Webinar
Private Cloud Services

Information Webinar

March 2024

Shared Services Canada / Services partagés Canada

Canada

Powering world-class technology for Government

Objective and Agenda

This is not a bid solicitation.

This Request for Information is intended to solicit information and feedback from industry to help SSC develop the solicitation.

- Context

- RFI purpose and expected outcomes

- How vendors can respond to the RFI

- Questions and answers

- Next steps

Engagement Outcome: Informed design of the GC Private Cloud / HaaS & IaaS Platform procurement vehicle

Important Links

For this session:

- [Request for Information (RFI)](#)

- [RFI Response Form](#)

- Enter your questions in [Mural](#)

Background information:

- [Shared Services Canada 2024-25 Departmental Plan - Canada.ca](#)
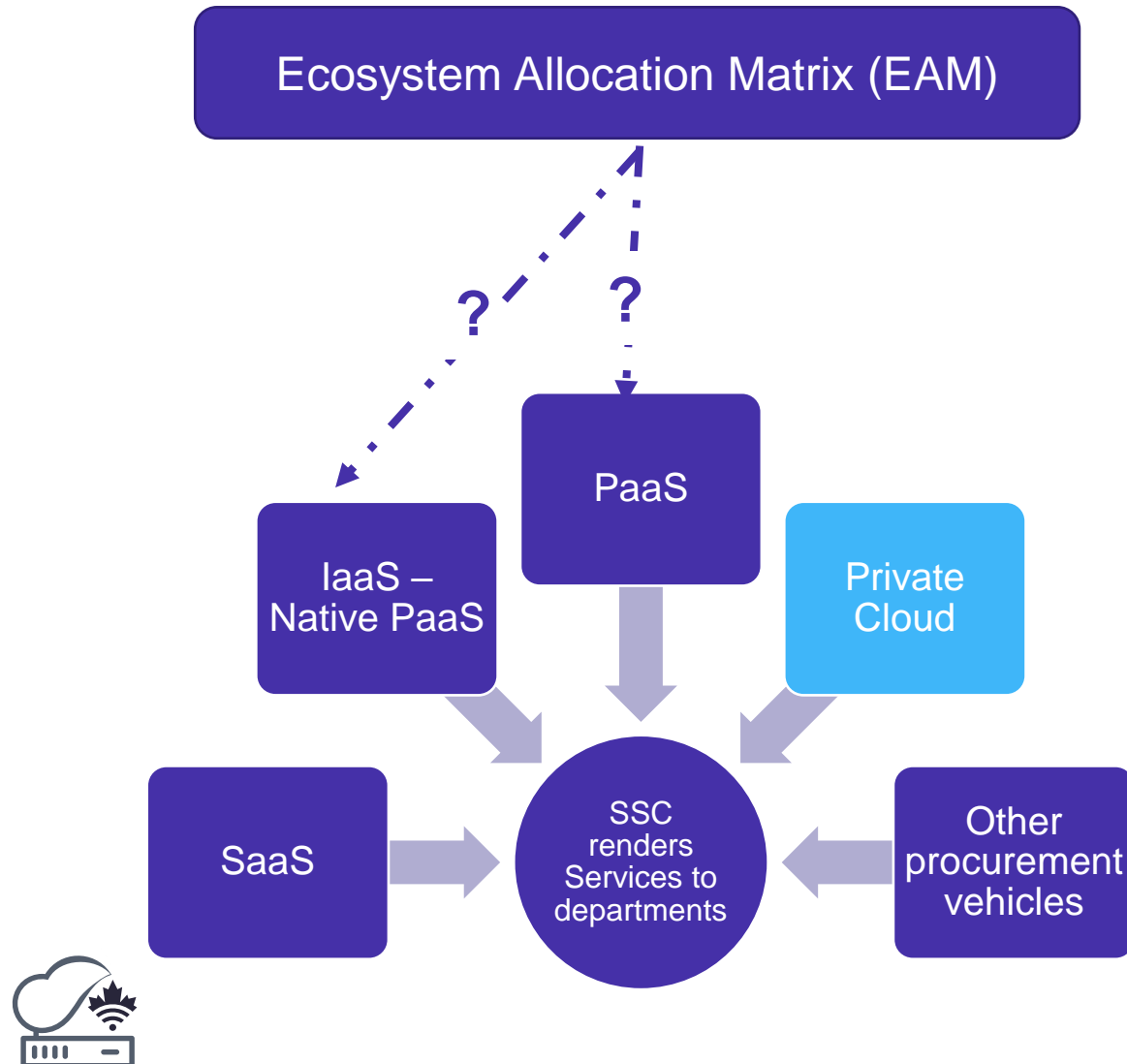
- Q&As: [Industry Day #1](#), [Industry Day #2](#)

Private Cloud Request For Information
Demande de renseignements pour une solution de nuage privé

Do you have any comments or questions about the RFI process or its content? Please be as specific as possible, e.g., insert referenced Question number.
Avez-vous des commentaires ou des questions sur le processus de demande de renseignements ou son contenu? Veuillez être aussi spécifique que possible, p.ex., insérez le numéro de question référencée.

