



SHARED SERVICES CANADA Challenge-Based Solicitation (CBS)

For

Robotic Process Automation (RPA) for Professional Services

Solicitation No.	2BS-1-91027/C	Date	2022-02-02
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What We Heard Report

Under Agile Procurement Process 3.0 (APP3.0), Shared Services Canada (SSC) is piloting an improved model of engagement with the private sector. The goal is to collect supplier feedback throughout the procurement process and to quickly refine procurement elements, as necessary. SSC is committed to listening to suggestions from vendors with an open mind and reporting back to them in a transparent way.

Where We Heard	Second Professional Services Survey
When We Heard	January 1 st – January 23 rd , 2022

Key Findings	<p>This survey was primarily focused on receiving industry feedback for the work segments and activities found in the Statement of Challenge (SOC) for Professional Services.</p> <p>As previously communicated, Canada will be notifying Vendors about engagement opportunities, such as the survey, via BuyandSell.gc.ca posting, but may also reach out directly to vendors who have registered to be part of the Invitation to Refine (ITR) phase. Canada is pleased to have received 15 survey responses from industry regarding the SOC for Professional Services for Robotic Process Automation (RPA).</p> <p>The following are some high-level findings and more detailed findings of individual themes from the survey are available below. Here are some of Canada's key findings:</p> <ul style="list-style-type: none">• 100% of the respondents agreed there was no reference in the SOC to any specific vendor-terminology or vendor methodology.• 93% of the respondents agreed the 9 work segments encompass the needs of an RPA business unit; however, there was one suggestion that indicated there could be some overlap between
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the work segments. For work segment 8 and 9, SSC will bring additional clarity to both of these work segments.

- There was a consistent pattern identified in the survey with regards to improving the work segments. The pattern of responses identified to improve each work segment was split between:
 - 12 satisfactory and 3 non-satisfactory (20%) and again,
 - 13 satisfactory and 2 non satisfactory (13%)
 - 13% - 20% of the responses suggested some improvements to each work segments.

Overall, Canada is pleased with the consistent results and participation from industry for the survey.

[Thank-you for your feedback and questions about the Agile Procurement Process and various requirements.](#)

Theme: Resource Categories and Tasks

What We Heard - 1

Question #3: In the Resource Categories and Tasks, are there any additional RPA roles missing from the Professional Service list?

SSC's Remarks - 1

The results to this question were almost evenly split with 7 respondents indicating 'Yes' and 8 respondents indicating 'No'. The majority indicated to adding a few more roles to the list.

- People Management or an Organizational Change Manager (OCM) was suggested 3 times; therefore, SSC will be adding this RPA role to the Resource Categories and Tasks.
- The role of 'Junior RPA Developer' will be added to the SoC based on received feedback.
- Another suggestion received, we will be adding to the User-interface (UI) or User-experience (UX) role.
- The roles of, Database Administrator (DBA), Integration and Delivery Manager, Cloud Architect, Infrastructure Engineer and Subject-matter expert (specific to the domain) were also suggested. The technical authority feels that these roles currently fit within the existing work streams or Canada has a sufficient pool of resources to draw experience or knowledge from and therefore these roles will not be added.

In summary, the technical authority and the Agile Procurement team will add 3 more roles to the Resource Categories and Tasks table found in the SOC.

Theme: Organizational Readiness, capacity and service excellence to support each work segment

