



Challenge-Based Solicitation (CBS) Application Performance Monitoring (APM)

Bidders' Conference

July 21, 2020



Shared Services
Canada

Services partagés
Canada

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Objective and Preamble

- The objective of this presentation is to provide complimentary information regarding PW-20-00920478, Challenge-Based Solicitation (CBS) for an Application Performance Management (APM) solution
- This presentation does not replace or modify any provisions of the CBS mentioned above.
- In case of contradiction between this presentation and the CBS, the terms and conditions of the CBS take precedence.

Structure of this Presentation

- Part 1 – Context
- Part 2 – Problem Statement and Challenges
- Part 3 – Overview of the Initiative
- Part 4 – The Qualification Process
- Part 5 – Personas
- Part 6 – Invitation to Refine
- Part 7 – Questions & Answers

Part 1 - Context



- GC Digital Vision: “enterprise first”: program and services optimized for digital and available anytime, anywhere.
- SSC 3.0: In alignment with the GC digital vision, to deliver on GC’s mandate as the IT infrastructure provider with a priority focus on network and security, collaboration tools and application health.
- Partners’ priorities: APM is in high demand from our Partners to improve the performance of their CBAS applications.



- **SSC lacks an Enterprise level Application Performance Management Solution and therefore is unable to ensure that the availability and performance of the application services currently being delivered are meeting SSC’s and its partners’ needs.**

Part 2 – Problem Statement and Challenges

Problem Statement



SSC wishes to improve their visibility into the availability and performance of the application services currently delivered by SSC, partners and third parties. SSC wants to detect application issues, measure performance, and determine root cause of failures (performance issues/outages/failures) in a consolidated manner.

Challenges



Inconsistent Monitoring: Applications are being monitored in different ways, in different places, or sometimes not at all. There are gaps in coverage: isolated pockets, no common standards, and challenges with application availability. There is no reporting available on an enterprise level without robust capabilities for rolling up data from multiple sources or real-time reporting.

Insufficient Monitoring: SSC Partners and service lines are experiencing difficulty in acquiring a solution that can support application availability management, real user experience monitoring, application troubleshooting, and root cause analysis (full-service delivery stack).

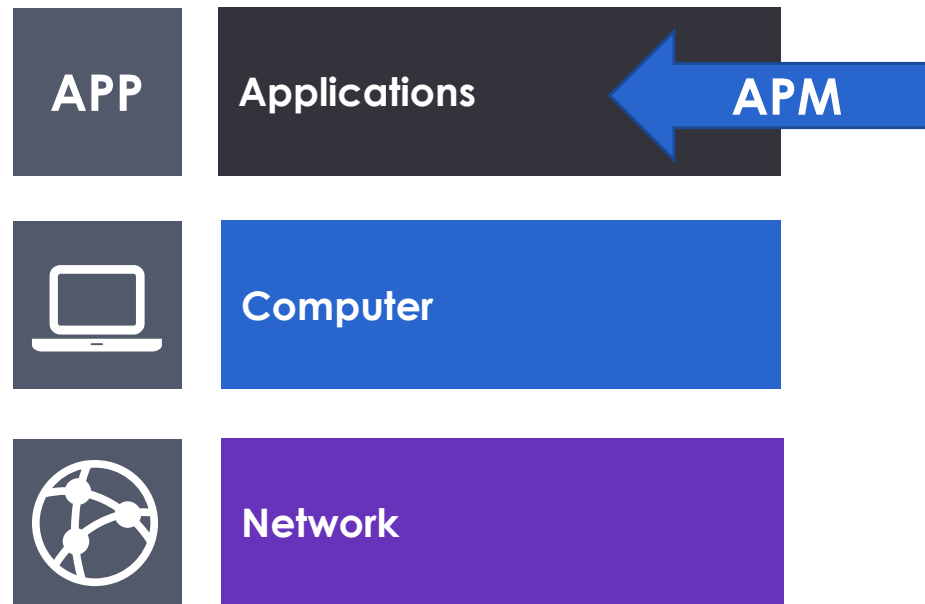
Baselining: SSC has difficulty determining the baseline behaviour of applications in order to determine deviations from normal to provide reporting and analysis.

