



**SHARED SERVICES CANADA**  
**Challenge-Based Standing Offer Solicitation - Initial**  
 For  
**Robotic Process Automation – Professional Services**

Solicitation No.	2BS-1-91027/C - Initial	Date	March 14, 2022
<b>Amendment No.</b>	<b>002</b>		

Issuing Office	Shared Services Canada 180 Kent Street, 13 <sup>th</sup> Floor Ottawa, Ontario K1P 0B5		
Standing Offer Authority  (The Standing Offer Authority is the person designated by that title in the Solicitation, or by notice to the Offeror, to act as Canada’s “Point of Contact” for all aspects of the Solicitation process.)	<b>Title</b>	<b>Meghan MacKenzie</b>	
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Closing Date and Time	<b>[To be Determined]</b>		
Pre-Qualification			
Solicitation Closing	<b>April 14, 2022 at 15:00</b>		
Email Address for Submitting Offers	<a href="mailto:Coeaip-ceaan@ssc-spc.gc.ca">Coeaip-ceaan@ssc-spc.gc.ca</a>		
Time Zone	EDT		
Destination of Goods/Services	See Herein		
Vendor/Firm Name and Address	Telephone No. :		
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)	Name/Title		
	Signature	Date	



## **Amendment No. 002 is raised for the following reasons:**

- Insert Attachment 4 – Evaluation Criteria. Note that a survey will be issued by SSC in order to gather feedback on the Draft Evaluation Criteria for qualification against the Standing Offer.

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**After Attachment 3, Insert Attachment 4 – Evaluation Criteria**

## **ATTACHMENT 4 EVALUATION CRITERIA**

### **PURPOSE**

The purpose of the demonstration evaluation in a professional services procurement process is to assess the Offerors against set criteria that will allow Canada to select professional services firms that will be awarded a standing offer.

### **Evidence-Based Evaluation Criteria (up to a maximum of 70 points)**

*The evaluation will be conducted in two parts: **Part A – Written Assessment** to assess the Offerors **1) capacity to build a community of RPA experts** followed by **Part B – Virtual Demonstration** to validate the Offerors capacity to:*

- 2) realize benefits for clients**
- 3) attracting, retaining, and develop talent**
- 4) execute Change management, obtain buy-in and adoption of process automation for clients**

### **Evaluation Procedures**

Following Offer Close, Canada will assess Offers against the criteria outlined at Part A – Written Component. Offers that do not meet the minimum pass mark for Part A will be set aside and given no further consideration.

Offers that do meet the minimum pass mark at Part A will be invited to demonstrate further capabilities and be assessed against the criteria outlined at Part B – Virtual Demonstration.

For an offer to be considered compliant against the Technical Evaluation Criteria they must meet or exceed the pass mark indicated for all point rated criteria.

### **Definitions**



For the purpose of this evaluation the following terms are defined as follows:

“Project” is defined as a contract signed individually or as part of a consortium, or a contribution agreement where the bidder has provided **RPA Professional Services**.

“ Different projects” means professional services executed under different agreements or contracts.



**Part A - Written Assessment (up to a maximum of 50 points)**

**1. Capacity of the Firm to build a community of experts (up to a maximum of 50 points)  
(minimum pass mark is 25 points)**

The Offeror should demonstrate the Firm’s commitments to developing a community of experts through their engagement in events by briefly describing up to 5 community building events in the table below.

*Note: If more than 5 events are presented Canada will evaluate the first 5 events presented only.*

In this criterion, **event** refers to:

- a live activity, the Offeror has organized or led or presented at,
- which occurred within the last three (3) years,
- to engage and to build expertise across the **RPA Community of Experts, RPA Business Users** or both,
- where content has an RPA focus and demonstrates how RPA Technology can be applied to improve a Business Process through automation.

**RPA Community of Experts** refers to:

- RPA technical experts with roles that specialize in the backend of the system, such as RPA Developer, RPA Infrastructure Architect, RPA System Administrator, RPA Process Designer, Automation Architect, Business Analyst.

**RPA Community of Business Users** refers to:

- RPA technology front end users such as Citizen Developers, Business Process Owners, Practice experts that can leverage RPA (e.g. finance, accounting, administration, retail, production, pharmaceutical, automotive, food industry).

The Offeror should summarize their participation in engagement events by completing each column of the following table. **Note: Links or graphics will not be accepted or evaluated.**

Title <i>(Maximum 30 Words)</i>	Start Date <i>(Format: DD-MM-YYYY To DD-MM-YYYY)</i>	Brief Description (includes following elements): - Purpose - Objectives and - Outline <i>(Maximum 350 words)</i>	Role of the Offeror - Organized or Led - Presented	Target Audiences - RPA Community of Experts - RPA Business Users	Duration: If organized/led - duration of event in hours If presented, duration of presentation in hours
			Choose an item.	Choose an item.	
			Choose an item.	Choose an item.	
			Choose an item.	Choose an item.	
			Choose an item.	Choose an item.	

