



Core Policy and Procedures Manual - Amendment Summary March 2004

<p>6.0 Procurement</p>	<p>All reference to "common supply arrangements" and MSOs changed to "corporate supply arrangements" for consistency and clarity.</p> <p>6.3.2 a Pre-award and Solicitation – All Procurement – policy 1 is revised to add Office Products and Stationery to the list of corporate supply arrangements.</p> <p>6.3.2 a Pre-award and Solicitation – All Procurement – policy 11 is revised to clarify the appropriate level of contract approval.</p> <p>6.3.2 a Pre-award and Solicitation – All Procurement – policies 13, 14, and 15 are added to replace the policy regarding the establishment and use of pre-qualification lists. Deletion of previous pre-qualification list policy statements in sections 6.3.2 b (4), 6.3.2 c (3), and 6.3.3 a (10) and (11). Procedural guidelines regarding use of pre-qualification lists are available from Common Business Services.</p> <p>6.3.2 b Pre-award and Solicitation – Goods – policy 5 is revised to clarify that a NOI is not required if it is determined that a direct award meets one or more of the allowable exceptions specified in policy 6.3.3.a (1).</p> <p>6.3.2 c Pre-award and Solicitation – Services – policy 2 is added to clarify the requirement to use pre-existing corporate supply arrangements for services.</p> <p>6.3.2 c Pre-award and Solicitation – Services – policy 6 is revised to clarify that a NOI is not required if it is determined that a direct award meets one or more of the allowable exceptions specified in policy 6.3.3.a (1).</p> <p>6.3.3 a Contract Award – All Procurement – Selection and Award – policy 2 moved to 6.3.2 a policy 12.</p>
<p>10.0 Travel</p>	<p>10.2 Travel General – delegation of authorities guidance is added to this section to define director and to identify travel approvers. Approval levels have been moderated by Treasury Board Directive 4/04 as follows:</p> <p>10.3.2 Travel Approval – policy 1 is revised for directors now permitted to designate headquarters for their staff. The designation for directors and executive directors is by the assistant deputy minister of the program area. The executive financial officer must make designations for assistant deputy ministers.</p> <p>10.3.4 Out of Province/Country Travel – policy 1 is revised for directors now permitted to pre-approve this type of travel. Approvals for directors and executive directors is by the assistant deputy minister of the program area. The executive financial officer must make designations for assistant deputy ministers.</p> <p>10.3.5 Airfare – policy 1 is revised for directors now permitted to pre-approve exceptions to this policy. Approval of exceptions for directors and executive directors is by the assistant deputy minister of the program area. The executive financial officer must approve exceptions for assistant deputy ministers.</p> <p>10.3.10 Accommodation – policy 1 is revised. Exceeding established Treasury Board limits requires authorization by an individual's expense authority; guidance for this authorization is included.</p> <p>10.3.7 Meals / Per Diems – Group I meal rates increase by \$.25 per meal (\$.75 for a full day) effective</p>

April 1, 2004. The Group II full day rate increases by \$.75 effective April 1, 2004. There are no other meal or per diem changes taking effect in the fiscal year 2004/05.

[10.3.8](#) Mileage – the rate increases by \$.01 to \$.45 per kilometre for Groups I, II & III effective April 1, 2004.

[11.0 Transportation](#) [11.3.3](#) Government Vehicles – policy 2 is updated to permit a director to authorize a vehicle assignment, as revised by Treasury Board Directive 4/04.

[18.0 Administration](#) [18.3.2](#) Agreements with Other Governments – policy 1 is updated for Treasury Board Directive 5/04. Treasury Board approval is required only for new agreements over \$2 million or where there is no set limit.

[18.3.4](#) Business Meeting and Protocol Event Expenses – policy 4 is updated for Treasury Board Directive 4/04. Expense authorities are now permitted to approve gratuities or tips over 15%.

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Procurement

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PART I: Procurement

6.1 Objectives

The following objectives for government procurement activity for goods, services and construction are based on the principles of fair and open public sector procurement: competition, demand aggregation, value for money, transparency and accountability.

- acquisitions are managed consistent with government policy and requirements of trade agreements
- government receives the best value for money spent on contracts
- vendors have fair access to information on procurement opportunities, processes and results
- acquisition and disposal opportunities are competed, wherever practical
- ministries and [Common Business Services](#) (CBS) only engage in a competitive process with the full intent to award a contract at the end of that process
- ministries and CBS are accountable for the results of their procurement decisions and the appropriateness of the processes followed
- government buying power is leveraged through corporate supply arrangements (CSAs) and demand aggregation, wherever practical
- the cost of the procurement process, to both vendors and ministries, is appropriate in relation to the value and complexity of each procurement
- assets surplus to the needs of government are disposed of in a coordinated way to maximize the dollar return to government, and to minimize the risk to the environment

6.2 General

This policy applies to government contracts (i.e. agreements to procure goods, services and construction) and to contract expenditures chargeable to the Consolidated Revenue Fund (including special funds) and trust funds. This policy does not apply to statutory and formulae-driven contributions, such as government transfers (entitlements) to school boards, hospitals, universities and colleges that do not normally require a contract.

The Province is a party to the national [Agreement on Internal Trade](#) (AIT) and the [British Columbia - Alberta Trade, Investment, and Labour Mobility Agreement](#) (TILMA). Ministries must abide by the terms and conditions of the agreements when undertaking contracts.

Roles and Responsibilities

Ministries are responsible for:

- planning, managing and fully documenting the process to acquire goods, services and construction;
- using all existing CSAs for goods and services to meet program requirements;
- managing solicitation and contract award processes in a prudent and unbiased manner that fairly treats all potential vendors and bidders;
- ensuring that contracts for goods, services and construction are designed to provide the best value to government;

- ensuring that all ministry acquisitions and disposals are consistent with policy, applicable legislation and trade agreements;
- declaring goods surplus when their use to the ministry has ended; and
- ensuring compliance with this policy.

Common Business Services (CBS) is responsible for:

- identifying, planning, negotiating, establishing, managing and fully documenting corporate supply arrangements that will provide best value to the Province;
- managing and fully documenting the processes used to acquire goods, services and construction when requested to do so on behalf of a ministry;
- managing solicitation and contract award processes in a prudent and unbiased manner that fairly treats all potential vendors and bidders;
- ensuring that contracts for goods, services and construction are designed to provide the best value to government;
- ensuring that all CBS acquisitions and disposals are consistent with policy, applicable legislation and trade agreements;
- disposing of all tangible and intangible assets that are surplus to government except as provided by ministry legislation, or Treasury Board directive(s);
- providing operational advice to ministries for procurement services within the scope of CBS's activities;
- providing advice on all transactions involving Crown Copyright and Intellectual Property; and
- ensuring compliance with this policy.

The *Procurement Governance Office* is responsible for:

- developing and revising corporate procurement policy and providing official communications and interpretations of this procurement policy;
- monitoring and reporting for compliance with this procurement policy;
- establishing and managing policy for a formal government vendor complaints resolution process, including an internal escalating complaint resolution procedure in ministries and CBS, and a last resort procedure in PGO;
- providing support and advice on corporate procurement policy, including development and management of a procurement training curriculum (currently under development); and
- being the contact point for the negotiation, compliance and reporting requirements for the national Agreement on Internal Trade chapter 5 – Procurement and for procurement related matters in the British Columbia - Alberta Trade, Investment, and Labour Mobility Agreement.

The *Financial Management Branch* is responsible for developing and revising corporate contract administration and monitoring policy and providing official communications and interpretations of this policy.

The *Procurement Council* supports an effective and productive relationship between procurement governance, procurement service and clients for shared service procurement delivery, including promotion of best practices for government procurement and corporate resolution of procurement policy and service issues.

6.3 Policy

6.3.1 Procurement Planning

1. Procurement planning must be undertaken as part of the program/service planning process.
2. CBS must identify opportunities for demand aggregation that provide overall savings to the Province. Ministries and the agencies within their authority must participate in CSAs established by CBS, and advise CBS of their procurement plans and requirements for common goods, services and construction in advance of program needs.
3. Ministries must review alternatives to acquiring new goods, services and construction such as considering repairs to

existing assets and transfer of used assets.

4. Ministries must have the appropriate authority and funding to complete a procurement project prior to soliciting proposals, awarding a contract, or contracting for any goods, services, or construction.
5. For service contracts greater than \$100,000, before taking any steps to find a contractor, a ministry must ensure that a cost / benefit justification exists for the contract, including, where appropriate, comparing the cost of contracting out with the cost of providing the service in-house if the resources were available. Contract outcomes must be defined; and the contract must be consistent with policy, applicable legislation, and trade and collective agreements.
6. Where a contract for the continuation of a service is to be awarded (that is not the result of exercising an option to renew) and the requirements have not changed from those provided under the initial contract, the ministry may rely upon the original cost / benefit justification if it is still relevant. If not, the ministry must update the original justification or provide a new justification.
7. A contract must not result in the contractor occupying an ongoing organizational position, or take the place of work normally conducted or acquired by a central agency. In addition, a contract must not result in the establishment of an employer/employee relationship. Every contractor engaged by the government must be independent and operating at arm's length from government.
8. Ministries and staff must not divulge any information that could impair the negotiating position of the government or that could benefit the competitive position of one contractor at the expense of another.
9. Where funding is provided to the contractor to acquire assets the contract must identify the assets and the funding provided for the purpose of acquiring the assets. The contract must also state who owns the assets that are provided to a contractor by a ministry; the assets created as a result of the contracted services; or the assets that are purchased by the contractor with funds provided by the ministry. The contract must also state who is responsible for the maintenance of the asset during the period of the contract and the disposition of the assets at the termination of the contract.
10. Ministries must not provide government assets to contractors, or fund a contractor's asset acquisition, where doing so could be viewed as a business subsidy or would create an employer/employee relationship.
11. Ministries and CBS must not bestow a favour on, or grant preferential treatment to, any prospective contractor.
12. An employee who has received benefits under a voluntary exit program must repay all or a portion of the lump sum payment if remuneration is received from a contract with the government within the period beginning with the date of termination of employment and for the number of months equivalent to the amount of the benefits.
13. An employee who has received a severance payment on termination of employment must repay all or a portion of the lump sum payment if remuneration is received from a contract with the government within the severance settlement period.
14. Ministries and CBS are encouraged to follow the Guidelines for Procurement of Environmentally Responsible Products and Services. These guidelines are available under the Procurement Procedures available on the [CBS website](#).

6.3.2 Pre-award and Solicitation

a. All Procurement

1. Ministries must not use any procurement or solicitation instrument (e.g., RFP) to acquire goods or services that are currently available through a CSA. CSAs must be used where available. The following is an illustrative list of CSAs in government and the responsible organizations through which these commodities must be obtained.

Goods and Services	Responsible Office
Goods and services CSAs which are identified at the following website: http://www.pss.gov.bc.ca/csa/csa.html	Purchasing Services Branch, Common Business Services, Ministry of Labour and Citizens' Services
Advertising and publications (excluding recruitment advertising) – all informational communications for the Province including Agencies of Record	Public Affairs Bureau, Ministry of Finance
Common IT Services	Common Business Services, Ministry of Labour and Citizen's Services
Employee household relocation services	BC Mail Plus, Common Business Services, Ministry of Labour and Citizens' Services
Insurance and insurance related services	Risk Management Branch, Provincial Treasury, Ministry of

	Finance
Legal services	Legal Services Branch, Ministry of Attorney General
Mail processing and distribution services, which are identified at the following website: http://www.pss.gov.bc.ca/bcmp/	BC Mail Plus, Common Business Services, Ministry of Labour and Citizens' Services
Mail Processing Equipment	BC Mail Plus, Common Business Services, Ministry of Labour and Citizens' Services
Paper, office products, protocol giftware, and stationery products which are identified at the following website: http://www.pss.gov.bc.ca/dcv	Distribution Centre Victoria, Common Business Services, Ministry of Labour and Citizens' Services
Uniforms, protective clothing and emergency preparedness products which are identified at the following website: http://www.pss.gov.bc.ca/pdc	Product Distribution Centre, Common Business Services, Ministry of Labour and Citizens' Services
Polling services	Public Affairs Bureau, Ministry of Finance
Printing equipment and servicing	Queen's Printer, Common Business Services, Ministry of Labour and Citizens' Services
Printing services which are identified at the following website: http://www.pss.gov.bc.ca/qp/	Queens' Printer, Common Business Services, Ministry of Labour and Citizens' Services
Recruitment advertising – the BC Public Service Agency has assigned an Agency of Record for this service.	BC Public Service Agency
Real property and accommodation infrastructure services	Accommodation and Real Estate Services
Records storage services	Corporate Records Management Branch, Ministry of Labour and Citizens' Services
Risk assessment and consulting	Risk Management Branch, Provincial Treasury, Ministry of Finance
Statistical services	BCStats, Service BC, Ministry of Labour and Citizens' Services
Vehicle acquisitions, repair and maintenance	Purchasing Services Branch, Common Business Services, Ministry of Labour and Citizens' Services

2. An employee must not participate in a contracting decision if the contract involves a direct relative, a person married to a direct relative, or a person sharing the same household as the employee. A direct relative means a spouse, parent, grandparent, grandchild, brother, sister, son, or daughter.
3. An employee who is exposed to an actual, perceived or potential conflict of interest in relation to an actual or proposed solicitation must disclose the matter to his or her supervisor and/or the contract manager. If, after review, it is determined that there is a conflict, the supervisor or contract manager must remove the employee from this particular contract situation. An employee who fails to disclose a conflict of interest can be subject to disciplinary action up to and including dismissal. Any suspected conflicts of interest must be investigated and resolved (Personnel Management Policy Manual, Standards of Conduct, policy 5.4).
4. Ministries may directly acquire goods and services when an unforeseen emergency exists. Emergency Purchase Orders (EPOs) must only be used to meet extraordinary deadlines that have pre-empted the ability to access the normal acquisition processes for goods and services (e.g., CSAs, CBS's distribution centres, requisitioning). Ministries must limit the authority to issue EPOs to designated positions with appropriate signing authority. Where the appropriate ministry authority determines that it is essential to proceed, a written explanation of the need for an EPO must be kept on record.
5. Ministries must use the standard government formats for solicitation documents (e.g., [ITT](#), [RFP](#), [RFQ](#), [ITQ](#), [RFSO](#)) available from CBS. Ministries must obtain the approval of CBS and legal counsel for any changes to the standard formats. Only current versions of the solicitation documents may be used.
6. When subdivision of a major project into two or more component parts occurs, the Terms of Reference, Business Case and solicitation document for each component part must clearly disclose the potential combined scope of the project. Approval, by the expense authority, must be sought on the combined value of all contracts issued for a sub-divided project.
7. All standard competitive processes (i.e., ITT, RFP, ITQ, RFSO, RCSA) must provide identical information for potential bidders or proponents to the solicitation, to fairly and equally base their response. For Joint Solution Procurements, the amount of information and how it is provided to potential contractors differs depending on the phase of the process. See policy [6.3.2 c\(3\)](#).
8. The permitted response time to a solicitation must be sufficient to allow all potential proponents to have a reasonable opportunity to compete, taking into account the time required to disseminate information, the

complexity of the procurement, and the time required to prepare an appropriate response.

