Public Service Commission of Canada

Commission de la fonction publique du Canada

Canada

GC JOBS TRANSFORMATION

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industryday

Industry Day

March 2020

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
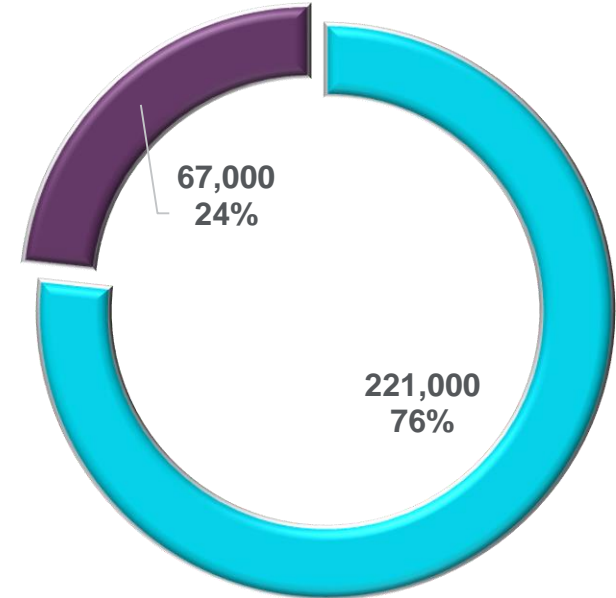
Background and context

Federal Public Service in numbers

288,000
TOTAL FEDERAL PUBLIC SERVICE POPULATION

37,314,000
POPULATION OF CANADA

67,000
24%

221,000
76%

- Public Service Employment Act (PSEA) population
- Non-*PSEA* population

- As of March 2019 Figures rounded to nearest 1,000

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Human Resource Management – A Shared Responsibility

Human Resources Function

Treasury Board Secretariat
Office of the Chief Human Resources Officer
— The employer (people management policy, compensation, capacity building)

Departments and Agencies
— Operationalize legislation and PSC and TBS policies

Privy Council Office
— Supports Clerk as Head of the public service

Canada School of Public Service
— Training and development

Public Service Commission
— Recruitment, non-partisanship and oversight of the staffing system

Public Services and Procurement Canada
— Pay Systems & Administration, Public Service Pay Center

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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

