



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

Solicitation No.	2BS-1-91027/C	Date	June 9, 2022
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Questions and Answers

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Question - 16

Can SSC please advise of the evaluation criteria (if any) for Annex F – Financial Offer Form. If SSC does not intend to formally evaluate the financial offer, can SSC advise if the form and information contained in it will remain confidential?

SSC's Answer - 16

It is the intention of Canada to establish ceiling rates via Vendors responses to Annex F. Responses will remain confidential per section 05 (2018-05-22) Submission of offers of Standard Instructions 2006.

Question - 15

Annex B - Offer Submission Form - allows for bidders to identify if the Offer includes sub-contractor(s) that are SMEs and speak to the percentage of the Work under Work-Segment 2 that would be allocated to one or more SMEs. Is the percentage allocation per Call-up, or the overall value of the contract? And to clarify, the scope of work this applies to is only Work Segment 2?

SSC's Answer - 15

Please disregard the section titled 'Minimal SME Percentage of Work'. For the section titled 'Identification of Offerors', this section is in reference to the entire Standing Offer, not one particular work segment or Call-up.



Question - 14	The answer to Question 5 states that the Annex F – Financial Offer Form is to be submitted at offer close. However, the Buy & Sell site does not show Annex F. Annex E appears to titled Financial Offer Form.
SSC's Answer - 14	Thank you for spotting this error, please see the newly posted Annex F - Annex F – Financial Offer Form and please disregard the following document posted on May 27, 2022 titled: 2bs-1-91027c_-_annex_e_-_financial_offer_form_-_annexe_e_-_base_de_paiement_-_bil.xlsx

Question - 13	In Annex F Financial Offer, what level (Junior, Intermediate, Senior) do we price for Roles that have no levels (blacked out)?
SSC's Answer - 13	Regardless of the level specified, SSC expects Vendors to price in accordance with the description of the Role as specified in the Statement of Challenge.

Question - 12	When do we need to submit Annex A?
SSC's Answer - 12	You do not have to Submit Annex A. Annex A is a component of the Security Requirements. It indicates the level of security required to qualify under the Standing Offer. It is to be read in conjunction with the security clauses.

Question - 11	With regards to Criteria 1, ' <i>Capacity of the Firm to build a community of experts</i> ', does attendance count towards the criteria or must our firm have been the organisers.
SSC's Answer - 11	<p>No, simple attendance will not qualify as participation.</p> <p>The criteria for what will be accepted as participation is defined in Criteria 1. There is a definition for 'Event' and for 'Publication'.</p> <p>The criteria that relates to participation for Events and Publications are as follows:</p> <p>event refers to:</p> <ul style="list-style-type: none">• a live activity (online or in person), the Offeror has organized or led or presented at,• or Video Recording that the Offeror has created and presented in (Youtube, Vimeo, MS Teams Recording etc.)• which occurred between April 1, 2018 and March 31, 2022.



- With the purpose of engaging and to building 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.

Publication refers to:

- Written digital publication (Newsletters, Blogs, etc.)
- Authored and distributed by the Offeror,
- Which have been distributed publicly or via mailing list between April 1, 2018 and March 31, 2022.
- With the purpose of engaging and to building 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.

Question - 10

When do we need to submit Annex A?

SSC's Answer - 10

You do not have to Submit Annex A. Annex A is a component of the Security Requirements. It indicates the level of security required to qualify under the Standing Offer. It is to be read in conjunction with the security clauses.

Question - 9

Is a FSC Secret Clearance Required?

SSC's Answer - 9

As indicated under clause 12 of Part B – Standing Offer, the security requirements must be met prior to Standing Offer award. For more information on how to obtain a FSC clearance, please see the following link. <https://www.tpsgc-pwgsc.gc.ca/esc-src/organisation-organization/information-eng.html>

Question - 8

Will multiple Standing Offers be awarded?

SSC's Answer - 8

Yes the intention of the Challenge Based Standing Offer Solicitation (CBSOS) is to create an ecosystem of vendors who are qualified to provide professional services. As indicated in the CBSOS, SSC plans to work with Industry to develop the Call-up Methodology by which Vendors will be chosen for specific work.

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.

- 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

The following annexes are included in the CBSOS:

- Annex A – Security Requirements Check List
- Annex C – Standing Offer Evaluation Criteria
- Annex E – Basis of Payment
- Annex G - Statement of Challenge

The following Annexes are posted in the Attachments of the BuyandSell posting. Please make sure you are viewing the highest version:

- 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

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.

Question - 2

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.

SSC's Answer - 2

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:

- 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.

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.

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

