



Marie Lemay, P.Eng., ing.
Deputy Minister and Deputy
Receiver General for Canada

Message from the Deputy Ministers

As the Government of Canada's largest provider of common services, we lead by example in ensuring service excellence. It is our mission to deliver high-quality services and programs that cater to the needs of federal organizations and ensure sound stewardship on behalf of Canadians.

Our Minister, Judy Foote, indicated that "Our services to other federal departments will be held to a high standard" in response to the mandate letter on service standards. At PWGSC, we have and we will continue to:

- Provide mechanisms such as client feedback, ongoing dialogue, client barometers, client satisfaction surveys and industry standards to conduct rigorous assessments of the performance of our key government services such as Buying and Selling; Payments and Pensions; Property and Buildings; Security, Corporate and Information Services; Translation, Terminology and Interpretation and have reported service standard performance indicators publicly since 2011.
- Ensure that our service standards and performance indicators are clear, easy to access and robust. We will also consult with our clients to ensure our services and standards are even more robust and relevant.
- Provide clients with clear expectations when doing business with PWGSC, in terms of timeliness, quality, ease of access, and value for money.
- At PWGSC, we have dedicated employees to deliver services that are value-added, timely, aligned with GC priorities, accessible, and save money for Canadians.



Gavin Liddy
Associate Deputy Minister

And so, we are pleased to announce that the 2016–17 service standards, as well as the 2015–16 results are now posted online. We thank you for your continued partnership and support in the management of government operations.

Marie Lemay, P.Eng., ing.
Deputy Minister and Deputy Receiver General for Canada

Gavin Liddy
Associate Deputy Minister
Public Services and Procurement Canada



Our service pledge

- 🍁 We build and maintain **strong partnerships with our clients** and value the trust and confidence they place in us.
- 🍁 We deliver our services in an **open, fair and transparent** manner, based on clearly communicated accountabilities and expectations.
- 🍁 We aim to meet the high standards for client satisfaction and responsiveness that we have set for ourselves and leverage our expertise to deliver services that **fully respond to our clients' needs**.
- 🍁 We are accountable for the results of our performance and continually strive to be at the forefront of **innovative service delivery**.



Service standards overview

Highlights

In 2015–16, we achieved or surpassed 44 of 59 targets. These results demonstrate our sustained commitment to meeting our clients' expectations. Where there are shortcomings, we continue to work to improve our performance.

In 2016–17, we continue to make sure our service standards are meaningful to clients and reflect major client satisfaction determinants such as timeliness, accessibility, accuracy/quality and cost.

The following table indicates the number of service standards that were in place for each of PWGSC's five service categories, and the number of service standards that met or surpassed the target. The table also shows the number of service standards that are in place for 2016–17 for each of PWGSC's five service categories.

Service Category	2015–16: Number of service standards	Number of service standards that met or surpassed the target	2016–17: Number of service standards
Buying and Selling	12	7	12
Payments and Pensions	11	6	13
Property and Building	8	8	8
Security, Corporate and Information Services	17	14	21
Translation, Terminology and Interpretation	11	9	12
Total	59	44	66



Service standards and results

Buying and Selling

The following tables on service standards and targets for the “Buying and selling” service category show service targets for 2015–16 and 2016–17 for: procurement tools and services; awarding of contracts; and client relationship management. The tables also include results for 2015–16.

Procurement tools and services

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Acknowledge receipt of client requisitions sent electronically (e.g., by e-mail) within 1 business day	95%	99.5%	95%
Acknowledge receipt of client requisitions sent by fax or mail within 2 business days	95%	99.7%	95%
Provide clients with their procurement officer’s name and contact information within 5 business days of allocation or requisition	80%	71.2%	80%
Provide 24/7 access to emergency procurement on a priority basis using timelines established with the client department	100%	100%	100%
Deliver services with a quality level that meets clients’ expectations	80%	83%	80%
Deliver services with accuracy that meets clients’ expectations	80%	84%	80%
Deliver services that are highly valued by clients	80%	66%	80%

Awarding of contracts

Award contracts in National Capital Area and regions within the following timeframes based on assessed level of complexity.

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Basic procurement contracts, within 80 business days	80%	76.5%	80%
Standard procurement contracts, within 100 business days*	80%	74%	80%
Complex procurement contracts within 100 working days from original RFP solicitation date	80%	60.7%	80%

Client relationship management

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Acknowledge clients’ inquiries within 1 business day	95%	95%	95%
Respond to clients’ inquiries within 3 business days	95%	95%	95%

*2015–16: within 120 business days.



Service standards and results

Payments and Pensions

The following tables on service standards and results for the “Payments and pensions” service category show service targets for 2015–16 and 2016–17 for: federal pay and benefits administration; federal pension administration; and Receiver General services. The tables also include results for 2015–16.

Federal pay and benefits administration

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Upon receipt of completed documentation from clients, the Public Service Pay Centre will resolve complex inquiries within 20 business days	95%	92.25%	95%
PWGSC cost per account to administer pay systems and associated processes for all Government of Canada employees (back office)	\$115	\$108.44	\$105
PWGSC cost per account to deliver Pay Centre services* — New	N/A	N/A	\$314
Answer Pay Centre calls within 180 seconds	80%	31%	80%

Federal pension administration

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Pension transactions and pension-related payments processed within established timeframes	95%	97.8%	95%
Answer public service pension administration calls at the Pension Centre within 180 seconds.	80%	83%	80%
Cost per account (Government of Canada-wide) to administer: <ul style="list-style-type: none"> • Public Service Pension Plan • Royal Canadian Mounted Police Pension Plan — New 	\$174 (PSSA) N/A	\$165.50 N/A	\$178 (PSSA) \$156 (RCMPA)

Receiver General services

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Process all payments for departments daily as per established schedules.	99.9%	99.9%	99.9%
Answer calls about Receiver General cheques within 180 seconds	80%	69.8%	80%
Respond to Receiver General cheque status enquiries within 24 hours	99.9%	99.9%	99.9%
Provide a copy of a paid Receiver General cheque from the previous 6 years within 2 business days	98%	100%	98%
Publish Public Accounts of Canada within 24 hours of tabling in Parliament — New	N/A	N/A	100%
The Receiver General average unit cost per payment	\$0.33	\$0.27	\$0.33

*Pay centre currently serves employees in those departments using PeopleSoft Human resources (HR) system.



Service standards and results

Property and Buildings

The following tables on service standards and targets for the “Property and buildings” service category show service targets for 2015–16 and 2016–17 for: office accommodation services; professional and technical services; and client relationship management. The tables also include results for 2015–16.

Office accommodation services

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Ensure Public Works and Government Services Canada (PWGSC) real property portfolio of facilities remains operational during normal business hours as defined as 7:00 a.m. to 6:00 p.m., Monday through Friday	99%	99.98%	99%
Satisfaction rating for service calls reported through the National Service Call Centre (NSCC)	85%	89.77%	90%

Professional and technical services

Deliver projects over \$1M on time, on scope, and on budget in accordance with the National Project Management System principles and agreed upon changes with clients:

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
On time	90%	94%	95%
On time	90%	97%	95%
On budget	90%	99%	95%

Client relationship management

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Provide regular progress reports to client departments and address any potential issues	95%	100%	100%
Acknowledge clients' inquiries within 1 business day	95%	100%	100%
Respond to clients' inquiries within 3 business days	95%	100%	100%



Service standards and results

Security, Corporate and Information Services

Security Services

The following tables on service standards and targets for the “Security” service category show service targets for 2015–16 and 2016–17 for: industrial security services—including security clearance issuance; Industrial Security Call Centre; integrity database services; and controlled goods. The tables also include results for 2015–16.

Security clearance issuance

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Provide a response to each Simple Reliability clearance request within 7 business days, upon receipt of a properly completed request	85%	71%	85%
Provide a response to each Complex Reliability clearance request within 120 business days, upon receipt of a properly completed request	85%	92%	85%
Provide a response to each Classified Secret clearance request within 75 business days upon receipt of a properly completed request and documentation or information from third parties and provided that a Reliability clearance has already been granted	80%	60%	80%

Industrial Security Call Centre

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Respond/refer inquiries within 2 business days	90%	91%	90%

Integrity database services

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Complete verification checks within four hours	80%	93%	80%

Controlled goods (company registration, exemptions and company inspection)

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Issue registration certificates (new and renewal) within 32 business days*	80%	93%	80%
Conduct security assessments within 32 business days*	85%	90%	85%
Issue Visitor exemption certificates within 10 business days*	80%	99%	80%
Issue Temporary Worker exemption certificates within 30 business days*	80%	99%	80%

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*The response time may be extended in cases where one or more of the following conditions exist: Adverse findings and/or external file referral—Inability to reach references provided and/or authorized Individuals



Service standards and results

Security, Corporate and Information Services (continued)

Corporate Services

The following tables on service standards and targets for the “Corporate” service category show service targets for 2015–16 and 2016–17 for: GCDOCS; Shared services integration; My GCHR; Canadian General Standards Board; and document imaging. The tables also include results for 2015–16.

