



NOMINATION FORM

Nominee Information

Public Sector Procurement Project eProcurement
 Team Name eProcurement Team Leader Gaea Guruprasad
 Organization Natural Resources Canada (Shared Services Office)
 Team participants Gaea Guruprasad Louise Martel
Marie Plante Luc Casault
 Category of public sector federal and provincial/territorial governments
 Address 580 Booth St., 16th Floor, Room A7-4 Email ggurupra@nrcan.gc.ca
 City Ottawa Province Ontario Postal code K1A 0E4
 Telephone (613) 943-1914 Fax (613) 992-1489

Nomination submitted by

Name Geoffrey Su Title Project Officer
 Organization Natural Resources Canada Email gesu@nrcan.gc.ca
 Address 580 Booth St., 3rd Floor, Room 3-D3-4
 City Ottawa Province Ontario Postal code K1A 0E9
 Telephone (613) 995-3140 Fax (613) 995-3800

Certification

To the best of my knowledge, I certify that the information provided is accurate and true.

Signature [Signature] Date June 30, 2009

Structure of the submission

The nomination form must be accompanied by an overview of the project you wish to profile. We provide you with the following outline to help you structure your submission. You are welcome to include additional information that you feel is pertinent but the submission should not exceed five (5) pages. If you have any questions, please contact us at award@summitconnects.com.

- Project objectives
- Brief description of the project
- Summary of project experience -- How did it go?
- Contribution of project to key criteria:
 - high degree of innovation -- new ideas or approaches in either operational or policy settings;
 - measurable and significant benefit -- savings, efficiency and effectiveness, satisfy the stated objectives of the project;
 - transferability -- the central idea or approach shows some promise for being used in other areas of the public sector;
 - advancing professionalism within the community.
- The submission must include a letter of reference from a senior manager or procurement supervisor on the project -- someone other than the team leader submitting the nomination.

**Natural Resources Canada (Shared Services Office)'s 2009 Summit Award
Nomination:
Overview of the Project**

1. Project objectives

The objectives of the project were as follows:

- a) To create a one-stop shop (in this case a Web site) where managers could retrieve procurement requests to allow them to better track procurement transactions. With the former paper-based system, paper was often lost.
- b) To develop a more efficient and effective process for processing procurement requests, by:
 - eliminating the transit time associated with paper requests, by having an electronic workflow
 - ensuring that procurement requests include all of the required information (e.g. mandatory fields on the form) when requests are routed to procurement officers
 - creating automatic routing of procurement requests through the necessary authorization levels
 - tracking the action time following a procurement request's submission, so that any transactions "idling" (i.e. awaiting management authorization) too long can be followed-up
- c) To reduce paperwork, contributing noticeably to the Natural Resources Canada (NRCan)'s strong commitment to "greener" practices.

2. Brief description of the project

E-procurement is a new online tool; a set of e-forms connected by workflow, that was implemented to allow users to submit procurement requests faster, more easily and more reliably. This tool replaced several unstructured methods and practices formerly used to submit procurement and contract requests to the NRCan's Shared Services Office (SSO) procurement officers at NRCan.

The tool was implemented in two phases. During the first pilot phase of the project, the desired procurement process and workflow were documented, and the system was built to conform to this new process. A select group of users were given the opportunity to "test drive" the system and suggest improvements. This valuable feedback provided direction to the procurement management and system developers as to what aspects and functions to enhance in the system. The second phase of the implementation began in February 2008, when the enhanced system was deployed department-wide, and was made a compulsory tool for all procurement requests.

Users are now supported by help fields for each data item they must enter, and the NRCan IT Service Desk has been expanded to provide first and second-level support for users with technical or business questions.

3. Summary of project experience – How did it go?

The project has been hugely successful. The system is now a mandatory tool for submitting procurement requests, and the objectives have been met.

Clients have warmly received the tool and are receptive to future developments. Feedback is continually collected from clients via the IT Service Desk, and enhancements to the system continue to be developed and added to the system.

The project team conducted a search for similar products, using the Internet, publications and other sources, prior to commencing the project. However, we did not find anything that matched our specific business requirements. If a solution did exist with the required functionality, a great deal of enhancement was required and it was not easily customizable to NRCan's needs. By designing our own product, we were able to develop and reuse much of the code for other departmental applications (complementary to e-Procurement) economizing a great deal in the process.

Heading into the project, the greatest risk was user acceptance and use. The department had seen some user fatigue with the adoption of other e-tools (developed externally). As a result, lessons learned from other projects were analysed and a communication and training strategy was developed to support users as the tool rolled out, and during ongoing operation.

