RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Health Canada / Santé Canada
200, Eglantine Driveway
Tunney's Pasture
Ottawa Ontario K1A 0K9
Attn: Braden Munro
Email: Braden.Munro@Canada.ca

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

Proposal To: Health Canada
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

Proposition aux:
Santé Canada
Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s).

Instructions : See Herein
Instructions: Voir aux présentes

Issuing Office – Bureau de distribution
Health Canada / Santé Canada
200, Eglantine Driveway
Tunney's Pasture
Ottawa Ontario K1A 0K9

Title – Sujet	
Robotic Process Automation Software	
Solicitation No. – N° de l'invitation 1000231119	**Date** 2021.06.17
Solicitation Closes at – L'invitation prend fin à 2:00 *PM* on – **2021.07.06**	**Time Zone** **Fuseau horaire** Eastern Daylight Saving (EDT) Heure Avancée de l'Est (HAE)

F.O.B. - F.A.B. Plant-Usine: ☐ Destination: ☒ Other-Autre: ☐

Address Enquiries to: - Adresser toutes questions à :
Name: Braden Munro
Email: Braden.Munro@Canada.ca
Telephone – téléphone : 613-296-2619

Destination – of Goods, Services, and Construction:
Destination – des biens, services et construction :
See Herein – Voir ici

Delivery required - Livraison exigée
See Herein – Voir ici

Vendor/firm Name and address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Facsimile No. – N° de télécopieur :
Telephone No. – N° de téléphone :

Name and title of person authorized to sign on behalf of Vendor/firm
Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur

_____
(type or print)/ (taper ou écrire en caractères d'imprimerie)

_____ _____
Signature   **Date**

1

Bid Solicitation
Under Software Licensing Supply Arrangement

Bid Solicitation No.	1000231119
Closing Date: 2:00 p.m.	2021.07.06
Return Bids to:	**Attention: Braden Munro** **Email: braden.munro@canada.ca** RFP Reference Number: **1000231119** Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid. Please see section 5 Bid Preparation for further information.
Required Delivery Date of Initial Deliverables:	**At contract award**

1.   Software Licensing Supply Arrangement Requirement

This Bid Solicitation is issued against the Software Licensing Supply Arrangement (the "SA") PWGSC file number #EN578-100808/D. All terms and conditions of the SA apply to and form part of this Bid Solicitation and any Resulting Contract.

2.   Requirement

The Contractor agrees to supply to the Client the goods described in the Resulting Contract, including the Statement of Requirements, in accordance with, and at the prices set out in, the Resulting Contract. This includes:

(i)   granting the license(s) to use the Licensed Software, as described in the Contract, meeting all the requirements of the Statement of Requirements;

(ii)   providing maintenance and support for the Licensed Software, as described in the Contract, during the Software Maintenance and Support Period;

3.   Summary

Health Canada has a requirement to purchase Robotic Process Automation Software for a pilot project to enhance the ability to meet service obligations, reduce backlogs, improve timeliness of transaction processing, enhance data quality, reduce errors, and provide more value-added advice with the possibility of implementing Robotics Process Automation (RPA) technology within sectors of Health Canada as a solution to address the significant increases in requests received since the start of the COVID-19 pandemic.

4. **Bid Solicitation**

Canada requests that the Suppliers and Class 1 Resellers review and respond, in accordance with Part 6 Section B of the SA, with its best and final offer regarding the particular requirement described herein.

5. **Bid Preparation**

Health Canada invites you to send electronic copies to;

In addition to the number of copies required in Section 6B.10 Bid Solicitation - Submission of Bid Response - Instructions, Canada requests that bidders provide additional copies of their bid as follows:
Email: Braden.Munro@Canada.ca
 Electronically submitted bids must contain separate attachments, each of the sections must be addressed in separate PDF documents.
Financial bid must be a separate attachment.

Health Canada has an e-mail **size limit of 20MB**. Should your email submission file size (including all sections of the bid) be greater than 20 Megabytes please submit your email with all attachments as one zip file. If the zip File is still too large or not possible, please submit as clearly titled separate emails. Example:
VENDOR NAME – RFP 1000210757 Proposal submission 1 of 3.
VENDOR NAME – RFP 1000210757 Proposal submission 2 of 3.
VENDOR NAME – RFP 1000210757 Proposal submission 3 of 3.

6. **Enquiries**

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) calendar days before the bid closing date. Enquiries received after that time may not be answered.

7. **Evaluation and Contractor Selection Methodology**

Canada will select the successful bidder based the following method as described in 6B.7 of the SA:

Lowest priced compliant bid.