Please click on a box and type in your question or comment

SVP cliquer une boite et taper votre question ou commentaire

New GC Cloud Procurement Ecosystem (PE) – Model #1

Ecosystem Allocation Matrix (EAM)

IaaS – Native PaaS

PaaS

Private Cloud

SaaS

SSC renders Services to departments
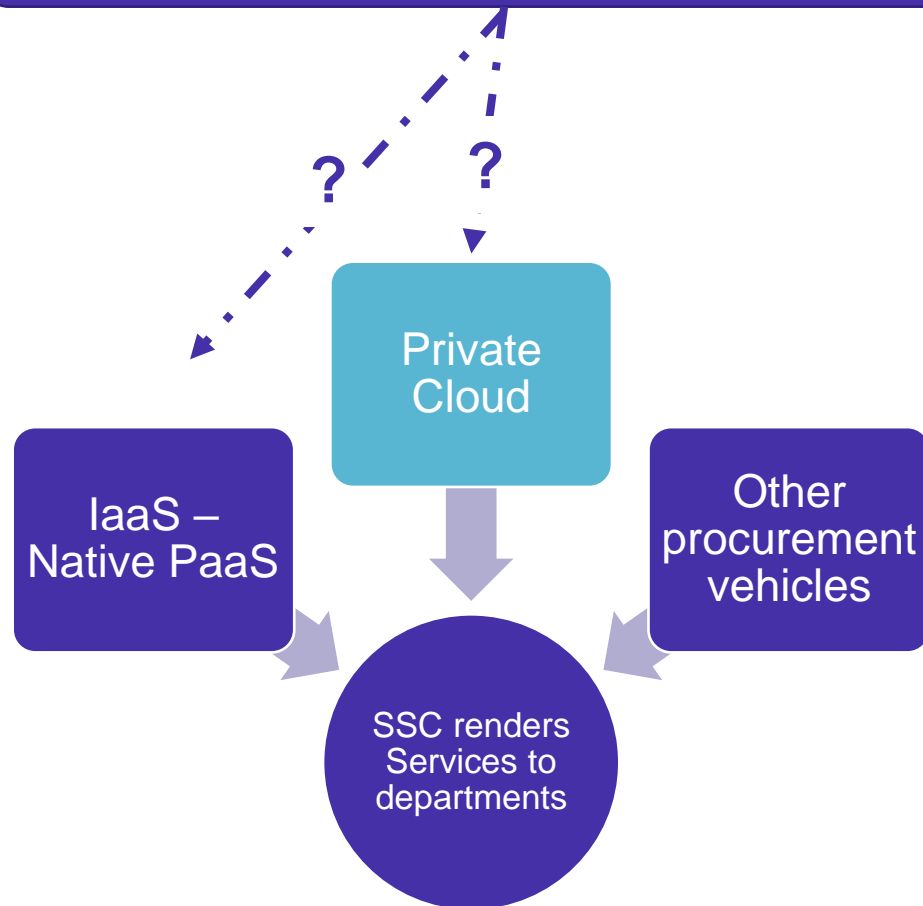
Other procurement vehicles

- SSC may select one or more procurement vehicles (PV) to render services to departments.

- The decision to select one or more PVs will be informed by the EAM.

- The EAM will be disclosed in each solicitation leading to establishing the PVs.

- The EAM may be revised annually in consultation with qualified vendors under the PE.

New GC Cloud Procurement Ecosystem – Model #2

Common Intake Portal (broker)

Ecosystem Allocation Matrix (EAM)

Managed Services PaaS – SaaS

? **?**

Private Cloud

IaaS – Native PaaS

Other procurement vehicles

SSC renders Services to departments

- ➢ **PaaS and SaaS** on the same procurement vehicle.

