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Public Services and Procurement Canada

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Corporate information

Organizational profile

Appropriate minister: Anita Anand, PC, MP. (Member of Parliament)

Institutional head: Bill Matthews

Ministerial portfolio: Public Services and Procurement Canada (PSPC)

Enabling instrument: The Department of Public Works and Government Services Act establishes the department of Public Services and Procurement Canada.

Year of incorporation/commencement: 1841

Other: The Minister of Public Services and Procurement has responsibilities under 19 other acts. The most important ones are:

- Canada Post Corporation Act
- National Capital Act
- Expropriation Act
- Defence Production Act
- Seized Property Management Act
- Surplus Crown Assets Act
- Financial Administration Act

Raison d'être, mandate and role: Who we are and what we do

PSPC (Public Services and Procurement Canada) plays an important role in the daily operations of the Government of Canada. It supports federal departments and agencies in the achievement of their mandated objectives as their central purchasing agent, real property manager, linguistic

authority, treasurer, accountant, pay and pension administrator, and common service provider. The department's vision is to excel in government operations. Our mission is to deliver high-quality, central programs and services that ensure sound stewardship on behalf of Canadians and meet the program needs of federal institutions.

The department, founded in 1841, was instrumental in the building of our nation's canals, roads and bridges, the Houses of Parliament, post offices and federal buildings across the country.

The *Department of Public Works and Government Services Act*, passed in 1996, established the current department and set out the legal authorities for PSPC (Public Services and Procurement Canada)'s services. As a common service organization providing government departments, boards and agencies with support services, PSPC (Public Services and Procurement Canada) delivers on its mandate through 5 core responsibilities:

- purchase of goods and services
- payments and accounting
- property and infrastructure
- government-wide support
- Procurement Ombudsman (note: the Office of the Procurement Ombudsman operates at arm's length from the department)

PSPC (Public Services and Procurement Canada)'s goal is to manage its business in a way that demonstrates integrity, accountability, efficiency, transparency, and adds value for its client departments and agencies, and Canadians.

The portfolio of the minister of Public Services and Procurement includes the National Capital Commission and 3 Crown corporations (Canada Lands Company Limited, Defence Construction Canada and Canada Post Corporation). The minister is also responsible for the Federal Public Sector

Labour Relations and Employment Board. The Office of the Procurement Ombudsman (OPO) also reports to the minister and operates independently. Details of the operations of the Crown corporations and OPO (Office of the Procurement Ombudsman) are provided in separate annual reports that are tabled in parliament by the minister.

For more information on the department's organizational mandate letter commitments, see the Minister's mandate letter.

Reporting framework

Public Services and Procurement Canada's Departmental Results Framework and Program Inventory of record for 2019 to 2020 are shown below.

Core responsibility 1: Purchase of goods and services

Description

PSPC (Public Services and Procurement Canada) purchases goods and services on behalf of the Government of Canada.

Departmental results and departmental results indicators

1.1 Federal organizations have the products and services they need, when they need them, at the best value

1.1.1 Percentage of overall client satisfaction with PSPC (Public Services and Procurement Canada) procurement services

1.1.2 Average number of days to award a contract (Target 1—Level 1 complexity)

1.1.3 Average number of days to award a contract (Target 2—Level 2 complexity)

1.1.4 Cost of procurement services per \$100 of contract value

1.1.5 Percentage of dollar value awarded through competitive contracting processes

1.1.6 Percentage of contracts awarded through PSPC (Public Services and Procurement Canada) standing offers and/or supply arrangements

