REQUEST FOR INFORMATION: VENDOR PERFORMANCE MANAGEMENT INFORMATION TECHNOLOGY SOLUTION AND TRAINING SOLUTION

Request for Information (RFI) No.: 20222180

Issued: 2022-09-13

Question Deadline: 2022-09-28

Addenda (answers provided) Deadline: 2022-10-05

Submission Deadline: 2022-10-14

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I. INTRODUCTION

The Government of Canada is transforming the way it does contracting, through the new Public Services and Procurement Canada (PSPC) Vendor Performance Management (VPM) Framework. The VPM framework will optimize value and deliver better goods and services on time for Canadians by incentivizing good performance and fostering better contract management practices. It will do this by: improving two-way communications between Canada and its suppliers; clarifying performance expectations; providing standardized means to evaluate contractors; using commodity specific scorecards with tailored Key Performance Indicators (KPIs); and eventually using past performance information as criteria in future contract awards.

More information can be found here: www.tpsgc-pwgsc.gc.ca/app-acq/grf-vpm/grf-vpm-eng.html

II. DEFINITIONS SUMMARY

VPM means Vendor Performance Management

Industry means companies with experience in development of supplier management solutions and/or enterprise-wide training solutions

RFI means Request for Information

ITQ : Invitation to Quality

RFP means Request for Proposal

Respondents means potential vendors submitting a response to the RFI

Proponents means potential vendors submitting a proposal in response to the RFP

III. PURPOSE

PSPC is seeking feedback, innovative ideas and solutions from Industry that can best support the implementation of its VPM Framework, on the following:
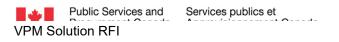
   a) An Information Technology (IT) Solution that can operationalize the VPM Policy; and

   b) A training solution for all stakeholders

While PSPC has been conducting research on available options in the marketplace, this RFI represents an opportunity to learn in greater detail about the capabilities of different solutions available from Industry. The responses received through this RFI may support the development of the requirements through a potential subsequent public procurement process

IV. BACKGROUND/CURRENT STATE

In order to successfully implement the VPM Policy, an IT solution is required to support, administer, track, and house various functions and data elements related to VPM. This solution must be easily accessible to all stakeholders and end-users (i.e. procurement staff across the Government of Canada, vendors, and third-party users who may be called upon to play a role in the process).

PSPC is in the process of modernizing and simplifying many of the procurement processes and services it provides across the Government of Canada. In support of this work, PSPC has recently launched a new procurement tool, the Electronic Procurement Solution (EPS), which is based on the SAP Ariba/S4HANA architecture. An IT solution would serve as the primary interface for all contractor performance evaluations and would be required to transfer data to and from EPS.

Additional details on the architecture and configuration of EPS will be provided to proponents at the appropriate stage in the potential subsequent competitive procurement process. This information is not required for responses to this RFI. More information on EPS can be found here: https://www.tpsgc-pwgsc.gc.ca/app-acq/ma-bb/solae-epsol-eng.html

Further, a comprehensive training solution will be required in order to properly onboard, train, and support all stakeholders and end-users in the broad scale application of the VPM Policy.

V.   REQUIREMENTS

Please refer to ANNEX A.

VI.   REVIEW OF THE RFI

PSPC reserves the right to request additional information for clarification during the review of the responses to this RFI, and/or to consider a subsequent modification of the response put forward by a Respondent.

No payment will be made by PSPC for any costs incurred and associated with the preparation and submission by the Respondent of responses to this RFI. All costs are the sole responsibility of the Respondent.

VII.   NO OBLIGATION

The issuance of this RFI does not create an obligation for PSPC to issue a subsequent competitive procurement process and does not bind PSPC legally or otherwise, to enter into any agreement or to accept any suggestions from Respondents.

This RFI process is not a bid solicitation and a contract will not result from this request.

VIII.   CONFIDENTIALITY

Information provided by Respondents through their RFI response is subject to the Access to Information Act. Respondents should identify any submitted information that is to be considered as either company confidential or proprietary. PSPC will not reveal any designated confidential or proprietary information.
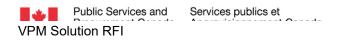
IX.   INFORMATION WILL NOT BE RETURNED

The RFI response and any accompanying information or documentation provided by a Respondent will not be returned.

X.   INFORMATION IN RFI ONLY AN ESTIMATE

PSPC make no representation, warranty or guarantee as to the accuracy of the information contained in the RFI or issued by way of addenda. Any quantities shown or data contained in this RFI, or provided by way of addenda, are estimates provided only as general background information.