9. Objective selection criteria for the awarding of a contract must be established prior to inviting bids and proposals and must be consistent with those specified in the solicitation documents. Selection procedures and timelines must not limit anyone from competing.
10. Ministries and CBS must be alert to the potential for bid rigging, and report any suspicious bidding patterns.
11. An expired contract must not be retroactively extended. When a contract expires and the original deliverables have not been fully met, a subsequent new contract may be considered in order to complete the work. The approval of the new contract should include consideration of the evaluation of the first contract (6.3.6 [Contract Administration and Monitoring c.3](#)).
12. Projects cannot be subdivided to avoid requirements of policy or trade agreements.
13. To establish a pre-qualified supplier list, a process must be undertaken which uses the standard Request for Qualification template, unless an alternate form is approved by CBS and Legal Services. The process is to include an evaluation of the responses to the identified pre-qualification requirements to determine which respondents will be placed on the list of pre-qualified suppliers.
14. The method for selection of a contractor from the pre-qualification list must be specified in the RFQ document and this selection method must be followed.
15. As required in accordance with the provisions of the AIT and the BC - Alberta Trade, Investment, and Labour Mobility Agreement (TILMA), if the expected contract value is over the goods, services or construction threshold (see section 6.4.4), the contractor is to be selected through a competitive process between all suppliers on the pre-qualification list that meet the criteria for a specific project (e.g., specialization). The competitive process will evaluate each supplier's proposed approach, or pricing, or other elements required for the project.
16. Opportunities to be registered on a pre-qualification list must be provided either continuously or at regular intervals. The period for which a pre-qualification list will be valid must be specified in the RFQ document.
17. If the requirement for goods, services or construction falls within the provisions of the AIT or TILMA, the process to identify pre-qualified suppliers of goods, services and construction opportunities which may be over the associated threshold (see section 6.4.4) must be advertised annually on BC Bid.

b. Goods

1. Requests for goods valued over \$5,000 that cannot be met through a pre-existing CSA must be directed to CBS, except where CBS and the ministry have negotiated a different arrangement which is included in the Service Level Agreement, or other agreements as required, between the Parties.

The criteria used in the negotiation to determine the nature and degree of procurement services provided by CBS for the ministry will include:

- availability and level of procurement skills of ministry procurement specialists
 - uniqueness of ministry procurement and degree of specialized product and supplier knowledge of ministry procurement specialists
 - historical ministry compliance with the Core Policy and Procedures Manual
 - the degree of adverse impact on other CBS clients
 - degree of risk of ministry vs CBS undertaking procurement in relation to precedence and application of best practices
 - procurement process value-add by CBS particularly on high risk or complex procurements
 - cost reduction generated from aggregation of demand and centralized procurement by CBS
2. Where ministry requirements can be met by an existing CSA, goods must be purchased through that arrangement.
 3. Unless a specific exemption is available under TILMA, or unless the conditions for direct awarding apply (see section 6.3.3. a), all acquisitions, supply arrangements, and processes to select pre-qualified bidders with an estimated value of \$10,000 or more must be competed by advertising on [BC Bid](#) (see section 6.4.2). In addition, opportunities may also be distributed to all vendors on a source list maintained for the specific goods, or they may be advertised in a national newspaper (Vancouver Sun).

4. Goods acquisitions with an estimated value less than \$10,000 must be awarded using a competitive process that is appropriate to the value, complexity and profile of the business opportunity, unless the conditions for direct awarding apply (see section [6.3.3a](#)). Opportunities can be posted on BC Bid, and/or an RFQ process can be followed, or at least three quotes must be obtained.
5. When a contract for goods valued at \$10,000 or more is intended to be awarded on the basis that there is only one vendor that can provide the goods required, but this cannot be strictly proven as required in policy 6.3.3 a (1), a [Notice of Intent](#) must be posted on BC Bid.

All objections received by the indicated response date must be reviewed and if any are substantiated a competitive process must be undertaken. If no objections are received, or the objections received are not substantiated, a direct award may be made.

A Notice of Intent is not required if it is determined that the direct award meets one or more of the allowable exceptions specified in policy 6.3.3 a (1).

C. Services and Construction

1. Ministries are to determine, in negotiation with CBS, the service and construction solicitations in which CBS will be involved. These negotiated arrangements will be included in the Service Level Agreement, or other agreements as required, between the Parties.

The criteria used in the negotiation to determine the nature and degree of procurement services provided by CBS for the ministry will include:

- availability and level of procurement skills of ministry procurement specialists
 - uniqueness of ministry procurement and degree of specialized product and supplier knowledge of ministry procurement specialists
 - historical ministry compliance with the Core Policy and Procedures Manual
 - the degree of adverse impact on other CBS clients
 - degree of risk of ministry vs CBS undertaking procurement in relation to precedence and application of best practices
 - procurement process value-add by CBS particularly on high risk or complex procurements
 - cost reduction generated from aggregation of demand and centralized procurement by CBS.
2. Ministries must utilize CSAs for services where they exist.
 3. All services procurements using the Joint Solutions Procurement (JSP) acquisition method must be planned in conjunction with CBS and the procurement process managed by CBS.
 4. Unless a specific exemption is available under TILMA, or unless the conditions for direct awarding apply (see section 6.3.3. a) any service opportunity, process to select pre-qualified bidders, or supply arrangement for the supply of services with an estimated value of \$75,000 or more must be competed by advertising on [BC Bid](#) (see section [6.4.2](#)). In addition, opportunities may also be distributed to all vendors on a source list maintained for the specific service, or they may be advertised in a national newspaper (Vancouver Sun).

Unless a specific exemption is available under TILMA, or unless the conditions for direct awarding apply (see section 6.3.3.a), any opportunity or supply arrangement for construction with an estimated value of \$100,000 or more must be competed by advertising on [BC Bid](#) (see section [6.4.2](#)). In addition, opportunities may also be distributed to all vendors on a source list maintained for the specific type of construction, or they may be advertised in a national newspaper (Vancouver Sun).

5. Any service opportunity with an estimated value from \$25,000 up to \$75,000, or the establishment of a supply arrangement for the supply of services with an estimated value from \$25,000 up to \$75,000 must be awarded using a competitive process that is appropriate to the value, complexity and profile of the business opportunity unless the conditions for direct awarding apply (see section 6.3.3a). Opportunities can be posted on BC Bid or at least three quotes must be obtained.

Any construction opportunity with an estimated value from \$25,000 up to \$100,000, or the establishment of a supply arrangement for construction with an estimated value from \$25,000 up to \$100,000 must be awarded

using a competitive process that is appropriate to the value, complexity and profile of the business opportunity unless the conditions for direct awarding apply (see section 6.3.3a). Opportunities can be posted on BC Bid or at least three quotes must be obtained.

6. Any service or construction opportunity, or supply arrangement for the supply of service or construction, with an estimated value of less than \$25,000 should be competed to the extent reasonable and cost-effective.
7. When a contract for services or construction valued at \$50,000 or more is intended to be awarded on the basis that there is only one vendor that can provide the services required, but this cannot be strictly proven as required in policy 6.3.3 a (1), a [Notice of Intent](#) must be posted on BC Bid.

All objections received by the indicated response date must be reviewed and if any are substantiated a competitive process must be undertaken. If no objections are received, or the objections are not substantiated, a direct award may be made.

A Notice of Intent is not required if it is determined that the direct award meets one or more of the allowable exceptions specified in policy 6.3.3 a (1).

d. Continuing Service Agreements

1. A contract in the form of a [Continuing Agreement](#) for a period of not less than three years may be made between a ministry(ies) and a contractor for the delivery of one or more of the following community health and social services:
 - Child, Family and Community Services
 - Child Care Services
 - Stopping the Violence Services
 - Community Support Services
 - Income Support Services
 - Community Justice Services
 - Correctional Services
 - Employability, Skills and Training Services
 - Mental Health Services
 - Continuing Care Services
 - Community Health Services
 - Alcohol and Drug Services
 - Multicultural/Immigration Services.
2. A contract in the form of a continuing agreement must be used where the ministry has determined that the following criteria have been met:
 - the services are to be rendered to a third party of behalf of the government;
 - service provider continuity is desirable and the services are to extend for three years or more; and
 - the services are applicable community health and social services.
3. To be eligible, contractors must meet government organizational standards for continuing agreements, must meet documented ministry performance and program standards, and must have an established relationship with the provincial government, i.e. the contractor has provided continuous community health and/or social service under a service contract for a minimum of three consecutive years immediately preceding the start date of the continuing agreement, and there are no unresolved compliance issues or concerns with any of the services provided by the contractor.
4. Contractors who are entering a continuing agreement for the first time must immediately meet the performance and program standards, but may negotiate a time period not to exceed one year from the commencement of the continuing agreement, in which they commit to a work plan with progress reports to demonstrate to the contract manager that the contractor meets the organizational standards for continuing agreements.

5. Any new services, and all services not included in a component schedule of an existing continuing agreement, must be subject to a competitive selection process. Ministries may direct award where at least one of the following applies:
 - standard service contract direct award policy conditions apply (see section [6.3.3a](#));
 - service is developed jointly with a service provider in response to an identified need.
6. The competitive selection process must take into account: continuity of service; service provider availability; degree of community participation and investment; efficiency of operations; and effectiveness demonstrated by past performance.
7. Where the services to be obtained may be eligible for a continuing agreement, that information must be disclosed in the solicitation documents.
8. Once a contractor has been chosen to deliver a new service, ministries must determine the appropriate contract mechanism to define the relationship, (i.e., service contract or continuing agreement). Ministries must determine if the services to be delivered meet the criteria for a continuing agreement. If the services do not meet these criteria, ministries must follow the policies and guidelines for service contracts until such time as the criteria for a continuing agreement are met.
9. Where component services currently provided under existing continuing agreements are modified and/or expanded, ministries must first consult with current qualified contractor(s) to determine whether these existing continuing agreements can accommodate the modification and/or expansion. The scope of consultation may be limited where service requirements specify geographic location.
10. Where modification and/or expansion of component services cannot be accommodated under existing continuing agreements, the services must be subject to the competitive selection process. Where more than one existing continuing agreement holder can accommodate the expanded or modified services, ministries must conduct a solicitation process.
11. The conditions for negotiation and direct award for modified and/or expanded services without a competitive process are the same as the conditions for direct award of new continuing services agreements listed in #5 above.
12. Except as described above for modifications or expansions, services provided under a continuing agreement are not subject to a competitive selection process for the duration of that continuing agreement.
13. Where the services are to be delivered on behalf of more than one ministry, a representative of each ministry must sign the contract.
14. A ministry must agree in an annual funding letter to make payments of a negotiated amount to the contractor. The letter must also specify the outputs, and where feasible, the outcomes. Where more than one service is to be delivered by a contractor, the funding letter must specify the annual funding amounts and outputs and/or outcomes for each service. The funding letter may be amended during the year to modify the outputs/outcomes, or to change payments for new or emerging services, by mutual agreement of the ministry and the contractor.
15. Appropriate measures for success and evaluation methods (best practices) must be established jointly by the contract manager and the contractor. Contractors' performance relating to outcomes of contracted services must be evaluated at least once every three years.
16. Every continuing agreement must contain a provision that allows the agreement and/or a component schedule of the agreement, to be terminated by the minister(s) with cause at any time without notice. Every continuing agreement must contain a provision that the agreement or a component schedule of the agreement may be terminated by either party without cause on notice not exceeding one year.
17. Ministries must establish their own guidelines and procedures to set appropriate time periods, by program, for notice of termination consistent with this continuing agreements policy, and the guidelines and procedures established by other ministries receiving similar services in the community health and social services sector.

6.3.3 Contract Award – all procurement

a. Direct Awards

1. Contracts for acquisitions (of goods, services, and construction) and disposals may be negotiated and directly awarded without competitive process where one of the following exceptional conditions applies:

the contract is with another government organization;

- the ministry can strictly prove that only one contractor is qualified, or is available, to provide the goods, services or construction or is capable of engaging in a disposal opportunity;
- an unforeseeable emergency exists and the goods, services or construction could not be obtained in time by means of a competitive process;
- a competitive process would interfere with a ministry's ability to maintain security or order or to protect human, animal or plant life or health; or
- the acquisition is of a confidential or privileged nature and disclosure through an open bidding process could reasonably be expected to compromise government confidentiality, cause economic disruption or be contrary to the public interest.

The contract manager is responsible for documenting, in the contract file, the rationale, or the circumstances, that supports the use of one or more of the above exceptions. This documentation must be appended to the contract file and be available when requested.

2. The direct award of a Transfer Under Agreement must meet a direct award condition of 6.3.3 a (1), or be:

- financial assistance provided to a specified target group or population (e.g., a First Nation, or a direct beneficiary- individual or family or legal guardian of that individual under a community/social service program); or
- a shared cost agreement or a public private partnership where a competitive selection is not appropriate.

b. Selection and Award

1. Ministries must award contracts on the basis of the criteria set forth in the solicitation documents.
2. The rationale for the ranking of all proponents must be documented.
3. Ministry staff must participate in the evaluation process to select the successful contractor(s).
4. Before considering a bid or proposal, ministries must ensure that it meets all mandatory requirements specified in the solicitation documents.
5. In the case of ITTs and ITQs, contracts must be awarded to the lowest-priced qualified bidder meeting the terms and conditions of the solicitation document.
6. In the case of an RFP, the contract must be awarded to the proponent whose proposal meets all mandatory proposal requirements, and achieves the highest overall rating of all evaluation criteria specified in the solicitation documents.
7. In all situations where an alternate evaluation methodology is required (e.g., dual track negotiation, best and final offer), a full description of the methodology must be provided in the solicitation document and the process as stated must be followed to determine the successful proponent.
8. Ministry staff must not do or say anything to create a verbal contract on behalf of the government.
9. Multi-year contracts are permitted when the stability of the longer time frame supports better value to government. However, they must not be established through ongoing amendments and extensions of standard term contracts, unless the extensions were planned and included as part of a competitive process.
10. Ministries and CBS, where practical and depending on the size of the contract, must undertake measures to conduct appropriate due diligence on prospective contractors such as, but not limited to: credit and background checks; business reference checks; and identification of shareholders, directors and officers of the company.