1.1.7 Percentage of competitive procurement processes versus sole source

1.1.8 Percentage of competitive procurement processes for which at least 2 bids were received (Level 3 to 5)

1.1.9 Average number of qualified bidders on complex competitive procurement processes

1.2 Government purchasing is simpler and easy to access, fair and transparent for suppliers

1.2.1 Percentage of suppliers that rate the purchasing process as simpler and easy to access

1.2.2 Percentage of contracts awarded for which a valid complaint was filed

1.2.3 Percentage of suppliers that rate the purchasing process as fair and transparent

1.2.4 Number of agile digital procurements

1.3 Government purchasing supports Canada's economic, environmental, and social policy goals

1.3.1 Percentage of contract value awarded to small and medium businesses

1.3.2 Percentage of innovation contracts awarded by PSPC (Public Services and Procurement Canada) for which products and services are commercialized within 1 year after contract completion

1.3.3 Percentage of PSPC (Public Services and Procurement Canada) contracts, standing offers and supply arrangements that include "green" goods and services

1.3.4 Percentage increase in participation to procurement processes by businesses owned by Indigenous peoples

1.3.5 Percentage increase in participation to procurement processes by businesses owned by women

Program inventory

- Procurement leadership
- Procurement services

Core responsibility 2: Payments and accounting

Description

PSPC (Public Services and Procurement Canada) collects revenues and issues payments, maintains the financial accounts of Canada, issues financial reports, and administers payroll and pension services for the Government of Canada.

Departmental results and departmental results indicators

2.1 Canadians have timely access to reliable information on Canada's finances

2.1.1 The Public Accounts of Canada are posted on the department's website within 24 hours of tabling in the House of Commons

2.1.2 Information presented in the consolidated financial statements of the Government of Canada is accurate

2.2 In collaboration with government departments, employees receive timely and accurate pay and benefits

2.2.1 Percentage of pay transactions processed that are accurate and on time

2.3 Members of federal pension plans receive timely and accurate pension payments, benefits and support services to which they are entitled

2.3.1 Percentage of pension payments processed that are accurate and on time

2.4 Canadians, businesses and organizations receive payments on time and revenues are collected for government services in an efficient manner

2.4.1 Percentage of payments issued within established timeframes

2.4.2 Percentage of money paid to the Government of Canada that is reconciled within 2 business days

2.4.3 Percentage of payments made instead of property taxes to taxing authorities within established timeframes

Program inventory

- Federal Pay Administration
- Federal Pension Administration
- Payments Instead of Property Taxes to Local Governments
- Payments and Revenue Collection
- Government-Wide Accounting and Reporting
- Cape Breton Operations: Human Resources (HR) legacy Benefits

Core responsibility 3: Property and infrastructure

Description

PSPC (Public Services and Procurement Canada) provides federal employees and parliamentarians with work space; builds, maintains and manages federal properties and other public works such as bridges and dams; and provides associated services to federal organizations.

Departmental results and results indicators

3.1 Federal infrastructure spending supports Canada's social, economic and environmental priorities

3.1.1 Percentage of PSPC (Public Services and Procurement Canada)-managed building locations that provide features to support universal accessibility

3.1.2 Operating expenses per square metre of Crown-owned office space

3.1.3 Percentage of reduction in green-house gases in PSPC (Public Services and Procurement Canada) Crown-owned building portfolio, excluding housing

3.2 National heritage assets are preserved on behalf of Canadians

3.2.1 Percentage of Crown-owned heritage buildings that are in fair or better condition

3.2.2 Percentage of PSPC (Public Services and Procurement Canada)-managed heritage asset projects that are completed on time, on scope and on budget

3.3 Federal real estate and associated services meet the needs of federal government clients and/or parliamentarians, and ensure best value for Canadians

3.3.1 Percentage of Crown-owned buildings that are in fair or better condition

3.2.2 Percentage of PSPC (Public Services and Procurement Canada)-managed office space that is modernized each year to meet the current Government of Canada workplace fit-up standards

3.3.3 Percentage of real property projects that meet the needs of clients as defined in the project scope, and are completed on time and on budget

3.3.4 Percentage of time that essential property management services are fully available and functional

3.3.5 Percentage of PSPC (Public Services and Procurement Canada) Crown-owned surplus properties that are sold or transferred to non-federal entities

Program inventory

- Federal Accommodation and Infrastructure
- Real Property Services
- Parliament Hill and Surroundings
- Cape Breton Operations: Portfolio Management

Core responsibility 4: Government-wide support

Description

PSPC (Public Services and Procurement Canada) provides administrative services and tools to federal organizations that help them deliver programs and services to Canadians.