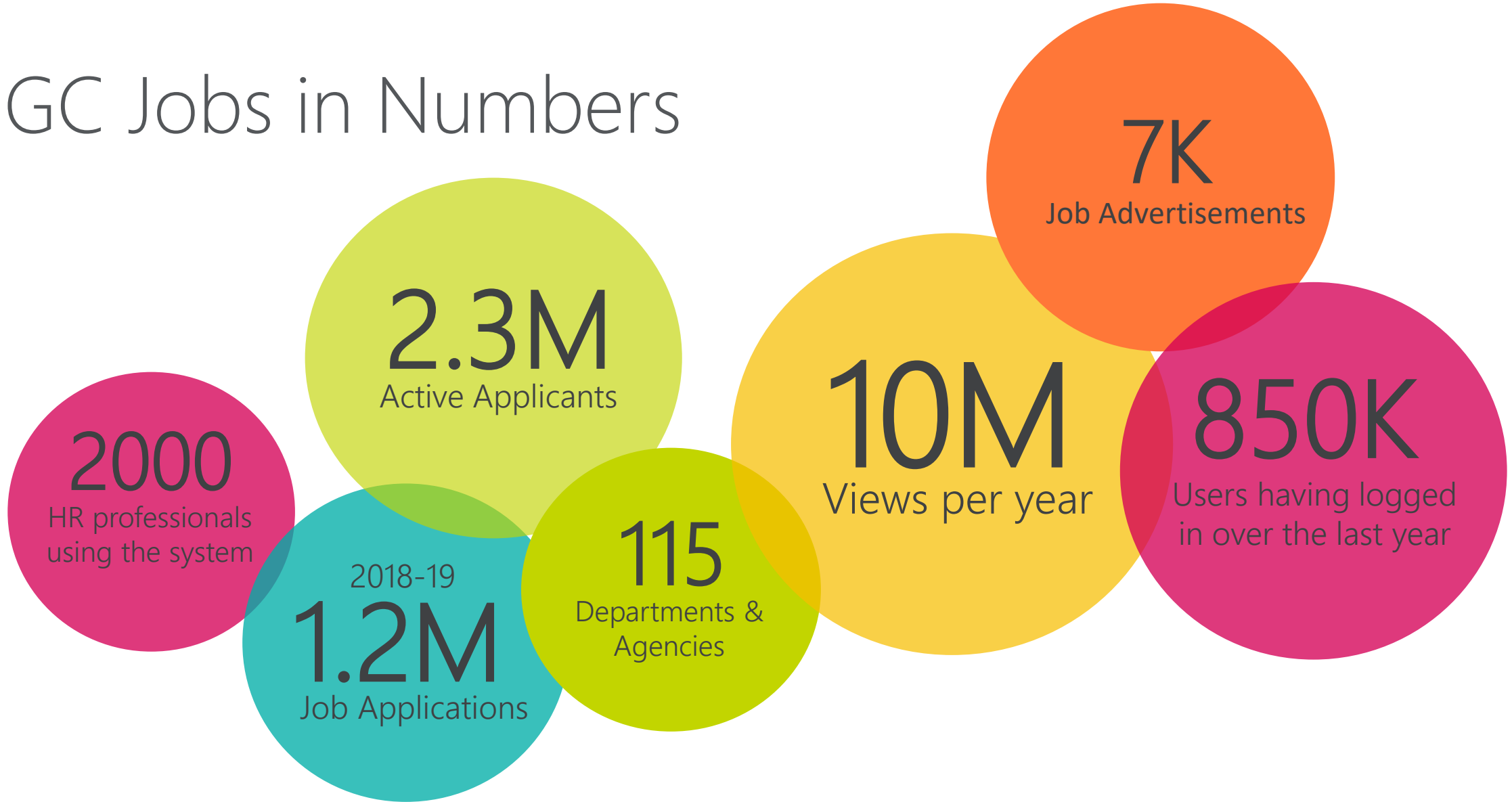# Centralized GC Jobs Recruitment Model

Directly accessed by:

115 Departments and Agencies

2000 HR Professionals

GC Jobs in Numbers

2000
HR professionals using the system

2.3M
Active Applicants

2018-19
1.2M
Job Applications

115
Departments & Agencies

10M
Views per year

7K
Job Advertisements

850K
Users having logged in over the last year

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.
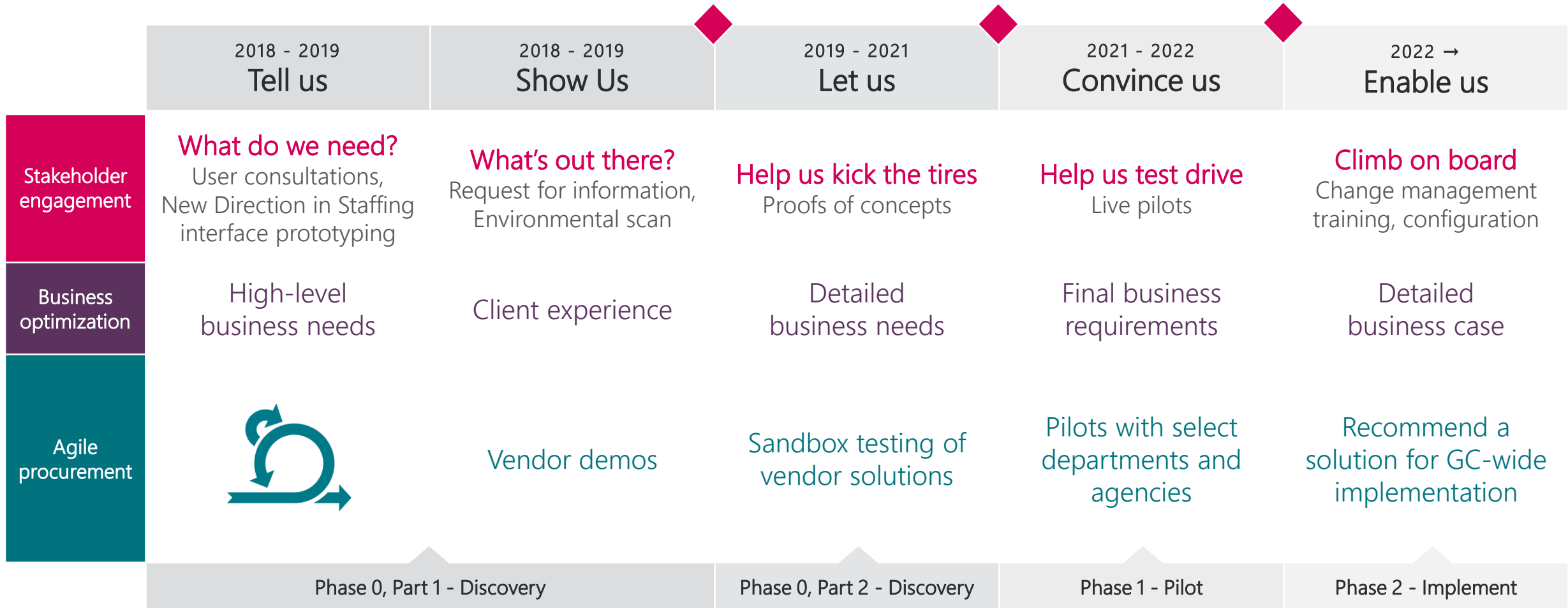
Our goal with GC Jobs Transformation