Points will be allocated as follows.

For the first 5 **events** presented in Table 1:

1.1. Is this an **event** per the criteria outlined above?

- No, 0 points will be allocated and the event will not be assessed in subsequent sub criteria.
- Yes, points will be allocated as follows :



Up to 10 points per event, up to a maximum of 50 points (minimum pass mark is 25 points), will be allocated as follows:

For each event: up to 10 points

1.2. Role (maximum of 2 points):

- 2 point for **organizing** and **leading** the event
- 1 point for **presenting** at an event

1.3. Target audiences: (maximum 2 points):

- 2 point if the target audience is the **RPA community of experts**
- 1 points if the target audience is **RPA community of Business users**

1.4. Duration of the event, **organized** or **led** or **presented** at(maximum 6 points):

- If Organizing or leading: 1 point for every hour of duration of the **event**.
- If Presenting: 1 point for every half hour of duration of the presentation.



## Part B - Virtual Demonstration (up to a maximum of 40 points)

The Offeror will have 70 minutes to demonstrate their responses to the following 3 criteria and sub-criteria. Canada will have 20 minutes to ask questions.

- Offerors should make clear differentiation between which criteria and sub-criteria they are responding to.
- Offerors should manage their time to ensure that they are able to present for all criteria.

### 2. Ability of the Offeror to realize benefits for clients (Up to 18 points) (minimum pass mark 9 points):

#### Format

This Criteria will be assessed through Virtual Demonstration. The Offeror should present up to 3 RPA Projects, during which they should demonstrate the Capacity of the Vendor to, through the use of its Professionals Services:

1. Deliver Professional Services that **meet** or **exceed** the goals of a Clients RPA Project
2. Minimize the **Trade-offs** associated with Implementation.

2.1. Points will be allocated where the Offeror provides the following evidence:

- The Vendor **Met the goals** of the Client for the RPA project.
- The Vendor **Exceeded the goals** of the Client for the RPA project.
- The Vendor Met or Exceeded the goals of the Client while **minimizing the impact of Trade-offs** associated with implementation.

2.2. Points will be given for each of the preceding evidence (to a maximum of 6 per Project):

- Vendor did not demonstrate evidence – 0 Points
- Vendor partially demonstrated evidence – 1 Point
- Vendor demonstrated evidence – 2 Points

2.3. Examples of Evidence of Goals of **meeting/exceeding** goals may include but are not limited to the following:

- Saving Time such as increasing the efficiency of a process
- Saving Costs such as a reduction or reallocation of resources allocated towards a process
- Improvement of Employee Satisfaction such as a reduction in repetitive or duplication of tasks
- Improvement in Quality such as reduction in errors, increased consistency of outputs without increasing time or effort involved.
- Improvement of User experience or Business Continuity through the reduction of downtime.
- Any other benefits realized that resulted in value to the Client as a result of the implementation of the RPA Professional Services mandate.



2.4. Examples of Evidence of **Trade-offs** may include but are not limited to the following:

- The Automation reduced the cost to deliver services, but not by a sufficient amount to recover the total cost of ownership of the RPA implementation in the near term (3 years).
- The Automation reduced process costs in one area, but caused the Client to incur costs in a related Business system or process.
- The Automation increased speed but also errors requiring manual intervention.
- The Automation increased efficiency of the process, but increased operational costs.
- Any other negative impact or Trade-off realized that resulted in value to the Client as a result of the implementation of the RPA Professional Services mandate.

### **3: Firm's approach to attracting, retaining, and developing talent (18 points)(Minimum Pass Mark 9 Points)**

The Offeror should demonstrate the Firm's approach and methodology to attract, retain and develop talent.

#### **Format**

This Criteria will be assessed through Virtual Demonstration. The Offeror will be given 30 minutes to:

1. outline their Human Resources Approach
2. demonstrate how they would respond to the 2 Scenarios
3. outline any other Recruitment and Retention Factors that will lead to attracting, retaining and developing talent.

#### **3.1 Human Resources approach (up to a maximum of 2 Points):**

The Offeror has a human resources approach with strategies to attract and retain RPA talent and RPA industry experts.

- Yes, 2 points
- No, 0 points

#### **3.2 Scenario 1 (Recruitment) (up to a maximum of 8 Points):**

Client has expressed a need for 5 new consultants in the next 3 months to ramp up a project. You currently do not have this capacity internally. Walk us through how you apply your HR approach and strategies to address the needs of your Client.