GCDOCS*

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
GCDOCS will deliver timely on-boarding services to its clients (as per plan)	90%	95%	90%

Shared services integration

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Deliver on annual plan commitments on time, on scope and on budget	95%	99%	90%
Shared Human Resources Services (SHRS) will deliver timely compensation services	90%	91.7%	90%
Shared Human Resources Services (SHRS) will deliver timely workforce and workplace management services— New	N/A	N/A	90%
Shared Case Management System (SCMS) will onboard clients (as per the onboarding plan)— New	N/A	N/A	90%

My GCHR**

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
My GCHR will deliver timely on-boarding services to its clients (as per plan)	90%	100%	90%

Canadian General Standards Board

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Level of client satisfaction with the Canadian General Standards Board's (CGSB's) registration services— New	N/A	N/A	80%
Percentage of National Standards of Canada collection review started in fiscal year (20% reviewed per year based on five-year cycle)— New	N/A	N/A	20% (100% over 5 years)
Percentage of products and services certified by the CGSB within specified timeframe— New	N/A	N/A	85%

Document imaging

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Document Imaging Services fixed cost per page is maintained at \$0.11— Deleted	\$0.11	\$0.11	N/A
Document Imaging Services are readily accessible— Deleted	80%	100%	N/A
All document imaging request by departments fulfilled within agreed upon timeframes— New	N/A	N/A	95%

Information Services

The following tables on service standards and targets for the “Information” service category show service targets for 2015–16 and 2016–17 for: the Canada Gazette; and publishing and depository services. The tables also include results for 2015–16.

The Canada Gazette

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Achieve 99% of editing accuracy (of documents published in Parts I/II of the <i>Canada Gazette</i>)	99%	99.93%	90%

Publishing and depository services

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Percentage of client inquiries responded to within 48 hours	85%	84%	85%

* GCDOCS—Government of Canada's document management solution

**My GCHR—My Government of Canada Human Resources

Service standards and results

Translation, terminology and interpretation

The following tables on service standards and targets for the “Translation, terminology and interpretation” service category for 2015–16 and 2016–17 for: translation and linguistic services; terminology standardization services; interpretation; and client relationship management. The tables also include results for 2015–16.

Translation and linguistic services

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Deliver each translation request within the deadline	95%	95.38%	95%
Acknowledge translation request and assign a contact person within one business day — Revised*	95%	90.37%	95%
Maintain the price per word for translation services at \$0.37 or less annually — Revised**	100%	100%	100%
Percentage of clients satisfied with translation services	85%	87.2%	85%
Deliver translation services with a quality level that meets clients’ expectations — New	N/A	N/A	80%

Terminology standardization services

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Acknowledge terminology requests and confirm deadline within one business day	95%	98.96%	99%
Post terminological fiches in TERMIUM Plus® without errors (i.e., in compliance with standards and methodological procedures in use at the Translation Bureau)	95%	94.2%	95%

Interpretation

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Deliver interpretation services for all event requests received by the Translation Bureau — Revised***	95%	98.37%	95%
Acknowledge interpretation requests within one business day	95%	100%	99%
Percentage of clients satisfied with interpretation services	85%	89.8%	85%

Client relationship management

Service standard	Target 2015–16	Results 2015–16	Target 2016–17
Acknowledge clients’ inquiries within 1 business day	95%	100%	95%
Respond to clients’ inquiries within 3 business days	95%	100%	95%

* 2015–16 Standard: Acknowledge translation request and confirm deadline within one business day.

** 2015–16 Standard: Maintain the price per word for translation services at 0,40\$ or less annually.

***2015–16 Standard: Deliver each interpretation request to meet specific event needs.