- 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.
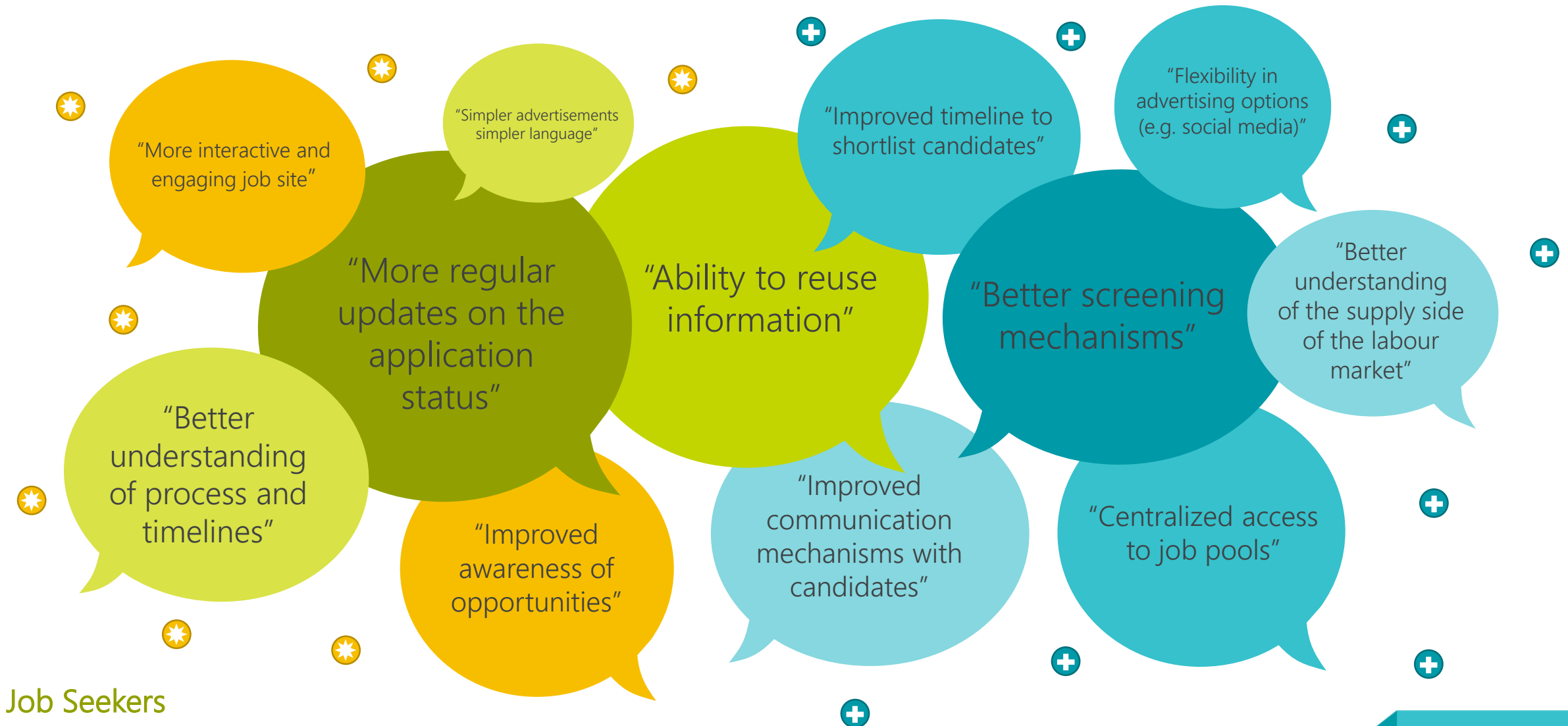
✓ Safeguarded and improved reporting to Parliament.

