ATIP Digital Services Update

Presentation to the ATIP Community

February 26, 2021

Overview

- Update on development of the ATIP Online Request Service
- Update on the procurement of the ATIP Request Process Software Solutions

ATIP Digital Services

The ATIP Digital Services team was created to support federal institutions to meet their obligations under Access to Information and Privacy legislation and associated policies. We continue to support you in digitizing your ATIP processes.

ATIP Online Request Service (AORS)

- Custom application developed to act as a communications portal between requesters and federal institutions subject to the Acts
- User tested and user-centred design
- First launched in 2018, it was designed to receive requests and process and refund payments for institution onboarded.
- The application was intended to be iterative and continues to evolve with new functionalities

ATIP Request Processing Software Solution (RPSS)

- Centralized procurement for preferred back office solutions to support institutional ATIP operations
- Multi-tiered contracting vehicle that will allow for a number of qualified vendors to provide software and services to institutions

ATIP Online Update

ATIP Online Request Service Evolution

AORS Version 2
Existing Functionality

- Request submission
- Payment/refund processing
- Electronic delivery to institution via secure email
- Artificial intelligence to help search summaries of previously released ATI requests, and direct requests
- All 270+ institutions under the ATIA and PA are easily discoverable

AORS Version 3 New
Functionality

- Sign-In Canada integration
- Multi-factor authentication

Requester:
- User accounts
- Request status and history
- Secure electronic receipt of completed responses

Institutions:
- Portal to manage institutional users
- Batch download of requests
- Secure electronic delivery of completed responses

The Evolution of the ATIP Online Request Service

Our approach in developing this platform is and will continue to be inclusive and iterative
We have engaged with users at every iteration.

AORS 3.0 is roughly 98% complete.

Completed
- ✓ Consultation and prototype testing with institutions with specified requirements
- ✓ Internal and external accessibility testing
- ✓ User experience testing with internal and external user groups before and during the pandemic
- ✓ Client Support integration with GC Key and Secure Key Concierge
- ✓ Plan to transition institutions from IRCC site
- ✓ Training of 10 pilot institutions as well as ATIP offices servicing 147 additional institutions

The last few steps
- ❑ Fix issues raised during final round of accessibility and external user testing
- ❑ Internal approvals
- ❑ Technical brief with stakeholders such as the media, OIC and OPC
- ❑ Soft launch of version 3 pilot with 10 institutions
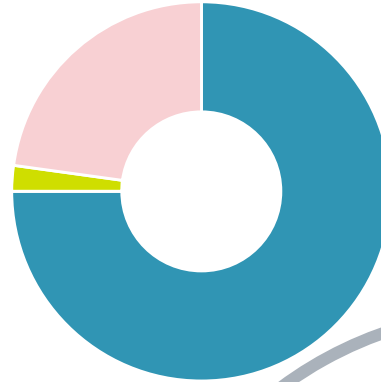- ❑ Full launch of version 3 for all institutions

AORS 3.0 Implementation Plan
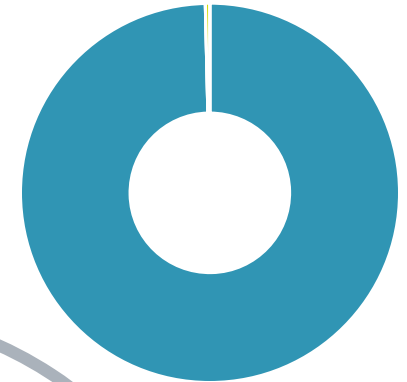
Number of Institutions
- ■ AORS 3
- ■ AORS 2
- ■ IRCC
- ■ None of the above
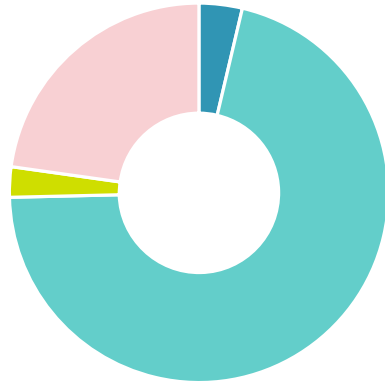
30-day Pilot

Within 30 days of Launch

By March 31, 2022

Two platforms will operate in parallel
- Request submission process will be based on target institution of the request

Version 3.0 Launch

Institution transition from v.2.0
- Institutions will transition to AORS 3.0 continuously
- AORS v.2.0 will shut down once 3.0 is in steady state

- 8 Institutions transition from IRCC pilot portal
- 63 Institutions not on any portal expected to join AORS

Universal adoption

Minor improvements identified during Pilot

ATIP Request Processing Software Solution Update

Challenges Overcome

- Need to do extensive consultations on the Requirements

- Much more inclusive around governance

- Extensive consultations on procurement methodology

- Two RFI processes to gain knowledge of available COTS solutions in order to maximize the likelihood of a productive procurement process

- Covid-19 has meant that:

  – The RFP poster was extended three times in order to allow for industry to be able to prepare and submit bids

  – More work for evaluators: PSPC and TBS continue to coordinate schedules while working remotely

  – Bidders require more time to respond to questions and requests for clarification

  – Delays in scheduling the Capabilities and Usability Evaluations (Product evaluations) with vendors due to lockdowns in multiple jurisdictions