Ongoing support was key to this project. Often, with a number of tools being used in the department, users are confused as to whom they should contact for technical and/or business support. In the case of eProcurement, the IT Service Desk is the first point of contact, whether a user has a technical or business concern. The IT Service Desk provides basic business support and refers more detailed enquiries seamlessly to procurement and other business specialists at the tier 2 level as required.

4. Contribution of project to key criteria:

- a) high degree of innovation – new ideas or approaches in either operational or policy settings;**

eProcurement is a new approach to providing service in an operational setting. It provides electronic approval, a new and exciting feature that cuts lead and processing times for clients. eProcurement utilizes several NRCan Enterprise applications like the Signature Specimen Record (SSR) to minimize the effort required to complete the procurement request form and to facilitate appropriate electronic approvals. Specifically the SSR function authorizes the delegation of signing authority to individuals who have the appropriate financial delegation

By linking eProcurement to the SSR, the Department has simplified the process, reduced the effort for all those involved and enhanced the traceability of approvals.

eProcurement has dramatically changed the procurement process at NRCan. Clients have adapted quickly because the tool is effective and efficient at collecting required information, and they have the necessary support for using the tool, should they need it.

b) measurable and significant benefit – savings, efficiency and effectiveness, satisfy the stated objectives of the project;

eProcurement has provided the following benefits:

Efficiency:

- Improved recognition/tracking of procurement transactions, with less paperwork
- Procurement Services are better positioned to respond quickly and effectively to client needs and priorities. Clients receive the goods in their hands faster.
- Less back-and-forth between clients and the Shared Services Office (SSO)
- Greater focus on processing requests; less pre-process administration
- Better supply-and-demand assessment capability with automation
- Timely follow-up on requests sitting in an electronic “in-basket” of a manager

Effectiveness:

- The structure is now in place to allow for additional tools to be added to eProcurement.
- Improved Established framework may be applied to future applications that are planned.
- Step-by-step updates on request processing
- Better tracking of logged requests

- National pool of resources to tap into during high-volume periods and/or as needed
- Elimination of lost paper procurement requests

Other:

- Better environmental stewardship, by implementing a “greener” process for procurement requests

c) transferability – the central idea or approach shows some promise for being used in other areas of the public sector;

eProcurement can be extended over time to include additional functions, thus bringing even more convenience and innovation to the services that clients need and use regularly.

The scope of the tool was initially limited to Procurement Services and the Information Technology Service Desk (for receiving technical assistance). However as new services were proposed, the idea emerged to link the latter two services within one enterprise portal (ConneXus). As an enterprise portal, it provides a framework to provide a single point of access to a variety of information and tools.

Further extensions of eProcurement are planned for the future.

NRCan would be very willing to share their experience and solution with other departments requiring a similar system.

d) advancing professionalism within the community

The eProcurement system has standardized the procurement processes at NRCan, resulting in improved service to clients. The tool has allowed procurement officers to respond in a more timely fashion to requests and devote their energy to more value-added services.

The eProcurement system is adaptable to different financial software, such that if the SSO installed a new financial system, only a minor enhancement would be required to ensure total compatibility.

The eProcurement system is part of a larger e-Form Project. The eProcurement team is building a code library, so that as the number of e-Form programs increase, the team’s ability to create new programs grows as well.

- 5. The submission must include a letter of reference from a senior manager or procurement supervisor on the project – someone other than the team leader submitting the nomination.**

[See enclosed “Summit award_letter of reference_NRCan 2009.pdf” file.]



Natural Resources
Canada

Ressources naturelles
Canada

Shared Services
Office

Bureau des services
partagés

June 30, 2009

The Summit Group
263 Holmwood Avenue, Suite 100
Ottawa, Ontario
K1S 2P8

Dear Sir/Madam:

On behalf of Natural Resources Canada (NRCan)'s Shared Services Office (SSO), I am pleased to recommend our eProcurement tool for the 2009 Summit Award.

Since its inception in November 2007, eProcurement has noticeably changed NRCan's procurement process. Our clients have quickly adopted this online tool, owing to its effectiveness and efficiency at collecting the required information for procurement requests, and to the ongoing support provided for this procurement tool.

I believe that our eProcurement submission exemplifies innovation and amply meets the 2009 Summit Award key criteria. The eProcurement tool provides electronic approval (i.e. authorizing the delegation of signing authority to individuals who have the appropriate financial delegation) and possesses a high degree of transferability for future applications.

Our goal as regards eProcurement has been to dramatically improve the NRCan procurement process for our clients and our procurement team. We believe that this online tool is allowing us to fulfill our SSO mandate: Bringing business expertise and solutions to NRCan and its mission.

I can only strongly support our eProcurement candidacy for the 2009 Summit Award.

Yours sincerely,



Brian Seaby, P. Eng.
Executive Director
Shared Services Office

Canada