

The members of the Procurement Advisory Table would like to take this opportunity to explain our role and what we hope to accomplish in the next several months.

Improvements to procurement approaches, contract expectations and working relationships cannot be made without the input and involvement of service providers that deliver Human Services programs. That is why we were brought together.

Some of the initial work of the table has been to establish a clear mandate and principles for how this team will make recommendations to the ministry. These principles focus on sharing best practices, acknowledging all perspectives, and understanding that any new process requires change and that can be challenging for all involved. We have agreed this work is complicated, and beyond having an open mind, we agree excellent communication is crucial if we are to enable real change that provides the best-case scenario.

Our work will take us until October, as we examine the current state, what our desired state will look like, and how we are going to get there. This includes Identifying baselines, strengths and gaps, best practices across jurisdictions, and what areas of work we need to do to reach an improved future state. So far, we have identified four key areas for examination and recommendations:

- Defining clear roles and relationships between Human Services and service providers
- Designing a Strategic Procurement Plan and roadmap
- Clearly defined and consistent costing that reflects the true cost of delivering services
- Clear and consistent contract monitoring and evaluation

This is a new process for many, and we appreciate there may be some apprehension and anxiety about the changes. Agencies' concerns are being raised at our table and the government is demonstrating a willingness not only to listen, but to discuss these issues with us. For instance, the new Pre-Qualified Resource (PQR) process is causing some confusion and concern. The attached FAQs are the result of our discussion with government about the process, as well as other areas where some clarification and explanation was needed. These FAQs are also posted on the Human Services [website](#).

We agree the Master Agreement, a required component of the PQR, was a surprise, and made that clear to government staff. Moving forward, we have consensus that there should be clear communication on progress and no surprises to agencies. We have an opportunity, as service providers and government, to re-calibrate the dialogue to be respectful, focused on facts, and with an eye to the future.

Everyone at this table has the same goal of better outcomes for the people we serve, and we all must commit to speaking and listening openly. Through an open dialogue, we are hopeful we

can reach a mutual understanding. We encourage agencies with questions to keep sending them forward to members of the Procurement Advisory Table or to hs.cap@gov.ab.ca. We do not have all the answers right now, but we are committed to working together to find them. Raising these questions will help us get clarity and support the table to develop the best recommendations.

Speaking as your colleagues and partners, we know all agencies will continue to deliver the same high standard of service to our clients as we work through these changes and we are confident we can come up with solutions that improve how we all serve Albertans.