courier Services (e-FRISBEE)

<http://publisservice.gc.ca/services/icpsss-spicsn/cfs/intro-e.html>

e-FRISBEE is a transportation software package that provides a competitive comparison of carrier rates and automated Government Bill of Lading. It was developed by Central Freight Service (CFS) for government shippers who use freight or courier services.

3.4.9 Government of Canada Advertising

<http://www.tpsgc-pwgsc.gc.ca/pub-adv/index-eng.html>

This site explains the roles and responsibilities and the process for government advertising. It includes the solicitation process for the Agency of Record for the Government of Canada and the suppliers on the standing offers and supply arrangements for advertising services. It also provides information on the eligibility and evaluation guidelines for media suppliers and includes the Annual Report on Government of Canada advertising activities.

3.4.10 Government Travel - Travel AcXess Voyage

<https://travel-voyage.gc.ca/stsi.portal?>

This site has everything needed to apply for a Government Designated Travel Card (DTC), to learn how to book reservations or claim travel expenses.

3.4.11 Green Procurement Plans

<http://publiservice.tpsgc-pwgsc.gc.ca/acquisitions/text/rcvgpn/gaegpt-e.html>

The Green Procurement Plan is a tool that supports the implementation of the Policy on Green Procurement. A green procurement plan is developed for each commodity group under the Commodity Management Framework. Green Procurement Plans will provide client Departments with useful information on specific goods and services, including:

- Environmental considerations taken into account in the procurement decision-making process; and
- Present and future plans for incorporating environmental criteria in federal government purchases.

The Policy on Green Procurement and other supporting tools can be found at:

<http://www.tpsgc-pwgsc.gc.ca/greening/text/proc-e.html>

3.4.12 Mobile Wireless Products

<http://publiservice.tpsgc-pwgsc.gc.ca/its/text/ps/scsfwcs-e.html>

These arrangements provide the government with special discounted rates for cell phones, personal digital assistants (PDAs), aircards and more.

3.4.13 Printing and Communications Services

<http://www.tpsgc-pwgsc.gc.ca/app-acq/communications-eng.html>

You will find information on procurement services related to an array of printing and communications services for federal departments and agencies provided by PWGSC Acquisitions Branch.

3.4.14 Procurement Allocation Directory (PAD)

<http://pad.contractsCanada.gc.ca/applctrl.cfm?language=en>

The Procurement Allocation Directory (PAD) is a list of key purchasing contacts in Public Works and Government Services Canada (PWGSC) offices. It answers the question: "who buys what at PWGSC?".

3.4.15 Public Opinion Research in the Government of Canada

<http://www.tpsgc-pwgsc.gc.ca/rop-por/index-eng.html>

PWGSC's Public Opinion Research Directorate provides coordination and advisory services for all Government of Canada public opinion research, ensuring the research undertaken conforms to Government of Canada policies and Treasury Board regulations as well as industry standards.

3.4.16 Publishing Services

<http://publications.gc.ca/helpAndInfo/whwr-e.htm>

The Government of Canada Publications Web site is your "single window" access point to locate or order free and priced publications authored by Government of Canada departments, in printed and electronic format.

3.4.17 Relocation Services

<http://publiservice.gc.ca/services/icpsss-spicsn/crs/intro-e.html>

The Central Removal Service arranges with removal services contractors (van lines) to transport and store the household goods of relocating employees. The services are provided for Federal Government employees being relocated between points within Canada and the continental USA including Alaska.

3.4.18 Seized Property Management

<http://www.tpsgc-pwgsc.gc.ca/apropos-about/fi-fs/bs-spm-eng.html>

The Seized Property Management Directorate (SPMD) performs a variety of functions related to the management of seized property, including providing advice to police agencies and Crown prosecutors on the value of target assets.

3.4.19 Supplier Information

<http://www.contractscanada.gc.ca/en/sri-e.htm>

The Supplier Information (SI) service is a searchable Intranet database of more than 107,000 companies that have registered to do business with the federal government.

ANNEX A - CATALOGUING AND MATERIEL IDENTIFICATION

(Refers to item 3.4.3 of the list)

The North Atlantic Treaty Organization (NATO) Codification System, used by Canada for military supply management purposes, has been adopted by civilian departments, to provide a standardized system for the identification, classification and numbering of stocked items. The system provides a uniform language for all federal government supply operations.

A. Materiel Identification Responsibilities

Public Works and Government Services Canada (PWGSC) and the Department of National Defence (DND) share the responsibilities for providing materiel identification and related services to civilian departments.