Proactive Challenges (Short term Impacts): Most IT failures impacting end-users are only discovered and reported by end-users. Traditional monitoring tools either do not detect issues that impact the application or do not convey the impact on the application.

Long term Impacts: Application performance (i.e. response time), user experience, and user behaviour is often difficult to discern. Lacking this information, it is challenging to make informed decisions based on empirical data for the future of the application.

Part 3 – Overview of the Initiative

What Are We Buying?



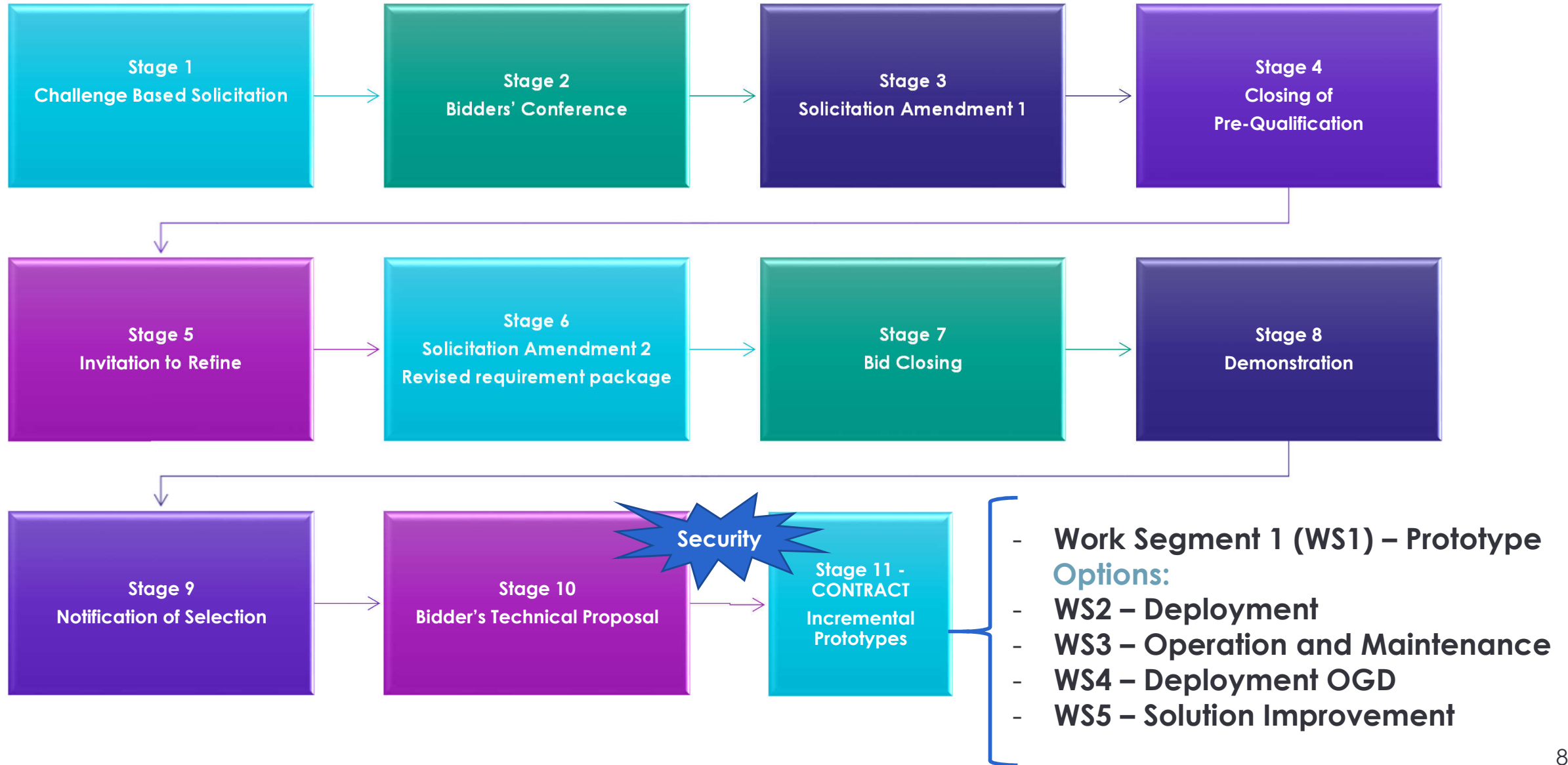
SSC wishes to acquire an “Application performance management (APM)” solution for the monitoring and management of the performance and availability of software applications. APM strives to detect and diagnose complex application performance problems to maintain an expected level of service.

