SHARED SERVICES CANADA
Challenge-Based Solicitation (CBS)
For
Robotic Process Automation (RPA) – Professional Services

Solicitation No.	2BS-1-91027/C[1] - Initial	Date	2022-02-25

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	1-on-1 ITR sessions for Professional Services
When We Heard	January 24th, to February 11th, 2022

Thank-you for your feedback and questions about the Agile Procurement Process and various requirements.

Key Findings	Between January 24th, and February 11th, 2022, Canada engaged with 21 vendors during the 1-on-1 Invitation to Refine (ITR) sessions and Canada was pleased with the level of engagement and the thought discussions regarding the Statement of Challenge (SoC).

Note for a complete picture of the feedback obtained on this iteration of the SoC, this What We Heard Report (WWHR) should be read in conjunction with earlier WWHRs posted on BuyandSell at https://buyandsell.gc.ca/procurement-data/tender-notice/PW-22-00981267.

Theme: Government of Canada policies, functions and legislation

One of the reoccurring themes we observed during the 1 on 1 sessions with vendors, is that there were many suggestions to adding either roles/profiles or Work Segments for Government of Canada policies

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[1] Note a separate solicitation 2BS-1-91027 for procuring RPA Solutions is ongoing with pre-qualified suppliers and can be found on BuyandSell at https://buyandsell.gc.ca/procurement-data/tender-notice/PW-21-00958480

or legislation and existing functions into the Statement of Challenge. Some of the suggestions were related to: Security, Training, Litigation, Access to information and Privacy (ATIP), Accessibility and Official Languages.

| SSC's Remarks - 1 | Canada was pleased to hear some vendor's experience with Canada's policies, perhaps experience gained from previous engagements or projects. These |

discussions were well received and demonstrate that some vendors have a mutual understanding of Canada's policies.

The Technical Authority and Agile Procurement teams will take this opportunity to respond and clarify. The Statement of Challenge does not contain these roles because they are already supported by internal services in most departments or exist in other functions. The Statement of Challenge is related to the problem statement and the problem statement is for RPA as oppose to enhancing existing internal service functions. Should Canada require professional services in these functions, there are other vehicles available to supplement the needs of Canada. The scope of the roles/profiles found in the Resources and Categories in the Statement of Challenge are purposefully selected to address the problem statement and not every conceivable role in found in a multitude of technology disciplines.

Theme: Managed Services

| What We Heard - 2 | Last year, during the 1-on-1 ITRs in mid 2021, and more recently, the 1-on-1 ITRs in February 2022 for Professional Services, we observed presentations from vendors regarding managed services for IT Infrastructure and RPA as a service. |

| SSC's Remarks - 2 | The Technical Authority and Agile Procurement teams will take this opportunity to respond and clarify. With regards to managed services for IT infrastructure, |

the mandate of Shared Service Canada is: "*We provide modern, secure and reliable IT services so federal organizations can deliver digital programs and services that meet Canadians needs.*" including GC-Cloud and On-premise server hosting. This Statement of Challenge Problem Statement is not seeking IT infrastructure.

With regards to IT infrastructure, Canada's policies and the deployment of RPA solutions, the Technical Authority is working towards streamlining the adoption of RPA Solutions for GC-departments with SSC's service lines in collaboration with Enterprise Architecture and Enterprise Security. In the near future, the Chief Technology Officer Branch at SSC will be able to provide guidance to our autonomous partner departments to complete their own Authority to Operate (ATO). The Technical Authority's objective with this internal initiative is to digitally enable and streamline this process for partner departments in collaboration with Solution providers.

More recently, with regards to 'RPA as a Service', this concept is not the objective of the RPA Statement of Challenge. The Problem Statement is: "*Canada lacks knowledge, experience and capacity in Robotic Process Automation to automate business processes and other administrative tasks.*". As a result, Canada is not looking to outsource all matters related RPA technology and skills but to enhance employee and organizational competencies within the RPA space.

Theme: Describe how the 2 solicitations interact?	

What We Heard - 3	How do we use both CBSOS posters on Buy and Sell?

SSC's Remarks - 3	SSC has issued two non-mandatory, related, but not reliant CBSOS. That is to say that they are not directly linked nor are departments required to use them.

These include one for RPA Software solution and this RPA Professional Services CBSOS. While originally both software and Professional Services were combined in one CBSOS, the two components have been separated per earlier Vendor community feedback.

A scenario where both posters interact with one another, could be the following:

- Department A has less RPA experience or no RPA experience at all
    - Department A, wishes to start by determining their requirements. They could make use of Work Segment 1 in the Professional Services CBSOS to identify needs and opportunities.
    - Department A, could request a Proof of Concept from the Professional Services CBSOS to determine which solution meets the client's needs, and obtain Solution on Platform Testing Licenses from the Software CBSOS.
    - Department A, could be inclined to setup an internal RPA Centre of Excellence (CoE), which is Work Segment 6 or prepare their department's infrastructure in Work Segment 3.

Although some of the elements may change depending on an organization's maturity, the spirit of activities, deliverables and work segments may be used in non-sequential order or with a modular approach. Departments can utilize Work Segments of either, both, or neither CBSOS to satisfy their RPA related requirements.

Theme: The words 'May include'	

What We Heard - 4	We received feedback regarding the deliverables and activities for each work segment. We heard concerns or comments about the identified deliverables and activities.

SSC's Remarks - 4	SSC incorporated many of the changes and additions suggested by industry through the 1 on 1 sessions and survey responses.

The content of the Work Streams addresses at a high level the activities that may be requested under a Call-up against the Standing Offer. At the time of call-up, the department issuing the call up will specify the type of work and detail the outcomes and activities required for their needs.

SSC has incorporated comments from vendors as to missing activities, however the list of tasks per Work Segments is not exhaustive and may be elaborated at the time of Call-up.

This vehicle is to be consumed by multiple departments. The different departments will be at various stages of RPA maturity; therefore, this is a framework and the non-exhaustive nature of the activities described allows flexibility to further detail the roles at the time of Call-up and to allow vendors to provide best value to Canada.