Points will be allocated where the Offeror provides the following evidence

- The Offeror would be able to satisfy the increased HR demand
- The Offeror proposed approach demonstrates its capacity to minimized employees turn over
- The Offeror's approach would favor retention for the future
- Offeror's approach enable them to mobilize talent in period of high demand and keep its access to talents in period of low demand



Points will be awarded as follows for each evidence demonstrated above:

- Evidence demonstrated -2
- Evidence partly demonstrated -1
- Evidence not demonstrated - 0

### **3.3 Scenario 2 (Continuity) (up to a maximum of 6 Points):**

Your lead consultant on a large assignment has announced their retirement in 30 days. How does your strategy mitigate the risks associated with the disruption in employee continuity?

Points will be allocated where the Offeror provides the following evidences

- Offeror's approach demonstrate its capacity to replace the essential resource without creating a service gap
- Offeror's approach demonstrate its capacity to provide a replacement with equal qualifications
- Offeror's approach demonstrate its capacity to train the replacement to minimize the impact of the re-learning curve on the performance of their resource

Points will be awarded as follows for each evidence demonstrated above:

- Evidence demonstrated - 2
- Evidence partly demonstrated - 1
- Evidence not demonstrated – 0

### **3.4 Other Talent Recruitment and Retention Factors (up to a maximum of 2 Points):**

Points will be given for any factors in addition to those already evaluated in this criteria that would demonstrate a firms capacity to recruit and retain talent.

Points will be awarded as follows for each evidence:

- Evidence demonstrated - 2
- Evidence partly demonstrated - 1
- Evidence not demonstrated – 0

## **4: Firm's approach to buy-in and adoption of process automation for clients (22 points) (Minimum Pass Mark 11 Points)**

The Offeror should demonstrate the Firm's approach and methodology for buy-in and adoption of process automation for clients.

### **Format**

This Criteria will be assessed through Virtual Demonstration. The Offeror will be given 20 minutes to:

1. outline their Change Management Approach and Strategies for buy-in and adoption of process automation
2. demonstrate how they would respond to the 3 Scenarios.



#### **4.1 Change management (buy-in and adoption) approach (up to a maximum of 2 Points)::**

The Offeror has a change management approach with strategies for buy-in and adoption of process automation.

- Yes, 2 points
- No, 0 points

#### **4.2 Scenario 1: Senior management buy-in (up to a maximum of 8 Points):**

Client has expressed a need for dedicated funds to continue the automation program in the next fiscal year. An automation champion has been recently named. Walk us through how you apply your change management approach and strategies to address the needs of your Client.

Points will be allocated where the Offeror provides the following evidence

- The Offeror is able to provide a rationale for a dedicated automation program
- The Offeror's proposed approach demonstrates its capacity to gain senior management buy-in
- The Offeror's approach would favour ongoing funding (short, medium, and long term options)
- Offeror's approach demonstrates buy in at the senior level while enabling benefits to be realized through ongoing projects.

Points will be awarded as follows for each evidence demonstrated above:

- Evidence demonstrated -2
- Evidence partly demonstrated -1
- Evidence not demonstrated -0

#### **4.3 Scenario 2: End-user adoption (up to a maximum of 6 Points):**

Your client leads the Centre of Expertise and wants increased use of automation from end-users within 90 days. Walk us through how you apply your change management approach and strategies to address the needs of your Client.

Points will be allocated where the Offeror provides the following evidences

- Offeror's approach demonstrate its capacity to promote the program
- Offeror's approach demonstrates its ability to articulate the program to a variety of users
- Offeror's approach demonstrate its ability to establish and increase the baseline use of automation

Points will be awarded as follows for each evidence demonstrated above:

- Evidence demonstrated - 2
- Evidence partly demonstrated - 1
- Evidence not demonstrated – 0

#### **4.4 Scenario 3: Overcoming resistance (up to a maximum of 6 Points):**



Your client is a large unionized organization the employer wants to reskill their staff and employees are concerned about losing their jobs. Your client needs all parts and levels of the organization to understand the benefits, but is not sure where to start. Walk us through how you apply your change management approach and strategies to address the needs of your Client.

Points will be allocated where the Offeror provides the following evidences

- Offeror's proposed approach demonstrates a systematic methodology with rationale to encourage adoption of automation
- Offeror's approach demonstrates its capacity to articulate how automation will impact employee functions
- Offeror's approach demonstrates its ability to identify the degree of progress and areas of outstanding need (e.g., what was successful and what needs work)

Points will be awarded as follows for each evidence demonstrated above:

- Evidence demonstrated - 2
- Evidence partly demonstrated - 1
- Evidence not demonstrated – 0

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME**