

**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**
11 Laurier St., / 11, rue Laurier
Place du Portage, Phase III
Core 0A1/Noyau 0A1
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Title - Sujet IT SERVICES SUPPLY CHAIN PROJECT		
Solicitation No. - N° de l'invitation 47060-136911/A		Date 2013-01-18
Client Reference No. - N° de référence du client 47060-136911		
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-615-25342		
File No. - N° de dossier 615el.47060-136911		CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-02-11		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>		
Address Enquiries to: - Adresser toutes questions à: Aubin, Marc A.		Buyer Id - Id de l'acheteur 627el
Telephone No. - N° de téléphone (819) 956-1436 ()		FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: See herein		

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Informatics Professional Services - EL Division/Services
professionnels en informatique - division EL
4C2, Place du Portage
Gatineau
Québec
K1A 0S5

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

BID SOLICITATION

**FOR CONTRACTS AGAINST A SUPPLY ARRANGEMENT FOR TASK
BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)**

**VARIOUS INFORMATICS PROFESSIONAL SERVICES CATEGORIES
AND LEVELS (SEE HEREIN)**

FOR

CANADA BORDER SERVICES AGENCY (CBSA)

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION
1.1 Introduction
1.2 Summary
1.3 Debriefings
PART 2 - BIDDER INSTRUCTIONS
2.1 Standard Instructions, Clauses and Conditions
2.2 Submission of Bids
2.3 Enquiries - Bid Solicitation
2.4 Applicable Laws
2.5 Improvement of Requirement During Bid Solicitation Period
2.6 Basis for Canada's Ownership of Material Subject to Copyright
2.7 Volumetric Data
PART 3 - BID PREPARATION INSTRUCTIONS
3.1 Bid Preparation Instructions
3.2 Section I: Technical Bid

3.3 Section II: Financial Bid
3.4 Section III: Certifications
PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION
4.1 Evaluation Procedures
4.2 Technical Evaluation
4.3 Financial Evaluation
4.4 Basis of Selection
PART 5 - CERTIFICATIONS
5.1 Certifications Precedent to Contract Award
5.2 Federal Contractors Program - Certification
5.3 Former Public Servant Certification
PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS
6.1 Security Requirement
6.2 Financial Capability
PART 1 - RESULTING CONTRACT CLAUSES
7.1 Requirement
7.2 [Option 1] Task Authorization (to be used if more than one Contract is awarded)
7.2 [Option 2] Task Authorization (to be used if only one Contract is awarded)
7.3 Minimum Work Guarantee
7.4 Standard Clauses and Conditions
7.5 Security Requirement
7.6 Contract Period
7.7 Authorities

7.8 Payment
7.9 Invoicing Instructions
7.10 Certifications
7.11 Applicable Laws
7.12 Copyright in Material
7.13 Priority of Documents
7.14 Foreign Nationals (Canadian Contractor)
7.14 Foreign Nationals (Foreign Contractor)
7.15 Insurance Requirements
7.16 Limitation of Liability - Information Management/Information Technology
7.17 Joint Venture Contractor
7.18 Professional Services - General
7.19 Safeguarding Electronic Media
7.20 Representations and Warranties
7.21 Access to Canada's Property and Facilities
7.22 Contractor's Identification Protocol Responsibility
7.23 Transition Services at end of Contract Period
7.24 Termination for Convenience
7.25 Handling of Personal Information

List of Annexes to the Resulting Contract:

Annex A	Basis of Payment
Annex B	Statement of Work (SOW)

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

47060-136911

File No. - N° du dossier

615el47060-136911

CCC No./N° CCC - FMS No/ N° VME

Appendix A to Annex B - Tasking Procedures
Appendix B to Annex B - Task Authorization (TA) Form
Appendix C to Annex B - Resource Assessment Criteria and Response Tables
Appendix D to Annex B - Certifications at the TA stage

Annex C Security Requirements Check List

List of Attachments to Part 3 (Bid Preparation Instructions):

- Attachment A: Financial Bid
- Attachment B: Bid Evaluation Criteria
- Attachment C: Bidder Form

BID SOLICITATION

**FOR CONTRACTS AGAINST A SUPPLY ARRANGEMENT FOR TASK-
BASED IN INFORMATICS PROFESSIONAL SERVICES (TBIPS)**

**VARIOUS INFORMATICS PROFESSIONAL SERVICES CATEGORIES
AND LEVELS (SEE HEREIN)**

FOR

CANADA BORDER SERVICES AGENCY (CBSA)

PART 1 - GENERAL INFORMATION

1.1 Introduction

This document states terms and conditions that apply to this bid solicitation. It is divided into seven parts plus annexes and attachments as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation and states that the Bidder agrees to be bound by the clauses and conditions contained in all parts of the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, if applicable, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The annexes include the basis of payment, the Statement of Work and its appendices and the Security Requirements Check List.

The attachments include the Bidder Form (Attachment C); the Bid Evaluation Criteria (Attachment B), the Financial Bid (Attachment A).

1.2 Summary

- (a) This bid solicitation is being issued to satisfy the requirement of the Canada Border Services Agency (CBSA) (the "Client") for Informatics Professional Services under the Task Based Informatics Professional Services (TBIPS) Supply Arrangement (SA) method of supply.
- (b) It is intended to result in the award of up to three contracts in each of the seven streams. Each Contract will purchase work from only one stream and will be for two years plus five one-year irrevocable options, allowing Canada to extend the term of the contract.
- (c) There is a security requirement associated with this requirement. For additional information, see Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "Security Requirements on PWGSC Bid Solicitations - Instructions for Bidders" document on the Departmental Standard Procurement Documents (<http://ssi-iss.tpsgc-pwgsc.gc.ca>) Website.
- (d) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Agreement on Internal Trade (AIT), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade Agreement (CCOLFTA), and the Canada-Panama Free Trade Agreement (CPANFTA) if it is in force.
- (e) Only TBIPS SA Holders currently holding a TBIPS SA for Tier 2 in the National Capital Region under the EN578-055605/D series of Supply Arrangements (SAs) are eligible to compete. The TBIPS Supply Arrangement EN578-055605/D is incorporated by reference and forms part of this bid solicitation, as though expressly set out in it, subject to any express terms and conditions contained in this bid solicitation. The capitalized terms not defined in this bid solicitation have the meaning given to them in the TBIPS SA.
- (f) Supply Arrangement (SA) Holders that are invited to compete as a joint venture must submit a bid as that joint venture SA holder and form no other joint venture to bid. Any joint venture must be already qualified under the SA #EN578-055605/D as that joint venture at the time of bid closing in order to submit a bid.
- (g) Below are the Categories of Personnel, divided per stream, that may be required on an as and when requested basis, in accordance with the TBIPS SA Annex "B":

STREAM 1 - Project Architecture

CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED
Application/Software Architect	Level 3	84
Systems Analyst	Level 3	42
Web Architect	Level 3	59
Business Architect	Level 3	25
Information Management (IM) Architect	Level 3	25
Technology Architect	Level 3	25
Enterprise Architect	Level 3	42
Technical Writer	Level 3	17

STREAM 2 - SAP

CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED PER YEAR
Application/Software Architect (SAP)	Level 3	25
ERP Functional Analyst (Solution Manager)	Level 2	8
ERP Programmer Analyst (SAP Security)	Level 2	8
ERP Programmer Analyst (ABAP)	Level 2	8
ERP Functional Analyst	Level 2	59
ERP Programmer Analyst (SAP Security)	Level 3	8

STREAM 3 - Project Management

CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED PER YEAR
Project Manager	Level 3	47
Project Manager	Level 2	17
Project Coordinator	Level 3	17

STREAM 4 - Network

CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED PER YEAR
Help Desk Specialist	Level 1	17
Help Desk Specialist	Level 2	8
Operations Support Specialist	Level 1	8
Operations Support Specialist	Level 2	17
Network Analyst	Level 2	8

STREAM 5 - Business

CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED PER YEAR
Business Analyst	Level 3	8
Business Consultant	Level 3	8

Business Process Re-Engineering Consultant	Level 3	8
Change Management Consultant	Level 3	34

STREAM 6 - Infrastructure

CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED PER YEAR
Information Management (IM) Architect	Level 3	8
Database Administrator	Level 3	34
Database Modeller/IM Modeller	Level 3	2
Technology Architect (Terminal Services)	Level 2	4
Technology Architect (Integrator)	Level 3	8
Technology Architect (Engineering)	Level 2	25
Technology Architect (Engineering)	Level 3	4
Tester	Level 2	42
Tester	Level 3	25
Application/Software Architect	Level 3	21

STREAM 7 - Common Services

CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED PER YEAR
Application/Software Architect	Level 3	59
Programmer Analyst (JAVA)	Level 2	42
Programmer Analyst (JAVA)	Level 3	168
Programmer Analyst (COBOL)	Level 3	126
Systems Analyst	Level 2	42
Systems Analyst	Level 3	76
Systems Analyst (COBOL)	Level 3	42

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

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615el47060-136911

CCC No./N° CCC - FMS No/ N° VME

1.3 Debriefings

After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be provided in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC).
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- (c) The 2003 (2012-11-19) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
 - (i) Delete: sixty (60) days
 - (ii) Insert: one hundred and eighty (180) days

2.2 Submission of Bids

- (a) Bids must be submitted only to Public Works and Government Services Canada Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to Public Works and Government Services Canada will not be accepted.

2.3 Enquiries - Bid Solicitation

- (a) All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

2.4 Applicable Laws

- (a) Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Note to Bidders: A bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

File No. - N° du dossier

615el47060-136911

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

47060-136911

CCC No./N° CCC - FMS No/ N° VME

Bidder. Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form.

2.5 Improvement of Requirement During Bid Solicitation Period

If bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

2.6 Basis for Canada's Ownership of Material Subject to Copyright

Canada has determined that certain Material subject to copyright arising from the performance of the work under the contract will vest in Canada, as per sub-section 6.5 of the Treasury Board Policy "Title to Intellectual Property Arising Under Crown Procurement". Examples of such Material (as such is described in the article titled "Copyright in Material" in these articles of agreement) include some of the Deliverables identified in article 6.0 of Annex B, the Statement of Work.

2.7 Volumetric Data

The data related to the approximate number of resources required has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage will be consistent with this data. It is provided purely for information purposes.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

- (a) **Copies of Bid:** Canada requests that Bidders provide their bid, for each stream, in separately bound sections as follows:

- (i) Section I: Technical Bid (4 hard copies and two soft copies on CD or DVD)
- (ii) Section II: Financial Bid (1 hard copy and one soft copy on CD or DVD)
- (iii) Section III: Certifications (1 hard copy and one soft copy on CD or DVD)

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

- (b) **Format of Bid:** Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (ii) use a numbering system that corresponds to the bid solicitation;
- (iii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, Bidder's name and address and contact information of its representative; and
- (iv) include a table of contents.

- (c) **Canada's Policy on Green Procurement:** In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process. See the Policy on Green Procurement which can be found at:
<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>

To assist Canada in reaching its objectives, bidders are encouraged to :

- (i) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- (ii) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

- (d) **Submission of Only One Bid from a Bidding Group:**

- (i) A single bid may contain proposals to be awarded a contract for one stream or many streams. However, a bid may not contain a proposal to be awarded more than one contract in any given stream.
- (ii) The submission of more than one bid from members of the same bidding group is not permitted in response to this bid solicitation. If the members of a bidding group participate in more than one bid Canada will set aside all the bids.
- (iii) For the purposes of this article, "**bidding group**" means all entities (whether those entities include one or more natural persons, corporations, partnerships, limited liability

partnerships, etc.) that are related to one another. Regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law, entities are considered "**related**" for the purposes of this bid solicitation if:

- (A) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
- (B) they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;
- (C) the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
- (D) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.

- (e) **Joint Venture Bids:** Except where expressly provided otherwise, at least one member of a joint venture Bidder must meet any given mandatory requirement of this bid solicitation. Joint venture members cannot pool their abilities to satisfy any single mandatory requirement of this bid solicitation. Wherever substantiation of a mandatory requirement is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. Any Bidder with questions regarding the way in which a joint venture bid proposal will be evaluated should raise such questions through the Enquiries process as early as possible during the bid solicitation period.

Example: A bidder is a joint venture consisting of members X, Y and Z. If a bid solicitation requires: (a) that the bidder have 3 years of experience providing maintenance services, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single requirement, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

3.2 Section I: Technical Bid

- (a) The technical bid consists of the following:
- (i) **Bid Submission Form:** Bidders are requested to include the Bidder Form - Attachment C with their bids. It provides a common form in which Bidders can provide information required for evaluation and contract award, such as a contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
 - (ii) **Substantiation of Technical Compliance:** The technical bid must substantiate the compliance with the specific articles of Attachment B, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the

requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Attachment B, where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

- (iii) **Customer Reference Contact Information:** The Bidder must provide customer references who must each confirm, when requested by Canada, the facts identified in the Bidder's bid, as specified in Attachment B. Bidders must complete both Appendix A and Appendix B of Attachment B for M2 of each stream. For each customer reference, the Bidder must, at a minimum, provide the name and either the telephone number or e-mail address for a contact person. Bidders are also requested to include the title of the contact person. If there is a conflict between the information provided by the customer reference and the bid, the information provided by the customer reference will be evaluated instead of the information in the bid. If the named individual is unavailable when required during the evaluation period, the Bidder may provide the name and contact information of an alternate contact from the same customer.
- (iv) **Corporate Profile:** The Bidder is requested to provide a corporate profile, which should include an overview of the Bidder and any subcontractors, and/or authorized agents of the Bidder that would be involved in the performance of the Work on the Bidder's behalf. The Bidder is requested to provide a brief description of its size, corporate structure, years in business, business activities, major customers, number of employees and their geographic presence. This information is requested for information purposes only and will not be evaluated.

3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with the Basis of Payment provided in Attachment A of this bid solicitation. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. Bidders must include a single, firm, all-inclusive per diem rate in Canadian dollars in each cell requiring an entry in the pricing tables.
- (b) The Bidder's proposed firm per diem rates for the initial contract period must not exceed those rates set out in Annex C to Part A Schedule of Per Diem Rates of the SA Holder's Supply Arrangement. SA Holders may offer a percentage discount on their per diem rates. The rates quoted for any option period must not be lower than the corresponding rate(s) quoted for the initial contract period. Failure to abide with this condition will result in a bid being considered non-responsive.
- (c) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option years. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- (d) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

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47060-136911

File No. - N° du dossier

615el47060-136911

CCC No./N° CCC - FMS No/ N° VME

or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

3.4 Section III: Certifications

Bidders must submit the certifications required under Part 5.

ATTACHMENT A**FINANCIAL BID****STREAM 1**

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Systems Analyst	3	
Web Architect	3	
Business Architect	3	
Information Management (IM) Architect	3	
Technology Architect	3	
Enterprise Architect	3	
Technical Writer	3	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Systems Analyst	3	
Web Architect	3	
Business Architect	3	
Information Management (IM) Architect	3	
Technology Architect	3	
Enterprise Architect	3	
Technical Writer	3	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Systems Analyst	3	
Web Architect	3	
Business Architect	3	
Information Management (IM) Architect	3	
Technology Architect	3	
Enterprise Architect	3	
Technical Writer	3	

FOR THE OPTION YEAR 3 (1 YEAR)		
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Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

47060-136911

615el47060-136911

Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Systems Analyst	3	
Web Architect	3	
Business Architect	3	
Information Management (IM) Architect	3	
Technology Architect	3	
Enterprise Architect	3	
Technical Writer	3	

FOR THE OPTION YEAR 4 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Systems Analyst	3	
Web Architect	3	
Business Architect	3	
Information Management (IM) Architect	3	
Technology Architect	3	
Enterprise Architect	3	
Technical Writer	3	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

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Client Ref. No. - N° de réf. du client

47060-136911

File No. - N° du dossier

615el47060-136911

CCC No./N° CCC - FMS No/ N° VME

FOR THE OPTION YEAR 5 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Systems Analyst	3	
Web Architect	3	
Business Architect	3	
Information Management (IM) Architect	3	
Technology Architect	3	
Enterprise Architect	3	
Technical Writer	3	

STREAM 2

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect (SAP)	3	
ERP Functional Analyst (Solution Manager)	2	
ERP Programmer Analyst (SAP Security)	2	
ERP Programmer Analyst (ABAP)	2	
ERP Functional Analyst	2	
ERP Programmer Analyst (SAP Security)	3	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect (SAP)	3	
ERP Functional Analyst (Solution Manager)	2	
ERP Programmer Analyst (SAP Security)	2	
ERP Programmer Analyst (ABAP)	2	
ERP Functional Analyst	2	
ERP Programmer Analyst (SAP Security)	3	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect (SAP)	3	
ERP Functional Analyst (Solution Manager)	2	
ERP Programmer Analyst (SAP Security)	2	
ERP Programmer Analyst (ABAP)	2	
ERP Functional Analyst	2	
ERP Programmer Analyst (SAP Security)	3	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

File No. - N° du dossier

615el47060-136911

Buyer ID - Id de l'acheteur

615el

CCC No./N° CCC - FMS No/ N° VME

47060-136911

FOR THE OPTION YEAR 3 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect (SAP)	3	
ERP Functional Analyst (Solution Manager)	2	
ERP Programmer Analyst (SAP Security)	2	
ERP Programmer Analyst (ABAP)	2	
ERP Functional Analyst	2	
ERP Programmer Analyst (SAP Security)	3	

FOR THE OPTION YEAR 4 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect (SAP)	3	
ERP Functional Analyst (Solution Manager)	2	
ERP Programmer Analyst (SAP Security)	2	
ERP Programmer Analyst (ABAP)	2	
ERP Functional Analyst	2	
ERP Programmer Analyst (SAP Security)	3	

FOR THE OPTION YEAR 5 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect (SAP)	3	
ERP Functional Analyst (Solution Manager)	2	
ERP Programmer Analyst (SAP Security)	2	
ERP Programmer Analyst (ABAP)	2	
ERP Functional Analyst	2	
ERP Programmer Analyst (SAP Security)	3	

STREAM 3

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Project Manager	3	
Project Manager	2	
Project Coordinator	3	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Project Manager	3	
Project Manager	2	
Project Coordinator	3	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Project Manager	3	
Project Manager	2	
Project Coordinator	3	

FOR THE OPTION YEAR 3 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Project Manager	3	
Project Manager	2	
Project Coordinator	3	

FOR THE OPTION YEAR 4 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Project Manager	3	
Project Manager	2	
Project Coordinator	3	

FOR THE OPTION YEAR 5 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Project Manager	3	
Project Manager	2	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

47060-136911

File No. - N° du dossier

615el47060-136911

CCC No./N° CCC - FMS No/ N° VME

Project Coordinator	3	
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STREAM 4

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Help Desk Specialist	1	
Help Desk Specialist	2	
Operation Support specialist	1	
Operation Support Specialist	2	
Network Analyst	2	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Help Desk Specialist	1	
Help Desk Specialist	2	
Operation Support specialist	1	
Operation Support Specialist	2	
Network Analyst	2	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Help Desk Specialist	1	
Help Desk Specialist	2	
Operation Support specialist	1	
Operation Support Specialist	2	
Network Analyst	2	

FOR THE OPTION YEAR 3 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Help Desk Specialist	1	
Help Desk Specialist	2	
Operation Support specialist	1	
Operation Support Specialist	2	
Network Analyst	2	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

47060-136911

615el47060-136911

FOR THE OPTION YEAR 4 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Help Desk Specialist	1	
Help Desk Specialist	2	
Operation Support specialist	1	
Operation Support Specialist	2	
Network Analyst	2	

FOR THE OPTION YEAR 5 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Help Desk Specialist	1	
Help Desk Specialist	2	
Operation Support specialist	1	
Operation Support Specialist	2	
Network Analyst	2	

STREAM 5

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Business Analyst	3	
Business Consultant	3	
Business Process Re-Engineering Consultant	3	
Change Management Consultant	3	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Business Analyst	3	
Business Consultant	3	
Business Process Re-Engineering Consultant	3	
Change Management Consultant	3	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Business Analyst	3	
Business Consultant	3	
Business Process Re-Engineering Consultant	3	
Change Management Consultant	3	

FOR THE OPTION YEAR 3 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Business Analyst	3	
Business Consultant	3	
Business Process Re-Engineering Consultant	3	
Change Management Consultant	3	

Solicitation No. - N° de l'invitation

47060-136911/A

Client Ref. No. - N° de réf. du client

47060-136911

Amd. No. - N° de la modif.

File No. - N° du dossier

615el47060-136911

Buyer ID - Id de l'acheteur

615el

CCC No./N° CCC - FMS No/ N° VME

FOR THE OPTION YEAR 4 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Business Analyst	3	
Business Consultant	3	
Business Process Re-Engineering Consultant	3	
Change Management Consultant	3	

FOR THE OPTION YEAR 5 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Business Analyst	3	
Business Consultant	3	
Business Process Re-Engineering Consultant	3	
Change Management Consultant	3	

STREAM 6

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Information Management (IM) Architect	3	
Database Administrator	3	
Database Modeller/IM Modeller	3	
Technology Architect (Terminal Services)	2	
Technology Architect (Integrator)	3	
Technology Architect (Engineering)	2	
Technology Architect (Engineering)	3	
Tester	2	
Tester	3	
Application/Software Architect	3	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Information Management (IM) Architect	3	
Database Administrator	3	
Database Modeller/IM Modeller	3	
Technology Architect (Terminal Services)	2	
Technology Architect (Integrator)	3	
Technology Architect (Engineering)	2	
Technology Architect (Engineering)	3	
Tester	2	
Tester	3	
Application/Software Architect	3	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Information Management (IM) Architect	3	
Database Administrator	3	
Database Modeller/IM Modeller	3	
Technology Architect (Terminal Services)	2	
Technology Architect (Integrator)	3	
Technology Architect (Engineering)	2	
Technology Architect (Engineering)	3	
Tester	2	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

47060-136911

615el47060-136911

Tester	3	
Application/Software Architect	3	

FOR THE OPTION YEAR 3 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Information Management (IM) Architect	3	
Database Administrator	3	
Database Modeller/IM Modeller	3	
Technology Architect (Terminal Services)	2	
Technology Architect (Integrator)	3	
Technology Architect (Engineering)	2	
Technology Architect (Engineering)	3	
Tester	2	
Tester	3	
Application/Software Architect	3	

FOR THE OPTION YEAR 4 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Information Management (IM) Architect	3	
Database Administrator	3	
Database Modeller/IM Modeller	3	
Technology Architect (Terminal Services)	2	
Technology Architect (Integrator)	3	
Technology Architect (Engineering)	2	
Technology Architect (Engineering)	3	
Tester	2	
Tester	3	
Application/Software Architect	3	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

47060-136911

File No. - N° du dossier

615el47060-136911

CCC No./N° CCC - FMS No/ N° VME

FOR THE OPTION YEAR 5 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Information Management (IM) Architect	3	
Database Administrator	3	
Database Modeller/IM Modeller	3	
Technology Architect (Terminal Services)	2	
Technology Architect (Integrator)	3	
Technology Architect (Engineering)	2	
Technology Architect (Engineering)	3	
Tester	2	
Tester	3	
Application/Software Architect	3	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

47060-136911

615el47060-136911

STREAM 7

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Programmer Analyst (JAVA)	2	
Programmer Analyst (JAVA)	3	
Programmer Analyst (COBOL)	3	
Systems Analyst	2	
Systems Analyst	3	
Systems Analyst (COBOL)	3	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Programmer Analyst (JAVA)	2	
Programmer Analyst (JAVA)	3	
Programmer Analyst (COBOL)	3	
Systems Analyst	2	
Systems Analyst	3	
Systems Analyst (COBOL)	3	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Programmer Analyst (JAVA)	2	
Programmer Analyst (JAVA)	3	
Programmer Analyst (COBOL)	3	
Systems Analyst	2	
Systems Analyst	3	
Systems Analyst (COBOL)	3	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

47060-136911

615el47060-136911

FOR THE OPTION YEAR 3 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Programmer Analyst (JAVA)	2	
Programmer Analyst (JAVA)	3	
Programmer Analyst (COBOL)	3	
Systems Analyst	2	
Systems Analyst	3	
Systems Analyst (COBOL)	3	

FOR THE OPTION YEAR 4 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Programmer Analyst (JAVA)	2	
Programmer Analyst (JAVA)	3	
Programmer Analyst (COBOL)	3	
Systems Analyst	2	
Systems Analyst	3	
Systems Analyst (COBOL)	3	

FOR THE OPTION YEAR 5 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Programmer Analyst (JAVA)	2	
Programmer Analyst (JAVA)	3	
Programmer Analyst (COBOL)	3	
Systems Analyst	2	
Systems Analyst	3	
Systems Analyst (COBOL)	3	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615e1

Client Ref. No. - N° de réf. du client

47060-136911

File No. - N° du dossier

615e147060-136911

CCC No./N° CCC - FMS No/ N° VME

ATTACHMENT B

BID EVALUATION CRITERIA

(See attached hereto)

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

47060-136911

615el47060-136911

ATTACHMENT C**BIDDER FORM**

BID SUBMISSION FORM		
Bidder's full legal name		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Bidder's Procurement Business Number (PBN) [see the <i>Standard Instructions 2003</i>]		
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Former Public Servants See the Article in Part 5 of the bid solicitation entitled Former Public Servant Certification for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"	
	Is the Bidder a FPS who received a lump sum payment under the terms of a work force reduction program? Yes ____ No ____ If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"	

<p>Federal Contractors Program for Employment Equity (FCP EE) Certification:</p> <p>If the bidder is exempt, please indicate the basis for the exemption to the right. If the bidder does not fall within the exceptions enumerated to the right, the Program requirements do apply and the bidder is required either to:</p> <p>(a) submit to the Department of HRSD form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or</p> <p>(b) submit a valid Certificate number confirming its adherence to the FCP-EE.</p> <p>Bidders are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation.</p> <p>For joint ventures, be sure to provide this information for each of the members of the joint venture.</p>	<p>On behalf of the bidder, by signing below, I also confirm that the bidder <i>[check the box that applies]</i>:</p>	
	<p>(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;</p>	
	<p>(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i>;</p>	
	<p>(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR</p>	
<p>Number of FTEs [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the bidder if it were awarded the Contract. This information is for information purposes only and will not be evaluated.]</p>		
<p>Security Clearance Level of Bidder <i>[include both the level and the date it was granted]</i></p>		
<p>On behalf of the bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> 1. The bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 		
<p>Signature of Authorized Representative of Bidder</p>		

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be evaluated in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.

- (b) An evaluation team composed of representatives of the Client and PWGSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) In addition to any other time periods established in the bid solicitation:
- (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
 - (ii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

4.2 Technical Evaluation

- (a) A separate technical evaluation will be conducted for each stream:

(i) **Mandatory Technical Criteria:**

Each bid will be reviewed to determine whether it meets the mandatory requirements of the bid solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified. The Mandatory evaluation criteria are described in Attachment B - Bid Evaluation Criteria.

(ii) **Point-Rated Technical Criteria:**

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The rated evaluation criteria are described in Attachment B - Bid Evaluation Criteria.

- (iii) **Reference Checks:** Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not allocate any points nor consider a mandatory criteria met unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Bidder by e-mail, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information

supplied by the Bidder, the information supplied by the reference will be the information evaluated. Points will not be allocated or a mandatory criteria considered as met if the reference customer is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder). Nor will points be allocated or a mandatory criteria considered as met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder. Crown references will be accepted.

(iv) **Number of Resources to be Evaluated:**

No resources will be evaluated as part of this bid solicitation. All proposed resources will be assessed once specific tasks are requested of the Contractor. After contract award, the Task Authorization process will be in accordance with Part 7 - Resulting Contract Clauses, Article 7.2 Task Authorization and Appendix C of Annex B. When a Task Authorization Form (TA Form) is issued, the Contractor will be requested to propose a resource to satisfy the specific requirement based on the TA Form's Statement of Work. The proposed resource will then be assessed against the criteria identified in the Contract's Statement of Work in accordance with Appendix C to Annex B.

4.3 Financial Evaluation

- (a) The financial evaluation will be conducted using the firm per diem rates provided by the responsive bid(s). A separate financial evaluation will be conducted for each stream.
- (b) There are two financial evaluation methods possible for this requirement. The first method will be used if 3 or more bids per stream are determined responsive (see 4.3 (c)), and the second method will be used if fewer than 3 bids per stream are determined responsive (see 4.3 (d)).
- (c) Financial Evaluation - Method 1: The following financial evaluation method will be used if 3 or more bids per stream are determined responsive:
- (i) **STEP 1 - DETERMINING THE LOWER AND UPPER MEDIAN BANDS FOR EACH PERIOD AND EACH RESOURCE CATEGORY PER STREAM:** The Contracting Authority will establish, for each period and each Resource Category of each stream, the median band limits based on the firm per diem rates provided by the technically responsive bids. For each period and each Resource Category of each stream, the median will be calculated using the median function in Microsoft Excel and will represent a range that encompasses the lower median rate to a value of minus (-) 20% of the median, and an upper median rate to a value of plus (+) 30% of the median. For information purposes, when an even number of technically responsive bids have been determined, an average of the middle two rates will be used to calculate the median band limits and for an odd number of technically responsive bids, the middle rate will be used.
- (ii) **STEP 2 - POINTS ALLOCATION:** For each period and each Resource Category of each stream, points will be allocated as follows:
- (A) A Bidder's proposed firm per diem rate that is either lower than the established lower median band limit or higher than the established upper median band limit for that period and Resource Category will be allocated 0 points.
- (B) A Bidder's proposed firm per diem rate falling within the upper and lower median band limits, for that period and Resource Category, will be allocated points using the following calculation, which will be rounded to two decimal places:
- | | | |
|---|---|----------------------------------|
| $\frac{\text{Lowest proposed firm per diem rate within the median band limits}}{\text{Bidder's proposed firm per diem rate}}$ | x | Points Assigned at Table 1 below |
|---|---|----------------------------------|

Within the median band limit

- (C) A Bidder's proposed firm per diem rate falling within the established median band limits and which is the lowest proposed firm per diem rate will be allocated the applicable points assigned at Table 1 below.

TABLE 1								
STREAM 1								
CATEGORY OF PERSONNEL	LEVEL	POINTS ASSIGNED						TOTAL
		INITIAL CONTRACT PERIOD	OPTION PERIOD 1	OPTION PERIOD 2	OPTION PERIOD 3	OPTION PERIOD 4	OPTION PERIOD 5	
Application/ Software Architect	3	240	120	120	120	120	120	840
Systems Analyst	3	120	60	60	60	60	60	420
Web Architect	3	169	85	85	85	85	85	594
Business Architect	3	71	36	36	36	36	36	251
Information Management (IM) Architect	3	71	36	36	36	36	36	251
Technology Architect	3	71	36	36	36	36	36	251
Enterprise Architect	3	120	60	60	60	60	60	420
Technical Writer	3	49	25	25	25	25	25	174
MAXIMUM FINANCIAL POINTS FOR STREAM 1								3,201
STREAM 2								
CATEGORY OF PERSONNEL	LEVEL	POINTS ASSIGNED						TOTAL
		INITIAL CONTRACT PERIOD	OPTION PERIOD 1	OPTION PERIOD 2	OPTION PERIOD 3	OPTION PERIOD 4	OPTION PERIOD 5	
Application/ Software Architect (SAP)	3	71	36	36	36	36	36	251
ERP Functional Analyst (Solution Manager)	2	23	12	12	12	12	12	83
ERP Programmer Analyst (SAP Security)	2	23	12	12	12	12	12	83
ERP Programmer Analyst (ABAP)	2	23	12	12	12	12	12	83
ERP Functional Analyst	2	169	85	85	85	85	85	594
ERP Programmer	3	23	12	12	12	12	12	83

Analyst (SAP Security)								
MAXIMUM FINANCIAL POINTS FOR STREAM 2								1,117
STREAM 3								
CATEGORY OF PERSONNEL	LEVEL	POINTS ASSIGNED						TOTAL
		INITIAL CONTRACT PERIOD	OPTION PERIOD 1	OPTION PERIOD 2	OPTION PERIOD 3	OPTION PERIOD 4	OPTION PERIOD 5	
Project Manager	3	120	60	60	60	60	60	420
Project Manager	2	49	25	25	25	25	25	174
Project Coordinator	3	49	25	25	25	25	25	174
MAXIMUM FINANCIAL POINTS FOR STREAM 3								768
STREAM 4								
CATEGORY OF PERSONNEL	LEVEL	POINTS ASSIGNED						TOTAL
		INITIAL CONTRACT PERIOD	OPTION PERIOD 1	OPTION PERIOD 2	OPTION PERIOD 3	OPTION PERIOD 4	OPTION PERIOD 5	
Help Desk Specialist	1	49	25	25	25	25	25	174
Help Desk Specialist	2	23	12	12	12	12	12	83
Operation Support specialist	1	23	12	12	12	12	12	83
Operation Support Specialist	2	49	25	25	25	25	25	174
Network Analyst	2	23	12	12	12	12	12	83
MAXIMUM FINANCIAL POINTS FOR STREAM 4								597
STREAM 5								
CATEGORY OF PERSONNEL	LEVEL	POINTS ASSIGNED						TOTAL
		INITIAL CONTRACT PERIOD	OPTION PERIOD 1	OPTION PERIOD 2	OPTION PERIOD 3	OPTION PERIOD 4	OPTION PERIOD 5	
Business Analyst	3	23	12	12	12	12	12	83
Business Consultant	3	23	12	12	12	12	12	83
Business Process Re-Engineering Consultant	3	23	12	12	12	12	12	83
Change Management Consultant	3	97	49	49	49	49	49	342
MAXIMUM FINANCIAL POINTS FOR STREAM 5								591
STREAM 6								

CATEGORY OF PERSONNEL	LEVEL	POINTS ASSIGNED						TOTAL
		INITIAL CONTRACT PERIOD	OPTION PERIOD 1	OPTION PERIOD 2	OPTION PERIOD 3	OPTION PERIOD 4	OPTION PERIOD 5	
Information Management (IM) Architect	3	23	12	12	12	12	12	83
Database Administrator	3	97	49	49	49	49	49	342
Database Modeller/IM Modeller	3	23	12	12	12	12	12	83
Technology Architect (Terminal Services)	2	11	6	6	6	6	6	41
Technology Architect (Integrator)	3	23	12	12	12	12	12	83
Technology Architect (Engineering)	2	71	36	36	36	36	36	251
Technology Architect (Engineering)	3	11	6	6	6	6	6	41
Tester	2	120	60	60	60	60	60	420
Tester	3	71	36	36	36	36	36	251
Application/ Software Architect	3	60	30	30	30	30	30	210
MAXIMUM FINANCIAL POINTS FOR STREAM 6								1,805
STREAM 7								
CATEGORY OF PERSONNEL	LEVEL	POINTS ASSIGNED						TOTAL
		INITIAL CONTRACT PERIOD	OPTION PERIOD 1	OPTION PERIOD 2	OPTION PERIOD 3	OPTION PERIOD 4	OPTION PERIOD 5	
Application/ Software Architect	3	169	85	85	85	85	85	594
Programmer Analyst (JAVA)	2	120	60	60	60	60	60	420
Programmer Analyst (JAVA)	3	480	240	240	240	240	240	1,680
Programmer Analyst (COBOL)	3	360	180	180	180	180	180	1,260
Systems Analyst	2	120	60	60	60	60	60	420
Systems Analyst	3	217	109	109	109	109	109	762
Systems Analyst (COBOL)	3	120	60	60	60	60	60	420

MAXIMUM FINANCIAL POINTS FOR STREAM 7 | 5,556

- (iii) **STEP 3 - TOTAL FINANCIAL SCORE:** Points allocated under STEP 2 for each period and Resource Category of each stream will be added together and rounded to two decimal places to produce the Total Financial Score. Bidders will find below an example of a financial evaluation using method 1.

TABLE 2**EXAMPLE OF A FINANCIAL EVALUATION USING METHOD 1**

Category of Personnel	Points Assigned	Bidder 1		Bidder 2		Bidder 3	
		Year 1	Year 2	Year 1	Year 2	Year 1	Year 2
Programmer	150 (75 pts. per year)	\$400.00	\$400.00	\$420.00	\$450.00	\$450.00	\$450.00
Business Analyst	100 (50 pts. per year)	\$600.00	\$600.00	\$600.00	\$620.00	\$650.00	\$820.00
Project Manager	50 (25 pts. per year)	\$555.00	\$900.00	\$750.00	\$800.00	\$700.00	\$800.00
TOTAL	300						

STEP 1 - ESTABLISHING THE LOWER AND UPPER MEDIAN BANDS FOR EACH PERIOD AND EACH CATEGORY OF PERSONNEL

- (Median 1) For the Programmer Category of Personnel, the year 1 median would be \$420.00. The lower median band limit would be \$336.00 and higher median band limit would be \$546.00.
- (Median 2) For the Programmer Category of Personnel, the year 2 median would be \$450.00. The lower median band limit would be \$360.00 and higher median band limit would be \$585.00.
- (Median 3) For the Business Analyst Category of Personnel, the year 1 median would be \$600.00. The lower median band limit would be \$480.00 and higher median band limit would be \$780.00.
- (Median 4) For the Business Analyst Category of Personnel, the year 2 median would be \$620.00. The lower median band limit would be \$496.00 and higher median band limit would be \$806.00.
- (Median 5) For the Project Manager Category of Personnel, the year 1 median would be \$700.00. The lower median band limit would be \$560.00 and higher median band limit would be \$910.00.
- (Median 6) For the Project Manager Category of Personnel, the year 2 median would be \$800.00. The lower median band limit would be \$640.00 and higher median band limit would be \$1,040.00.

STEP 2 - POINT ALLOCATION**Bidder 1:**

- Programmer Year 1 = 75 points (lowest rate within the lower and upper median band limits)
- Programmer Year 2 = 75 points (lowest rate within the lower and upper median band limits)
- Business Analyst Year 1 = 50 points (lowest rate within the lower and upper median band limits)
- Business Analyst Year 2 = 50 points (lowest rate within the lower and upper median band limits)
- Project Manager Year 1 = 0 points (outside the lower and higher median band limits)

Project Manager Year 2 = 22.22 points (based on the following calculation = (Lowest rate of \$800.00 / Bidder's proposed rate of \$900.00) Multiplied by 25 pts)

Bidder 2:

Programmer Year 1 = 71.43 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$420.00) Multiplied by 75 pts)

Programmer Year 2 = 66.67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts)

Business Analyst Year 1 = 50 points (lowest price within the lower and upper median band limits)

Business Analyst Year 2 = 48.39 points (based on the following calculation = (Lowest rate of \$600.00 / Bidder's proposed rate of \$620.00) Multiplied by 50 pts)

Project Manager Year 1 = 23.33 points (based on the following calculation = (Lowest rate of \$700.00 / Bidder's proposed rate of \$750.00) Multiplied by 25 pts)

Project Manager Year 2 = 25 points (lowest price within the lower and upper median band limits)

Bidder 3:

Programmer Year 1 = 66.67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts)

Programmer Year 2 = 66.67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts)

Business Analyst Year 1 = 46.15 points (based on the following calculation = (Lowest rate of \$600.00 / Bidder's proposed rate of \$650.00) Multiplied by 50 pts)

Business Analyst Year 2 = 0 points (outside the lower and higher median band limits)

Project Manager Year 1 = 25 points (lowest price within the lower and upper median band limits)

Project Manager Year 2 = 25 points (lowest price within the lower and upper median band limits)

STEP 3 - TOTAL FINANCIAL SCORE**Bidder 1**

75 + 75 + 50 + 50 + 0 + 22.22 = Total Financial Score of 272.22 points out of a possible 300 points

Bidder 2

71.43 + 66.67 + 50 + 48.39 + 23.33 + 25 = Total Financial Score of 284.82 points out of a possible 300 points

Bidder 3

66.67 + 66.67 + 46.15 + 0 + 25 + 25 = Total Financial Score of 229.49 points out of a possible 300 points

- (d) Financial Evaluation - Method 2: The following financial evaluation method will be used if less than 3 bids are determined responsive:

- (i) **STEP 1 - AVERAGE COMPARISON:** If up to two contracts may be awarded as a result of this solicitation, the following step 1 will be part of the evaluation where there exist only two bids that are determined to be otherwise responsive. If there is only one bid, this step will not occur.

