

# Transforming Public Procurement

September 16 – 19, 2018  
Whitehorse, Yukon

CPPC  
Together in the  
public eye



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du public



## ***PRELIMINARY PROGRAM WHITEHORSE, YUKON SEPTEMBER 16 TO 19, 2018***

*June 7, 2018*

**September 16 to 19, 2018 | Whitehorse, Yukon**

## FORUM 2018

15:00-18:00 **Registration opens**

### Pre-Forum Seminar #1

Sunday September 16, 2018

8:30-16:00 **Getting the Results from Negotiations Using the Integrative Approach**  
*Maureen Sullivan – National Education Consulting Inc.*

During this one-day skills-based course, participants will explore the theory and practice the skills they need to conduct interest-based negotiations that will preserve and enhance relationships while resolving some of the most difficult contracting challenges. They will also come to understand other approaches to negotiation, so they can determine which approach is most appropriate for any given circumstance, and they will be better equipped to handle those who may not subscribe to the integrative approach model. Participants will examine their own natural conflict style and come to understand the importance of being able to adapt their style to the dispute and personalities involved. In doing so, they will be better able to help their organization-and their supplier relationships-improve and move forward. Following this course, participants will know how to conduct routine procurement negotiation using the interest-based approach.

#### Learning objectives & outcomes:

- Define integrative negotiations and realize the benefits of this negotiation
- Approach;
- Identify where negotiations falls along the dispute resolution spectrum;
- Explore when the integrative negotiation approach is appropriate and when it is not;
- Examine the integrative negotiation model;
- Develop communication techniques to create and sustain discussions and Understanding;
- Discover personal conflict style and discuss how to move that personal style closer to a collaborative approach;
- Develop techniques to deal effectively with emotions during negotiations;
- Practice integrative negotiations using common procurement and contract; management scenarios.

10:30-10:45

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**Break**

12:00-13:00

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**Lunch provided**

14:30-14:45

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**Break**

17:30-18:30

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**“First Timers” Meet and Greet Wine & Cheese**

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Register at [www.cppc-ccmp.ca](http://www.cppc-ccmp.ca)

## Pre-Forum Seminar #2

Sunday September 16, 2018

8:30-16:00

**TO BE CONFIRMED**

*\*Please make sure to refer to the right pre-forum number when registering to one or the other.*

Preliminary

Register at [www.cppc-ccmp.ca](http://www.cppc-ccmp.ca)

7:30-17:00 **Registration opens**

8:00-8:45 **Continental Breakfast**

9:00-9:30 **Welcome Remarks and Opening Ceremony**

9:30-10:15 **Concurrent Sessions**

**Are you Ready to Put your Competitive Skills to the Test in a Live Auction?**

*Craig Milley - Cayman Islands Government  
Ben Koberna - EASiBuy*

An electronic Reverse Auction (eRA) is an internationally recognized public procurement method that uses technology to give suppliers real-time feedback about their pricing, enabling them to lower their bid in order to secure a contract. Public buyers in Canada can now use eRA's to transform their procurement process by accelerating their negotiation process, increasing transparency and visibility into pricing, and delivering major savings to their organization.

In this interactive session, selected attendees will role play and compete for a fictitious contract in a live online bidding event. Please bring your laptop.

**Learning objectives & outcomes:**

- Understand how electronic reverse auction works;
- Learn how eRA is now available for use in Canada under CETA and CFTA;
- Know where and when to use reverse auction in your organization;
- Hear results from a real life case study with a Canadian connection.

**TO BE CONFIRMED**

10:20-10:35

**Refreshment Break**

### **Taking longstanding processes and reimagining them in an eProcurement solution**

*Erin Poorooshab – Nova Scotia Procurement Services*

Nova Scotia has been at the forefront of public procurement entities that have seen the value of adopting an eProcurement solution. Transforming our interactions with our staff, our clients and our suppliers – using technology has been a 'rollercoaster' ride - with high and low sections but has allowed Nova Scotia Procurement to break through longstanding barriers and offer solutions to paper based processes, in addition to having access to valuable procurement data that will increase and drive our strategic decision-making abilities. Join us as we detail our journey to date and the roadmap ahead.