Specifically, a solution that:

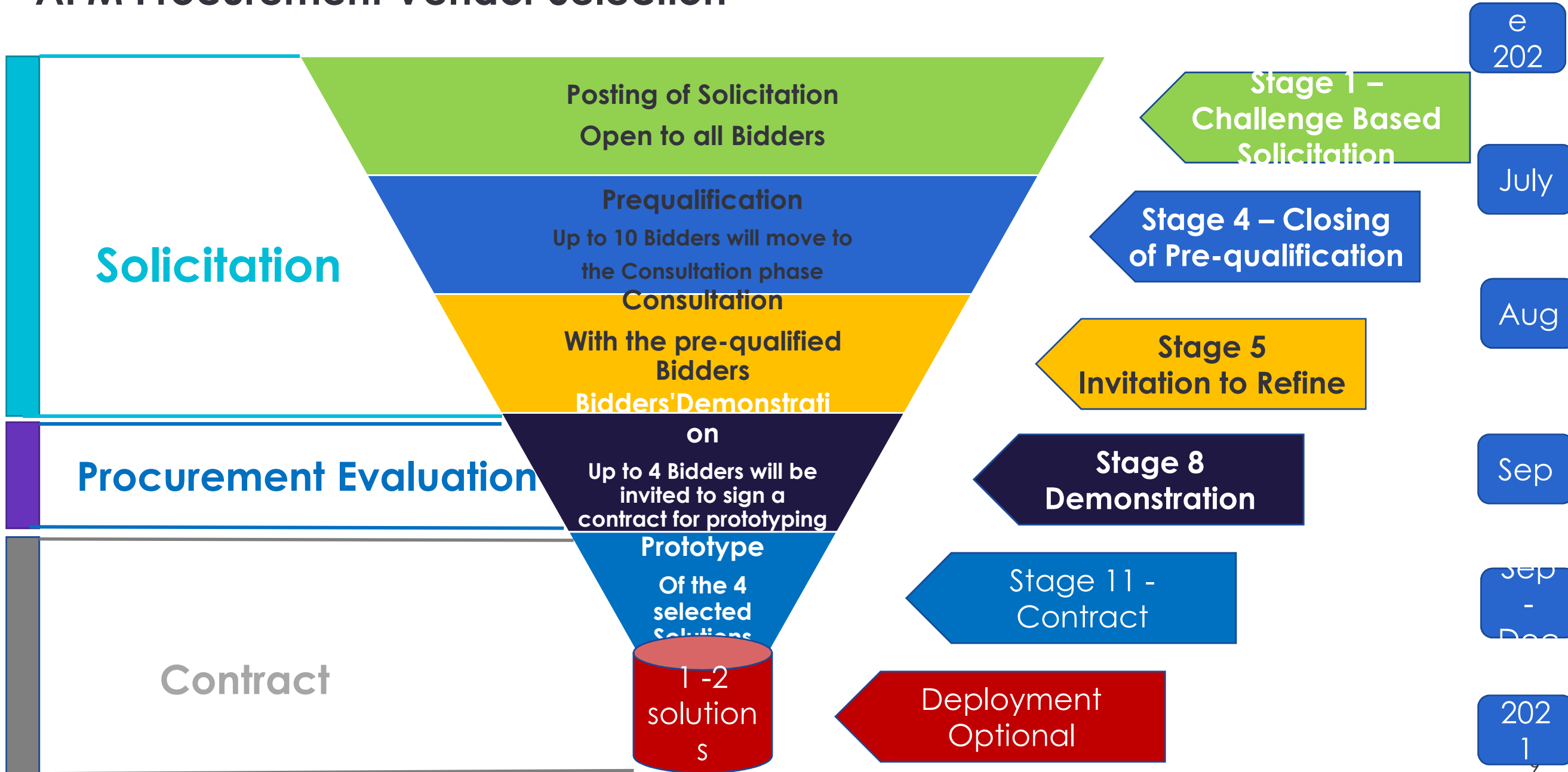
- monitors the availability and performance of selected applications proactively;
- improves mean time to detect and repair application;
- measures the users experience of those applications; and
- provides a real time dashboard of key performance indicators for critical business applications.