For each bid, the rates provided per Resource Category within a stream will be added together, and that total will be divided by the total number of Resource Categories,

resulting in a Total Average Rate for the period. Once all the Total Average Rates are determined, Canada will determine the percentage difference between the two bids' Total Average Rates (the Delta Percentage) for each given period using the following formula: Subtract the lower Total Average Rate from the higher Total Average Rate, then divide the result by the lower Total Average Rate. (see example below). In the event that a Delta Percentage is greater than 30% for any given period, the bid that contained the higher Total Average Rate that generated that Delta Percentage will be considered non-responsive.

TABLE 3**EXAMPLE OF THE AVERAGE COMPARISON IN METHOD 2****STEP 1**

Resource Category	Bidder 1		Bidder 2	
	Year 1	Year 2	Year 1	Year 2
Programmer	\$800.00	\$800.00	\$850.00	\$900.00
Business Analyst	\$1,000.00	\$1,000.00	\$1,400.00	\$1,650.00
Project Manager	\$1,200.00	\$1,200.00	\$1,300.00	\$1,650.00
Total	\$3,000.00	\$3,000.00	\$3,550.00	\$4,200.00
Total Average Rate (Total divided by 3 Resource Categories)	\$1,000.00	\$1,000.00	\$1,183.33	\$1,400.00
lower	\$1,000.00	\$1,000.00		
higher			\$1,183.33	\$1,400.00
higher minus lower divided by lower equals a Delta Percentage			18.3%	40%

In the above example, Bidder 2 would be considered non-responsive because its bid contained a higher Total Average Rate that generated a Delta Percentage greater than 30%.

(ii) **STEP 2 - POINTS ALLOCATION:** For each period and each Resource Category, in each stream, points will be allocated as follows:

(A) Points will be established based on the following calculation, with points rounded to two decimal places:

$$\frac{\text{Lowest proposed firm per diem rate}}{\text{Bidder's proposed firm per diem rate}} \times \text{Maximum Points Assigned at Table 1 above}$$

(B) The Bidder with the lowest proposed firm per diem rate will be allocated the applicable maximum points assigned at Table 1 above.

(iii) **STEP 3 - TOTAL FINANCIAL SCORE:** Points allocated under STEP 2, for each period and each Resource Category, will be added together and rounded to two decimal places to produce the Total Financial Score.

(e) **Substantiation of Professional Services Rates:** In Canada's experience, Bidders will from time to time propose rates at the time of bidding for one or more Categories of Personnel that

they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates bid for professional services, Canada may, but will have no obligation to, require price support in accordance with this article. If Canada requests price support, it will be requested from all otherwise responsive Bidders who have proposed a rate that is at least 20% lower than the median rate bid by all responsive Bidders for the relevant Category or Categories of Personnel. If Canada requests price support, the following information is required:

- (i) an invoice (referencing a contract serial number) that shows that the Bidder has recently provided and invoiced a customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the relevant Category of Personnel, where those services were provided in the National Capital Region for at least three months within the twelve months prior to the bid solicitation closing date, and the fees charged were equal to or less than the rate offered to Canada;
- (ii) in relation to the invoice in (i), a signed contract or a letter of reference signed by the Bidder's client that includes at least 50% of the tasks listed in this bid solicitation's Statement of Work for the Category of Personnel being examined for an unreasonably low rate;
- (iii) in respect of each referenced contract, a resume for the resource that performed under that contract which shows that the resource would pass the Category of Personnel's mandatory criteria and achieve, if applicable, the required pass mark for the Category of Personnel's rated criteria; and
- (iv) the name, telephone number and, if available, e-mail address of the invoiced client for each of the resources invoiced, so Canada can verify any facts presented for the affected Category or Categories of Personnel.

Once Canada requests substantiation of the rates bid for any Category of Personnel, it is the sole responsibility of the Bidder to submit information (as described above and as otherwise may be requested by Canada, including information that would allow Canada to verify information with the resource proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid. If Canada determines that the information provided by the Bidder does not adequately substantiate the unreasonably low rates, the bid will be declared non-responsive.

4.4 Basis of Selection

- (a) The following selection process will be conducted for each stream:
 - (i) A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria and required pass marks for the point rated criteria identified in this bid solicitation to be declared responsive.
 - (ii) The responsive bid that obtains the highest Total Bidder Score will be recommended for award of a contract. The total possible Final Technical Score is 60 while the total possible Final Financial Score is 40.
 - (A) Calculation of Final Technical Score: For each stream the Final Technical Score will be computed for each responsive bid by converting the Total Technical Score obtained for the point-rated technical criteria using the following formula, rounded to 2 decimal places:

$$\frac{\text{Total Technical Score}}{\text{Maximum Technical Points (Bidders, please refer to the maximum technical points for each stream at Attachment B)}} \times 60 = \text{Final Technical Score}$$

- (B) Calculation of Final Financial Score: For each stream the Final Financial Score will be computed for each responsive bid by converting the Total Financial Score obtained for the financial evaluation using the following formula rounded to 2 decimal places:

$$\frac{\text{Total Financial Score}}{\text{Maximum Financial Points (Bidders, please refer to the maximum financial points for each stream)}} \times 40 = \text{Final Financial Score}$$

- (C) Calculation of the Total Bidder Score: For each stream the Total Bidder Score will be computed for each responsive bid in accordance with the following formula:

$$\text{Final Technical Score} + \text{Final Financial Score} = \text{Total Bidder Score}$$

- (iii) In the event of identical Total Bidder Scores occurring within a given stream, then the bid with the highest Final Financial Score will become the top-ranked bidder.
- (b) Where for a stream more than one contract is awarded, each contract issued for that particular stream will be issued with an amount of funding specified in the article titled "Limitation of Expenditure" calculated based on the following:
- (i) when one contract is awarded, the amount of the Limitation of Expenditure will be determined at Canada's discretion;
 - (ii) where two contracts are awarded, the amount of the Limitation of Expenditure of each contract will be determined in accordance with the following:
 - (A) the Bidder with the highest Total Bidder Score will receive 55% of the funding initially allocated to that stream; and
 - (B) the Bidder with the next highest Total Bidder Score will receive 45% of the funding initially allocated for that stream.
 - (iii) where three contracts are awarded, the amount of the Limitation of Expenditure of each contract will be determined in accordance with the following:
 - (A) the Bidder with the highest Total Bidder Score will receive 45% of the funding initially allocated to that stream;
 - (B) the Bidder with the next highest Total Bidder Score will receive 30% of the funding initially allocated for that stream; and
 - (C) the Bidder with the next highest Total Bidder Score will receive 25% of the funding initially allocated for that stream.
- (c) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.

PART 5 - CERTIFICATIONS

Compliance with the certifications Bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify Bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

5.1 Certifications Precedent to Contract Award

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted in accordance with the articles below.

The certifications listed below should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

5.2 Federal Contractors Program - Certification

- (a) The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.
- (b) Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the *Government Contract Regulations*. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to fewer than 100 employees. Any bids from ineligible contractors will be declared non-responsive.
- (c) If the Bidder does not fall within the exceptions enumerated in (d)(i) or (ii) below, or does not have a valid certificate number confirming its adherence to the FCP, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC.
- (d) Each bidder is requested to indicate in its bid whether it is:
 - (i) not subject to FCP, having a workforce of fewer than 100 permanent full or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada;
 - (ii) not subject to FCP, being a regulated employer under the *Employment Equity Act*, S.C. 1995, c. 44;
 - (iii) subject to the requirements of FCP, because it has a workforce of 100 or more permanent full or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada, but it has not previously obtained a certificate number from HRSD (because it has not bid before on requirements of \$200,000 or

more), in which case a duly signed certificate of commitment is required from the Bidder; or

- (iv) subject to FCP, and has a valid certification number (i.e., has not been declared an ineligible contractor by HRSDC).
- (e) Further information on the FCP is available on the following HRSD Website:
<http://www.hrsdc.gc.ca/eng/labour/equality/fcp/index.shtml>

Note to Bidders: Bidders are requested to use the Bid Submission Form to provide information about their status under this program. For a joint venture bidder, this information must be provided for each member of the joint venture.

5.3 Former Public Servant Certification

- (a) Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.
- (b) For the purposes of this clause,
 - (i) **"former public servant"** means a former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police and includes:
 - (A) an individual;
 - (B) an individual who has incorporated;
 - (C) a partnership made of former public servants; or
 - (D) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.
 - (ii) **"lump sum payment period"** means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.
 - (iii) **"pension"** means, in the context of the fee abatement formula, a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S. 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c. C-17, the *Defence Services Pension Continuation Act*, 1970, c. D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c. R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c. R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c. M-5, and that portion of pension payable to the *Canadian Pension Plan Act*, R.S., 1985, c. C-8.
- (c) If the Bidder is an FPS in receipt of a pension as defined above, the Bidder must provide the following information:
 - (i) name of former public servant;

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- (ii) date of termination of employment or retirement from the Public Service.
- (d) If the Bidder is an FPS who received a lump sum payment pursuant to the terms of a work force reduction program, the Bidder must provide the following information:
- (i) name of former public servant;
 - (ii) conditions of the lump sum payment incentive;
 - (iii) date of termination of employment;
 - (iv) amount of lump sum payment;
 - (v) rate of pay on which lump sum payment is based;
 - (vi) period of lump sum payment including start date, end date and number of weeks; and
 - (vii) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.
- (e) For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.
- (f) By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete

<p>Note to Bidders: Bidders are requested to provide the information required by this clause in their Bid Submission Form.</p>

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

- (a) Before award of a contract, the following conditions must be met:
 - (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (b) Canada will not delay the award of any contract to allow Bidders to obtain the required clearance.
- (c) For additional information on security requirements, Bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions to Bidders" document on the Departmental Standard Procurement Documents Website.
- (d) In the case of a joint venture Bidder, each member of the joint venture must meet the security requirements.

6.2 Financial Capability

- (a) SACC Manual clause A9033T (2011-05-16) Financial Capability applies; except that subsection 3 is deleted and replaced with the following: "If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder's financial capability because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the contract to the Bidder on the condition that the parent company grant a performance guarantee to Canada."
- (b) In the case of a joint venture Bidder, each member of the joint venture must meet the financial capability requirements

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses apply to and form part of any contract resulting from the bid solicitation.

7.1 Requirement

- (a) _____ (the "**Contractor**") agrees to supply to the Client with the Services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes providing professional services, as and when requested by Canada to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.
- (b) **Client:** Under the Contract, the "**Client**" is the Canada Border Services Agency (CBSA).
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to an Identified User in the Supply Arrangement is a reference to the Client. Also, any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract.

Note to Bidders: in accordance with the number of Contracts awarded as a result of this solicitation, one of the following two articles 7.2.'s will be included in the Contract.

7.2 Task Authorization (to be used if more than one Contract is awarded)

- (a) **As-and-when-requested Task Authorizations:** The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.
- (b) **Allocation of Task Authorizations:** More than one contract has been awarded for this requirement. As a result, the Task Authorizations issued under this series of contracts will be allocated in accordance with the following:
 - (i) At the time this series of contracts was awarded, each contractor was allocated an amount of funding as specified in the Limitation of Expenditure in respect of Task Authorizations based on the evaluation process described in the bid solicitation that resulted in the award of this series of contracts.
 - (ii) Canada will use a rotational method to allocate the Task Authorizations, where the rotation is based on the amount of funding remaining under each of the respective contracts.

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- (iii) Canada will send the first draft Task Authorization to the contractor with the greatest value of funding under its contract. If more than one contractor has the same value, it will be assigned to the contractor ranked first as determined under the evaluation process in the bid solicitation that resulted in the award of this series of contracts.
 - (iv) The contractor sent a draft TA will have the time set out further below under the sub-paragraph entitled "Contractor's Response to Draft Task Authorization" to respond to the Contracting Authority.
 - (v) If the contractor to whom the draft TA is first sent either fails to respond on time or confirms in writing that it refuses to perform the task, the draft TA will then be forwarded to the contractor with the next-greatest balance remaining of allocated funds.
 - (vi) The process of sending out a draft TA to the contractor with the greatest balance remaining of will continue until Canada either cancels the requirement for the task or it has been issued to one of the contractors. If none of the contractors can perform the task (in accordance with all the terms and conditions of this series of contracts), Canada may acquire the required Work by other means.
 - (vii) Once the Task Authorization is issued, the value of that Task Authorization (and the value of any subsequent amendment increasing or decreasing the value) will be subtracted from the funding allocated to that contractor.
 - (viii) When the next requirement to perform a task is identified, it will be sent to the contractor with the greatest balance remaining of allocated funds. If more than one contractor has the greatest balance remaining of allocated funds (i.e., several contractors have equal amounts of allocated funds), the draft TA will be sent to the contractor among them that ranked highest under the bid solicitation evaluation process. If any contract in this series of contracts is amended to add funding for Task Authorizations, all the remaining contracts (i.e., all contracts that have not previously been terminated) will be amended to add funding in amounts proportionate to the funding initially provided under each contract for Task Authorizations (e.g., if three contracts were awarded with \$2M, \$1M and \$750,000 in funding for Task Authorizations respectively, and \$200,000 is added to the first contract, then \$100,000 will be added to the second contract and \$75,000 will be added to the third).
- (c) **Process of Issuing a TA:** The processes for issuing, responding to, assessing and approving Task Authorizations are stated in Appendices A, B, C and D of Annex B.
 - (d) **Authority to Issue a TA:** Any TA with a value less than or equal to **(to be determined at Contract award)** (including GST/HST) may be issued by the Technical Authority. Any TA with a value greater than this amount must be issued directly by the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Technical Authority's authority to issue TAs at any time.
 - (e) **Charges for Work under a TA:** The Contractor must not charge Canada anything more than the price set out in the Task Authorization unless Canada has issued a TA amendment authorizing the increased expenditure. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before being incorporated into the Work.
 - (f) **Consolidation of TAs for Administrative Purposes:** The Contract may be amended from time to time to reflect all Task Authorizations issued and approved by the Contracting Authority to date, to document the Work performed under those TAs for administrative purposes.
 - (g) **Period of Services:** No Task Authorizations may be entered into after the expiry date of the Contract.

(h) Periodic Usage Reports:

(i) The Contractor must compile and maintain records on its provision of services to the federal government under authorized TAs issued under the Contract. The Contractor must provide this data to Canada in accordance with the reporting requirements detailed below. If any required information is not available, the Contractor must indicate the reason. If services are not provided during a given period, the Contractor must still provide a "NIL" report. The Contractor must submit the periodic usage reports on a quarterly basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.

(ii) The quarterly periods are defined as follows:

- (A) April 1 to June 30;
- (B) July 1 to September 30;
- (C) October 1 to December 31; and
- (D) January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 20 calendar days after the end of the reporting period.

(iii) Each report must contain the following information for each validly issued TA (as amended):

- (A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;
- (B) a title or a brief description of the task;
- (C) the name and Category of Personnel of each resource involved in performing the TA, as applicable;
- (D) the total estimated cost specified in the TA (GST or HST extra);
- (E) the total amount (GST or HST extra) expended to date;
- (F) the start and completion date; and
- (G) the active status, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).

(iv) Each report must also contain the following cumulative information for all the validly issued TAs (as amended) :

- (A) the amount (GST or HST extra) specified in the contract (as last amended, if applicable) as Canada's total liability to the contractor for all authorized TAs; and
- (B) the total amount, GST or HST extra, expended to date against all validly issued tasks.

(i) On a specific Task Authorization, Canada may include one or both of the following conditions in the TA form in Appendix B or Annex B at article 6, as well as other conditions specified as required by CBSA:

(1) In the performance of this Task Authorization the Contractor may have access to information and material which may result in placing it in a real or perceived conflict of interest or confer an unfair advantage upon it in respect of its participation in future solicitations. By providing a quotation, the Contractor acknowledges such participation may, at the sole discretion of the

Crown, disqualify the Contractor, its affiliated entities, employees, agents or subcontractors from participating in such contracts or solicitations.

(2) The Contractor must obtain from each proposed resource a completed and signed non-disclosure agreement, in the form below, and provide them with their quotation in order for it to be considered responsive.

Non-Disclosure Agreement

I, (name of proposed resource) _____, recognize that in the course of my work as an employee or subcontractor of (Name of Contractor) _____, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract Serial No 47060-136911 between Her Majesty the Queen in Right of Canada, represented by the Minister of Public Works and Government Services and Canada Border Services Agency, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract. I agree that I will not reproduce, copy, use, divulge, release or disclose, in whole or in part, in whatever way or form any information described above to any person other than a person employed by Canada on a need to know basis. I undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of or access to such information in contravention of this agreement.

I also acknowledge that any information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and must remain the property of Canada or a third party, as the case may be.

I agree that the obligation of this agreement will survive the completion of the Contract Serial No: 47060-136911.

Signature

Date

(j) Additional Reporting Requirements

- (i) Reporting requirements will be stipulated within any issued TA, and may include, but are not limited to, any combination of the following:
 - (A) Timesheets or other related timekeeping reports;
 - (B) Invoicing;
 - (C) Written progress and/or status reports relating to the delivery of specific services and completion of assigned tasks; and
 - (D) Other related reporting.
- (ii) Copies of signed timesheets for all assigned resources indicating actual hours worked detailing the work done related to each element of the TA. CBSA will only accept costs for work actually performed, and in accordance with signed time sheets.

- (iii) The Contractor must provide other ad hoc written or oral status updates as requested from the Technical Authority in relation to any and all TAs.
- (iv) It is the responsibility of the Contractor to facilitate and maintain regular communication with the Technical Authority. In addition, the Contractor must immediately notify the Technical Authority of any issues, problems, or areas of concern in relation to any work completed under any resultant TA(s) as they arise.

7.2 Task Authorization (to be used if only one Contract is awarded)

- (a) **Purpose of TA:** Services to be provided under the Contract on an as-and-when-requested basis will be ordered by Canada using a Task Authorization ("TA"). The Work described in the TA must be in accordance with the scope of the Contract.
- (b) **Process of Issuing a TA:** The processes for issuing, responding to, assessing and approving Task Authorizations are stated in Appendices A, B, C and D of Annex B.
- (c) **Authority to Issue a TA:** Any TA with a value less than or equal to **(to be determined at contract award)** (including GST/HST) may be issued by the Technical Authority. Any TA with a value greater than this amount must be issued directly by the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Technical Authority's authority to issue TAs at any time.
- (d) **Charges for Work under a TA:** The Contractor must not charge Canada anything more than the price set out in the Task Authorization unless Canada has issued a TA amendment authorizing the increased expenditure. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before being incorporated into the Work.
- (e) **Task Authorization Quotations:** The Contractor is not required to submit a responsive quotation in response to every TA Form issued to it by Canada. However, in addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default, in accordance with the General Conditions, if during the Contract Period the Contractor in at least three instances has either not responded or has not submitted responsive quotations when issued a TA Form. A responsive quotation is one that is submitted within required time period and meets all requirements of the TA issued, including quoting the required number of resources who each meet the minimum experience and other requirements of the Categories of Personnel identified in the TA at pricing not exceeding the rates of Annex A.
- (f) **Consolidation of TAs for Administrative Purposes:** The Contract may be amended from time to time to reflect all Task Authorizations issued and approved by the Contracting Authority to date, to document the Work performed under those TAs for administrative purposes.
- (g) **Period of Services:** No Task Authorizations may be entered into after the expiry date of the Contract.
- (h) **Periodic Usage Reports:**
 - (i) The Contractor must compile and maintain records on its provision of services to the federal government under authorized TAs issued under the Contract. The Contractor must provide this data to Canada in accordance with the reporting requirements detailed below. If any required information is not available, the Contractor must indicate the reason. If services are not provided during a given period, the Contractor must still provide a "NIL" report. The Contractor must submit the periodic usage reports on a

quarterly basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.

(ii) The quarterly periods are defined as follows:

- (A) April 1 to June 30;
- (B) July 1 to September 30;
- (C) October 1 to December 31; and
- (D) January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 20 calendar days after the end of the reporting period.

(iii) Each report must contain the following information for each validly issued TA (as amended):

- (A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;
- (B) a title or a brief description of the task;
- (C) the name and Category of Personnel of each resource involved in performing the TA, as applicable;
- (D) the total estimated cost specified in the TA (GST or HST extra);
- (E) the total amount (GST or HST extra) expended to date;
- (F) the start and completion date; and
- (G) the active status, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).

(iv) Each report must also contain the following cumulative information for all the validly issued TAs (as amended) :

- (A) the amount (GST or HST extra) specified in the contract (as last amended, if applicable) as Canada's total liability to the contractor for all authorized TAs; and
- (B) the total amount, GST or HST extra, expended to date against all validly issued tasks.

(i) On a specific Task Authorization, Canada may include one or both of the following conditions in the TA form in Appendix B or Annex B at article 6, as well as other conditions specified as required by CBSA:

(1) In the performance of this Task Authorization the Contractor may have access to information and material which may result in placing it in a real or perceived conflict of interest or confer an unfair advantage upon it in respect of its participation in future solicitations. By providing a quotation, the Contractor acknowledges such participation may, at the sole discretion of the Crown, disqualify the Contractor, its affiliated entities, employees, agents or subcontractors from participating in such contracts or solicitations.

(2) The Contractor must obtain from each proposed resource a completed and signed non-disclosure agreement, in the form below, and provide them with their quotation in order for it to be considered responsive.

Non-Disclosure Agreement

I, (name of proposed resource)_____, recognize that in the course of my work as an employee or subcontractor of (Name of Contractor)_____, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract Serial No 47060-136911 between Her Majesty the Queen in Right of Canada, represented by the Minister of Public Works and Government Services and Canada Border Services Agency, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract. I agree that I will not reproduce, copy, use, divulge, release or disclose, in whole or in part, in whatever way or form any information described above to any person other than a person employed by Canada on a need to know basis. I undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of or access to such information in contravention of this agreement.

I also acknowledge that any information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and must remain the property of Canada or a third party, as the case may be.

I agree that the obligation of this agreement will survive the completion of the Contract Serial No: 47060-136911.

Signature

Date

(j) Additional Reporting Requirements

- (i) Reporting requirements will be stipulated within any issued TA, and may include, but are not limited to, any combination of the following:
 - (A) Timesheets or other related timekeeping reports;
 - (B) Invoicing;
 - (C) Written progress and/or status reports relating to the delivery of specific services and completion of assigned tasks; and
 - (D) Other related reporting.
- (ii) Copies of signed timesheets for all assigned resources indicating actual hours worked detailing the work done related to each element of the TA. CBSA will only accept costs for work actually performed, and in accordance with signed time sheets.
- (iii) The Contractor must provide other ad hoc written or oral status updates as requested from the Technical Authority in relation to any and all TAs.
- (iv) It is the responsibility of the Contractor to facilitate and maintain regular communication with the Technical Authority. In addition, the Contractor must immediately notify the Technical Authority of any issues, problems, or areas of concern in relation to any work completed under any resultant TA(s) as they arise.

7.3 Minimum Work Guarantee

- (a) In this clause,
- (i) "Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract (excluding GST/HST); and
 - (ii) **"Minimum Contract Value"** means 1% of the Maximum Contract Value on the date the Contract is first issued.
- (b) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub-article (c) subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
- (c) In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
- (d) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract
- (i) for default;
 - (ii) for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
 - (iii) for convenience within sixty business days of Contract award.

7.4 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<http://sacc.pwgsc.gc.ca/sacc/index-e.jsp>) issued by Public Works and Government Services Canada.

(a) General Conditions:

- (i) 2035 (2012-11-19), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

(b) Supplemental General Conditions:

The following Supplemental General Conditions:

- (i) 4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;
- (ii) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;

7.5 Security Requirement

All Contractor personnel proposed in response to a Task Authorization Form will be assessed for Reliability Status by CBSA in accordance with the procedures in Appendix A of Annex B.

The following Security Requirement (SRCL and related clausings), as set out under Annex "A" to Part B to the Supply Arrangement also applies to the Contract.

- (a) The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- (b) The Contractor personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of RELIABILITY STATUS, CONFIDENTIAL or SECRET as required, granted or approved by CISD/PWGSC.
- (c) The Contractor MUST NOT remove any PROTECTED/CLASSIFIED information from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
- (d) Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CIISD/PWGSC.
- (e) The Contractor must comply with the provisions of the:
 - (i) Security Requirements Check List EN578-055605/B, described in Annex C;
 - (ii) *Industrial Security Manual* (Latest Edition).

7.6 Contract Period

- (a) **Contract Period:** The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
 - (i) The "Initial Contract Period", which begins on the date the Contract is awarded and ends two years later; and
 - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) **Option to Extend the Contract:**
 - (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to five additional one-year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
 - (ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

7.7 Authorities

(a) Contracting Authority

The Contracting Authority for the Contract is:

Name: Nabil Ghaddab
 Title: Supply Specialist
 Public Works and Government Services Canada
 Acquisitions Branch

Directorate: Informatics and Telecommunications Systems Procurement Directorate
 Address: 11 Laurier St., Gatineau, Québec
 Telephone: 819-956-5419
 E-mail address: nabil.ghaddab@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

(b) Technical Authority

The Technical Authority for the Contract is:

Note to Bidders: *The Technical Authority will be identified at the time of contract award.*

Name: _____
 Title: _____
 Organization: _____
 Address: _____
 Telephone: _____
 Facsimile: _____
 E-mail address: _____

The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority. By notice from the Contracting Authority, a temporary Technical Authority may be designated in the Contract.

(c) Contractor's Representative

Note to Bidders: *The Contractor's Representative and contact information will be identified at the time of contract award.*

7.8 Payment

(a) Basis of Payment

- (i) Professional Services provided under a Task Authorization with a Maximum Price:** For Services requested by Canada (including work outside the Standard Workday and On-Call work), in accordance with an approved Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked plus any applicable minimum On-Call Charge and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex A, Basis of Payment, GST/HST extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.
- (ii)** Where this Contract includes requirements for which there are no separate line items in Annex A Basis of Payment, the prices for those requirements are included in the per diem rates payable under the TA or TAs related to such work.

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- (iii) **Pre-Authorized Travel and Living Expenses:** Canada will not pay any travel or living expenses associated with performing the Work.
- (iv) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- (v) **Professional Services Rates:** In Canada's experience, Bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses, or is unable, to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole or in part, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measures Policy (or equivalent) then in effect, which measures may include prohibiting the Contractor from bidding on future requirements that include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment for the Contractor from bidding on future requirements.
- (vi) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services are described elsewhere in the Contract.

(b) Limitation of Expenditure

- (i) Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract, less any applicable GST or HST. With respect to the amount set out on page 1 of the Contract, Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is included, if applicable. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
- (ii) No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum when:
 - (A) it is 75 percent committed, or
 - (B) 4 months before the Contract expiry date, or
 - (C) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,
 whichever comes first.
- (iii) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

(c) Method of Payment for Firm Per Diem Rate Task Authorizations with a Maximum Price:

For each Task Authorization issued under the Contract that contains a maximum price:

- (i) Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment. The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.
- (ii) Once Canada has paid the maximum TA price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA, all of which is required to be performed for the maximum TA price. If the work described in the TA is completed in less time than anticipated, and the actual time worked (as supported by the time sheets) at the rates set out in the Contract is less than the maximum TA price, Canada is only required to pay for the time spent performing the work related to that TA.

(d) Time Verification

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

(e) Payment Credits

- (i) If the Contractor does not provide a required resource that has all the required qualifications within the time prescribed by the Contract, the Contractor must credit to Canada an amount equal to the per diem rate (based on a 7.5 hour workday) of the required resource for each day (or partial day) of delay in providing the resource, up to a maximum of 10 days.

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- (ii) **Corrective Measures:** If credits are payable under this Article for two consecutive months or for three months in any 12-month period, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority and 20 working days to rectify the underlying problem.
- (iii) **Termination for Failure to Meet This Availability Level:** In addition to any other rights it has under the Contract, Canada may terminate the Contract for default, in accordance with the General Conditions, by giving the Contractor three months' written notice of its intent, if:
- (A) the total amount of credits for any given monthly billing cycle reach a level of 10% of the total billing for that month; or
 - (B) the corrective measures required of the Contractor described above are not met.
- (iv) **Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Contract Period, including during implementation.
- (v) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.
- (vi) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.
- (vii) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.
- (viii) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.
- (f) **Price Protection - Most Favoured Customer**
- (i) To the best of the Contractor's knowledge, the prices it is charging to Canada under the Contract are not higher than the lowest prices/rates that it has charged any other customer (including other Government of Canada entities) for a similar quality and quantity of goods and services in the year before the Contract was awarded.

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- (ii) The Contractor also agrees that, if after the date of the Contract it reduces the prices it charges to other customers for a similar quality and quantity of goods and services, it will reduce the prices for all remaining deliveries under the Contract (with notice to the Contracting Authority).
 - (iii) At any time during the 6 years after making the final payment under the Contract or until all claims and disputes then outstanding are settled, whichever is later, Canada has the right to audit the Contractor's records to verify that it is receiving (or has received) these prices. Canada will give at least 2 weeks of notice before the audit.
 - (iv) During this audit, the Contractor must produce invoices and contracts for similar quality or quantity of goods or services sold to other customers from one year before the Contract was awarded until the end of the Contract Period. If the Contractor is required by law or by contract to keep another customer's information confidential, the Contractor may black out any information on the invoices or contracts that could reasonably reveal the identity of the customer (such as the customer's name and address), as long as the Contractor provides, together with the invoices and contracts, a certification from its Chief Financial Officer describing the profile of the customer (e.g., whether it is a public sector or private sector customer and the customer's size and service locations).
 - (v) In determining whether the goods and services sold to another customer were of similar quality, the terms and conditions of the contract under which those goods and services were delivered will be considered, if those terms and conditions are reasonably likely to have had a material effect on pricing.
 - (vi) If Canada's audit reveals that the Contractor charged lower prices for a similar quality and quantity of goods and services under any contract where deliveries were made in the year before the Contract was awarded, or that the Contractor delivered additional goods or services under the Contract after reducing its prices for other customers but without reducing the prices under the Contract, then the Contractor must pay to Canada the difference between the amount charged to Canada and the amount charged to the other customer, up to a maximum of 25% of the value of the Contract.
 - (vii) Canada acknowledges that this commitment does not apply to prices charged by any affiliates of the Contractor.

(g) No Responsibility to Pay for Work not performed due to Closure of Government Offices

- (i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.
- (ii) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

7.9 Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision.
- (c) By submitting invoices the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (d) The Contractor must provide the original of each invoice to the Technical Authority, and a copy to the Contracting Authority.

7.10 Certifications

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract or TA and subject to verification by Canada during the entire Contract Period. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, under the default provision of the Contract, to terminate the Contract for default.

7.11 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____.

7.12 Copyright in Material

- (a) In this section, "Material" means anything that is created by the Contractor as part of the Work under the Contract, that is required by the Contract to be delivered to Canada and in which copyright subsists, excluding any computer software code and all documentation manuals or guides intended to assist end users or technicians in respect of that codes. "Material" does not include anything by the Contractor before the date of the Contract.
- (b) Copyright in the Material belongs to Canada and the Contractor must include the copyright symbol and either of the following notice on the Material: © Her Majesty the Queen in right of Canada (year) or © Sa majesté la Reine du chef du Canada (année).

- (c) The Contractor must not use, copy, divulge or publish any Material except as is necessary to perform the Contract. The Contractor must execute any conveyance and other documents relating to copyright in the Material as Canada may require.
- (d) The Contractor must provide at the request of Canada a written permanent waiver of moral rights, in a form acceptable to Canada, from every author that contributed to the Material. If the Contractor is the author of the Material, the Contractor permanently waives its moral rights in the Material.

7.13 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the following list, the wording of the document that first appears on the list has priority over the wording of any document that appears later on the list:

- (a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (b) supplemental general conditions 4002 (2010-08-16);
- (c) supplemental general conditions 4006 (2010-08-16);
- (d) General Conditions 2035 (2012-11-19), Higher Complexity - Services;
- (e) Annex B, Statement of Work (SOW) including its appendices in the order they appear;
- (f) Annex A, Basis of Payment;
- (g) Annex C, Security Requirements Check List;
- (h) the signed Task Authorizations including required Certifications;
- (i) Supply Arrangement Number EN578-055605/XXX/EL (the "Supply Arrangement"); and
- (j) The Contractor's bid dated _____ **(to be filled out at Contract Award)**.

7.14 Foreign Nationals (Canadian Contractor)

- (a) SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

7.14 Foreign Nationals (Foreign Contractor)

- (a) SACC Manual clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

Note to Bidders: The applicable clause (i.e. Foreign Nationals Canadian Contractor or Foreign Nationals Foreign Contractor) will be chosen at the time of contract award.

7.15 Insurance Requirements

- (a) It shall be the sole responsibility of the Contractor to decide whether or not any additional insurance coverage is necessary for its own protection or to fulfil its obligations under the Contract. Any such insurance shall be provided and maintained by the Contractor at its own expense.
- (b) The following insurance provisions shall not limit any insurance required by federal, provincial or municipal law.

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- (c) The Contracting Authority may request at any time, evidence that the insurance requirements stipulated in the contract are met.
- (d) The evidence of insurance, if requested, is to be provided in the following manner:
- (i) The Certificate(s) of insurance signed by the insurer's underwriter containing reasonable detail of the insurance coverage, exclusions, deductibles and conditions applying to such policies and confirming that the insurance is in force to meet these requirements; or
 - (ii) A certified true copy of the policy
- (e) **Commercial General Liability (CGL):** Commercial General Liability insurance will be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability NOT LESS THAN \$2,000,000.00 per accident or occurrence and in the annual aggregate.
- (f) **CGL Endorsements:** The following endorsements must be incorporated into the conditions of the Contractor's Commercial General Liability insurance policy:
- (i) Additional Insured Endorsement: Canada is included as an additional insured, but only with respect to liabilities that may arise from the contractor's own negligence, in the performance of the contract.
 - (ii) Notice of Cancellation Endorsement: The Insurer agrees to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - (iii) Cross Liability Endorsement: Without increasing the limit of liability, the policy will protect all insured parties to the full extent of coverage provided. Further, the policy will apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - (iv) Joint and Several Liability Endorsement: The policy will respond to liability arising from negligence of the insured contractor, any Insured, or joint negligence of Insured parties.
 - (v) Contractual Liability Endorsement: The policy will, on a blanket basis or by specific reference to this contract, extend to assumed liabilities with respect to contractual insurance provisions.
 - (vi) Contingent Employer's Liability Endorsement": To protect the contractor for liabilities arising in the management and administration of statutory and contractual entitlements of their employees.
 - (vii) Voluntary Medical Payments, \$5,000 per person, \$25,000 per accident: To provide, without contestation, for expenses incurred in instances of minor accidental bodily injuries.
 - (viii) Products and Completed Operations Broad Form (24 months): While not limited to this, the endorsement should include service, assembly and repair activities as well as material, parts or equipment furnished in connection with the work performed by the Contractor or on it's behalf.
 - (ix) Independent Contractors Liability Endorsement (if any): Unless otherwise insured elsewhere, and evidence thereof is secured by the Contractor, all subcontractors are included as Insured by the policy.
 - (x) Non-Owned Automobile Endorsement: To protect the contractor for liabilities arising by their use of vehicles owned by other parties including Canada.

- (g) **Errors and Omissions insurance:** Errors and Omissions Liability insurance will be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability NOT LESS THAN \$2,000,000.00 per loss and in the annual aggregate, inclusive of defence costs. If this is a claims made policy and the duration of the contract exceeds the policy term, in the event of cancellation or non-renewal of the policy, an Extended Claims Reporting Endorsement, minimum twelve (12) months, must be secured by the Contractor.
- (h) **Errors and Omissions Endorsements:** The following clauses must be incorporated into the conditions of the Contractor's Errors and Omissions Liability coverage:
- (i) Notice of Cancellation Endorsement: The Insurer agrees to provide the Contracting Authority thirty (30) days written notice of policy cancellation.

7.16 Limitation of Liability - Information Management/Information Technology

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.
- (b) **First Party Liability:**
- (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
- (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
- (B) physical injury, including death.
- (ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
- (iii) Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract, including:

- (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
- (B) any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$1,000,000.00, whichever is more.

- (vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

(c) Third Party Claims:

- (i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- (ii) If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article (i), with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- (iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).

7.17 Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members: **[all the joint venture members named in the Contractor's bid will be listed]**.
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:

- (i) _____ has been appointed as the “representative member” of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;
 - (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
 - (iii) all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada’s opinion, affects the performance of the Work in any way.
 - (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
 - (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
 - (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

Note to Bidders: *The Article above will be deleted if the Bidder awarded the contract is not a joint venture. If the contractor is a joint venture, this clause will be completed with information provided in its bid.*

7.18 Professional Services - General

- (a) The Contractor must provide professional services on request as specified in this Contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.
- (b) If the Contractor fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within ten working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.
- (c) In General Conditions 2035, Article 08 is deleted and the following applies instead:
 - (i) If a specific individual is identified in the Contract to perform the Work, the Contractor must provide his or her services within ten working days of the issuance of the Contract or Task Authorization (whichever first contains instructions for that individual to commence Work) unless the Contractor is unable to do so due to the sickness, death, extended leave (including parental leave or disability leave), retirement, resignation or dismissal for cause of the individual.
 - (ii) If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, within five working days of the departure of an existing resource (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) the Contractor must provide to the Contracting Authority:

- (A) the name, qualifications and experience of a proposed replacement immediately available for work; and
- (B) proof that the proposed replacement has the required security clearance granted by Canada, if applicable.

The replacement must have qualifications and experience that meet or exceed the score obtained for the original resource.

- (iii) Where Canada becomes aware that an individual identified under the Contract to provide the services has not been provided or is not performing, the Contracting Authority may elect to:
 - (A) exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract for default, or
 - (B) require the Contractor propose a replacement acceptable to Canada to be rated by the Technical Authority. The replacement must have qualifications and experience that meet or exceed the score obtained for the original resource.
- (iv) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with subsection 2. The fact that the Contracting Authority does not order that a replacement stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.
- (v) The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

7.19 Safeguarding Electronic Media

- (a) Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.
- (b) If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

7.20 Representations and Warranties

The Contractor made statements regarding its and its own proposed resources' experience and expertise in its bid that resulted in the award of the Contract and issuance of TA's. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract and adding work to it through TA's. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

7.21 Access to Canada's Property and Facilities

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

47060-136911

File No. - N° du dossier

615el47060-136911

CCC No./N° CCC - FMS No/ N° VME

to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

7.22 Contractor's Identification Protocol Responsibility

The Contractor will be responsible for ensuring that each of its agents, representatives or subcontractors (hereinafter referred to as the Contractor Representatives) complies with the following self identification requirements:

- (a) Contractor Representatives who attend a Government of Canada meeting whether internal or external to Canada's offices must identify if an individual is not a permanent employee of the Contractor prior to the commencement of the meeting to ensure that each meeting participant is aware of the fact that the individual is not a Contractor permanent employee;
- (b) During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and
- (c) If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.
- (d) If the Contractor is, in Canada's determination, in breach of any obligation stated in this Article, upon written notice from Canada, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority and 20 working days to rectify the underlying problem.
- (e) In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

7.23 Transition Services at the end of Contract Period

The Contractor agrees that, in the period leading up to the end of the Contract Period and for up to three months afterwards, it will make all reasonable efforts to assist Canada in the transition from the Contract to a new contract with another supplier. The Contractor agrees that there will be no charge for these services.

7.24 Termination for Convenience

With respect to Article 30 of General Conditions 2035, if applicable, or Article 32 of 2030, if applicable, subarticle 4 is deleted and replaced with the following subsections 4, 5 and 6:

4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.

5. Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of

(a) the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Revenue Guarantee, or due to the Contractor as of the date of termination, or

(b) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.

6. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

7.25 Handling of Personal Information

- (a) The Contractor acknowledges that Canada is bound by the Privacy Act, R.S., 1985, c. P-21, with respect to the protection of personal information as defined in the Act and will comply with any requirement established by the Contracting Authority that is reasonably required to ensure that Canada meets its obligations under that Act. The Contractor must keep private and confidential any such personal information collected, created or handled by the Contractor under the Contract, and must not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.
- (b) All such personal information is the property of Canada, and the Contractor has no right in or to that information. The Contractor must deliver to Canada all such personal information in whatever form, including all working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to the Contract, upon the completion or termination of the Contract, or at such earlier time as Canada may request. Upon delivery of the personal information to Canada, the Contractor will have no right to retain that information in any form and must ensure that no record of the personal information remains in the Contractor's possession.

ANNEX A

BASIS OF PAYMENT

1. Professional Services

In accordance with the contract, the Contractor will be paid the following firm all-inclusive per diem rates for work performed pursuant to this Contract, GST/HST extra.

STREAM 1

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Systems Analyst	3	
Web Architect	3	
Business Architect	3	
Information Management (IM) Architect	3	
Technology Architect	3	
Enterprise Architect	3	
Technical Writer	3	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Systems Analyst	3	
Web Architect	3	
Business Architect	3	
Information Management (IM) Architect	3	
Technology Architect	3	
Enterprise Architect	3	
Technical Writer	3	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Systems Analyst	3	
Web Architect	3	
Business Architect	3	
Information Management (IM) Architect	3	
Technology Architect	3	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

47060-136911

File No. - N° du dossier

615el47060-136911

CCC No./N° CCC - FMS No/ N° VME

Enterprise Architect	3	
Technical Writer	3	

FOR THE OPTION YEAR 3 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Systems Analyst	3	
Web Architect	3	
Business Architect	3	
Information Management (IM) Architect	3	
Technology Architect	3	
Enterprise Architect	3	
Technical Writer	3	

FOR THE OPTION YEAR 4 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Systems Analyst	3	
Web Architect	3	
Business Architect	3	
Information Management (IM) Architect	3	
Technology Architect	3	
Enterprise Architect	3	
Technical Writer	3	

FOR THE OPTION YEAR 5 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Systems Analyst	3	
Web Architect	3	
Business Architect	3	
Information Management (IM) Architect	3	
Technology Architect	3	
Enterprise Architect	3	
Technical Writer	3	

STREAM 2

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect (SAP)	3	
ERP Functional Analyst (Solution Manager)	2	
ERP Programmer Analyst (SAP Security)	2	
ERP Programmer Analyst (ABAP)	2	
ERP Functional Analyst	2	
ERP Programmer Analyst (SAP Security)	3	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect (SAP)	3	
ERP Functional Analyst (Solution Manager)	2	
ERP Programmer Analyst (SAP Security)	2	
ERP Programmer Analyst (ABAP)	2	
ERP Functional Analyst	2	
ERP Programmer Analyst (SAP Security)	3	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect (SAP)	3	
ERP Functional Analyst (Solution Manager)	2	
ERP Programmer Analyst (SAP Security)	2	
ERP Programmer Analyst (ABAP)	2	
ERP Functional Analyst	2	
ERP Programmer Analyst (SAP Security)	3	

FOR THE OPTION YEAR 3 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect (SAP)	3	
ERP Functional Analyst (Solution Manager)	2	
ERP Programmer Analyst (SAP Security)	2	
ERP Programmer Analyst (ABAP)	2	
ERP Functional Analyst	2	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

47060-136911

615el47060-136911

ERP Programmer Analyst (SAP Security)	3	
FOR THE OPTION YEAR 4 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect (SAP)	3	
ERP Functional Analyst (Solution Manager)	2	
ERP Programmer Analyst (SAP Security)	2	
ERP Programmer Analyst (ABAP)	2	
ERP Functional Analyst	2	
ERP Programmer Analyst (SAP Security)	3	

FOR THE OPTION YEAR 5 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect (SAP)	3	
ERP Functional Analyst (Solution Manager)	2	
ERP Programmer Analyst (SAP Security)	2	
ERP Programmer Analyst (ABAP)	2	
ERP Functional Analyst	2	
ERP Programmer Analyst (SAP Security)	3	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

47060-136911

615el47060-136911

STREAM 3

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Project Manager	3	
Project Manager	2	
Project Coordinator	3	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Project Manager	3	
Project Manager	2	
Project Coordinator	3	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Project Manager	3	
Project Manager	2	
Project Coordinator	3	

FOR THE OPTION YEAR 3 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Project Manager	3	
Project Manager	2	
Project Coordinator	3	

FOR THE OPTION YEAR 4 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Project Manager	3	
Project Manager	2	
Project Coordinator	3	

FOR THE OPTION YEAR 5 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Project Manager	3	
Project Manager	2	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

47060-136911

File No. - N° du dossier

615el47060-136911

CCC No./N° CCC - FMS No/ N° VME

Project Coordinator	3	
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STREAM 4

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Help Desk Specialist	1	
Help Desk Specialist	2	
Operation Support specialist	1	
Operation Support Specialist	2	
Network Analyst	2	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Help Desk Specialist	1	
Help Desk Specialist	2	
Operation Support specialist	1	
Operation Support Specialist	2	
Network Analyst	2	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Help Desk Specialist	1	
Help Desk Specialist	2	
Operation Support specialist	1	
Operation Support Specialist	2	
Network Analyst	2	

FOR THE OPTION YEAR 3 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Help Desk Specialist	1	
Help Desk Specialist	2	
Operation Support specialist	1	
Operation Support Specialist	2	
Network Analyst	2	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

47060-136911

615el47060-136911

FOR THE OPTION YEAR 4 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Help Desk Specialist	1	
Help Desk Specialist	2	
Operation Support specialist	1	
Operation Support Specialist	2	
Network Analyst	2	

FOR THE OPTION YEAR 5 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Help Desk Specialist	1	
Help Desk Specialist	2	
Operation Support specialist	1	
Operation Support Specialist	2	
Network Analyst	2	

STREAM 5

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Business Analyst	3	
Business Consultant	3	
Business Process Re-Engineering Consultant	3	
Change Management Consultant	3	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Business Analyst	3	
Business Consultant	3	
Business Process Re-Engineering Consultant	3	
Change Management Consultant	3	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Business Analyst	3	
Business Consultant	3	
Business Process Re-Engineering Consultant	3	
Change Management Consultant	3	

FOR THE OPTION YEAR 3 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Business Analyst	3	
Business Consultant	3	
Business Process Re-Engineering Consultant	3	
Change Management Consultant	3	

Solicitation No. - N° de l'invitation

47060-136911/A

Client Ref. No. - N° de réf. du client

47060-136911

Amd. No. - N° de la modif.

File No. - N° du dossier

615el47060-136911

Buyer ID - Id de l'acheteur

615el

CCC No./N° CCC - FMS No/ N° VME

FOR THE OPTION YEAR 4 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Business Analyst	3	
Business Consultant	3	
Business Process Re-Engineering Consultant	3	
Change Management Consultant	3	

FOR THE OPTION YEAR 5 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Business Analyst	3	
Business Consultant	3	
Business Process Re-Engineering Consultant	3	
Change Management Consultant	3	

STREAM 6

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Information Management (IM) Architect	3	
Database Administrator	3	
Database Modeller/IM Modeller	3	
Technology Architect (Terminal Services)	2	
Technology Architect (Integrator)	3	
Technology Architect (Engineering)	2	
Technology Architect (Engineering)	3	
Tester	2	
Tester	3	
Application/Software Architect	3	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Information Management (IM) Architect	3	
Database Administrator	3	
Database Modeller/IM Modeller	3	
Technology Architect (Terminal Services)	2	
Technology Architect (Integrator)	3	
Technology Architect (Engineering)	2	
Technology Architect (Engineering)	3	
Tester	2	
Tester	3	
Application/Software Architect	3	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Information Management (IM) Architect	3	
Database Administrator	3	
Database Modeller/IM Modeller	3	
Technology Architect (Terminal Services)	2	
Technology Architect (Integrator)	3	
Technology Architect (Engineering)	2	
Technology Architect (Engineering)	3	
Tester	2	
Tester	3	
Application/Software Architect	3	

Solicitation No. - N° de l'invitation

47060-136911/A

Amd. No. - N° de la modif.

File No. - N° du dossier

615el47060-136911

Buyer ID - Id de l'acheteur

615el

Client Ref. No. - N° de réf. du client

47060-136911

CCC No./N° CCC - FMS No/ N° VME

FOR THE OPTION YEAR 3 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Information Management (IM) Architect	3	
Database Administrator	3	
Database Modeller/IM Modeller	3	
Technology Architect (Terminal Services)	2	
Technology Architect (Integrator)	3	
Technology Architect (Engineering)	2	
Technology Architect (Engineering)	3	
Tester	2	
Tester	3	
Application/Software Architect	3	

FOR THE OPTION YEAR 4 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Information Management (IM) Architect	3	
Database Administrator	3	
Database Modeller/IM Modeller	3	
Technology Architect (Terminal Services)	2	
Technology Architect (Integrator)	3	
Technology Architect (Engineering)	2	
Technology Architect (Engineering)	3	
Tester	2	
Tester	3	
Application/Software Architect	3	

FOR THE OPTION YEAR 5 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Information Management (IM) Architect	3	
Database Administrator	3	
Database Modeller/IM Modeller	3	
Technology Architect (Terminal Services)	2	
Technology Architect (Integrator)	3	
Technology Architect (Engineering)	2	
Technology Architect (Engineering)	3	
Tester	2	
Tester	3	
Application/Software Architect	3	

STREAM 7

FOR THE INITIAL CONTRACT PERIOD (2 YEARS)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Programmer Analyst (JAVA)	2	
Programmer Analyst (JAVA)	3	
Programmer Analyst (COBOL)	3	
Systems Analyst	2	
Systems Analyst	3	
Systems Analyst (COBOL)	3	

FOR THE OPTION YEAR 1 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Programmer Analyst (JAVA)	2	
Programmer Analyst (JAVA)	3	
Programmer Analyst (COBOL)	3	
Systems Analyst	2	
Systems Analyst	3	
Systems Analyst (COBOL)	3	

FOR THE OPTION YEAR 2 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Programmer Analyst (JAVA)	2	
Programmer Analyst (JAVA)	3	
Programmer Analyst (COBOL)	3	
Systems Analyst	2	
Systems Analyst	3	
Systems Analyst (COBOL)	3	

FOR THE OPTION YEAR 3 (1 YEAR)		
Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Programmer Analyst (JAVA)	2	
Programmer Analyst (JAVA)	3	
Programmer Analyst (COBOL)	3	
Systems Analyst	2	
Systems Analyst	3	

Solicitation No. - N° de l'invitation

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615el

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47060-136911

615el47060-136911

Systems Analyst (COBOL)	3	
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FOR THE OPTION YEAR 4 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Programmer Analyst (JAVA)	2	
Programmer Analyst (JAVA)	3	
Programmer Analyst (COBOL)	3	
Systems Analyst	2	
Systems Analyst	3	
Systems Analyst (COBOL)	3	

FOR THE OPTION YEAR 5 (1 YEAR)

Category of Personnel	Level	Firm Per Diem Rate
Application/Software Architect	3	
Programmer Analyst (JAVA)	2	
Programmer Analyst (JAVA)	3	
Programmer Analyst (COBOL)	3	
Systems Analyst	2	
Systems Analyst	3	
Systems Analyst (COBOL)	3	

Solicitation No. - N° de l'invitation

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615el

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615el47060-136911

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ANNEX B
STATEMENT OF WORK
(See attached hereto)

Solicitation No. - N° de l'invitation

47060-136911/A

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File No. - N° du dossier

615el47060-136911

CCC No./N° CCC - FMS No/ N° VME

ANNEX C

SECURITY REQUIREMENTS CHECK LIST (SRCL)

(See attached hereto)

ATTACHMENT B
BID EVALUATION CRITERIA

STREAM 1: PROJECT ARCHITECTURE

1.0 CORPORATE MANDATORY REQUIREMENTS

		BIDDER'S RESPONSE
ITEM #	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
M1	<p>The Bidder must have been awarded at least five Informatics Professional Services* contracts, of which three were for a Government Client**. Each of these contracts must have a minimum contract value of \$1M and have been awarded within the past five years.</p> <p>The Bidder must submit for each contract:</p> <ol style="list-style-type: none"> (1) invoices (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1M; and (2) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government Client is a client within a federal, provincial, territorial or municipal government of Canada; and is a department, departmental corporation, agency, Crown Corporation or any Crown entity described in the Financial Administration Act.</p>	

M2	<p>The Bidder must have demonstrated contract experience in supplying all of the following resource categories, for the required Minimum Billable Days per category, over the same 36-month period within the past five years. The services provided must have been provided under a maximum of five contracts.</p> <p>* Bidders must complete both Appendix A and Appendix B of Attachment B for each resource category.</p> <table border="1" data-bbox="298 525 896 1029"> <thead> <tr> <th>#</th><th>Resource Category</th><th>Minimum Billable Days per Category</th></tr> </thead> <tbody> <tr> <td>1</td><td>Application/Software Architect (Level 3)</td><td>2640</td></tr> <tr> <td>2</td><td>Systems Analyst (Level 3)</td><td>1320</td></tr> <tr> <td>3</td><td>Web Architect (Level 3)</td><td>1854</td></tr> <tr> <td>4</td><td>Business Architect (Level 3)</td><td>786</td></tr> <tr> <td>5</td><td>IM Architect (Level 3)</td><td>786</td></tr> <tr> <td>6</td><td>Technology Architect (Level 3)</td><td>786</td></tr> <tr> <td>7</td><td>Enterprise Architect (Level 3)</td><td>1320</td></tr> <tr> <td>8</td><td>Technical Writer (Level 3)</td><td>534</td></tr> </tbody> </table> <p>The Bidder must demonstrate that all provided resources have completed, for each resource category, at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW).</p>	#	Resource Category	Minimum Billable Days per Category	1	Application/Software Architect (Level 3)	2640	2	Systems Analyst (Level 3)	1320	3	Web Architect (Level 3)	1854	4	Business Architect (Level 3)	786	5	IM Architect (Level 3)	786	6	Technology Architect (Level 3)	786	7	Enterprise Architect (Level 3)	1320	8	Technical Writer (Level 3)	534	
#	Resource Category	Minimum Billable Days per Category																											
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2	Systems Analyst (Level 3)	1320																											
3	Web Architect (Level 3)	1854																											
4	Business Architect (Level 3)	786																											
5	IM Architect (Level 3)	786																											
6	Technology Architect (Level 3)	786																											
7	Enterprise Architect (Level 3)	1320																											
8	Technical Writer (Level 3)	534																											

2.0 CORPORATE RATED REQUIREMENTS

			BIDDER'S RESPONSE																																																													
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R1	<p>The Bidder should demonstrate its billable days experience in excess to the Minimum Billable Days per category under M2.</p> <table border="1"> <thead> <tr> <th colspan="5">EXAMPLE EVALUATION SCENARIO</th></tr> <tr> <th colspan="5">BILLABLE DAYS</th></tr> <tr> <th>Category</th><th>(A) Bidder Total</th><th>(B) Minimum Billable days identified under M2</th><th>(C) Billable days in excess of M2</th><th>(D) Bidder % increase to a maximum of 100</th></tr> <tr> <th></th><th>AppA/ AttchB</th><th></th><th>(C) = (A) - (B)</th><th>(D) = (C) / (B) *100</th></tr> </thead> <tbody> <tr> <td>Technology Architect (Level 3)</td><td>1500</td><td>1,000</td><td>500</td><td>50</td></tr> <tr> <td>Systems Analyst (Level 3)</td><td>800</td><td>400</td><td>400</td><td>100</td></tr> <tr> <td>Technical Writer (Level 3)</td><td>1,000</td><td>400</td><td>600</td><td>150</td></tr> <tr> <td>Business Analyst (Level 3)</td><td>1,200</td><td>1,000</td><td>200</td><td>20</td></tr> <tr> <td>Project Administrator (Level 3)</td><td>900</td><td>400</td><td>500</td><td>125</td></tr> <tr> <td>Project Coordinator (Level 3)</td><td>800</td><td>400</td><td>400</td><td>100</td></tr> <tr> <td>Project Manager (Level 3)</td><td>2,200</td><td>1,000</td><td>1,200</td><td>120</td></tr> <tr> <td colspan="4">BIDDER SCORE = SUM OF (D) FOR ALL 7 CATEGORIES / 7</td><td>95</td></tr> </tbody> </table>	EXAMPLE EVALUATION SCENARIO					BILLABLE DAYS					Category	(A) Bidder Total	(B) Minimum Billable days identified under M2	(C) Billable days in excess of M2	(D) Bidder % increase to a maximum of 100		AppA/ AttchB		(C) = (A) - (B)	(D) = (C) / (B) *100	Technology Architect (Level 3)	1500	1,000	500	50	Systems Analyst (Level 3)	800	400	400	100	Technical Writer (Level 3)	1,000	400	600	150	Business Analyst (Level 3)	1,200	1,000	200	20	Project Administrator (Level 3)	900	400	500	125	Project Coordinator (Level 3)	800	400	400	100	Project Manager (Level 3)	2,200	1,000	1,200	120	BIDDER SCORE = SUM OF (D) FOR ALL 7 CATEGORIES / 7				95	100	<p>The bidder's demonstrated "Total Billable Days" provided in response to M2 will be used to evaluate this criterion.</p> <p>The bidder will be awarded points as demonstrated in the example evaluation scenario on the left side.</p> <p>In this example, the bidder would score 95 out of a possible 100 points.</p>	
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STREAM 2: SAP

1.0 CORPORATE MANDATORY REQUIREMENTS

		BIDDER'S RESPONSE
ITEM #	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
M1	<p>The Bidder must have been awarded at least five Informatics Professional Services* contracts, of which three were for a Government Client**. Each of these contracts must have a minimum contract value of \$1M and have been awarded within the past five years.</p> <p>The Bidder must submit for each contract:</p> <ol style="list-style-type: none"> (1) invoices (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1M; and (2) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government Client is a client within a federal, provincial, territorial or municipal government of Canada; and is a department, departmental corporation, agency, Crown Corporation or any Crown entity described in the Financial Administration Act.</p>	

M2	<p>The Bidder must have demonstrated contract experience in supplying all of the following resource categories, for the required Minimum Billable Days per category, over the same 36-month period within the past five years. The services provided must have been provided under a maximum of five contracts.</p> <p>* Bidders must complete both Appendix A and Appendix B of Attachment B for each resource category.</p> <table> <tr> <th>#</th><th>Resource Category</th><th>Minimum Billable Days per Category</th></tr> <tr> <td>1</td><td>Application/Software Architect (Level 3)</td><td>786</td></tr> <tr> <td>2</td><td>ERP Functional Analyst (Solution Manager Analyst) (Level 2)</td><td>251</td></tr> <tr> <td>3</td><td>ERP Programmer Analyst (SAP Security) (Level 2)</td><td>251</td></tr> <tr> <td>4</td><td>ERP Programmer Analyst (ABAP) (Level 2)</td><td>251</td></tr> <tr> <td>5</td><td>ERP Functional Analyst (Level 2)</td><td>1854</td></tr> <tr> <td>6</td><td>ERP Programmer Analyst (SAP Security) (Level 3)</td><td>251</td></tr> </table> <p>All provided resources have completed, for each resource category, at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW).</p>	#	Resource Category	Minimum Billable Days per Category	1	Application/Software Architect (Level 3)	786	2	ERP Functional Analyst (Solution Manager Analyst) (Level 2)	251	3	ERP Programmer Analyst (SAP Security) (Level 2)	251	4	ERP Programmer Analyst (ABAP) (Level 2)	251	5	ERP Functional Analyst (Level 2)	1854	6	ERP Programmer Analyst (SAP Security) (Level 3)	251	
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2.0 CORPORATE RATED REQUIREMENTS

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STREAM 3: PROJECT MANAGEMENT

1.0 CORPORATE MANDATORY REQUIREMENTS

		BIDDER'S RESPONSE
ITEM #	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
M1	<p>The Bidder must have been awarded at least five Informatics Professional Services* contracts, of which three were for a Government Client**. Each of these contracts must have a minimum contract value of \$1M and have been awarded within the past five years.</p> <p>The Bidder must submit for each contract:</p> <ul style="list-style-type: none"> (1) invoices (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1M; and (2) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government Client is a client within a federal, provincial, territorial or municipal government of Canada; and is a department, departmental corporation, agency, Crown Corporation or any Crown entity described in the Financial Administration Act.</p>	

M2	<p>The Bidder must have demonstrated contract experience in supplying all of the following resource categories, for the required Minimum Billable Days per category, over the same 36-month period within the past five years. The services provided must have been provided under a maximum of five contracts.</p> <p>* Bidders must complete both Appendix A and Appendix B of Attachment B for each resource category.</p> <table> <tr> <th>#</th><th>Resource Category</th><th>Minimum Billable Days per Category</th></tr> <tr> <td>1</td><td>Project Manager (Level 2)</td><td>534</td></tr> <tr> <td>2</td><td>Project Manager (Level 3)</td><td>1320</td></tr> <tr> <td>3</td><td>Project Coordinator (Level 3)</td><td>534</td></tr> </table> <p>All provided resources have completed, for each resource category, at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW).</p>	#	Resource Category	Minimum Billable Days per Category	1	Project Manager (Level 2)	534	2	Project Manager (Level 3)	1320	3	Project Coordinator (Level 3)	534	
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2.0 CORPORATE RATED REQUIREMENTS

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STREAM 4: NETWORK

1.0 CORPORATE MANDATORY REQUIREMENTS

		BIDDER'S RESPONSE
ITEM #	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
M1	<p>The Bidder must have been awarded at least five Informatics Professional Services* contracts, of which three were for a Government Client**. Each of these contracts must have a minimum contract value of \$1M and have been awarded within the past five years.</p> <p>The Bidder must submit for each contract:</p> <ol style="list-style-type: none"> (1) invoices (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1M; and (2) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government Client is a client within a federal, provincial, territorial or municipal government of Canada; and is a department, departmental corporation, agency, Crown Corporation or any Crown entity described in the Financial Administration Act.</p>	

M2	<p>The Bidder must have demonstrated contract experience in supplying all of the following resource categories, for the required Minimum Billable Days per category, over the same 36-month period within the past five years. The services provided must have been provided under a maximum of five contracts.</p> <p>* Bidders must complete both Appendix A and Appendix B of Attachment B for each resource category.</p> <table border="1" data-bbox="300 525 896 909"> <thead> <tr> <th>#</th><th>Resource Category</th><th>Minimum Billable Days per Category</th></tr> </thead> <tbody> <tr> <td>1</td><td>Help Desk Specialist (Level 1)</td><td>534</td></tr> <tr> <td>2</td><td>Help Desk Specialist (Level 2)</td><td>251</td></tr> <tr> <td>3</td><td>Operations Support Specialist (Level 1)</td><td>251</td></tr> <tr> <td>4</td><td>Operations Support Specialist (Level 2)</td><td>534</td></tr> <tr> <td>5</td><td>Network Analyst (Level 2)</td><td>251</td></tr> </tbody> </table> <p>All provided resources have completed, for each resource category, at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW).</p>	#	Resource Category	Minimum Billable Days per Category	1	Help Desk Specialist (Level 1)	534	2	Help Desk Specialist (Level 2)	251	3	Operations Support Specialist (Level 1)	251	4	Operations Support Specialist (Level 2)	534	5	Network Analyst (Level 2)	251	
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2.0 CORPORATE RATED REQUIREMENTS

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STREAM 5: BUSINESS

1.0 CORPORATE MANDATORY REQUIREMENTS

		BIDDER'S RESPONSE
ITEM #	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
M1	<p>The Bidder must have been awarded at least five Informatics Professional Services* contracts, of which three were for a Government Client**. Each of these contracts must have a minimum contract value of \$1M and have been awarded within the past five years.</p> <p>The Bidder must submit for each contract:</p> <ol style="list-style-type: none"> (1) invoices (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1M; and (2) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government Client is a client within a federal, provincial, territorial or municipal government of Canada; and is a department, departmental corporation, agency, Crown Corporation or any Crown entity described in the Financial Administration Act.</p>	

M2	<p>The Bidder must have demonstrated contract experience in supplying all of the following resource categories, for the required Minimum Billable Days per category, over the same 36-month period within the past five years. The services provided must have been provided under a maximum of five contracts.</p> <p>* Bidders must complete both Appendix A and Appendix B of Attachment B for each resource category.</p> <table border="1" data-bbox="300 525 896 877"> <thead> <tr> <th>#</th><th>Resource Category</th><th>Minimum Billable Days per Category</th></tr> </thead> <tbody> <tr> <td>1</td><td>Business Analyst (Level 3)</td><td>251</td></tr> <tr> <td>2</td><td>Business Consultant (Level 3)</td><td>251</td></tr> <tr> <td>3</td><td>Business Process Reengineering Consultant (Level 3)</td><td>251</td></tr> <tr> <td>4</td><td>Change Management Consultant (Level 3)</td><td>1069</td></tr> </tbody> </table> <p>All provided resources have completed, for each resource category, at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW).</p>	#	Resource Category	Minimum Billable Days per Category	1	Business Analyst (Level 3)	251	2	Business Consultant (Level 3)	251	3	Business Process Reengineering Consultant (Level 3)	251	4	Change Management Consultant (Level 3)	1069	
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2.0 CORPORATE RATED REQUIREMENTS

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STREAM 6: INFRASTRUCTURE

1.0 CORPORATE MANDATORY REQUIREMENTS

		BIDDER'S RESPONSE
ITEM #	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
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STREAM 7: ENTERPRISE AND COMMON SERVICES

3.0 CORPORATE MANDATORY REQUIREMENTS

		BIDDER'S RESPONSE
ITEM #	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE (BIDDERS TO INSERT DATA)
M1	<p>The Bidder must have been awarded at least five Informatics Professional Services* contracts, of which three were for a Government Client**. Each of these contracts must have a minimum contract value of \$1M and have been awarded within the past five years.</p> <p>The Bidder must submit for each contract:</p> <ul style="list-style-type: none"> (1) invoices (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for such services in the amount of \$1M; and (2) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government Client is a client within a federal, provincial, territorial or municipal government of Canada; and is a department, departmental corporation, agency, Crown Corporation or any Crown entity described in the Financial Administration Act.</p>	

M2	<p>The Bidder must have demonstrated contract experience in supplying all of the following resource categories, for the required Minimum Billable Days per category, over the same 36-month period within the past five years. The services provided must have been provided under a maximum of five contracts.</p> <p>* Bidders must complete both Appendix A and Appendix B of Attachment B for each resource category.</p> <table border="1" data-bbox="300 525 896 926"> <thead> <tr> <th>#</th><th>Resource Category</th><th>Minimum Billable Days per Category</th></tr> </thead> <tbody> <tr> <td>1</td><td>Application/Software Architect (Level 3)</td><td>1854</td></tr> <tr> <td>2</td><td>Programmer/Analyst (JAVA) (Level 3)</td><td>1320</td></tr> <tr> <td>3</td><td>Programmer/Analyst (JAVA) (Level 2)</td><td>5280</td></tr> <tr> <td>4</td><td>Programmer/Analyst (COBOL) (Level 3)</td><td>3960</td></tr> <tr> <td>5</td><td>Systems Analyst (Level 3)</td><td>1320</td></tr> <tr> <td>6</td><td>Systems Analyst (Level 2)</td><td>2389</td></tr> <tr> <td>7</td><td>Systems Analyst (COBOL) (Level 3)</td><td>1320</td></tr> </tbody> </table> <p>All provided resources have completed, for each resource category, at least 50% of the tasks for such category detailed in section 5.3 of Annex B (SOW).</p>	#	Resource Category	Minimum Billable Days per Category	1	Application/Software Architect (Level 3)	1854	2	Programmer/Analyst (JAVA) (Level 3)	1320	3	Programmer/Analyst (JAVA) (Level 2)	5280	4	Programmer/Analyst (COBOL) (Level 3)	3960	5	Systems Analyst (Level 3)	1320	6	Systems Analyst (Level 2)	2389	7	Systems Analyst (COBOL) (Level 3)	1320	
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4.0 CORPORATE RATED REQUIREMENTS

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APPENDIX A OF ATTACHMENT B

RFP BILLABLE DAYS RESPONSE TABLE

By providing a response, the bidder certifies that billable days provided occurred during the billing period indicated above for all of the resource categories listed.

Bidder's Name: _____

Billing Period (36 consecutive months) between ____/____/____ to ____/____/____
(dd/mm/yy) (dd/mm/yy)

STREAM 1 – PROJECT ARCHITECTURE

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					Total
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	
Application/Software Architect (Level 3)						
Systems Analyst (Level 3)						
Web Architect (Level 3)						
Business Architect (Level 3)						
IM Architect (Level 3)						
Technology Architect (Level 3)						
Enterprise Architect (Level 3)						
Technical Writer (Level 3)						

Bidder's Name: _____

Billing Period (36 consecutive months) between ____/____/____ to ____/____/____
(dd/mm/yy) (dd/mm/yy)

STREAM 2 - SAP

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					Total
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	
Application/Software Architect (Level 3)						

ERP Functional Analyst (Solution Manager Analyst) (Level 2)						
ERP Programmer Analyst (SAP Security) (Level 2)						
ERP Programmer Analyst (ABAP) (Level 2)						
ERP Functional Analyst (Level 2)						
ERP Programmer Analyst (SAP Security) (Level 3)						

Bidder's Name: _____

Billing Period (36 consecutive months) between ____/____/____ to ____/____/____
(dd/mm/yy) (dd/mm/yy)

STREAM 3 – PROJECT MANAGEMENT

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Total
Project Coordinator (Level 3)						
Project Manager (Level 3)						
Project Manager (Level 2)						

Bidder's Name: _____

Billing Period (36 consecutive months) between ____/____/____ to ____/____/____
(dd/mm/yy) (dd/mm/yy)

STREAM 4 – NETWORK

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Total
Help Desk Specialist (Level 1)						
Help Desk Specialist (Level 2)						
Operations Support Specialist (Level 1)						
Operations Support Specialist (Level 2)						
Network Analyst (Level 2)						

Bidder's Name: _____

Billing Period (36 consecutive months) between ____/____/____ to ____/____/____
(dd/mm/yy) (dd/mm/yy)

STREAM 5 – BUSINESS

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					Total
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	
Business Analyst (Level 3)						
Business Consultant (Level 3)						
Business Process Reengineering Consultant (Level 3)						
Change Management Consultant (Level 3)						

Bidder's Name: _____

Billing Period (36 consecutive months) between ____/____/____ to ____/____/____
(dd/mm/yy) (dd/mm/yy)

STREAM 6 – INFRASTRUCTURE

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					Total
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	
IM Architect (Level 3)						
Database Administrator (Level 3)						
Database Modeler/IM Modeler (Level 3)						
Technology Architect (Virtualization) (Level 2)						
Technology Architect (Integrator) (Level 3)						
Technology Architect (Engineering) (Level 2)						
Technology Architect (Engineering) (Level 3)						

Bidder's Name: _____

Billing Period (36 consecutive months) between ____/____/____ to ____/____/____
(dd/mm/yy) (dd/mm/yy)

STREAM 7 – ENTERPRISE AND COMMON SERVICES

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS					
	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Cross Reference to Contract Reference # _____	Total
Application/Software Architect (Level 3)						
Programmer/Analyst (JAVA) (Level 3)						
Programmer/Analyst (JAVA) (Level 2)						
Programmer/Analyst (COBOL) (Level 3)						
Systems Analyst (JAVA) (Level 3)						
Systems Analyst (Level 2)						
Systems Analyst (COBOL) (Level 3)						
Tester (Level 2)						
Tester (Level 3)						

APPENDIX B OF ATTACHMENT B

RESOURCE REFERENCE FORM

To meet 1.0 M2 of Attachment B for each Stream, the Bidder must have demonstrated contract experience in supplying all of the resource categories described in M2 for each Stream, over the same 36-month period within the past 5 years. The services provided must have been provided under a maximum of 5 contracts. All resources provided must have completed at least 50% of the tasks detailed in section 5.3 of Annex B (SOW), for the resource category for which they were provided.

Bidder Name: _____

Bidder Contract Reference #: _____

SECTION 1: CLIENT INFORMATION

Government client (Yes/No)

Client Organization Name

Address

Client Reference Contact Name

Telephone

Fax

E-mail

SECTION 2: CONTRACT INFORMATION

Contract Value

Award Date

Expiry Date

Contract Title and description:

SECTION 3: RESOURCE DETAILS

Category of Personnel and Level

Tasks performed under the contract with a cross reference to each specific SOW associated task

ANNEX B - STATEMENT OF WORK

1.0 TITLE

- 1.1 Canada Border Services Agency (CBSA) – IT Services Supply Chain.

2.0 BACKGROUND

- 2.1 CBSA is responsible for providing integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods, including animals and plants that meet all requirements under its legislation. Under this mandate, CBSA enables effective and efficient border management through the design, development, implementation, delivery and operation of innovative solutions, science and technology for the major issues facing border management today and in the future.
- 2.2 CBSA provides effective management of Canada's border through the strategic development, application and oversight of Information Technology and Information Management services. Integrated IT services are administered across Canada, including headquarters and seven regional locations - Atlantic, Quebec, Greater Toronto Area, Northern Ontario, Southern Ontario, Prairie and Pacific.

To optimally manage border programs, corporate maturity and operational excellence, the Information, Science and Technology Branch (ISTB) of CBSA provides technical expertise to advance information management; enterprise architecture; IT infrastructure and solutions; and planning and portfolio management. Among other aspects, the ISTB provides technology leadership for a sustainable portfolio of business applications in support of CBSA's strategic priorities. It ensures effective delivery of technology products, applications and services to meet business needs, while ensuring integrity and availability of all technology infrastructure.
- 2.3 On February 4, 2011, the Prime Minister of Canada and the President of the United States issued a declaration called "Beyond the Border: A Shared Vision for Perimeter Security and Economic Competitiveness", also called the "Declaration". The Declaration established a new long-term partnership built upon a perimeter approach to security and economic competitiveness. This means working together, not just at the border, but also beyond the border to enhance our security and accelerate the legitimate flow of people, goods and services. Leaders called for the development of a joint action plan to realize this goal.
- 2.4 CBSA has a requirement for informatics professional support specialist services and the deliverables associated with them; such services (and Deliverables as listed in 6.0 below) taken together referred to as Services. The Services will support projects and program initiatives that relate to the Declaration including those listed at 5.0 below.

3.0 OBJECTIVE

- 3.1 The Contractor must provide the Services to support the CBSA's business and technology requirements under the CBSA mandate by ensuring that operational demands are maintained and internally available resources and skill sets are supplemented. Technical advancements are required to manage activities such as risk assessment and intelligence, trusted programs, port of entry operations, criminal investigations and immigration enforcement, trade and recourse. As a result, CBSA requires the Services for up to seven work streams at various levels to supplement internal capacity.
- 3.2 The Services are required to support the CBSA's strategic priorities, technology requirements and ensure forward momentum for effective border management. As a multi-disciplinary organization, technology changes have significant impacts on programs, projects and other operations. The Contractor must be equipped to provide technical expertise to support not only existing initiatives, but also future undertakings and transitions.

4.0 BUSINESS AND TECHNICAL ENVIRONMENT

4.1 Business Environment

- 4.1.1 CBSA's regular working hours are Monday to Friday, between 7 a.m. to 6 p.m. Eastern Time (Standard Workday).
- 4.1.2 The Contractor must provide the Services within the Standard Workday of CBSA, as identified above, with the occasional requirement to provide Services outside the Standard Workday, as specified in any resultant Task Authorization (TA).
- 4.1.3 **Work Outside Standard Workday Hours**
- (a) All proposed personnel must be available to work outside normal office hours during the duration of the Contract.
 - (b) The Technical Authority will advise the Contractor as soon as possible of any overtime requirements. All overtime must be pre-approved by the Technical Authority.
 - (c) The per diem rates paid for work outside Standard Workday Hours will be the same as the per diem rates indicated in Annex A.
 - (d) Under some special circumstances, the Contractor's resources must be available (On-Call) to be called back to work, outside the Standard Workday, at the regular per diem rate, as established in the Contract.
 - (e) The Technical Authority will advise the Contractor as soon as possible of any On-Call requirements and their duration. All On-Call must be pre-approved by the Technical Authority.
 - (f) The per diem rates paid for actual hours of On-Call Work performed will be the same as the per diem rates indicated in Annex A. The Contractor will not be paid for the actual hours of the On-Call standby period (wait time), but will be paid an initial 3 hours minimum charge for On-Call Work approved by the Technical Authority.

4.2 Technical Environment

- 4.2.1 The Contractor will provide the Services in conformance with CBSA's standard desktop operating software, currently, Microsoft Office Suite (including Word, Excel, and PowerPoint).
- 4.2.2 All Deliverables provided by the Contractor will become integrated within CBSA's technical and operational environment as specified by CBSA.
- 4.2.3 The technical environment at CBSA is comprised of several technologies including but not limited to:
 - JAVA on IBM Z O/S, SUN Solaris Server, or Microsoft Server
 - COBOL on IBM Z O/S Mainframe
 - DB2 and Sybase RDBMS/ IBM DB2 on z/OS (version 8 or more), Sybase on RDMS
 - IBM Rational Software Architect
 - WebSphere
 - IBM Websphere Application Server on zOS (version 6 or more)
 - IBM Websphere Test Environment (version 6 or more)
 - IBM Websphere MQ on zOS (version 6 or more)
 - CVS NT
 - IBM Plugin for HTTP
 - HTTPS (SSL)
 - Wily Introscope
 - Oracle WebLogic
 - JAVA policy files
 - ACSII to EBCDIC (code pages)
 - CA Siteminder
 - CTG (CICS Transaction Gateway)
 - Microsoft C++
 - RESTFUL Web Services
 - Electronic Data Interchange (EDI) - MQ Series
 - SAP ECC 6.0
 - SAP Convergent Invoicing
 - SAP NetWeaver Portal
 - Financial Sector Collection and Disbursement
 - Public Sector Records Management
 - Public Sector Collection Disbursement (PSCD)
 - External Community Members
 - Debt Recovery Management
 - SAP Convergent Invoicing
 - Debt Recovery Management
 - Business Rule Framework (BRF) and SAP NetWeaver Business
 - Management SAP NetWeaver BRM for ABAP
 - Rules Financial Accounting (FI)
 - Controlling (CO)
 - Sales and Distribution (SD)
 - Smart Form
 - JavaScript
 - XML
 - Microsoft Office Suite
 - Professional ADOBE Acrobat

- Solution Manager
- CRM user (Marketing, Sales and Service, Interaction Centre Processing)
- Property Tax
- FSCM (Biller Direct, Dispute and Credit Management)
- TPOS – Taxpayer Online Services
- ERP 6.0 + current enhancement package
- Impromptu
- Oracle
- Visio
- PBWin
- Oracle CASE
- Rational Rose
- RUP
- IBM DB2
- ERWin Data Modelling tool
- Strong 2-factor security/authentication
- Microsoft TSP using Citrix extensions
- Smartcard hardware drivers
- Entrust migrations EDS (Entrust Desktop Security) and ESP (Entrust Service Provider)
- Latency
- Card migration, certificates
- Card usage using old and new software versions
- Authentication for application access
- Encryption and decryption functions
- ICA client
- Workstation “start” menu
- Virtual desktop
- Virtual environment
- Virtual serial channels
- Locally-connected devices and peripherals, including drivers
- CAPI stores and remote cache
- DNS and network routing
- Secure Remote Access
- Active Directory/Group Policy Object
- Oracle Solaris
- Microsoft PowerPoint, Visio, Word, Excel, Internet Explorer, Windows 2000 and XP, Microsoft Terminal Services Platform, Citrix Extensions
- HP Quick Test Professional.
- HP Quality Center
- US and UN API EDIFACT Message Formats that pertain to the Airline
- HTML
- IBM DB2
- J2EE
- Java
- MS Access
- MS SQL
- Message Queue (formerly MQ Series)
- Mobile Platform application Development.NET
- Netron/CAP

- PNR – Passenger Name Record formats that pertain to Airline Industry
- PowerBuilder Rational Rose
- RSA (Rational Software Architect)
- XML
- WSAD (WebSphere Studio Application Development)
- MIL-STD-498
- Transaction Processing Systems
- Risk Assessment Systems
- Portal Systems
- Web Services

4.2.4 The future technical environment at CBSA may be comprised of the following additional technologies:

- a) Web Access Manager (WAM) and associated integrated technologies
- b) Java on UNIX with Servlets; Oracle Portal on UNIX with JSR168 compliant portlets
- c) COBOL on IBM Z O/S Mainframe
- d) Data Acquisition Custom off the Shelf (COTS) software products for such items as data translation and data quality
- e) Client Support COTS software products
- f) Various other COTS products such as Business Rules Engine, Integrated Voice Recognition and Transponder Technology.

5.0 SCOPE OF WORK

5.1 The Contractor must, on an "as and when requested" basis and as described in any fully executed TA form(s), provide the Services to CBSA's satisfaction. Resources may be called upon to satisfy any combination of the tasks identified in 5.3 below.

The Contractor's Services to support program initiatives and projects related to the Declaration will include technological support to sustain operational requirements, human resource management activities, corporate affairs, comptrollership activities, CBSA programs, and project development.

The Contractor must store all technical or research documentation gathered or produced during the provision of the Services in CBSA's repository.

5.2 Key program initiatives to be supported include but are not limited to eManifest, Beyond the Border, Postal Modernization, CBSA Assessment and Revenue Management (CARM), Refugee Reform, Accounts Receivable Ledger and OGD Single Window.

In addition to these specific program initiatives, program initiatives that may be related to the declaration include but are not limited to:

- ▷ Database and data administration and management
- ▷ Research and development for new computer hardware and software
- ▷ Release and change management for IT applications and infrastructure
- ▷ Client desktop support
- ▷ Production support
- ▷ Maintenance and system enhancement
- ▷ Application and system testing
- ▷ Computer science program initiatives
- ▷ Business Intelligence program initiatives

- ▷ Data warehouse program initiatives
- ▷ Design and implementation of solutions
- ▷ Systems integration, development, maintenance and implementation
- ▷ E-business Integration and eportal Solutions
- ▷ Enterprise, Business, Solutions, Information and Security Architecture
- ▷ Information and Records Management
- ▷ Quality Management
- ▷ Infrastructure change and management
- ▷ Configuration Management
- ▷ Deployment and site management
- ▷ LAN Services and secure Network development
- ▷ Legacy Systems management
- ▷ Managing and delivering projects
- ▷ Capacity management
- ▷ Just in time data transmission initiatives
- ▷ System outage fixes
- ▷ Enterprise-wide capability initiative

CBSA's projects which may support the Declaration include but are not limited to:

Single Window Initiative	Abbotsford-Huntingdon (AH)	Cornwall Relocated Temporary Port of Entry	Tariff and Risk Assessment for HST
Advance Passenger Information/Passage Name Record (API/PNR)	Manitoba Small Ports Project	National Targeting Implementation Program (NTIP)	Shift Planning
Emanifest	Pacific Highway	Data Centre Recovery (DCR)	Arming
Postal Modernization Initiative	Beaver Creek	IT-Prerequisites	CBSA Assessment and Revenue Management (CARM)
Temporary Resident Biometrics Project (TRBP)	Lacolle	Incident Management Reporting System (IMRS)	Beyond the Border
Refugee Reform	Rigaud	Correspondence Tracking	
Automated Border Clearance (ABC)	Prescott	Recourse Content Management System (RCMS)	
Secure Communications	Accounts Receivable Ledger (ARL)	Secure Systems Transition Project	
Trusted Travelers Kiosk Replacement	Doubling Up	Information Management Program	
Kingsgate	Job Hazard Analysis Three	Environmental Information Management System (EIMS)	

- 5.2 In supplying resources, the Contractor must supply:
- a) A single resource to work independently; or
 - b) A single resource as part of, or to lead, a team; or
 - c) A group of resources to act as a team; or
 - d) A group of resources to supplement a team; or
 - e) Multiple resources to act in any combination of the above.

5.3 Resource Categories and Tasks

STREAM 1 – Project Architecture

5.3.1 The Application/Software Architect - Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.1.1 Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- 5.3.1.2 Analyze and evaluate alternative technology solutions to meet business problems;
- 5.3.1.3 Ensures the integration of all aspects of technology solutions.
- 5.3.1.4 Analyze functional requirements to identify information, procedures and decision flows;
- 5.3.1.5 Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary;
- 5.3.1.6 Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems;
- 5.3.1.7 Define input and output sources, including detailed plan for technical design phase, and obtain approval of the system proposal;
- 5.3.1.8 Provide analysis to define system functionality using the Unified Modeling Language (UML);
- 5.3.1.9 Analyze and support development in an integrated enforcement, enrolment of risk assessment functionality;
- 5.3.1.10 Interact and coordinate activities with other team to ensure a successful delivery of the expected results;
- 5.3.1.11 Leading and facilitating Joint Application Architecture and Design sessions.

5.3.2 The System Analyst - Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.2.1 Develop requirements, feasibility, cost, design, and specification documents for systems;
- 5.3.2.2 Implement systems to support projects, departments, organizations or businesses;
- 5.3.2.3 Translate business requirements into systems design and specifications;
- 5.3.2.4 Analyze and recommend alternatives and options for solutions;

- 5.3.2.5 Develop technical specifications for systems development, design and implementation.

5.3.3 The Web Architect (Usability Researcher) - Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.3.1 Unit test the code prior to releasing it for integration testing;
- 5.3.3.2 Monitor the need for architectural changes as the project progresses;
- 5.3.3.3 Develop test plans for testing the system;
- 5.3.3.4 Ensure functionalities have been implemented according to specifications;
- 5.3.3.5 Develop post-implementation plan for monitoring/tracking architecture stability;
- 5.3.3.6 Experimental design;
- 5.3.3.7 Responsible for the collection, examination, summarization, manipulation, and interpretation of quantitative data to discover its underlining causes, Patterns, relationship, and trends;
- 5.3.3.8 User profiling; Capture the needs, goals, values, expectations and habits of users and forming well defined users groups;
- 5.3.3.9 Perform Audience analysis; this would include the understanding of the user group for which the design is targeted. This would include the audiences, demographics, physical location, amount of time available to view the design and interest in the subject matter;
- 5.3.3.10 Perform task analysis: What a user is required to do in terms of actions and/or cognitive processes to achieve a task;
- 5.3.3.11 Prepare scenarios built around defined user profiles and personas and include descriptions of common user tasks.

5.3.4 The Business Architect - Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.4.1 Develop policies and rules that allow an organization to carry out its mandate and functional responsibilities, and that govern the organization's actual and planned capabilities in terms of computers, data, information, human resources, communication facilities, software and management responsibilities;
- 5.3.4.2 Develop the specifications for where, how and why the various organizational components fit together as they do, and how they support the organization's mandate.

5.3.5 The Information Management Architect - Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.5.1 Analyse existing capabilities and requirements, develop redesigned frameworks and recommend areas for improved capability and integration;

- 5.3.5.2 Develop and document detailed statements of requirements;
- 5.3.5.3 Evaluate existing procedures and methods, identify and document database content, structure, and application subsystems, and develop data dictionary;
- 5.3.5.4 Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems;
- 5.3.5.5 Prototype potential solutions, provide tradeoff information and suggest recommended courses of action;
- 5.3.5.6 Perform information modeling in support of BPR implementation;
- 5.3.5.7 Provide advice in developing and integrating process and information models between business processes to eliminate information and process redundancies;
- 5.3.5.8 Provide advice in defining new requirements and opportunities for applying efficient and effective solutions;
- 5.3.5.9 Identify and provide preliminary costs of potential options.

5.3.6 The Technology Architect - Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.6.1 Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- 5.3.6.2 Ensures the integration of all aspects of technology solutions;
- 5.3.6.3 Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- 5.3.6.4 Perform impact analysis of technology changes;
- 5.3.6.5 Provide support to applications and technical support teams in the proper application of existing infrastructure;
- 5.3.6.6 Coach, mentor and train the organization to perform any of the above.

5.3.7 The Enterprise Architect - Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.7.1 Evaluate the enterprise's business and Information and Communication Technologies (ICT) architecture, determine its consistency and integration with the organization's business and ICT strategies, assess the degree of its alignment with Treasury Board CIO Business Transformation Enablement Program (BTEP) and Federated Architecture Program (FAP) and recommend changes to the business and ICT architecture to improve its alignment with these external factors;
- 5.3.7.2 Assess the feasibility of migrating from the current state to the target business architecture and enabling technologies and identify the risks associated with migrating to the target business architecture and technologies and make recommendations for risk mitigation;

- 5.3.7.3 Identify business and technology trends that create opportunities for business improvement, advise business and ICT Senior Executives on ICT trends and emerging technologies and the impact on the organization's and government ICT architectures and business strategies, model "What if" scenarios and recommend appropriate changes to the existing architecture and ICT infrastructure, and recommend alternative solutions, methodologies and strategies;
- 5.3.7.4 Produce an architectural evolution plan, recommend prioritization of architecture evolution initiatives, and develop and implement an architecture evolution plan;
- 5.3.7.5 Manage the development and implementation of an architectural improvement plan;
- 5.3.7.6 Coach, mentor and train the organization to perform any of the above.

5.3.8 The Technical Writer will be responsible for, but not be limited to, doing the following:

- 5.3.8.1 Planning, researching and writing technical architecture artifacts, and specifications;
- 5.3.8.2 Analyzing material, such as notes and drawings, and writing architecture artifacts, and other documents to explain clearly and concisely the architecture end state;
- 5.3.8.3 Modifying, validating and compiling technical documents such as technical publications in general and system data lists and drawings;
- 5.3.8.4 Assisting and participating in meetings; this includes writing meeting minutes;
- 5.3.8.5 Reviewing documents, drawings and associated data for conformance to established standards.

5.3.9 The Web Architect (Usability Designer) - Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.9.1 Perform architectural modeling to ensure consistency of the design with existing work;
- 5.3.9.2 Develop code based upon design and requirements documents;
- 5.3.9.3 Ensure functionalities have been implemented according to specifications;
- 5.3.9.4 Create web pages including multi-media design;
- 5.3.9.5 Develop flowcharts depicting navigation and basic content;
- 5.3.9.6 Develop line drawings or block diagrams illustrating the priority of information, links and space requirements;
- 5.3.9.7 Develop content diagrams showing the interactive connection between pages;
- 5.3.9.8 Develop interactive prototypes showing basic form and functionality used for both usability testing and presentations;
- 5.3.9.9 Design and conduct user needs analysis and experimental design;

- 5.3.9.10 Research analysis in problem definition.

STREAM 2 – SAP

5.3.10 The Application/Software Architect - Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.10.1 Creating, defining, or choosing SAP frameworks for projects;
- 5.3.10.2 Documenting standard ways of pursuing SAP application development within Canada Border Services Agency (CBSA);
- 5.3.10.3 Recognizing potential reuse in the Canada Border Services Agency (CBSA) or in CBSA's SAP applications by Observing and understanding the broader system environment;
- 5.3.10.4 Creating the component design;
- 5.3.10.5 Having knowledge of other applications in the Canada Border Services Agency (CBSA);
- 5.3.10.6 Assist the Canada Border Services Agency (CBSA) project team to achieve project goals;
- 5.3.10.7 Assist in the identification and planning of activities.
- 5.3.10.8 Provide early identification of issues that may affect achievement of CBSA objectives;
- 5.3.10.9 Identify and help to resolve issues related to the integration of efforts amongst SAP/ERP 6.0 implementation consultants and CBSA team;
- 5.3.10.10 Identify, monitor and help to resolve issues related to the design and landscape of the SAP/ERP 6.0 modules.
- 5.3.10.11 Provide advice and guidance on related architectural vision and documentation activities;
- 5.3.10.12 Conduct formal quality assurance on the work being undertaken by the team on an ongoing basis;
- 5.3.10.13 Transfer knowledge to the CBSA project team through individual and group training and demonstrations, written instructions and documents;
- 5.3.10.14 Provide ad hoc just-in-time training to CBSA project team members as required;
- 5.3.10.15 Report to the project authority on the progress, issues and quality related to the functionality of the SAP/ERP 6.0 Modules.

5.3.9 The ERP Functional Analyst (Solution Manager) – Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.9.1 Provide functional and technical advice to Solution Manager Development team;
- 5.3.9.2 Assist the Canada Boarder Services Agency (CBSA) project team to achieve project goals, such as implementing ChaRM, Service Desk, and Security Optimization Self-Service;
- 5.3.9.3 Assist in the identification and planning of configuration and development activities;
- 5.3.9.4 Provide early identification of issues that may affect achievement of CBSA objectives;

- 5.3.9.5 Identify, monitor and help to resolve issues related to the functionality of the SAP Solution Manager module;
- 5.3.9.6 Provide advice and guidance on project related training and documentation activities (i.e., end user training);
- 5.3.9.7 Conduct formal quality assurance on the work being performed by the Solution Manager Development team on an ongoing basis;
- 5.3.9.8 Transfer functional and technical knowledge to the CBSA project team through:
 - Scheduled individual and group classroom training sessions and demonstrations,
 - Unscheduled (ad-hoc) training and demonstrations by sitting with project team resources as required,
 - Written instructions and documents.
- 5.3.9.9 Report to the project authority on the progress, issues and quality related to the functionality of the SAP Solution Manager module.

5.3.10 The ERP Programmer Analyst (SAP Security) – Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.10.1 Assist in the design, development, and implementation of enterprise security roles, controls, solutions, processes, and policies;
- 5.3.10.2 Work with ARL clients (e.g., Comptrollership) to gather system access and restriction requirements for SAP and non-SAP systems and applications in order to address job creation/change requirements;
- 5.3.10.3 Prepare training relevant documentation, and conduct classroom training sessions for internal team members, provide team members with the information required to perform support activities within assigned SAP applications;
- 5.3.10.4 Troubleshoot and resolve security relevant issues for assigned systems and applications, ensuring compliance with Government of Canada, CBSA, and SAP policies, processes, and standards;
- 5.3.10.5 Design and build SAP security roles for both interactive and non-interactive users across the enterprise based on complex business requirements, company policies and standards, and regulatory requirements;
- 5.3.10.6 Work with ARL clients (e.g., Comptrollership) to ensure that all new/modified security roles are effectively tested and validated as meeting client specified requirements prior to being made available for use within the production environment;
- 5.3.10.7 Contribute to the definition and implementation of SAP and non-SAP secure configuration parameters; monitor the system to ensure that the parameters restrict users as defined in client specified requirements;
- 5.3.10.8 Contribute to the development and implementation of overall enterprise-wide security policies, processes, standards and guidelines;
- 5.3.10.9 Utilize SAP tools in order to effectively identify potential segregation of duties issues with security roles, working

- 5.3.10.10 with business process teams (e.g., CRA Collections) to effectively address roles as required to ensure compliance; Contribute to the design and implementation of effective system and application security controls to mitigate identified risks, monitoring existing controls for effectiveness, and recommend changes in controls where required;
- 5.3.10.11 Configure and utilize CBSA licensed tools in order to effectively identify SAP and non-SAP security vulnerabilities, associated risk levels, and recommend resolutions based on the findings and associated environment;
- 5.3.10.12 Contribute to the execution and documentation of enterprise-wide risk assessments;
- 5.3.10.13 Work with the ARL Business team to identify the impact of new or modified regulations on current environment, and recommend appropriate changes to ensure compliance;
- 5.3.10.14 Support security monitoring activities through the execution and analysis of defined reports, and based on the results, following internal processes and work with appropriate teams to ensure that the appropriate actions are taken;
- 5.3.10.15 Create and maintain SIEM (Security Information & Event Management) tool rules to ensure the appropriate notification of Security and support teams of security related incidents;
- 5.3.10.16 Contribute to the development and maintenance of the enterprise-wide security awareness program;
- 5.3.10.17 Coordinate and lead information gathering and issue resolution sessions with internal team members, as well as other IT legacy system teams and ARL clients (e.g., Comptrollership);
- 5.3.10.18 Assist with the development and documentation of internal team processes;
- 5.3.10.19 Evaluate and recommend software solutions that would be of value to the CBSA;
- 5.3.10.20 Perform other information security tasks as requested and assigned by the Project Authority.

5.3.11 The ERP Programmer Analyst (ABAP) – Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.11.1 Provide tuning of ABAP code (reports, transactions, functions);
- 5.3.11.2 Provide technical advice and coach other programmers.
- 5.3.11.3 Provide early identification of issues that may affect achievement of Agency objectives;
- 5.3.11.4 Provide advice and guidance on related training and documentation activities;
- 5.3.11.5 Provide status reports;
- 5.3.11.6 Provide demonstrations and code walkthroughs;
- 5.3.11.7 Provide technical knowledge transfer to the CBSA project team through individual and group training and demonstrations, written instructions and documents;
- 5.3.11.8 Conduct formal quality assurance on work being undertaken by the team on an ongoing basis;

- 5.3.11.9 Perform Unit and integration testing;
- 5.3.11.10 Perform data conversion and loading;
- 5.3.11.11 Assist the Canada Boarder Services Agency (CBSA) project team to achieve project goals;
- 5.3.11.12 Assist in the identification and planning of activities;
- 5.3.11.13 Assist in impact analysis and work with a team of peers to identify, analyze and resolve performance problems;
- 5.3.11.14 Support and procedural documents.

5.3.12 The ERP Functional Analyst – Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.12.1 Provide functional and technical advice.
- 5.3.12.2 Assist the Canada Boarder Services Agency (CBSA) project team to achieve project goals;
- 5.3.12.3 Assist in the identification and planning of activities.
- 5.3.12.4 Provide early identification of issues that may affect achievement of CBSA objectives;
- 5.3.12.5 Identify and help to resolve issues related to the integration of efforts amongst SAP/ERP 6.0.implementation consultants and CBSA team;
- 5.3.12.6 Identify, monitor and help to resolve issues related to the functionality of the SAP/ERP 6.0.modules;
- 5.3.12.7 Provide advice and guidance on related training and documentation activities;
- 5.3.12.8 Conduct formal quality assurance on the work being undertaken by the team on an ongoing basis;
- 5.3.12.9 Transfer functional and technical knowledge to the CBSA project team through individual and group training and demonstrations, written instructions and documents;
- 5.3.12.10 Provide ad hoc just-in-time training to CBSA project team members as required;
- 5.3.12.11 Report to the project authority on the progress, issues and quality related to the functionality of the SAP/ERP 6.0. modules;
- 5.3.12.12 Configure SAP functionality to meet business requirements.

5.3.13 The ERP Programmer Analyst (SAP Security) – Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.13.1 Doing the technical design, development, testing, implementation, support, and documentation of Security roles and objects within an ECC 6.0 SAP environment (including ABAP, Portal and Java roles);
- 5.3.13.2 Providing appropriate and timely implementation of security controls, including the creation and implementation of security profiles for named users and processes related security adds, deletes and changes;
- 5.3.13.3 Implementation and maintenance of security profiles and roles/authority groups and objects;
- 5.3.13.4 Leading a team of consultants and the ability to work with our clients;

- 5.3.13.5 Design strategies to keep the user base Segregation of duties free (SOD);
- 5.3.13.6 Develop and communicate policies and procedures for SAP Security design/redesign, Governance, risk management and compliance software (GRC) and integrate into existing procedures;
- 5.3.13.7 Design SAP automated controls and manual mitigating controls for SAP environments;
- 5.3.13.8 Develop and deploy communications, rollout, training plans for Governance, risk management and compliance software (GRC) implementations;
- 5.3.13.9 Engage process team leads in the security process and design process specific role structures;
- 5.3.13.10 Design appropriate job roles mapping to single roles and procedures for including cross team functionality;
- 5.3.13.11 Design and develop SOD free SAP roles and composites job positions;
- 5.3.13.12 Envision, design and implement Unit and Integration test strategy for SAP roles, job positions and derived job positions based upon organizational restrictions and design acceptance criteria;
- 5.3.13.13 Design and develop cutover and post implementation SAP security strategy;
- 5.3.13.14 Design and develop post production support roles for SAP environments.

STREAM 3 - Project Management

5.3.14 The Project Manager – Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.14.1 Work with several Project Managers, each responsible for an element of the project and its associated project team;
- 5.3.14.2 Manage the project during the development, implementation and operations startup by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters;
- 5.3.14.3 Formulate statements of problems; establishes procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtains approval thereof;
- 5.3.14.4 Define and document the objectives for the project; determine budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team;
- 5.3.14.5 Report progress of the project on an ongoing basis and at scheduled points in the life cycle;
- 5.3.14.6 Meets in conference with stakeholders and other project managers and states problems in a form capable of being solved;
- 5.3.14.7 Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools;
- 5.3.14.8 Review and comment on all project deliverables from completion of Initiation to Implementation;

- 5.3.14.9 Develop scope, context and business requirements, working with departmental leads and key clients;
- 5.3.14.10 Conduct, facilitate and lead matrix¹ team meetings;
- 5.3.14.11 Ensure timely completion of deliverables.

5.3.15 The Project Manager – Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.15.1 Manage several Project Managers, each responsible for an element of the project and its associated project team;
- 5.3.15.2 Manage the project during the development, implementation and operations startup by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters;
- 5.3.15.3 Formulate statements of problems; establishes procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtains approval thereof;
- 5.3.15.4 Define and document the objectives for the project; determine budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team;
- 5.3.15.5 Report progress of the project on an ongoing basis and at scheduled points in the life cycle;
- 5.3.15.6 Meets in conference with stakeholders and other project managers and states problems in a form capable of being solved;
- 5.3.15.7 Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools;
- 5.3.15.8 Review and comment on all project deliverables from completion of Initiation to Implementation;
- 5.3.15.9 Develop scope, context and business requirements, working with departmental leads and key clients;
- 5.3.15.10 Conduct, facilitate and lead matrix team meetings;
- 5.3.15.11 Ensure timely completion of deliverables;
- 5.3.15.12 Project sign-off.

5.3.16 The Project Coordinator - Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.16.1.1 Assist project management and data processing professionals, technical users and end users in project coordination and synchronization tasks;
- 5.3.16.1.2 Provide administrative and technical support of a clerical nature as required to a project team;
- 5.3.16.1.3 Assist in performing such tasks as maintaining project documentation and application/system libraries;
- 5.3.16.1.4 Act as the first or single point of contact in a "hot-line" situation by accepting incoming calls, logging calls,

¹ Matrix Team – A matrix team is defined as a team comprised of business and IT subject matter experts that functions as a project team and reports to the team Manager on tasks related to the project.

- attempting to resolve simple problems and following established procedures for more difficult problems;
- 5.3.16.1.5 Track project change requests;
- 5.3.16.1.6 Maintain and updates relevant project information in manual and/or electronic files; project information (may include Threat Risk Assessments(TRA) etc.) might include such things as project activity schedule, status reports, correspondence, maintaining Email box or Threat Risk Assessments(TRA) Continuity;
- 5.3.16.1.7 Use computer tools, aids, system control languages on PCs, minis, or mainframes to perform work;
- 5.3.16.1.8 Communicate with project management and data processing professionals, technical users and end users on administrative matters related to the project.

STREAM 4 – Network

5.3.17 The Help Desk Specialist - Level 1 will be responsible for, but not be limited to, doing the following:

- 5.3.17.1 Resolves client technical issues related to desktop distributed environment by:
- 5.3.17.2 Providing tier 1 telephone support;
- 5.3.17.3 using remote control software to access client workstations to resolve incidents;
- 5.3.17.4 Serving walk-in clients;
- 5.3.17.5 records incident and resolution information using Help Desk management software;
- 5.3.17.6 Work on small projects;
- 5.3.17.7 configures and sets up Blackberry's;
- 5.3.17.8 Configure and setup secure remote access (SRA) laptop'.

5.3.18 The Help Desk Specialist - Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.18.1 Resolves client technical issues related to desktop distributed environment by: providing tier 1 and tier 2 telephone support;
- 5.3.18.2 Using remote control software to access client workstations to resolve incidents;
- 5.3.18.3 Records incident information using Help Desk management software;
- 5.3.18.4 Monitors calls of level 1 for quality;
- 5.3.18.5 Works on large projects;
- 5.3.18.6 Provides Help Desk Stats reporting for Team Leader and Management;
- 5.3.18.7 Develops and documents Help Desk procedures
- 5.3.18.8 performs security administration for network access, as required;
- 5.3.18.9 Mentors and trains level 1 technicians.

5.3.19 The Operations Support Specialist – Level 1 will be responsible for, but not be limited to, doing the following:

- 5.3.19.1 Provides client-side technical support for hardware and software problems in a Windows –based distributed Computing environment;
- 5.3.19.2 Records incident information using Help Desk management software;
- 5.3.19.3 Updating and maintaining hardware and software inventory and monitoring system component performance and usage;
- 5.3.19.4 Providing technical advice to colleagues and clients, including procurement guidance;
- 5.3.19.5 Preparing local guidelines, procedures, reports and documents;
- 5.3.19.6 Ensuring that security policies, standards and procedures are followed and understood;
- 5.3.19.7 Assessing the impact of hardware and software changes on the computing environment.

5.3.20 The Operations Support Specialist – Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.20.1 Installs and configures hardware and software in a windows-based distributed computing environment
- 5.3.20.2 Troubleshoots and resolves technical issues in the distributed computing environment;
- 5.3.20.3 Assesses the impact of hardware and software changes on the computing environment;
- 5.3.20.4 Identifies IT procurement requirements;
- 5.3.20.5 Plans, coordinates and participates in the installation, configuration and ongoing maintenance of the distributed computing environment and implements infrastructure upgrades to ensure conformity with Agency IT policies and standards;
- 5.3.20.6 Leads project teams, plans and coordinates the implementation of national projects at the local/regional level and provides support to contractors engaged in the provision of IT services (e.g. testing and installing equipment);
- 5.3.20.7 Prepares and reviews local guidelines, procedures, reports, and documentation;
- 5.3.20.8 Monitors operations/systems use and identifies opportunities to improve the delivery of technical support and assistance to the client community.

5.3.21 The Network Analyst - Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.21.1 In troubleshooting and resolution of physical network problems;

- 5.3.21.2 Provides operational support infrastructure support & management for LAN Components, work group switches, Cabling, etc;
- 5.3.21.3 Hardware and software installation on servers – OS changes, patches, virus scan updates/upgrades;
- 5.3.21.4 Security administration / account management and access
- 5.3.21.5 Backup and file restore;
- 5.3.21.6 Technical documentation;
- 5.3.21.7 Continuity planning, capacity management, Standard Operating Procedures (SOP's).

STREAM 5 Business

5.3.22 The Business Analyst – Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.22.1 Develop and document statements of requirements for considered alternatives;
- 5.3.22.2 Perform business analyses of functional requirements to identify information, procedures, and decision flows.
- 5.3.22.3 Evaluate existing procedures and methods, identify and document items such as database content, structure, application subsystems;
- 5.3.22.4 Develop data dictionary;
- 5.3.22.5 Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems;
- 5.3.22.6 Identify candidate business processes for re-design, prototype potential solutions, provide trade-off information and suggest a recommended course of action. Identify the modifications to the automated processes;
- 5.3.22.7 Establish acceptance test criteria with client;
- 5.3.22.8 Support and use the selected departmental methodologies.

5.3.23 The Business Consultant – Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.23.1 Analyze, evaluate and develop business processes (financial, operational, systems, etc.);
- 5.3.23.2 Identify organizational and project business opportunities for improvement and streamlining of business processes;
- 5.3.23.3 Identify and evaluate critical success parameters, factors and performance measurements;
- 5.3.23.4 Assist other stakeholders in development and implementation of business improvement processes and programs.

5.3.24 The Business Process Re-Engineering Consultant- Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.24.1 Review existing work processes and organizational structure;
- 5.3.24.2 Analyze business functional requirements to identify information, procedures and decision flows;
- 5.3.24.3 Identify candidate processes for re-design; prototype potential solutions, provide trade-off information and suggest a recommended course of action;
- 5.3.24.4 Identify the modifications to the automated processes;
- 5.3.24.5 Provide expert advice in defining new requirements and opportunities for applying efficient and effective solutions; identify and provide preliminary costs of potential options;
- 5.3.24.6 Provide expert advice in developing and integrating process and information models between processes to eliminate information and process redundancies;
- 5.3.24.7 Identify and recommend new processes and organizational structures;
- 5.3.24.8 Provide expert advice on and assist in implementing new processes and organizational changes;
- 5.3.24.9 Document workflows;
- 5.3.24.10 Use business, workflow and organizational modeling software tools.

5.3.25 The Change Management Consultant – Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.25.1 Analysis and development of business "critical success factors";
- 5.3.25.2 Analysis and development of architecture requirements design, process development, process mapping and training;
- 5.3.25.3 Responsible for leading other functional staff to define business strategy and processes in support of transformation and change management activities;
- 5.3.25.4 Participate in change impact analysis and change management activities;
- 5.3.25.5 Participate in organizational realignment (job re-design organizational re-structuring);
- 5.3.25.6 Coordinate development of training and coordination with other stakeholders;
- 5.3.25.7 Create presentations and present to various stakeholders, and facilitate meetings and discussions.

STREAM 6 - Infrastructure

5.3.26 Information Management Architect – Level 3 will be responsible for but not be limited to doing the following:

- 5.3.26.1 Analyse existing capabilities and requirements, develop redesigned frameworks and recommend areas for improved capability and integration;
- 5.3.26.2 Develop and document detailed statements of requirements;

- 5.3.26.3 Evaluate existing procedures and methods, identify and document database content, structure, and application subsystems, and develop data dictionary;
- 5.3.26.4 Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems;
- 5.3.26.5 Prototype potential solutions, provide tradeoff information and suggest recommended courses of action;
- 5.3.26.6 Perform information modelling in support of BPR implementation;
- 5.3.26.7 Perform cost/benefit analysis of implementing new processes and solutions;
- 5.3.26.8 Provide advice in developing and integrating process and information models between business processes to eliminate information and process redundancies;
- 5.3.26.9 Provide advice in defining new requirements and opportunities for applying efficient and effective solutions; identify and provide preliminary costs of potential options.

5.3.27 The Database Administrator – Level 3 will be responsible for but not be limited to doing the following:

- 5.3.27.1 Define new database structures;
- 5.3.27.2 Define data conversion strategy;
- 5.3.27.3 Design data conversions with high volumes and continuous availability;
- 5.3.27.4 Customize database conversion routines;
- 5.3.27.5 Generate new database with the client;
- 5.3.27.6 Work closely with the users in order to maintain and safeguard the database;
- 5.3.27.7 Identify requirements for improvements to existing databases by determining users' information requirements and system performance and functional requirements;
- 5.3.27.8 Develop and implement procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database;
- 5.3.27.9 Mediates and resolves conflicts among users' needs for data;
- 5.3.27.10 Develop and implement security procedures for the database, including access and user account management;
- 5.3.27.11 Advise programmers, analysts, and users about the efficient use of data;
- 5.3.27.12 Maintain configuration control of the database;
- 5.3.27.13 Perform and coordinate updates to the database design;
- 5.3.27.14 Control and coordinate changes to the database, including the deletion of records, changes to the existing records, additions to the database;
- 5.3.27.15 Develop and coordinate back-up, disaster recovery and virus protection procedures;
- 5.3.27.16 Participate in the testing phases of the different deliverables;
- 5.3.27.17 Participate in database walkthroughs and reviews;
- 5.3.27.18 Prepare documentation on different database components of the Canada Border Services initiatives.

5.3.28 The Database Modeller/IM Modeller – Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.28.1 The Data Architect has both strategic and tactical responsibility for developing and maintaining the Architecture and Data Models for corporate and project specific initiatives. This responsibility includes the identification of data most valuable to the department, the integration of this data, and the development of core relating data models. The resulting data models will be based on data architecture and modeling design principles and tenets;
- 5.3.28.2 Design, develop and maintain Logical Data Models, Entity-Relationship Diagrams, Business Area Information Models (BAIM) and metadata definitions;
- 5.3.28.3 Analyze proposed changes to databases from the context of the Logical Data Model;
- 5.3.28.4 Provide technical expertise in the use and optimization of data modeling techniques to team members;
- 5.3.28.5 Provide technical assistance, guidance and direction in terms of data analysis and modeling to team members;
- 5.3.28.6 Provide assistance to project team and business users relating to data issues and data analysis concepts;
- 5.3.28.7 Participate in the development of data modeling and metadata policies and procedures;
- 5.3.28.8 Participate in data analysis as a result of new/updated requirements;
- 5.3.28.9 Apply approved changes to logical data models;
- 5.3.28.10 Comply with corporate data architectures, strategies and frameworks, including enterprise data warehouse activities.
- 5.3.28.11 Analyze and evaluate alternative data architecture solutions to meet business problems/requirements to be incorporated into the corporate data architecture;
- 5.3.28.12 Review corporate architecture strategies and directions, data requirements, and business information needs and devise data structures to support them;
- 5.3.28.13 Improve modeling efficiency through recommendations on how to better utilize current metadata repositories.
- 5.3.28.14 Comply with corporate repository metadata directions;
- 5.3.28.15 Provide input to refinement of data architectures;
- 5.3.28.16 Participate in data architecture refinement;
- 5.3.28.17 Define access strategies;
- 5.3.28.18 Construct, monitor and report on work plans and schedules;
- 5.3.28.19 Work closely with COGNOS suite developers to ensure that functional versions of the prototypes are ready for client demonstration and review;
- 5.3.28.20 Participate in Informal workshops on data modeling practices and standards and how to integrate with other source databases;
- 5.3.28.21 Analyze metadata requirements to identify common, re-useable components and how they need to be changed to address the user requirements;

- 5.3.28.22 Source system analysis of existing and new databases with the goal of identifying required data elements to be used in data warehouses to respond to business intelligence needs;
- 5.3.28.23 Design, develop and maintain logical models for atomic data warehouses, including multi-dimensional data marts for reporting systems, volumetric reports and source to target mappings.

5.3.29 The Technology Architect – Terminal Services - Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.29.1 Develop technical architectures, frameworks, strategies and migration processes for a Microsoft Terminal Services Platform (TSP) using Citrix extensions, either for an organization or for a major application area, to meet the business and application requirements;
- 5.3.29.2 Identify the policies and requirements that drive out a particular solution for a Microsoft TSP using Citrix extensions including the designing and testing of implementation models for shortcut management;
- 5.3.29.3 Ensure the integration of all aspects of technology solutions in a blended production environment (an environment with both a standard Microsoft Windows and a Microsoft TSP using Citrix extensions approaches and configurations) to provide office automation (Word processing (e.g. Microsoft Word), spreadsheet (e.g. Microsoft Excel);
- 5.3.29.4 Monitor industry trends for a Microsoft TSP using Citrix extensions to ensure that solutions fit with government and industry directions for technology;
- 5.3.29.5 Provide information, direction and support for emerging technologies for a Microsoft TSP using Citrix extensions.
- 5.3.29.6 Perform impact analysis of technology changes including capacity management, design and coordination for the alignment of a blended production environment for a Microsoft TSP using Citrix extensions to provide office automation and strong two-factor security;
- 5.3.29.7 Provide support to applications and/or technical support teams in the proper application of existing infrastructure including configuring and implementing technologies (such as locally-connected devices and peripherals including drivers and CAPI stores, strong-two factor authentication) for a Microsoft TSP using Citrix extensions;
- 5.3.29.8 Review application and program design or technical infrastructure design for a Microsoft TSP using Citrix extensions to ensure adherence to standards and to recommend performance improvements including service availability configurations;
- 5.3.29.9 Provide support evaluating and configuring thin devices.

5.3.30 The Technology Architect – Integrator - Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.30.1 Develop technical architectures, frameworks, and strategies for a zOS infrastructure, either for an organization or for a major application area, to meet the business and application requirements;
- 5.3.30.2 Identify the policies and requirements that drive out a particular solution for a zOS infrastructure;
- 5.3.30.3 Ensure the integration of all aspects of technology solutions in a zOS infrastructure;
- 5.3.30.4 Monitor industry trends for a zOS infrastructure to ensure that solutions fit with government and industry directions for technology;
- 5.3.30.5 Provide information, direction and support for emerging technologies for a zOS infrastructure;
- 5.3.30.6 Perform impact analysis of technology changes including capacity management, design and coordination for the alignment of a blended production environment for a zOS infrastructure;
- 5.3.30.7 Provide support to applications and/or technical support teams in the proper application of existing infrastructure including configuring and implementing technologies on a zOS infrastructure;
- 5.3.30.8 Review application and program design or technical infrastructure design for a zOS infrastructure to ensure adherence to standards and to recommend performance improvements including service availability configurations.

5.3.31 The Technology Architect – Engineer - Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.31.1 Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements including writing and maintaining technical specification documentation;
- 5.3.31.2 Identify the policies and requirements that drive out a particular solution during technology cost/benefit/impact analysis;
- 5.3.31.3 Ensures the integration of all aspects of technology solutions including internal and/or external connectivity projects;
- 5.3.31.4 Perform impact analysis of technology changes including providing technical infrastructure knowledge in support of the purchase of hardware and software;
- 5.3.31.5 Provide support by mapping business requirements and designs in the proper application of existing infrastructure for applications and/or technical support teams;
- 5.3.31.6 Review application and program design or technical infrastructure design to ensure adherence to standards and to recommend performance improvements.

5.3.32 The Technology Architect – Engineer - Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.32.1 Develop technical architectures, frameworks and implementation strategies either for an organization or for a major application area, to meet the business and application requirements including a technology and application release model for zOS infrastructure;
- 5.3.32.2 Identify the policies and requirements that drive out a particular solution for a zOS infrastructure;
- 5.3.32.3 Ensures the integration of all aspects of technology solutions including internal and/or external connectivity projects;
- 5.3.32.4 Perform impact analysis of technology changes on implementation strategies and release models for a zOS infrastructure;
- 5.3.32.5 Provide support including designing, documenting and troubleshooting infrastructures to applications and/or technical support teams in the proper application of existing IBM JAVA systems;
- 5.3.32.6 Review application and program design or technical infrastructure design to ensure adherence to standards and to recommend performance improvements including capacity requirements on a zOS infrastructure.

5.3.33 The Tester – Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.33.1 Test planning, coordination and test;
- 5.3.33.2 Supervision of testing in accordance with the plan;
- 5.3.33.3 Management and monitoring of test plans for all levels of testing;
- 5.3.33.4 Management of walkthroughs and reviews related to testing and implementation readiness;
- 5.3.33.5 Status reporting;
- 5.3.33.6 Development of test scenarios and test scripts.
- 5.3.33.7 Establishing and maintaining source and object code libraries for a multi-platform, multi-operating system environment;
- 5.3.33.8 Establishing software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures;
- 5.3.33.9 Establishing and operating "interoperability" testing procedures to ensure that the interaction and co-existence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g. For performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure;
- 5.3.33.10 Establishing a validation and verification capability which assumes functional and performance compliance.
- 5.3.33.11 Coordinate testing impacts (estimates) of new development, problem reports, and platform modifications for new releases.

5.3.34 The Tester – Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.34.1 Test planning and coordination, and test applications
- 5.3.34.2 Supervision of testing in accordance with the plan.
- 5.3.34.3 Management and monitoring of test plans for all levels of testing;
- 5.3.34.4 Management of walkthroughs and reviews related to testing and implementation readiness;
- 5.3.34.5 Status reporting;
- 5.3.34.6 Development of test scenarios and test scripts;
- 5.3.34.7 Establishing and maintaining source and object code libraries for a multi-platform, multi-operating system environment;
- 5.3.34.8 Establishing software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures;
- 5.3.34.9 Establishing and operating "interoperability" testing procedures to ensure that the interaction and co-existence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g. For performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure;
- 5.3.34.10 Establishing a validation and verification capability which assumes functional and performance compliance;
- 5.3.34.11 Become familiar with the projects by reviewing application systems, documentation such as Project Charters, Plans, Models, Prototypes, Business Use Cases (BUCs), and System Use Cases (SUCs);
- 5.3.34.12 Participate in workshops and client meetings;
- 5.3.34.13 Coach and mentor test teams, or developers on testing methods, best practices and testing tools.

5.3.35 The Application/Software Architect – Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.35.1 Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- 5.3.35.2 Identify the policies and requirements that drive out a particular solution;
- 5.3.35.3 Analyze and evaluate alternative technology solutions to meet business problems;
- 5.3.35.4 Ensures the integration of all aspects of technology solutions;
- 5.3.35.5 Analyze functional requirements to identify information, procedures and decision flows;
- 5.3.35.6 Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary;
- 5.3.35.7 Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems;

- 5.3.35.8 Define input/output sources, including detailed plan for technical design phase, and obtain approval of the system proposal;
- 5.3.35.9 Identify and document system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.