#### **Learning objectives:**

- Provide an overview of the journey into adopting an eProcurement solution (so far);
- How we have transformed ourselves:
  - Sourcing/Contract Requests (intakes from clients);
  - Sourcing/Contract Workspaces - housing all of our tender information in one easily accessible location vs someone's desk, file cabinet, email, shared drive, etc.;
  - E-Bidding.
- The highs -
  - Government, client and staff benefits;
  - The Business Systems Team - our supporting superheroes.
- The lows (or areas for improvement)
  - Private vs public procurement systems;
  - Change;
  - The common phrase "We have always done it this way..."
- The next steps in our transformational journey.

### **Early Market Engagement Strategies**

*Maureen Sullivan – National Education Consulting Inc.*

The times are changing and more innovation is expected from procurement professionals. As projects become more complex, timelines become tighter and proponents become more sophisticated, why not create an opportunity to engage with industry during the early planning process? In many cases the reason we look to contract with the market is because they are the experts, so doesn't it make sense to have them help you shape the way forward?

During this interactive session we will explore different market engagement methodologies through real Canadian procurement, and you will practice crafting meaningful questions for a complex procurement scenario.

#### **Learning objectives & outcomes:**

- Explore recent Canadian examples of innovative collaboration with suppliers;
- Discuss pros and cons of different market engagement strategies;
- Practice drafting market sounding questions for a real scenario.

11:35-12:20

**Concurrent Sessions**

**Changing tomorrow today- Unlock the Power of Supplier Relationship Management**

*Karen Owen & Pooja Nagra – Ontario Education Collaborative Marketplace*

Effectively managing supplier contract performance while harnessing expertise and innovative ideas, are critical to a successful Supplier Relationship Management (SRM) program. Creating a SRM program can be challenging! Working collaboratively with key supplier, OECM has built a comprehensive program to effectively manage suppliers, drive innovation and deliver continuous improvement.

Using a collaboration tool, we will demonstrate how to :

- Use collaboration to open communication channels through the procurement/contract lifecycle;
- Improve supplier performance;
- Provide creative solutions to tackle challenges and manage difficult suppliers.

**Learning objectives & outcomes :**

- Why SRM is critical in the process of transforming public procurement;
- The key drivers for establishing a SRM program;
- How to establish a SRM program in order to maximize the value of supplier relationships.

**Innovative Procurement Methods: A Guide to Successfully Tackling Challenging Projects**

*Franklin Holtforster - Colliers Project Leaders*

Learn the best practices of procurement featuring a prominent case study from a rural project in Northern Canada. Key items addressed within the case study will include the utilization of local vendors, innovative procurement methods and how to measure the value of your procurement through effective scoring evaluations, and the finished project.

**Learning objectives & outcomes:**

- Develop key procurement strategies to contribute to their project success;
- Identify problems to look out for in procurement;
- Incorporate best practices into their procurement procedures for both urban and rural projects;
- How to effectively analyze the value of your procurement;
- Understand the importance of procurement in successful infrastructure projects.

12:30-13:30

**Lunch – AEP Award Presentation**

13:35-14:35

**Plenary Session**

*Sébastien Sasseville - Keynote Speaker*

Sébastien Sasseville inspires organizations to create and maintain performance in changing environments. An endurance athlete, his extraordinary accomplishments—which include summiting Mount Everest, completing the mythical Sahara race, and running across Canada—are made all the more impressive by the fact that he lives with Type 1 Diabetes. Having held diverse sales roles in Fortune 500 companies and elsewhere in the corporate world, Sébastien marries his extensive business experience with his inspirational achievements to deliver dynamic messaging on change management, teamwork, peak performance, and leadership. Supported by superb imagery, his concrete and actionable content is truly unique.

14:40-14:55  
15:00-15:45

**Refreshment Break**

**Concurrent Sessions**

**Ripped from the Headlines: How Recent Bureau Enforcement Activity Matters to You**

*Terry Stechysin - Competition Bureau*

Senior enforcement and compliance personnel from the Competition Bureau will use recent high-profile cases to illustrate how cartel activity, immunity/leniency and corporate compliance can have an impact on public procurement.