What We Heard - 2

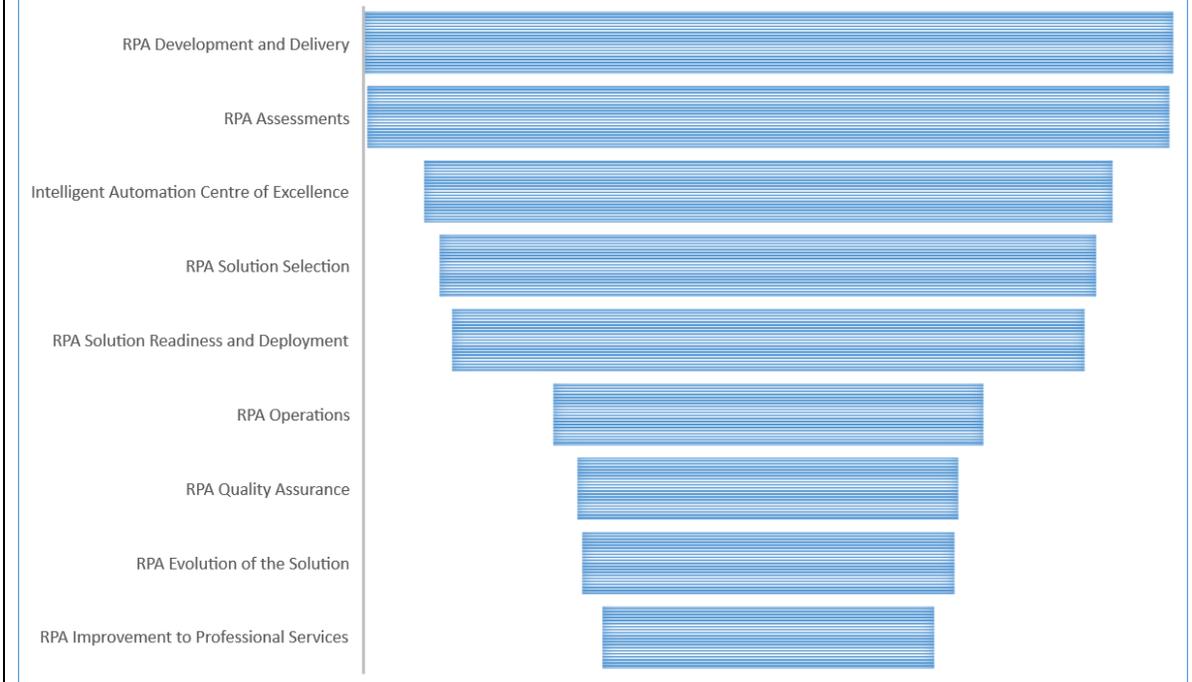
Question #12: Please identify your organizational readiness, capacity and service excellence to support the different work segments identified below

SSC's Remarks - 2

The results from this question have been compiled from the survey and are ranked in order. With RPA Development and Delivery as being the work segment most ready to support and with RPA Improvement to Professional Service as being last or least ready to support.



WORK SEGMENTS RANKED IN ORDER AS MOST READY TO SUPPORT



Theme: Work Segment Titles and Activities

What We Heard - 3

Among the 9 work segments, 3 work segments were identified for improvements based on the feedback.

Work segments

RPA Assessments: Maturity, Opportunity and Improvement Assessments

Recommendations:

1. Distinguish the activities from the Strategic level (Maturity Assessment) versus Project/Process level (Opportunity and Improvement Assessments).

RPA Solution Selection: Process Analysis, Solution Selection Rec. and Plan, Develop and Best Fit solution selection criteria

Recommendations:

1. Process Analysis is partially covered in the previous work segment.
2. Either separate RPA Solution Section or make it, its own stand-alone Work Segment

RPA Solution Readiness and Deployment: Infrastructure, Security and Privacy

Recommendations:

1. Suggested changing the title to: *RPA Solution Readiness and Infrastructure Setup* because *"it can be easily confused with process development and deployment"* stated from anonymous participant.



SSC's Remarks - 3	The technical authority has reviewed the recommendations and we welcome the feedback. For RPA Assessments, we will modify the work segment to highlight the differences between strategic and process level assessments. For the second work segment entitled 'RPA Solution Selection', we have merged the Process Assessment activity into WS-1. Thirdly, RPA Solution Readiness and Deployment will receive a new title to better reflect the activities found within the work segment and become: <i>RPA Solution Readiness and Infrastructure Setup</i> .
Theme: Additional Feedback	
What We Heard - 4	From the survey feedback, we received numerous suggestions for adding or removing some activities and deliverables found in the SOC.
SSC's Remarks - 4	As there were numerous and minor suggestions, the Technical Authority and Agile Procurement team wishes to acknowledge the receipt of these suggestions and appreciates industry taking the time to list these improvements. With approximately 20 or more recommendations, we intend to adjust the Statement of Challenge to include the list of recommendations and we hope that industry will see some of those recommendations in the next published version on Buy and Sell.
Canada wishes to thank industry for their continued feedback and support as we move forward in the RPA procurement process. Your feedback is valued and continues to shape the direction moving forward.	