STREAM 7 – Common Services

5.3.36 The Application/Software Architect – Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.36.1 Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- 5.3.36.2 Identify the policies and requirements that drive out a particular solution;
- 5.3.36.3 Analyze and evaluate alternative technology solutions to meet business problems;
- 5.3.36.4 Ensures the integration of all aspects of technology solutions;
- 5.3.36.5 Analyze functional requirements to identify information, procedures and decision flows;
- 5.3.36.6 Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary;
- 5.3.36.7 Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems;
- 5.3.36.8 Define input/output sources, including detailed plan for technical design phase, and obtain approval of the system proposal;
- 5.3.36.9 Identify and document system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.

5.3.37 Programmer/Analyst – JAVA - Level 2 & 3 will be responsible for but not be limited to doing the following:

- 5.3.37.1 Create and modify code and software;
- 5.3.37.2 Create and modify screens and reports;
- 5.3.37.3 Gather and analyze data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications;
- 5.3.37.4 Design methods and procedures for small computer systems, and sub-system of larger systems;
- 5.3.37.5 Develop, test and implement small computer systems, and sub-systems of larger systems;
- 5.3.37.6 Produce forms, manuals, programs, data files, and procedures for systems and/or applications.

5.3.38 Programmer/Analyst – COBOL - Level 3 will be responsible for but not be limited to doing the following:

- 5.3.38.1 Create and modify code and software;
- 5.3.38.2 Create and modify screens and reports;
- 5.3.38.3 Gather and analyze data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications;
- 5.3.38.4 Design methods and procedures for small computer systems, and sub-system of larger systems;
- 5.3.38.5 Develop, test and implement small computer systems, and sub-systems of larger systems;
- 5.3.38.6 Produce forms, manuals, programs, data files, and procedures for systems and/or applications;
- 5.3.38.7 Develop plans for and implement the migration of data from a COBOL/OS2 platform to a JAVA/OS2 and/or COTS application.

5.3.39 The Systems Analyst - Generic– Level 2 will be responsible for, but not be limited to, doing the following:

- 5.3.39.1 Develop requirements, feasibility, cost, design, and specification documents for systems;
- 5.3.39.2 Implement systems to support projects, departments, organizations or businesses;
- 5.3.39.3 Translate business requirements into systems design and specifications;
- 5.3.39.4 Analyse and recommend alternatives and options for solutions;
- 5.3.39.5 Develop technical specifications for systems development, design and implementation;
- 5.3.39.6 Prepare briefings and presentations to technical and managerial audiences.

5.3.40 The Systems Analyst - Generic– Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.40.1 Develop requirements, feasibility, cost, design, and specification documents for systems;
- 5.3.40.2 Implement systems to support projects, departments, organizations or businesses;
- 5.3.40.3 Translate business requirements into systems design and specifications;
- 5.3.40.4 Analyse and recommend alternatives and options for solutions;
- 5.3.40.5 Develop technical specifications for systems development, design and implementation;
- 5.3.40.6 Mentor and teach development teams, clients and co-workers;
- 5.3.40.7 Preparing, publishing and presenting briefings and presentations to technical and managerial audiences.

5.3.41 The Systems Analyst - COBOL– Level 3 will be responsible for, but not be limited to, doing the following:

- 5.3.41.1 Develop requirements, feasibility, cost, design, and specification documents for systems;
- 5.3.41.2 Implement systems to support projects, departments, organizations or businesses;
- 5.3.41.3 Translate business requirements into systems design and specifications;
- 5.3.41.4 Analyse and recommend alternatives and options for solutions;
- 5.3.41.5 Develop technical specifications for systems development, design and implementation;
- 5.3.41.6 Mentor and teach development teams, clients and co-workers;
- 5.3.41.7 Preparing, publishing and presenting briefings and presentations to technical and managerial audiences;
- 5.3.41.8 Develop plans for and implement the migration of data from a COBOL/OS2 platform to a JAVA/OS2 and/or COTS application.

6.0 DELIVERABLES

- 6.1 Deliverables will be identified within TAs issued under the Contract as specified in Appendix A of Annex B, Article 1. The Contractor must ensure that all Deliverables submitted are in conformity with the instructions issued by the Technical Authority as specified in the TA. The scope of work attached to each TA will identify the particular deliverable(s), tasks, and other relevant areas of consideration, e.g. language of deliverables that are required to be implemented by the Contractor in the provision of Services.

6.1.1 Deliverables may include, but will not be limited to the following:

- Project plans;
- Analysis documents;
- Requirements studies;
- Use cases;
- Test plans and scripts;
- Architecture Variance;
- Business Context Models such as Business Use Case (BUC) Models;
- Preliminary Options Analysis (POA);
- Conceptual System Design (CSD);
- Technical Design Document (TDD);
- Consultation Documentation;
- Initial Project Plans (IPP) technical content;
- Development Strategy;
- Context Models;
- Usability Engagement Plan;
- Usability Value and Risk Assessment;
- Business User Model;
- Critical Success Factors;

- Documentation according to CBSA's set of best practices, standards and methodologies;
- Development of technical documentation and procedures;
- Complete analysis of current environments and recommendations for increasing and optimizing performance;
- Perform monitoring of query usage and recommend ways to modify tables for increased performance (e.g., adding indices, joining tables, adding foreign keys, etc);
- Costing/Financial reports

6.1.2 Resources will be required to produce the Deliverables in various formats. These include, but are not limited to:

- Microsoft Word
 - Microsoft Excel
 - Microsoft PowerPoint
 - Adobe Acrobat

6.2 The Contractor must submit all Deliverables to the Technical Authority in accordance with the timing as set out in each TA. All text Deliverables shall be delivered in both hard and electronic copy or to the specifications of CBSA. All Deliverables must be accurate, truthful and in accordance with the specifications required by the Contract.

7.0 GREEN PROCUREMENT AND SERVICES

7.1 The Contractor must ensure, where possible, that all materials employed and work methods used by both the Contractor and its deployed personnel and resources will comply with CBSA's and the Government of Canada's Green Procurement Strategy.

APPENDIX A OF ANNEX B

TASKING PROCEDURE

1. Task Authorization (TA) Initiation

Where a requirement for a specific task has been identified, a TA will be provided to the Contractor in accordance with the allocation methodology stated in the Contract Article titled "Task Authorization". A Task Authorization Form (TA Form) as attached at Appendix B of Annex B will be prepared by the Technical Authority and sent to the Contractor. The TA Form will contain the following information, if applicable:

- (i) a task number;
- (ii) the date by which the Contractor's quotation must be received by the Technical Authority;
- (iii) the Categories of Resources and the number required;
- (iv) a detailed Statement of Work (SOW) for the task outlining the work activities to be performed and describing the Deliverables (such as reports) to be submitted, including the required format and media;
- (v) the required start and completion dates (if any);
- (vi) a schedule of milestone completion dates for major work activities, deliverables and payments (if applicable);
- (vii) the number of person-days of effort required;
- (viii) whether the work performance will require on-site activities at a given location;
- (ix) a description of any travel requirement, including the content and format of any required travel report;
- (x) the level of security clearance required of the Contractor's personnel;
- (xi) the language profile required of the Contractor's personnel;
- (xii) any funding sources against which the task will be tracked;
- (xiii) The maximum TA price payable to the Contractor for performing the task, indicating how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
- (xiv) any other constraints that might affect the completion of the task.

2. The Contractor's TA Quotation

- 2.1 If a requirement for a specific task is identified, a draft "statement of task" will be prepared by the Technical Authority and sent to the Contractor. Once it receives the statement of task, the Contractor must submit a quotation to the authority identified in the TA detailing the cost and time to complete the task. No rates applicable to resources contracted for under another contract may be provided for assessment. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for providing the quotation or for providing other information required to prepare and issue the TA. The Contractor must provide any information requested by Canada in relation to the preparation of a TA within 2 working days of the request.
- 2.2 For each proposed resource the Contractor must supply a resume, the requested security clearance information and must complete the Response Tables at Appendix C of this Annex B applicable to the Categories of Resources identified in the TA. The resumes should demonstrate that each proposed individual meets the qualification requirements described

(including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to résumés and resources:

- (A) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (refer to Appendix D to Annex "A", Certifications). For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource by the time of issuance of the draft "statement of task".
 - (B) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of the quotation and must continue, where applicable, to be a member in good standing of the profession's governing body throughout the Contract Period.
 - (C) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
 - (D) For any requirements that specify a particular time period (e.g., two years) of work experience, Canada will disregard any information about experience if the individual's résumé does not include the relevant dates for the experience claimed (i.e., the start date and end date). Canada will assess only the duration that the resource actually worked on the project or projects (from his or her start date to end date, in stead of the overall start and end date of a project or a combination of projects in which a resource has participated).
 - (E) For work experience to be considered, a résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, only one project will be counted toward any requirements that relate to the individual's length of experience.
- 2.3 The quotation must be signed and submitted to the Technical Authority within the time for response identified in the TA Form. The Contractor will be given a minimum of 48 hours turnaround time to submit a quotation.
- 2.4 As part of the provision of Services, the Contractor may be required as part of the TA work to submit to the Technical Authority, a service delivery plan, within ten (10) business days of a TA being issued by CBSA. This plan must identify team structure, detailed work schedule, quality assurance mechanisms, and any other information identified in the TA, needed in order to present the Contractor's intended strategy to fulfill requirements stipulated in the TA form authorized by the Technical Authority.
- 2.5 The Contractor must submit with its quotation for each proposed resource:
- (i) the level of security clearance granted or approved by CISD/PWGSC; and
 - (ii) a completed signed TBS 330-23 Form – Personnel Screening Consent and Authorization (<http://www.tbs-sct.gc.ca/tbsf-fsct/330-23-eng.pdf>).
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CBSA will conduct a personnel Reliability Status assessment on the proposed resources, which may include a credit check. In the event a resource does not pass the assessment, the Contractor's quotation will be found to be non-responsive.

3. Assessment

- 3.1 The qualifications and experience of the proposed resources will be assessed against the requirements set out in the TA Form to determine each proposed resource's compliance with the criteria identified in Appendix C to this Annex B.
- 3.2 If reference checks are requested, Canada will conduct the reference check in writing by e-mail (unless the contact at the reference is only available by telephone). A Bidder will not be responsive to a mandatory technical criterion nor will it be awarded any points for a point-rated technical criterion unless the response is received to an e-mail reference check request within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Bidder by e-mail, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated. The mandatory technical criteria will not be considered met nor will points be awarded for point-rated technical criteria if the reference customer is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder). Nor will the mandatory technical criteria be met or points for point-rated technical criteria be awarded if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder. Canada references will be accepted.
- 3.3 During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Contracting Authority may find the quotation to be non-responsive.
- 3.4 Only quotations that meet all of the mandatory criteria will be considered for assessment of the point rated criteria. Each resource proposed must attain the minimum threshold score for the point rated criteria for the applicable resource category. If the minimum threshold score for any proposed resource is less than what is required, the Contractor's quotation will be found to be non-responsive.

4 Acceptance

- 4.1 Once the Technical Authority has accepted the quotation, the TA Form will be signed by Canada and provided to the Contractor for signature. All TA Forms estimated at (\$ to be determined) or less will be approved and signed by the Technical Authority who will send a copy of the signed TA to the Contracting Authority. All TA Forms estimated at over (\$ to be determined) will be signed by the Technical Authority and the Contracting Authority.
- 4.2 The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a fully signed TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.

APPENDIX B OF ANNEX B
TASK AUTHORIZATION FORM
(SEE ATTACHED HERETO)

APPENDIX C OF ANNEX B

RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLES

(TO BE USED WHEN THE CONTRACT IS AWARDED)

(SEE ATTACHED HERETO)

APPENDIX D OF ANNEX B
CERTIFICATIONS AT THE TA STAGE

The following Certifications are to be used, as applicable. If they apply, they must be signed and attached to the TA Form when it is submitted to Canada.

1. CERTIFICATION OF EDUCATION AND EXPERIENCE

The Contractor certifies that all statements made with regard to the education and the experience of individuals proposed for completing the subject work are accurate and factual, and we are aware that the Department of Public Works and Government Services reserves the right to verify any information provided in this regard and that untrue statements may result in the TA response being declared non-responsive or in other action which the Minister may consider appropriate.

_____	_____
Print name of authorized individual & sign above	Date

2. CERTIFICATION OF AVAILABILITY AND STATUS OF PERSONNEL

AVAILABILITY OF PERSONNEL

The Contractor certifies that, should it be authorized to provide services under any Task Authorization resulting from this Contract, the persons proposed in the TA response will be available to commence performance of the work within a reasonable time from the date of acceptance of the Task Authorization, or within the time specified in the TA Form, and will remain available to perform the work in relation to the fulfillment of the requirement.

_____	_____
Print name of authorized individual & sign above	Date

3. STATUS OF PERSONNEL

If the Contractor has proposed any person in fulfillment of this requirement who is not an employee of the Contractor, the Contractor hereby certifies that it has written permission from such person (or the employer of such person) to propose the services of such person in relation to the work to be performed in fulfillment of this requirement and to submit such person's resume to the Contracting Authority. As well, the Contractor hereby certifies that the proposed person is aware that overtime may be required and is willing to comply.

_____	_____
Print name of authorized individual & sign above	Date

4. CERTIFICATION OF LANGUAGE – ENGLISH OR FRENCH OR BILINGUAL

The language of work and correspondence for the Contract is English or French or both, should there be a specific language requirement for a given task, it will be specified in the Tasking Request. The options are as follows:

The Contractor certifies that the proposed resources in response to this Task Authorization are

Option 1 - Unilingual English fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

Option 2 - Unilingual French fluent in French. The individual(s) proposed must be able to communicate orally and in writing in French without any assistance and with minimal errors.

Option 3 - Bilingual fluent in both official languages of Canada (French and English). The individual(s) proposed must be able to communicate orally and in writing in French and English without any assistance and with minimal errors.

Print name of authorized individual & sign above

Date

Contact - Personne-ressource

Standing after No. - N° d'offre
permanente

Validity Period - Période de validité
(D/M/Y J/M/A)

Order No.
N° de la demande

From - De:
To - À:

Amendment Date/ Time
Date de la modification/ Temps

Previous Value - Valeur précédente

Order date
Date de la demande
(D/M/Y J/M/A)

Revised value - Montant révisé

Date required
Demandé pour le
(D/M/Y, I/M/A)

Vendor No. -
N° du fournisseur

Tel. No - N° du Tél.

Fax, No. - N° de télécop

Tel. No - N° du Tél. =

Fax. No. - N° de télécop

Inc./Dec. - Aug./Dim.

Item No.

Description

J of I
J de DQuantity
QuantitéUnit Price
Prix unitaireExt. Price
Prix prévu

00010

Category/Catégorie:

Resource/Resource:

Level of Security/Niveau de sécurité:

Security File Number/Numéro de dossier de sécurité:

Work Location/Endroit de travail:

Language Requirements/Exigences de langue:

Other Conditions/Constraints/Autre conditions/constraints:.

Financial Coding/Code financier:

Please refer to the Statement of Work attached./

Veillez référer à l'Énoncé des travaux ci-joint

Delivery Address - Adresse de livraison
UNLESS SPECIFIED DIFFERENTLY ABOVE - SAUF INDICATION CONTRAIRE

Invoicing address - Adresse de facturation
Invoices - Original and two copies are to be made out and sent to
Factures - Remplir et envoyer l'original et deux copies à

FOB - FAB

Amount - Montant
CAD

Terms of payment - Modalités de paiement

Net 30 days

T. taxes - T. taxes
CAN

CAD

Your proposal is accepted

to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price or prices set out therefor.

Nous acceptons votre proposition

de vendre à Sa Majesté la Reine du Canada, aux conditions énoncées ou incluses par référence dans les présentes, et aux annexes ci-jointes, les biens, services et construction énumérés dans les présentes, et sur toute feuille ci-annexée, au(x) prix indiqué(s).

APPENDIX C OF ANNEX B

RESOURCE ASSESSMENT CRITERIA AND RESPONSE TABLES

STREAM 1 – PROJECT ARCHITECTURE

Mandatory Criteria for the Application/Software Architect - Level 3

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in designing High Availability Systems* with a design towards Disaster Recovery**.</p> <p>*High Availability System is defined as a system available 24 hours a day, seven days a week, with only scheduled outages.</p> <p>**Disaster Recovery is defined as restoring operation after a failure, outage disaster, or restoring an alternative service when necessary; in the shortest possible time.</p>		
M2	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within		

	the last seven years, in providing analysis to define system functionality using Unified Modeling Language (UML).		
M3	<p>The contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last seven years, in analyzing and supporting development in an Integrated Enforcement Enrolment* or Risk Assessment Functionality**.</p> <p>*Integrated Enforcement Enrolment is defined as the repository for all enforcement-related information. This includes records of seizures and other enforcement actions, lookouts, intelligence and investigations cases and information from external sources relating to enforcement.</p> <p>**The Risk Assessment Functionality is defined as the analysis of the available information in order to determine the risk associated with a traveller or a commercial good.</p>		
M4	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last seven years, working on projects that required interaction and coordination with other teams in order to deliver the desired result.		

Point Rated Criteria for the Application/Software Architect - Level 3

ITEM #	POINT RATED CRITERIA	MAX POINTS	CONTRACTOR'S RESPONSE		
			EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of mandatory criteria M3, in analyzing and supporting development in an Integrated Enforcement Enrolment* and Risk Assessment Functionality**.</p> <p>*Integrated Enforcement Enrolment is defined as the repository for all enforcement-related information. This includes records of seizures and other enforcement actions, lookouts, intelligence and investigations cases and information from external sources relating to enforcement.</p> <p>** The Risk Assessment Functionality is defined as the analysis of the available information in order to determine the risk associated with a traveller or a commercial good.</p>	20	<p>3 years or less = 0 points</p> <p>More than 3 years to 4 years = 5 points</p> <p>More than 4 years to 5 years = 10 points</p> <p>More than 5 years to 6 years = 15 points</p> <p>More than 6 years = 20 points</p>		

	The additional experience does not have to be within the last seven years.					
R2	<p>The Contractor should demonstrate that the proposed resource has experience designing Complex Systems* in a geographically distributed environment which also contains shared database subsystems.</p> <p>*Complex Systems is defined as a group of interacting, interrelated systems that must provide immediate access and response (real time) to users performing time sensitive tasks where accuracy of data is critical.</p>	10	<p>1 year or less = 0 points</p> <p>More than 1 year to 2 years = 1 point</p> <p>More than 2 years to 3 years = 3 points</p> <p>More than 3 years to 4 years = 5 points</p> <p>More than 4 years to 5 years = 7 points</p> <p>More than 5 years = 10 points</p>			
R3	The Contractor should demonstrate that the proposed resource has experience using	10	1 year or less = 0 points			

	IBM Rational Rose software and the Rational Unified Process Methodology.		<p>More than 1 year to 2 years = 1 point</p> <p>More than 2 years to 3 years = 3 points</p> <p>More than 3 years to 4 years = 5 points</p> <p>More than 4 years to 5 years = 7 points</p> <p>More than 5 years = 10 points</p>		
R4	The Contractor should demonstrate that the proposed resource has experience identifying and developing application architectures, framework and strategies to meet the business and application requirements of an organization or application area.	20	<p>1 year or less = 0 points</p> <p>More than 1 year to 2 years = 3 points</p> <p>More than 2 years to 3 years = 5</p>		

				points More than 3 years to 4 years = 10 points More than 4 years to 5 years = 15 points More than 5 years = 20 points			
R5	The Contractor should demonstrate that the proposed resource has experience performing all of the tasks detailed in section 5.3.1 of Annex A (SOW) in a Federal Government department or agency.	5		1 year or less = 0 points More than 1 year to 2 years = 1 point More than 2 years to 3 years = 2 points More than 3 years to 4 years = 3 points			

			<p>More than 4 years to 5 years = 4 points</p> <p>More than 5 years = 5 points</p>		
R6	<p>The Contractor should demonstrate that the proposed resource has received training or a certification or both in The Open Group Architecture Framework (TOGAF)*.</p> <p>To obtain points a copy of the certification is to be included with the proposed resource's résumé.</p> <p>* The Open Group Architecture Framework (TOGAF) is defined as the methods and tools for assisting in the acceptance, production, use, and maintenance of enterprise architecture. It is based on an iterative process model supported by best practices and re-usable set of existing architecture asset.</p>	10	<p>Training only in TOGAF = 5 points</p> <p>Copy of Certification in TOGAF included = 10 points</p>		

	TOTAL	75			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	45			
	POINTS ACHIEVED				

Mandatory Criteria for the Systems Analyst -Level 3

		CONTRACTOR'S RESPONSE			
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME		
M1	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last seven years, in providing analysis to define system functionality using Unified Modeling Language (UML).				
M2	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last seven years, in ensuring that the architected solutions are aligned, functional and complete from all Key Perspective* of business, information, application and technology. *Key perspective is defined on a project base. What are the major business problems you are trying to resolve, what are the key performance objectives,				

	what are the major objectives, etc.				
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Point Rated Criteria for the Systems Analyst - Level 3

ITEM #	POINT RATED CRITERIA	MAX POINTS	CONTRACTOR'S RESPONSE		
			EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has experience with system integration principles.	30	5 points per year to a maximum of 30 points.		
R2	<p>The Contractor should demonstrate that the proposed resource has experience designing Complex Systems* in a geographically distributed environment which also contains shared database subsystems.</p> <p>*Complex Systems is defined as a group of interacting, interrelated systems that must provide immediate access and response (real time) to users performing time sensitive tasks where accuracy of data is critical.</p>	20	<p>1 year or less = 0 points</p> <p>More than 1 year to 2 years = 1 point</p> <p>More than 2 years to 3 years = 2 points</p> <p>More than 3 years to 4 years = 5 points</p> <p>More than 4</p>		

			years to 5 years = 10 points More than 5 years to 6 years = 15 points More 6 years = 20 points			
R3	The Contractor should demonstrate that the proposed resource has experience in providing architectural advice and guidance on an ongoing basis throughout the project lifecycle.	20	1 year or less = 0 points More than 1 year to 2 years = 1 point More than 2 years to 3 years = 2 points More than 3 years to 4 years = 5 points More than 4 years to 5			

				years = 10 points More than 5 years to 6 years = 15 points More than 6 years = 20 points		
R4	<p>The Contractor should demonstrate that the proposed resource has received training or a certification or both in The Open Group Architecture Framework (TOGAF)*.</p> <p>To obtain points a copy of the certification is to be included with the proposed resource's résumé.</p> <p>* The Open Group Architecture Framework (TOGAF) is defined as the methods and tools for assisting in the acceptance, production, use, and maintenance of enterprise architecture. It is based on an iterative process model supported by best practices and re-usable set of existing architecture asset.</p>	10	Training only in TOGAF = 5 points Copy of Certification in TOGAF included = 10 points			

R5	The Contractor should demonstrate that the proposed resource has experience performing all of the tasks detailed in section 5.3.2 of Annex A (SOW) in a Federal Government department or agency.	5	<p>1 year or less = 0 points</p> <p>More than 1 year to 2 years = 1 point</p> <p>More than 2 years to 3 years = 2 points</p> <p>More than 3 years to 4 years = 3 points</p> <p>More than 4 years to 5 years = 4 points</p> <p>More than 5 years = 5 points</p>		
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R6	The Contractor should demonstrate that the proposed resource has experience working on projects that required interaction and coordination with other teams in order to deliver the desired result.	15	1 year or less = 0 points More than 1 year to 2 years = 1 point More than 2 years to 3 years = 2 points More than 3 years to 4 years = 3 points More than 4 years to 5 years = 5 points More than 5 years to 6 years = 10 points More than 6 years to 7 years = 15 points		
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	TOTAL	100			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	60			
	POINTS ACHIEVED				

Mandatory Criteria for the Web Architect (Usability Researcher) - Level 3

		CONTRACTOR'S RESPONSE		
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME	
M1	The Contractor must demonstrate that the proposed resource has a minimum of four years' experience, within the last ten years, in designing, leading, coordinating and conducting usability testing.			
M2	The Contractor must demonstrate that the proposed resource has a minimum of four years' experience, within the last ten years, in designing and conducting the following: (i) User needs analysis; (ii) Task analysis; and (iii) User profiling or personas.			
M3	The Contractor must demonstrate that the proposed resource has a minimum of four years' experience, within the last ten years, in creating usability test reports that include the following:			

	<ul style="list-style-type: none"> (i) identify problems and their nature; (ii) rank them in terms of severity; and (iii) provide recommendations on what to fix. 		
M4	The Contractor must demonstrate that the proposed resource has a minimum of four years' experience, within the last ten years, in presenting research results and theory, or training, to a variety of stakeholders across different organizational levels.		

Point Rated Criteria for the Web Architect - Level 3

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has experience within the last ten years, in researching problems in the field of human factors or usability.	30	1 year or less = 0 points More than 1 year to 4 years = 1 point More than 4 years to 5 years = 5 points More than 5 years		

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				<p>More than 7 years to 8 years = 20 points</p> <p>More than 8 years to 9 years = 25 points</p> <p>More than 9 years = 30 points</p>		
R4	The Contractor should demonstrate that the proposed resource has experience, within the last ten years, in uncovering aspects of the user model and their relationship to the User Interface and business process.	30		<p>1 year or less = 0 points</p> <p>More than 1 year to 4 years = 1 point</p> <p>More than 4 years to 5 years = 5 points</p> <p>More than 5 years to 6 years = 10 points</p> <p>More than 6 years to 7 years = 15 points</p> <p>More than 7 years to 8 years = 20 points</p>		

			More than 8 years to 9 years = 25 points			
			More than 9 years = 30 points			
	TOTAL		120			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE		72			
	POINTS ACHIEVED					

Mandatory Criteria for the Business Architect - Level 3

		CONTRACTOR'S RESPONSE		
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME	
M1	The Contractor must demonstrate that the proposed resource has a minimum of ten years' experience working either on business architecture or business analysis.			
M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in identifying, analyzing and validating services and service processes to facilitate business transformation initiatives. This must include the following:			

	<p>(i) Develop models; (ii) Facilitate meetings or workshops to gather, analyze, and validate findings; and (iii) Communicating findings to stakeholders and Senior Executives* .</p> <p>*Senior Executives is equivalent to a Director level or higher)</p>		
M3	<p>The Contractor must demonstrate that the proposed resource has a minimum of three years' of experience, within the last ten years, in providing advice to support business improvements or information technology initiatives. This must include the following:</p> <p>(i) Review and analyze the development and integration of business process and information models; and (ii) Provide assistance and guidance in the development of business processes improvement to eliminate information and process redundancies.</p>		
M4	<p>The Contractor must demonstrate that the proposed resource has a minimum of two years' of experience, within the last five years, in developing change impact analysis and change management activities.</p>		

Point Rated Criteria for the Business Architect - Level 3

		CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	INSERT PAGE # OF RESUME
R1	<p>The Contractor should demonstrate that the proposed resource has experience, within last five years, using Government Strategic Reference Models (GSRM) within Business Transformation Enablement Program (BTEP) for business transformation initiatives of a public sector (Federal, Provincial, Territorial or Municipal Government, or Crown Corporation).</p> <p>For informational purposed only please refer to the following link for details regarding GSRM http://www.tbs-sct.gc.ca/cio-dpi/webapps/architecture/p-gi/p-gi03-eng.asp </p> <p>and BTEP http://www.collectionscanada.gc.ca/ </p>	20	<p>1 year or less = 0 points</p> <p>More than 1 year to 2 years = 5 points</p> <p>More than 2 years to 3 years = 10 points</p> <p>More than 3 years to 4 years = 15 points</p> <p>More than 4 years = 20 points</p>	

	c.ca/webarchives/20071125180244/http://www.tbs-sct.gc.ca/btep-ptol/index_e.asp					
R2	<p>The Contractor should demonstrate that the proposed resource has additional experience in excess of Mandatory Criteria M3, in providing advice to support business improvements or information technology initiatives. This must include the following:</p> <p>(i) Review and analyze the development and integration of business process and information models; and</p> <p>(ii) Provide assistance and guidance in the development of business processes improvement to eliminate information and process redundancies.</p> <p>This additional experience does not have to be within the last ten years</p>	20	<p>3 years or less = 0 points</p> <p>More than 3 years to 4 years = 5 points</p> <p>More than 4 years to 5 years = 10 points</p> <p>More than 5 years to 6 years = 15 points</p> <p>More than 6 years = 20 points</p>			
R3	The Contractor should demonstrate that the proposed	20	5 years or less = 0 points			

	<p>resource has additional experience, in excess of Mandatory Criteria M2, in identifying, analyzing and validating services and service processes to facilitate business transformation initiatives. This includes all of the following:</p> <ul style="list-style-type: none"> • Develop models • Facilitate meetings or workshops to gather, analyze, and validate findings • communicating findings to stakeholders and Senior Executives*. <p>*Senior Executives are defined as equivalent to a Director level or higher.</p> <p>This additional experience does not have to be within the last ten years.</p>		<p>More than 5 years to 6 years = 10 points</p> <p>More than 6 years to 7 years = 15 points</p> <p>More than 7 years = 20 points</p>		
R4	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M4, in developing change impact</p>	20	<p>2 years or less = 0 points</p> <p>More than 2 years to 3 years = 5</p>		

	analysis and change management activities This additional experience does not have to be within the last five years		points More than 3 years to 4 years = 10 points More than 4 years to 5 years = 15 points More than 5 years = 20 points		
R5	The Contractor should demonstrate that the proposed resource has experience analyzing and developing critical success factors for business success.	15	1 project = 5 points 2 projects = 10 points More than 3 projects = 15 points		
R6	The Contractor should demonstrate that the proposed resource has received training or a certification or both in The Open Group Architecture Framework (TOGAF)*. To obtain points a copy of the certification is to be included with the proposed resource's résumé.	10	Training only in TOGAF = 5 points Copy of Certification in TOGAF included = 10 points		

	*The Open Group Architecture Framework (TOGAF) is defined as the methods and tools for assisting in the acceptance, production, use, and maintenance of enterprise architecture. It is based on an iterative process model supported by best practices and re-usable set of existing architecture asset.				
	TOTAL	105			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	63			
	POINTS ACHIEVED				

Mandatory Criteria for the Information Management Architect - Level 3

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of five years' of experience, within the past ten years, working in an Information Management (IM)/Information Technology (IT)		

	development and operational environment.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' of experience working in a content development and operational environment.		

Point Rated Criteria for the Information Management Architect - Level 3

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has experience in working with databases, data warehouses, and database reporting.	10	<p>1 year or less = 0 points</p> <p>More than 1 year to 2 years = 2 points</p> <p>More than 2 years to 3 years = 4 points</p> <p>More than 3 years to 4 years = 8 points</p> <p>More than 4</p>		

R2			years = 10		
	The Contractor should demonstrate that the proposed resource has experience in developing strategies and procedures to achieve database migration and third party integrations.	10	1 year or less = 0 points More than 1 year to 2 years = 1 points More than 2 years to 3 years = 2 points More than 3 years to 4 years = 4 More than 4 years to 5 years = 6 More than 5 years to 6 years = 8 More than 6 years = 10		

	TOTAL	20			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	12			
	POINTS ACHIEVED				

Mandatory Criteria for the Technology Architect - Level 3

		CONTRACTOR'S RESPONSE		
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME	
M1	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in developing technical architectures, frameworks and strategies, either for an organization or for an application area, to meet the business and application requirements.			
M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in analyzing and evaluating alternative technology solutions to meet business problems.			
M3	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in providing impact analysis of technology changes to technical and non-technical terms.			

M4	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in ensuring the integration of a technology solution.		
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Point Rated Criteria for the Technology Architect - Level 3

		CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA) INSERT PAGE # OF RESUME
R1	<p>The Contractor should demonstrate that the proposed resource has experience in developing technical architectures, frameworks and strategies for Information Technology* for Complex Systems**.</p> <p>* Information Technology is defined as a field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services.</p> <p>**Complex Systems is defined as a group of interacting, interrelated systems that must provide immediate access and response (real time) to users performing time sensitive tasks where accuracy of data</p>	20	<p>5 years or less = 0 points</p> <p>More than 5 years to 6 years = 3 points</p> <p>More than 6 years to 7 years = 5 points</p> <p>More than 7 years to 8 years = 10 points</p> <p>More than 8 years to 9 years = 15 points</p> <p>More than 9 years = 20 points</p>	

	is critical.				
R2	The Contractor should demonstrate that the proposed resource has experience, within the last ten years, in analyzing and evaluating alternative technology solutions for mainframe and distributed platform environments.	20	1 year or less = 0 points More than 1 year to 3 years = 1 point More than 3 years to 5 years = 2 points More than 5 years to 6 years = 3 points More than 6 years to 7 years = 5 points More than 7 years to 8 years = 10 points More than 8 years to 9 years = 15 points More than 9 years = 20		

			points			
R3	<p>The Contractor should demonstrate that the proposed resource has experience in reviewing technical infrastructure design to ensure adherence to prescribed standards and to recommend performance improvements for Information Technology* Complex Systems**.</p> <p>* Information Technology is defined as a field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services.</p> <p>** Complex Systems is defined as a group of interacting, interrelated systems that must provide immediate access and response (real time) to users performing time sensitive tasks where accuracy of data is critical.</p>	20	<p>1 year or less = 0 points</p> <p>More than 1 year to 3 years = 1 point</p> <p>More than 3 years to 5 years = 2 points</p> <p>More than 5 years to 6 years = 3 points</p> <p>More than 6 years to 7 years = 5 points</p> <p>More than 7 years to 8 years = 10 points</p> <p>More 8 years to 9 years = 15 points</p> <p>More than 9 years = 20</p>			

			points			
R4	The Contractor should demonstrate that the proposed resource has experience, within the last ten years, using iterative development methodologies (i.e. Rational Unified Process (RUP)) on IT Projects.	15	<p>1 year or less = 0 points</p> <p>More than 1 year to 2 years = 5 points</p> <p>More than 2 years to 3 years = 10 points</p> <p>More than 3 years = 15 points</p>			
R5	The Contractor should demonstrate that the proposed resource has experience performing all of the tasks detailed in section 5.3.6 of Annex A (SOW), within the last ten years, working as a Technology Architect (or equivalent title) in a Federal Government department or agency.	5	<p>1 year or less = 0 points</p> <p>More than 1 year to 3 years = 1 point</p> <p>More than 3 years to 4 years = 2 points</p> <p>More than 4 years to 5 years = 3 points</p> <p>More than 5 years = 5 points</p>			

R6	<p>The Contractor should demonstrate that the proposed resource has received training or a certification or both in The Open Group Architecture Framework (TOGAF)* .</p> <p>To obtain points a copy of the certification is to be included with the proposed resource's résumé.</p> <p>*The Open Group Architecture Framework (TOGAF) is defined as the methods and tools for assisting in the acceptance, production, use, and maintenance of an enterprise architecture. It is based on an iterative process model supported by best practices and re-usable set of existing architecture asset.</p>	10	<p>Training only in TOGAF = 5 points</p> <p>Copy of Certification in TOGAF included = 10 points</p>		
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	TOTAL	90			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	54			
	POINTS ACHIEVED				

Mandatory Criteria for the Enterprise Architect - Level 3

		CONTRACTOR'S RESPONSE			
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME		
M1	The Contractor must demonstrate that the proposed resource has a minimum of ten years' experience working either on business architecture or business analysis.				
M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in identifying, analyzing and validating services and service processes to facilitate transformation initiatives. This must include the following: <ul style="list-style-type: none"> (i) Develop models; (ii) Facilitate meetings or workshops to gather, analyze, and validate findings; (iii) Communicating findings to stakeholders and Senior Executives*. 				

	*Senior Executives are defined as equivalent to a Director level or higher.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in developing architecture frameworks, practices and procedures.		

Point Rated Criteria for the Enterprise Architect - Level 3

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has experience, within last ten years, using Government Strategic Reference Models (GSRM) within Business Transformation Enablement Program (BTEP) for business transformation initiatives of a public sector (Federal, Provincial, Territorial or Municipal Government, or Crown Corporation).	20	<p>1 year or less = 0 points</p> <p>More than 1 year to 2 yrs = 5 points</p> <p>More than 2 year to 3 yrs = 10 points</p> <p>More than 3 year to 4 yrs = 15 points</p> <p>More than 4 years</p>		

	For informational purposes only please refer to the following link for details regarding GSRM http://www.tbs-sct.gc.ca/cio-dpi/webapps/architecture/p-gl/p-gl03-eng.asp and BTEP http://www.collectionscanada.gc.ca/webarchives/20071125180244/http://www.tbs-sct.gc.ca/btep-ptd/index_e.asp			= 20 points		
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M2, in identifying, analyzing and validating services and service processes to facilitate transformation initiatives. This includes all of the following: <ul style="list-style-type: none"> • Develop models • Facilitate meetings or workshops to gather, analyze, and validate findings • Communicating findings to stakeholders and 	20		5 years or less = 0 points More than 5 years to 6 years = 5 points More than 6 years to 7 years = 10 points More than 7 years to 8 yrs = 15 points More than 8 years = 20 points		

	Senior Executives*. *Senior Executives are defined as equivalent to a Director level or higher. This additional experience does not have to be within the last ten years				
R3	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M3, in developing architecture frameworks, practices and procedures. This additional experience does not have to be within the last ten years	20	5 years or less = 0 points More than 5 years to 6 years = 5 points More than 6 years to 7 years = 10 points More than 7 years to 8 yrs = 15 points More than 8 years = 20 points		
R4	The Contractor should demonstrate that the proposed resource has experience performing all of the tasks detailed in Section 5.3.7 of Annex A (SOW), within the last ten years.	20	1 year or less = 0 points More than 1 year to 2 years = 1 point More than 2 years		

			to 3 years = 2 points More than 3 years to 4 years = 5 points More than 4 years to 5 years = 10 points More than 5 years to 6 years = 15 points More than 6 years = 20 points			
	TOTAL	80				
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	48				
	POINTS ACHIEVED					

Mandatory Criteria for the Technical Writer – Level 3

MANDATORY CRITERIA		CONTRACTOR'S RESPONSE	
ITEM #		DEMONSTRATED EXPERIENCE	INSERT PAGE # OF RESUME

		(CONTRACTOR TO INSERT DATA)	
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of 3 years' of experience, working as a Technical Writer (or equivalent title) in an Information Technology* environment.</p> <p>* Information Technology is defined as a field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services</p>		
M2	The Contractor must demonstrate that the proposed resource has a minimum of 1 year of experience in planning, researching and writing architecture artefacts and specifications.		

Point Rated Criteria for the Technical Writer – Level 3

CONTRACTOR'S RESPONSE			
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, working as a Technical Writer (or equivalent title) in an Information Technology*	15	<p>3 years or less = 0 points</p> <p>More than 3 years to 4 years = 5 points</p>

	environment. * Information Technology is defined as a field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services		More than 4 years to 5 years = 10 points More than 5 years = 15 points		
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M2, in planning, researching and writing architecture artefacts and specifications.	15	1 year or less = 0 points More than 1 year to 2 years = 1 point More than 2 years to 3 years = 3 points More than 3 years to 4 years = 5 points More than 4 years to 5 years = 10 points More than 5 years = 15 points		

	TOTAL	30			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	18			
	POINTS ACHIEVED				

Mandatory Criteria for the Web Architect (Usability Designer) - Level 3

		CONTRACTOR'S RESPONSE			
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME		
M1	The Contractor must demonstrate that the proposed resource has a minimum of four years' of experience, within the last ten years, creating web application User Interface (UI) designs based on Business Use Cases or Task Analysis.				
M2	The Contractor must demonstrate that the proposed resource has a minimum of four years' of experience, within the last ten years, designing low fidelity and high fidelity User Interface (UI) prototypes, iteratively redesigned based on usability testing and feedback.				
M3	The Contractor must demonstrate that the proposed resource has a minimum of four years' of experience, within the last ten years, performing User Interface (UI) design of web applications.				

