Challenge-Based Solicitation (CBS)
Robotic Process Automation (RPA)
Solicitation No.: 2BS-1-91027

Webinar

June 7, 2021

RPA

Objective and Preamble

- The objective of this presentation is to provide complementary information regarding Challenge-Based Solicitation (CBS) No.: 2BS-1-91027

- 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

01 Context

02 Problem Statement and Challenges

03 Personas

04 Overview of the Initiative

05 Transparency and Fairness Platform

06 Invitation to Refine

07 Questions and Response

Part 1 - Context

Canada lacks Robotic Process Automation (RPA) Solutions to allow business, technical and non-technical resources to automate manual activities through attended and un-attended automations with minimal dependency on IM/IT Subject Matter Experts.

Canada would like to qualify RPA solutions to scale up the use of automation across Departments, from administrative tasks to complex processes. Canada is seeking to qualify vendors with RPA solutions that offer the degree of flexibility and scalability required to meet Departments where they are at in their respective automation journey.

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Part 2 - Problem Statement

Canada lacks solutions to allow business, technical and non-technical resources to automate manual activities through attended and un-attended automations with minimal dependency on IM/IT Subject Matter Experts.

The four elements of a RPA system include:

➢ **RPA Development**
➢ **Management of RPA solution**
➢ **Software and Maintenance**
➢ **Evaluation**

Challenges

Challenges

Challenge(s) specific to the Solution and Expectations
(refer to the CBS, Annex A, Section 2.1 - Challenges to be Addressed)

Expectations for a Robotic Automation Solution

Provide easy to use, secure, reliable, high quality Robotic Process Automation (RPA) solutions with Intelligent Automation capabilities.

Expectations for the Management of Solution, Service and Maintenance for Robotic Process Automation Provide solution licencing which can be offered on premise or in the cloud with bilingual service and support services.

Challenges (Cont')

- **Attended and Un-Attended Processes**:
  - The solution needs to have visibility of and ability to back-up attended and un-attended workflows or processes. Visibility includes scripting environment that is centrally controlled.

- **Flexibility**:
  - Suite of tools that are scalable, transferable, interoperable across GC infrastructures.

- **Scope of Solution**:
  - Range of automation includes from small, time-consuming, repetitive, or time-sensitive tasks developed directly by motivated engaged employees... to very complex and well-defined processes that can improve service delivery.

- **Legacy Systems**:
  - Automated processes created with the software need to be able to take advantage of the investments in current systems. We have legacy systems that we can't modify so we need to be able to interact without modifying these systems.

- **Meet GC Convoluted Policies and Procedures**:
  - Need strong security with flexibility – convoluted policies and procedures. Solution needs to help us meet these requirements and the solution meet these requirements.

- **Limited SMEs**:
  - Canada has limited resources with expertise in process automation – need solution with training, support, ease of use.

- **No code/low code**:
  - An accessible and scalable application for both technical and less-technical users through codeless, drag-and-drop functionalities would reduce the dependency on IT expertise.

- **Training**:
  - Training suited for different IT and automation skill levels will be an important component to end-user adoption.

- **Scalability:**
  - Allows for growth, expandable and contractable workforce and processes.

- **Data to Demonstrate Business Benefit:**
  - Reporting to include KPIs to assess ROI. Solution needs to be able to define, measure and report KPIs that included assessment of ROI.

- **Unique Auditing requirements of Canada**:
  - Need for Canada to be transparent to auditors, compliance organizations and citizens - auditing requirements and ability to save certain information indefinitely.