1. DND Responsibilities to Civilian Departments

- a. *Item identification.* The Directorate of Supply Change Operations (DSCO) in National Defence (see Directory) uses the NATO Codification System to identify and catalogue materiel for civilian departments in the same way as DND materiel. Items qualifying for a NATO Stock Number (NSN) are assigned one. For items not qualifying for NATO Stock Number (NSN) assignment, Permanent Stock Control Numbers (PSCNs) are assigned if the civilian department requires an accounting number.
- b. *Level of service.* DND has an average turnaround of ten (10) days for items catalogued on behalf of PWGSC.
- c. *Policy and procedures.* DND is responsible for the policy and procedures to be followed as well as the standard forms to be used. This includes criteria for materiel selection for stock number assignments, preparation and maintenance of a cataloguing manual and necessary briefings and detailed instructions. DND also advises and assists departments on cataloguing and materiel identification and provides systems surveillance.
- d. *Contacts with customers.* DND deals directly with civilian departments wishing to use the NATO Codification System and carries out a preliminary assessment of the civilian department's ability to implement the system. Where applicable, DND may implement processing schedules and quotas for assignment of stock numbers. It also monitors workloads being imposed by the civilian departments and provides a coordination point and liaison service for problems between DND and civilian departments. These departments send Cataloguing Request Forms directly to DND, which responds to requests or asks for additional data and/or clarification from the department.
- e. *User codes.* DND/DSCO is responsible for the assignment of new user codes and the maintenance of old ones.
- f. *Financial.* Unless agreed in writing, no financial obligation is imposed on the participants except that each is responsible for funding costs incurred in its own interests

2. PWGSC Responsibilities

PWGSC is responsible for item identification and assignment of stock numbers for catalogues issued by the department and for some printed matter.

- a. The Procurement Renewal Office (PRO) Sector in PWGSC is responsible for the item identification services in the department.
- b. PRO coordinates and liaises cataloguing activities between PWGSC and DND.

3. Civilian Department Responsibilities

Use assigned stock numbers for all appropriate materiel management functions. As far as practicable, confine requirements to items covered by those numbers and continue codification maintenance.

B. Stock Numbers

1. NATO Stock Numbers (NSNs) consist of 13 digits (e.g.: 9999-88-123-4567) and are divided into three parts:
 - a. First Part (9999) - four digits denoting the NATO Supply Class;
 - b. Second Part (88) - two digits identifying the NATO country which originates the stock number; e.g. 21 = Canada
 - c. Third Part (123-4567) - seven digits, sequential item identification number.
2. Permanent Stock Control Numbers (PSCN) consist of 13 characters with the same first and second parts as above. However, the third part is a combination of alpha/numeric characters with the first three always alpha.
3. The Treasury Board Materiel Coding Standard (MCS) states that: "The NATO materiel identification code, the NSN, will be the standard materiel assets code for departmental assets management systems in the federal government. This standard must be used for the design and implementation of new materiel coding systems."
4. Within the above framework, consider for NSN, only those items which are required on a repetitive and continuous basis and/or are subject to supply accounting within a department's supply system. PSCN may be assigned for items not qualifying for NSN assignments, if an accounting number is required.
5. Contact the DND Directorate of Supply Chain Operations (DSCO) (see Enquiries / Contacts below) who will arrange a meeting to discuss the NATO Codification System and its current or planned use.

C. Catalogues and Related Materiel Identification Information

1. PWGSC publishes a number of catalogues for commonly used items such as Hand Tools and the Security Equipment e-catalogue. The Department also prepares and issues catalogues tailored to customer requirements on a cost-recovery basis.
2. Departments may also subscribe to the Canadian Government Catalogue of Materiel (CGSM) data file that has descriptive and reference/specification data on each item of supply catalogued for the military and registered user departments. DND reproduces the file on DVD ROM every two months and makes it available to authorized users.

D. Enquiries / Contacts

1. For further information about civilian department requirements and for information about the CGSM data file, contact the DND Directorate of Supply Chain Operations (DSCO).

Directorate of Supply Chain Operations

Department of National Defence

Louis St-Laurent Building

555 de la Carrière Boulevard

Gatineau, Quebec

K1A 0K2

Attention: John Lemoire

Telephone: 819-994-9254

E-mail: john.lemore@forces.gc.ca

2. For further information on cataloguing action and item identification within PWGSC, contact the Procurement Renewal Office (PRO) Sector.