- ➢ **Native Pass** is a PaaS that is built on the IaaS provider infrastructure

- ➢ **Managed Services PaaS** is a PaaS provided by a provider that also provides the underlying components. It makes it stand alone like SaaS that does not need a landing zone to operate.
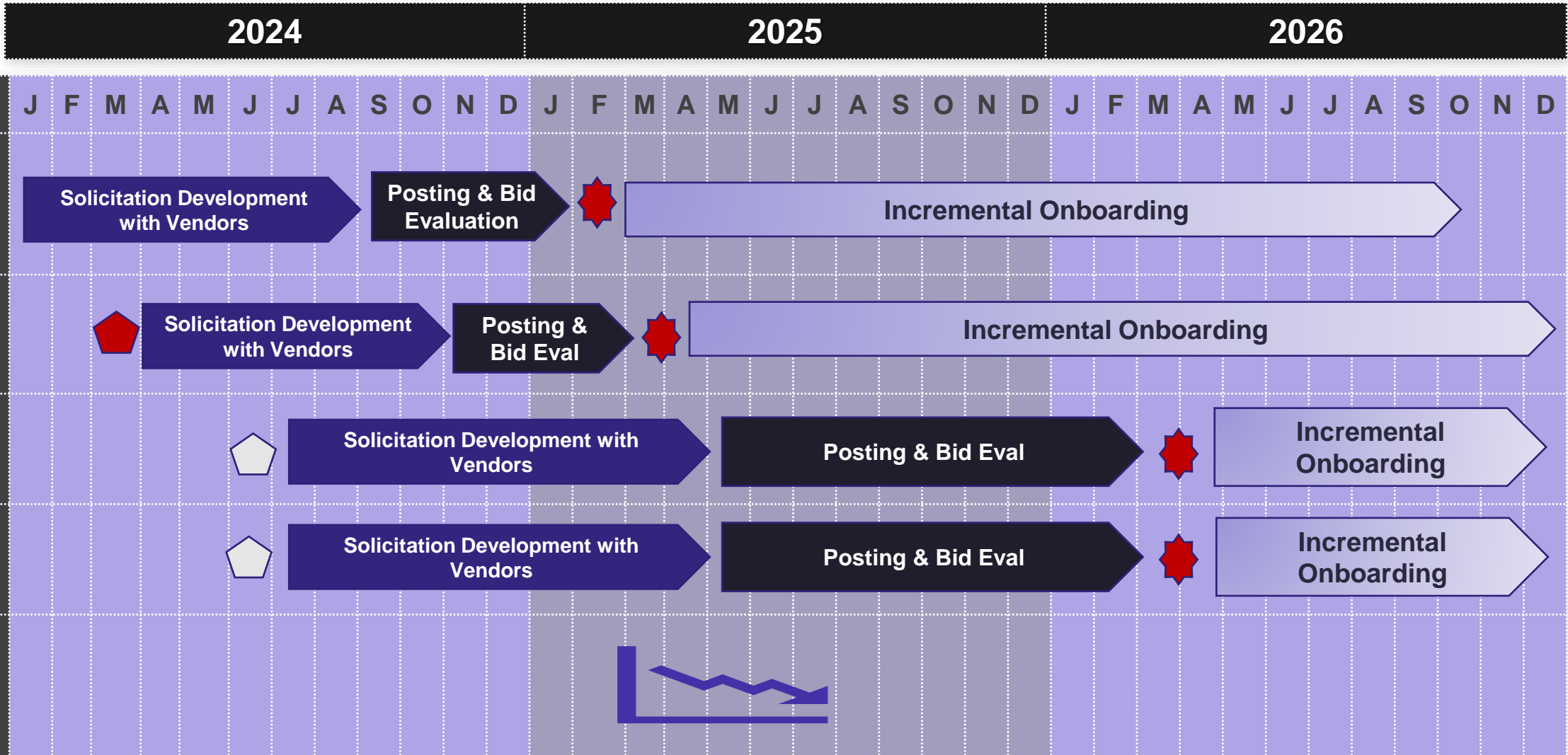
SSC Agile Procurement Process 3.0 Principles

We are uncovering better ways of developing solicitation by
doing it and helping others do it. Through this work we have come to value:

**Individuals and
interactions** over
processes and
documentation

**Working

solicitation**

over analysis paralysis

Vendor collaboration
over internal
prescriptive Design

**Responding
to change** over
following a detailed plan

An Agile Approach

Challenge Based Solicitation

- Focuses on resolving a problem and not prescribing the solution
- Gives industry the freedom to propose innovative solutions
- Technical and Contracting experts work together to develop a solicitation under the coaching of the agile procurement facilitator.

More effective engagement

- Relies on an Invitation to Refine process (ItR) and rules of engagement to integrate private sector feedback in the design of final solution.
- More fluid interactions between Canada and vendors under the ItR

Higher industry engagement

- Throughout the procurement process, favours demonstrations, proof of concepts and prototypes to increase industry engagement.

Responding to change

- Selection Process that is flexible and iterative and could adapt to change by finding flexibility within the procurement rules.
- A resulting scalable and evolving contract that can keep pace with industry innovation.