Point Rated Criteria for the Web Architect (Usability Designer) - Level 3

		CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA) INSERT PAGE # OF RESUME
R1	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in creating web application User Interface (UI) designs based on Business Use Cases or Task Analysis.</p> <p>This additional experience does not have to be within the last eight years</p>	25	<p>4 years or less = 0 points</p> <p>More than 4 years to 5 years = 5 points</p> <p>More than 5 years to 6 years = 10 points</p> <p>More than 6 years to 7 years = 15 points</p> <p>More than 7 years to 8 years = 20 points</p> <p>More than 8 years = 25 points</p>	

R2	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M2, in designing low fidelity and high fidelity User Interface (UI) prototypes, iteratively redesigned based on usability testing and feedback.</p> <p>This additional experience does not have to be within the last eight years</p>	25	<p>4 year or less = 0 points</p> <p>More than 4 years to 5 years = 5 points</p> <p>More than 5 years to 6 years = 10 points</p> <p>More than 6 years to 7 years = 15 points</p> <p>More than 7 years to 8 years = 20 points</p> <p>More than 8 years = 25 points</p>		
R3	<p>The Contractor should demonstrate that the proposed resource has experience, within the last 10 years, in documenting user interface design or interaction specifications in the form of standards and guidelines documents, style guides, or detailed design documents.</p>	30	<p>1 year or less = 0 points</p> <p>More than 1 year to 2 years = 1 point</p> <p>More than 2 years to 4 years = 3 points</p>		

			points More than 5 years to 6 years = 15 points More than 6 years to 7 years = 20 points More than 7 years to 8 years = 25 points More than 8 years = 30 points			
	TOTAL	110				
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	66				
	POINTS ACHIEVED					

STREAM 2 – SAP

Mandatory Criteria for the Application/Software Architect - Level 3

ITEM #	MANDATORY CRITERIA	CONTRACTOR'S RESPONSE	
		DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of ten years' experience, within the last fifteen years, designing SAP solutions.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of seven years' experience, within the last ten years, developing system specifications documents for the implementation of SAP modules.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last ten years integrating modules in an existing SAP system.		
M4	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience within the last ten years, designing SAP solutions involving Large Information Technology (IT) Development Projects* in an Large Information Technology (IT) Environment**.		

	<p>*A Large Information Technology (IT) Development Projects is defined as being a project valued at more than \$1 Million.</p> <p>**A Large Information Technology (IT) Environment is defined as an organization that has 100 IT professionals or more.</p>		
M5	The Contractor must demonstrate that the proposed resource has a minimum of two years' experience, within the last ten years, developing system specifications documents for a financial system.		

Point Rated Criteria for the Application/Software Architect – Level 3

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in designing SAP solutions.	10	<p>More than 10 years to 12 years = 5 points</p> <p>More than 12 years to 14 years = 7 points</p> <p>More than 14</p>		

				years = 10 points			
R2	The Contractor should demonstrate that the proposed resource has experience implementing SAP Business Partner.	5		1 year or less = 2 points More than 1 year to 2 years = 3 points More than 2 years to 3 years = 4 points More than 3 years = 5 points			
R3	The Contractor should demonstrate that the proposed resource has experience implementing revenue management solutions with SAP.	10		1 year or less = 1 point More than 1 year to 2 years = 3 points More than 2 years to 4 years = 5 points More than 4 years to 6 years = 7 points More than 6 years = 10 points			

R4	The Contractor should demonstrate that the proposed resource has experience in integrating additional SAP modules within an environment that already had SAP Financial Accounting (FI) module.	5	<p>1 year or less = 0 point</p> <p>More than 1 year to 3 years = 3 points</p> <p>More than 3 years to 5 years = 4 points</p> <p>More than 5 years = 5 points</p>		
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R5	<p>The Contractor must demonstrate that the resource has experience in a lead role in the design and development of SAP software solutions for mission critical, High Availability* and High Volume** transaction processing applications.</p> <p>*High Availability is defined as a system that is expected to operate reliably for 24 hours per day, 365 days per year and an associated implementation that ensures a minimum of 99% operational continuity per year.</p> <p>**High Volume is defined as a system that supports more than 100 users across multiple locations and processes a minimum of 200,000 transactions per day.</p>	10	<p>1 year or less = 1 point</p> <p>More than 1 years to 2 years = 3 points</p> <p>More than 2 years to 4 years = 5 points</p> <p>More than 4 years to 6 years = 7 points</p> <p>More than 6 years = 10 points</p>		
R6	<p>The Contractor should demonstrate that the proposed resource has experience implementing the SAP Public Sector Collections and Disbursement</p>	10	<p>1 year or less = 3 point</p> <p>More than 1 year = 6 points</p>		

	module		More than 2 to 3 years = 8 points More than 3 years = 10 points			
R7	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M3, in integrating modules in an existing SAP environment.	5	3 years or less = 0 points More than 3 years to 4 years = 3 points More than 4 years to 5 years = 4 points More than 5 years = 5 points			
	TOTAL	55				
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	33				
	POINTS ACHIEVED					

Mandatory Criteria for the ERP Functional Analyst (Solution Manager) – Level 2

ITEM #	MANDATORY CRITERIA	CONTRACTOR'S RESPONSE	
		DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, working with SAP Solution Manager.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of 4 years' experience, within the last ten years, implementing SAP Change Request Management (ChaRM) in SAP Solution Manager.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of one-year experience, within the last four years, implementing reports in SAP Solution Manager (e.g., Security Optimization Self-Service, EarlyWatch Alerts, CA Wily Infrastructure).		

Point Rated Criteria for the ERP Functional Analyst (Solution Manager) – Level 2

		CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA) INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in working with SAP Solution Manager.	3	<p>5 years or less = 0 point</p> <p>More than 5 years to 6 years = 1 point</p> <p>More than 7 years to 8 years = 2 points</p> <p>More than 9 years = 3 points</p>	
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M2, in implementing SAP Change Request Management (ChaRM) in SAP Solution Manager.	3	<p>4 years or less = 0 points</p> <p>More than 4 years to 5 years = 1 point</p> <p>More than 6 years to 7 years = 2 points</p> <p>More than 8 years = 3 points</p>	

R3	The Contractor should demonstrate that the proposed resource has experience with the SAP Test Management process.	3	6 months or less = 0 point More than 6 months to 1 year = 1 point More than 1 year to 2 years = 2 points More than 2 years = 3 points		
R4	The Contractor should demonstrate that the proposed resource has experience in implementing business blueprint within SAP Solution Manager.	3	6 months or less = 0 point More than 6 months to 1 year = 1 point More than 1 year to 2 years = 2 points More than 2 years = 3 points		
R5	The Contractor should demonstrate that the proposed resource has experience in implementing service desk in SAP Solution Manager.	3	6 months or less = 0 point More than 6 months to 1 year = 1 point More than 1 year to 2 years = 2 points More than 2 years = 3 points		

			3 points			
	TOTAL		15			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE		9			
	POINTS ACHIEVED					

Mandatory criteria for the ERP Programmer Analyst (SAP Security) - Level 2

ITEM #	MANDATORY CRITERIA	CONTRACTOR'S RESPONSE	
		DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last seven years, in building and maintaining SAP security roles.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of four years' experience, within the last eight years, with SAP security authorization.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last six years, analyzing and implementing security and authorization upgrade task in SAP 4.X system to ECC6.0 or higher.		
M4	The Contractor must demonstrate that the proposed resource has a minimum of four years' experience, within the last eight years, analyzing and applying Online SAP Support Notes (OSS Notes) to SAP security.		

Point Rated Criteria for the ERP Programmer Analyst (SAP Security) - Level 2

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in building and maintaining SAP security roles.	8	<p>5 years or less = 0 point</p> <p>More than 5 years to 6 years = 2 points</p> <p>More than 6 years to 7 years = 4 points</p> <p>More than 7 years to 8 years = 6 points</p> <p>More than 8 years = 8 points</p>		
R2	The Contractor should demonstrate that the proposed resource has experience importing users from legacy systems into	6	<p>1 year or less = 1 point</p> <p>More than 1 year to</p>		

	SAP.		3 years = 2 points More than 3 years to 5 years = 3 points More than 5 years to 7 years = 4 points More than 7 years = 6 points			
R3	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M4, in analyzing and applying Online SAP Support Notes (OSS Notes) related to SAP security.	6	4 years or less = 0 point More than 4 years to 5 years = 3 points More than 5 years to 6 years = 4 points More than 6 years to 8 years = 5 points More than 9 years = 6 points			
	TOTAL	20				

	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	12			
	POINTS ACHIEVED				

Mandatory criteria for the ERP Programmer Analyst (ABAP) - Level 2

ITEM #	MANDATORY CRITERIA	CONTRACTOR'S RESPONSE	
		DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in using Advanced Business Application Programming (ABAP) object oriented programming techniques.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last ten years, in developing ABAP code for the SAP Financial Accounting (FI) module.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience within the last ten years, in analyzing and applying Online SAP Support Notes (OSS Notes) to SAP ABAP code problems.		

M4	The Contractor must demonstrate that the proposed resource is a Certified SAP Consultant for ABAP. In order to be responsive to Mandatory Criteria M4, a certification must be provided.		
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Point Rated Criteria for the ERP Programmer Analyst (ABAP) - Level 2

CONTRACTOR'S RESPONSE			
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA
R1	The Contractor should demonstrate that the proposed resource has experience in planning and developing inbound and outbound SAP interfaces.	5	1 year or less = 0 points More than 1 year to 2 years = 3 points More than 2 years to 3 years = 4 points More than 3 years = 5 points
R2	The Contractor should demonstrate that the	5	1 year or less = 0 points

	proposed resource has experience in developing SAP Smartforms.		<p>More than 1 year to 2 years = 3 points</p> <p>More than 2 years to 3 years = 4 points</p> <p>More than 3 years = 5 points</p>		
R3	The Contractor should demonstrate that the proposed resource has experience with the ABAP debugger tool that is available in SAP.	5	<p>1 year or less = 0 points</p> <p>More than 1 year to 2 years = 3 points</p> <p>More than 2 years to 3 years = 4 points</p> <p>More than 3 years = 5 points</p>		

R4	The Contractor should demonstrate that the proposed resource has experience in Unit Testing* in an SAP environment. *Unit Testing is defined as testing a piece of development on its own.	5	1 year or less = 0 points More than 1 year to 2 years = 3 points More than 2 years to 3 years = 4 points More than 3 years = 5 points		
R5	The Contractor should demonstrate that the proposed resource has experience with SAP version ECC 6.0 higher.	5	1 year or less = 0 points More than 1 year to 2 years = 3 points More than 2 years to 3 years = 4 points More than 3 years = 5 points		
	TOTAL	25			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	15			
	POINTS ACHIEVED				

Mandatory Criteria for ERP Functional Analyst - Level 2

ITEM #	MANDATORY CRITERIA	CONTRACTOR'S RESPONSE	
		DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years in designing SAP solutions.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in writing functional design specifications for an SAP financial system.		
M3	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, designing SAP solutions involving *large IT development projects in an **large Information Technology (IT) environment* .</p> <p>*A large IT development projects is defined as being valued at more than \$1 Million.</p> <p>**A large Information Technology (IT) environment is defined as an organization that has 100 IT professionals or more.</p>		

M4	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last eight years, in developing system specifications documentation for the SAP Financial Accounting (FI) module in developing client accounts.		
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Point Rated Criteria for the ERP Functional Analyst - Level 2

	CONTRACTOR'S RESPONSE
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ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in designing SAP solutions.	6	<p>5 years or less = 0 points</p> <p>More than 5 years to 6 years = 3 points</p> <p>More than 6 years to 7 years = 4 points</p> <p>More than 7 years to 8 years = 5 points</p> <p>More than 8 years = 6 points</p>		
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M4, in developing system specifications documentation for the SAP Financial Accounting (FI) module in developing client accounts.	5	<p>3 years or less = 0 point</p> <p>More than 3 years to 5 years = 3 points</p> <p>More than 5 years to 7 years = 4 points</p> <p>More than 7</p>		

			years = 5 points			
R3	The Contractor should demonstrate that the proposed resource has experience in developing system specification documentation for the SAP Public Sector Collections and Disbursement (PSCD) module including specification for Accounts Receivable (is Account receivable a module in SAP) implementation.	6	1 year or less = 1 point More than 1 year to 2 years = 2 points More than 2 years to 3 years = 3 points More than 3 years to 4 years = 4 points More than 5 years = 6 points			
R4	The Contractor should demonstrate that the proposed resource has experience developing SAP Business Blueprints for revenue management solutions.	5	1 year or less = 1 point More than 1 year to 2 years = 2 points More than 2			

			years to 3 years = 3 points More than 3 years to 4 years = 4 points More than 4 years = 5 points			
	TOTAL	22				
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	13				
	POINTS ACHIEVED					

Mandatory Criteria for the ERP Programmer Analyst (SAP Security) - Level 3

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of seven years' experience, within the last ten years, in building and maintaining SAP security roles.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, with SAP security authorization.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last seven years, in analyzing and applying Online SAP Support Notes (OSS Notes) to SAP security.		

M4	The Contractor must demonstrate that the proposed resource has a minimum of seven years' experience, within the last ten years, in working on project to design security for new application implementation or modification of an existing application that would require security changes.		
M5	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years performing the resolution of security incidents around role access and performance.		

Point Rated Criteria for the ERP Programmer Analyst (SAP Security) - Level 3

		CONTRACTOR'S RESPONSE			
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in building and maintaining SAP	6	7 years or less = 0 point More than 7 years to 8 years = 2		

	security roles.		points More than 8 years to 9 years = 3 points More than 9 years to 10 years = 4 points More than 10 years = 6 points		
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M3, in analyzing and applying Online SAP Support Notes (OSS Notes).	6	5 years or less = 0 point More than 5 years to 8 years = 2 points More than 8 years to 9 years = 3 points More than 9 years to 10 years = 4 points More than 10 years = 6 points		
R3	The Contractor should demonstrate that the proposed resource has experience with	5	1 month or less = 0 point		

	the SAP feature called Central User Administration (CUA).		More than 1 month to 1 year = 3 points More than 1 year to 2 years = 4 points More than 2 years = 5 points		
R4	The Contractor should demonstrate that the proposed resource has experience using Computer Aided Test Tool (CATT), or Extended Computer Aided Test Tool (eCATT).	5	1 month or less = 0 point More than 1 month to 1 year = 3 points More than 1 year to 2 years = 4 points More than 2 years = 5 points		
	TOTAL	22			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	13			
	POINTS ACHIEVED				

STREAM 3 – PROJECT MANAGEMENT

Mandatory Criteria for the Project Manager – Level 2

ITEM #	MANDATORY CRITERIA	CONTRACTOR'S RESPONSE	
		DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, performing the tasks outlined in Annex A (SOW) section 5.3.14 in a Large Information Technology (IT) Environment*.</p> <p>*A Large Information Technology (IT) Environment is defined as an environment that has 100 or more personnel, with projects valued at \$5 Millions or more.</p>		
M2	The Contractor must demonstrate that the proposed resource has a minimum of two years' experience, within the last five years, in the development or implementation of change management processes supporting the delivery of Information Technology systems projects.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of two years' experience, within the last five years, in the development or implementation of release management processes supporting the delivery of Information Technology		

	systems projects.		
M4	The Contractor must demonstrate that the proposed resource has a minimum of two years' experience, within the last five years, in the development or implementation of risk and issue management processes supporting the delivery of Information Technology systems projects.		

Point Rated Criteria for the Project Manager – Level 2

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in performing the tasks outlined in Annex A (SOW) section 5.3.14 in a Large Information Technology (IT) Environment*.</p> <p>*A Large Information Technology (IT) Environment is defined as an environment that has 100 or more personnel, with projects</p>	20	<p>5 years or less = 0 points</p> <p>More than 5 years to 6 years = 4 points</p> <p>More than 6 years to 7 years = 8 points</p> <p>More than 7 years to 8 years = 12 points</p> <p>More than 8 years</p>		

	valued at \$5 Millions or more. This additional experience does not have to be within the last ten years.		to 9 years = 16 points More than 9 years to 10 years = 20 points		
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M2, in the development or implementation of change management processes supporting the delivery of Information Technology systems projects. This additional experience does not have to be within the last five years.	20	2 years or less = 0 point More than 2 years to 3 years = 4 points More than 3 years to 4 years = 8 points More than 4 years to 5 years = 12 points More than 5 years to 6 years = 16 points More than 6 years to 7 years = 20 points		
R3	The Contractor should demonstrate that the proposed resource has additional experience, in excess of the Mandatory Criteria M3, in the development or implementation of release management processes supporting the	20	2 years or less = 0 point More than 2 years to 3 years = 4 points More than 3 years to 4 years = 8 points		

	delivery of Information Technology systems projects. This additional experience does not have to be within the last five years.		points More than 4 years to 5 years = 12 points More than 5 years to 6 years = 16 points More than 6 years to 7 years = 20 points		
R4	The Contractor should demonstrate that the proposed resource has additional experience, in excess of the Mandatory Criteria M4, in the development or implementation of risk and issue management processes supporting the delivery of Information Technology systems projects. This additional experience does not have to be within the last five years.	20	2 years or less = 0 point More than 2 years to 3 years = 4 points More than 3 years to 4 years = 8 points More than 4 years to 5 years = 12 points More than 5 years to 6 years = 16 points More than 6 years to 7 years = 20 points		

	TOTAL	80			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	48			
	POINTS ACHIEVED				

Mandatory Criteria for the Project Manager – Level 3

		CONTRACTOR'S RESPONSE			
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME		
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of 10 years' experience, within the last 15 years, in performing the tasks outlined in Annex A (SOW), section 5.3.15 in a Large Information Technology (IT) Environment*.</p> <p>* A Large Information Technology (IT) Environment is defined as an environment that has 100 or more personnel, with projects valued at \$5 Millions or more.</p>				
M2	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last 10 years, in the development or implementation of change management processes supporting the delivery of Information Technology systems project.</p>				

M3	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in the development or implementation of release management processes supporting the delivery of Information Technology systems project.		
M4	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience within the last ten years, in the development or implementation of risk and issue management Processes supporting the delivery of Information Technology systems project.		

Pointed Rated Criteria for the Project Manager – Level 3

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in performing the tasks outlined in Annex A (SOW), section 5.3.16 in a Large Information Technology (IT) Environment**.	20	10 years or less = 0 point More than 10 years to 11 years = 4 points More than 11 years to 12 years = 8 points		

	<p>*A Large Information Technology (IT) Environment is defined as an environment that has 100 or more personnel, with projects valued at \$5 Millions or more.</p> <p>This additional experience does not have to be within the last 15 years.</p>		<p>More than 12 years to 13 years = 12 points</p> <p>More than 13 years to 14 years = 16 points</p> <p>More than 14 years = 20 points</p>		
R2	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M2, in the development or implementation of change management processes supporting the delivery of Information Technology systems projects.</p> <p>This additional experience does not have to be within the last 10 years.</p>	20	<p>5 years or less = 0 point</p> <p>More than 5 years to 6 years = 4 points</p> <p>More than 6 years to 7 years = 8 points</p> <p>More than 7 years to 8 years = 12 points</p> <p>More than 8 years to 9 years = 16 points</p>		

R3	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of the Mandatory Criteria M3, in the development or implementation of release management processes supporting the delivery of Information Technology systems projects.</p> <p>This additional experience does not have to be within the last 10 years.</p>	20	<p>More than 9 years = 20 points</p> <p>5 years or less = 0 point</p> <p>More than 5 years to 6 years = 4 points</p> <p>More than 6 years to 7 years = 8 points</p> <p>More than 7 years to 8 years = 12 points</p> <p>More than 8 years to 9 years = 16 points</p> <p>More than 9 years = 20 points</p>			

R4	The Contractor should demonstrate that the proposed resource has additional experience, in excess of the Mandatory Criteria M4, in the development or implementation of risk and issue management processes supporting the delivery of Information Technology systems projects. This additional experience does not have to be within the last 10 years.	20	5 years or less = 0 point More than 5 years to 6 years = 4 points More than 6 years to 7 years = 8 points More than 7 years to 8 years = 12 points More than 8 years to 9 years = 16 points More than 9 years = 20 points		
	TOTAL	80			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	48			
	POINTS ACHIEVED				

Mandatory Criteria for the Project Coordinator – Level 3

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, in the last ten years, in managing, maintaining and tracking the document life cycle of documentation.		

Pointed Rated Criteria for the Project Coordinator – Level 3

				CONTRACTOR'S RESPONSE	
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in managing, maintaining and tracking the document life cycle	30	3 years or less = 0 point More than 3 years to 4 years = 20 points More than 4		

	of documentation. This additional experience does not have to be within the last 10 years.		years to 5 years = 25 points More than 5 years = 30 points		
R2	<p>The Bidder should demonstrate that the proposed resource has completed a Post-Secondary Education* from a Recognized Institution**, in a Related Field of IM/IT***.</p> <p>*Post-secondary education is defined as a level of education that is provided at recognized academies, universities, colleges, seminaries, institutes of technology, and certain other collegiate-level institutions, such as vocational schools, trade schools, and career colleges. Degrees, diplomas and certificates in the fields of science, technology, engineering, math and business administration, which include related IM/IT or project management courses as part of their training programs are accepted.</p> <p>** Recognized Institution is defined as recognized by the Department of Education of any Canadian province, or for degrees obtained in a foreign</p>	25	<p>Points for proof of education, as follows:</p> <p>No diploma provided = 0 points</p> <p>College diploma copy provided = 15 points</p> <p>University diploma copy provided = 25 points</p>		

	country, by either of the credential assessment organizations listed on the Web site www.CICIC.CA . ***Related Field of IM/IT is defined as: (1) A field of study dealing with electronic hardware that directly supports the delivery of informatics services; or (2) A field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services; or (3) A field of study that deals with the development of infrastructure architectures solutions that supports the delivery of informatics services.				
R3	The Contractor should demonstrate that the proposed resource has experience in the Maintenance* of a project office or organization. *Maintenance is defined as the keeping of all records and project correspondence, materials, in order and up to	10	1 year or less = 0 point More than 1 year to 5 years = 5 points More than 5 years = 10 points		

	date.					
R4	<p>The Contractor should demonstrate that the proposed resource holds an Information Technology Infrastructure Library (ITIL)* certification.</p> <p>In order to obtain points the Contractor is to provide a copy of the certification.</p> <p>* Information Technology Infrastructure Library (ITIL) is defined as focusing on IT Service Management in order to provide for the provision and management of effective IT services.</p>	10	<p>No certification copy included = 0 points</p> <p>ITIL Certification included = 10 points</p>			
R5	<p>The Contractor should demonstrate that the proposed resource has experience in working with the suite of Microsoft Office (MS Project, MS-Word, MS-Excel, MS-PowerPoint), Visio and Adobe Acrobat Professional.</p>	10	<p>6 months or less = 0 point</p> <p>6 months to 3 years = 3 point</p> <p>More than 3 years to 7 years</p>			

R6	The Contractor should demonstrate that the proposed resource has experience in documenting meeting notes and tracking project change requests within a program support area.	10	= 5 points More than 7 years = 10 points 1 year or less = 0 point More than 1 year to 5 years = 5 points More than 5 years = 10 points			
	TOTAL	95				
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	57				
	POINTS ACHIEVED					

STREAM 4 – NETWORK

Mandatory Criteria for the Help Desk Specialist - Level 1

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTORS TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of two years' experience in performing, managing and maintaining incident information using Help Desk management software in a Medium-Sized Organization* .</p> <p>*Medium-Size Organization is defined as 500 or more employees.</p>		
M2	<p>The Contractor must demonstrate that the proposed resource has an Information Technology Infrastructure Library (ITIL) Essentials certification.</p> <p>To be responsive a copy of the certification must be included in the proposed resource's resume.</p>		
M3	The Contractor must demonstrate that the proposed resource has a minimum of		

	two years' experience in providing direct-to-user client support over the phone for the IM/IT Infrastructure in a Medium-Sized Organization* .		
	*Medium-Size Organization is defined as 500 or more employees.		

Pointed Rated Criteria for the Help Desk Specialist - Level 1

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of mandatory M1, in performing, managing and maintaining incident information using Help Desk management software in a Medium-Sized Organization* .</p> <p>*Medium-Size Organization is defined as 500 or more employees.</p>	15	<p>2 years or less = 0 point</p> <p>More than 2 years to 4 years = 10 points</p> <p>More than 4 years = 15 points</p>		

R2	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of mandatory M3, in providing direct-to-user client support over the phone related to IM/IT Infrastructure in a Medium-Sized Organization* .</p> <p>*Medium-Size Organization is defined as 500 or more employees.</p>	15	<p>3 years or less = 0 point</p> <p>More than 3 years to 4 years = 10 points</p> <p>More than 4 years = 15 points</p>		
R3	<p>The Contractor should demonstrate that the proposed resource has experience in using a desktop remote takeover tool such as Tivoli Remote Control.</p>	15	<p>6 months or less = 0 point</p> <p>More than 6 months to 2 years = 5 points</p> <p>More than 2 years to 4 years = 10 points</p> <p>More than 4 years = 15 points</p>		

	TOTAL	45			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	32			
	POINTS ACHIEVED				

Mandatory Criteria for the Help Desk Specialist - Level 2

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of six years' experience in providing technical support, analyzing and solving problems with the use of computers and software in a Medium-Sized Organization*.</p> <p>*Medium-Size Organization is defined as 500 or more employees.</p>		
M2	<p>The Contractor must demonstrate that the proposed resource has an Information Technology Infrastructure Library (ITIL) Essentials certification.</p> <p>To be responsive a copy of the certification</p>		

	must be included in the proposed resource's resume.		
M3	The Contractor must demonstrate that the proposed resource has experience in developing and implementing, procedure manuals and documentation for help desk use.		
M4	The Contractor must demonstrate that the proposed resource has a minimum of 6 years' experience in training and mentoring junior help desk staff.		

Pointed Rated Criteria for the Help Desk Specialist – Level 2

				CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME	
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in providing technical support, analyzing and solving problems with the use of computers and software in a Medium-Sized	15	6 years or less = 0 point More than 6 years to 7 years = 10 points More than 7 years = 15			

	Organization* . *Medium-Size Organization is defined as 500 or more employees.		points		
R2	The Contractor should demonstrate that the proposed resource has experience in network administration, account creation and management in a Microsoft environment.	15	6 months or less = 0 point 6 months to 1 year = 1 point More than 1 year to 3 years = 3 points More than 3 years to 5 years = 4 points More than 5 years to 6 years = 5 points More than 6 years to 7 years = 10 points More than 7 years = 15 points		

R3	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M4, in training and mentoring junior help desk staff.	15	More than 6 years to 7 years = 10 points More than 7 years = 15 points		
R4	The Contractor should demonstrate that the proposed resource has experience working with a federal government organization.	5	6 months or less = 0 point More than 6 months to 1 year = 2 points More than 1 year = 5 points		
	TOTAL	50			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	35			
	POINTS ACHIEVED				

Mandatory Criteria for the Operations Support Specialist - Level 1

ITEM #	MANDATORY CRITERIA	CONTRACTOR'S RESPONSE	
		DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of three years' experience in providing client-side technical support for hardware and software in a Windows operating systems environment for a Medium Sized Organization*.</p> <p>*Medium-Size Organization is defined as 500 or more employees.</p>		
M2	<p>The Contractor must demonstrate that the proposed resource has an Information Technology Infrastructure Library (ITIL) Essentials certification.</p> <p>To be responsive a copy of the certification must be included in the proposed resource's resume.</p>		
M3	<p>The Contractor must demonstrate that the proposed resource has a minimum of 2 years' experience in using an incident management software tool such as Remedy.</p>		
M4	<p>The Contractor must demonstrate that the</p>		

	proposed resource has a minimum of 2 years' experience in providing technical advice to colleagues and clients.		
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Pointed Rated Criteria for the Operations Support Specialist – Level 1

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in providing client-side technical support for hardware and software in a Windows operating systems environment for a Medium Sized Organization. *Medium-Size Organization is defined as 500 or more employees.	15	3 years or less = 0 point More than 3 years to 5 years = 10 points More than 5 years = 15 points		
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess of	15	3 years or less = 0 point More than 3		

	mandatory criteria M3, using an incident management software tool such as Remedy.	years to 5 years = 10 points More than 5 years = 15 points		
	TOTAL	30		
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	21		
	POINTS ACHIEVED			

Mandatory Criteria for the Operations Support Specialist – Level 2

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of six years' experience in the installation and configuration of software and hardware in a Windows-based distributed computing environment.		
M2	The Contractor must demonstrate that the proposed resource has an Information Technology Infrastructure Library (ITIL) Essentials certification.		

	To be responsive a copy of the certification must be included in the proposed resource's resume.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of six years' experience in assessing the impact of hardware and software changes on the desktop or server-computing environment.		
M4	The Contractor must demonstrate that the proposed resource has a minimum of six years' experience in troubleshooting and resolving technical problems and providing advice to other IT staff and clients regarding the operation and maintenance of the computing environment.		

Pointed Rated Criteria for the Operations Support Specialist – Level 2

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of the mandatory criteria M1, in the installation and configuration of software and hardware in a Windows-based distributed computing environment.	15	6 years or less = 0 point More than 6 years to 7 years = 10 points More than 7 years = 15 points		
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess of mandatory criteria M3, in assessing the impact of hardware and software changes on the desktop or server-computing environment.	15	6 years or less = 0 point More than 6 years to 7 years = 10 points More than 7 years = 15 points		

R3	The Contractor should demonstrate that the proposed resource has additional experience, in excess of mandatory criteria M4, in troubleshooting and resolving technical problems and providing advice to other IT staff and clients regarding the operation and maintenance of the computing environment.	15	6 years or less = 0 point More than 6 years to 7 years = 10 points More than 7 years = 15 points			
	TOTAL	45				
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	32				
	POINTS ACHIEVED					

Mandatory Criteria for the Network Analyst – Level 2

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of six years' experience in physical data communication connectivity in a Medium-Sized Organization*.</p> <p>*Medium-Size Organization is defined as 500 or more employees.</p>		
M2	<p>The Contractor must demonstrate that the proposed resource has an Information Technology Infrastructure Library (ITIL) Essentials certification.</p> <p>To be responsive a copy of the certification must be included in the proposed resource's resume.</p>		
M3	<p>The Contractor must demonstrate that the proposed resource has a minimum of six years' experience in troubleshooting and resolving physical network problems in both Ethernet and fibre cable environments.</p>		

Pointed Rated Criteria for the Network Analyst – Level 2

ITEM #	POINT RATED CRITERIA	MAX POINTS	CONTRACTOR'S RESPONSE		
			EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of mandatory criteria M1, in physical data communication connectivity in a Medium-Sized Organization. *Medium-Size Organization is defined as 500 or more employees.	15	6 years or less = 0 point More than 6 years to 7 years = 10 points More than 7 years = 15 points		
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess of mandatory criteria M3, in troubleshooting and resolving physical network problems in both	15	6 years or less = 0 point More than 6 years to 7 years = 10 points More than 7 years = 15 points		

	ethernet and fibre environments.					
	TOTAL	30				
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	21				
	POINTS ACHIEVED					

STREAM 5 BUSINESS

Mandatory Criteria for the Business Analyst – Level 3

ITEM #	MANDATORY CRITERIA	CONTRACTOR'S RESPONSE	
		DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of ten years of experience performing business analysis of functional requirements to identify information, procedures and decision flows.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of two years of experience developing use cases using the Rational Unified Process (RUP) methodology for business modelling and business requirements definition.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of five years of experience contributing to the development of project charters, plans, schedules and estimates and adhering to the constraints set within the plans.		

M4	The Contractor must demonstrate that the proposed resource has a minimum of three years of experience developing process analysis and functional specifications to support the development of automated business processes.		
M5	The Contractor must demonstrate that the proposed resource has a minimum of three years of experience in data analysis leading to the development of data models, data dictionaries and schemas.		

Point Rated Criteria for the Business Analyst – Level 3

		CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA) INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, exceeding Mandatory Criteria M1, in performing business analysis of functional requirements to identify information, procedures and decision flows.	10	10 years or less = 0 point More than 10 years to 11 years = 4 points More than 11 years to 12 years = 6 points	

			More than 12 years to 13 years = 8 points More than 13 years = 10 points			
R2	The Contractor should demonstrate that the proposed resource has additional experience, exceeding Mandatory Criteria M4, in developing process analysis and functional specifications to support the development of automated business processes.	10	3 years or less = 0 point More than 3 years to 5 years = 4 points More than 5 years to 7 years = 6 points More than 7 years to 9 years = 8 points More than 9 years = 10 points			
R3	The Contractor should demonstrate that the proposed resource has additional experience, exceeding Mandatory Criteria M5, in data analysis leading to the development of data models, data dictionaries and schemas.	10	3 years or less = 0 point More than 3 years to 5 years = 4 points More than 5 years to 7 years = 6 points			

			points More than 7 years to 9 years = 8 points More than 9 years = 10 points			
R4	The Contractor should demonstrate that the proposed resource has experience meeting and presenting project goals, status and issues to executives and senior management.	10	6 months or less = 0 point More than 6 months to 2 years = 1 point More than 2 years to 3 years = 2 points More than 3 years to 5 years = 4 points More than 5 years to 7 years = 6 points More than 7 years to 9 years = 8 points More than 9 years = 10 points			

R5	The Contractor should demonstrate that the proposed resource has experience in conducting interviews and workshops with both business and technical communities.	10	6 month or less = 0 point More than 6 months to 2 years = 1 point More than 2 years to 3 years = 2 points More than 3 years to 5 years = 4 points More than 5 years to 7 years = 6 points More than 7 years to 9 years = 8 points More than 9 years = 10 points		
	TOTAL	50			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	30			
	POINTS ACHIEVED				

Mandatory Criteria for the Business Consultant – Level 3

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of ten years of experience in providing business consulting services to support business improvements or information technology initiatives.</p> <p>This includes all of the following tasks:</p> <ol style="list-style-type: none"> 1. The review and analysis of business processes; 2. The definition of success factors and performance measurements; and 3. Providing assistance in the implementation of business improvements programs and processes. 		

M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in performing business analysis, or information management or information technology concepts, practices and methodologies.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in conducting interviews and workshops, and conducting meetings with management, operational and end-client personnel.		
M4	<p>The Contractor must demonstrate that the proposed resource has a minimum of three years' experience conceiving, gathering requirements, or documenting or leading the implementation of WEB portals or Major Automated Systems* in an enterprise environment.</p> <p>*Major Automated Systems is defined as having a budget greater than \$1 Million and duration of at least 1 year.</p>		
M5	The Contractor must demonstrate that the proposed resource has a minimum of five years experience in documenting business requirements through the drafting of business cases.		

Point Rated Criteria for the Business Consultant - Level 3

ITEM #	POINT RATED CRITERIA	MAX POINTS	CONTRACTOR'S RESPONSE		
			EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M2, in performing business analysis, or information management or information technology concepts, practices and methodologies.	10	5 years or less = 0 point More than 5 years to 7 years = 4 points More than 7 years to 9 years = 6 points More than 9 years to 11 years = 8 points More than 11 years = 10 points		
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M3, in conducting interviews and workshops and conducting	10	5 years or less = 0 point More than 5 years to 7 years = 4 points		

	meetings with management, operational and end-client personnel.		<p>More than 7 years to 9 years = 6 points</p> <p>More than 9 years to 11 years = 8 points</p> <p>More than 11 years = 10 points</p>		
R3	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M4, in conceiving, gathering requirements, or documenting or leading the implementation of WEB portals or Major Automated Systems* in an enterprise environment.</p> <p>Major Automated Systems in defined as having a budget greater than \$1 Million and duration of at least 1 year.</p>	10	<p>3 years or less = 0 point</p> <p>More than 3 years to 5 years = 4 points</p> <p>More than 5 years to 7 years = 6 points</p> <p>More than 7 years to 9 years = 8 points</p> <p>More than 9 years = 10 points</p>		
R4	The Contractor should demonstrate that the proposed resource has experience in developing or reviewing testing strategies and approaches for portals and WEB based	15	<p>1 to 2 projects = 5 points</p> <p>3 to 4 projects =</p>		

	information systems or automated systems in an enterprise environment supporting either operational personnel or the general public.		10 points More than 5 projects = 15 points		
R5	The Contractor should demonstrate that the proposed resource has a Certified Business Analyst Professional (CBAP) designation or a Certified Management Consultant (CMC) designation. To obtain points a copy of the certification is to be provided.	5	CMC or CBAP certification included = 5 points		
R6	The Contractor should demonstrate that the proposed resource has experience with a public sector (Federal, Provincial, Territorial or Municipal Government or Crown Corporation).	5	No experience with public sector = 0 pts Experience with public sector = 5 points		
	TOTAL	55			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	33			
	POINTS ACHIEVED				

Mandatory Criteria for the Business Process Re-Engineering Consultant -Level 3

		CONTRACTOR'S RESPONSE	
TEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of ten years' experience working on IM/IT or business transformation projects with an overall budget of \$10 Millions or more.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in conducting project requirements gathering sessions with multiple business and IM/IT stakeholders, and documenting the current state and end-state business processes and the supporting information systems.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in developing and documenting improvements to business processes and supporting systems.		

Point Rated Criteria for the Business Process Re-Engineering Consultant – Level 3

ITEM #		CONTRACTOR'S RESPONSE		
POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1		The Contractor should demonstrate that the proposed resource has additional experience, in excess of the Mandatory Criteria M1, working on IM/IT or business transformation projects with an overall budget of \$10 Millions or more.	10 10 years or less = 0 point More than 10 years to 11 years = 4 points More than 11 years to 12 years = 6 points More than 12 years to 13 years = 8 points More than 13 years = 10 points	
R2		The Contractor should demonstrate that the proposed	5 years or less = 0 point	

	resource has additional experience, in excess of Mandatory Criteria M2, in conducting project requirements gathering sessions with multiple business and IM/IT stakeholders, and documenting the current state and end-state business processes and the supporting information systems.		<p>More than 5 years to 7 years = 4 points</p> <p>More than 7 years to 9 years = 6 points</p> <p>More than 9 years to 11 years = 8 points</p> <p>More than 11 years = 10 points</p>		
R3	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M3, in developing and documenting improvements to business processes and supporting systems.	10	<p>5 years or less = 0 point</p> <p>More than 5 years to 7 years = 4 points</p> <p>More than 7 years to 9 years = 6 points</p> <p>More than 9 years to 11 years = 8 points</p> <p>More than 11 years = 10 points</p>		

			points			
	TOTAL		30			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE		18			
	POINTS ACHIEVED					

Mandatory Criteria for the Change Management Consultant – Level 3

		CONTRACTOR'S RESPONSE		
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (TO INSERT DATA)	INSERT PAGE # OF RESUME	
M1	The Contractor must demonstrate that the proposed resource has a minimum of ten years' experience working on IM/IT or Business transformation projects with an overall budget of \$10 Millions or more.			
M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in developing change management plans and strategies.			

M3	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in evaluating the impact of business transformation and changes in Large-Scale Organizations*. * Large-Scale Organization is defined as 3000 employees or more.		
M4	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in developing new business policies and procedures to support business changes and transformation.		
M5	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in developing communication material to support business changes and transformation.		

