



Public Service Commission
of Canada

Commission de la fonction publique
du Canada

Canada

GC JOBS TRANSFORMATION

Industry Day
March 2020

Join at sli.do
industryday



Objectives for Industry Day

- Provide industry with a view of the current Recruitment landscape in the Government of Canada;
- Provide industry with information on how best to respond to the Agile Procurement Process; and
- Respond to questions and provide feedback.

Current Recruitment landscape in the GC

Background and context



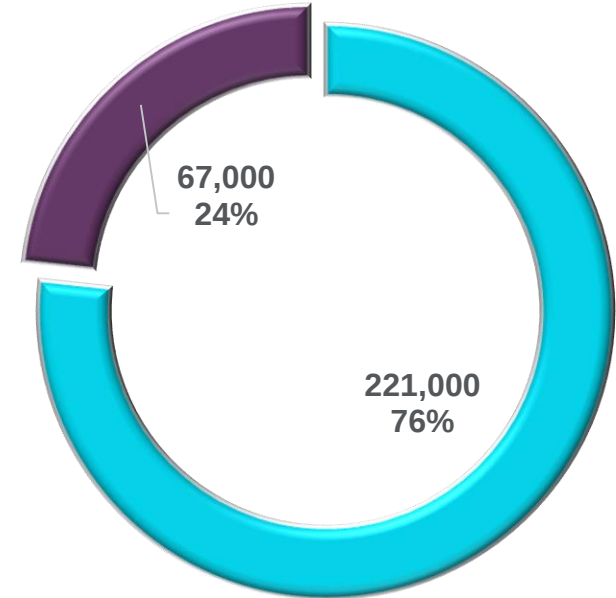
Federal Public Service in numbers

288,000

TOTAL FEDERAL PUBLIC SERVICE POPULATION

37,314,000

POPULATION OF CANADA

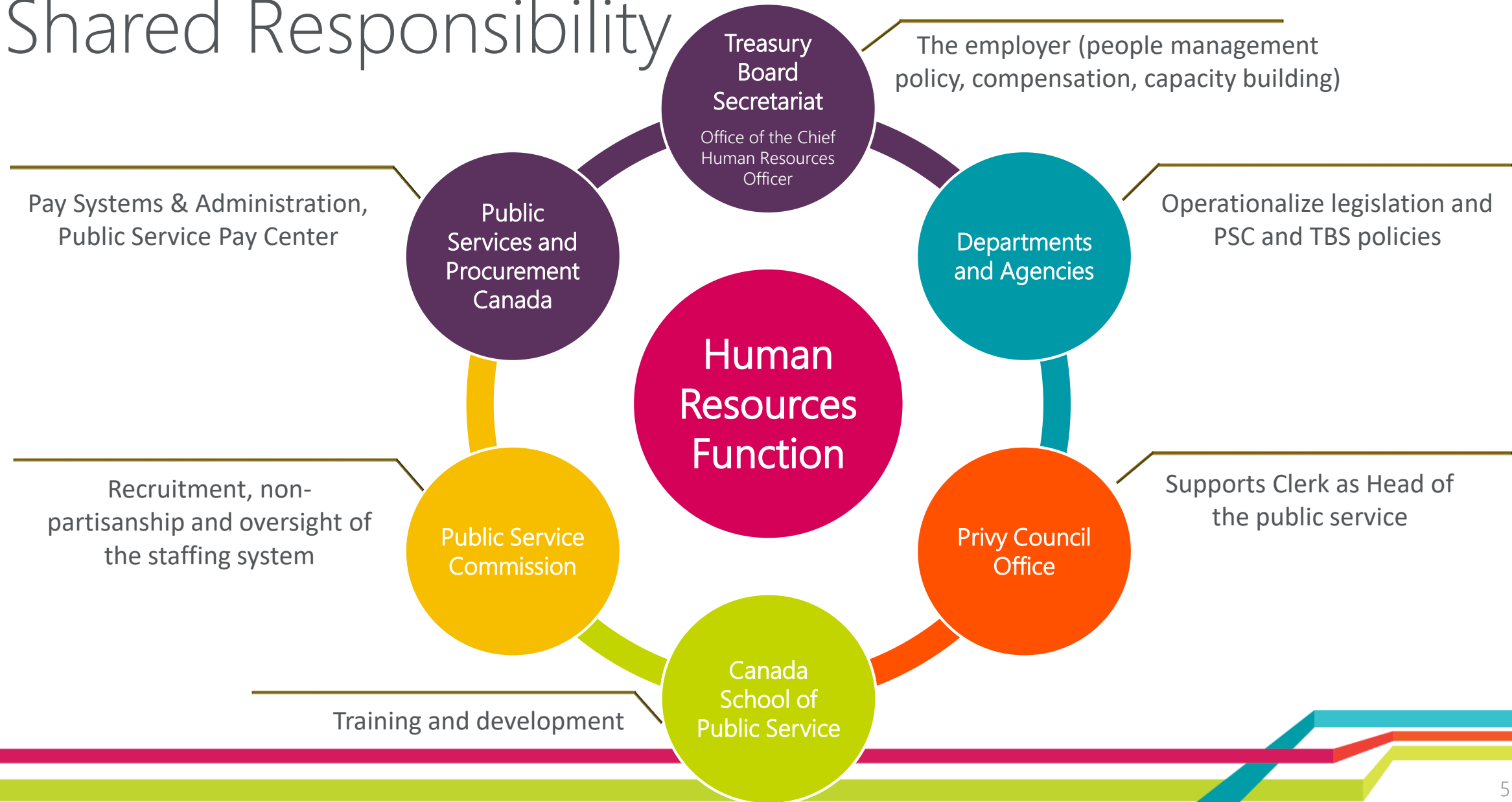


Public Service Employment Act (PSEA) population

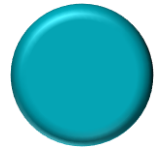
Non-PSEA population

- AS OF MARCH 2019
FIGURES ROUNDED TO
NEAREST 1,000

Human Resource Management – A Shared Responsibility



The Role of the PSC



Appointment Framework
PSEA, Policy and Regulations



**Recruitment Services
and Programs**



Non-Partisanship



Oversight



The PSC reports independently to Parliament on the health and integrity of the staffing system

PSC Recruitment Services and Programs

GC Jobs

- The federal public service recruitment platform

Central Recruitment Programs

- Student recruitment programs
- Graduate recruitment programs
- Inventories for future vacancies
- Aboriginal Centre of Expertise

Personnel Psychology Centre

- Standardized assessments and tests for selection and development
- Accommodations for people with special needs
- Guidance, expert advice and seminars on assessment
- Executive Counselling Services

Centralized GC Jobs Recruitment Model

Directly accessed by:

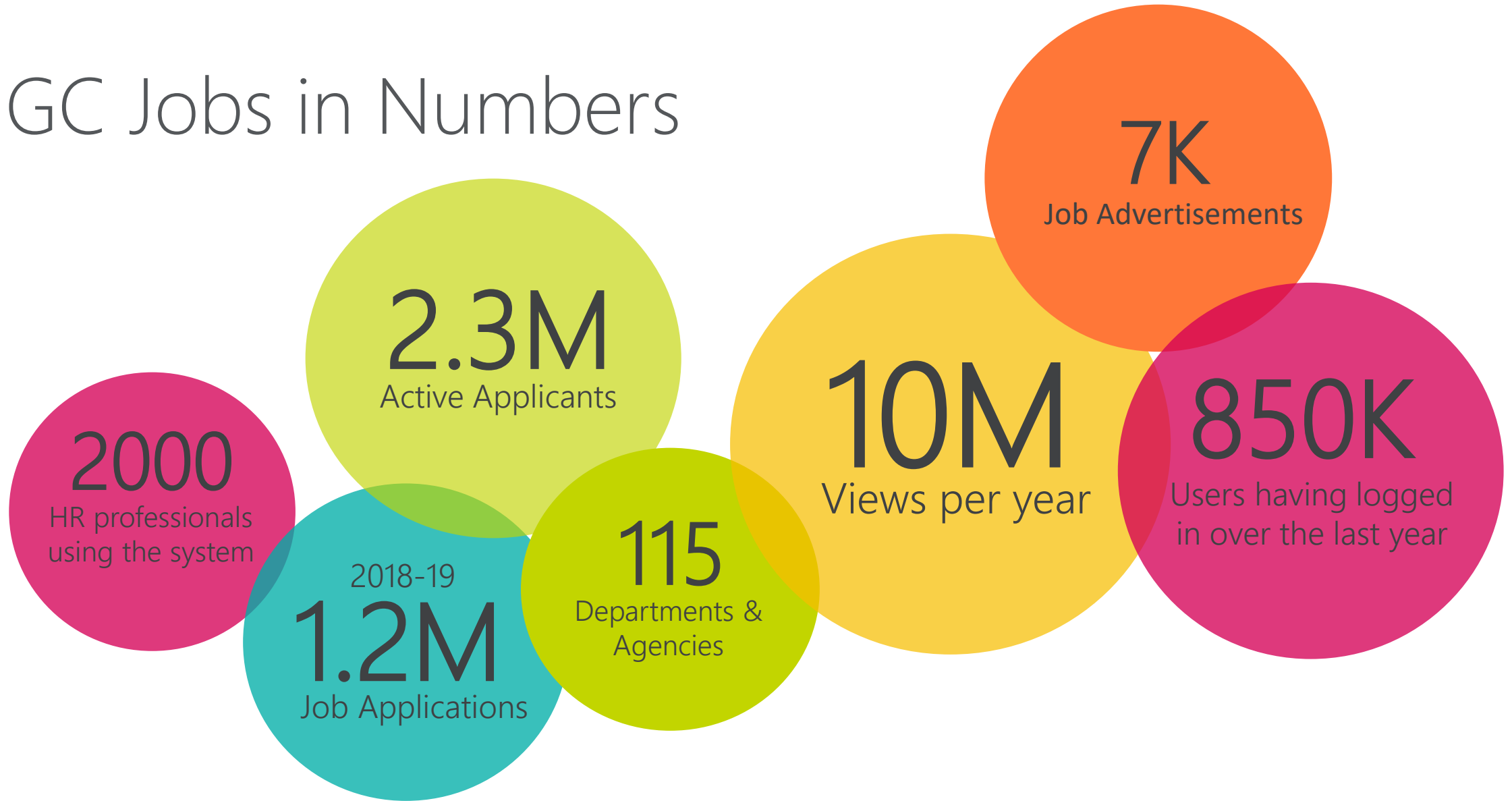


115 Departments and Agencies



2000 HR Professionals

GC Jobs in Numbers



Our challenge

Problem Statement

The current Public Service Resourcing System (PSRS) is not sustainable over the long-term. Its aging technology no longer reflects industry trends (e.g. for user experience) and cannot support recruitment in the digital age. It cannot adequately support flexible staffing and ensure quality and timely hires in a marketplace of intense competition for top talent.

