

*This document outlines the service standards customers can expect from the ministry.*

## Service Standards for Procurement Management

**Service standards publicly state the level of performance that citizens can reasonably expect to encounter from the Ministry of SaskBuilds and Procurement under normal circumstances.**

### **Service description:**

Procurement Management is responsible for providing advice and assistance; and managing procurement competitions for our clients.

### **How you can request this service:**

Business Solutions and IT: Contact the [Relationship Manager](#) for your organization. A business case is required for all IT procurement requests. You may also contact one of the Business Solutions & IT Procurement team found [here](#).

Construction: All requests should be sent via a [Procurement Intake Form](#), except for Ministry of Highways construction and consulting, which can be sent via e-Builder. The contact list for the Construction Procurement team can be found [here](#).

Goods Procurement: A requisition and Procurement Business Case, that includes appropriate approval, is to be completed in MIDAS or Highways system by a designated Requester. Contact list for the Goods Procurement team can be found [here](#).

Services Procurement: Requests should be sent via a [Procurement Intake Form](#). The contact list for the Services Procurement team can be found [here](#).

### **Work hours:**

Monday to Friday, 8 a.m. to 5 p.m. except for statutory holidays.

### **Contact details:**

1855 Victoria Ave, Regina, SK  
General Email: [purchasing@gov.sk.ca](mailto:purchasing@gov.sk.ca)

Ministry of SaskBuilds and Procurement

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Service	Customer action required	Service Standard	Target	How to measure
<b>Assignment of SBP Procurement Contact</b>	Initiation of the procurement process with SBP.	SBP will assign a Procurement Contact within 3 business days of receiving Procurement Intake	90%	SBP will track in AirTable the date the procurement request is received (intake) and the date the intake process is complete.
<b>Publishing Tender</b>	Contribution to the procurement process.	SBP will publish approved documents to SaskTenders within 2 business days.	90%	SBP will track in AirTable the date the procurement is approved to be posted and the date the procurement competition opens.
<b>Procurement Award</b>	Contribution to the procurement process.	SBP will notify the preferred supplier within 3 business days following approval of award.	90%	SPS will track in AirTable the date the tender is approved to be awarded and the competition award date.