Point Rated Criteria for the Change Management Consultant - Level 3

		CONTRACTOR'S RESPONSE			
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed	10	10 years or less = 0 point		

	resource has additional experience, in excess of Mandatory Criteria M1, in working on IM/IT or Business transformation projects with an overall budget of \$10 Millions or more.		<p>More than 10 years to 11 years = 4 points</p> <p>More than 11 years to 12 years = 6 points</p> <p>More than 12 years to 13 years = 8 points</p> <p>More than 13 years = 10 points</p>		
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M2, in developing change management plans and strategies.	10	<p>5 years or less = 0 point</p> <p>More than 5 years to 7 years = 4 points</p> <p>More than 7 years to 9 years = 6 points</p> <p>More than 9 years to 11 years = 8 points</p> <p>More than 11 years = 10 points</p>		
R3	The Contractor should demonstrate that the proposed	10	5 years or less = 0 point		

	resource has additional experience, in excess of Mandatory Criteria M3, in evaluating the impact of business transformation and changes in Large- Scale Organizations*. *Large-Scale Organization is defined has 3000 employees or more.		More than 5 years to 7 years = 4 points 7 years to 9 years = 6 points More than 9 years to 11 years = 8 points More than 11 years = 10 points		
R4	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M4, in developing new business policies and procedures to support business changes and transformation.	10	5 years or less = 0 point More than 5 years to 7 years = 4 points More than 7 years to 9 years = 6 points More than 9 years to 11 years = 8 points More than 11 years = 10 points		
R5	The Contractor should demonstrate that the proposed resource has additional	10	5 years or less = 0 point More than 5		

	experience, in excess of Mandatory Criteria M5, in developing communication material to support business changes and transformation.		years to 7 years = 4 points More than 7 years to 9 years = 6 points More than 9 years to 11 years = 8 points More than 11 years = 10 points		
R6	The Contractor should demonstrate that the proposed resource has experience in conducting information gathering, interviews and workshops with business and technical communities to support project initiative.	10	1 year or less = 1 point More than 1 year to 2 years = 2 points More than 2 years to 3 years = 3 points More than 3 years to 5 years = 4 points More than 5 years to 7 years = 6 points		

			More than 7 years to 9 years = 8 points More than 9 years = 10 points			
R7	The Contractor should demonstrate that the proposed resource has experience with a public sector (Federal, Provincial, Territorial or Municipal Government or Crown Corporation).	5	Public sector experience = 5 points			

<p>R8</p>	<p>The Contractor should demonstrate that the proposed resource has experience doing analysis and development of architecture requirements design. This includes interacting and collaborating with application, technology or business architects to develop usability design and process mapping in support of business requirements.</p>	<p>10</p>	<p>1 year or less = 1 point More than 1 year to 2 years = 2 points More than 2 years to 3 years = 3 points More than 3 years to 4 years = 4 points More than 4 years to 5 years = 5 points More than 5 years to 6 years = 6 points More than 6 years to 7 years = 7 points More than 7 years to 8 years = 8 points More than 8 years to 9 years = 9 points More than 9 years = 10</p>		
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			points			
	TOTAL		75			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE		45			
	POINTS ACHIEVED					

STREAM 6 - INFRASTRUCTURE

Mandatory Criteria for the IM Architect – Level 3

ITEM #	MANDATORY CRITERIA	CONTRACTOR'S RESPONSE	
		DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last fifteen years, in demonstrating knowledge of the technologies and principles within data architecture.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, working as a member of a data architecture team.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, participating in the development of data modeling and data policies and procedures.		

Point Rated Criteria for the IM Architect – Level 3

ITEM #	POINT RATED CRITERIA	MAX POINTS	CONTRACTOR'S RESPONSE		
			EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has experience reviewing corporate architecture strategies and directions, and devising data subject areas to support them.	10	1 year or less = 1 point		
			More than 1 year to 2 years = 2 points		
			More than 2 years to 3 years = 4 points		
			More than 3 years to 4 years = 6 points		
			More than 4 years to 5 years = 8 points		
			More than 5 years = 10 points		
			1 year or less = 1 point		
R2	The Contractor should demonstrate that the proposed resource has experience mentoring, coaching and providing guidance for data modelers or technical data	10	More than 1 year to 2 years = 2 points		

	specialists.		<p>More than 2 years to 3 years = 4 points</p> <p>More than 3 years to 4 years = 6 points</p> <p>More than 4 years to 5 years = 8 points</p> <p>More than 5 years = 10 points</p>		
R3	The Contractor should demonstrate that the proposed resource has experience with On-line Transaction Processing (OLTP) design and implementation.	10	<p>1 year or less = 1 point</p> <p>More than 1 year to 2 years = 2 points</p> <p>More than 2 years to 3 years = 4 points</p> <p>More than 3 years to 4 years = 5 points</p> <p>More than 4 years to 5 years = 6 points</p> <p>More than 5 years to 6 years = 7 points</p>		

			points More than 6 years to 7 years = 8 points More than 7 years to 8 years = 9 points More than 8 years = 10 points			
R4	The Contractor should demonstrate that the proposed resource has experience in identifying and addressing data quality and integrity issues to continually increase the value of information available to business users.	10	1 year or less = 1 point More than 1 year to 2 years = 2 points More than 2 years to 3 years = 4 points More than 3 years to 4 years = 5 points More than 4 years to 5 years = 6 points More than 5 years to 6 years = 7 points			

			<p>More than 6 years to 7 years = 8 points</p> <p>More than 7 years to 8 years = 9 points</p> <p>More than 8 years = 10 points</p>			
R5	The Contractor should have experience in determining how changing business needs affect existing systems and in providing recommendations for the evolution of database architecture.	10	<p>1 year or less = 1 point</p> <p>More than 1 year to 2 years = 2 points</p> <p>More than 2 years to 3 years = 4 points</p> <p>More than 3 years to 4 years = 5 points</p> <p>More than 4 years to 5 years = 6 points</p> <p>More than 5 years to 6 years = 7</p>			

			points More than 6 years to 7 years = 8 points More than 7 years to 8 years = 9 points More than 8 years = 10 points			
	TOTAL	50				
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	30				
	POINTS ACHIEVED					

Mandatory Criteria for the Database Administrator (DBA) - Level 3

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in monitoring the performance and tuning of the DB2 databases within		

	Multiple Virtual Storage (MVS) or Z Operating System (zOS) environment.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in designing, implementing and supporting the DB2 databases within Multiple Virtual Storage (MVS) or Z Operating System (zOS) environment.		
M3	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, working on DB2 databases within Z Operating System (zOS) or Multiple Virtual Storage (MVS) environment in a Large Project* .</p> <p>*Large Project is defined as a database of fifteen gigabytes or more, within an On-Line Transaction Processing (OLTP) environment.</p>		

Point Rated Criteria for the Database Administrator (DBA) - Level 3

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has experience working with DB2 Database	10	1 year or less = 0 point		

	Management System (DBMS) within Multiple Virtual Storage (MVS) or Z Operating System (zOS) environment.		<p>More than 1 year to 2 years = 1 point</p> <p>More than 2 years to 3 years = 2 points</p> <p>More than 3 years to 4 years = 3 points</p> <p>More than 4 years to 5 years = 4 points</p> <p>More than 5 years to 6 years = 5 points</p> <p>More than 6 years to 7 years = 6 points</p> <p>More than 7 years to 8 years = 7 points</p> <p>More than 8 years to 9 years = 8 points</p>		
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				points More than 9 years to 10 years = 9 points More than 10 years = 10 points			
R2	The Contractor should demonstrate that the proposed resource has experience in designing and implementing backup and recovery strategies for DB2 databases within Multiple Virtual Storage (MVS) or Z Operating System (zOS) environment.	10	1 year or less = 1 point More than 1 year to 2 years = 2 points More than 2 years to 3 years = 4 points More than 3 years to 4 years = 6 points More than 4 years to 5 years = 8 points More than 5 years = 10 points				

R3	The Contractor should demonstrate that the proposed resource has experience using a minimum of two different computer aided software engineering tools for DB2 on Z Operating System (zOS) or Multiple Virtual Storage (MVS) environment.	10	1 year or less = 0 point More than 1 year to 2 years = 2 points More than 2 years to 3 years = 4 points More than 3 years to 4 years = 6 points More than 4 years to 5 years = 8 points More than 5 years = 10 points		
R4	The Contractor should demonstrate that the resource has experience programming and tuning Structured Query Language.	10	Less than 3 months = 1 point More than 3 months to 6 months = 2 points More than 6 months to 9 months = 3		

				points More than 9 months to 12 months = 4 points More than 1 year to 2 years = 6 points More than 2 years to 3 years = 8 points More than 3 years = 10 points			
R5	The Contractor should demonstrate that the resource has experience, mentoring, coaching and providing guidance for database administrators.	10		1 year or less = 1 point More than 1 year to 2 years = 2 points More than 2 years to 3 years = 4 points More than 3 years to 4 years = 6 points			

				years = 6 points More than 4 years to 6 years = 8 points More than 6 years = 10 points		
R6	The Contractor should demonstrate that the proposed resource has experience implementing High Availability Databases*. *High Availability Databases is defines as being a database that is available 99.5 percent of the time during the hours of operation, being 24 hours a day.	10	1 year or less = 1 point More than 1 year to two years = 2 points More than 2 years to 3 years = 4 points More than 3 years to 4 years = 6 points More than 4 years to 5 years = 8 points			

			More than 5 years = 10 points		
	TOTAL		60		
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE		36		
	POINTS ACHIEVED				

Mandatory Criteria for the Database Modeller/IM Modeller – Level 3

		CONTRACTOR'S RESPONSE		
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME	
M1	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in supporting the development of applications either by creating data models and associated artifacts or by analyzing business requirements.			
M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in documenting the data modeling process and management frameworks for			

	High Service Level* databases that cross multiple data subjects.		
	High Service Level is defined as being available (uptime) for 24 hours a day and 7 days a week, with only scheduled outages.		

Point Rated Criteria for the Database Modeller/IM Modeller – Level 3

		CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA) INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has experience working with business clients to determine decision support requirements.	10	<p>1 year or less = 0 point</p> <p>More than 1 year to 2 years = 3 points</p> <p>More than 2 years to 3 years = 4 points</p> <p>More than 3 years to 4 years = 5 points</p> <p>More than 4</p>	

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				years to 4 years = 4 points More than 4 years = 5 points			
R3	The Contractor should demonstrate that the proposed resource has experience mentoring, coaching and providing guidance to Data Modelers.	10	1 year or less = 1 point More than 1 year to two years = 2 points More than 2 years to 3 years = 3 points More than 3 years to 4 years = 4 points More than 4 years to 5 years = 6 points More than 5 years to 6 years = 8				

				points More than 6 years = 10 points			
R4	The Contractor should demonstrate that the proposed resource has experience in preparing analysis documents that highlights the database requirements from business client's requirements.	10		1 year or less = 0 point More than 1 year to 2 years = 2 points More than 2 years to 3 years = 4 points More than 3 years to 4 years = 5 points More than 4 years to 5 years = 6 points More than 5 years to 6 years = 7 points More than 6 years to 7			

				years = 8 points More than 7 years to 8 years = 9 points More than 8 years = 10 points			
R5	The Contractor should demonstrate that the proposed resource has experience in supporting the development of applications by developing logical data models.	15	1 year or less = 1 point More than 1 year to 2 years = 2 points More than 2 years to 3 years = 4 points More than 3 years to 4 years = 6 points More than 4 years to 5 years = 8 points				

			More than 5 years to 6 years = 10 points More than 6 years to 7 years = 12 points More than 7 years to 8 years = 14 points More than 8 years = 15 points			
	TOTAL	50				
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	30				
	POINTS ACHIEVED					

Mandatory Criteria for the Technology Architect (Terminal Services) - Level 2

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE	INSERT PAGE # OF RESUME

		(CONTRACTOR TO INSERT DATA)	
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years of Hands-On Experience*, within the last ten years in working on IT Infrastructure Project(s)** in a Large IT Environment***.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** IT Infrastructure Project is defined as project lifecycles related to the implementation of computer hardware and software solution(s).</p> <p>*** Large IT Environment is defined as a project having 100 or more personnel and valued at \$5 Millions or more.</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • Description of the project(s); and • What the proposed resource delivered for the project(s). 		
M2	<p>The Contractor must demonstrate that the proposed resource has a minimum of three years of Hands-On Experience*, within the last five years, in designing and testing a migration process for application(s) to use through development, test and production environment(s) using a Microsoft Terminal Services Platform (TSP) with Citrix extensions.</p>		

	<p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • How did the proposed resource design and test the migration process for the TSP; and • What factor(s) did the proposed resource consider when designing and testing the migration process; and • What technology or technologies did the proposed resource use to design and test the migration process for the TSP. 		
M3	<p>The Contractor must demonstrate that the proposed resource has a minimum of three years of Hands-On Experience*, within the last five years, in troubleshooting application(s) using the migration process described in M2 (above) for a Microsoft TSP using Citrix extensions.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • How did the proposed resource troubleshoot the application(s) for a TSP; and • What technology or technologies did the proposed 		

	resource use to troubleshoot.		
M4	<p>The Contractor must demonstrate that the proposed resource has a minimum of three years of Hands-On Experience, within the last five years, in designing, testing and troubleshooting software upgrade(s) for a Microsoft TSP using Citrix extensions in using the migration process described in M2 (above).</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • How did the proposed resource design, test and troubleshoot the software upgrade(s) for the TSP; and • What factor(s) did the proposed resource consider when designing, testing and troubleshooting the software upgrade(s) for the TSP; and • What technology or technologies did the proposed resource use to design, test and troubleshoot the software upgrade(s) for the TSP. 		
M5	<p>The Contractor must demonstrate that the proposed resource has a minimum of three years of Hands-On Experience*, within the last five years, in resolving an issue(s) in a Blended Production Environment** to provide Strong 2-Factor*** security for a Microsoft TSP using Citrix extensions.</p> <p>* Hands-On Experience is defined as active</p>		

	<p>participation in the operation, as opposed to mere observation or study.</p> <p>** Blended Production Environment is defined as an environment with both a standard Microsoft Windows and a Microsoft TSP using Citrix extensions.</p> <p>***Strong 2-Factor is defined as an approach for identification for a user, which requires the presentation of two of the three authentication factors:</p> <ul style="list-style-type: none"> a) something the user knows b) something the user has c) something the user is <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include that the proposed resource resolved 4 out of 7 of the following issues, a) locally on a desktop, and, b) for a TSP and, c) in between the local desktop and a TSP:</p> <ol style="list-style-type: none"> 1. Smartcard hardware drivers 2. Latency 3. Entrust migration, Entrust Desktop Security (EDS) and Entrust Service Provider (ESP) 4. Card migration, certificates 5. Card usage using old and new software versions 6. Authentication for application access 7. Encryption and decryption functions 		
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Point Rated Criteria for the Technology Architect (Terminal Services) - Level 2

ITEM #	POINT RATED CRITERIA	MAX POINTS	CONTRACTOR'S RESPONSE		
			EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience* in evaluating and configuring thin device(s).</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • A description of the thin devices; and • What factor(s) did the proposed resource consider when evaluating and configuring the thin device(s); and • What technology or technologies did the proposed resource use to evaluate and configure the thin device(s). 	10	<p>1 month or less = 0 point</p> <p>More than 1 month to 1 year = 2 points</p> <p>More than 1 year to 2 years = 4 points</p> <p>More than 2 years to 3 years = 6 points</p> <p>More than 3 years to 4 years = 8 points</p> <p>More than 4 years = 10 points</p>		

R2	<p>The Contractor should demonstrate that the proposed resource has additional Hands-On Experience*, in excess of Mandatory Criteria M5, in resolving an issue(s) in a Blended Production Environment** to provide Strong 2-Factor*** security for a Microsoft TSP using Citrix extensions.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** Blended Production Environment is defined as an environment with both a standard Microsoft Windows and a Microsoft TSP using Citrix extensions.</p> <p>***Strong 2-Factor is defined as an approach for identification for a user which requires the presentation of two of the three authentication factors:</p> <p>a) something the user knows</p> <p>b) something the user has</p> <p>c) something the user is</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include that</p>	10	<p>3 years or less = 0 point</p> <p>More than 3 years to 4 years = 5 points</p> <p>More than 4 years = 10 points</p>			

	the proposed resource resolved 4 out of 7 of the following issues, a) locally on a desktop, and, b) for a TSP and, c) in between the local desktop and a TSP:					
	<ol style="list-style-type: none"> 1. Smartcard hardware drivers 2. Latency 3. Entrust migration, Entrust Desktop Security (EDS) and Entrust Service Provider (ESP) 4. Card migration, certificates 5. Card usage using old and new software versions 6. Authentication for application access 7. Encryption and decryption functions 					
	This additional experience does not have to be within the last five years.					
R3	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience* in troubleshooting and developing testing strategy or strategies to resolve a performance issue(s) for a Microsoft TSP using Citrix extensions.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all</p>	10	<p>1 month or less = 0 point</p> <p>More than 1 month to 1 year = 2 points</p> <p>More than 1 year to 2 years = 4 points</p> <p>More than 2 years to 3 years = 6</p>			

	of the following:		points		
	<ul style="list-style-type: none"> A description of the performance issue(s) the proposed resource needed to troubleshoot and develop a testing strategy or strategies for; and What technology or technologies did the proposed resource use to troubleshoot the performance issue(s); and What factor(s) did the proposed resource consider when developing the testing strategy or strategies. 		<p>More than 3 years to 4 years = 8 points</p> <p>More than 4 years = 10 points</p>		
R4	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience* in designing and testing Application Publishing** with the following implementation models for a Microsoft TSP using Citrix extensions:</p> <ul style="list-style-type: none"> Independent Computing Architecture (ICA) client; and Workstation “start” menu; and Virtual desktop. <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** Application Publishing is a means by which an application(s) can be presented to an end user on a remote</p>	10	<p>1 month or less = 0 point</p> <p>More than 1 month to 1 year = 2 points</p> <p>More than 1 year to 2 years = 4 points</p> <p>More than 2 years to 3 years = 6 points</p> <p>More than 3 years to 4 years = 8</p>		

	<p>desktop but run locally on a server in order to reduce the network bandwidth requirement.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • A brief description of application publishing in relation to the implementation models; and • What did the proposed resource design and test for application publishing in relation to the implementation models; and • What factor(s) did the proposed resource consider when designing and testing for application publishing in relation to the implementation models. 			<p>points</p> <p>More than 4 years = 10 points</p>		
R5	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience* in configuring and implementing the following technologies for a Microsoft TSP using Citrix extensions:</p> <ol style="list-style-type: none"> 1. Locally-connected devices and peripherals, including drivers 2. Common Application Programming Interface (CAPI) stores and remote cache 3. Virtual serial channels 4. Domain Name System (DNS) and 	28		<p>For each technology:</p> <p>Up to 1 year = 1 point</p> <p>More than 1 year to 2 years = 2 points</p> <p>More than 2 years to 3 years = 3</p>		

	<p>network routing</p> <p>5. Strong 2-Factor** authentication</p> <p>6. Secure Remote Access</p> <p>7. Active Directory and Group Policy Object</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>***Strong 2-Factor is defined as an approach for identification for a user which requires the presentation of two of the three authentication factors:</p> <p>a) something the user knows</p> <p>b) something the user has</p> <p>c) something the user is</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following :</p> <ul style="list-style-type: none"> • How did the proposed resource configure and implement each technology; and • What technology or technologies did the proposed resource use to configure and implement each technology; and • What factor(s) did the proposed resource consider when configuring 			<p>points</p> <p>More than 3 years to 4 years = 4 points</p> <p>For example: 3 years experience implementing virtual serial channels and 4 years resolving Secure Remote Access would yield 7 points.</p>		
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	and implementing each technology.				
R6	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience* in troubleshooting the following service availability configurations for a Microsoft TSP using Citrix extensions:</p> <ul style="list-style-type: none"> • Single point of failure elimination; and • Workload management. <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • What did the proposed resource troubleshoot for each of the configurations; and • What factor(s) did the proposed resource consider when troubleshooting the configurations. 	10	<p>1 month or less = 0 point</p> <p>More than 1 month to 1 year = 2 points</p> <p>More than 1 year to 2 years = 4 points</p> <p>More than 2 years to 3 years = 6 points</p> <p>More than 3 years to 4 years = 8 points</p> <p>More than 4 years = 10 points</p>		

	TOTAL	78			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	47			
	POINTS ACHIEVED				

Mandatory Criteria for the Technology Architect (Integrator) - Level 3

		CONTRACTOR'S RESPONSE			
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME		
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of ten years of Hands-On Experience*, within the last fifteen years, in working on IT Infrastructure Project(s)** in a Large IT Environment***.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** IT Infrastructure Project is defined as project lifecycles related to the implementation of computer-hardware and software solution(s).</p> <p>*** Large IT Environment is defined as a project having 100 or more personnel and valued at \$5 Millions or more.</p>				

	<p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • Description of the project(s); and • What the proposed resource delivered for the project(s). 		
M2	<p>The Contractor must demonstrate that the proposed resource has a minimum of ten years of Hands-On Experience*, within the last fifteen years, in Engineering** and troubleshooting the movement of web application(s) within one of the following scenarios:</p> <p>Scenario 1 – Moving application code from one development and testing environment to another (e.g. from a Unit Testing environment to a User Acceptance environment)</p> <ul style="list-style-type: none"> • Scenario 2 - Moving application code from one application server version to a different or newer application server version (e.g. from IBM WAS to Oracle WebLogic or from IBM WAS v5.1 to IBM WAS v6) • Scenario 3 - Moving application code from one platform to another (e.g. from IBM zOS to Oracle Solaris) <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p>		

	<p>** Engineering is defined as combining hardware and software to implement integrated computing application(s) that meet the required availability, recoverability, manageability, scalability, performance, throughput and security.</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • What did the proposed resource consider when Engineering the movement of the application code; and • What did the proposed resource troubleshoot during the movement of the code; and • What technology or technologies did the proposed resource use to move the code pertinent to the stated scenario. 		
M3	<p>The Contractor must demonstrate that the proposed resource has a minimum of three years of Hands-On Experience*, within the last five years, in Engineering** and troubleshooting in support of the following IBM JAVA systems infrastructure components:</p> <ul style="list-style-type: none"> • IBM Rational Software Architect; and • IBM Websphere Application Server on zOS (version 6 or later); and • IBM Websphere Test Environment (version 6 or later); and • IBM Websphere MQ on zOS (version 6 or later); and 		

	<ul style="list-style-type: none"> • IBM DB2 on zOS (version 8 or later). <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** Engineering is defined as combining hardware and software to implement integrated computing applications that meet the required availability, recoverability, manageability, scalability, performance, throughput and security.</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • What did the proposed resource engineer in support of IBM JAVA system(s) infrastructure; and • What did the proposed resource troubleshoot in support of IBM JAVA system(s) infrastructure. 		
M4	<p>The Contractor must demonstrate that the proposed resource has a minimum of ten years of Hands-On Experience*, within the last fifteen years, in troubleshooting application(s) on a zOS infrastructure.</p> <p>* Hand-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p>		

	<ul style="list-style-type: none"> How did the proposed resource troubleshoot application(s) on a zOS infrastructure; and What technology or technologies did the proposed resource use to troubleshoot. 		
M5	<p>The Contractor must demonstrate that the proposed resource has a minimum of ten years of Hands-On Experience*, within the last fifteen years, in resolving issues for applications on a zOS infrastructure.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include how and what the proposed resource did to resolve 7 out of 10 the following issues:</p> <ol style="list-style-type: none"> 1. Latency 2. Configuration 3. Commercial of the Shelf (COTS) 4. Capacity (CPU, memory) 5. Authentication for application access 6. Encryption and decryption functions 7. Database 8. Application 9. Integration 10. Packaging 		
M6	<p>The Contractor must demonstrate that the proposed resource has Hands-On Experience* in Engineering** and troubleshooting project(s), within the last ten years, with internal and external connectivity which</p>		

	<p>include the following elements:</p> <ul style="list-style-type: none"> • Element 1 – internal to external non-governmental (business or public interface) • Element 2 – internal to external government (federal, provincial or municipal) • Element 3 – internal to internal (system to system, point-to-point) <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** Engineering is defined as combining hardware and software to implement integrated computing applications that meet the required availability, recoverability, manageability, scalability, performance, throughput and security.</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • What entity or entities, that the proposed resource engineered, was connected; and • What technology or technologies did the proposed resource use to connect the entity or entities as described in the first bullet; and • What issues did the proposed resource have to troubleshoot while the entity or entities was being connected. 		
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Point Rated Criteria for the Technology Architect (Integrator) - Level 3

ITEM #	POINT RATED CRITERIA	MAX POINTS	CONTRACTOR'S RESPONSE		
			EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	<p>The Contractor should demonstrate that the proposed resource has additional Hands-On Experience*, in excess of Mandatory Criteria M2, in Engineering** and troubleshooting the movement of web application(s) within one of the following scenarios:</p> <ul style="list-style-type: none"> Scenario 1 – Moving application code from one development and testing environment to another (e.g. from a Unit Testing environment to a User Acceptance environment) Scenario 2 - Moving application code from one application server version to a different or newer application server version (e.g. from IBM WAS to Oracle WebLogic or from IBM WAS v5.1 to IBM WAS v6) Scenario 3 - Moving application code from one platform to another (e.g. from IBM zOS to Oracle Solaris) <p>* Hands-On Experience is defined as active participation in the operation, as</p>	15	<p>10 years or less = 0 point</p> <p>More than 10 years to 11 years = 3 points</p> <p>More than 11 years to 12 years = 6 points</p> <p>More than 12 years to 13 years = 9 points</p> <p>More than 13 years to 14 years = 12 points</p> <p>More than 14 years = 15 points</p>		

	<p>opposed to mere observation or study.</p> <p>** Engineering is defined as combining hardware and software to implement integrated computing applications that meet the required availability, recoverability, manageability, scalability, performance, throughput and security.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • What did the proposed resource consider when engineering the movement of the application code; and • What did the proposed resource troubleshoot during the movement of the code; and • What technology and technologies did the proposed resource use to move the code pertinent to the stated scenario. <p>This additional experience does not have to be within the last fifteen years.</p>				
R2	<p>The Contractor should demonstrate that the proposed resource has additional Hands-On Experience*, in excess of Mandatory Criteria M3, in Engineering** and troubleshooting experience in</p>	10	3 years or less = 0 point More than 3 years to 4 years = 5		

	<p>support of the following IBM JAVA systems infrastructure components:</p> <ul style="list-style-type: none"> • IBM Rational Software Architect; and • IBM Websphere Application Server on zOS (version 6 or later); and • IBM Websphere Test Environment (version 6 or later); and • IBM Websphere MQ on zOS (version 6 or later); and • IBM DB2 on zOS (version 8 or later). <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** Engineering is defined as combining hardware and software to implement integrated computing applications that meet the required availability, recoverability, manageability, scalability, performance, throughput and security.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • What did the proposed resource engineer in support of IBM JAVA systems infrastructure; and • What did the proposed resource troubleshoot in support of IBM JAVA systems infrastructure. 			<p>points</p> <p>More than 4 years = 10 points</p>	
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	This additional experience does not have to be within the last five years.					
R3	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience*, in excess of Mandatory Criteria M4, in troubleshooting application(s) on a zOS infrastructure.</p> <p>*Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>This additional experience does not have to be within the last fifteen years.</p>	15	<p>10 years or less = 0 point</p> <p>More than 10 years to 11 years = 3 points</p> <p>More than 11 years to 12 years = 6 points</p> <p>More than 12 years to 13 years = 9 points</p> <p>More than 13 years to 14 years = 12 points</p> <p>More than 14 years = 15 points</p>			
R4	The Contractor should demonstrate that the proposed resource has Hands-On Experience* in troubleshooting and	10	<p>1 month or less = 0 point</p> <p>More than 1</p>			

	<p>developing testing strategies to resolve performance issues on a zOS infrastructure.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • A description of the performance issues the proposed resource needed to troubleshoot and resolve; and • What technologies did the proposed resource use to troubleshoot and resolve; and • What factors did the proposed resource consider when developing testing strategies. 		<p>month to 1 year = 1 point</p> <p>More than 1 year to 2 years = 2 points</p> <p>More than 2 years to 3 years = 3 points</p> <p>More than 3 years to 4 years = 4 points</p> <p>More than 4 years to 5 years = 5 points</p> <p>More than 5 years to 6 years = 6 points</p> <p>More than 6 years to 7 years = 7 points</p> <p>More than 7 years to 8</p>		
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				years = 8 points More than 8 years to 9 years = 9 points More than 9 years = 10 points		
R5	The Contractor should demonstrate that the proposed resource has Hands-On Experience* with some or all of the listed tools. <ul style="list-style-type: none"> ▪ Concurrent Versions System (CVS) NT ▪ IBM Plugin for HyperText Transfer Protocol (HTTP) ▪ HTTPS Secure Socket Layer (SSL) ▪ Wily Introscope ▪ Oracle WebLogic ▪ JAVA policy files ▪ American Standard Code for Information Interchange (ASCII) to Extended Binary Coded Decimal Interchange Code (EBCDIC) (code pages) ▪ CA SiteMinder ▪ CICS Transaction Gateway (CTG) ▪ Microsoft C++ ▪ RESTFUL Web Services 	22	1 tool = 2 points 2 tools = 4 points 3 tools = 6 points 4 tools = 8 points 5 tools = 10 points 6 tools = 12 points 7 tools = 14 points 8 tools = 16 points			

	<p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> Describe how the proposed resource used the tool as it relates to the project that the proposed resource was working on at the time. 		<p>points</p> <p>9 tools = 18 points</p> <p>10 tools = 20 points</p> <p>11 tools = 22 points</p>		
R6	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience* in troubleshooting the following service availability configurations for a zOS infrastructure:</p> <ul style="list-style-type: none"> Single point of failure elimination; and Workload management. <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p>	10	<p>1 month or less = 0 point</p> <p>More than 1 month to 1 year = 1 point</p> <p>More than 1 year to 2 years = 2 points</p> <p>More than 2 years to 3 years = 3 points</p> <p>More than 3 years to 4 years = 4</p>		

	<ul style="list-style-type: none"> • What did the proposed resource troubleshoot for each of the configurations; and • What factors did the proposed resource consider when troubleshooting the configurations. 		points More than 4 years to 5 years = 5 points More than 5 years to 6 years = 6 points More than 6 years to 7 years = 7 points More than 7 years to 8 years = 8 points More than 8 years to 9 years = 9 points More than 9 years = 10 points			
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	TOTAL	82			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	50			
	POINTS ACHIEVED				

Mandatory Criteria for the Technology Architect (Engineering) - Level 2

		CONTRACTOR'S RESPONSE			
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME		
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years of Hands-On Experience*, within the last ten years, in working on IT Infrastructure Project(s)** in a Large IT Environment***.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** IT Infrastructure Project is defined as project lifecycles related to the implementation of computer-related hardware and software solutions.</p> <p>*** Large IT Environment is defined as a project having 100 or more personnel and valued at \$5</p>				

	<p>Millions or more.</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • Description of the project(s); and • What the proposed resource delivered for the project(s). 		
M2	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years of Hands-On Experience*, within the last ten years, in Engineering** and troubleshooting project(s) with internal and external connectivity which include the following elements:</p> <ul style="list-style-type: none"> • Element 1 – internal to external non-governmental (business or public interface) • Element 2 – internal to external government (federal, provincial or municipal) • Element 3 – internal to internal (system to system, point-to-point) <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** Engineering is defined as combining hardware and software to implement integrated computing applications that meet the required availability, recoverability, manageability, scalability, performance, throughput and security.</p>		

	<p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • What entities (that the proposed resource engineered) were connected; and • What technologies did the proposed resource use to connect the entities as described in the first bullet; and • What issues did the proposed resource have to troubleshoot while the entities were being connected. 		
M3	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years of Hands-On Experience*, within the last ten years, in analyzing and mapping business requirements and High-Level** designs into physical infrastructure implementation specifications.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** High-Level is defined as broad or lacking in great detail</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • Where did the proposed resource get the requirements and designs from; and • What process did the proposed resource use to analyze and map the requirements and designs 		

	<p>to the infrastructure; and</p> <ul style="list-style-type: none"> • What types of requirements and designs did the proposed resource analyze and map to the infrastructure; and • What forum did the proposed resource use to communicate the mapping of the requirements and designs. 		
M4	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years of Hands-On Experience*, within the last ten years, in managing risk(s) and issue(s) while supporting five or more Concurrent** IT Development Projects***.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** Concurrent is defined as happening at the same time</p> <p>*** IT Development Project is defined as a funded initiative which increments the features of functionality of an IT asset for end users in the production world. In order to be considered a project, the initiative must go through a number of administrative stages such as business case, funding approval and staffing of a development team. From an IT perspective, a project runs through a methodology, which includes all phases of the Development Lifecycle (Inception, Analysis and Design, Construction, Transition and Implementation).</p>		

	<p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • What risk(s) and issue(s) did the proposed resource encounter while supporting five or more concurrent IT development projects; and • How did the proposed resource resolve the risk(s) and issue(s) described in the first bullet; and • Brief description of the five or more concurrent IT development projects the resource supported that encountered risk(s) and issue(s). 		
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Point Rated Criteria for the Technology Architect (Engineering) - Level 2

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has Hands-On Experience*, in excess of Mandatory Criteria M2, in Engineering** and troubleshooting project(s) with internal and external connectivity which include the following elements:	10	5 years or less = 0 point More than 5 years to 6 years = 2 points More than 6 years to 7 years = 4 points		

	<ul style="list-style-type: none"> • Element 1 – internal to external non-governmental (business or public interface) • Element 2 – internal to external government (federal, provincial or municipal) • Element 3 – internal to internal (system to system, point-to-point) <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** Engineering is defined as combining hardware and software to implement integrated computing applications that meet the required availability, recoverability, manageability, scalability, performance, throughput and security.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • What entities (that the proposed resource engineered) were connected; and • What technology or technologies did the proposed resource use to connect the entities as described in the first bullet; and • What issue(s) did the proposed resource have to troubleshoot while the entities were being connected. 		<p>More than 7 years to 8 years = 6 points</p> <p>More than 8 years to 9 years = 8 points</p> <p>More than 9 years = 10 points</p>		
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	This additional experience does not have to be within the last ten years.				
R2	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience*, in excess of Mandatory Criteria M3, in analyzing and mapping business requirements and High-Level** designs into physical infrastructure implementation specifications.</p> <p>*Hands-On Experience is defined as active participation in the operation, as opposed to from mere observation or study.</p> <p>** High-Level is defined as broad or lacking in great detail</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • Where did the proposed resource get the requirements and designs from; and • What process did the proposed resource use to analyze and map the requirements and designs to the infrastructure; and • What types of requirements and designs did the proposed resource 	15	<p>5 years or less = 0 point</p> <p>More than 5 years to 6 years = 3 points</p> <p>More than 6 years to 7 years = 6 points</p> <p>More than 7 years to 8 years = 9 points</p> <p>More than 8 years to 9 years = 12 points</p> <p>More than 9 years = 15 points</p>		

	<p>analyze and map to the infrastructure; and</p> <ul style="list-style-type: none"> What forum did the proposed resource use to communicate the mapping of the requirements and designs. <p>This additional experience does not have to be within the last ten years.</p>				
R3	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience* in writing and maintaining technical specification documentation for hardware and software being integrated into a new or evolving infrastructure.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> Describe what technical documentation (including type) the proposed resource wrote and maintained; and How did the proposed resource obtain the information to write and maintain the technical documentation; and What was the audience for each 	15	<p>1 month or less = 0 point</p> <p>More than 1 month to 1 year = 3 points</p> <p>More than 1 year to 2 years = 6 points</p> <p>More than 2 years to 3 years = 9 points</p> <p>More than 3 years to 4 years = 12 points</p> <p>More than 4 years = 15 points</p>		

	technical document written and maintained by the proposed resource.				
R4	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience* in performing technology cost-benefit and impact analysis on Medium to Large* IT Infrastructure Projects***.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** Medium to Large is defined as a project in development for a minimum of six months and valued at \$1 Million or more.</p> <p>*** IT Infrastructure Project is defined as project lifecycles related to the implementation of computer-related hardware and software solutions.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • Description of the technology the proposed resource analyzed including the impact to the infrastructure; and • What process did the proposed 	10	<p>1 month or less = 0 point</p> <p>more than 1 month to 1 year = 2 points</p> <p>More than 1 year to 2 years = 4 points</p> <p>More than 2 years to 3 years = 6 points</p> <p>More than 3 years to 4 years = 8 points</p> <p>More than 4 years = 10 points</p>		

	<p>resource use to deliver a cost, benefit and impact analysis; and</p> <ul style="list-style-type: none"> What forum did the proposed resource use to communicate the analysis. 					
R5	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience* in Engineering** working on a project(s) that contained the following elements:</p> <ul style="list-style-type: none"> Element 1 - OnLine Transaction Processing throughput of 50 or more transactions per second; and, Element 2 - Volumetrics of more than 1 million transactions per month <p>Note: Each project must have both elements.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to from mere observation or study.</p> <p>** Engineering is defined as combining hardware and software to implement integrated computing applications that meet the required availability, recoverability, manageability, scalability, performance, throughput and security.</p>	5	<p>For each project:</p> <p>1 project = 1 point</p> <p>2 projects = 2 points</p> <p>3 projects = 3 points</p> <p>4 projects = 4 points</p> <p>5 projects = 5 points</p>			

	<p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following as well as the volumetrics associated with the project:</p> <ul style="list-style-type: none"> • What type of On-Line transactions were being processed; and • Who were the end users. 				
R6	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience* providing technical infrastructure knowledge in support of the purchase of technology infrastructure or hardware and software through the requirement definition and evaluation phases.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • What was the role of the proposed resource; and • Description of the product being purchased; and • What factors did the proposed resource consider when impacting the infrastructure. 	10	<p>1 month or less = 0 point</p> <p>More than 1 month to 1 year = 2 points</p> <p>More than 1 year to 2 years = 4 points</p> <p>More than 2 years to 3 years = 6 points</p> <p>More than 3 years to 4 years = 8 points</p> <p>More than 4 years = 10 points</p>		

	TOTAL	65			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	39			
	POINTS ACHIEVED				

Mandatory Criteria for the Technology Architect (Engineer) - Level 3

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of ten years of Hands-On Experience*, within the last fifteen years, in working on IT Infrastructure Project(s)** in a Large IT Environment***.</p> <p>*Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** IT Infrastructure Project is defined as project lifecycles related to the implementation of computer-related hardware and software solutions.</p> <p>*** Large IT Environment is defined as a project having 100 or more personnel and valued at \$5</p>		

	<p>Millions or more.</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • Description of the project(s); and • What the proposed resource delivered for the project(s). 		
M2	<p>The Contractor must demonstrate that the proposed resource has a minimum of ten years of Hands-On Experience*, within the last fifteen years, in Engineering** and troubleshooting the movement of web applications within one of the following scenarios:</p> <ul style="list-style-type: none"> • Scenario 1 – Moving application code from one development and testing environment to another (e.g. from a Unit Testing environment to a User Acceptance environment) • Scenario 2 - Moving application code from one application server version to a different or newer application server version (e.g. from IBM WAS to Oracle WebLogic or from IBM WAS v5.1 to IBM WAS v6) • Scenario 3 - Moving application code from one platform to another (e.g. from IBM zOS to Oracle Solaris) <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p>		

	<p>** Engineering is defined as combining hardware and software to implement integrated computing applications that meet the required availability, recoverability, manageability, scalability, performance, throughput and security.</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • What did the proposed resource consider when engineering the movement of the application code; and • What did the proposed resource troubleshoot during the movement of the code; and • Describe what technology or technologies the proposed resource used to move the code pertinent to the stated scenario. 		
M3	<p>The Contractor must demonstrate that the proposed resource has a minimum of ten years of Hands-On Experience*, within the last fifteen years, in designing a technology and application release model and associated zOS infrastructure involving:</p> <ol style="list-style-type: none"> 1. research and development 2. testing and staging 3. production <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, the Hands-On Experience being</p>		

	<p>demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • Describe the model the proposed resource designed including the support paths; and • Brief description of the environment (including the number of labs); and • What factors did the proposed resource consider when designing the model in relation to the infrastructure; and • What factors did the proposed resource consider when evolving the model in relation to the infrastructure. 		
M4	<p>The Contractor must demonstrate that the proposed resource has a minimum of ten years of Hands-On Experience*, within the last fifteen years, in developing implementation strategy or strategies making use of the model described in M3.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, the Hands-On Experience being demonstrated for the proposed resource must include all of the following:</p> <ul style="list-style-type: none"> • Describe the implementation strategy the proposed resource developed; and • What factor(s) did the proposed resource consider when developing an implementation strategy in relation to an application migrating through the infrastructure; and • What issue(s) did the proposed resource encounter when developing implementation 		

	strategies.	
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Point Rated Criteria for the Technology Architect (Engineer) - Level 3

		CONTRACTOR'S RESPONSE			
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience*, in excess of Mandatory Criteria M2, in Engineering** and troubleshooting the movement of web applications within one of the following scenarios:</p> <ul style="list-style-type: none"> Scenario 1 - Moving application code from one development and testing environment to another (e.g. from a Unit Testing environment to a User Acceptance environment) Scenario 2 - Moving application code from one application server version to a different or newer application server version (e.g. from IBM WAS to Oracle WebLogic or from IBM WAS v5.1 to IBM WAS v6) Scenario 3 - Moving application code from one platform to another (e.g. from IBM zOS to Oracle 	15	<p>10 years or less = 0 point</p> <p>More than 10 years to 11 years = 3 points</p> <p>More than 11 years to 12 years = 6 points</p> <p>More than 12 years to 13 years = 9 points</p> <p>More than 13 years to 14 years = 12 points</p> <p>More than 14 years = 15 points</p>		

	<p>Solaris)over and above the required mandatory criteria in M2.</p> <p>*Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** Engineering is defined as combining hardware and software to implement integrated computing applications that meet the required availability, recoverability, manageability, scalability, performance, throughput and security.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • What did the proposed resource consider when engineering the movement of the application code; and • What did the proposed resource troubleshoot during the movement of the code; and • Describe what technology or technologies the proposed resource used to move the code pertinent to the stated scenario. <p>This additional experience does not have to be within the last fifteen years.</p>				
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R2	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience* in Engineering** working on a project(s) that contained the following elements:</p> <ul style="list-style-type: none"> • Element 1 On-Line Transaction Processing throughput of 50 or more transactions per second; and • Element 2 - Volumetrics of more than 1 million transactions per month <p>Note: Each project must have both elements.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>** Engineering is defined as combining hardware and software to implement integrated computing applications that meet the required availability, recoverability, manageability, scalability, performance, throughput and security.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following as well as the volumetrics associated with the project:</p>	5	<p>For each project:</p> <p>1 project = 1 point</p> <p>2 projects = 2 points</p> <p>3 projects = 3 points</p> <p>4 projects = 4 points</p> <p>5 projects = 5 points</p>		
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	<ul style="list-style-type: none"> What type of OnLine transactions were being processed; and Who were the end users. 				
R3	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience*, in excess of Mandatory Criteria M4, in developing implementation strategy or strategies making use of the model as described in M3.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> Describe the implementation strategy the proposed resource developed; and What factor(s) did the proposed resource consider when developing an implementation strategy in relation to an application migrating through the infrastructure; and What issue(s) did the proposed resource encounter when developing implementation strategies. <p>This additional experience does not have to be within the last fifteen years.</p>	10	10 years or less = 0 point More than 10 years to 11 years = 2 points More than 11 years to 12 years = 4 points More than 12 years to 13 years = 6 points More than 13 years to 14 years = 8 points More than 14 years = 10 points		

R4	<p>The Contractor should demonstrate that the proposed resource has Hands-On Experience* in designing, documenting and troubleshooting infrastructures in support of IBM JAVA systems.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • Brief description of the IBM technologies and versions the proposed resource used in the project(s); and • What did the proposed resource design in support of IBM JAVA systems; and • What did the proposed resource troubleshoot in support of IBM JAVA systems. 	10	<p>1 month or less = 0 point</p> <p>More than 1 month to 1 year = 1 point</p> <p>More than 1 year to 2 years = 2 points</p> <p>More than 2 years to 3 years = 3 points</p> <p>More than 3 years to 4 years = 4 points</p> <p>More than 4 years to 5 years = 5 points</p> <p>More than 5 years to 6 years = 6 points</p> <p>More than 6 years to 7 years = 7 points</p> <p>More than 7 years to 8 years = 8 points</p> <p>More than 8 years to 9 years = 9 points</p> <p>More than 9 years = 10 points</p>		
R5	The Contractor should demonstrate that the proposed resource has Hands-On	10	1 month or less = 0 point		

	<p>Experience* in assessing the capacity requirements for applications residing on a zOS infrastructure.</p> <p>* Hands-On Experience is defined as active participation in the operation, as opposed to mere observation or study.</p> <p>In addition, to obtain points, the Hands-On Experience being demonstrated for the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • What process did the proposed resource use to assess the capacity requirements; and • What factor(s) did the proposed resource consider when assessing the capacity requirements. 			<p>More than 1 month to 1 year = 1 point</p> <p>More than 1 year to 2 years = 2 points</p> <p>More than 2 years to 3 years = 3 points</p> <p>More than 3 years to 4 years = 4 points</p> <p>More than 4 years to 5 years = 5 points</p> <p>More than 5 years to 6 years = 6 points</p> <p>More than 6 years to 7 years = 7 points</p> <p>More than 7 years to 8 years = 8 points</p> <p>More than 8 years to 9 years = 9 points</p> <p>More than 9 years = 10 points</p>	
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	TOTAL	50				
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	30				
	POINTS ACHIEVED					

Mandatory Criteria for the Tester - Level 2

ITEM #	MANDATORY CRITERIA	CONTRACTOR'S RESPONSE	
		DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last six years, in developing automated test scripts using the automated testing tool, WinRunner or HP Quick Test Professional.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of two years' experience, within the last five years, in developing and executing automated test cases and test plans using Mercury Interactive Corporation Test Director or HP Quality Center.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, developing test packages including test strategies, test plans, test cases, test cycles, automated test scripts, test analyses and reports.		