**How to Apply for the AEP Award- The Benefits**

*Teresa Rusk & Jeanne Pankiw – City of Airdrie*

As a four time AEP recipient, the City of Airdrie will provide insight and suggestions on how to approach and complete the AEP application.

The workshop will provide a short overview of the history of the AEP, practical information on preparing and submitting the application, as well as a brief review of the evaluation and scoring criteria.

15:50-17:00

**Plenary Session**

**Engaging people transforms culture and organisations**

*Nic Tsangarakis - Kwela Leadership & Talent Management*

Engaged employees frequently report that that they understand what is expected of them, are empowered to make decisions as their skills improve, and receive feedback when they have done a good job and when they have not. This session provides the case for achieving high levels of engagement and practical tools and techniques for achieving engagement. It is applicable to both leaders of people and to people, that may not be managers currently, and who are interested in contributing to a culture of engagement.

17:05-18:30

**Wine and Cheese Exhibitor Hospitality Reception**

19:00-22:00

**Dinner and Social Event**

7:30-17:00

**Registration opens**

8:00-8:40

**Continental Breakfast**

8:45-9:45

**Concurrent Sessions**

<p><b>Debriefing</b>  <i>Maureen Sullivan – National Education Consulting Inc.</i></p> <p>The new trade agreements extend debriefing obligations right down to the local government level right across Canada, and impose a higher level of transparency than ever before. With easier access to dispute resolution mechanisms, public sector organizations can expect more challenges and scrutiny of their debriefing process than ever before. During this fast-paced, interactive session we explore some of the best practices that are emerging in this area and consider the nuances of some tribunal and court rulings already in place that will impact how debriefing is conducted.</p> <p><b>Learning objectives &amp; outcomes:</b></p> <ul style="list-style-type: none"> <li>• Review legal and agreement obligation related to debriefing;</li> <li>• Examine recent relevant debriefing cases and tribunal rulings;</li> <li>• Discuss documentation and confidentiality issues that arise with debriefing;</li> <li>• Explore best practices in debriefing from across the country.</li> </ul>	<p><b>Transformation through Innovation- A procurement game changer</b>  <i>Karen Owen &amp; Rupa Gill – Ontario Education Collaborative Marketplace</i></p> <p>Through a collaborative approach, OECM is introducing innovative tools and techniques into the sourcing processes focusing on driving value through engagement, analytics, strategic problem solving, and project management. By bringing our procurement solidly into the 21st century we will also raise the profile of procurement professionals as strategic partners. In this presentation you will gain insights into:</p> <ul style="list-style-type: none"> <li>• Collaborative engagement strategies;</li> <li>• Innovative tools and techniques;</li> <li>• Scoring and evaluation methodologies.</li> </ul> <p><b>Learning objectives &amp; outcomes:</b></p> <p>Participants will increase their awareness of:</p> <ul style="list-style-type: none"> <li>• Why innovation is critical in the process of transforming public procurement;</li> <li>• The key drivers for innovation in procurement;</li> <li>• Challenges and best practices adopting innovative techniques.</li> </ul>
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9:50-10:35

**Concurrent Sessions**

<p><b>From Green to Sustainable- Including Social Responsibility in your Purchasing Practices</b> <i>Clare Hobby - TCO Development</i></p> <p>While environmental or “green” aspects are now the norm in product purchasing, the shift to sustainable purchasing means adding social responsibility to your policies and product specifications. From conflict minerals to factory working conditions, what are the current challenges in human rights and social responsibility related to products? What practical steps can purchasers take to address them? Can purchasers have an influence in product supply chain conditions? Examples from IT and other industries will be discussed.</p>	<p><b>Procuring for Transformation</b> <i>Jacob Mksyartinian - Apple Canada</i></p> <p>The role of public procurement has greater impact today than ever before on catalyzing an innovation economy. Shifting away from commodity-based procurement to an approach that delivers and prioritizes value, outcomes, and solutions, public procurers are driving transformational change within the government and beyond.</p> <p>See how public organizations like BDC, the LCBO, and others are leveraging iOS as a secure platform for innovation, and tapping into Apple’s mobility partner program to increase efficiency and productivity —all while fostering growth within Canada’s technology ecosystem.</p> <p><b>Learning objectives &amp; outcomes:</b></p> <ul style="list-style-type: none"> <li>• Leveraging and maximizing IT investments will catalyze the growth of Canada’s innovation economy;</li> <li>• Mobility is at the centre of employee engagement, workforce transformation, and the citizen experience.</li> </ul>
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10:40-11:30  
11:35-12:25