C. Responses

1. A written confirmation must be sent to the contractor who was successful on a solicitation. Unsuccessful respondents to a RFP must be notified and offered the opportunity for a debriefing on their proposal. Unsuccessful bidders on an ITQ must be notified of the winning bidder through a listing on BC Bid or other means.

d. Pricing

1. Every contract must have a firm contract ceiling price (exclusive of GST). Where a firm contract ceiling price is not possible, a unit price must be predetermined, and the ministry must have control over the number of units of service that are delivered within each phase of the contract.
2. Fixed price contracts are permitted for service contracts, if the scope of the work can be clearly defined in advance.

e. Administration

1. Ministries must maintain adequate contract documentation for all phases of the procurement process, including planning, solicitation, award, management, amendments, schedules of payment, progress reports and contract evaluations.
2. Contracts must be in writing and signed and delivered by all parties prior to the commencement of the work or service (or, in the case of an emergency, as soon as possible thereafter).
3. Contracts must be made in the contractor's legal name. Each contract must be approved and signed by the appropriate authority. In no circumstances should an unauthorized employee or agent legally bind the Province with apparent authority.
4. The [General Services Agreement](#) should be used for service contracts in all instances *except* those listed below. No changes can be made to this form without review by the ministry's legal counsel.
 - any contract with a value greater than \$250,000;
 - contracts for office assistance services or with employment agencies where a CSA exists;
 - vehicle and equipment rentals;
 - contracts for third party delivery;
 - capital construction projects;
 - goods;
 - software licensing; and
 - service contracts requiring a guarantee or indemnity to the contractor by the Province
5. If the General Service Agreement is not appropriate, as described above, a ministry will develop an alternative contract, which legal counsel must approve. The [Risk Management Branch](#) must also approve the indemnity clause in any alternative contract form where the Province indemnifies the contractor.
6. Ministries must not use letters of agreement to enter into a contract without seeking advice from legal counsel.
7. Some contractors prefer to use their own standard forms. Ministries may accept the use of such forms, but the forms must meet government requirements and must be reviewed by ministry legal counsel. Where the forms provide for the giving of an indemnity to a contractor, Risk Management Branch must also approve the indemnity.
8. Supply arrangements are competed in the same manner as an individual contract. Where a supply arrangement may give rise to a contract that would require central agency approval because of its amount or nature, the ministry must request approval of the supply arrangement.
9. Whenever a contract is to be modified, the standard form of [modification agreement](#) must be used unless legal counsel has approved an alternative modification process or form.

The justification for all modification agreements must be documented on the contract file.

Modifications to a contract must be in writing, and signed by both parties.

A modification agreement to extend the term of the agreement for a reasonable period of time is allowable when an unforeseen event has delayed the delivery of specific contract outputs.

A modification agreement must not be used to substantially change the nature and intent of the original contract.

Expense authority approval, when applied, must reflect the total dollar value of the contract and not just the dollar value of the modification agreement.

10. Annual or multi-year contract renewals are only allowed when the potential for renewal has been explicitly included in the solicitation documents, including the establishment of a limit on the number of renewals.
11. Ministries must ensure that the contractor's agent or broker completes and signs the Province of British Columbia [Certificate of Insurance](#) (FIN 173 MS Word), in compliance with the insurance requirements of the contract.
12. A Privacy Protection Schedule (PPS) must be completed and attached as a schedule to any contract between the government and a contractor that involves "personal information" as defined in the *Freedom of Information and Protection of Privacy Act* unless it is not intended that the public body will own or control the personal information.

A PPS must be in the form set out at <http://www.mser.gov.bc.ca/privacyaccess/PPS/> unless an alternative version has been authorized by the Information Policy and Privacy Branch, Ministry of Labour and Citizens' Services.

Ministries and staff must not divulge information regarding a contract unless it is available to the general public or prior authorization for its release has been given by the ministry's Information and Privacy Officer.

6.3.4 Corporate Supply and Disposal Arrangements

a. Rentals and Leasing

1. Ministries may use Purchasing Cards to rent or lease goods where the total cost does not exceed \$5,000. Renewals are not permitted and ministries must obtain a receipt from the lessor for the return of a leased item when the lease expires. Exceptions include vehicle rentals for operational purposes exceeding 30 days and vehicle rentals while an employee is on travel status.
2. Ministries must requisition leases, including potential capital leases, through CBS and provide justification for leasing in lieu of purchase.

b. Photocopying Equipment and Supplies

1. Ministries must access the CBS photocopier equipment and supplies CSA for requirements up to the limits specified therein.
2. Photocopier paper must be ordered from CBS.
3. Government photocopy equipment is to be used for government business only. Personal use of government photocopier equipment is prohibited.

c. Repairs and Maintenance

1. Service contract requests for repairable assets must be submitted to CBS.

d. Disposal of Surplus Assets

1. Where an opportunity exists to replace an outdated asset with a similar asset, details of the potential trade-in must be forwarded to CBS, which will conduct an analysis of the potential trade-in to determine the best overall value to government. Ministries must only negotiate trade-in arrangements after consultation with CBS.
2. Assets that are surplus to the needs of the government are to be disposed of at fair market value by CBS who will determine the appropriate method for disposal of such assets.
3. Where assets are to be disposed of by a ministry under specific legislative authority or under a Treasury Board Order or Directive, CBS must be notified prior to initiating the disposal in order to ensure there are no issues

that may arise from the disposal in relation to other pre-existing disposal agreements.

4. The disposal of a [medium with information capacity](#) must be done in a manner to protect the privacy and security of the stored information in accordance with [information and records disposal policy \(see 8.3.2 policy 6\)](#).

e. Crown Copyright

1. All government employees must perform their duties in compliance with the *Copyright Act*. It is the responsibility of deputy ministers to ensure that their employees are aware of the provisions of the *Copyright Act*, which pertain to making copies of Works (whether in paper or electronic format). A notice provided by the Intellectual Property Program must be prominently affixed on or near all government-operated photocopiers. The Intellectual Property Program is responsible for providing information to ministries regarding the Crown copyright policies, including the provisions of the *Copyright Act*.
2. Crown Copyright of any Work means it belongs to the Province and not to individual ministries or any other government agencies. Unless there is a written agreement to the contrary, including terms of a collective agreement, the copyright for any Work that has been prepared or published by the Province's employees in the course of their employment belongs to the Province.
3. The right to reproduce Work may only be granted to a third party under the authority of:
 - the Intellectual Property Program operating under the *Procurement Services Act*, section 2(1)(f);
 - specific legislation granting such authority; or
 - Treasury Board directive under authority of the [Financial Administration Act](#), section 46, Public Property.
4. If a Third party wishes to reproduce a Work or a portion of a Work for non-commercial purposes, the Third Party must send a completed Copyright Permission Request Form to the Intellectual Property Program. Subject to policy 7 below, the Intellectual Property Program will administer the request.
5. If a Third Party wishes to reproduce a Work or a portion of a Work for commercial purposes, the Third Party must contact the Intellectual Property Program to obtain a license agreement. Subject to policy 7 below, the Intellectual Property Program is responsible for license negotiations on behalf of the Province. A fee and/or royalty will be charged unless waived at the Province's discretion.
6. The Province will refuse permission to reproduce a Work or a portion of a Work if that reproduction:
 - is not in the financial or public interest of the Province;
 - does not comply with the policies of the Intellectual Property Program;
 - is not consistent with the [Freedom of Information and Protection of Privacy Act](#) or any other applicable legislation; or
 - is not approved by the Intellectual Property Program Committee.
7. The Province will require a Third Party to withdraw or cease reproducing a Work if that reproduction:
 - purports to be the official version and is not;
 - is inaccurate;
 - is considered to be misleading for any other reason, (e.g., out of date material presented as current); or
 - is for commercial purposes and is being done without a license agreement with the Province.
8. If a ministry obtains authority from Treasury Board, under the authority of section 46 of the [Financial Administration Act](#), to grant a license to a Third Party to reproduce a Work or a portion of a work, or to assign the copyright in a Work to a Third Party, the ministry must comply with the policies of the Intellectual Property Program.
9. If a ministry does not have the authority outlined in policy 7, any request from a Third Party to reproduce a Work for Commercial Purposes or for the sale of the Province's copyright in a Work must be forwarded to the Intellectual Property Program with details outlining the Work affected, intended use, method of distribution, target date for release, and contact person.
10. Unless a ministry's legal counsel approves an exception, a ministry must ensure that each Standard Service

Contract includes specific wording ensuring that copyright in any material produced under contract belongs exclusively to the Province. The wording must also require the contractor to deliver, upon request of the ministry, documents waiving any moral rights of the contractor, contractor's employees and subcontractors over the material, and confirming the vesting of the copyright in the Province.

f. Disposal of Intellectual Property

1. Disposals of intellectual property involve the sale, transfer or licensing of these rights to third parties. Such disposals can only take place under the following authorities:
 - the Intellectual Property Program operating under the *Procurement Services Act*, section 2(1)(f);
 - legislation applicable to a specific ministry; or
 - Treasury Board directive(s) under the [Financial Administration Act](#), section 46.
2. Where intellectual property is to be disposed of by a ministry under specific legislative authority or under a Treasury Board Order or Directive, CBS must be notified prior to initiating the disposal in order to ensure there are no issues that may arise from the disposal in relation to other pre-existing intellectual property licensing agreements.
3. The Province's intellectual property must be protected during its development and life span, and when providing access to or releasing the intellectual property to third parties.
4. Ministries must not allow materials to be copied or used for commercial purposes by third parties, except under a license agreement executed by CBS, or by a ministry with the specific legal authority to dispose of the intellectual property at hand.
5. Materials must be developed solely to meet the program needs of government, rather than to create marketable products.
6. Providing access to information under the [Freedom of Information and Protection of Privacy Act](#) does not include the transfer of intellectual property, such as the rights to copy and redistribute for commercial purposes.
7. Where a disposal of intellectual property includes information or data, the licensee must be obligated to comply with the *Freedom of Information and Protection of Privacy Act*.
8. If a ministry is contacted by a Third Party that is interested in acquiring any intellectual property, or a ministry becomes aware it has intellectual property that has commercial value, it must notify the Intellectual Property Program to evaluate the potential disposal opportunity.
9. Where the disposal of intellectual property is a sale, transfer or a license that provides exclusive rights, the disposal must be done through a competitive bidding process.
10. Revenue from disposal of intellectual property will be paid into the CBS \$1000 Vote. Annually, Treasury Board Staff will add, as approved by Treasury Board in the Estimates, the ministry share of revenue received in the given fiscal year to that ministry's base budget for the following fiscal year.

6.3.5 Information Management and Information Technology (IM/IT) Procurement

For detailed information on the Chief Information Office's IM/IT policies and standards, refer to the [Chief Information Office](#).

a. General

1. Previous approval requirements are superseded by [Treasury Board Directive 5/04](#) (February 4, 2004).
2. All IM/IT goods and services must be procured in accordance with the business requirements of the ministry as identified in the Ministry Service Plan.
3. Prior to initiating procurement of all IM/IT-related products or services, ministries must discuss their IT requirements with Workplace Technology Services (WTS) and their IM requirements with the Chief Information Office (CIO), which will determine whether a corporate solution will be implemented for the requirement.
4. Large projects frequently include smaller IM/IT-related component projects. These component projects must be considered at the same time as the larger project.
5. All IM/IT goods and services must be procured in accordance with government financial and procurement policies, including the Core Policy and Procedures Manual, and must be consistent with the ministry Information

Resource Management Plan, the Agreement on Internal Trade, and the Chief Information Office (CIO) policies, strategies and standards, and all legislative requirements.

6. All ministry IM/IT hardware and software requirements, including shared devices (e.g., desktop, laptop, server, and printer devices) must be ordered through WTS. Where available, CSAs, pre-established by CBS, will be utilized for the supply of these items. Any exceptions to this policy must be approved by CIO, or WTS, as appropriate. This policy applies to purchases of any volume or dollar value.
7. If 51% or greater of the estimated value of a contract is for hardware and/or software and the value of this contract is \$10,000 or more, the opportunity must be advertised on [BC Bid](#) (see section [6.4.2](#)).
8. If the estimated value of a service contract is \$75,000 or more, the purchase must be advertised on BC Bid. Unless a specific exemption is available under TILMA, or unless the conditions for direct awarding apply (see section 6.3.3.a) any service opportunity, process to select pre-qualified bidders, or standing offer for the supply of services with an estimated value of \$75,000 or more must be advertised on BC Bid.
9. Except where CBS and the ministry have negotiated different threshold values which are included in the Service Level Agreement, or other agreements as required, between the parties, all solicitations for IM/IT projects valued between \$100,000 and \$500,000 must be reviewed by CBS prior to proceeding with the acquisition and all IM/IT projects valued over \$500,000, and all procurements utilizing the Joint Solutions Procurement (JSP) acquisition method, must be planned in conjunction with CBS and the procurement process managed by CBS.
10. Government Purchasing Card: standard regulations for the use of this card apply to all IM/IT-related purchases.
11. BC Business Opportunities: Ministries must identify opportunities for regional-based IM/IT service providers, and ensure that alliances with large firms provide opportunities for smaller BC companies, subject to the provisions of the Agreement on Internal Trade and the British Columbia - Alberta Trade, Investment, and Labour Mobility Agreement.

b. Unsolicited Proposals

1. In this section, an "unsolicited proposal" is defined as a supplier-initiated offering of Information Management or Information Technology (IM/IT) goods, services, or solutions to government. The aim of such a proposal is to enable an IM/IT supplier to establish a sales contract or business alliance partnership with government that is neither the result of a competitive solicitation nor the result of a ministry-initiated direct award.
2. Ministries can receive unsolicited proposals from the private sector. If the ministry determines that the proposal warrants consideration, then the proposal must be submitted to the Unsolicited Proposals Review Panel.
3. The proposal must demonstrate that:
 - it is unique; and
 - it addresses the current or future needs of government; and
 - the goods or services are not otherwise available in the marketplace.
4. Unsolicited proposals, received in the proper format, must be reviewed by the Unsolicited Proposals Review Panel. The Panel will be chaired by the Procurement Governance Office (PGO) and comprised of members drawn from:
 - the Common Business Services (CBS);
 - the interested ministry(ies);
 - Treasury Board Staff;
 - the Common Information Technology Services Division (CITS);
 - the Chief Information Office (CIO);
 - the Procurement Governance Office (PGO); and
 - optionally at the discretion of the PGO, disinterested third-party(ies).
5. Panel members will be selected by the Chair based on the nature of the proposals requiring review.
6. The Panel must ensure that the unsolicited proposal meets the criteria as stated in policy 3 above before contract negotiations commence.
7. Ministries must not enter into contract negotiations before the Panel review is complete. If there is any doubt that an otherwise acceptable proposal is unique, CBS shall issue a Notice of Intent prior to the ministry entering

contract negotiations.