Point Rated Criteria for the Tester - Level 2

POINT RATED CRITERIA		CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA) INSERT PAGE # OF RESUME
R1	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in developing automated test scripts using the automated testing tool, WinRunner or HP Quick Test Professional.</p> <p>This additional experience does not have to be within the last six years.</p>	10	<p>3 years of less = 0 point</p> <p>More than 3 years to 4 years = 2 points</p> <p>More than 4 years to 5 years = 4 points</p> <p>More than 5 years to 6 years = 6 points</p> <p>More than 6 years to 7 years = 8 points</p> <p>More than 7</p>	

				years = 10 points			
R2	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M2, in developing and executing automated test cases and test plans using Mercury Interactive Corporation Test Director or HP Quality Center.</p> <p>This additional experience does not have to be within the last five years.</p>	10	<p>2 years or less = 0 point</p> <p>More than 2 years to 3 years = 2 points</p> <p>More than 3 years to 4 years = 4 points</p> <p>More than 4 years to 5 years = 6 points</p> <p>More than 5 years to 6 years = 8 points</p> <p>More than 6 years = 10 points</p>				
R3	The Contractor should demonstrate that the proposed resource has experience, in excess of Mandatory Criteria M3, in developing test	10	<p>5 years or less = 0 point</p> <p>More than 5</p>				

	packages including test strategies, test plans, test cases, test cycles, automated test scripts, test analyses and reports. This additional experience does not have to be within the last ten years.		years to 6 years = 2 points More than 6 years to 7 years = 4 points More than 7 years to 8 years = 6 points More than 8 years to 9 years = 8 points More than 9 years = 10 points		
R4	The Contractor should demonstrate that the proposed resource has experience preparing, conducting or participating in walkthroughs and reviews that are related to integrated software testing and implementation readiness within the last 10 years.	10	1 year or less = 0 point More than 1 year to 2 years = 2 points More than 2 years to 3 years = 4		

			<p>points</p> <p>More than 3 years to 4 years = 6 points</p> <p>More than 4 years to 5 years = 8 points</p> <p>More than 5 years = 10 points</p>			
R5	The Contractor should demonstrate that the proposed resource has experience in conducting tests using Extensible Markup Language (XML) messaging formats.	10	<p>1 year or less = 0 point</p> <p>More than 1 year to 2 years = 4 points</p> <p>More than 2 years to 3 years = 6 points</p> <p>More than 3 years to 4 years = 8 points</p> <p>More than 4</p>			

				years = 10 points			
R6	The Contractor should demonstrate that the proposed resource has experience in testing applications developed using iterative methodologies.	10		1 year or less = 0 point More than 1 years to 2 years = 4 points More than 2 years to 3 years = 6 points More than 3 years to 4 years = 8 points More than 4 years = 10 points			
R7	The Contractor should demonstrate that the proposed resource has experience in testing object-oriented n-tier applications.	10		1 year or less = 2 points More than 1 year to 2 years = 4 points More than 2 years to 3			

			years = 6 points More than 3 years to 4 years = 8 points More than 4 years = 10 points			
	TOTAL	70				
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	42				
	POINTS ACHIEVED					

Mandatory Criteria for the Tester – Level 3

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has tested an application for an entire Software Development Lifecycle (SDLC).		

M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in developing automated test scripts using HP Quick Test Pro or Mercury WinRunner.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in developing automated test cases using HP Quality Center or Mercury Test Director.		
M4	The Contractor must demonstrate that the proposed resource has a minimum of ten years' experience in developing test packages including test strategies, test plans, test cases, test cycles, automated test scripts, test analysis and reporting.		
M5	The Contractor must demonstrate that the proposed resource has a minimum of two years' experience in testing J2EE applications developed using all of the following: Java, EJB, Servlets and Websphere.		

Point Rated Criteria for the Tester – Level 3

CONTRACTOR'S RESPONSE			
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M2, in developing	10	5 years or less = 0 point More than 5 years to 6 years

	automated test scripts using HP Quick Test Pro or Mercury WinRunner.		<p>= 2 points</p> <p>More than 6 years to 7 years = 4 points</p> <p>More than 7 years to 8 years = 6 points</p> <p>More than 8 years to 9 years = 8 points</p> <p>More than 9 years = 10 points</p>		
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M3, in developing automated test cases using HP Quality Center or Mercury Test Director.	10	<p>5 years or less = 0 point</p> <p>More than 5 years to 6 years = 2 points</p> <p>More than 6 years to 7 years = 4 points</p> <p>More than 7 years to 8 years = 6 points</p> <p>More than 8 years to 9 years</p>		

R3	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M4, in developing test packages including test strategies, test plans, test cases, test cycles, automated test scripts, test analysis and reporting.	15	<p>= 8 points</p> <p>More than 9 years = 10 points</p> <p>10 years or less = 0 point</p> <p>More than 10 years to 11 years = 8 points</p> <p>More than 11 years to 12 years = 10 points</p> <p>More than 12 years to 13 years = 12 points</p> <p>More than 13 years to 14 years = 14 points</p> <p>More than 14 years = 15 points</p>		

R4	The Contractor should demonstrate that the proposed resource has experience, in excess of Mandatory Criteria M5, in testing J2EE applications developed using all of the following: Java, EJB, Servlets, and Websphere.	10	More than 2 years to 3 years = 6 points More than 3 years to 4 years = 8 points More than 4 years = 10 points		
	TOTAL	45			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	27			
	POINTS ACHIEVED				

Mandatory Criteria for the Application/Software Architect – Level 3

ITEM #	MANDATORY CRITERIA	CONTRACTOR'S RESPONSE	
		DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in the development of system architectures, designs and specifications for High Availability* and High Volume** applications.</p> <p>*High Availability is defined as a system that is expected to operate reliably for 24 hours per day, 365 days per year and an associated implementation that ensures a minimum 99.9% operational per year.</p> <p>**High Volume is defined as a system that supports more than 100 users across multiple locations and processes a minimum of 200,000 transactions per day.</p>		
M2	<p>The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last seven years, in assisting and supporting Various* application development teams concurrently within one organization in developing and integrating applications using Java.</p> <p>*Various is defined as more than 10 teams.</p>		

M3	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last seven years, in integrating and supporting Java frameworks.		
M4	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in the design and implementation of IT systems based on the Java technology.		
M5	The Contractor must demonstrate that the proposed resource has a minimum of ten years' experience, within the last fifteen years, in the design and development of software solution(s).		

Point Rated Criteria for the Application/Software Architect – Level 3

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in the development of system architectures, designs and specifications for High	20	5 years or less = 0 point More than 5 years to 7 years = 4 points		

	Availability* and High Volume** applications. *High Availability is defined as a system that is expected to operate reliably for 24 hours per day, 365 days per year and an associated implementation that ensures a minimum 99.9% operational per year. **High Volume is defined as a system that supports more than 100 users across multiple locations and processes a minimum of 200,000 transactions per day. This additional experience does not have to be within the last ten years.		More than 7 years to 9 years = 8 points More than 9 years to 11 years = 12 points More than 11 years to 14 years = 16 points More than 14 years = 20 points		
R2	The Contractor should demonstrate that the proposed resource has experience in performing technology cost, benefit and impact analyses on the development tools, processes, frameworks or environments for Medium to Large Projects*. *Medium to Large Projects is defined as projects with a budget of at least \$1Million and that has been in development for at least six months. In addition, to obtain points, the proposed resource is to include all of the following:	10	1 year or less = 0 point 1 year to 2 years = 1 point More than 2 years to 3 years = 3 points More than 3 years to 4 years = 5 points More than 4		

	<ul style="list-style-type: none"> Description of the project including the technology or technologies being analyzed and the impact to the development tools, processes, frameworks or environments; and Describe the process the Resource used to deliver a complete impact analysis. 		years to 5 years = 7 points More than 5 years = 10 point		
R3	<p>The Contractor should demonstrate that the proposed resource has experience in designing, implementing and providing support to each of the following systems infrastructure components:</p> <ol style="list-style-type: none"> 1. JAVA Integrated Development Environment 2. JAVA Application Server 3. Development Test Environments 4. Message Queues Manager 5. Enterprise Level Relational Database Management System 	15	1 Component = 3 points 2 Component = 6 points 3 Component = 9 points 4 Component = 12 points 5 Component = 15 points		

R4	The Contractor should demonstrate that the proposed resource has experience in Coaching and Assisting development teams by leading code walkthroughs, Design reviews or Joint Application Design (JAD) sessions.	15	<p>1 year or less = 1 point</p> <p>More than 1 year to 2 years = 3 points</p> <p>More than 2 to 3 years = 6 points</p> <p>More than 3 to 4 years = 9 points</p> <p>More than 4 to 5 years = 12 points</p> <p>More than 5 years = 15 points</p>		
R5	<p>The Contractor should demonstrate that the proposed resource had active participation in supporting and troubleshooting the movement of web applications between environments, versions and platforms within one of the following elements:</p> <p>Element 1 - Moving application code from one development and testing environment to another (e.g. from a Unit Testing environment to a User Acceptance environment)</p> <p>Element 2 - Moving application code from one application server version to</p>	30	<p>Points for each for experience in each of the Elements:</p> <p>1 year or less = 1 point</p> <p>More than 1 year to 2 years = 3 points</p> <p>More than 2 to 3 years = 5 points</p> <p>More than 3 to 4 years = 7 points</p>		

	<p>a different or newer application server version (e.g. from IBM WAS to Oracle WebLogic or from IBM WAS v7 to IBM WAS v8)</p> <p>Element 3 - Moving application code from one platform to another (e.g. from IBM zOS to Oracle Solaris)</p> <p>In addition, to obtain points, the proposed resource is to include all of the following:</p> <ul style="list-style-type: none"> • What did the Contractor have to troubleshoot the movement of the application; and • Describe what technology or technologies the Contractor used to migrate the code pertinent to the stated project; and • Describe the process the Contractor used to migrate the code pertinent to the stated project. 		<p>More than 4 to 5 years = 9 points</p> <p>More than 5 years = 10 points</p>		
	TOTAL	90			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	54			
	POINTS ACHIEVED				

STREAM 7 – COMMON SERVICES

Mandatory Criteria for the Application Software Architect – Level 3

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of ten years' experience, within the last fifteen years, in the design and development of software solution(s).		
M2	<p>The Contractor must demonstrate that the proposed resource has a minimum of ten years' experience, within the last fifteen years, in the development and maintenance of Logical System Designs* in order to satisfy business requirements.</p> <p>*Logical System Design is defined as a document that defines the system architecture, components, modules, interfaces and data in an abstract representation.</p>		
M3	<p>The Contractor must demonstrate that the proposed resource has a minimum of ten years' experience, within the last fifteen years, in the development of integrated software solution(s) by amalgamating multiple stakeholder perspectives.</p> <p>The stakeholders could be the following:</p> <ul style="list-style-type: none"> - Business clients and architects 		

	<ul style="list-style-type: none"> - Technical and Enterprise architects - Infrastructure engineers - Data modelers and database analysts - Applications developers and testers <p>The Contractor must demonstrate the processes and methodology used as well as the type of documents produced by the proposed resource.</p>		
M4	<p>The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last five years, in the design and development of software for High Availability* and High Volume** transaction processing application(s).</p> <p>*High Availability is defined as a system that is expected to operate reliably for 24 hours per day, 365 days per year and an associated implementation that ensures a minimum of 99% operational continuity per year.</p> <p>**High Volume is defined as a system that supports more than 100 users across multiple locations and process, and has a minimum of 200,000 transactions per day.</p> <p>The Contractor must provide a brief description of the applications the proposed resource worked on.</p>		
M5	<p>The Contractor must demonstrate that the proposed resource has a minimum of ten years' experience, within the last fifteen years, in the design and development of software within a Large*, multi-application, multi-tier, IT environment.</p>		

	*Large is defined as an environment that has 100 or more project personnel and projects valued at \$50 Millions or more.		
M6	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in the design of IT systems based on the Java technology.		

Point Rated Criteria for the Application Software Architect – Level 3

CONTRACTOR'S RESPONSE			
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA
			DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)
			INSERT PAGE # OF RESUME

R1	<p>The Contractor should demonstrate that the proposed resource has experience working in application design for Medium to Large Line of Business Application IT Projects*.</p> <p>*Medium to Large Line of Business Application IT Projects is defined as a system developed for 50 or more users.</p>	10	<p>6 months or less = 0 point</p> <p>More than 6 months to 1 year = 1 point</p> <p>More than 1 year to 2 years = 2 points</p> <p>More than 2 years to 3 years = 3 points</p> <p>More than 3 years to 4 years = 4 points</p> <p>More than 4 years to 5 years = 5 points</p> <p>More than 5 to 6 years = 6 points</p> <p>More than 6 to 7 years = 7 points</p> <p>More than 7 to 8 years = 8 points</p>		
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				<p>More than 8 to 9 years = 9 points</p> <p>More than 9 years = 10 points</p>			
R2	The Contractor should demonstrate that the proposed resource has experience in leading Joint Application Design (JAD) sessions.	20	<p>1 year or less = 1 point</p> <p>More than 1 year to 2 years = 3 points</p> <p>More than 2 to 3 years = 5 points</p> <p>More than 3 to 4 years = 10 points</p> <p>More than 4 to 5 years = 15 points</p> <p>More than 5 years = 20 points</p>				
R3	The Contractor should demonstrate that the proposed resource has experience in the translation of business	20	<p>1 year or less = 1 point</p> <p>More than 1 year to 2 years</p>				

	requirements through the development of system functional models.		<p>= 3 points</p> <p>More than 2 years to 3 years = 5 points</p> <p>More than 3 years to 4 years = 10 points</p> <p>More than 4 years to 5 years = 15 points</p> <p>More than 5 years = 20 points</p>		
R4	<p>The Contractor should demonstrate that the proposed resource has experience in the design and development of software for</p> <p>Multi-Enterprise Integration (MEI).</p>	10	<p>1 year or less = 1 point</p> <p>More than 1 year to 2 years = 2 points</p> <p>More than 2 years to 4 years = 4 points</p> <p>More than 4 years to 6 years = 6 points</p>		

R5	<p>The Contractor should demonstrate that the proposed resource has experience in designing systems which:</p> <p>a) are Data Intensive Systems:</p> <p>Data Intensive Systems is defined as:</p> <p>-Online transaction processing, over a million transactions per year;</p> <p>-Over 100 concurrent users operating;</p> <p>-In a geographically distributed environment and</p> <p>-Containing shared database subsystems;</p> <p>b) Have a legislative connotation.</p>	15	<p>More than 6 years to 8 years = 8 points</p> <p>More than 8 years = 10 points</p> <p>Points for the Data intensive system:</p> <p>6 months or less = 0 point</p> <p>More than 6 months to 1 year = 1 point</p> <p>More than 1 year to 2 years = 2 points</p> <p>More than 2 years to 3 years = 3 points</p> <p>More than 3 to 4 years = 4 points</p> <p>More than 4 to 5 years = 6</p>			

			points More than 5 years = 8 points Points for the legislative connotation 6 months or less = 0 point more than 6 months to one year = 1 point More than 1 year to 3 years = 2 points More than 3 to 4 years = 3 points More than 4 to 5 years = 5 points More than 5 years = 7 points		
			75		
			TOTAL		

	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	45			
	POINTS ACHIEVED				

Mandatory Criteria for the Programmer/Analyst (Java) – Level 2

		CONTRACTOR'S RESPONSE			
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME		
M1	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, creating and modifying code and software in a computer environment.				
M2	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last seven years, programming in Java.				
M3	The Contractor must demonstrate that the proposed resource has a minimum of two years' experience in designing and building applications using IBM Websphere Application Server running on Mainframe Zos or Os/390.				

Point Rated Criteria for the Programmer Analyst (Java) – Level 2

		CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA) INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in creating and modifying code and software in a computer environment.	40	<p>5 years or less = 0 point</p> <p>More than 5 years to 7 years = 20 points</p> <p>More than 7 years to 9 years = 30 points</p> <p>More than 9 years = 40 points</p>	
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess to Mandatory Criteria M3, in designing and building applications using IBM Websphere Application Server running on Mainframe Zos or Os/390.	20	<p>2 years or less = 0 point</p> <p>More than 2 years to 4 years = 10 points</p> <p>More than 4 years to 6</p>	

				years = 15 points More than 6 years = 20 points		
R3	The Contractor should demonstrate that the proposed resource has experience in designing, developing and implementing Object-Oriented systems and Object Oriented (OO) n-tier applications using OO tools such as Unified Modeling Language (UML) and Rational Unified Process (RUP).	7	6 months or less = 0 point More than 6 months to 1 year = 2 point More than 1 year to 2 years = 2 points More than 2 years to 4 years = 3 points More than 4 years to 5 years = 4 points More than 5 years to 6 years = 5 points More than 6 years to 7 years = 6 points			

			More than 7 years = 7 points			
R4	The Contractor should demonstrate that the proposed resource has experience in using and supporting web frameworks in Java.	10	6 months or less = 0 point More than 6 months to 1 year = 1 point More than 1 year to 2 years = 2 points More than 2 years to 4 years = 4 points More than 4 years to 6 years = 8 points More than 6 years = 10 points			
R5	The Contractor should demonstrate that the proposed resource has experience creating design and developing computer program(s) using applets, HyperText Markup Language (HTML), Servlets and	30	6 months or less = 0 point More than 6 months to 1 year = 5 points			

	JavaServer Pages/ JavaServer Faces (JSP/JSF).		<p>More than 1 year to 2 years = 10 points</p> <p>More than 2 years to 3 years = 15 points</p> <p>More than 3 years to 4 years = 20 points</p> <p>More than 4 years to 5 years = 25 points</p> <p>More than 5 years = 30 points</p>		
R6	The Contractor should demonstrate that the proposed resource has experience in designing, building and supporting Java 2 Platform, Enterprise Edition (J2EE) application(s) using JSP, servlets, Enterprise Java Beans (EJB), Extensible Markup Language (XML) and web services.	10	<p>6 months or less = 0 point</p> <p>More than 6 months to 1 year = 1 point</p> <p>More than 1 year to 2 years = 2 points</p> <p>More than 2 years to 3 years = 3 points</p>		

			years = 3 points More than 3 years to 4 years = 4 points More than 4 years to 5 years = 5 points More than 5 years to 6 years = 7 points More than 6 years = 10 points			
	TOTAL		117			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE		70			
	POINTS ACHIEVED					

Mandatory Criteria for the Programmer/Analyst (Java) - Level 3

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of seven years' experience, within the last fifteen years, in creating and modifying code and software in a computer environment.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of seven years' experience, within the last ten years, in programming in Java.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience in designing and building applications using IBM Websphere Application Server running on Mainframe Zos or Os/390.		

Point Rated Evaluation Criteria for the Programmer Analyst (Java) - Level 3

			CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of the Mandatory Criteria M1, in working with Java creating and modifying code and software in a computer environment. This additional experience does not have to be within the last fifteen years.	40	7 years or less = 0 point More than 7 years to 8 years = 20 points More than 8 years to 9 years = 30 points More than 9 years to 10 years = 35 points More than 10 years = 40 points		
R2	The Contractor should demonstrate that the proposed resource has additional experience, in excess of the Mandatory Criteria M3, in designing and building applications using IBM Websphere Application Server	20	5 years or less = 0 point More than 5 years to 7 years = 10 points More than 7 years to 10 years		

	running on Mainframe Zos or Os/390.			= 15 points More than 10 years = 20 points		
R3	The Contractor should demonstrate that the proposed resource has experience in designing, developing and implementing Object-Oriented systems and Object Oriented (OO) n-tier applications using OO tools such as Unified Modeling Language (UML) and Rational Unified Process (RUP).	10		6 months or less = 0 point More than 6 months to 4 years = 1 point More than 4 years to seven years = 2 points More than 7 years to 9 years = 3 points More than 9 years to 10 years = 6 points More than 10 years = 10 points		
R4	The Contractor should demonstrate that the proposed resource has experience in using and supporting web frameworks in Java.	7		6 months or less = 0 point More than 6 months to 2 years = 1 point		

			<p>More than 2 years to 4 years = 2 points</p> <p>More than 4 years to 5 years = 3 points</p> <p>More than 5 years to 6 years = 4 points</p> <p>More than 6 years to 7 years = 5 points</p> <p>More than 7 years to 8 years = 6 points</p> <p>More than 8 years = 7 points</p>			
R5	The Contractor should demonstrate that the proposed resource has experience doing design and development work using applets, HyperText Markup Language (HTML), Servlets and JavaServer Pages / JavaServer Faces (JSP/JSF).	30	<p>6 months or less = 0 point</p> <p>More than 6 months to 2 years = 5 points</p> <p>More than 2 years 5 years = 10 points</p> <p>More than 5 years to 7 years = 15</p>			

				points More than 7 to 8 years = 20 points More than 8 to 10 years = 25 points More than 10 years = 30 points		
R6	The Contractor should demonstrate that the proposed resource has experience designing, building and supporting Java 2 Platform, Enterprise Edition (J2EE) applications. Technologies used must include ALL of the following: JavaServer Pages (JSP), servlets, Enterprise Java Beans (EJB), Extensible Markup Language (XML), web services.	10		6 months or less = 0 point More than 6 months to 2 years = 1 point More than 2 years to 5 years = 2 points More than 5 years to 6 years = 3 points More than 6 years to 7 years = 5 points More than 7 years to 8 years = 7 points More than 8 years		

			= 10 points		
	TOTAL		117		
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE		70		
	POINTS ACHIEVED				

Mandatory Criteria for the Programmer/Analyst (COBOL) - Level 3

ITEM #	MANDATORY CRITERIA	CONTRACTOR'S RESPONSE	
		DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, performing systems analysis on Large Mainframe IT Project* in Large Information Technology (IT) Environments**.</p> <p>*Large Mainframe IT Projects is defined as a project over \$5 Millions.</p> <p>**Large Information Technology (IT) Environment is defined as having over 2000 users or over 1 billion transactions per year.</p>		
M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in coding a system using COBOL.		
M3	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, supporting or developing a system in a CICS/COBOL environment running on a mainframe.		

Point Rated Evaluation Criteria for the Programmer/Analyst – (COBOL) - Level 3

ITEM #	POINT RATED CRITERIA	MAX POINTS	CONTRACTOR'S RESPONSE		
			EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of the Mandatory Criteria M2, in coding a system using COBOL. This additional experience does not have to be within the last ten years.	10	5 years or less = 0 point		
			More than 5 years to 6 years = 2 points		
			More than 6 years to 7 years = 4 points		
			More than 7 years to 8 years = 6 points		
			More than 8 years to 9 years = 8 points		
			More than 9 years = 10 points		
R2	The Contractor should demonstrate that the proposed resource has experience working on Integrated Data Management System (IDMS) or DB2.	10	6 months or less = 0 point		
			More than 6 months to 2 years = 2 point		
			More than 2 years to 4 years =4 points		

				More than 4 years to 8 years = 8 points More than 8 years = 10 points		
R3	The Contractor should demonstrate that the proposed resource has experience maintaining and developing software application(s) using Via Soft or Expiditer software.	10		1 year or less = 1 point More than 1 years to two years = 2 points More than 2 years to 3 years = 4 points More than 3 years to 4 years = 6 points More than 4 years to 5 years = 8 points More than 5 years = 10 points		
	TOTAL	30				
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	18				
	POINTS ACHIEVED					

Mandatory Criteria for the Systems Analyst – Level 2

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in the development of system designs and specifications.		
M2	The Contractor must demonstrate that the proposed resource has a minimum of three years' experience, within the last five years, in the development of system designs and specifications using Rational Unified Process (RUP) framework and Unified Modeling Language (UML) including storyboarding and System Use Cases (SUC).		
M3	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in the development of system designs and specifications within High Availability* and High Volume Applications** within a Large***, multi-application, multi-tier, mainframe Information Technology (IT) environment.</p> <p>*High Availability is defined as a system that is expected to operate reliably for 24 hours per day, 365 days per year and an associated implementation that ensures a minimum of 99% operational continuity per year.</p>		

	<p>**High Volume Application is defined as a system that supports more than 100 users across multiple locations and processes a minimum of 200,000 transactions per day.</p> <p>***Large is defined as an environment that has 300 or more personnel and projects valued at \$50 Millions or more.</p>		
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Point Rated Criteria for the Systems Analyst – Level 2

		CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA) INSERT PAGE # OF RESUME
R1	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M1, in the development of system designs and specifications.</p> <p>This additional experience does not have to be within the last ten years.</p>	20	<p>5 years or less = 0 point</p> <p>More than 5 years to 6 years = 5 Points</p> <p>More than 6 years to 7 years = 10 Points</p> <p>More than 7 years to 8 years = 15 Points</p> <p>More than 8 years = 20 Points</p>	

R2	The Contractor should demonstrate that the proposed resource has experience in the development of designs and specifications for systems developed using DB2.	10	<p>1 years or less = 0 point</p> <p>More than 1 year to 2 years = 2 Points</p> <p>More than 2 years to 3 years = 4 Points</p> <p>More than 3 years to 4 years = 6 Points</p> <p>More than 4 years to 5 years = 8 Points</p> <p>More than 5 years = 10 Points</p>		
R3	The Contractor should ensure the proposed resource has experience, within the last ten years, in the development of designs and specifications for systems developed using MQ Series message-oriented middleware.	10	<p>1 years or less = 0 point</p> <p>More than 1 year to 2 years = 2 Points</p> <p>More than 2 years to 3 years = 4 Points</p> <p>More than 3 years to 4 years = 6 Points</p> <p>More than 4 years to 5 years = 8 Points</p> <p>More than 5 years = 10 Points</p>		

R4	The Contractor should demonstrate that the proposed resource has experience working with development teams, clients and co-workers.	20	<p>1 years or less = 0 point</p> <p>More than 1 year to 3 years = 4 Points</p> <p>More than 3 years to 5 years = 8 Points</p> <p>More than 5 years to 7 years = 12 Points</p> <p>More than 7 years to 9 years = 16 Points</p> <p>More than 9 years = 20 Points</p>		
R5	The Contractor should demonstrate that the proposed resource has experience preparing briefings and presentations to technical and managerial audiences.	20	<p>1 years or less = 0 point</p> <p>More than 1 year to 3 years = 4 Points</p> <p>More than 3 years to 5 years = 8 Points</p> <p>More than 5 years to 7 years = 12 Points</p> <p>More than 7 years to 9 years = 16 Points</p> <p>More than 9 years = 20 Points</p>		

R6	The Contractor should demonstrate that the proposed resource has experience working in the public sector.	5	1 year or less = 0 point More than 1 year to 2 years = 2 points More than 2 years to 3 years = 3 points More than 3 years to 4 years = 4 points More than 4 years = 5 points		
	TOTAL	85			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	51			
	POINTS ACHIEVED				

Mandatory Criteria for the Systems Analyst – Level 3

		CONTRACTOR'S RESPONSE	
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
M1	The Contractor must demonstrate that the proposed resource has a minimum of ten years' experience, within the last fifteen years, in leading development of system designs and specifications.		

M2	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last fifteen years, in the development of system designs and specifications.		
M3	The Contractor must demonstrate that the proposed resource has minimum of five years' experience, within the last ten years, in the development of system designs and specifications using Rational Unified Process (RUP) framework and Unified Modeling Language (UML) including storyboarding and System Use Cases (SUC).		
M4	The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in leading Joint Application Design (JAD) sessions.		
M5	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in the development of system designs and specifications for High Availability* and High Volume Applications** within a Large***, multi-application, multi-tier, mainframe Information Technology (IT) environment.</p> <p>*High Availability is defined as a system that is expected to operate reliably for 24 hours per day, 365 days per year and an associated implementation that ensures a minimum of 99% operational continuity per year.</p> <p>**High Volume Application is defined as a system that supports more than 100 users across multiple locations and processes a minimum of 200,000 transactions per day.</p>		

	<p>***Large is defined as an environment that has 300 or more project personnel and projects valued at \$50 Millions or more.</p>		
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Point Rated Criteria for the Systems Analyst – Level 3

		CONTRACTOR'S RESPONSE		
ITEM #	POINT RATED CRITERIA	MAX POINTS	EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA) INSERT PAGE # OF RESUME
R1	<p>The Contractor should demonstrate that the proposed resource has additional experience, in excess of the mandatory M1, in leading development of system designs and specifications.</p> <p>This additional experience does not have to be within the last fifteen years.</p>	20	10 years or less = 0 point	
			More than 10 years to 12 years = 4 points	
			More than 12 years to 13 years = 8 points	
			More than 13 years to 14 years = 12 points	
			More than 14 years to 15 years = 16 points	
			More than 15 years = 20 points	
R2	<p>The Contractor should demonstrate that the proposed resource has experience, within the last ten years, in the development of designs and specifications for systems developed using DB2.</p>	10	1 years or less = 0 point	
			More than 1 year to 2 years = 2 Points	
			More than 2 years to 3 years = 4 Points	
			More than 3 years to 4	

			years = 6 Points More than 4 years to 5 years = 8 Points More than 5 years = 10 Points		
R3	The Contractor should demonstrate that the proposed resource has experience, within the last ten years, in the development of designs and specifications for systems developed using MQ Series message-oriented middleware.	10	1 years or less = 0 point More than 1 year to 2 years = 2 Points More than 2 years to 3 years = 4 Points More than 3 years to 4 years = 6 Points More than 4 years to 5 years = 8 Points More than 5 years = 10 Points		
R4	The Contractor should demonstrate that the proposed resource has experience, within the last ten years, in mentoring and teaching development teams, clients and co-workers.	20	1 years or less = 0 point More than 1 year to 3 years = 4 Points More than 3 years to 5 years = 8 Points More than 5 years to 7 years = 12 Points More than 7 years to 9		

R5	The Contractor should demonstrate that the proposed resource has experience, within the last ten years, in preparing, publishing and presenting briefings and presentations to technical and managerial audiences.	20	years = 16 Points More than 9 years = 20 Points 1 years or less = 0 point More than 1 year to 3 years = 4 Points More than 3 years to 5 years = 8 Points More than 5 years to 7 years = 12 Points More than 7 years to 9 years = 16 Points More than 9 years = 20 Points			
R6	The Contractor should demonstrate that the proposed resource has experience within the public sector.	5	1 years or less = 0 point More than 1 year to 2 years = 2 points More than 2 years to 3 years = 3 points More than 3 years to 4 years = 4 points More than 4 years = 5 points			

	TOTAL	85			
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	51			
	POINTS ACHIEVED				

Mandatory Criteria for the System Analyst –(COBOL) - Level 3

		CONTRACTOR'S RESPONSE		
ITEM #	MANDATORY CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME	
M1	The Contractor must demonstrate that the proposed resource has a minimum of ten years' experience, within the last fifteen years, in analysing, designing and developing information system.			
M2	<p>The Contractor must demonstrate that the proposed resource has a minimum of five years' experience, within the last ten years, in performing systems analysis on Large Mainframe IT Projects* in Large Information Technology (IT) Environment**.</p> <p>*Large Mainframe IT Projects is defined as a project over \$5 Millions.</p> <p>**Large Information Technology (IT) Environment is defined as over 2000 users or over 1 billion transaction per year.</p>			
M3	The Contractor must demonstrate that the proposed			

	resource has a minimum of five years' experience, within the last ten years, in coding using the COBOL programming language on the mainframe.		
M4	The Contractor must demonstrate that the proposed resource has a minimum four years' experience with the Integrated Data Management System (IDMS) or DB2.		

Point Rated Evaluation Criteria for the System Analyst –(COBOL) - Level 3

ITEM #	POINT RATED CRITERIA	MAX POINTS	CONTRACTOR'S RESPONSE		
			EVALUATION CRITERIA	DEMONSTRATED EXPERIENCE (CONTRACTOR TO INSERT DATA)	INSERT PAGE # OF RESUME
R1	The Contractor should demonstrate that the proposed resource has additional experience, in excess of Mandatory Criteria M3, in coding using the COBOL programming language on the mainframe. This additional experience does not have to be within the last fifteen years.	10	5 years or less = 0 point More than 5 years to 6 years = 2 points More than 6 year to 7 years = 4 points More than 7 years to 8 years = 6 points More than 8 years to 9 years = 8 points More than 9 years = 10		

R2	The Contractor should demonstrate that the proposed resource has additional experience in excess of Mandatory Criteria M4 working on Integrated Data Management System (IDMS) or DB2.	10	points 4 years of less = 0 point More than 4 years to 6 years = 4 points More than 6 years to 8 years = 8 points More than 8 years = 10 points			
R3	The Contractor should demonstrate that the proposed resource has experience maintaining and developing software applications using Via Soft or Expiditer software.	10	point 1 years or less = 0 point More than 1 years = 2 points More than 2 years = 4 points More than 3 years = 6 points More than 4 years = 8 points More than 5 years = 10 points			
	TOTAL	30				
	MINIMUM THRESHOLD SCORE TO BE RESPONSIVE	18				
	POINTS ACHIEVED					



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

EN578-055605-B

Security Classification / Classification de sécurité
UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		Public Works and Government Services Canada	2. Branch or Directorate / Direction générale ou Direction Acquisitions
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Standing Offer for the provision of Task Based Informatics Professional Services to the Government of Canada			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>		NATO UNCLASSIFIED <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO RESTRICTED <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input checked="" type="checkbox"/>		NATO DIFFUSION RESTREINTE <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input checked="" type="checkbox"/>		NATO CONFIDENTIAL <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		NATO CONFIDENTIEL <input type="checkbox"/>	TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		NATO SECRET <input type="checkbox"/>	TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>
		NATO SECRET <input type="checkbox"/>	
		COSMIC TOP SECRET <input type="checkbox"/>	
		COSMIC TRÈS SECRET <input type="checkbox"/>	



PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité:

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel:
Document Number / Numéro du document:

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input checked="" type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET- SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:

Commentaires spéciaux:

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
Non Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes
Non Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes
Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes
Non Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes
Non Oui



PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Government
of Canada

Gouvernement
du Canada

Contract Number / Numéro du contrat

EN578-055805-B

Security Classification / Classification de sécurité
UNCLASSIFIED

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées)

Benoit, Réal

Title - Titre

Manager, Supply

Signature

Réal Benoit

Telephone No. - N° de téléphone
819 956-2153

Facsimile No. - N° de télécopieur
819 956-7827

E-mail address - Adresse courriel
real.benoit@tpsgc-pwgsc.gc.ca

Date
2011/10/08

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées)

Charron, Annick

Title - Titre

SO

Signature

Annick Charron

Telephone No. - N° de téléphone
819-956-0815

Facsimile No. - N° de télécopieur
819-934-1449

E-mail address - Adresse courriel
annick.charron@tpsgc-pwgsc.gc.ca

Date
Nov 9, 2011

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?

Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

☐ No ☐ Yes
☐ Non ☐ Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

Telephone No. - N° de téléphone

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel

Date

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)

JACQUES SAUMUR

Title - Titre

CONTRACT SECURITY
OFFICER

Signature

Jacques Saumur

Telephone No. - N° de téléphone
613-948-1732

Facsimile No. - N° de télécopieur
613-954-4171

E-mail address - Adresse courriel
JACQUES.SAUMUR@

Date
16-NOV.-2011

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