Our High-level Roadmap

	2018 - 2019 Tell us	2018 - 2019 Show Us	2019 - 2021 Let us	2021 - 2022 Convince us	2022 → Enable us
Stakeholder engagement	**What do we need?** User consultations, New Direction in Staffing interface prototyping	**What's out there?** Request for information, Environmental scan	**Help us kick the tires** Proofs of concepts	**Help us test drive** Live pilots	**Climb on board** Change management training, configuration
Business optimization	High-level business needs	Client experience	Detailed business needs	Final business requirements	Detailed business case
Agile procurement		Vendor demos	Sandbox testing of vendor solutions	Pilots with select departments and agencies	Recommend a solution for GC-wide implementation

Phase 0, Part 1 - Discovery	Phase 0, Part 2 - Discovery	Phase 1 - Pilot	Phase 2 - Implement

◆ = Key Decision Points

What we've heard from users

"More interactive and engaging job site"

"Simpler advertisements simpler language"

"Improved timeline to shortlist candidates"

"Flexibility in advertising options (e.g. social media)"

"More regular updates on the application status"

"Ability to reuse information"

"Better screening mechanisms"

"Better understanding of the supply side of the labour market"

"Better understanding of process and timelines"

"Improved awareness of opportunities"

"Improved communication mechanisms with candidates"

"Centralized access to job pools"

Job Seekers

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
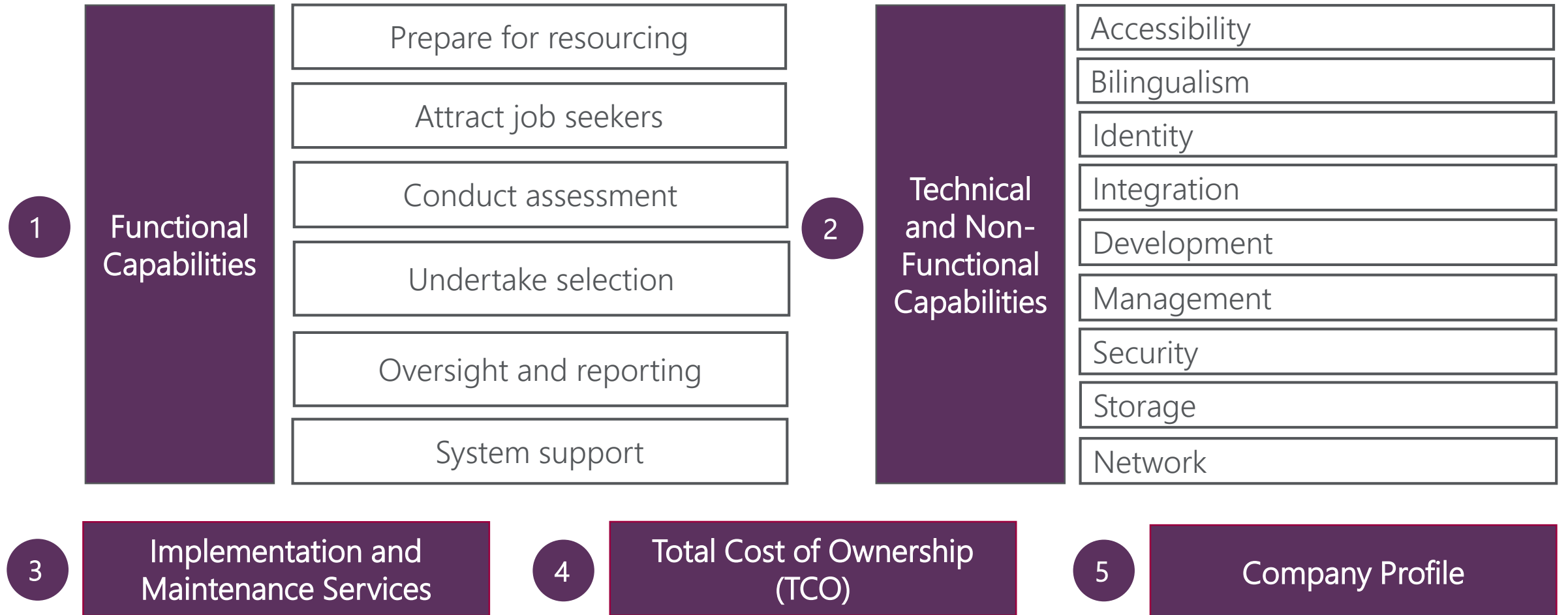Evaluations at each gate focus on proof provided by bidders

