

## What We Heard Report – ITR wave 2

### 1. About Cloud

- a. There are capacities to provide an IBG cloud solution currently available on the market.
- b. The Government of Canada process to receive authorization to provide cloud services could take time and requires significant level of effort from the vendors.
- c. The proportion of vendors that could currently provide cloud services is unknown

#### What SSC did about it

- Slido survey went out with few questions about cloud.
- Based on the input received, SSC updated the solicitation package to:
  - Give some points for cloud solution under the evaluation criteria but not making them mandatory requirements to be satisfied at the contract stage.
  - Include the capacity of the solution to be cloud as a decision-making factor in the choice of solution to be deployed.
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### 2. About Financial Proposal

1. Vendors explained that the way the financial proposal is structured may not be applicable to all sorts of solutions.
2. They recommend we complete the financials later in the process.

#### What SSC did about it.

- SSC agreed and developed a model of evolving financial proposal that is currently implemented in the final requirement package.

### 3. About additional scope opportunity

1. One of the participating vendors stated that: *“an implementation model that is fully executed by the client, based solely on provided training, documentation and deploy books provided by the vendor will result in a suboptimal deployment of software”.*
2. They recommended that *“SSC (...) consider additional services for this procurement that will enable a complete solution for SSC.*

#### What SSC did about it.

- SSC understand there could be benefits to enlarge the scope of support services. That being said, considering various operational factors, it is not an avenue SSC could consider at this stage.