**Refreshment Break in Exhibit Hall**

**Concurrent Sessions**

<p><b>A Holistic Approach to Procurement Transformaton</b> <i>Sherry-Ann Besla – Region of Peel</i></p> <p>The Region of Peel through its vision – <i>Community for Life</i> – and its mission – <i>Working with You</i> – is striving to provide services that are user-friendly and accessible.</p> <p>Since 2016 the Procurement Division at Peel has embarked on an ambitious journey to evolve and transform into a leading public procurement organization that practices best-in-class processes and uses modern service delivery</p>	<p><b>A Common-Sense Approach to Transforming Public Procurement</b> <i>Steve Johnston &amp; Cathryn Kallwitz – RFP Solutions</i></p> <p>Transformation is front and centre in many conversations surrounding procurement. Often, discussion on this topic is far-reaching, focusing on corporate-wide initiatives and broad solutions. Seeing and realizing positive and practical outcomes at an operational level is possible and is essential to achieve effective and sustainable change. Join us in discussing emerging procurement practices and practical ways to contribute to the transformation of procurement in an</p>
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<p>The Transformation journey encompasses eProcurement, Vendor Management, compliance to the Trade Agreements, Corporate Social Responsibility and the updating of the procurement By-Law.</p> <p>This session will share with participants how we are making progress in each of the Transformation streams, what challenges we have experienced, what successes we have achieved and how this work has benefited the Region of Peel and its community.</p>	<p>incremental / iterative manner, throughout your day to day activities.</p> <p><b>Learning Outcomes:</b></p> <ul style="list-style-type: none"> <li>• Practical ways to contribute to procurement transformation in your role;</li> <li>• Ideas on how procurement practitioners can make a difference within their role;</li> <li>• The value of collaboration – approaches to sharing practices with colleagues in your organization and externally.</li> </ul>
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12:30-14:00  
14:05-14:50

**Buffet Lunch in Exhibit Hall**

**Concurrent Sessions**

<p><b>#WTF....Where's the Fairness?</b> <i>David Rabinovitch - Office of the Procurement Ombudsman</i></p> <p>During this session, the Office of the Procurement Ombudsman (OPO) will highlight good practices in federal procurement through engaging and interactive case studies related to reviews conducted by the Office. As a federally legislated oversight office, OPO has seen the good, the bad and the ugly, which presents an opportunity to highlight lessons learned and share good practices in federal procurement.</p> <p><b>Learning objectives &amp; outcomes:</b></p> <ul style="list-style-type: none"> <li>• OPO's place in the federal procurement process and the services we offer;</li> <li>• Good practices related to fairness and transparency in public procurement;</li> <li>• Common areas of improvement as discovered by OPO.</li> </ul>	<p><b>Small and Local Suppliers- Trade Agreements, Collaborative Procurement and Gus the Painter</b> <i>Tara Hartley - Public Services and Procurement Canada</i></p> <p>This session will be an interactive discussion of lessons, tips, and tricks to help maintain access by small and local suppliers in a context of national collaborative procurement and international trade agreements. Exploring questions of scope, process, and support programs, come prepared to learn and share the best of our collective knowledge and experience.</p> <p><b>Learning outcome:</b></p> <ul style="list-style-type: none"> <li>• You will leave with a collection of ideas to try and some factors to consider.</li> </ul>
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15:00-16:00

**Concurrent Sessions**

**Innovation Start-Ups in Government**  
*John Johnstone – Public Services and Procurement Canada*

The Build in Canada Innovation Program (BCIP) was launched by federal Public Works (PSPC) in 2010 as a pilot program and today continues to be viewed as a success by both industry and governments. John Johnstone had the privilege of being part of the program launch team where he developed a nationally coordinated public engagement delivery model. Through the successes and lessons learned from BCIP implementation to program maturity, John will discuss what it takes to get an innovative program up and running in a government environment and what is required to create real benefits for both the organization and the stakeholders.