Forward Thinking
Evaluate solutions based on current proposals and their future roadmaps

GCJT Agile Procurement Strategy

Industry Day

Following a Notice of Planned Procurement (NPP), PSC presents procurement approach and problem statement for discussion with vendors

ITQ Gate 1

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

ITQ Gate 2

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

ITQ Gate 3

1. Conduct Recruitment Proof of Concept testing with up to 3 qualified vendors from Gate 2

2. Confirm solution options, potential implementation strategies and determine preferred vendor to Pilot with

OF VENDORS

COMPLEXITY OF REQUIREMENTS

ITERATIVE REVIEW AND REPOSTING IN COLLABORATION WITH INDUSTRY AND PARTNERS

Evaluation framework for PoC solutions

1 | Functional Capabilities

- Prepare for resourcing
- Attract job seekers
- Conduct assessment
- Undertake selection
- Oversight and reporting
- System support

2 | Technical and Non-Functional Capabilities

- Accessibility
- Bilingualism
- Identity
- Integration
- Development
- Management
- Security
- Storage
- Network

3 | Implementation and Maintenance Services

4 | Total Cost of Ownership (TCO)

5 | Company Profile

GC Recruitment Business Reference Model

1. Prepare for Resourcing

- **1.1 Define Staffing Needs**
  - 1.1.1 Create Staffing File
  - 1.1.2 Define Job Requirements
- **1.2 Define Recruitment Approach**
  - 1.2.1 Access Labour Market Information
  - 1.2.2 Manage Staffing Team
  - 1.2.3 Access Existing Job Inventories
  - 1.2.4 Delegate Task to Staffing Team Member
  - 1.2.5 Define job Screening Questions
  - 1.2.6 Define Assessment Approach
- **1.3 Define Assessment Tools**
- **1.4 Identify Persons with Priority Entitlement**
  - 1.4.1 Lookup PPE Inventory

2. Attract Applicants

- **2.1 Undertake Advertising**
  - 2.1.1 Create Job Poster
  - 2.1.1 Publish Job Poster
  - 2.1.3 Publish to External Job Boards
- **2.2 Manage Profile**
  - 2.2.1 Self-refer as a PPE
- **2.3 Apply for a Job**
  - 2.3.1 View Internal & External Jobs
  - 2.3.2 Search for Jobs
  - 2.3.3 Answer Job Screening Questions
  - 2.3.4 Save/Retrieve Job Application
  - 2.3.5 Submit Job Application
  - 2.3.6 View Job Application Status
  - 2.3.7 Provide Personal Information
  - 2.3.8 Upload Documents