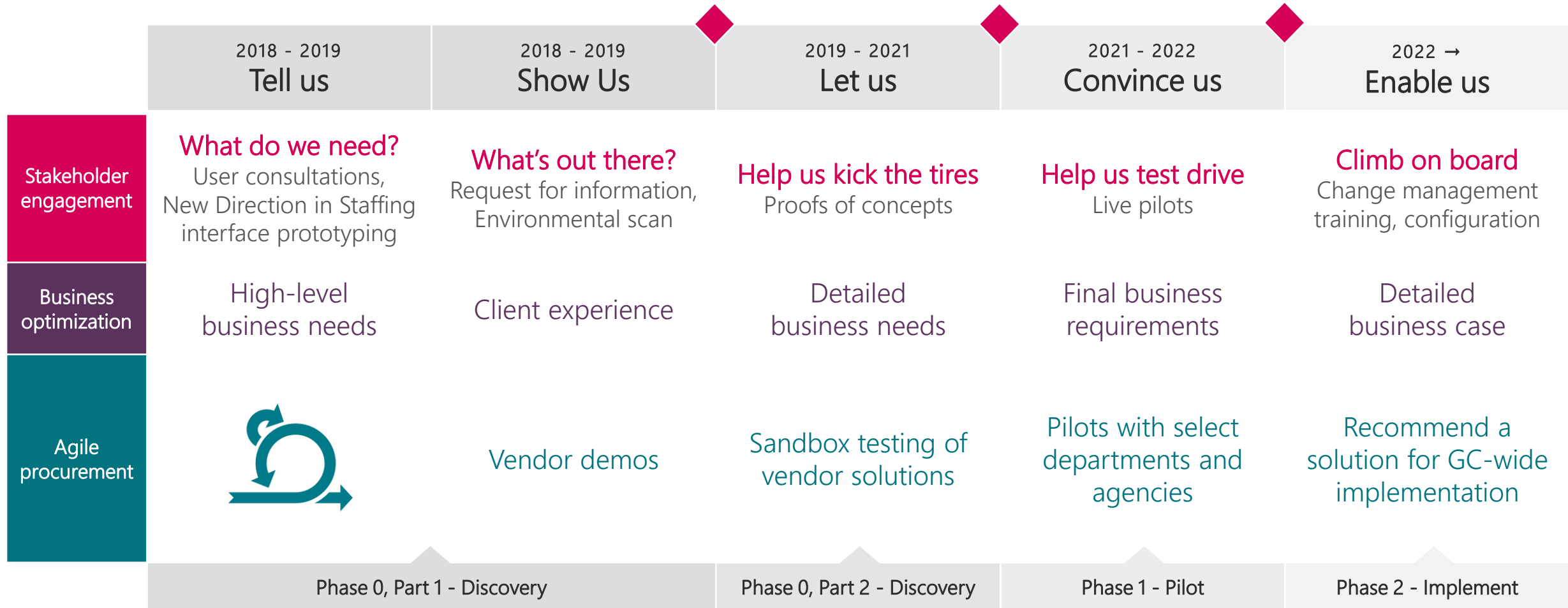
Our goal with GC Jobs Transformation

- To provide the GC with a flexible, innovative, inclusive and user-centric recruitment solution that attracts talent and meets the needs of job seekers, hiring managers and human resource professionals.

We envision a modern recruitment solution that provides:

- ✓ A seamless, intuitive experience for job seekers, hiring managers and HR professionals.
- ✓ All Canadians with a more direct and equitable means of searching for and applying to government jobs.
- ✓ Support to persons with priority entitlement, including medically-released veterans.
- ✓ A single solution that is suitable for all departments and agencies.
- ✓ Seamless interoperability with existing and future GC HR programs and systems.
- ✓ Alignment with digital principles of the GC to support the OneGC Digital Exchange Platform.
- ✓ Safeguarded and improved reporting to Parliament.