Part 3 – Personas (Goals and Challenges)

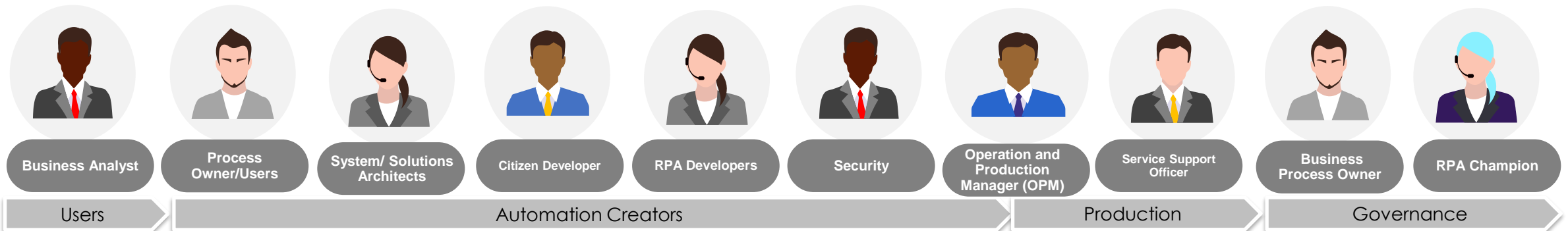**Persona:** Automation Developer

Goals

- To accurately automate process
- To understand each requirement and ensure its inclusion in workflow process in the RPA tool
- To minimize exceptions that come up so that processes are more hands off, automated
- Friction-free!
- To be able to access in the tool and reuse as much code or examples as possible through object-oriented approaches, understood frameworks, and libraries

Challenges

- Lack of knowledge of automation options
- Inability to see what the system is doing behind the scenes
- Concerned about how the automation runs – back end of the process, need to be able to access
- A need for various workarounds if the RPA software does not integrate with other software
- Trying to develop a workflow without affecting production

| Business Analyst | Process Owner/Users | System/ Solutions Architects | Citizen Developer | RPA Developers | Security | Operation and Production Manager (OPM) | Service Support Officer | Business Process Owner | RPA Champion |

| Users | Automation Creators | Production | Governance |

Part 4 – Overview of the Initiative

What are we Buying?

We plan to cover two primary areas:
>   RPA automation software (licensing, maintenance, support) **(Stream 1)**
>   Professional Services that are specialized in RPA automation technology **(Stream 2)**

Software: Canada would like to qualify RPA solutions to scale up the use of automation across Departments, from administrative tasks to complex processes. Canada is seeking to qualify vendors with an RPA solutions that offer the degree of flexibility and scalability required to meet Departments where they are at in their respective automation journey.