Getting Ready for the Procurement Process

RFI #2
- August to September 2019
- 9 responses

One-on-One Sessions
- October to November 2019
- 8 Presentations

Round Table - What we heard
- November 2019
- Review of all presentations

Revised Procurement Strategy
- November 2019

Statement of Requirements Review and Draft RFP
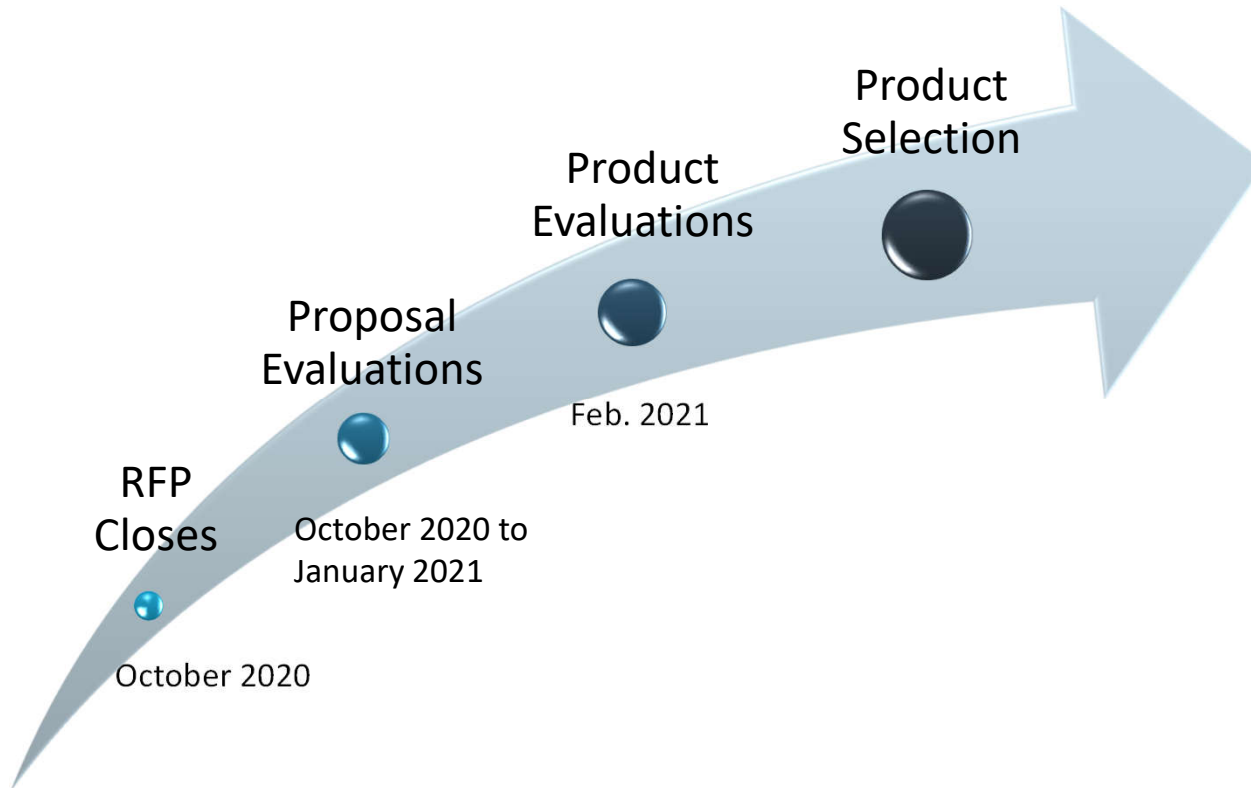- November 2019 to February 2020

Request for Proposal Poster
- July to October 2020

Bid Evaluations

Assessing of the Proposals and Selecting Solutions

Product Selection

Feb. 2021

Product Evaluations

Proposal Evaluations

October 2020 to January 2021

RFP Closes

October 2020

- As each institution has their own IT processes, you can start setting the ground work

- Two guidance documents have been made available on GCCollab to get you started:

  o Getting Ready for Procurement and Implementation – A Guide for Institutions

  o ATIP Software Procurement and Deployment Guide for Institutions

Gratitude to the team of Evaluators

- Rachelle Delage   Canadian Forces Morale and Welfare Services
- Lauren Butler   Library and Archives Canada
- Scott Liang   Department of National Defense
- Tyler Goff   Treasury Board Secretariat
- Alain Thériault   Public Services and Procurement Canada
- Mark Allen   Canada Revenue Agency
- Dominic Plourde (Lead)   Treasury Board Secretariat

In the Meantime

➢ For institution that have leveraged the FIRM – AccessPro contract (EN578-161893) for your ATIP software:

- ✓ Last year, PSPC negotiated a maintenance and support agreement with the vendor (Calytera) for three optional one-year periods
- ✓ This agreement allows institutions to continue maintenance and support for their existing AccessPro licenses until June 30, 2023

If you have any questions with regards to this extended agreement you may contact your contracting officer for more details.

Survey Questions for the ATIP Community

TBS will be seeking procurement and deployment information from the ATIP Community members.

This information will enable TBS to better target its support to the community in helping institutions with their procurement and deployment activities.

It's now time for a quick Slido poll:

1. What ATIP software is your institution currently using?

2. Which RPSS Tier are you looking to procure?

ATIP Digital Services Will Be There to Support

As the Business Owner for this procurement process, the Open Government Division - ATIP Digital Services team at TBS will continue to play a supporting role for institutions implementing the RPSS.

- Guidance documents on preparing for procurement and implementation have been published to GCcollab
- Product information sessions for institutions to gain better understanding of options
- ATIP Digital Services will act as the central coordinating office for system issues, improvements and requirements.

Stay Informed As We Move Forward

- More information available on the ATIP Digital Services group in GCCollab*
  (https://gccollab.ca/groups/profile/15497/)
- Join the group and signup for notifications for progress updates

If you have any specific questions, please do not hesitate to contact us by email at
ATIP-Web-AIPRP@tbs-sct.gc.ca.

* If you haven't activated your notifications in GCCollab we strongly urge you to activate this feature

Questions?

Thank you!