It is estimated that the solution will be deployed to up to 600 different CBAS applications over 4 years.

Proposed Procurement Process



APM Procurement Vendor Selection



Key Components

Stage 5 – Invitation to Refine All bidders

Problem Statements and minimum requirements

Would the identified elements resolve the problems-challenges?

- Draft SoC and
- Draft Evaluation Grid
- Draft Pricing basis

Validation and proposed corrections by private sector.

Presentations by Bidders, not scored, to inform requirement definition, to better know what the market has to offer.

Stage 6 – Solicitation Amendment 2

SSC post the final requirement.

Stage 8 - Demonstration

Bidders individually present their solutions that are scored in view of selection.

Stage 9 – Notification of selection

SSC advises the multiple selected bidders they will be invited to sign a prototype contract.

Stage 10- Bidders Technical Proposal

Bidder's Technical Proposal: includes the additional requirements identified by the bidder to meet outcomes and to resolve the problem. It becomes part of the resulting contract resulting contract.

Part 4 – The Qualification Process



Customer Experience (Up to 20 points)

The Bidder should describe how they support customers to enable an optimal customer's experience.

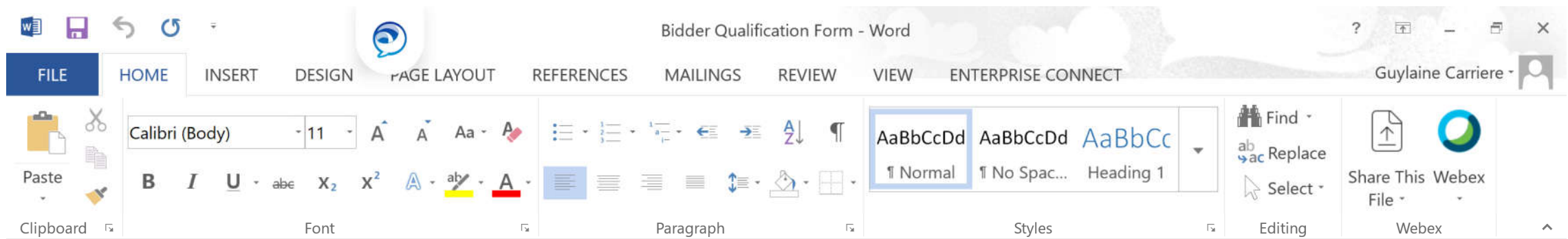
Ability to Execute

Past experience (up to 20 points)

The Bidder should describe its experience in providing APM type solutions.

Bidder's Capacity to Innovate (Up to 20 points)

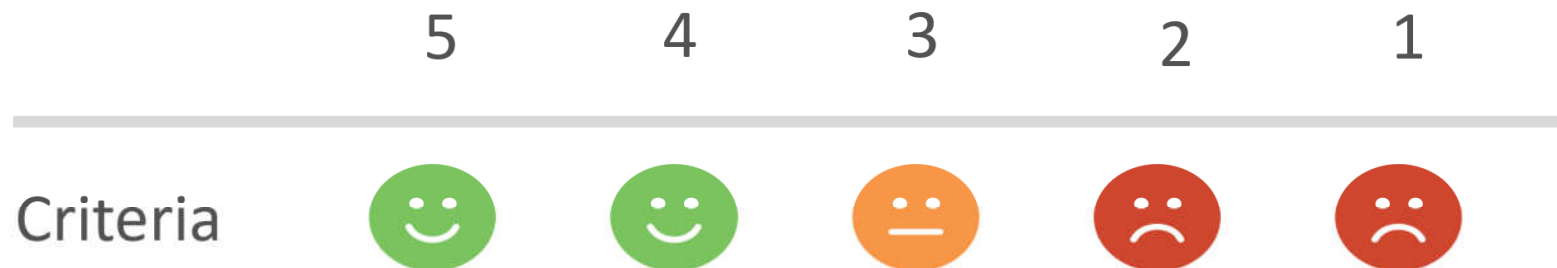
The Bidder should describe its past record of continually evolving its products during the last 24 months and present its innovativeness road map.