3. Conduct Assessment

- **3.1 Screen Job Seekers**
  - 3.1.1 Receive Screening Results
  - 3.1.2 Review Job Applications
  - 3.1.3 Rate Job Requirements
- **3.2 Accommodate Job Seekers**
  - 3.2.1 Request Accommodation Measures
- **3.3 Assess Job Seekers**
  - 3.3.1 Receive Notifications
  - 3.3.2 Request Informal Discussion
  - 3.3.3 Inform Job Seekers of Assessment Activities
  - 3.3.4 Self-Schedule Assessment Activities
  - 2.3.5 Manage Job Inventories
  - 2.3.6 Store/Display Assessment Results

4. Undertake Selection

- **4.1 Make Selection Decision**
  - 4.1.1 Select Job Seeker for Appointment
  - 4.1.2 Document Staffing Rationale
  - 4.1.3 Inform Job Seeker of Staffing Decision
- **4.2 Conduct Notifications**
  - 4.2.1 Post Notification of Consideration
  - 4.2.2 Post Notification of Proposed Appointment
  - 4.2.3 Post Notification of Acting Appointment
- **4.3 Extend Employment Offer**
  - 4.3.1 Generate Letter of Offer
  - 4.3.2 Digitally Sign Letter of Offer

5. Oversight & Monitoring

- **5.1 Audit & Investigations**
  - 5.1.1 Enable Staffing Audits
  - 5.1.2 Access Audit Trail
  - 5.1.3 Track Communications, Requests & Permissions
- **5.2 Reporting**
  - 5.2.1 Ad hoc (configurable) Reports
  - 5.2.2 Report on Staffing
  - 5.2.3 Report on Staffing Process
- **5.3 Data Analytics**
  - 5.3.1 Enable Web Analytics
  - 5.3.2 Access Live HR Statistics

6. System Support (*)

- **6.1 User Support**
  - 6.1.1 Facilitate User Support
- **6.2 System Administration**
  - 6.2.1 Assign Access Rights
  - 6.2.2 Configure Business Rules
  - 6.2.3 Configure Workflows
  - 6.2.4 Configure Information Management Rules
  - 6.2.5 Connect with Programs
  - 6.2.6 Connect with Assessment Platform
  - 6.2.7 Access to Raw Data

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

(*) 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

Proposed Phase 0 Procurement Timeline
(Draft)
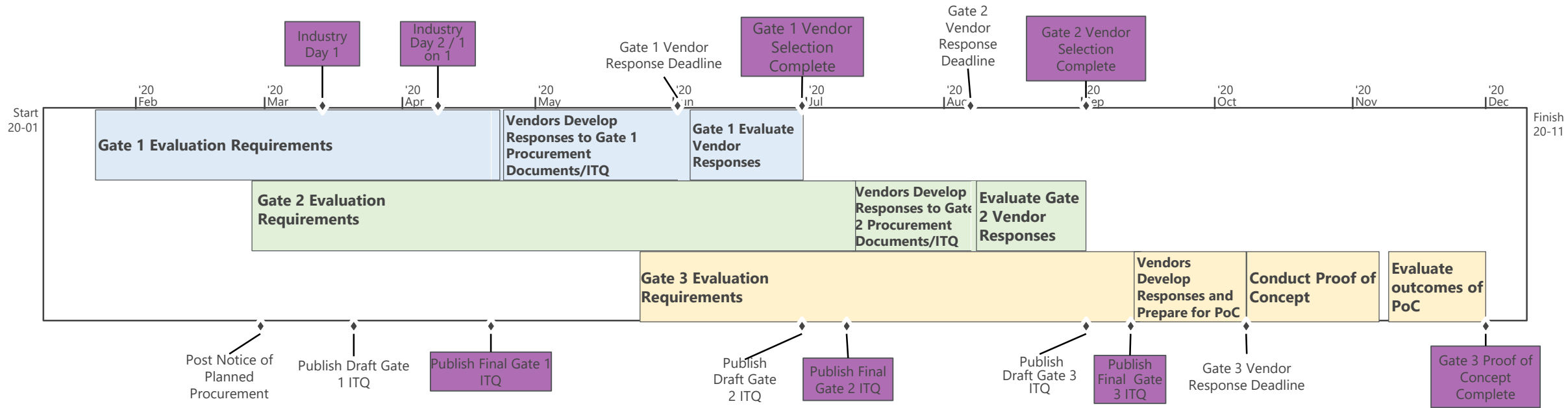
Next Steps

- 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