Provisions:
- Incentives will be introduced as part of the ItR for **Aboriginal and SMB organizations** inclusion.
- Survey(s) will be introduced as part of the **CBS for Official Language and Accessibility**. This will assist in developing a strategy to work with solution providers to meet GC requirements.
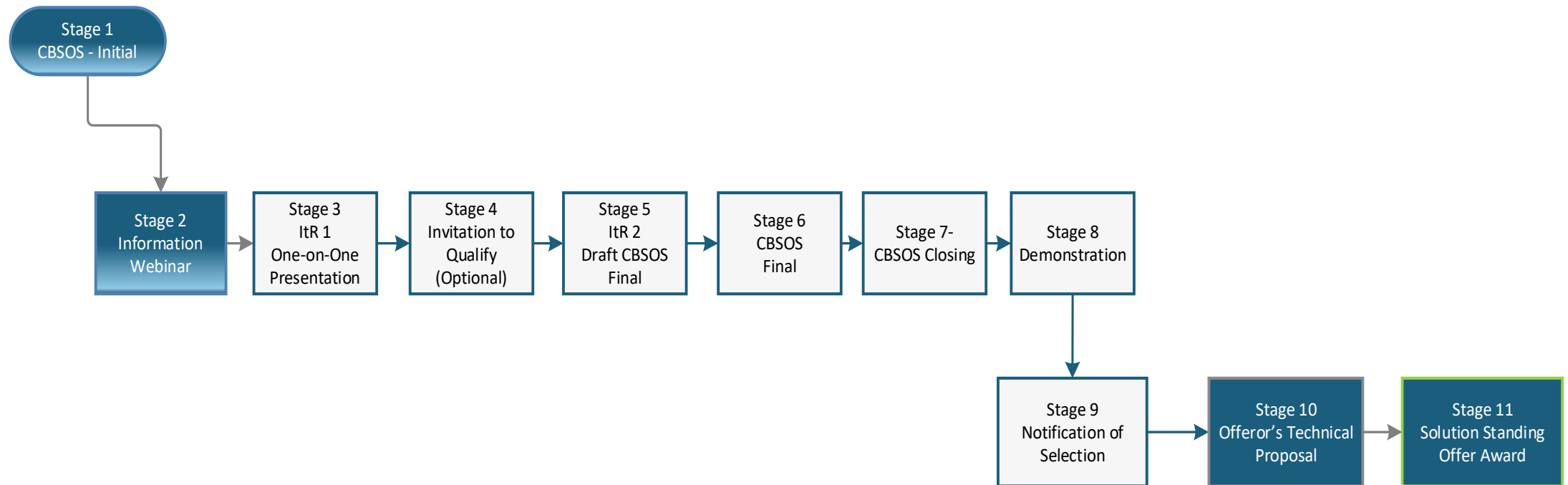
Who will use RPA? This standing-offer is for use by all GC departments, Agencies and Crown Corporation.
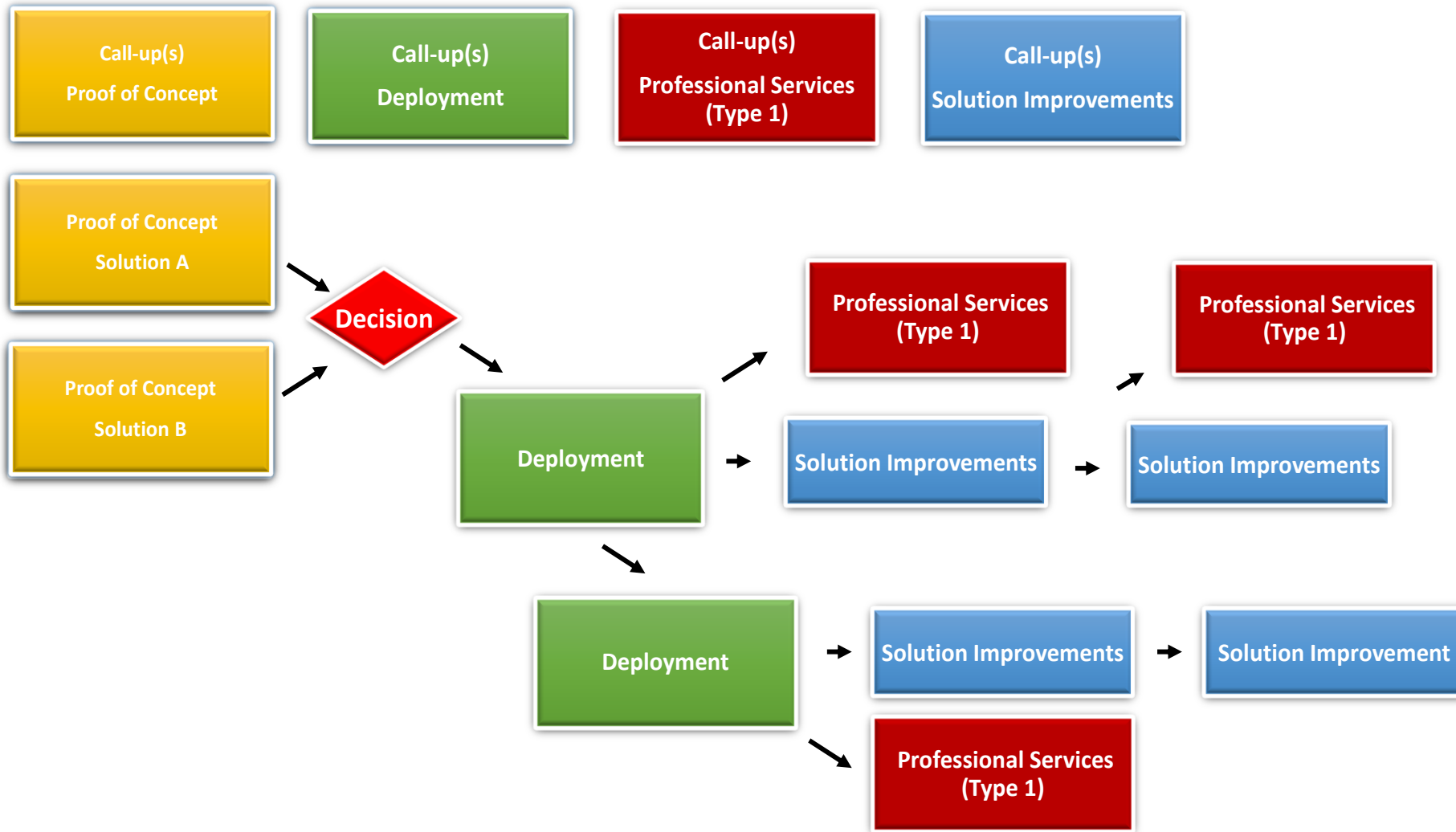
Proposed Procurement Process
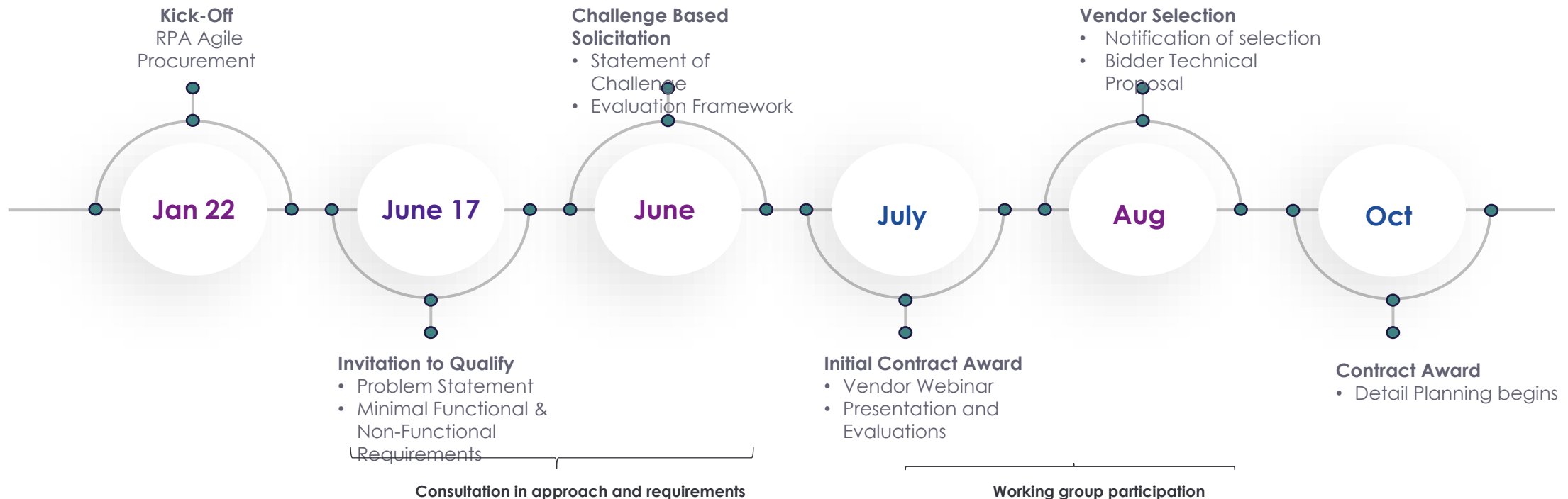
Proposed Standing Offer Process