See Annex B for Mandatory Technical Evaluation Criteria.

8. **Inspection and Acceptance**

All deliverables rendered under the Resulting Contract of this bid solicitation are subject to inspection by the Technical Authority or representative. Should any deliverable not be in accordance with the requirements of the Statement of Requirements and to the satisfaction of the Technical Authority, as submitted, the Technical Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

9. **Contracting Authority**

Name: Braden Munro
Title: Senior Procurement and Contracting Officer

Telephone: 613-296-2619
E-mail: Braden.Munro@Canada.ca

10. Security Provisions

There is no security requirement applicable to the Contract.

Unscreened contractors must be escorted:
1. Unscreened contractors must be escorted by an employee or Commissionaire at all times when visiting GoC facilities.
2. Information which is to be used in the development of the contracted product, as reference material or otherwise made available to the contractor must be unclassified material and considered to be releasable to the public by HC/PHAC and/or The Government of Canada.
3. No Protected or Classified information is to be made available to the contractor, used in the production of the contracted product, or produced as a result of this contract.

It is incumbent on the Project Authority to ensure unscreened personnel are prohibited from viewing or manipulating Protected or Classified material as unscreened personnel may be used to perform this requirement. Such personnel must be escorted as a Visitor to ensure they have no opportunity to view Protected or Classified material which may have been unintentionally left in plain view when visiting a Health Canada or PHAC site.

11. Software Publisher Authorization

If the bidder is not the Software Publisher of the products included in the proposal, and if the products are not Open Source Software Products, the bidder must provide a letter from the Software Publisher certifying that the Software Publisher understands and acknowledges that the bidder has submitted a proposal in response to this bid solicitation and agrees to grant all licenses to be acquired under this bid solicitation in accordance with the Statement of Requirements and resulting Contract's terms and conditions. If this required certification is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement.

12. **Statement of Requirement:** See Annex "A"

13. **Pricing Tables**

TABLE 1 – LIST OF INITIAL DELIVERABLES						
Item No.	Manufacturer's Product Name (Per SLSA Catalogue) Insert rows as deemed necessary	Manufacturer's Part No. (Per SLSA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Period (Software Maintenance, Support, subscription or other Period, if applicable)	Qty (Unit of measure)	Unit Price	Extended Price
1				**15 months from contract award**			
2				**15 months from contract award**			
3				**15 months from contract award**			
4				**15 months from contract award**			
						TOTAL CAD :	

TABLE 2 – LIST OF INITIAL SOFTWARE MAINTENANCE AND SUPPORT						
Item No.	Manufacturer's Product Name (Per SLSA Catalogue) Insert rows as deemed necessary	Manufacturer's Part No. (Per SLSA Catalogue)	Period (Software Maintenance, Support, subscription or other Period, If applicable)	Qty (Unit of measure)	Unit Price	Extended Price
1			**15 months from contract award**			
2			**15 months from contract award**			
3			**15 months from contract award**			
4			**15 months from contract award**			
					TOTAL CAD :	

Table 3 – Two 6 Month Option Periods - Software Deliverables					
Item No.	Manufacturer's Product Name (Per SLSA Catalogue)	Manufacturer's Part No. (Per SLSA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Up to Qty (Unit of measure)	Unit Price	Extended Price
1	(Same Items from Table 1)					
2	(Same Items from Table 1)					
3	(Same Items from Table 1)					
4	(Same Items from Table 1)					

		TOTAL CAD :	

Table 4 – Two 6 Month Option Periods - Software Maintenance and/or Support					
Item No.	Manufacturer's Product Name (Per SLSA Catalogue, herein referred to as the Licensed Software)	Manufacturer's Part No. (Per SLSA Catalogue)	Up to Qty (Unit of measure)	Unit Price	Extended Price
1	(Same Items from Table 2)				
2	(Same Items from Table 2)				
3	(Same Items from Table 2)				
4	(Same Items from Table 2)				
				TOTAL CAD :	

Table 5 - Total Bid Price		
Item No.		Price
1	Total (CAD) of Initial Software Deliverables	
2	Total (CAD) of Initial Software Maintenance and/or Support	
3	Total (CAD) of Option Period Software Deliverables	
4	Total (CAD) of Option Period Software Maintenance and/or Support	
	TOTAL BID PRICE:	$0.00

ANNEX "A" STATEMENT OF REQUIREMENTS

Project Name: Project Nitro

1.0 Background

The processing of salary transactions has been a long standing challenge in regards to having adequate resources to manage the requests, conduct quality control, and provide exceptional client services to the Health Portfolio. Since the start of the COVID-19 pandemic, it has become increasingly difficult to address all staffing transactions in a timely and quality manner, again highlighting the need for a review of potential solutions that could: provide efficiencies, decrease error rates, and allow service providers to provide higher quality client services.