8. Any proposal not meeting the criteria under policy 3 above will be rejected. If the proposal is accepted and approved by the Panel, the ministry may enter into contract negotiations, subject to funding availability and any required Treasury Board approvals.
9. Notwithstanding the reference to Notices of Intent under policy 7 above in this section, all contracts resulting from unsolicited proposals must be subject to the Procurement chapter of the Core Policy and Procedures Manual, including policies related to direct awards.
10. Funding for contracts resulting from unsolicited proposals must be drawn from within the existing appropriation of the contracting ministry.
11. Ministries must not use the unsolicited proposals process to bypass the competitive tendering process for goods or services requirements that are initially identified by the ministry.
12. In the event that the Panel approves an unsolicited proposal, ministries must ensure that all contracts resulting from unsolicited proposals with a value of \$10,000 or over for goods and \$75,000 or over for services comply with the British Columbia - Alberta Trade, Investment, and Labour Mobility Agreement, Part V, Government Procurement, paragraph 2, and that they comply with the requirements of the Agreement on Internal Trade Article 511.3, annual reporting on procurement excluded under Article 506(12).

6.3.6 Contract Administration and Monitoring

a. Receipt of Goods

1. Ministries must ensure that adequate receiving processes are in place to confirm that goods are received as ordered (i.e., correct quantity and suitable quality).
2. Ministry employees, before signing for the receipt of goods, must inspect the shipment for damage and/or missing or incorrect items. Goods received must match the shipment's documentation.
3. Discrepancies between goods received and goods ordered must be reported immediately to the supplier. If the supplier does not take appropriate corrective action, CBS should be contacted for assistance.
4. Ministries must not accept product substitutions by suppliers without prior CBS approval. Purchase Order Amendments are required to cover any substantial changes to the original purchase order.
5. Ministries must maintain adequate receipt records or other documentation to support account verification and payment.

b. Payment

1. A contract summary record must be maintained for all service contracts, either by using a contract summary sheet, or equivalent electronic record.
2. A contract cannot include a cost overrun clause. If a cost overrun is unavoidable, ensure the costs are justified. Any overrun is to be authorized in advance using a modification agreement form. There may be additional approval requirements triggered by cost overruns.
3. Fees, Expenses, Maximum Amount, Statements of Account, and Payments Due, must be contained in Schedule B to contracts. This applies whether the contract is established on the basis of Daily Rate, Hourly Rate, Rate per Unit/Deliverable or Flat Rate. (For contractor travel, refer to Travel, [Contractors](#).)
4. All contract quotations must exclude the GST. All contracts must include a GST Certification Clause (see clause 30 of the General Service Agreement).
5. Ministries must ensure that payments made to contractors who are non-residents of Canada comply with the withholding tax provisions of the federal *Income Tax Act*.
6. Payments made in advance must be specifically provided for in the contract or in accordance with a formal modification agreement. The contract or modification agreement must specify how the advances are:
 - to be deemed to be earned; or
 - if the services are not subsequently rendered, to be repaid; and
 - what interest rate, if any, must apply.

Procedure Requirements - D.3

C. Monitoring, Evaluation and Reporting

1. For every contract, ministries must clearly establish the outputs and outcomes required, together with their quality and quantity, against which the performance of the contractor can be monitored throughout the duration of the contract. These output and outcome requirements must be included in the contract.
2. Ministries must ensure timely and consistent monitoring of the contractor's performance as the assignment progresses in accordance with the terms and conditions of the contract.
3. A post-completion evaluation is required on every contract over \$50,000 to provide a record of the contractor's performance and to assist in future contracting activity.
4. Under the Agreement on Internal Trade, provinces are required to calculate the number and aggregate value of procurements over and under the applicable thresholds, and report on them annually. In addition, the Provinces must report on any contracts established by utilizing the allowable exemptions or exclusions from the AIT. Therefore, ministries must ensure that methods are in place for collecting this information. Ministries should report the information for the previous fiscal year to the Procurement Governance Office by the date specified in the report call letter issued each year. AIT [Article 511](#) contains further details on these information and reporting requirements.

d. Deficient Performance and Breach

1. Where a contractor deviates from the terms and conditions of a contract, the contract manager must immediately take one or more of the following steps:
 - i. Step 1 – Notify the contractor in writing of the deficiency and arrange to discuss the problem. A record should be kept of such discussions. The discussions could result in an agreement to amend the terms of the contract.
 - ii. Step 2 – Issue a notice to comply if the contractor persists in deviating from the terms and conditions of the contract.
 - iii. Step 3 – Issue a stop work order if the contractor ignores the notice to comply.
 - iv. Step 4 – Terminate the contract, subject to the advice of the ministry's contract specialist and/or legal counsel.
2. Where the breach or deficiency puts public safety at risk, the ministry must proceed immediately to Step 2 and issue a notice to comply, or to Step 4 and terminate the contract.
3. If fraud is suspected, refer to [Loss Management](#), CPPM 20.2.2.

e. Asset Management

1. Ministries must identify and manage any asset maintenance, risk and liability issues arising from their contracting activities.
2. Where assets are determined to be owned by the Province, they must be appropriately safeguarded, controlled and accounted for. Assets being replaced due to being damaged, lost or stolen must be reported on the [General Incident or Loss Report](#) (government access only). See CPPM M, [Loss Reporting](#).
3. Ministries must not fund a contractor's amortization as part of a contractor's administration costs for the contractor's assets acquired with government funding.

f. Disputes

1. Any dispute arising out of a government contract must be dealt with in a just, prompt and cost-effective manner. All contracts must contain a clause that identifies how a dispute will be resolved. Any dispute arising out of a government contract must ultimately be resolved according to the terms of the contract.
2. For contracts that are subject to the AIT, ministries must settle any AIT-related disputes in accordance with the dispute resolution process provided in AIT [Article 513](#). Ministries will be responsible for the Province's share of the cost of any dispute panel that is established to investigate the dispute.

PART II: Vendor Complaint Review Process for Government Procurement

6.1 Objectives

The objectives of this policy are to define a vendor complaint review process (VCRP) that is accessible, consistent, fair, impartial and timely, and to identify ways to make improvements in the manner in which procurement is undertaken by government.

6.2 General

The VCRP is designed to ensure that there is a process for the review of vendor complaints about a government procurement process. The intent of the VCRP is to assist government in identifying and responding to problems in the establishment and application of government procurement policy and procedures.

This VCRP requires that ministries, CBS and vendors provide full access to all information pertinent to complaints. All information under this VCRP is subject to the *Document Disposal Act* and the access and privacy provisions of the *Freedom of Information and Protection of Privacy Act*.

6.2.1 Definitions

PGO means the Procurement Governance Office, Office of the Comptroller General, Ministry of Finance.

CBS means Common Business Services, Solutions BC, Ministry of Labour and Citizen's Services (see section [6.4.1](#)).

Procurement means those processes, including direct awards, related to the purchase of goods, services and construction.

Complaint means a written objection submitted by a complainant regarding a competition, direct award, contract award, or proposed contract award for goods, services, or construction.

A complaint may be made with respect to the process used to evaluate proposals and how the evaluation criteria were applied, but may not include issues pertaining to individual point ratings given by an evaluation committee to specific evaluation criteria.

Complainant

1. For the purpose of a vendor complaint relating to a competition or direct award, means an actual or prospective bidder or proponent whose business interest would be affected by the award of a contract, or by the failure to award a contract.
2. For the purpose of submitting a vendor complaint relating to a contract award, means a proponent who actually submitted a proposal in response to the competition for the contract.

6.2.2 Scope of VCRP

- The application of this VCRP is limited to ministries and direct government entities (i.e. excludes municipalities, academic institutions, school boards, health and social service authorities, and Crown corporations) whose procurement is subject to government procurement policy as described in Chapter 6 of this Core Policy and Procedures Manual. It does not apply to procurement undertaken by CBS for a public sector entity that is outside of direct government.
- This VCRP is limited to issues of procurement policy and procedures. This VCRP is not available for issues related to vendor or ministry/CBS performance or conduct during a contract. These issues are to be dealt with through the dispute resolution processes identified in the contract document.
- This VCRP does not limit or impair the rights of any vendor to seek a review through the Ombudsperson's Office, or to seek remedies of law through the judicial or other process.

6.2.3 Roles and Responsibilities

Ministries/CBS Responsibilities:

- Establishing and managing an accessible and fair process for responding to vendor complaints related to procurement activities undertaken by ministries or CBS.
- In the case of those complaints submitted to the PGO, providing all pertinent and required information.
- Recording information on all vendor complaints managed under their vendor complaint review process, and providing reports to the PGO as required.
- Implementing changes required to ministry/CBS procurement processes identified through their complaint review process.
- Implementing any outcomes recommended by the PGO, and any subsequent remedial action.
- Making all reasonable efforts to review complaints.

PGO Responsibilities:

- Ensuring that ministries and CBS have a vendor complaint review process as described in these policies and procedures.
- Managing a last resort process for complaints not satisfactorily concluded through the ministry/CBS vendor complaint review process.
- Providing guidelines regarding the information and reporting requirements for ministries and CBS.
- Monitoring and reporting on government-wide VCRP activity and outcomes of complaint reviews.
- Implementing changes required to government procurement policies and procedures, and to procurement training methods and tools identified through the complaint review process.

Vendor Responsibilities:

- Making reasonable efforts to review the complaint with the ministry or CBS by contacting the entity and following their complaint review process.
- Providing all pertinent and required information related to a complaint.

6.3 Policy

1. The ministries and CBS have primary responsibility for reviewing vendor complaints regarding their procurement processes. They must establish and administer a process for reviewing, recording, managing and reporting vendor complaints, and must make the process known to vendors by posting it on a readily accessible ministry/CBS web site which is linked to the PGO web site.
2. The PGO must establish and administer a process that deals with complaints that have not been satisfactorily concluded by the ministry or CBS.
3. Where a serious flaw in the procurement process has been detected, legal counsel will be requested to review any correspondence to be sent to a complainant. Where appropriate, such correspondence will be issued by Legal Services.
4. If a vendor submits an FOI request related to the procurement, the timeframes for the VCRP may be extended, due to resource limitations, until after the FOI request is completed.
5. The VCRP is not intended to detract from a vendor's access to legal recourse or to the Ombudsperson's Office. However, VCRP complaints will not generally be considered concurrently with one of these other processes.
6. No compensation will be awarded to a complainant under the VCRP.
7. A decision of the PGO shall be the final determination on a complaint registered with the VCRP process.

6.4 Information and References

6.4.1 [Common Business Services \(CBS\)](#) in Solutions BC provides a wide range of purchasing-related services to

ministries, agencies and their employees, including but not limited to:

- procuring goods and services through fair and open tendering, and providing advice and consultation on purchasing matters;
- posting solicitations on BC Bid for electronic procurement;
- providing information to suppliers about how to do business with government;
- managing lists of qualified suppliers;
- analyzing spend data across government and participating public sector agencies in order to identify opportunities for demand aggregation and volume procurement, establishing standards and specifications, and establishing and managing CSAs for common use goods and services;
- managing the government's vehicle management outsourcing contract, purchase card, and travel card programs and any other cross government supply contracts;
- managing the catalogue within the iProcurement module that is used by all ministries;
- determining how to choose the right procurement method;
- providing a reference library, including common use formats such as solicitation templates and sample contract forms; and
- managing disposals of tangible and intangible property through fair and open disposal processes, and providing advice and consultation on disposal matters.

6.4.2 BC Bid is the Province's online tendering system. Ministries, Crown corporations and public bodies use the system to distribute Opportunity Notices, complete bid documents and bid results for suppliers. BC Bid offers suppliers unrestricted access to government procurement. The disclosure of bid results supports monitoring of the fairness and value of government purchases.

6.4.3 Request for Proposals – CBS has developed an RFP template and guide to the Request for Proposal process. Refer to: <http://www.pss.gov.bc.ca/psb/procurement/procurement-templates.html>

6.4.4 Trade Agreements

a. Agreement on Internal Trade (AIT) – the Agreement came into effect on July 1, 1995. The AIT applies to:

- all ministries, agencies, boards and commissions;
- all acquisitions of goods of \$25,000 or more; and to
- all acquisitions of services and construction of \$100,000 or more.
- Entities excluded from the AIT are listed in AIT Annex 502.2A.

b. The British Columbia - Alberta Trade, Investment, and Labour Mobility Agreement (TILMA) - Effective April 1, 2007 TILMA applies to:

- ministries, agencies, boards, councils, committees and commissions;
- procurement of goods: \$10,000 or more;
- procurement of services: \$75,000 or more; and to
- procurement of construction \$100,000 or more.

Exceptions to TILMA are listed in Part V of the agreement.

6.4.5 Disclosure of Contract information – [Freedom of Information and Protection of Privacy Act](#) governs policy related to the disclosure of any contract information. The [Freedom of Information and Protection of Privacy Policy and Procedures Manual](#) contains policy and guidance. In addition, each ministry has a Director/Manager of Information and Privacy who can provide direction and advice.

6.4.6 Risk Management Branch – The [Risk Management Branch](#) is accountable for the effective management of the

risks of loss to which the government is exposed by virtue of its assets, programs and operations. In delivering its mandate, the branch has assumed four different roles: central risk management agency within government, risk management advisor/consultant, risk management program development and delivery, and claims and litigation management.



Travel

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10.1 Objectives

- ensure effective travel management and administration, and promote economy and efficiency in the use of travel funds
- support government's commitment to carbon neutral business travel by making choices that mitigate the production of greenhouse gas emissions.
- establish standards to ensure:
 - travel expenses are proper, reasonable and necessary for program delivery
 - accountability for travel claim requests and approvals, and travel emission reports and approvals
- provide and promote alternatives to travel to carry out government business

10.2 General

Travel policy, allowances, reimbursement rates and limits are established by legislation and Treasury Board, and included in Treasury Board Orders, collective agreements, terms and conditions of employment for Order in Council and excluded employees, and the [Official Duties Expense Regulation](#) (BC Reg. 226/2001 as amended) for [officials](#).

Travel policy applies to ministries, offices, special funds, accounts and appropriations as defined in the [Financial Administration Act](#), the [Greenhouse Gas Reduction Targets Act](#) and applies where or when travel costs are funded by, or recovered from, outside parties. Where another government jurisdiction is reimbursing provincial employees that jurisdiction's travel rates will be used, which may be higher (e.g., Yukon, Northwest Territories).

Travel policy applies to employees (Groups I, II, and III) and [officials](#) (Group IV) unless specifically noted. For ease of use, the term "employee(s)" will be used throughout unless specific policy requires differentiation between employees and officials.

For the purposes of this policy, the terms "[minister](#)", "[official](#)", and "[official duties](#)" are used as defined in the [Official Duties Expense Regulation](#) (BC Reg. 226/2001 as amended).

Whenever possible, ministers and ministries are expected to promote the spirit and intent of government travel policy by requesting that similar policies are adopted by Crown corporations, public bodies, funded agencies and government contractors.