Purpose of the Request for Information (RFI)

Canada is launching this RFI to gather insight from industry regarding Hardware as a Service and Infrastructure as a Service Platform to help build a Private Cloud Solution.

The objectives of this RFI are to:

- Get feedback from industry to help Canada understand potential solutions to build a Private Cloud.

- Explore what industry has to offer regarding Hardware as a Service and Infrastructure as a Service Platform.

Initial Problem Statement

Canada lacks the ability to deploy dedicated IT infrastructure across Canada with agility, velocity, and capacity to scale up and down to advance its service delivery for Canadians.

Challenges

The following challenges limit Canada's capacity to resolve the problem:

a) The inability to address demand fluctuations and to scale on-premises services in a timely manner to meet departments business needs.

b) The inability to obtain additional infrastructure on-demand when utilization thresholds are reached in GC Data centres.

c) The inability to provide departments with cost predictability when using Cloud hosting solutions.

d) The inability of SSC to provide hosting solutions geographically located across Canada which limits disaster recovery options as well as distributed workload.

e) The inability to maintain full data sovereignty, where we have full control of our data storage and processing.

Private Cloud SSC Working Definitions

- **Hardware as a Service (HaaS)** is a subscription-based model that allows organizations to lease dedicated hardware infrastructure, such as servers, storage devices, networking equipment, and other physical components, from a service provider. Key benefits include the capacity to scale up and down in response to business needs.

- **Infrastructure as a Service (IaaS)** is the capability provided to the consumer to provision processing, storage, networks, and other fundamental computing resources where the consumer is able to deploy and run arbitrary software, which can include operating systems and applications. The consumer does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, and deployed applications; and possibly limited control of select networking components (e.g., host firewalls).

- **Infrastructure as a Service (IaaS) Platform** is a software solution that enables the delivery of Infrastructure as a Service (IaaS) services, such as virtual machines, block storage and networks, to end-users via self-service and automation.

Desired Outcome

The GC must continue to address the challenges of digital modernization and the risks of its aging IT systems.

For the initial phase, Canada will have:

- Nation-wide scalable dedicated IT infrastructure required to implement a private cloud solution to respond to fluctuating business requirements.

- Hardware and software solutions that will facilitate faster idea-to-value transformation.

- Robust security, and compliance mechanisms while ensuring cost predictability and value for Canada.

Desired Outcome - Continued

- The management and lifecycle of the hardware will be handled by the HaaS Service Provider through evergreening, ensuring technology keeps pace with advancements.

- The solution will enable:

  - Canada to accurately forecast and efficiently manage cloud service costs, ensuring enhanced financial transparency and predictability across government operations.

  - Automation and process optimization, further streamlining government operations and service delivery.

  - Continuous improvement of Canada's digital service delivery to meet its evolving needs, and commitments.

  - A robust framework for the protection and privacy of data.

What will be the security requirements associated with the future solicitation?

- SSC will be working with experts of CCCS and TBS Cyber Security to define and refine the security requirements

- It is the intention of the GC to host eventually up to secret workloads in the future solution

RFI Expectations and Outcome

- Canada's expectation of this RFI is to better understand:

  o What industry has to offer in relation to HaaS & IaaS Platform

  o GC consumption and deployment benefits and challenges

  o Industry best practices

  o What can be done to ensure a fair and successful procurement process

  o Industry questions and concerns about this initiative

- Expected results from this Request for Information (RFI):

  o Obtain industry insights to design the best possible procurement vehicle

Instructions to Respondents

Rules of engagement

- Respondents will find the rules of engagement in section 6 of the RFI. Respondents that wish to participate must accept the rules of engagement on the Response Form.

Written input

- Respondents are invited to provide concise and focused answers to questions on the RFI Response Form.

Instructions to Respondents - Continued

Video input (optional)

- The video input is to complement the written answers, respondents can provide additional information on the questions provided in this RFI, as well as add any other feedback you believe may help Canada refine this solicitation.

- Please note, the video should be **kept under 30 minutes**. Possible video feedback includes but are not limited to:

  1) Virtual presentation
  2) Showcase a demo
  3) Screen shots with oral feedback

- The video format must be MP4, MOV, or WMV.

Questions and Answers

We want your feedback!

[Access the Mural through this link](link)

Next Steps

1. RFI submission period closes Monday the 8th of April 2024 at noon EDT

2. Analyze RFI responses

3. Create and share a "what we heard report"

Enquiries regarding this RFI are to be submitted to:

PVRCloudServicesRCRs.DCCServicesinfonuagiquesARF@ssc-spc.gc.ca