With support from the Solutions Fund as part of the 2020 COVID-19 intake, the Human Resources and Services Directorate (HRSD) within the Corporate Services Branch (CSB) and the Financial Operations Directorate (FOD) within the Chief Financial Officer Branch (CFOB) intend to experiment with the possibility of implementing Robotics Process Automation (RPA) technology in HR and Finance as a solution to address the significant increases in requests received since the start of the COVID-19 pandemic. Our primary candidate for automation is the acting under four (4) months staffing transaction; however, we also plan to look at the compensatory overtime and journal voucher processes.

Currently, the service providers within HR and Finance (HR Workflow Coordinators, HR Assistants, HR Timekeepers, and Salary Management Analysts) are required to process the acting under four (4) months staffing transactions, compensatory overtime and journal voucher requests. The RPA bots will work on behalf of these service providers and the employees will not have access to manage or edit the bots.

This project is being undertaken to enhance the ability to meet service obligations, reduce backlogs, improve timeliness of transaction processing, enhance data quality, reduce errors, and provide more value-added advice. This will be achieved through the extraordinary levels of accuracy and speed that RPA bots demonstrate.

2.0 Project Objective or Mission Statement

Project Nitro aims to increase efficiencies, decrease error rates, and allow service providers to provide higher quality client services through the implementation of RPA technology in HR and Finance. The project will be focused on automating the acting under four (4) months transaction; however, we also plan to look at the compensatory overtime and journal voucher processes.

The duration of Project Nitro is expected to be 12 months from the start of the award of the contract. Details on our deadlines are provided in the table below:

No.	Project Milestone	Description	Expected Date
1	Project setup	• Develop process maps and Excel templates that mirror the software that will be automated. • Develop demo bots using the Excel templates. • Obtain approvals for allowing the bot to access sandbox environments for the PeopleSoft HR system and SAP. • Procure the necessary software and infrastructure.	Anticipated 3 months period from date of Contract Award

		• Develop bots to run in the sandbox environments. • Complete the required/recommended assessments.	
2	Testing and Observation	• Conduct tests in sandbox environments. • Compare the bots' processing times and accuracy with SMEs. • Present work completed and findings to review committee. • Implement feedback from review committee.	Anticipated 9 months period from Project Milestone 1
3	Review and closeout	• Demonstrate comprehensive results from experimentation and produce lessons learned and review/revise final deliverables. • Create finalized versions of all project documentation based on feedback for deliverables.	Anticipated 3 months period from Project Milestone 2

The resources that we will require:

- Five (5) licenses for developers
- Reporting and analytics capabilities
- The ability to run on-premises (on HC cloud servers)
- Minimum of two (2) back office robots

3.0 Customers/Users

The RPA bots will work on behalf of service providers within HR and Finance (HR Workflow Coordinators, HR Assistants, HR Timekeepers, and Salary Management Analysts); however, these employees will not have access to manage or edit the bots. Any correspondence between the bots and the employees will be done via emails sent by the bots, with minimal interaction from the employees.

The only individuals who will have access to the bots' execution environment will be citizen developers on the HRSD team. Citizen developers are any employees existing outside of the organization's core IT teams that take part in development activities, such as developing automations.

4.0 Project Description

4.1 Features

The RPA software will require the following features:
- User-friendly development environment
- Cloud-based and/or on premise deployment option
- Cloud or on premise hosting using Health Canada standard environments
- Front-office and back-office bots
- Ability to view data analytics
- Optical Character Recognition (OCR) support
- Ability to screen record
- Compatibility with current software:
  o SAP (Version 7.4)
  o PeopleSoft Web Application

- o Microsoft Windows 7 & Windows 10
- o Microsoft Office 2010 & Microsoft Office 2016
- o Foxit Phantom PDF
- o IBM Lotus Notes 9
- o Internet Explorer or Google Chrome
- o File Explorer (ability to use file explorer to access shared drives)

4.2 Functions

By using the RPA software, in-house citizen developers will develop automations, called "bots", which are configured using a low to no-code process. Citizen developers refer to a user who is not a software developer, but one who is relatively savvy in learning new software using a simple graphic interface in lieu of text code.