Attachment 1 – Bidder Qualification Form

The Bidder is invited to demonstrate his capabilities using this form. The Bidder should not insert hyperlinks in their descriptions. Only the written descriptions will be considered to assess the Bidder's qualifications.

The following scale will be used to score the level of achievement of a given criteria.



Part 5 - Personas

Goals and Challenges of APM End Users are Defined in Annex A

Enterprise – Service Desk - Phil (Phillip)

- Service Desk Representatives collect low level info from clients and applications to initiate actions to resolve IT Issues. They receive an alert from a dashboard, and look at it to determine severity and who it needs to be forwarded to.

Service Lines (support) - Zarah

- Group that manages servers, dbs. Manages CIs or components on the CIs.

Account Executives – Ginette

- This includes account executives, service delivery managers and account operational managers. We will focus on account executives. Account executives manage interface SSC and partner departments. Voice of customer within SSC. Every account executive does this differently.

Service owners - Raynald

- Service Owners manage entire service lines and are responsible for delivery of services.

Part 6 - Invitation to Refine (ItR)

Ultimate Objective:

Interact with the private sector to refine the technical requirement and the procurement process.

Sub-objectives

Part A – Requirements: Obtain feedback on proposed solicitation components.

Part B – Virtual Presentations: Get a better understanding of what is available on the market

Expected benefits from:

Part A – Requirements: Solicitation requirement definition better aligned with market reality

Part B – Virtual Presentations:

- SSC better understands the solutions on the market
- End-users better understand the user centricity of solutions available on the market
- Open space for vendors to potentially create optimal partnerships.

Expectations Toward Vendors that Agree to Participate to the Invitation to Refine (ItR)

Complete questionnaires

Complete ItR-related questionnaires prior to the date indicated in the Request of Input Package (RoIP).

Presentation

Deliver a virtual presentation.

Participation

Interactive participation during the ItR session.

Feedback

When requested by the Contracting Authority, provide feedback at the end of the procurement process.

Invitation to Refine, Part A – Requirements

Key Steps:

Step 1 : Slido Questionnaire: Registered Bidders will receive a Request of Input package with a link to a slido questionnaire.

Step 2 : Bidders complete the questionnaire by the date identified in the package.

Step 3 : Open discussion with all Bidders based on questionnaire results

Questionnaire Components:

1. Problem Statements and Challenges
2. Functional and Non-Functional Requirements
3. Evaluation Criteria
4. Accessibility

Invitation to Refine, Part B – Presentation (Not Scored)

Key Steps:

Step 1 : Presentations

- How could the solution help resolve the problem?
- How is the solution user-centric?

Step 2 : Interactions between vendors and end-users

Q&A sessions between SSC technical experts, end-users, and vendors

Options

Option A - Vendors given 20 minutes to deliver virtual presentations on MS Teams which are accessible to all Vendors and are recorded. Q&A following each session.

Option B - Vendors to record their presentations which will be made available to all on Buy and Sell.

Part 7 – Questions & Answers



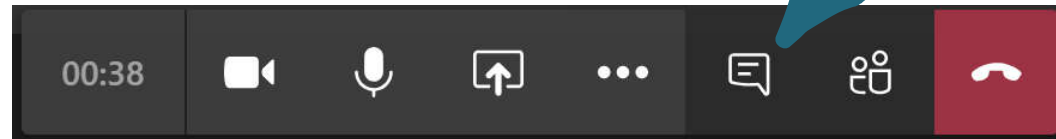
The following key principles govern the preparation of responses to questions received in the context of a CBS:

- Often the answers are in the solicitation document. Whenever possible, the answer will refer to a provision of the CBS.
- We do not provide interpretation of the clauses. That being said, if an ambiguity remains, we note it and we clarify by way of formal amendment.
- We avoid giving answers to hypothetical situations or special cases. This task is delegated to the evaluators once the CBS is closed.

Questions About the Procurement Process?



Please use the chat in MS Team...



Webinar Questions in Relation to the Consultation vs Part A – Requirements



Section 1

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