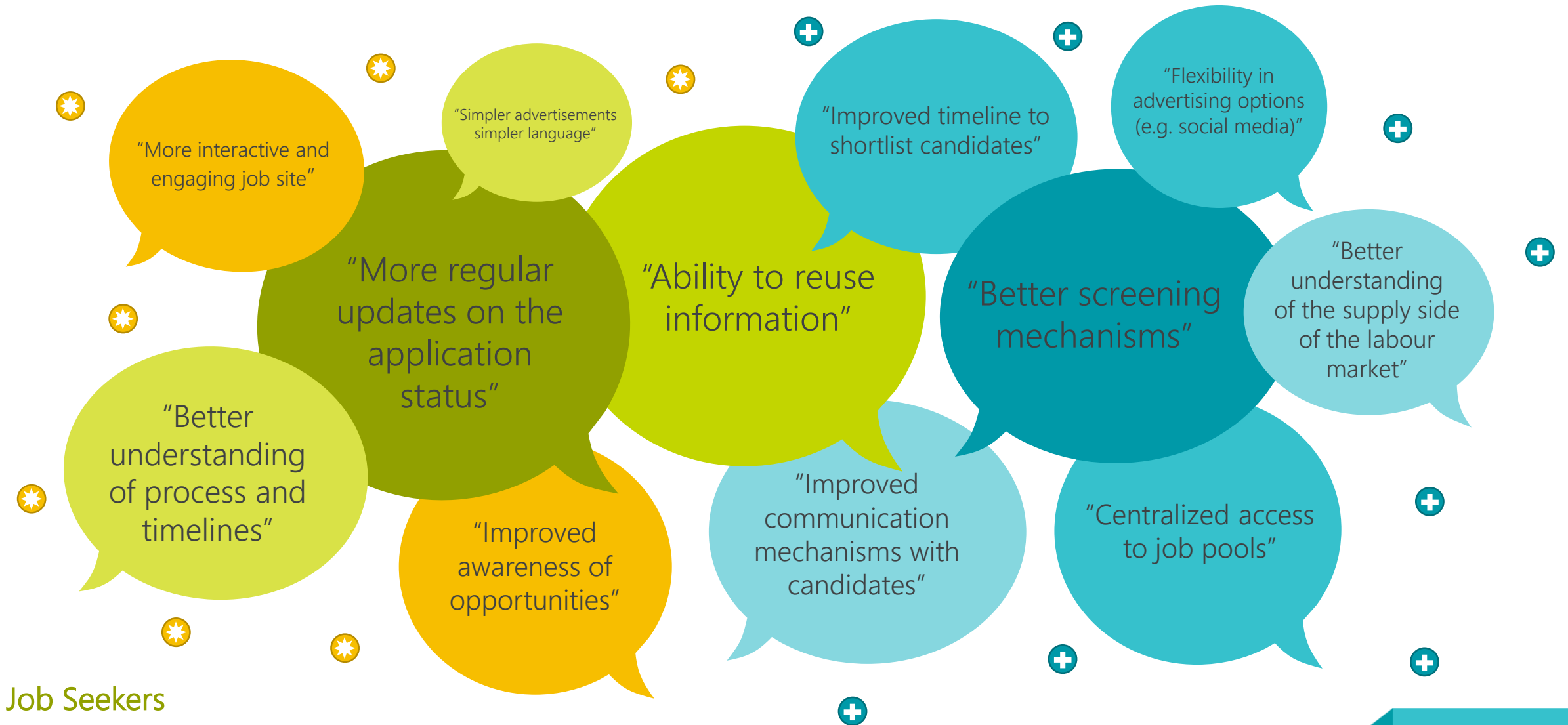
Our High-level Roadmap



◆ = Key Decision Points

What we've heard from users

Hiring Managers



Features we are interested in

Reusability of application and candidates' information in more than one hiring process

Multi-channel access
(**accessible on different devices**)

Reporting, monitoring and performance measurement

Job seeker's profile
(**applicant passport**)

Skills inventory

Communication tools

Services Centre and Contact Management
(**help desk and user support, etc.**)

Self-serve options
(**for all target groups**)

Collaborative space for HR and hiring managers

Labour market information

Status dashboards

Outreach options (**posting job opportunities on social media**)

Some key non-functional requirements

Must **scale in proportion** with changing volume requirements

Must **interoperate with other systems** through APIs

Must **meet government requirements** in terms of cybersecurity, information management, accessibility and bilingualism

Must **meet user expectations** in terms of speed and responsiveness

Must be **sufficiently configurable** to adapt to changes in the legislative environment

Responding to the Agile Procurement Process

Approach and next steps

Agile Procurement Principles



User Centric

Involve users in the design, testing and evaluation of solutions



Transparent

Documentation, criteria and progress reports are posted publically



Iterative

Inputs and requirements are reviewed and refined continuously throughout the process



Collaborative

Work with bidders and key business communities to achieve the best results



Lean

Maximize the amount of work not done



Evidence Based

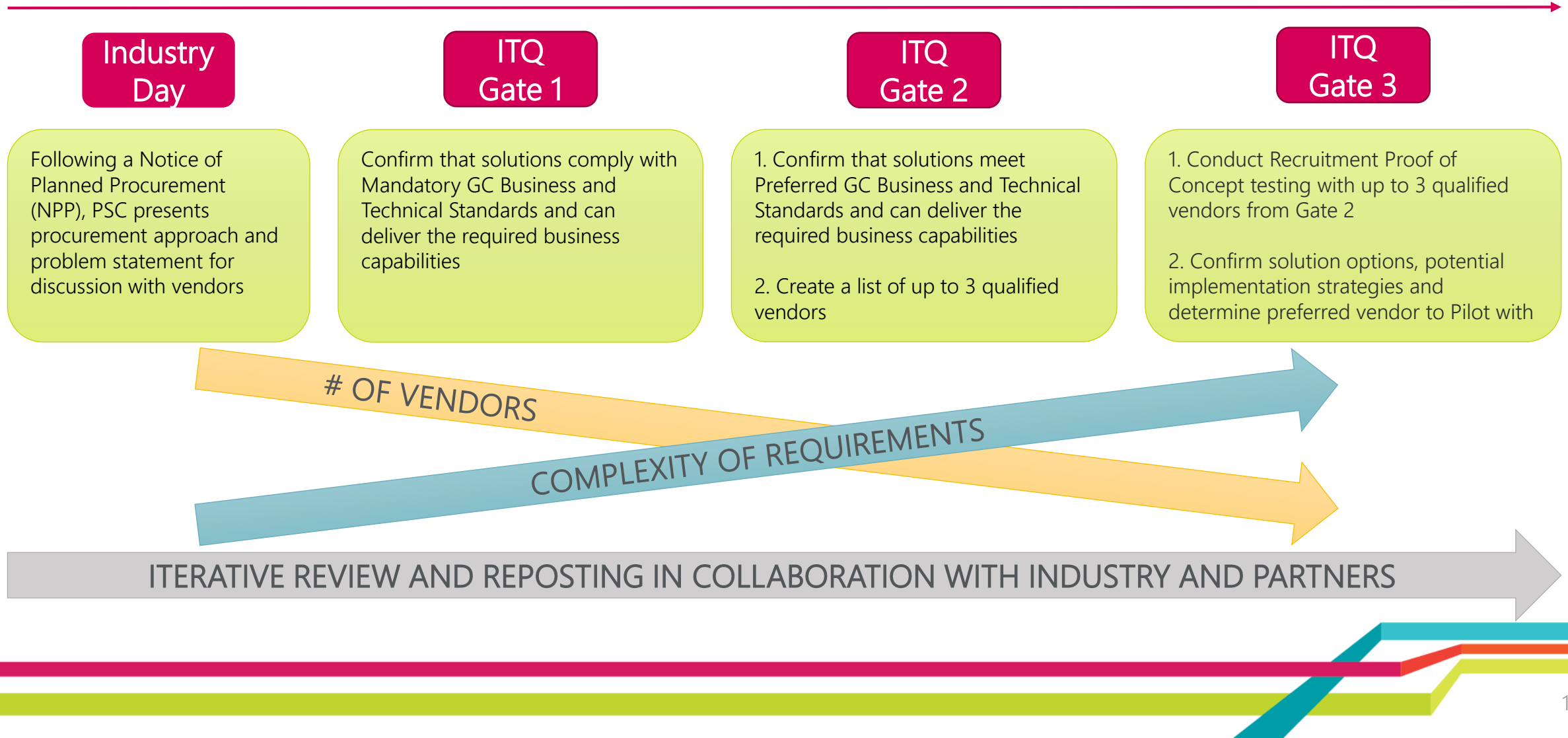
Evaluations at each gate focus on proof provided by bidders



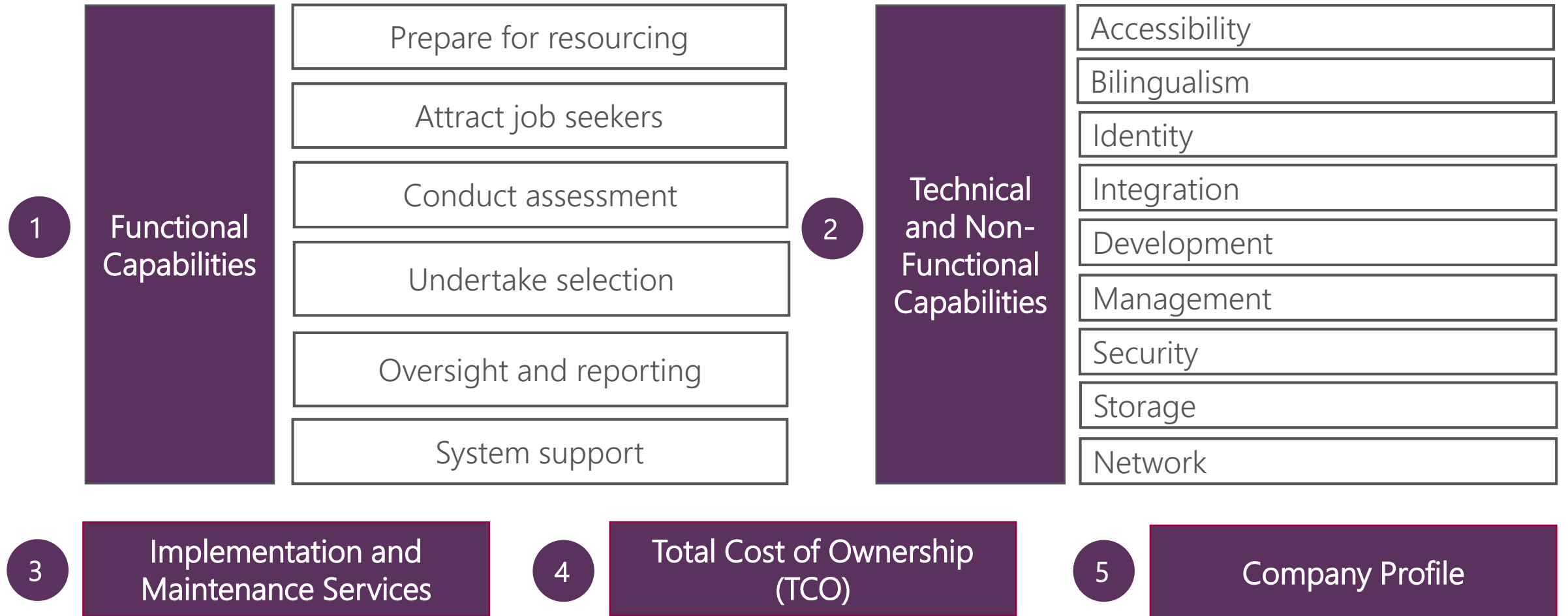
Forward Thinking

Evaluate solutions based on current proposals and their future roadmaps

GCJT Agile Procurement Strategy



Evaluation framework for PoC solutions



GC Recruitment Business Reference Model

1 Prepare for Resourcing				2 Attract Applicants			3 Conduct Assessment			4 Undertake Selection			5 Oversight & Monitoring			6 System Support (*)	
1.1 Define Staffing Needs	1.2 Define Recruitment Approach	1.3 Define Assessment Tools	1.4 Identify Persons with Priority Entitlement	2.1 Undertake Advertising	2.2 Manage Profile	2.3 Apply for a Job	3.1 Screen Job Seekers	3.2 Accommodate Job Seekers	3.3 Assess Job Seekers	4.1 Make Selection Decision	4.2 Conduct Notifications	4.3 Extend Employment Offer	5.1 Audit & Investigations	5.2 Reporting	5.3 Data Analytics	6.1 User Support	6.2 System Administration
1.1.1 Create Staffing File	1.2.1 Access Labour Market Information		1.4.1 Lookup PPE Inventory	2.1.1 Create Job Poster	2.2.1 Self-refer as a PPE	2.3.1 View Internal & External Jobs	3.1.1 Receive Screening Results	3.2.1 Request Accommodation Measures	3.3.1 Receive Notifications	4.1.1 Select Job Seeker for Appointment	4.2.1 Post Notification of Consideration	4.3.1 Generate Letter of Offer	5.1.1 Enable Staffing Audits	5.2.1 Ad hoc (configurable) Reports	5.3.1 Enable Web Analytics	6.1.1 Facilitate User Support	6.2.1 Assign Access Rights
1.1.2 Define Job Requirements	1.2.2 Manage Staffing Team			2.1.1 Publish Job Poster		2.3.2 Search for Jobs	3.1.2 Review Job Applications		3.3.2 Request Informal Discussion	4.1.2 Document Staffing Rationale	4.2.2 Post Notification of Proposed Appointment	4.3.2 Digitally Sign Letter of Offer	5.1.2 Access Audit Trail	5.2.2 Report on Staffing	5.3.2 Access Live HR Statistics		6.2.2 Configure Business Rules
	1.2.3 Access Existing Job Inventories			2.1.3 Publish to External Job Boards		2.3.3 Answer Job Screening Questions	3.1.3 Rate Job Requirements		3.3.3 Inform Job Seekers of Assessment Activities	4.1.3 Inform Job Seeker of Staffing Decision	4.2.3 Post Notification of Acting Appointment		5.1.3 Track Communications, Requests & Permissions	5.2.3 Report on Staffing Process			6.2.3 Configure Workflows
	1.2.4 Delegate Task to Staffing Team Member					2.3.4 Save/Retrieve Job Application			3.3.4 Self-Schedule Assessment Activities								6.2.4 Configure Information Management Rules
	1.2.5 Define Job Screening Questions					2.3.5 Submit Job Application			2.3.5 Manage Job Inventories								6.2.5 Connect with Programs
	1.2.6 Define Assessment Approach					2.3.6 View Job Application Status			2.3.6 Store/Display Assessment Results								6.2.6 Connect with Assessment Platform
						2.3.7 Provide Personal Information											6.2.7 Access to Raw Data
						2.3.8 Upload Documents											

LEGEND:

Business Function	Business functions evaluated in Gate 1	Business feature of interest in Gate 1	Business feature to be evaluated in future gates	Non-Functional and Technical Capabilities
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(*) The non-functional and technical requirements will be tested throughout the procurement process, including some in Gate 1.

ITQ – Gate 1 (Draft)

Gate Objectives

1. Confirm that solutions comply with Mandatory GC Business and Technical Standards and can deliver the required business capabilities

Key Evaluation Topics

Functional Capabilities:

- GC Recruitment Business capabilities

Technical and Non-Functional Capabilities:

- Compliance with official languages & accessibility requirements
- Solution robustness and scalability
- Solution identity management
- Solution architecture and interoperability (e.g. maturity and robustness of API library)
- Compliance with the Directive for Electronic Data Residency
- Compliant with security & privacy policies, standards and controls
- Availability of product for user testing (e.g. make an environment accessible to the GC)
- Compliance with the Cloud First standard through a SaaS offering

Implementation and Maintenance:

- Service levels and SLAs
- Knowledge management for releases (e.g. maintenance and support documentation, enhancement and new feature support)
- Flexibility of pricing

Total Cost of Ownership:

- Costing parameters and subscription model

Company Profile:

- Company qualifications, including client base
- Vendor references
- Recruitment solution product roadmap

Vendor Submission Package

- Product videos demonstrating required business capabilities and for user engagement
- Mandatory Criteria response and supporting evidence
- Technical documentation overviewing data model and workflows

ITQ – Gate 2 (Draft)

Gate Objectives

1. Confirm that solutions meet Preferred GC Business and Technical Standards and can deliver the required business capabilities
2. Create a list of up to 3 qualified vendors

Key Evaluation Topics

Functional Capabilities:

- Working solution available for user testing using mock data
- Key GC Recruitment capabilities

Technical and Non-Functional Capabilities:

- Compliance with official languages & accessibility requirements
- Multilingual standard and language toggle capability
- Quality of bilingualism – English and French
- Solution robustness and scalability
- Solution identity management
- Solution architecture and interoperability
- Compliant with security & privacy policies, standards and controls
- Demonstrate that Protected B certification process was initiated

Implementation and Maintenance:

- Solution configuration and flexibility versus customization
- Service levels and SLAs
- Support, communication and training
- Flexibility of Pricing

Total Cost of Ownership:

- Detailed costing proposal
- Cost estimate to conduct proof of concept sandbox testing

Company Profile:

- Recruitment Solution product roadmap
- Financial Viability

Vendor Submission Package

- Configured environment to test Recruitment business capabilities and for user engagement
- Rated Criteria response and supporting evidence
- Technical documentation overviewing data model and workflows

ITQ – Gate 3 (Draft)

Gate Objectives

1. Run recruitment proofs of concepts with up to 3 qualified vendors from Gate 2
2. Confirm solution options, potential pilot and implementation strategies

Key Evaluation Topics

Functional Capabilities:

- Test and evaluate all GC Recruitment business capabilities (both required and preferred) through PoC

Technical and Non-Functional Capabilities:

- Test and evaluate technical Compliance with preferred non-functional and technical requirements
- Compliance with official languages & accessibility requirements
- Solution robustness and scalability
- Solution Identity Management
- Solution architecture and interoperability
- Compliance with the Directive for Electronic Data Residency

Implementation and Maintenance:

- Service Model viability and operational sustainability
- Quality of proposed implementation strategy
- Support, communication and training

Total Cost of Ownership:

- Ongoing consulting, system integrator / vendor costs to maintain the solution
- Exit and repatriation costs
- Detailed implementation costs

Vendor Submission Package

- Configured environment to run recruitment proofs of concepts
- Mandatory/Rated Criteria response and supporting evidence
- Implementation plan with supporting organizational processes and frameworks around change, product and service management
- Technical documentation overviewing data model and workflows

Next Steps

- Please provide feedback on overall process and Gate 1 requirements
- If you have a proven, scalable modern recruitment solution that can meet our outlined criteria, please start preparing the following environments:
 - Generic demo environment to submit videos for Gate 1
 - GC configured sandbox to enable hands-on testing by GC Employees in Gate 2

Question and Answer Period

Q&A and how to stay connected

Question & Answer Period

The process for today's session:

- Go to sli.do and enter the event code: # **industryday**
- Submit your questions
- Once the Q&A starts, your questions will be displayed on the screen
- Our speakers will start by addressing the most voted questions
- Questions and Answers will be posted on Buyandsell.gc.ca

Next Steps:

- Publish draft criteria for Gate 1 – March 2020

Stay connected

- Keep watching us on Twitter, Facebook and Buy and Sell for updates on the procurement process



Buyandsell.gc.ca "GC Jobs Transformation"



#GCJobsTransformation #TransformationEmploisGC