RPA Procurement Schedule & Status

Recent Accomplishments

- Release CBSOS Solution to Canada Buy& Sell
- Held initial vendor Webinar
- Draft CBSOS for Professional Services
- Developed draft vendor CBSOS survey

Next Steps

- Arrange vendor Webinar
- Publish Language and Accessibility Survey
- 2nd Vendor Webinar
- Finalize vendor One-on-One collaboration sessions

Kick-Off
RPA Agile Procurement

Jan 22

June 17

Invitation to Qualify
- Problem Statement
- Minimal Functional & Non-Functional Requirements

Challenge Based Solicitation
- Statement of Challenge
- Evaluation Framework

June

July

Initial Contract Award
- Vendor Webinar
- Presentation and Evaluations

Vendor Selection
- Notification of selection
- Bidder Technical Proposal

Aug

Oct

Contract Award
- Detail Planning begins

Consultation in approach and requirements

Working group participation

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Part 5 – Transparency and Fairness Platform

True Collaboration Process

- ➤ TECHNATION

- ➤ Consultation process for refining requirements and the procurement process

- ➤ Frequent "What we Heard" reports
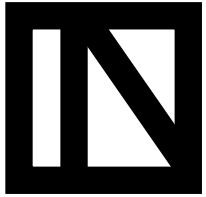
Debriefing Process

Internal Recourse Mechanism

Equal Access to Decision Makers

- ➤ Official information that is binding upon Canada will only be made available by the Point of Contact (PoC).

How Does TECHNATION Support SSC?

TECHNATIONCA

TECHNATION, Canada's national ICT business association, implemented an open business intelligence platform called the TECH2GOV* Digital Marketplace open to all Canadian technology companies.

Community Outreach

They act as a communication catalyst, with the help of 14 community outreach partners across Canada (and growing), while mobilizing the vendor community through their Digital Marketplace to participate in SSC Agile procurements.

Opportunities for SMEs

By helping SSC reach out to Small and Medium-sized Enterprises (SME) in order to pilot the Window of Opportunity for Underrepresented Groups (URG) including SMEs, a new concept that focuses on improving access to government procurement dollars for the aforementioned groups.

Continuous Improvements

Continuously collecting input from its members on the mechanisms being tested by SSC and provides this feedback to SSC to enable timely adjustments.

What is flexible under an Agile Procurement process?

The following elements could be adjusted:

➤ Components of the procurement process (pre-qualification or not, stages of evaluation, etc.)

➤ Evaluation Criteria

➤ Components of the Statement of Challenge

➤ Structure of the Price Proposal

➤ Components of the Invitation to Refine

➤ Durations and Dates

The following element are fixed:

➤ SACC 2003 Standard Instructions - Goods or Services - Competitive Requirements

➤ After bid closing, the Terms and Conditions of the resulting Contract are not negotiable.

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Terms and Conditions

1. Bidder proposes additional contract terms and conditions (Ts&Cs) to Canada for consideration **no later than June 30 at 15:00, 2021**

2. Canada determines acceptability
   1. If Yes, move to next step
   2. If No, Canada rejects.

3. Canada sanitizes for sharing with industry

4. Industry provides feedback on what is proposed

5. Canada reviews feedback and decides whether to include term.

6. Terms added to final CBS.

Acceptable terms and conditions are those that:

➤ Simplify contract execution;

➤ Prevent problems during contract;

➤ Improve efficiency during contract; implementation

➤ Favour better resolution of the problem.

Canada will not accept terms that:

- Would result in more administration for Canada;

- Could delay contract execution;

- Would increase the rigidity of contract administration.

Challenge-Based Standing Offer Solicitation

Part A - Robotic Process Automation Solution (Sections)

- Section A1   General Information; provides a general description of the requirement.
- Section A2   Instructions to Offerors; provides the instructions, clauses, and conditions applicable to the Challenge-Based Standing Offer Solicitation.
- Section A3   Offer Preparation Instructions; provides Offerors with instructions on how to prepare their Offers.
- Section A4   Evaluation Procedures and Basis of Selection; describes how the evaluation will be conducted, and the evaluation criteria that will be used, and the basis of selection for Standing Offer award.

Part B - Standing Offer

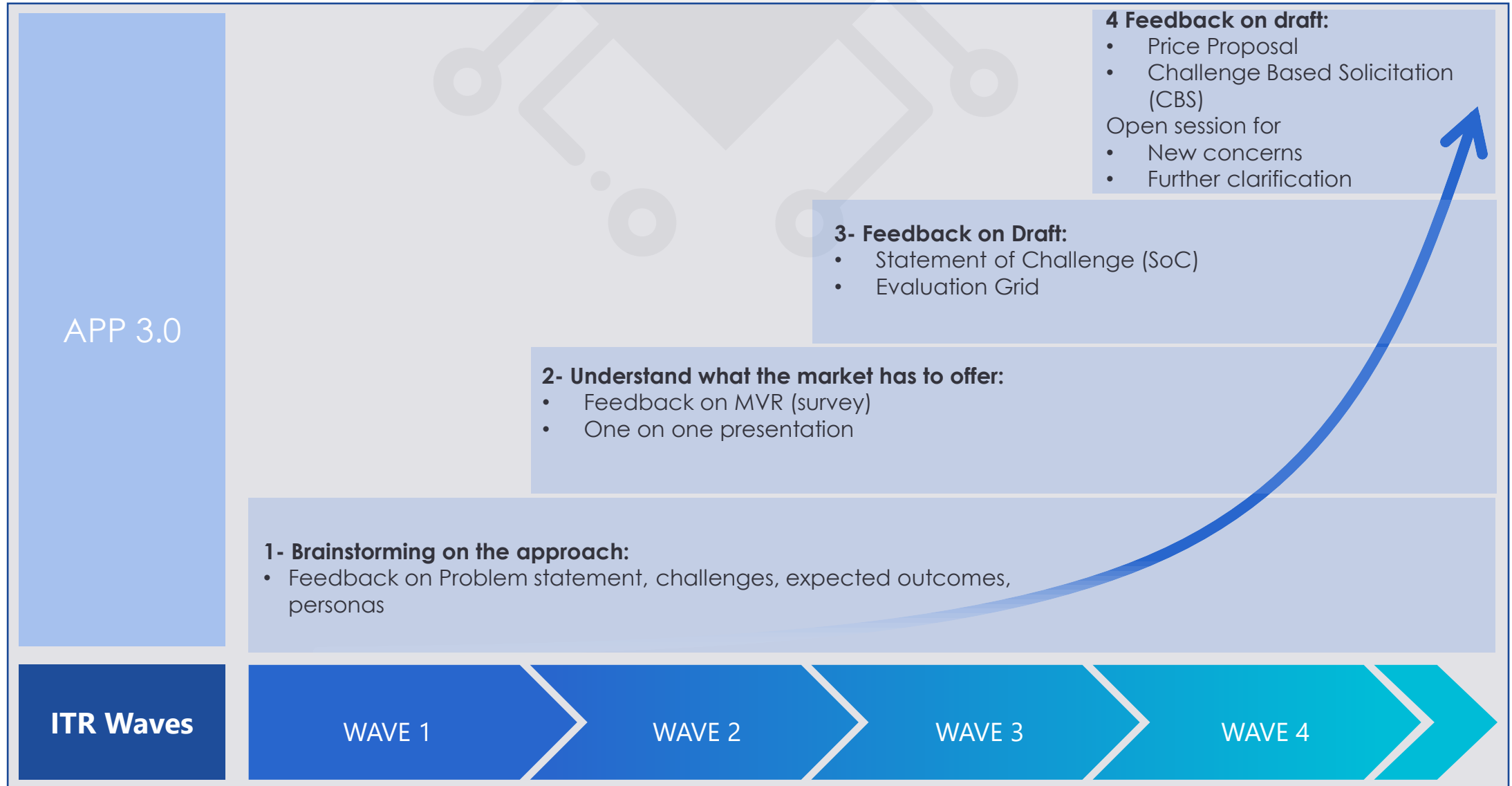- Standing Offer: includes the Standing Offer and the applicable terms and conditions.

Part C - Resulting Contract Clauses

- Resulting Contract Clauses: includes the clauses and conditions which will apply to any Contract resulting from a Call-ups made pursuant to the Standing Offer.

Annex and Attachments

1. Challenge-Based Standing Offer Solicitation and Attachments
2. Personas
3. Official Languages
4. Accessibility

Part 6 – Invitation to Refine (ITR) Waves

APP 3.0

4 Feedback on draft:
- Price Proposal
- Challenge Based Solicitation (CBS)

Open session for
- New concerns
- Further clarification

3- Feedback on Draft:
- Statement of Challenge (SoC)
- Evaluation Grid

2- Understand what the market has to offer:
- Feedback on MVR (survey)
- One on one presentation

1- Brainstorming on the approach:
- Feedback on Problem statement, challenges, expected outcomes, personas

ITR Waves

| WAVE 1 | WAVE 2 | WAVE 3 | WAVE 4 |

Part 6 – Invitation to Refine (ITR)

You could help resolving the problem?

Register to the Invitation to Refine

Please send an email to Meghan MacKenzie

coeaip-ceaan@ssc-spc.gc.ca

Expectations of Bidders that Agree to Participate in the Invitation to Refine Waves

Complete questionnaires

Complete ItR related questionnaires

Presentation

Deliver a virtual presentation (as required).

Participation

Interactive participation during the ItR sessions.

Feedback

When requested by the Point of Contact, provide feedback at the end of the procurement process.

Part 7 – Questions & Answers

The following key principles govern the preparation of responses to questions received from Bidders 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 to the CBS.

➢ We avoid giving answers to hypothetical situations or special cases, this task is delegated to the evaluators once the CBS is closed.

Next Step: Invitation to Refine Wave 1
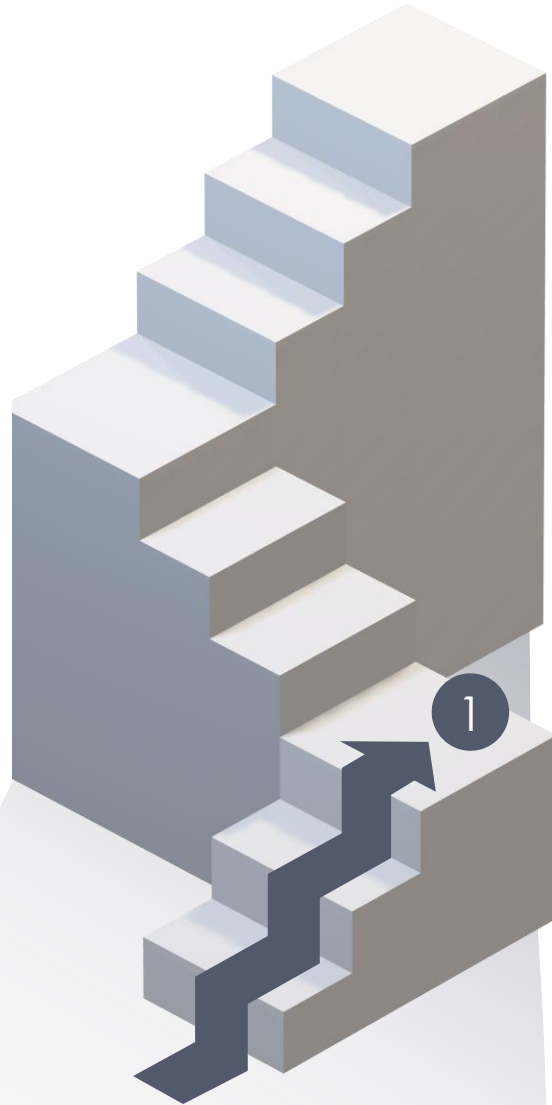
Invitation to Refine Wave 1

The purpose of the one-on-one meetings with vendors as part of Invitation to Refine Wave 1 is to inform SSC of what is available on the market. This is not an evaluation process and participation in the one-on-one sessions is not a prerequisite to submitting an offer on this Challenge-Based Standing Offer Solicitation.

Agenda items

Introduction (5 minutes)

Presentation (40 minutes)
- Introduce the products and services you offer; talk about past collaboration successes with other large organizations.
- Describe how your solution addresses our problem statement and challenges?
- Describe how your solution addresses our requirements from the perspective of the personas or roles
- Describe how the product addresses concern around accessibility and official languages?

Closing thoughts for future discussions on this procurement process (Invitation to Refine),
      Are there areas in the MVR that could be enhanced or better described?
      Are there areas in the MVR that will be challenging to implement?

Questions (15 minutes)

Question About the Procurement Process?

Please use the chat in MS Team...