**Shape the future today: The fusion of Artificial Intelligence, Spend Visibility & Strategic Sourcing**

*Arien Gough - MERX*

Let's discuss the efforts in the industry to help procurement professionals apply 21st century technology and strategic sourcing strategy to achieve meaningful savings. Spend visibility solutions like MERX Spend Analytics inform sourcing strategy and effectively applied strategy enables desirable procurement outcomes. The next evolution of strategic sourcing solutions will apply artificial intelligence (A.I.) to dynamically evolve sourcing strategy to drive action as well proactively analyze, identify and present procurement professionals with actionable spend trend information.

**Learning objectives and outcomes:**

- Understand the challenges, risks and rewards related to modernizing procurement processes and supporting technology;
- Understanding of the major technology building blocks that will influence procurement solutions in the future;
- Participants will receive soft-copy information about the theoretical and practical use of A.I. by procurement organizations that they can easily take back to their workplace for sharing, research and guidance. This information will help participants understand how similar procurement organizations are or plan to apply modern technology such as A.I.

16:00-16:45

**Sector Open Discussions**

Public Procurement Professionals only

Once again this year, we encourage sector open discussions to enable participants to get together and share common challenges related to their specific sector (municipal, provincial, federal, health, education and crown corporations).

17:00-18:30

**Mix 'n' Mingle Reception**

## Wednesday, September 19, 2018

8:00-12:00 **Registration opens**

8:00-8:40 **Hot Breakfast**

8:40-9:25 **CPPC Annual General Meeting**

9:30-10:30 **Concurrent Sessions**

### **Bringing Your Procurement to the 21st Century**

*Christine Wood - bids&tenders™*  
*Lorice Haig - Xenex Enterprises Inc*

Bringing your procurement department to the 21st century – a lively exchange of questions, answers, ideas, cautions and encouragement amongst e-procurement innovators, adoptors and enthusiasts.

The last several years saw great early strides in the transformation of procurement into e-procurement as it became a strategic objective for many organizations.

Automation of parts of the procurement process (like e-bidding and e-bonding) are becoming common place in parts of Canada. But transformation takes time and is achieved at different rates.

For those innovators leading the pack, it's time to take the next step and transform more parts of the procurement process – e-contract management perhaps?

Join Bids and Tenders, Xenex Enterprises Inc and their customers to **EXPLORE** the achievements attained to date in e-procurement, **REMINISCE** about the hurdles that had to be overcome and **LOOK** into the crystal ball of the future – e-contract management?

Come armed with your questions of how? how long? why? why not? what if? what now?

### **Post-Trade Agreements Innovative Procurement in Action**

*Natalia Dumitrescu - Industry Training Authority*

- New times, new challenges, new requirements require an innovative response.
- In public procurement we need to create the market conditions where innovation can thrive by stimulating (1) supplier innovation, (2) early adoption of innovating sourcing solutions, (3) collaborating to create market demand, (4) replicating good ideas and due diligence. We also need to train efficiently our clients.
- How do we do all of these at ITA?

#### **Case Examples**

- Competitive Dialogue Process for Exam Eco-System
- Using Six Sigma tools in public procurement (for measuring procurement performance and continuous improvement)
- Innovative procurement training at ITA

#### **Learning outcomes:**

- Innovative procurement is not a virtual concept, it is real, adds value to the business, enhances procurement profile even in the most stubborn environments
- Procurement professionals must take a more active role in their respective organizations

10:35-10:45 **Refreshment Break**

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10:50-11:50

**Plenary Session**

**TO BE CONFIRMED**

11:50-12:15

**Forum Closing Remarks**

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*This is a preliminary program and the content is subject to change without notice.*

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Preliminary