XI.   LANGUAGE

RFI responses are to be provided in one of the two official languages of Canada (English or French).

XII. GOVERNING LAW

This RFI process will be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

XIII. RFI RESPONSE OBJECTIVES

This RFI is being posted on buyandsell.gc.ca to allow for the public and private sectors to review and respond to requirements and questions detailed in Annex A. The responses received will be used to assist PSPC in finalizing the requirements and in developing achievable objectives and deliverables.

XIV. PROCUREMENT PROCESS

PSPC reserves the right to conduct some or all of the following procurement related activities: RFIs, ITQ, RFP, Contract Award, etc.

XV. RFI RESPONSE

PSPC requests that respondents submit their responses electronically in MS Office, PDF, or compatible formats.

Responses must be provided to the Contracting Authority.

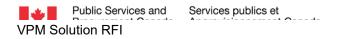Respondents should provide their response no later than: 2022-10-14

ANNEX A

PSPC has developed the following initial guidance as it relates to the scope and the technical requirements:

Scope	Anticipated Requirements	Considerations
IT Solution Vendor Performance Management Solution	A. Solution must be accessible through and seamlessly interface with PSPC's Electronic Procurement Solution (SAP Ariba, S4HANA) including viewing, importing, and exporting data. Full two-way integration with EPS is critical; Confirm if your solution would connect directly with the SAP backend or if there is a bridging interface available to allow integration via open standards. B. Facilitate onboarding of vendors, by GoC employees or self-onboarding by vendors C. Provide varying levels of access to users D. Allow for the development of customisable scorecards based on a library of KPIs E. Allow for execution of contract performance reviews, automated calculation of vendor performance ratings based on historical scores, store contract scorecards, scores, and vendor ratings F. Enable functionality to challenge contract scores and track the process G. Create alert reminders for contract key milestone dates (renewals, performance reviews, etc.) H. Provide a customisable vendor dashboard overview detailing current and past performance history I. Provide a feedback mechanism for users to input comments J. Track Corporate Social Responsibility indicators and departmental priorities K. Secure and authenticated access provided to external stakeholders L. Real-time business intelligence reporting capabilities M. Client support services, training for users N. Provide information and assistance on system usage	• PSPC would prefer a cloud-based solution • Customisable reporting functionality required, based on any element housed in system (e.g. key contacts, annual spend, performance ratings, dashboard by contractor, etc.) • All data must remain within Canada • Solution must adhere to accessibility standards and be available in both official languages • Users of the IT Solution include GoC employees (e.g. contracting authorities, business owners, etc.) and external users (e.g. suppliers, other third-parties) • Must be scalable to support high volume of contracts and users
Q1. Please indicate (e.g. A, B, C, etc.) and describe which anticipated requirements you have the ability to deliver on. **Q2.** How are your Information Management and Information Technologies or solutions applicable to VPM?		

Q3. Has your solution been used in similar governmental projects, or projects of similar size and scope? And if so, how has it been used?

Q4. Given that any data processed as a result of this work is not permitted to leave Canada, do you foresee any issues with data residency, accessing or sharing? If so, please outline your concern(s) and recommendations.

Q5. What information is required to understand and evaluate if your technology would be compatible with PSPC's Electronic Procurement Solution (SAP Ariba, S4Hana)?

Q6. Are there any additional considerations (gaps, unidentified requirements, flaws, etc.) that PSPC should take into account with respect to this requirement?

Enterprise-wide Training Solution Training solution for stakeholders and end-users	A. User-tailored comprehensive training for the VPM Framework (i.e. Policy requirements and related processes) B. Accessible to users external to the Government of Canada (e.g. vendors) C. Interface through a secure portal	• PSPC would prefer a cloud based solution • Content must be accessible and available in both official languages

Q1. Please indicate (e.g. A, B, C) and describe which anticipated requirements you have the ability to deliver on.

Q2. Has your solution been used in similar governmental projects, or projects of similar size and scope? And if so, how has it been used?

Q3. Are there any additional considerations (gaps, unidentified requirements, flaws, etc.) that PSPC should take into account with respect to this requirement?

Full Scope Delivery A single service provider with the capacity to provide both solutions.	A. IT Solution B. Stakeholder Training Solution	

Q1. Please describe your experience, capacity, and capability to provide full scope delivery.

Q2. Is it feasible for one prime service provider to have the ability to deliver on both requirements? Please explain.

Q3. Are there any additional considerations (gaps, unidentified requirements, flaws, etc.) that PSPC should take into account with respect to these requirements being fulfilled through a single service provider?