



SHARED SERVICES CANADA
Challenge-Based Standing Offer Solicitation (CBSOS)
For
Robotic Process Automation (RPA) Professional Services (PS)

Solicitation No.	2BS-1-91027C	Date	May 31, 2022
------------------	--------------	------	--------------

Questions and Answers

Questions & Answers

Question - 7	I cannot open Annex B – Offer Submission Form.
SSC's Answer - 7	Please see the newly updated Annex B – Offer Submission Form v2 and open it using Adobe reader.

Question - 6	Is Facility Secret Clearance required?
SSC's Answer - 6	Yes. Because the Standing Offer may require personnel to hold a secret clearance, the company must hold a FSC secret clearance as well

Question - 5	What is to be submitted at offer close?
SSC's Answer - 5	Per section 3 – Offer Preparation Instructions are to be completed and submitted at offer close. <ul style="list-style-type: none">• Annex B – Offer Submission Form• Annex D – Technical Offer Form• Annex F – Financial Offer Form



Question - 4	Where are the Annexes?
SSC's Answer - 4	<p>The following annexes are included in the CBSOS:</p> <ul style="list-style-type: none">• Annex A – Security Requirements Check List• Annex C – Standing Offer Evaluation Criteria• Annex E – Basis of Payment• Annex G - Statement of Challenge <p>The following Annexes are posted in the Attachments of the BuyandSell posting. Please make sure you are viewing the highest version:</p> <ul style="list-style-type: none">• Annex B – Offer Submission Form• Annex D – Technical Offer Form• Annex F – Financial Offer Form

Question - 3	Do we want to incorporate 3rd Party Reviews as a means of evaluating firms?
SSC's Answer - 3	<p>While we do appreciate this suggestion, at this point we do not feel that using 3rd party reviews would capture the full scope of professional services firms capable of performing the work, specifically in the Canadian Market in addition to SME's.</p>

Question - 2	<p>For Criteria 2, does a single project/client engagement have to be used to provide evidence for all sub-criteria listed, or can we mix and match projects/clients to demonstrate the sub-criteria if required.</p>
SSC's Answer - 2	<p>To score the maximum points the Offeror would need to present up to 3 separate projects, and within those projects demonstrate how each project addresses each criterion by:</p> <ul style="list-style-type: none">• identifying the goal of the project,• highlighting qualitative and quantitative outcomes achieved,• demonstrating the capacity of the vendor to meet or exceed the goals of the client through the use of its professional services, and• illustrating which Trade-offs were minimized and how benefits were realized. <p>Further the vendor is not required to describe every item listed under the bullets titled 'Examples of Evidences' for 'Meeting' or 'Exceeding' goals or 'minimizing Trade-offs' at bullets 2.1.1 and 2.1.2. These are stated as examples to guide vendors in the types of evidence that Canada is expecting to see in order to award points.</p>



Question - 1

For Criteria #1, Does an "event" refer to a single instance on a single day, or would an on-going community engagement, such as a bi-weekly mentoring/training session, or multi-day event (such as hackathon), be considered an event and all hours put towards it can be captured for the one "event" entry.

SSC's Answer - 1

The distinction is linked to the separation of events. A multi day event with no separation is considered one event. In contrast each instance of a recurring event, such as a weekly or quarterly event is considered a separate event.

Also not included are:

- Mentoring (one on one)
- Paid delivery of Instruction or coursework