Roles and Responsibilities

- Employees are responsible for:
 - obtaining expense authority approval to travel before expenses are incurred (See [10.4.4](#) for officials);
 - certifying that their travel expense claims are correct, complete and comply with policy; and
 - confirming that their travel emission reports are complete and attached to their travel expense reports.
- Expense authority officers are responsible for:
 - approving travel before expenses are incurred;
 - certifying that travel expense claims:
 - are for business purposes, appear reasonable and comply with policy;
 - that there are sufficient funds in the budget;
 - that travel related goods and services have been received; and
 - certifying that travel emission reports appear reasonable and are attached to employee travel expense reports.
- The BC Public Service Agency establishes travel policy and negotiates reimbursement rates and limits with bargaining units.
- The Office of the Comptroller General maintains policy and establishes procedures for the administration and processing of travel expenses, and advises ministries on travel policy and procedures.
- Purchasing Services oversees accommodation rates, manages fleet vehicles, negotiates rental rates with vehicle vendors, and supports negotiations with travel agencies.
- For the purposes of travel approval in the following policies, a "director" is defined as an employee holding the title of director, including an "executive director". A director makes travel approvals for their own staff, and directors and executive directors seek their program area assistant deputy minister's approval regarding travel. In turn, assistant deputy ministers seek the executive financial officer's approval regarding travel.

10.3 Policy

10.3.1 Alternatives to Travel

Ministries must consider alternatives to travel wherever practical. [Video conferencing](#) and [teleconferencing](#) and other methods are to be used where feasible to achieve cost savings and to mitigate the production of greenhouse gas emissions. These can be very effective tools to bring employees and others together across the province or country (e.g., business/project team meetings, interviews, hearings and trials, distance learning, training and workshops).

10.3.2 Travel Approval

1. The means of travel chosen needs to be operationally feasible, cost effective and consider travel methods that will mitigate the production of greenhouse gas emissions. Government employees are eligible for reimbursement of travel expenses when:
 - o trip approval is obtained (from the employee's Expense Authority) before travel expenses are incurred;
 - o the expenses are paid by the employee while on travel status* or away from headquarters**;
 - o claims are reasonable, properly reported and comply with established rates and allowances; and
 - o the travel emission report is completed and attached to the travel expense report.

*Group [I, II and III](#) employees are on travel status when absent from their designated headquarters on approved government business. This does not apply to employees who are temporarily reassigned or on field status, or on board and lodging status.

**An employee's headquarters is his/her usual work place or normal point of assembly and the area within a 32 kilometre radius. If necessary, the director must designate a headquarters for their staff, and can also approve changes to their staff's assigned headquarters as changes in operational conditions warrant. The designation for directors and executive directors are made by the assistant deputy minister of the program area. The executive financial officer must make designations for assistant deputy ministers.

The terms "travel status" and "headquarters" are not used in reference to Group IV travel policy. Travel policy applies to [Group IV](#) during the period an official is away from home to discharge official duties.

2. Reimbursement claims require approval by the appropriate Expense Authority before they can be paid. (see [Procedure Requirements - C.1.4, C.1.5](#))
3. Management has the right to designate an [employee's \(other than officials\) mode of transportation](#) and manner of accommodation. Other considerations must include:
 - o the cost and efficiency of alternative transportation modes (i.e., time required to reach the destination and lost productivity);
 - o additional travel costs (accommodation, meals, taxi, vehicle rentals, overtime) associated with each alternative; and
 - o travel arrangements that mitigate the production of greenhouse gas emissions.
4. Government employees required to resource cabinet and government caucus meetings are eligible for reimbursement of expenses.

[Procedure Requirements - C.2](#)

10.3.3 Combining Personal Travel

1. Travel that combines government and personal business must be reimbursed at the lesser of
 - actual transportation expenses; or
 - an estimate of the minimum acceptable expenses that would have been incurred if the personal travel had not taken place.

2. Additional expenses arising from personal extensions to business travel are the employee's responsibility.
3. Expenses for an employee's spouse or family members are not reimbursable, except:
 - when a spouse is formally representing the government and a written invitation has been issued to the spouse (see also [10.4.4](#) and [C.14.3](#));
 - travel is to a pre-retirement seminar or awards function; or
 - the employee is relocating (for details refer to Administration, [Relocation](#)).
4. Employees must not claim any optional payments or surcharges related to carbon offset programs administered by travel service providers.

10.3.4 Out-of-Province/Country Travel

1. Staff (and contractor) out-of-province and out-of-country travel, including complete plans to combine personal travel, requires prior approval of the respective director (Treasury Board Directive [4/04](#)). Approvals for directors and executive directors are made by the assistant deputy minister of the program area. The executive financial officer must make approvals for assistant deputy ministers. Refer to [C.2](#) for staff approval procedures and to [10.4.4](#) for approval requirements for ministers, parliamentary secretaries, deputy ministers and ministers' office staff.
2. For out-of-province accommodation a reasonable amount must be established considering business requirements and federal accommodation rates. For out-of-country or U.S. accommodation, employees will be reimbursed for actual commercial accommodation expenses for the travel location up to those rates established by the federal government through their standing offer arrangements for accommodation. (Refer to this [federal accommodation site](#) for rate information.
3. For travel in the U.S. the Group I meal rate, Group II or III per diem allowance, or Group IV meal allowance must be the amount claimed for BC in U.S. currency (as required by [PSA Policy Statement 17. Travel, Appendix 1 sec. 8. \(1\)](#)), which will be converted to Canadian dollars, including claims for partial day travel. Meals received without charge or paid for from public funds cannot be claimed.
4. For other foreign locations (as required by [PSA Policy Statement 17. Travel, Appendix 1 sec. 9](#)), meal rates for full days must be calculated using the "Meal Total" rate published by the federal Foreign Affairs Department. This is then grossed up for incidental amounts as specified in the PSA table at Appendix 1 sec 9. (1).

For partial days or for situations where meals are received without charge or paid with other public funds, the related individual meals (using the federal Foreign Affairs Department rates) must be deducted from the full day rates calculated above. Where the individual meal rates are not published, refer to the percentages to deduct from the calculated full day rate specified in the PSA table at Appendix 1 sec 9. (2).

Procedure Requirements -- [C.1.6](#) (iExpenses & foreign exchange); [C.2](#) (Approval Requirements); [C.11](#) (Miscellaneous Foreign Travel Expenses)

[Foreign Travel Guide](#)

10.3.5 Airfare

1. The most economical airfare for air travel considering operational requirements and options that mitigate the production of greenhouse gases is required. This requirement may be waived in exceptional circumstances, with the prior approval of the director. For directors and executive directors, prior approval is sought from the assistant deputy minister for the program area. For assistant deputy ministers, it must be pre-authorized by the executive financial officer. Officials and accompanying staff are permitted airfare upgrades to executive or business class where the in-flight travel is four hours or more, and the purpose of the travel is to represent the government at a business meeting. The upgrade for staff only applies when there is a need to conference with the official during a flight.
2. Travel loyalty program benefits, such as airline frequent flyer points that are accumulated by employees while travelling at public expense, must not be used for personal benefit. Such benefits or discounts should be applied only against future business travel or donated to charities associated with the program. Benefits accumulated while travelling at public expense should not be used beyond the term of employment.

[Procedure Requirements - C.7](#)

10.3.6 Chartered Aircraft

1. The use of a chartered aircraft by an official is permitted only when:
 - o there is no scheduled air service available that can meet the travel requirements (timing or duration) of the minister(s); or
 - o the charter cost is economical as compared to the scheduled air service; and
 - o the charter aircraft and crew meet the safety, maintenance and experience standards established by Transport Canada for such operations.
2. The use of chartered aircraft by employees must only be approved when there is no alternative means of transportation at a lesser cost, and within a reasonable time. The deputy minister or a delegated approval authority must approve in-province charter flights. Out-of-province charter flights require approval in advance by the respective minister.

10.3.7 Meals / Per Diems

1. Employees are entitled to claim meal or per diem allowances not exceeding specified limits for their applicable Group. For Group definitions refer to section [10.4.1](#).
2. On the date of departure, travel status must start before 7:00 a.m. to claim breakfast; before 12:00 noon to claim lunch; and, on the date of return, travel status must end after 6:00 p.m. to claim dinner.
3. See [PSA Policy Statement 17. Travel, Appendix 1 sec.1](#) for the applicable meal and per diem allowances for groups I, II, and III. For Group III employees, in determining whether it is reasonable to claim a full day, half-day or other per diem, they should consider the time spent and the number of meal periods while on travel status. Group II and III employees are entitled to the incidental amount when no meals are claimed on travel status (refer to CPPM 10.3.11 [Miscellaneous Expenses](#)).
4. Group IV (officials) may claim a meal allowance of up to \$61.00 for each day (or portion of a day) the [official](#) discharges official duties, if the official is not at home while discharging those official duties. See the [Official Duties Expense Regulation](#) (BC Reg. 226/2001 as amended).

[Procedure Requirements - C.4](#)

10.3.8 Mileage

1. All groups are entitled to claim a [private vehicle allowance](#) for the use of a privately owned vehicle on business travel. For private vehicle insurance requirements, refer to [11.3.2 policy 3](#). Employees are expected to carpool where practical to minimize costs and the production of greenhouse gas emissions.
2. Employees may claim the vehicle mileage allowance where they are driven to the departure location (i.e., airport, bus, ferry or train terminal) and picked up upon return.

The portal-to-portal distance allowance (for travel to and from the employee's residence) must be authorized by the employee's Expense Authority before expenses are incurred. The Expense Authority must consider the cost and efficiency of alternative modes of travel before granting approval to an employee to take his/her vehicle to work for use when travel may be required. Allowance claims for vehicle mileage must not exceed 32 kilometres per day.

[Procedure Requirements - C.5](#)

10.3.9 Vehicles

1. A government or rental vehicle should be used when public transportation is not operationally feasible or a privately

owned vehicle is not available or economical (i.e., when daily travel exceeds 150 kilometres). A government vehicle, where available, should be the first choice.

2. Employees renting vehicles must not purchase the Personal Accident Insurance option, as work-related accidents are covered by WCB.
3. Employees using the corporate travel card must not purchase the Collision Damage Waiver option, as this is covered under the travel card. However, employees renting a vehicle outside of BC and not using the corporate travel card must purchase the Collision Damage Waiver option.

The vehicle rental rate table can be found at the [Purchasing Service's site](#). Refer to [section 11.3.4](#), Transportation policy, for the use of government vehicles.

[Procedure Requirements - C.5](#)

10.3.10 Accommodation

1. Employees may use private accommodation instead of commercial accommodation and claim the private accommodation allowance of \$30.00 per night. Reimbursement for commercial accommodation within BC must be in accordance with the [hotel accommodation guide approved accommodation rates](#).

Accommodation expenses within BC that exceed the limits established by Treasury Board require pre-authorization from the individual's expense authority. Amounts in excess that are considered acceptable may be determined on a case by case basis, considering variables such as the urgency of the travel, whether travel is occurring in peak season and if accommodations at the established limits are not available. See also the [Accommodation Guidelines](#) (government access only).

For guidance on officials, see the [Officials Duties Expense Regulation](#) (BC Reg. 226/2001 as amended).

[Procedure Requirements - C.8](#)

10.3.11 Miscellaneous Expenses

1. Employees are entitled to claim miscellaneous travel expenses for:
 - [ferry tolls, ferry reservation fees](#) and highway tolls
 - airport improvement and security fees, Nav. Canada fees and applicable fuel charges
 - bus/taxi/limousine services
 - vehicle rental and related fuel charges
 - parking charges
 - business phone calls
 - charges relating to cash advances obtained with the corporate travel card
 - Group I employees are entitled to portage (maximum \$0.50), personal phone calls (one five-minute telephone call home for each night away), laundry and dry cleaning (after seven consecutive days on travel status).
 - Group II and III employees receive a per diem that includes allowances for incidentals, such as gratuities, portage, personal phone calls, laundry or dry cleaning.
 - Group IV officials are entitled to reimbursement for actual out of pocket expenses subject to this travel policy.

[See also C .9 - Miscellaneous Travel Expenses](#)

10.3.12 Loss or Damage

1. [Extraordinary losses](#) incurred when an employee or appointee is on travel status, or while on government business, suffers damage to personal property are reimbursable to amounts allowable under [PSA Policy Statement 17. Travel, Appendix 1 sec.12](#).

[Procedure Requirements – C.19.2](#)

10.3.13 Travel Card

1. Employees must use their corporate travel card to pay for travel related expenditures and to obtain travel related cash advances (via ATMs).
2. Employees who are eligible for a corporate travel card cannot apply for an accountable travel advance. Accountable travel advances can only be issued to employees who are not eligible for the corporate travel card and the expense authority authorizing the travel must approve the accountable advance. The temporary advance must be repaid or accounted for within one week of the trip.
3. A standing accountable travel advance (issued to employees that require continuous or seasonal travel) must be repaid at the end of the designated period.

[Procedure Requirements - E.3](#)

10.3.14 Volunteers

1. Volunteers must not use Oracle iExpenses or the SMARTTEC travel emissions calculator. Volunteer out of pocket travel expenses will be reimbursed at the discretion of the host ministry. Meal allowances must not exceed Group I rates.

10.3.15 Contractors

1. Contractors must not use Oracle iExpenses or the SMARTTEC travel emissions calculator. Contractors will only be entitled to reimbursement of travel and accommodation expenses to a maximum level as specified in the contract. The maximum level of reimbursement for meals and incidentals must not exceed the Group II per diem rates. Refer to section [10.4.1](#), this chapter, for the definition of Group II.

[Procedure Requirements - C.10](#)

10.3.16 Oracle iExpenses

Oracle iExpenses is a web-based system for processing expense reports. When staff submit a claim, their electronic signature is equivalent to certifying that the expense report is correct, complete, complies with government policy, and their completed travel emission report is attached. The electronic signature of Expense Authority means that they agree the trip was for business purposes, the amounts appear reasonable, and that the employee has attached a travel emission report which appears reasonable. As well, they are certifying that there are sufficient funds in their budget and that travel related goods and services have been received. User IDs and Passwords MUST NOT be shared. Note that officials use an electronic travel voucher to process their claims. See [C.14.6](#).

1. Expense authority must review and approve expense reports and travel emission reports prior to giving their electronic authorization.
2. Travel expense receipts must ensure proof of payment and be accessible by expense authority for examination if requested. In addition the receipts, including those for [taxi and bus claims over \\$20 a day](#), and other supporting documents must be:
 - o filed at the location designated by the ministry chief financial officer (but not by the employee personally);
 - o filed in an Expense Report Envelope and forwarded upon request within 5 working days to the Corporate Compliance and Controls Monitoring Branch for verification.

The envelope must be retained as an Administrative Records Classification System (ARCS) file #1050-06. The ARCS and the Operational Records Classification System (ORCS) support policy in this section and the need to retain and manage records in accordance with government [Recorded Information Management](#) policy and standards.

1. Staff who do not travel more than once a year and who have claims of less than \$100 should be reimbursed by petty cash. Staff that have regular claims for mileage must claim reimbursement through iExpenses.