4.3 User Interface

The RPA software will require a graphical application that allows users to create lists of activities that can be run in sequence. An activity can represent any single function that a user can perform on a computer, such as clicking or typing text into a textbox. These activities are configured and arranged with minimal programming involved.

4.4 Security Requirements

Due to the nature of protected information that our solution will be using, our RPA solution will be hosted within the HC network. In addition to this, the project team will be limiting access to the protected information through the use of file/folder permissions.

4.5 Performance Requirements

The RPA software must be able to decrease processing time involved in reviewing data included in PDF and Excel templates, analyzing this data into the required application (SAP, PeopleSoft) as compared to the service providers trained for these roles.

4.6 Standards Compliance

The implementation of the RPA software must be able to follow Health Canada's guidance and standards for application development. In addition, the RPA software must meet the requirement for governance controls in the scope of 'log requirements and audit practices' (see: development standards) given the nature of the data.

4.7 Compatibility Requirements

The RPA software must be compatible with current software, including:
- o SAP (Version 7.4)
- o PeopleSoft Web Application
- o Microsoft Windows 7 & Windows 10
- o Microsoft Office 2010 & Microsoft Office 2016
- o Foxit Phantom PDF
- o IBM Lotus Notes 9
- o Internet Explorer/Google Chrome

4.8   The RPA software must be able to function on Health Canada's cloud or on premise hosting using Health Canada standard environments.

4.9   Upgrade Requirements

Any upgrade requirements for the RPA software will be included in the acquisition price and subject to the terms and conditions agreed to by Health Canada procurement and the vendor as well as to the terms and conditions under the SA agreement.

4.10   Installation Requirements

Installation requirements depend on those set forth by the successful supplier in the bid solicitation process through the SLSA.

4.11   User Help and Documentation

The bots would access shared Outlook inboxes to read the emails submitted by clients that start these transactions. They would then download any attached forms, read the information, and perform data entry in PeopleSoft and SAP on behalf of the service providers. The bots will be configured to kick back the transaction to a human user for processing if they encounter anything that they are not specifically programmed to handle.

The bots will output Protected B information in the emails that will be forwarded to employees and saved within the Health Canada network. This is primarily the C-STAR form that will be emailed to employees along with status updates on the bots' execution.

This system will be built in two components:
1. We will create configuration files using a development tool provided by the vendor. The configuration files contain the instructions that make up the bot's execution flow. These configuration files can only be run by software provided by the RPA vendor. Without access to the RPA vendor-specific software, the configuration files cannot be executed as bots.
2. These files would be fed into a software (also provided by the RPA vendor) that would run on a cloud server. This server-side software would be responsible for scheduling the execution of the bots and logging metrics on the bots' execution.

The two components that are required from the RPA software vendor (mentioned above) are both licensed. This means that we require active licenses in order to use the RPA software. As such, we will be purchasing licenses from the RPA software vendor.

5.0 Deliverables

The following is our proposed deliverables based on current expectations; however, some of these deadlines are subject to change based on the dependencies of the project. We plan to provide a more detailed and accurate timeline during our Q1 reporting, after we have completed the initial deliverables.

Deliverable	Description	Planned Completion Date
Process Maps	Completion of the acting under four months, compensatory overtime, and journal voucher process maps	3 months from date of Contract Award or sooner
Assessments	Completion of the Cloud Intake Form and	3 months from date of Contract Award or sooner

	Statement of Sensitivity assessments	
Development of demo bots	Develop compensatory overtime and journal voucher demo bots	3 months from date of Contract Award or sooner
Exception handling	Determine exceptions that the bot will experience while processing the acting under four months, compensatory overtime, and journal voucher transactions	3 months from date of Contract Award or sooner
Procurement	RPA technology requires software to configure the bots, licenses to run the bots and a cloud server in the HC cloud	4 months from date of Contract Award or sooner
Development of bots	Develop acting under four months, compensatory overtime and journal voucher bots	4 months from date of Contract Award or sooner
Testing the process	Develop several tests to run our bot against that will help us determine if the bot is operating as intended	4 months from date of Contract Award or sooner
First interim review	Meet with review committee.	7 months from date of Contract Award or sooner
Second interim review	Meet with review committee.	8 months from date of Contract Award or sooner
Testing production	Test our bots in production systems after successful tests in sandbox environments. Each of these transactions will be manually verified by a human user.	12 months from date of Contract Award or sooner
Documenting	Document lessons learned, report our quantitative and qualitative findings throughout experimentation, develop a GCPedia page, create a demo video of one of our RPA bots, recommend next steps to Health Portfolio executives, and present final findings to the Solutions Fund.	13 months from date of Contract Award or sooner
Change management	Roll out change management to managers and SME within HRSD, FOD and OCFO.	on-going

Approvals	Acquire approval to run RPA software in the PeopleSoft HR System sandbox and the SAP sandbox	On-going
Final Assessments	Complete the Privacy Impact Assessment and Algorithmic Impact Assessment	on-going

6.0 Constraints

No.	Category	Constraints
1.	Procurement	The Privacy Impact Assessment, Cloud Intake form, Statement of Sensitivity and FIRMS Change Request have to be completed before procurement. This project will require the procurement of RPA software and licenses, and a cloud server in the HC cloud.
2	Security	Due to the nature of protected information that our bot is working with, we will be taking all necessary precaution to safeguard the information. This includes configuring permissions on folders to limit access to protected information to project team members with a need-to-know, and only running our experiments in sandbox environments that have no impact on production systems. Vendors will not have access to any information within the scope of our project, as the solution will be hosted on the HC network.
3	Scope	The scope set out for the project must be adhered to.

7.0 Assumptions

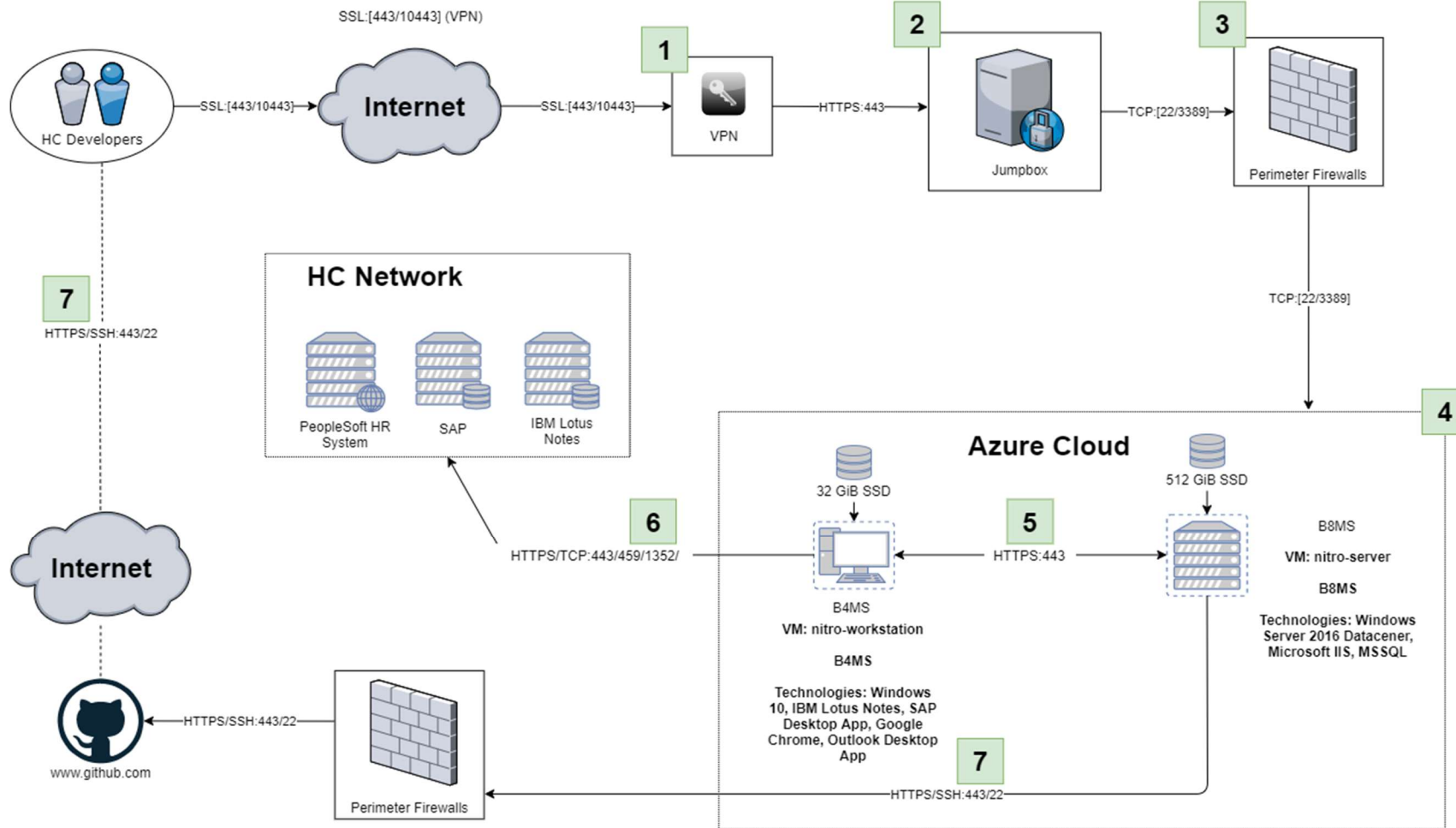| No.	The following is assumed:
1.	Sufficient budget will be available throughout the project.
2.	The RPA technology will be compatible with legacy software, such as PeopleSoft and SAP.
3.	HRSD-CSB, FOD-CFOB and OCFO will actively work on and support the project.
4.	HR and Finance processes remain stable enough to automate.

