

GC Cloud Strategy 2024

Industry Q&A – Wave 2

Q1. What is the new GC Cloud Strategy 2024?

A: The GC Cloud Strategy 2024 focuses on choosing a hosting model for applications that best benefit the long-term needs of the workload. It will also allow the Government of Canada (GC) to improve oversight of GC cloud usage and implement cost and consumption controls.

Under the GC Cloud Strategy 2024, Shared Services Canada (SSC) will oversee hosting services for the entire GC, including both cloud and data centres.

This holistic approach to hosting services:

- includes an enterprise-wide funding model
- fosters collaboration between SSC and GC financial specialists
- optimizes value across hosting environments
- provides clear criteria and processes for migrating GC applications to cloud

Q2. Who will be affected by the GC Cloud Strategy 2024?

A: All GC institutions subject to Treasury Board of Canada Secretariat (TBS) policy instruments will be included in this strategy.

Q3. Why are we changing the cloud procurement process?

A: We need to ensure GC cloud procurement meets the needs of current and long-term GC cloud adoption.

SSC is committed to making improvements to the procurement process for hosting services that will ensure value for the GC.

Q4. Why are we changing the GC cloud procurement?

A: The cloud landscape has evolved in the years since the establishment of the existing Framework Agreement.

It is important for the GC to continue to modernize and refresh its approach to how these technologies are acquired.

The new GC Cloud Strategy 2024 will support departments and agencies as they navigate IT modernization in a way that incorporates long-term cloud procurement to increase stability in their cloud environment and maximize business value across the whole government.

Q5. Why is SSC updating the Framework Agreement (FA)?

A: A review of the lessons learned from the current FA confirmed its value to the GC, as it allows for the procurement of efficient (quick) and secure access to cloud services for the GC.

However, the review also identified some challenges and opportunities for improvement as cloud consumption grows across the GC.

As such, the FA will be updated to address some of these opportunities to provide improved continuity of services and support departments until a new generation of procurement vehicles becomes available.

Q6. Which procurement vehicle is SSC focusing on first?

A: Our priority is the Infrastructure as a Service (IaaS) contract vehicle.

Q7. Significant time and effort have been invested in competing for, negotiating and working with the existing framework agreements. Will all that work be discarded now?

A: No. The significant time and effort invested in competing for, negotiating, and working with the existing framework agreements will not be discarded. Our intent is to leverage the existing groundwork and build upon it. Multiple components of the framework agreements, such as terms and conditions and security requirements, will be incorporated in the design of the new generation of procurement vehicles.

Q8. Will industry be engaged and consulted on the new strategy?

A: Yes. We are embarking on an involved consultation process with industry stakeholders, including existing FA holders and new suppliers who may want to compete for the new GC cloud contract vehicles.

Q9. How and when will you be engaging with industry?

A: The first Industry Day on the GC Cloud Strategy 2024 was held on November 29, 2023.

The second Industry Day is planned for January 31, 2024.

Dates and times for additional engagement opportunities will be posted to [CanadaBuys](#) as they are scheduled.

Q10. Why are you engaging industry when your plans are not finalized?

A: We are engaging industry—along with departments and agencies—early in the process in the spirit of transparency and collaboration. This ensures that all stakeholders can contribute to the design and development of the next iteration of cloud services for the GC.

By engaging stakeholders from the earliest stage possible we will benefit from a wealth of expertise and design a state-of-the-art IT ecosystem that will best meet the needs of the GC and Canadians.

Q11. I don't want to have to qualify for each separate procurement vehicle that comes out. What are my options?

A: Our ongoing engagement with industry will help include considerations like this in our planning.

Q12. The security process of the Framework Agreement was difficult. Will we have to go through that again?

The work that we have done on the Framework Agreement is not being discarded.

Our ongoing engagement with industry will help include considerations like this in our planning.

Q13. As part of the Framework Agreement, I have a dedicated contract manager. What happens to that role?

A: Our ongoing engagement will help industry make business decision on resources required to continue support the current FA and the new ecosystem include considerations like this in our planning.

Q14. How has the decentralized model led to exponential growth in cloud costs, and what challenges does this pose for the stewardship of funds and resources?

A: The decentralized model has contributed to significant growth in cloud costs. This poses challenges for managing funds and resources efficiently across the Government of Canada (GC). Careful planning and oversight of cloud initiatives are necessary to ensure responsible financial stewardship within the GC.

Q15. Some departments are opting to halt initiatives due to concerns about resource allocation. How is SSC working with these departments?

A: The Government of Canada (GC) Cloud Strategy 2024 is not about stopping innovation or operations. We need to continue to have the speed and agility cloud has provided. What we are doing is putting appropriate controls in place, which include greater checks and balances in our own systems.

Like we are doing with industry, we are engaging with departments and agencies early and often so they can contribute to the design and development of the next iteration of cloud services for the GC.

By engaging stakeholders from the earliest stage possible we will benefit from a wealth of expertise and design a state-of-the-art IT ecosystem that will best meet the needs of the GC and Canadians.

Q16. How will requests for new cloud business requirements be assessed?

Departmental business requests will be approved if they fall within these categories:

- departmental mandates
- legislative requirements
- security

We will continue to work with departments to:

- ensure service continuity
- profile the current cloud landscape

- provide advice, guidance and direction

Q17. Will SSC continue to support other levels of government, and how will it factor into the development of new vehicles?

This new direction extends to other users of Government of Canada (GC) cloud services, including other levels of government and academia.

Q18. Will SSC continue to charge other levels of government a brokering fee?

SSC's mandate allows support for other jurisdictions as long as it remains cost-neutral. The brokering fee allows us to provide cloud services to other levels of government while remaining within the limits of our mandate.