2. Under the new *Management Classification and Compensation* framework, only Strategic Leadership positions may use a delegate. Formerly classified Management Level 7 or higher positions using delegates may continue to do so. Delegates must not have an alternative delegate substituting for their leave or vacation period. Deputy minister expense reports are to be routed to the EFO or CFO who will act as expense authority for approving these reports.
3. All iExpenses users must complete any outstanding processing, and take appropriate action on any notifications, prior to transfer or termination. Ministry signing authority officers must be kept informed of any changes to prevent delays and errors when an expense authority departs prior to completion of processing.

[Procedure Requirements - C.1.6](#)

10.3.17 Direct Invoicing

1. Airfare, except in an emergency or extenuating circumstances, must not be paid by the employee but billed directly to the ministry (GST-exempt). For officials see [C.14.8](#).

[Procedure Requirements - D.7](#)

10.3.18 SMARTTEC Travel Emissions Calculator

SMARTTEC is a web-based tool for employees to use to calculate, track and report greenhouse gas emissions for business travel (i.e.: when on travel status or 32 kilometres or more outside of their designated headquarters, as defined by policy [10.3](#)). In advance or on trip completion, an employee or a delegate enters traveller information for the mode of travel (e.g.: type of flight, vehicle or ferry) and accommodation to calculate trip emissions.

1. The travelling employee must confirm and submit their final SMARTTEC travel emission report, whether data entry is by a delegate or the employee. When a report is finalized a confirmation e-mail and PDF file is sent to the traveller's mailbox.
2. The PDF file must be attached to the traveller's related iExpenses expense report (or manual FIN 10 Travel Voucher) for Expense Authority review and approval before payment can be authorized.

[Procedure Requirements - C.1.7](#)

Additional guidance on the use of SMARTTEC is provided at: [Where green ideas work](#). This site is available to Government of British Columbia intranet users only. For Tier 1 help desk queries on SMARTTEC contact 387-7000 or [e-mail: 77000@gov.bc.ca](mailto:77000@gov.bc.ca).

10.4 Information and References

10.4.1 Group Definitions

Employee Group definitions for travel entitlements pursuant to Treasury Board Order #88, as amended, and the [Official Duties Expense Regulation](#) (BC Reg. 226/2001 as amended) are as follows:

Group I

- employees who are members of the British Columbia Government Employees' Union (BCGEU), the Professional Employees Association (PEA), British Columbia Nurses Union (BCNU), Union of Registered Psychiatric Nurses of British Columbia (URPNBC), and Excluded Administrative Support Staff as specified on Schedule A of the Personnel Management Policies and Procedures manual, chapter 4.5;
- persons outside the government service such as employees appointed to boards, commissions and agencies in bargaining unit classifications, or persons performing equivalent administrative or technical support functions, plus persons on miscellaneous payroll;
- order in council appointees not specifically included in Groups II or III; and
- other employees or persons not specifically included in Groups II or III.

Group II

- persons whose positions are classified under the: Management Job Evaluation Plan, Levels 1 through 8; Legal Officer Classification Plan; Legal Counsel Classification Series; or Salaried Physician Classification Plan; and
- persons appointed to part or full-time positions as members or managerial employees on boards, commissions or agencies.

Group III

- persons with the status of deputy minister or assistant deputy minister or equivalent status (positions classified at levels 9 through 12 of the Management Job Evaluation Plan); and
- a person appointed to the position of chief provincial court judge, associate chief judge or as part or full-time provincial court judges.

Group IV

- officials as defined by the [Official Duties Expense Regulation](#) (BC Reg. 226/2001 as amended); and
- a personal attendant where a physically disabled official requires an personal attendant in order for the official to travel to discharge official duties. The application of Group IV rates to a personal attendant is limited to transportation, meals, accommodation and out of pocket expenses necessarily incurred for the purpose of this travel. A personal attendant can be a spouse.

10.4.2 iExpenses Information

Information, training and guidance on how to use iExpenses are detailed on the CAS intranet site, [iExpenses Services](#). This information is available to Government of British Columbia intranet users only.

10.4.3 Discount Lodging and Travel Tips

Purchasing Services provides a list of lodgings and travel tips for employees on business travel. A number of properties offer discounts on room rates. These are listed by city or town on the [Business Travel Accommodation Listings](#) site.

10.4.4 Minister Out-of-province/country Travel

Approval for out-of-province and out-of-country travel is delegated as follows. A [Travel Authorization Form FIN 99](#) (government access only) is required:

<u>Traveler</u>	<u>Approved By*</u>
Minister (out-of-country)**	Premier
Minister (out-of-province)	Minister
Parliamentary Secretary	Minister
Minister's Office Staff	Minister
Deputy Minister (out of province)	Deputy Minister
Deputy Minister (out of country)	Minister

* This authority cannot be delegated to a subordinate.

** Ministers should submit a request for approval of their out-of-country travel plans not less than four weeks in advance of finalizing such plans. The request for authorization should be directed to Executive Branch, Office of the Premier.

The spouse of a minister may fly at government expense only when formally representing the government at a protocol related function and a written invitation has been extended to the spouse by the government or when acting as a personal attendant where an official has a physical disability. Guests of ministers may fly at government expense only when the guests are traveling on government business. Minister allowances are outlined in the [Official Duties Expense Regulation](#) (BC Reg 226/2001 as amended).

[Procedure Requirements - C.14](#)

10.4.5 Appointees to Crown Corporations, Agencies, Boards, Commissions and Administrative Tribunals

For policy on travel expense reimbursement for appointees to crown corporations, agencies, boards, commissions and administrative tribunals refer to TBDs [1/08](#) and [2/07](#). All appointees (including those receiving no compensation) incurring transportation, accommodation, meal and out-of-pocket expenses in the course of their duties as members of a crown corporation, agency, board, commission or administrative tribunal will be reimbursed in accordance with Group II rates. Rates of reimbursement for travel-related expenses are established by Treasury Board Order #88. At the discretion of the minister, airline costs incurred by agency, board or commission appointees may be directly billed to the Province.

[Procedure Requirements - C.20](#)



Transportation

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11.1 Objective

- Ensure that those who are conducting government business use the most appropriate and cost-effective mode of transportation that is available.

11.2 General

Common modes of transportation include public transportation, privately owned vehicles, government vehicles, rental vehicles and chartered aircraft (in a limited set of circumstances). Treasury Board Directive 3/98 authorized the establishment of a fleet management services arrangement between government and the private sector. The [Purchasing Services](#), Ministry of Citizen's Services provides guidelines on the use of various types of transportation.

Roles and Responsibilities

The director, Purchasing Services, Common Business Services, is the contract manager for government's vehicle agreements with PHH Vehicle Management Services (PHH). Purchasing Services provides advice to Treasury Board and ministries on transportation policies and management practices for:

- vehicle fleet planning, management, utilization, registration and licensing;
- acquisition, disposal, inspection and maintenance; and
- clean technology vehicles, alternative fuels and innovations in vehicle technology.

Purchasing Services also advises ministries regarding Master Standing Offers for the rental of light vehicles for periods ranging from 30 to 365 days.

Ministry Fleet Coordinators manage each ministry's vehicle fleet, including:

- communicating vehicle management policies and procedures within the ministry;
- ensuring that ministry vehicles are appropriately assigned, utilized and managed;
- developing the ministry fleet plan; and
- acting as the ministry contact with PHH and Purchasing Services.

PHH provides fleet management information, including vehicle inventory.

The Risk Management Branch, Ministry of Finance, advises Treasury Board, Purchasing Services and ministries on policies and management practices related to vehicle insurance and accident reporting.

11.3 Policy

11.3.1 General


1. An employee conducting government business must use the most cost effective and appropriate mode of transportation choosing from public transportation, use of a private, government or rental vehicle. Public transportation includes buses, taxis, ferries, trains, commercial flights and certain charter flights.
2. Use of a privately owned vehicle is to be considered where public transportation or a rental vehicle is not appropriate or cost-effective.
3. A government vehicle may be considered for use when public transportation or a privately owned vehicle is not available or cost-effective. (See also Government Vehicles, [policy 2](#), this chapter.)
4. The type of vehicle and the period of time that it is required determine whether a ministry may rent, lease or purchase the vehicle. Light vehicles must comply as follows:
 - less than 30 days – rented from rental companies holding a Daily Rental Master Standing Offer issued by the Purchasing Services;
 - more than 30 days and less than 365 days – rented from a rental company holding a Monthly Rental Master Standing Offer issued by the Purchasing Services; and
 - more than 365 days – leased from PHH.

For more information for light vehicles and other types of vehicles, refer to [Purchasing Services](#).

5. Group transportation alternatives (e.g., ride sharing, government or rental vans/buses, group airfare rates) must be considered over individual vehicle travel for groups of employees who are required to travel to the same business location.
6. Ministries must ensure that all vehicles, including daily rentals and privately owned vehicles, are suitable for the intended purpose and use. Government vehicles must be properly maintained and defects corrected promptly.
7. The vehicle operator must pay parking fines, traffic violation fines, and impoundment and towing fees when driving a privately owned, government, rented or leased vehicle on government business.

11.3.2 Privately Owned Vehicles

1. Government employees are [reimbursed for mileage costs](#) for privately owned vehicles such as automobiles, sport utility vehicles and light trucks, but not bicycles. Generally, when daily travel exceeds approximately 150 kilometres (or 13,000 kilometres annually), a leased government vehicle becomes more cost-effective and should be used.
2. Ministries must not use employees' privately owned aircraft or boats. Ministries must use recognized commercial or licensed charter companies for all employee transportation in aircraft or boats.
3. The vehicle owner is responsible for purchasing and maintaining valid third-party insurance in an amount not less than \$2 million. Government employees transporting government property, other employees, contractors or clients in privately owned vehicles in the course of government business are not required to carry higher limits. The vehicle must be rated for business use if it will be used for business purposes more than six (6) days per month. Ministry expense authorities must ensure compliance with this policy before authorizing the use of a privately owned vehicle for government business.

4. Government employees may voluntarily use a privately owned bicycle for government business travel provided:
 - the employee wears an approved helmet (i.e., ASTM, ANSI or SNELL) and are encouraged to take a cycling safety course or read approved instructional material (i.e., Bike Sense, The British Columbia Bicycle Operators Manual") [Bike Sense](#). 
 - the bicycle is in good working order and employees have adequate insurance should their bicycle be lost, stolen or damaged during business travel; and
 - commuting time is comparable to other means of travel (i.e., motor vehicle, public transit).
5. Damage to an employee's privately owned vehicle is reimbursable if the damage occurs in the course of government business:
 - as a result of an accident; or
 - by a ward or client of the province.

In general, the ministry must reimburse the employee the lesser of the costs of repairing the vehicle or the cost of the vehicle's insurance deductible. The government will not pay any additional insurance premiums arising from the loss of safe driver discounts resulting from an accident. See the BC Public Service Agency's Appendix 1, section 4, [Vehicle Damage Reimbursement](#) for reimbursable costs.

[Procedure Requirements - C.5](#)


11.3.3 Government Vehicles

The government's fleet of vehicles is intended for use wherever it is the most appropriate and/or cost-effective mode of transporting employees and delivering programs. The fleet is comprised of vehicles that are leased, owned or rented for more than 30 days. Government vehicles are insured through the Insurance Corporation of British Columbia (ICBC) for public liability and are self-insured for fire, theft, collision and comprehensive.

1. Fleet vehicles must be managed according to an annual fleet plan approved by each ministry's executive financial officer. The plan must include performance benchmarks such as vehicle operating costs per kilometre, a vehicle disposal and replacement schedule, and total projected operating costs.
2. Fleet vehicles must be pooled within the ministry rather than assigned to an individual employee on a continuous basis. The executive financial officer or designate can authorize the assignment where the employee:
 - travels more than 13,000 kilometres on government business annually; or
 - requires a vehicle for the performance of job duties for which the use of a pool vehicle is inappropriate or not feasible.
3. Fleet vehicles may be used on a seasonal basis, but only when this is the most economical option. The costs of seasonal use of vehicles must be evaluated annually by the program manager based on information available from the Purchasing Services and PHH.
4. All drivers of government vehicles must hold a valid BC driver's licence for the type of vehicle. A contractor must have written authorization from the executive financial officer or designate to operate a government vehicle. The contract must contain a provision respecting the operation of the government vehicle.
5. Government vehicles must only be used for business purposes. Exceptions for limited personal use are for:
 - incidental use while on travel status;
 - travel during off-duty hours authorized by collective agreements; or
 - travel between an employee's home and workplace when this is a condition of employment.

Any additional personal use requires approval from the executive financial officer or designate.

6. Operators are responsible for damages resulting from unauthorized use of a government vehicle. Unauthorized use of a government vehicle is subject to disciplinary action, and should be reported to the executive financial officer for resolution.

7. All government vehicles, unless exempted by the ministry's executive financial officer or designate, must display a decal according to government standards. Refer to [Purchasing Services](#) for more information.
8. Vehicles do not have to be insured or registered if they are subject to the *Motor Vehicle (All Terrain) Act*.
9. All executive lease vehicles must be acquired in accordance with Treasury Board Orders 204, 209 and 231, and the [Official Duties Expense Regulation](#) (BC Reg 226/2001 as amended). Purchasing Services must acquire executive lease vehicles on behalf of all ministers, deputy ministers and equivalents.
10. All executive lease vehicles must be insured by ICBC for full collision and comprehensive coverage and for \$2 million third party liability coverage.
11. Bicycles may be purchased or leased for business travel use if the number of employees choosing to cycle warrants the costs of ownership. Ministries must ensure the following conditions are in place:
 - safety equipment is provided (i.e., ASTM, ANSI or SNELL-approved helmets, lights and reflective accessories);
 - regular bicycle maintenance provided by a private bicycle shop;
 - employees are encouraged to take a cycling safety course or read approved instructional material (i.e., Bike Sense, The British Columbia Bicycle Operators Manual")
 - [Bike Sense](#) 
 - ensure the safekeeping of ministry provided bicycles; and
 - commuting time is comparable to other means of travel (i.e., motor vehicle, public transit).

11.3.4 Use of Government Vehicles

1. Vehicles that are leased from PHH must be acquired, maintained, managed and disposed of in accordance with the Operating Lease and the Fleet Management Services Agreement.
2. Ministries must report to PHH each month the current odometer reading for each PHH lease vehicle and executive lease vehicle.
3. Where there is personal use of a government vehicle by an employee, the value of the taxable benefit derived from personal use and availability of the vehicle must be included in the employee's income. Distance in kilometres that is a personal benefit must be separately shown on odometer reports submitted to PHH to assist with the calculation of the taxable benefit.
4. Authorized passengers in government vehicles must only include:
 - government employees transported in the performance of their duties;
 - spouses or children accompanying government employees on travel status;
 - contractors or persons other than employees transported in connection with government business; and
 - persons authorized in writing by the executive financial officer or designate.
5. A PHH Service Card is issued for each government vehicle and selected equipment and marine vessels. Ministries must ensure that the inventory of service cards maintained by PHH is accurate and complete. Expired cards and cards no longer required must be destroyed or returned. The vehicle operator must immediately report lost or stolen cards to PHH (1 888 681-5426) and the ministry chief financial officer or delegate.
6. The PHH Service Card must be used for all purchases of fuel, lubricants and incidental items for vehicles, equipment, marine vessels and aircraft. Alternate purchasing methods are only permissible in communities where the service card is not accepted.
7. When not in use or during off-duty hours, government vehicles must be parked:
 - in safe and secure locations, and locked with all windows closed; and
 - at or near the office location.