Departmental results and departmental results indicators

4.1 Federal organizations have access to high quality linguistic services and tools

4.1.1 Percentage of translation, interpretation and terminology services that comply with established quality standards: Target 1 (Translation)

4.1.2 Percentage of translation, interpretation and terminology services that comply with established quality standards: Target 2 (Interpretation)

4.1.3 Percentage of translation, interpretation and terminology services that comply with established quality standards: Target 3 (Terminology)

4.1.4 Percentage of overall user satisfaction with the Translation Bureau's language tools and services

4.1.5 Percentage of translation, interpretation and terminology services provided to Government of Canada by Translation Bureau

4.2 The government does business with ethical suppliers and ensures that sensitive information is handled appropriately

4.2.1 Percentage of business integrity verification requests answered within the 4-hour client service standard

4.2.2 Percentage of security screenings processed within 7 business days for contractors and sub-contractors requiring access to protected information

4.3 Federal organizations have the support services and tools they need to deliver their programs to Canadians

4.3.1 Percentage of overall client satisfaction with PSPC (Public Services and Procurement Canada) support services and tools

4.3.2 Percentage of PSPC (Public Services and Procurement Canada) service standards met

Program inventory

- Linguistic Services
- Communication Services
- Government-wide Corporate Services
- Document Imaging Services
- Asset Disposal
- Service Strategy
- Canadian General Standards Board
- Security and Oversight Services

Core responsibility 5: Procurement Ombudsman

Description

The Office of the Procurement Ombudsman operates at arm's-length from federal organizations. It is legislated to review the procurement practices of federal organizations, review complaints from Canadian suppliers, and provide dispute resolution services.

Departmental results and departmental results indicators

5.1 Raise awareness of procurement issues and exchange information (education)

5.1.1 Number of educational events per year with small and medium-sized businesses and federal officials

5.1.2 Number of geographical locations where these educational events are held

5.2 Procurement related issues are addressed through facilitation (alternative dispute resolution)

5.2.1 Percentage of alternative dispute resolution processes that result in settlement agreements agreed to by both parties

5.3 Procurement related issues are addressed through investigation

5.3.1 Percentage of supplier complaint reviews completed within 120 working days as per legislative requirements

5.3.2 Percentage of recommendations made by the Ombudsman acted upon by federal organizations

Program inventory

Procurement Ombudsman

Supporting information on the program inventory

Financial, human resources and performance information for Public Services and Procurement Canada's Program Inventory is available in the Government of Canada [InfoBase](#).

Supplementary information tables

The following supplementary information tables are available on the Public Services and Procurement Canada website:

- [Departmental Sustainable Development Strategy](#)
- [Details on transfer payment programs of \\$5 million or more](#)
- [Gender-based analysis plus](#)
- [Responses to parliamentary committees and external audits](#)
- [Status report on transformational and major Crown projects](#)

Federal tax expenditures

The tax system can be used to achieve public policy objectives through the application of special measures such as low tax rates, exemptions, deductions, deferrals and credits. The department of Finance Canada publishes cost estimates and projections for these measures each year in the [Report on Federal Tax Expenditures](#). This report also provides detailed background information on tax expenditures, including descriptions, objectives, historical information and references to related federal spending programs. The tax measures presented in this report are the responsibility of the Minister of Finance.

Organizational contact information

For more information on Public Services and Procurement Canada's programs and services, please communicate with us through our [general enquiries](#) webpage.

You can follow [PSPC \(Public Services and Procurement Canada\)](#) on Facebook, LinkedIn, Twitter and Instagram.

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2025-04-04