Commodity Coding/Cataloguing

Procurement Renewal Office (PRO) Sector

Public Works and Government Services Canada

Place du Portage, Phase III, 0A1

11 Laurier Street

Gatineau, Quebec

K1A 0S5

Attention: Pam O'Connor

Telephone: 819-956-8229

E-mail: pam.oconnor@tpsgc-pwgsc.gc.ca

ANNEX B - CUSTOMER INFORMATION SYSTEM

(Refers to item 3.4.7 of the list)

A. Introduction

1. The Customer Information System (CIS) contains the names and addresses of customers who obtain goods and services through Public Works and Government Services Canada (PWGSC). Each name and address is linked to a five-character Customer Address Code (CAC).
2. Customer addresses are required by PWGSC to conduct daily procurement business with other government departments and agencies. The customer addresses are used to ship and distribute goods as well as invoice these customers.
3. CIS is updated daily using information received from organizations in departments and agencies authorized to request new codes, changes or cancellations to existing CAC data.
4. Automated output from the CIS is provided to PWGSC database systems that include departmental addresses.

B. Definitions

The following definitions pertain to customer addresses:

- a. *Customer* - Any federal, or territorial government department, or agency, listed under the Financial Administration Act that is authorized to use the services of PWGSC.
- b. *Customer Code (CC)* - A two-character code assigned to a customer that uses PWGSC's services. If the first character of the CC is numeric, the first 2 characters identify the Customer Code (CC). If the first character of the CC is alphabetic, the first character identifies the CC. For example, for CAC 01550 and H1111, codes '01' and 'H' identify the customer respectively.
- c. *Customer Address Code (CAC)* - A code assigned to a customer registered in the CIS containing the applicable address to which deliveries may be made. The code may be used as a consignee code, ordering office code, accounting office code.
- d. *Accounting Code (AC)* - A customer department unit to which PWGSC can refer for financial transactions. Active Customer Address Codes (CAD) must either be designated as the relevant accounting code or another active Customer Address Code must be so designated.
- e. *Approving Authority Officer (AAO)* - Designated office, and/or individual, within each customer organization, authorized to submit requests to the Procurement Renewal Office (PRO) Sector, Acquisitions Branch, PWGSC, for new codes, changes or cancellations to existing codes.
- f. *Cross-reference code* - An active CAC to which an inactive or cancelled CAC is cross-referenced. All future business dealings must refer to the active CAC.

C. Procedures – Customers

Each customer obtaining goods and services through PWGSC is required to have one or more Customer Address Codes (CAC) listed in the CIS. To be registered, customers must either be listed in the [Financial Administration Act](#), or have negotiated a Memorandum of Understanding with the Director General, PRO, Acquisitions Branch. Once approved, each customer is assigned a "Customer Code". Within each Customer Code (CC), a range of Customer Address Codes (CAC) is reserved for organizations within that specific department. PRO assigns a CAC for each delivery or accounting address. Departments designate a responsible officer as the "Approving Authority Officer" (AAO). In some instances, more than one officer may be designated.

D. Procedures - Customer Address Code (CAC)

Requests for registrations, changes or cancellations will only be accepted from the Approving Authority Officer (AAO) for the CAC, or range of CACs, for which the AAO is responsible. Forward your request to your AAO for authorization. The AAO will then send it to the Customer Information System, PWGSC (see Enquiries below). Requests received by Procurement Renewal Office (PRO) without proper authorization will be sent to the AAO for approval. PRO will confirm with the AAO, that the action has been taken on the specified address code.

E. Customer Information

1. Updated lists of active Customer Address Codes (CAC), addresses and the Accounting Code may be provided in Excel, Lotus or ASCII to the AAO, upon their request.
2. A CAC cancelled by the customer does not appear in any electronic listing (unless requested) but is retained in the Customer Information System.

F. Customers' Responsible Offices

Your departmental materiel manager can identify the Approving Authority Officer(s) (AAO). Note that, in some departments, approval for a Customer Address Code (CAC) is required from the regional offices, before AAO approval and submission to the Procurement Renewal Office (PRO) Sector in PWGSC is done.

G. Enquiries

1. Direct enquiries concerning Customer Address Codes to your Approving Authority Officer (AAO).
2. Direct enquiries regarding use of the Customer Information System (CIS) data to the user manager, as follows:

Customer Information System

Procurement Renewal Office (PRO) Sector
Acquisitions Branch
Public Works and Government Services Canada
Place du Portage, Phase III, 0A1
Gatineau, Quebec K1A 0S5
Attention : Ivy Pui
Telephone: 819-956-8440
E-mail: ivy.pui@tpsgc-pwgsc.gc.ca