Exceptions to this policy may be approved by the executive financial officer or designate and recorded by the ministry Fleet Coordinator for reporting purposes.

8. Employees must take prudent measures to protect all government assets in their possession. Items of value are to be

removed from the passenger compartment and secured in the trunk of the vehicle or in the employee's accommodation.

11.3.5 Short-term Rental Vehicles

1. Employees renting vehicles must not purchase:
 - the Personal Accident Insurance option (work-related accidents are covered by Workers Compensation benefits both inside and outside of BC);
 - the Collision Damage Waiver option when renting the vehicle through a government master standing offer with the rental firm or using the corporate travel card (The corporate travel card provides for collision damage insurance coverage that is valid worldwide.); and
 - Cargo Insurance or Personal Effect Insurance.

When the employee does not have the corporate travel card and there is no rental outlet with a [corporate supply arrangement \(CSA\) with government](#), employees must purchase and claim Collision Damage Waiver (CDW) when renting a vehicle.

2. Employees must comply with the operating restrictions in the vehicle rental agreement. Before taking possession of the vehicle, employees must inspect the vehicle for exterior and interior damage, and report any damage to the rental firm.
3. Employees must not accept any charges for damages to a rental vehicle. Refer the rental firm to the Risk Management Branch.
4. Employees are expected to protect government property while in their possession by locking and securing the rental vehicle when not in use. An extraordinary loss of personal property may be reimbursed. If the corporate travel card was used to pay for the vehicle rental, the loss of personal property secured in the vehicle may be claimed. For personal property loss or insurance information, contact the Risk Management Branch.

11.3.6 Vehicle Accidents, Vandalism and Other Losses

a. Government Vehicles

1. All vandalism and theft incidents over \$100 must be reported to the ministry fleet coordinator and the local police, within 24 hours of discovery. See also CPPM L, [Loss Reporting](#).
2. Every accident must be reported to PHH Vehicle Accident Services and the ministry Fleet Coordinator (or his/her staff) within 24 hours. ICBC must be informed of an accident within 24 hours when it involves:
 - a second vehicle;
 - a pedestrian;
 - damage to the property of others; or
 - hit-and-run where damages exceed \$350.

The local police must be informed of an accident within 24 hours when it involves:

- damage exceeding \$1,000;
- a person who has sustained injury or death;
- hit-and-run with damages; or
- vandalism or theft of government property.

An operator involved in an accident must not admit liability and will provide only the information required by the investigating police officer.

3. All accidents, with the exception of those involving ambulances, must be reported to PHH Vehicle Accident Services at

1 877 874-4862. A Vehicle Accident Services Driver's Report may be obtained electronically via email at bcgov@phh.com. Accidents involving ambulances must be reported by the ambulance driver according to policy and procedures established by the BC Ambulance Service.

4. Before repairs are made to an accident-damaged light vehicle, PHH must be consulted to ensure that:

- competitive estimates have been obtained;
- the work is cost-effective, given the life expectancy and condition of the vehicle; and
- good quality bodywork and mechanical repairs are carried out.

b. Executive Lease Vehicles

1. Any accident (including hit and run) or incident (including vandalism) must be reported to ICBC Dial-a-Claim at 1 800 910-4222 within 24 hours, by the operator, regardless of who is at fault. A Vehicle Accident Services Driver's Report may be obtained electronically via email at bcgov@phh.com and must be filed with PHH Vehicle Accident Services.

c. Rental Vehicles

1. All accidents must be reported to:

- the rental agency within 24 hours; and
- the employee's supervisor and/or manager, who in turn must report it to the Risk Management Branch and the ministry Fleet Coordinator.

The local police must be informed within 24 hours when:

- damages exceed \$1,000;
- a person has sustained injury or death; or
- there has been a hit-and-run accident with damage.

An operator involved in an accident must not admit liability and provide only the information required by the investigating police officer.

2. If the rental vehicle is stolen, the theft must be reported to the local police and the rental firm immediately. All damage resulting from vandalism or theft must be reported to:

- the rental company within 24 hours; and
- the local police (before the vehicle is moved, if possible).

11.3.7 Chartered Aircraft

1. For the use of chartered aircraft by ministers, [Travel](#), section 10.3.6. policy 1, must be followed.
2. For the use of chartered aircraft by employees, [Travel](#), section 10.3.6. policy 2, must be followed.

11.4 Information and References

11.4.1 Purchasing Services

[Purchasing Services' website](#) details government's fleet vehicle policy and procedures, and vehicle agreements with PHH Vehicle Management Services. Topics covered include the following:

- [Approved Service Centre List](#)
- [Frequently Asked Questions](#)
- [Guide for Vehicle Operators](#)
- [Daily and Monthly](#) Vehicle Rentals

Transportation

- [Branch Vehicle Contacts](#)
- [PHH Interactive](#) and [PHH Contacts](#)
- [Fuel](#)
- [Repair and Maintenance](#)
- [Accident Reporting](#)
- [Driver Tool Kit](#)
- [CVIP](#) – Commercial Vehicle Inspection Program
- [Payload \(GVW\) Limits](#)



Administration

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18.1 Objectives

- economic, efficient and effective use of public resources in service delivery
- support the implementation of government policy and consistent practices across government

18.2 General

In general government objectives for administration are pursued through centralization and by ensuring that managers and staff adhere to government-wide policies. All central agencies and ministries have a shared responsibility and interest to ensure that programs are managed and administered in accordance with this policy.

18.3 Policy

18.3.1 Accommodation

a. **Government Program Accommodation**

The objectives for government accommodation are to:

- implement workplace solutions that optimize program delivery capabilities;
- ensure government accountability for the use of accommodation;
- provide functional workplace requirements in a cost effective manner;
- ensure the effective and efficient management of surplus and underutilized space.

Ministries and other publicly funded agencies (Clients) are responsible for:

- identifying program delivery requirements;
- making accommodation decisions, consistent with budgetary and service delivery constraints, taking into account advice on accommodation options provided by the Accommodation and Real Estate Services division (ARES) of government shared services;
- identifying and advising ARES as soon as possible of any surplus and underutilized space.

ARES is responsible for:

- providing real property and accommodation infrastructure services to ministries and publicly funded agencies via specific agreements for services;
- advising on real property and accommodation infrastructure policies, standards/guidelines and best practices workplace provisioning;
- managing the supplier community in delivering workplace solutions;
- providing estimates of accommodation charges to ministries and publicly funded agencies, as required; and
- providing stewardship and management of the government's real property assets entrusted to ARES.

The [Accommodation Agreement](#) (available to Government of British Columbia intranet users only) describes the more technical and operational aspects of the business relationship between ARES and its Clients with respect to accommodations and real estate provisioning. Additional guidance on accommodation requirements is outlined in [section 18.4.1](#).

Policy is as follows:

1. ARES is the shared services provider of real property and accommodation infrastructure services for government. Clients are required to use ARES services unless an exemption or modification is specifically provided in a Special Operating Agency framework agreement or approved by Treasury Board. ARES Clients are listed at [Customers](#).
2. ARES charges for accommodation and real estate services are based upon the government accommodation pricing model.
3. In making accommodation decisions Clients should take into account accommodation options consistent with the policies and standards in the [Government Office Space Standards](#) (GOSS) and the ARES [Technical Manuals](#).
4. Replacement, additional, or new accommodation is permitted only when a Client has operating and

capital funding available in the fiscal year in which services are acquired from ARES and/or its service providers, and the Client is in substantial compliance with [Government Office Space Standards](#) (GOSS).

5. ARES and Clients shall be guided by policies and guidelines issued from time to time by Treasury Board and/or the Office of the Comptroller General (OCG).
6. Parking requirements will be provided in accordance with government parking policy (Public Service Agency directive 4.6, [Appendix 2](#)).

b. Warehouse Space – Consolidated Warehousing Services and Surplus Asset Disposal

Consolidated Warehousing Services

Asset Investment Recovery (AIR) partners with ARES for the provision of warehouse space on behalf of ministries to achieve efficiencies and cost savings through consolidated warehousing.

1. All ministry requirements for warehouse space must be directed to AIR.
2. AIR is authorized to secure short-term warehouse space of up to 465.5 square metres for use by ministries. Warehouse space requirements greater than 465.5 square metres must be obtained by AIR through ARES.

Surplus Asset Disposal

Provides for the redistribution of assets across ministries and the sale of surplus assets to the public, private sector and broader public sector agencies. This program is also the disposal agent for the Federal Government in British Columbia. Methods of sale include cash and carry, offers to purchase via sealed bids, public auctions and via the internet [BC Auction](#).

c. Residential Accommodation

1. Where there is an identified need, government may provide self-contained residential accommodation to an employee and his or her family. For detailed information, refer to [TB Directive 3/96](#).
2. Ministries have two options for obtaining residential accommodation for employees:
 - lease the accommodation units from ARES; or
 - acquire the accommodation units directly from other sources. In this case, ministries must advise ARES of their intent.
3. Employees that are provided with residential accommodation at less than fair market value are subject to income tax laws and requirements as administered by the Canada Revenue Agency.

18.3.2 Agreements with Other Governments

1. Treasury Board approval is required for any new agreements over \$2 million, or where there is no set value, with other governments.

For purposes of this policy, "other governments" include federal, provincial, territorial, municipal and regional governments, as well as other forms of local government such as hospital districts and school boards.

18.3.3 Appointments to Government Crown Corporations, Agencies, Boards, Commissions and Administrative Tribunals

Remuneration of appointees to Crown corporations, agencies, boards, commissions and administrative tribunals must be consistent with the applicable Treasury Board Directive, as follows:

1. Remuneration for appointees to administrative tribunals must comply with [TB Directive 2/07](#);
2. Remuneration for appointees to Crown corporations, agencies, boards and commissions must comply with [TB Directive 1/08](#).

18.3.4 Business Meeting and Protocol Event Expenses

1. Ministries must set pre-approval limits for business meeting and protocol event expenses consistent with Expense Management policy [CPPM 4.3](#).
2. Supplier invoices and employee reimbursement claims require approval by the appropriate expense authority prior to payment. For approval of travel expense claims connected with a business meeting or protocol event, refer to [CPPM 10.3.2](#).
3. The expense authority must approve [gratuities](#) over 15%.
4. Ministries must ensure that government-owned meeting rooms are utilized, where suitable, prior to seeking private meeting facilities.
5. The selection of a meeting location must consider the total costs of a meeting, including participant accommodation and transportation, room rentals, meals and other costs. Group transportation alternatives such as group airfare rates, ride sharing, and government or rental vans or buses must be considered over individual travel to a meeting location.
6. Best value for money must be negotiated with suppliers. Where the total costs excluding transportation are anticipated to exceed \$1,000, a bid request must be issued to a minimum of three suppliers.
7. The Protocol and Events Branch, Intergovernmental Relations Secretariat must approve any provincially hosted protocol events, including ceremonial and diplomatic activities.
8. Public funds must not be used to recognize public servants on job transfers. For detail on the permissible use of funds, refer to [BCPSA Recognition Policy Summary](#).
9. All ministry sponsored protocol events must be reported quarterly to the director of the Protocol and Events Office, Intergovernmental Relations Secretariat.

[Procedure Requirements - C.17](#)

18.3.5 Financial Records

The Administrative Records Classification System (ARCS) and the Operational Records Classification System (ORCS) support policy in this section. The policy applies to paper financial documents, but not to electronic records or payroll documentation. In addition, the policy does not apply to financial documents that are maintained by ministries for operational purposes.

a. **Administrative Financial Documents**

1. Ministries are responsible for financial documents generated at the ministry level and are accountable for the retention and retrieval of paper financial documents.
2. Ministry chief financial officers are responsible for original paper financial documents, under the functional control of the ministry records officer. The chief financial officer is accountable for the proper storage, preservation, access, retrieval and disposition of original paper financial documents of the ministry.
3. The office of the chief financial officer must be the Office of Primary Responsibility (OPR) for original paper financial documents, unless this function is delegated and the OPR is designated to some other office(s) of the ministry.
4. Ministries affected by a program transfer or split must identify the specific time at which responsibility for the retention of paper financial documents for the program must also be transferred. The ministry formerly responsible for a program must normally continue to administer documents created prior to the transfer and must provide the successor ministry with financial documents upon request. The successor ministry must respond to inquiries under the *Freedom of Information and Protection of Privacy Act*.

b. **Storage**

1. Ministries may use their own storage facilities or those of private sector firms during the active storage period. For semi-active records, ministries must use facilities administered by the chief information officer.
2. Ministries must ensure that storage facilities conform to standards established by the chief information officer. Arrangements for and costs of storing and retrieving active paper financial documents in offsite facilities must be

borne by the ministry.

3. Paper financial documents on facsimile paper other than plain bonded paper must be photocopied for purposes of retention.

C. **Access and Retrieval**

1. Access and retrieval practices, including retrieval times from onsite and offsite storage facilities, for paper financial documents must conform to standards established by the chief information officer.
2. Original paper financial documents must not leave the control of the ministry except for requests from the following:
 - Office of the Comptroller General;
 - Office of the Auditor General;
 - Office of the Ombudsperson;
 - Office of the Information and Privacy Commissioner;
 - Public Accounts Committee of the Legislative Assembly; and
 - Courts of law.

These entities are responsible for original documents in their possession and must obtain copies or view originals at the ministry's premises where practicable. Requests from the Public Accounts Committee must be made through the Office of the Comptroller General. The ministry must provide all other users with copies unless an original is required by law.

3. Ministries must retrieve and deliver paper financial documents stored in onsite facilities within the following time periods of receiving a request:
 - where the document and the requester are located in the same city:
Regular: 24 hours
Emergency: 4 hours
 - otherwise:
Regular: 48 hours
Emergency: 24 hours
3. Ministries must retrieve and deliver paper financial documents stored in offsite facilities within the following time periods of receiving a request:
 - where the document and the requester are located in the same city:
Regular: 24 hours
Emergency: 4 hours
 - otherwise:
Regular: 72 hours
Emergency: 24 hours

1. **Access to Information by the Office of the Auditor General**

The Auditor General is an officer of the Legislature, independent from government, with authority to obtain information to carry out the mandate of the office. The Auditor General is directly entitled to access to

information under section 16 of the [Auditor General Act](#). Any concern about access to personal information by the Auditor General needs to be directed to a ministry director/manager of Information and Privacy. The disclosure of personal information that may be contained in records requested by the Auditor General is authorized under sections 33.1(1)(c) and 33.2(f) of the [Freedom of Information and Protection of Privacy Act](#).

