

Attention: Mike Bernier, Chair and Rick Glumac, Deputy Chair of the Select Standing Committee on Public Accounts

Workstation Support Services Contract: An Audit of Due Diligence Released [11/16]

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PAC Meeting Plan ¹	[27/11/17]	Prepared by: Bobbi Sadler, ADM, Procurement and Supply Division	Reviewed by: Jill Kot, Deputy Minister, Ministry of Citizens' Services
1 st APPA Update	[08/06/18]	Prepared by: Bobbi Sadler, ADM, Procurement and Supply Division	Reviewed by: Jill Kot, Deputy Minister, Ministry of Citizens' Services
2 nd APPA Update	[25/02/19]	Prepared by: Bobbi Sadler, ADM, Procurement and Supply Division	Reviewed by: Jill Kot, Deputy Minister, Ministry of Citizens' Services
3 rd APPA Update	[25/02/20]	Prepared by: Bobbi Sadler, ADM, Procurement and Supply Division	Reviewed by: Jill Kot, Deputy Minister, Ministry of Citizens' Services
4 th APPA Update	[25/02/21]	Prepared by: Tracee Schmidt, A/ADM, Procurement and Supply Division	Reviewed by: Shauna Brouwer, Deputy Minister, Ministry of Citizens' Services

Rec. # Accepted? Yes / No ²	OAG Recommendations	Actions Planned & Target Date(s) ³	Assessment of Progress to date ⁴ and Actions Taken ⁵ (APPA update)
1 Yes	Clarify roles and responsibilities for oversight.	Since the recommendation has already been implemented, these are the same as actions taken. Action has already been implemented.	<ul style="list-style-type: none"> The Province's Strategic Partnerships Office (SPO) has developed and implemented a due diligence and approval process for key milestone documents. This process will ensure key stakeholders, central agencies and project teams internal to government are consistent in their engagement and diligence of Alternative Service Delivery (ASD) style contracts. The SPO will work with the Office of the Comptroller General to consider updates to Core Policy to clearly identify its role and oversight of significant ASD contracts and in particular on key decisions such as contract extensions and on-boarding. In situations where there are large on-boarding or major changes in contracts, the SPO will ensure that Treasury Board is consulted and will provide an independent oversight of these decisions. Additional clarification on roles provided to Treasury Board in SPO Report-Back (February 2021).

¹ The audited organization will be required to present their initial action plan at this meeting (i.e. First three columns completed for each OAG recommendation included in the audit report)

³ Target date is the date that audited organization expects to have "fully or substantially implemented" the recommendation. If several actions are planned to implement one recommendation, indicate target dates for each if they are different.

Please provide your email response to:

Email: Comptroller General's Office of the Government of British Columbia Comptroller.General@gov.bc.ca

Cc email to: the Office of the Auditor General of British Columbia actionplans@bcauditor.com

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Rec. # Accepted? Yes / No ²	OAG Recommendations	Actions Planned & Target Date(s) ³	Assessment of Progress to date ⁴ and Actions Taken ⁵ (APPA update)
2. Yes	Independent review of large decisions.	<p>Since the recommendation has already been implemented, these are the same as actions taken.</p> <p>Action has already been implemented.</p>	<ul style="list-style-type: none"> • Independent review at key decision points (End of Term, Business Case, Request for Information/Qualifications/Proposals) will be required by the SPO through the document approval process. • The SPO has developed and implemented a process that outlines key stages of required reviews of large decisions. • A Deputy Minister’s Committee on Procurement and Strategic Contracts (DMCPSC) was formed to provide overall governance on procurement. This committee is currently accountable for the implementation of the procurement strategy. • A cross government Assistant Deputy Minister’s Peer Review (ADMPR) group was formed to provide additional due diligence and strategic reviews of large decisions. • In June 2018, the Ministry of Citizens’ Services (CITZ) launched the BC Procurement Strategy which will support the transformation of government procurement including the recommendations from the Office of the Auditor General (OAG) report, including transparency, independent review and value for money.
3. Yes	Set clear expectations for due diligence.	<p>Since the recommendation has already been implemented, these are the same as actions taken.</p> <p>Action has already been implemented.</p>	<ul style="list-style-type: none"> • The SPO has developed a risk-based criteria framework that will be used to plan government’s procurement approach, including the right level of due diligence as well as clarification on the roles of independent oversight. • Contracts under the SPO mandate are required to meet onboarding due diligence expectations identified by the OAG. Due diligence includes business case development, financial and legal analysis, and ongoing monitoring of the service delivery contract. • To ensure this due diligence is completed, the SPO has developed a deal life cycle framework.

³ Target date is the date that audited organization expects to have “fully or substantially implemented” the recommendation. If several actions are planned to implement one recommendation, indicate target dates for each if they are different.

⁴The Select Standing Committee on Public Accounts (PAC) will request that the audited organization provide a yearly update (i.e completed “Assessment of Progress and Actions Taken” column) until all recommendations are fully implemented or otherwise addressed to the satisfaction of the PAC. This is for the APPA update.

⁵ This action plan and the subsequent updates have not been audited by the OAG. However, at a future date that Office may undertake work to determine whether the entity has implemented the recommendations. The results of that work will be reported in a separate report prepared by the OAG.

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4. Yes	Better public reports on results.	<p>Since the recommendation has already been implemented, these are the same as actions taken.</p> <p>Action has already been implemented.</p>	<p>Above the day-to-day support of portfolio deals throughout the life cycle, the SPO continues to undertake a variety of projects aimed at increasing transparency:</p> <ul style="list-style-type: none"> • Treasury Board Report on Portfolio: The SPO creates and distributes an annual report to Treasury Board Staff on the SPO activities from previous year. • Performance Management Reporting: The SPO has developed a comprehensive Performance Management Framework to be used in the assessment and review of the Province's strategic deals. • Proactive Disclosure of ASD/SPO Contracts: The SPO is proactively disclosing key details on all the contracts in its portfolio on an annual basis. Information included is: Reporting period, Start date, Office, division or branch procuring the service, Name of the contractor, Delivery, Contract value, Detailed description and, Procurement process.

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