ANNEX "B" MANDATORY TECHNICAL CRITERIA

Bidders must demonstrate that they meet the following mandatory criteria in their
proposals. Failure to meet any of the mandatory criteria will render the bid non−compliant
and it will be given no further consideration.

No.	Criteria
1.	Must allow compatibility with current software (listed in Annex A – Statement of Work, Section 4.0)
2.	Must allow for copy and paste functionality
3.	Must allow for the ability to view data analytics
4.	Must allow for the ability to screen record
5.	Must allow for successful integration of RPA technology with HC network services (Appendix 1)
6.	Must be able to function on cloud or on premise server networks
7.	Must allow for Microsoft Windows functionality
8.	Must allow for flexible deployment
9.	Must provide self-paced training in order for the Citizen Developer to be able to develop automations with the RPA software
10.	Must allow for successful completion of required RPA task(s)
11.	Must be able to function and achieve successful completion of RPA task(s) in HC standard environment (standard environment being sandbox for case of experiment but full pipeline in production)
12	A budget of $65,000.00 plus taxes has been allotted for the initial period of this requirement and must not be exceeded. (Option Periods Not Included)

Appendix 1

Project Nitro Network Diagram

SSL:[443/10443] (VPN)

HC Developers — SSL:[443/10443] → **Internet** — SSL:[443/10443] → **1 VPN** — HTTPS:443 → **2 Jumpbox** — TCP:[22/3389] → **3 Perimeter Firewalls**

TCP:[22/3389]

7 HTTPS/SSH:443/22

HC Network
PeopleSoft HR System, SAP, IBM Lotus Notes

HTTPS/TCP:443/459/1352/

Internet — www.github.com — HTTPS/SSH:443/22 → **Perimeter Firewalls**

Azure Cloud

32 GiB SSD
6
B4MS
VM: nitro-workstation
B4MS
Technologies: Windows 10, IBM Lotus Notes, SAP Desktop App, Google Chrome, Outlook Desktop App

5 HTTPS:443

512 GiB SSD
B8MS
VM: nitro-server
B8MS
Technologies: Windows Server 2016 Datacener, Microsoft IIS, MSSQL

7 HTTPS/SSH:443/22

---

1 Developers access Health Canada Network and HC Cloud network through secure VPN tunnel.

2 While connected to the VPN service, Health Canada developers access the management jumpbox through web portal (HTTPS).

3 From the management jumpbox, Health Canada developers will then be able to SSH/RDP through the perimeter firewall to access HC Cloud VMs

4 There are two virtual machines:

nitro-workstation: The B4MS VM is meant to act as a workstation and will be allocated a 32GB SSD. This VM will be running Windows 10 as a Windows Virtual Desktop (WVD) and requires access to the HC PeopleSoft HR System, SAP, and IBM Lotus Notes. Although the WVD needs the Outlook desktop application, it will not need to be able to send/receive emails (the Outlook GUI will be tested).

nitro-server: The B8MS VM is meant to act as a web server and will be allocated a 512GB SSD. This VM will be running Server 2016 Datacenter as the operating system and will run an IIS web server along with an MSSQL database.

5 The two VMs will be required to communicate with each other via HTTPS.

6 nitro-workstation will be required to access the following services/applications within the HC network:
1. PeopleSoft HR System (HTTPS:443)
2: SAP (TCP:3200)
3. IBM Lotus Notes (TCP:1352)
4. Outlook (TCP: 25)

7 nitro-server will be required to make outgoing calls to the public github (www.github.com) to synchronize version control. Developers will also access this version control from their environments.