1. Information requested by the Auditor General to perform the mandate of the office must be promptly provided, except information that is subject to:
 - public interest immunity; or
 - solicitor-client privilege.
2. If a ministry in possession of information requested by the Auditor General is unsure whether or not public interest immunity or solicitor-client privilege applies to that information, the ministry should consult with the Comptroller General and obtain legal advice from Legal Services Branch, Ministry of Attorney General on the question.
3. If information requested by the Auditor General is subject to public interest immunity or solicitor-client privilege, refer to specific guidance in [section 18.4.2](#).

18.3.6 Forms

1. Proposals to create, eliminate or revise any government-wide [financial form](#) (government access only) must be submitted to the Financial Management Branch (FMB), Office of the Comptroller General, for review and approval. FMB will consult with chief financial officers and other government offices as necessary prior to final approval.
2. Ministry chief financial officers, through ministry forms officers, are responsible for the development, maintenance and use of financial forms specific to their ministry needs and must ensure that:
 - government-wide financial forms are used where feasible;
 - the proliferation of ministry forms is controlled;
 - unnecessary duplication of forms is minimized; and
 - ensure that any proposed ministry form undergoes an analysis of costs and benefits to support its production.

Policy regarding non-financial or general government forms is included in Information Management, [Forms Management](#).

18.3.7 Honoraria

1. BCPSA Human Resource [07. Policy Statement – Pay, Benefits and Leave](#) on honoraria states that employees are not eligible to receive honoraria from government. An honorarium is a nominal lump sum payment for a service or action. If the employer needs to compensate employees for work that is outside of their job duties (such as speaking engagements or making special presentations) and is not covered by their regular salary, a contract should be established with them for the additional service or action.
2. Payments of honoraria to non-employees are not recommended. Any honorarium paid that exceeds \$500 in a calendar year must be reported on a T4A. To the extent that honoraria support program delivery and are within vote descriptions, payment must be charged to an operational STOB. A standard service contract must be used in support of the payment. If the amount is not significant (e.g., less than \$1,000) and one time only, a letter may be used instead of a standard service contract. In the case of volunteers, it is generally appropriate to award a token gift but not to make an honorarium payment.

18.3.8 Information and Communication

a. **Communications and Advertising**

The Public Affairs Bureau (the Bureau) provides centralized communication management for government. The Bureau determines the roles and responsibilities relating to communications services, materials and paid advertising, and maintains a list of qualified suppliers for full service communications and advertising agencies.

Functional responsibilities vary depending on the type of information or materials required (i.e., informational or statutory as defined in the [Communications Materials and Services Policies and Procedures Manual](#)). The

Bureau should be consulted regarding specific government requirements.

1. Ministries must obtain Bureau sign-off, through the Communications Director assigned to the ministry, for any materials prepared for public consumption, regardless of the medium used.
2. Ministries must provide the Public Affairs Bureau, Graphic Design Unit with:
 - an electronic copy of images used for inclusion in the corporate image bank; and
 - a hard copy of all publications produced for inclusion in the corporate publications library.

b. *Public Opinion and Market Research*

The Public Affairs Bureau (the Bureau) provides centralized coordination of government research initiatives and maintains a list of qualified suppliers for public opinion and market research consultants.

1. Ministries must submit all research requirements to the Bureau for approval. The Bureau will select a qualified supplier from their listing on behalf of ministries. Ministries should consult with the Research Advisor, Public Affairs Bureau, to determine the best methodology to meet ministry demands, the value of the work required and whether a Request for Proposals is needed.
2. The Public Affairs Bureau must approve all subcontractors conducting public opinion or market research, in particular for advertising testing, on behalf of communicating agencies. This policy applies to ministries requiring information for benchmarking, and data and client satisfaction information to fulfill service plan requirements.

c. *BC Mail Plus Mail Processing and Distribution, Mail Preparation, Variable Data Printing, Scanning, Identification Card Production and Employee Household Relocation*

BC Mail Plus provides mail processing and distribution services to ministries and government funded agencies on a cost recovery basis. BC Mail Plus establishes standards and procedures for all government mail services and is available to assist ministries and government funded agencies in establishing economical and efficient processes. Ministries are advised of standards and procedures, mail rates and current issues, such as the handling of suspicious mail, through [BC Mail Plus](#).

Ministries are responsible for managing their outgoing mail volumes and postal expenses within base budgets, including BC Mail Plus service costs. BC Mail Plus is available to recommend economic and efficient commercial couriers for items of an urgent nature. Ministries are encouraged to consult with BC Mail Plus prior to entering into a continuous courier contract.

BC Employee Relocation Services coordinates government employee relocations, including the relocation of government employees' personal effects throughout the province, across Canada and to and from international locations. The [Employee Move Authorization](#) form (Fin191, PDF) can be found at Ministry of Labour and Citizen's Services' BC Mail Plus.

1. Ministries must provide BC Mail Plus with general ledger account coding for each mailing location and BC Mail Plus must supply ministries with pre-printed mail tickets to automate the chargeback process.
2. Ministries must ensure that all government mail is prepared in accordance with BC Mail Plus standards (e.g., address accuracy) to maximize postal rate discounts.
3. Ministries must implement internal office mail processes consistent with postal service standards outlined in the BC Mail Plus Customer Guide.
4. Ministries must consult with BC Mail Plus when designing new forms and envelopes for automated mail processing to avoid non-standard mail charges.
5. Ministries must consult with BC Mail Plus before entering into contracts or purchasing any mailing equipment to perform mail preparation, large volume scanning or mailing tasks. BC Mail Plus provides bulk mail preparation services, through use of high speed mechanical processing equipment and private sector contractors. Services include folding, inserting, inkjet addressing, incentive rate preparation and self mailer applications. Related services include creating and maintaining customer mailing lists; data analysis services which provide address accuracy, postal code correction, standardized address formats

and incentive rate sorting on an economic basis.

6. Ministries must ensure that articles are not sent through the mail system if they could harm postal employees, or could soil or damage other mail, postal equipment or property.
7. BC Mail Plus must not be used to deliver or receive personal mail and the Fax Messaging System must not be used to transmit personal material.

d. ***Printing, Publishing, Stationery and Office Products, and Protocol Giftware***

The Queen's Printer (QP) provides printing and publishing services, stationery and office products, and protocol giftware to the Legislative Assembly and ministries as well as some government funded agencies and Crown corporations. The Queen's Printer operates on a full cost recovery basis. The Queen's Printer has purchasing authority for printing, publishing, stationery and office products, and Protocol giftware.

Printing Services

1. Requests for printing and related services must be submitted to the Queen's Printer. Products such as digital black and white and colour copying services, business cards, letterhead, memorandums and envelopes may be ordered electronically (see Electronic Supply). Emergency requests will be accepted by telephone (250 387-3309).
2. Ministries must consult with the Queen's Printer before entering into contracts or purchasing any equipment to perform Printing Services. Printing Services include:
 - Black and white digital printing/copying;
 - Colour digital printing and copying;
 - Wide format production;
 - Variable data printing;
 - Web page development and hosting;
 - Graphic design;
 - Desk top publishing/typesetting;
 - Electronic publishing;
 - Print on demand;
 - Document management;
 - Printing project management;
 - Digital disc duplication; and
 - Print Brokerage Services-Contracting Printing from the private sector.
3. The Queen's Printer will provide estimates and/or quotations when requested to do so. Estimates are an approximate cost of the order (plus or minus 10%), based on a description of the work to be done. Quotations are a firm written commitment on the price of the job, based on an accurate written specification or printed sample from the customer.

Queen's Printer Publishing Services

Operates the BC Government Publications Index, which provides a common entry for the public to access government publications through the internet (Publications.gov.bc.ca).

This program manages the printing and distribution of publications for customers on a consolidated basis, including use of on-demand printing and electronic warehouse.

Publications Services produces the BC Gazette and the BC Government Telephone.

Access to current legislation is made available to the legal community, ministries and other agencies through an online subscription service called "QP LegalEze", which provides services to

ministries to keep their legislation current. Printed copies of legislation are made available through Crown Publications Inc, a private sector marketing and distribution agent of the Queen's Printer.

A Content Management System is also operated in which document management applications are developed for customers where version control, workflow and publishing in numerous formats is required. (e.g., paper, the Internet, CD Rom).

Queen's Printer Open School BC

Publishes print and interactive online educational resources and courses. Core services include design and development of content for a variety of different learning situations, including use in a classroom and through the Internet. Whether it's Kindergarten or Grade 12, adult learning or specialized content, sound educational design and quality of content is delivered. Consistent processes are provided for needs assessment, design and development services, and various media are used to make the content interesting and enjoyable for the learner.

Office Products, Stationery and Protocol Giftware

1. Ministries must acquire their stationery, office products and protocol giftware from the Distribution Centre Victoria, or for items not stocked at this centre from the Corporate Supply Arrangement(s) established by Distribution Centre Victoria. These orders can be electronically submitted to the Distribution Centre Victoria at <http://pss.online.gov.bc.ca/DCV/>, Electronic Catalogue. In order to place an order as a government entity, contact should be made with Customer Service at 250 952-4460, or by email to set up a customer number.
2. Ministry offices not having access to the internet may submit orders by facsimile 250 952-4431, using Customer Order Form OPC# 7530951010, or by telephone 250 952-4460 or 1 800 282-7955 toll free.
3. Government stationery and office supplies must only be used for government business.

18.3.9 Relocation

1. Regular and eligible auxiliary employees, who have to move from one geographic location to another after winning a competition or at the request of their employer, are entitled to relocation expenses. For specific entitlement information, refer to:
 - chapter 5, section 38, [BCPSA Personnel Policy Manual](#); and
 - [collective agreements](#).
2. Relocation of an employee's household must be handled by the [BC Employee Household Relocation Services](#) (BC Mail Plus).

[Procedure Requirements - C.16](#)

18.3.10 Shared Services

Common Business Services is a component of Solutions BC, Shared Services (Solutions BC). Solutions BC was formed to provide shared services in business areas such as:

- payroll;
- procurement (Queen's Printer, BC Mail Plus, Distribution Centre Victoria, Product Distribution Centre, Purchasing Services, IT Procurement Services, Asset Investment Recovery);
- strategic acquisitions and intellectual property management;
- information technology and archival of corporate information (CITS);
- finance and administration; and
- other common services across government.

The objective is to provide quality support services while ensuring that overall service delivery processes are streamlined and not duplicated. Depending on business needs, agreements on functions to be provided, service levels, costing and billing,

performance and reporting requirements will be developed. For additional information, refer to the [Shared Services](#) internet site.

Policy is as follows:

1. Shared services are exclusive and ministries must not outsource any shared service provided functions during the 36 month startup period, April 1, 2003 to March 31, 2006.
2. After March 31, 2006, any plans by ministries to outsource shared service provided functions must be approved by the Deputy Minister's Client Committee on Shared Services. Ministries seeking approval must prepare and submit a business-case analysis.

18.4 Information and References

18.4.1 Guidance on Accommodation

a. **Government Accommodation Pricing**

The pricing model has been endorsed by the ADMs of Corporate Services Committee and the Shared Services Board of Directors. It is consistent with and supports the guiding principles for pricing and charge backs for provincial shared services providers (i.e., client driven, value-added, fair and equitable, sustainable, flexible, accountable and transparent).

Pricing is based on a cost recovery funding model. The pricing approach for the main categories of services provided by ARES is as follows:

1. Space in market properties: Clients will be charged market comparable rent based on rentable area. Rental rates will be determined through appraisals and other standard market practices.
2. Space in special purpose and leased properties, and other services provided: Clients will be billed an amount covering: (i) amortization and improvements costs for space in special purpose buildings; (ii) all direct external costs for the provision of space and/or services by third parties; and, (iii) labour recovery costs on ARES additional services.
3. ARES operating costs: Any positive margin from market property rentals, as well as labour recovery on ARES additional services will be applied against these costs. The balance will be recovered through an infrastructure allocation fee.

b. **Accommodation Agreement**

The [Accommodation Agreement](#) (available to Government of British Columbia intranet users only) provides the details of the current technical and operational aspects of the business relationship between ARES and its mandated Clients. The agreement builds on the foundation provided by the government accommodation pricing model.

c. **Government Office Space Standards (GOSS)**

ARES advises on the development of GOSS for accommodation. Accommodation should meet users' functional space requirements and be cost-effective. These standards are applicable to the upgrading, changing or new development of any government office accommodation. GOSS includes the approval for ministry specific or program space standards. These standards do not apply to non-office facilities such as warehouses or institutional properties.

18.4.2 Guidance for Auditor General Information Requests

- a. If information requested by the Auditor General is subject to public interest immunity or solicitor-client privilege, the government's options are to:
 1. *Disclose the information unconditionally*
If the information is subject to public interest immunity, this option requires a decision not to assert the immunity. If the information is subject to solicitor-client privilege, a decision to waive the privilege is required. Part b below describes who can make those decisions.
 2. *Disclose the information conditionally*

This option involves asserting the immunity or privilege and only disclosing the information to the Auditor General on the condition that the Auditor General agrees not to disclose the information outside the Office of the Auditor General without first giving enough notice to the government to take appropriate action. Part c describes how the terms for conditional disclosure are to be entered into and outlines sample language for conditional disclosure.

3. *Refuse to disclose the information*

This option may involve refusing to disclose entire documents (where the privilege or immunity applies to entire documents) or only portions of documents (where the privilege or immunity only applies to portions of documents that can be severed prior to disclosure).

- b. For information that is subject to public interest immunity, the decision on which option in Part a to choose is to be referred to the Cabinet Office. For information that is subject to solicitor-client privilege, the ministry with possession of the information and Legal Services Branch, Ministry of Attorney General must jointly decide on which option in Part a to choose. If they cannot agree, the decision may be made by the Attorney General if litigation is involved or otherwise by the Lieutenant Governor in Council.
- c. The terms for conditional disclosure must be entered into through Legal Services Branch, Ministry of Attorney General. Sample language for a letter setting such terms is as follows:

This letter is to confirm that it is the government's position that the documents you have requested are confidential and subject to [public interest immunity/solicitor-client privilege].

This letter is also to confirm the terms on which the government is providing the documents to your office and which reflect the usual arrangements for the provision of such documents to take into account your office's policy of circulating for comment draft versions of reports to interested parties.

These terms are as follows:

- 1. Your office will notify us if it plans to disclose to anyone outside your office (including as part of your office's policy of circulating for comment draft versions of your reports to interested parties) any information in or about the documents not already in the public domain so that the government may consider whether it has any objection in the circumstances to the planned disclosure.
- 2. Such notification will be provided sufficiently in advance of any planned disclosure of the information so that there will be time for meaningful consultation between your office and the government or for other actions as may be necessary in the circumstance.