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LETTER OF INTEREST
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Comments - Commentaires

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Quebec
K1A 0S5

Title - Sujet DRMIS INTEGRATED SUPPORT SERVICES	
Solicitation No. - N° de l'invitation W8474-126279/A	Date 2012-11-15
Client Reference No. - N° de référence du client W8474-126279	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XQ-003-25106
File No. - N° de dossier 003xq.W8474-126279	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 08:00 AM on - le 2012-12-05	
Time Zone Fuseau horaire Eastern Standard Time EST	
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: Chincoli, Ricardo	Buyer Id - Id de l'acheteur 003xq
Telephone No. - N° de téléphone (819) 956-4154 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
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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	

Public Works and Government Services Canada (PWGSC) Acquisitions Branch (AB)

Subject

Defence Resource Management Information System (DRMIS) Integrated Support Services

File: **W8474-12-BF65**

Introduction

Public Works and Government Services Canada (PWGSC) and the Department of National Defence (DND) have begun work on the procurement for a contract for the provision of Integrated Support Services for the Defence Resource Management Information System (DRMIS). As part of the procurement strategy, PWGSC and DND wish to engage the industry at the early stages, in order to obtain industry feedback on the DRMIS Integrated Support Services procurement.

The overall objectives of collaborating with the industry are to inform suppliers about the requirement via GETS Government Electronic Tendering System, and obtain feedback from the Industry with the aim to allow PWGSC and DND to:

- A. shape the DRMIS requirements in an adequate and clear manner;
- B. examine potential alternative solutions that would meet those requirements; and
- C. help define a procurement strategy suited to achieve a delivery model to meet Canada's objectives with DRMIS.

The Annex D to this Notice outlines specific areas where Canada aims to obtain feedback from the participants, in the industry engagement one-on-one sessions.

This Notice outlines Canada's intended industry engagement strategy. Also, the Notice invites industry to provide any initial feedback at this point, and to identify if its organization is interested in participating in the engagement process. While a brief overview of DRMIS Integrated Support Services is included as part of this Notice to help familiarize industry with the initiative, Canada may issue other Notices that will contain more detailed information relating to the DRMIS Integrated Support Services procurement. Suppliers may also identify themselves as a participating entity at any time during the process.

Interested suppliers are encouraged to continue to monitor the Government Electronic Tendering Services (GETS) for further information on the DRMIS Integrated Support Services procurement process.

1.1 DRMIS Requirement

The DRMIS is an SAP-based solution with one of the largest portfolios of SAP modules and functionality implemented within the Government of Canada. The system has been

implemented across the country as well as internationally aboard ships and in locations around the globe where Canadian troops are stationed.

At present, the system is being supported and maintained to meet DND operational requirements by a team of more than 260 professionals, comprised by both DND and contractor's personnel. This support and maintenance includes the deliver of extensions for new and existing functionality as well as the in-service support and maintenance of the system.

The DRMIS requirement is for provision of resources and processes to assist with in-service support and maintenance services, system development, integration and implementation services, training services and limited business transition management services in a consistent manner across the DRMIS solution portfolio.

The DRMIS objective is to provide DND with an integrated system with functionalities including but not limited to the following:

- 1) materiel management;
- 2) financial management;
- 3) logistics; and
- 4) procurement.

Annex A attached provides an overview of the DRMIS requirement. Due to the nature of the requirement, at the procurement stage it is Canada's current intention to request proposals from single bidders, prime contractor-master subcontractor team, or joint-ventures, as applicable.

Industry Engagement Strategy

The intended consultation approach involves the following activities:

- 1) an Industry Day (an awareness/information session and open forum);
- 2) One-on-one meetings with interested suppliers;
- 3) working group meetings with suppliers, as required; and
- 4) written responses to a Draft Request For Proposal (RFP) , which may reflect the input from Industry obtained by the exercise above.

Please note that participation in any of the Industry consultation steps is not a mandatory requirement for eventual submission of a proposal; industry representatives that do not participate in the consultation process will remain eligible to submit a proposal in response to any future RFP relating to the DRMIS Integrated Support Services procurement.

1. *Industry Day*

An Industry Day is scheduled for **December 5th, 2012**. During this session, PWGSC and DND representatives will present the proposed procurement strategy and the business needs underlying the DRMIS Integrated Support Services. The Industry Day is intended to be an open forum allowing Canada to communicate its requirements at a high level, and for industry to ask

questions and seek information in order to gain a sound understanding of the business needs of DND.

Please see Annex B – Industry Engagement Schedule, attached to this Notice.

2. *One-on-one meetings with individual suppliers*

One-on-one meeting(s) with individual suppliers will be held to discuss requirements in more detail and possible viable options for service delivery models.

Attendance at these individual meetings will be strictly reserved to properly registered industry representatives who sign and submit the form DRMIS Support – Industry Engagement Rules, provided as Annex C to this Notice to the Contracting Authority named herein.

Depending on the level of interest shown by Industry and the demand on government resources and the procurement schedule, Canada may not be able to meet with all interested suppliers.

One-on-one meetings will be held between 5th and 11th December 2012. Both the Industry Day and the one-on-one meetings will be held **at 3500 Carling Avenue, Ottawa, Ontario**.

One-hour meetings will be scheduled between registered suppliers and DND, PWGSC and the Fairness Monitor. These meetings will provide an opportunity for vendors to present potential alternative service delivery models for consideration for any upcoming RFP.

Registration for the one-on-one meetings is required on or before Wednesday, 28 November 2012. All suppliers will be limited to a maximum of three (3) representatives. At the time of registration, suppliers may submit preferred dates for the meeting. Canada will do its best to accommodate the requests. Prior to the Industry Day, suppliers will be contacted directly by the Contracting Authority with their meeting date and time.

3. *RFI/Draft RFP*

Canada intends to issue an RFI, including a DRAFT RFP, which will incorporate the findings and recommendations from Industry Engagement that meet the DRMIS Integrated Support Services operational needs. The purpose would be to solicit further feedback from Industry prior to developing any final RFP.

Information Prior to Industry Day

Suppliers may provide comments or questions on the proposed procurement and possible delivery options prior to Industry Day and any one-on-one meetings. This information is to be submitted to the Contracting Authority no later than close of business on 28 November 2012.

Notes to Interested Suppliers

This is not a bid solicitation and a contract will not result from this request.

Potential respondents are advised that any information submitted to Canada in response to this Industry Engagement Notice may be used by Canada in the development of a subsequent competitive RFP. However, the Government is not bound to accept any Expression of Interest or to consider it further in any associated documents such as a RFP.

The issuance of this Industry Engagement Notice does not create an obligation for Canada to issue a subsequent RFP, and does not bind Canada legally or otherwise, to enter into any agreement or to accept any suggestions from organizations. Canada reserves the right to accept or reject any or all comments received.

There will be no short listing of suppliers for purposes of undertaking any future work as a result of this Industry Engagement. Similarly, participation in this Industry Engagement is not a condition or prerequisite for participation in any RFP(s).

Suppliers participating in this Industry Engagement should identify any submitted information that is to be considered as either company confidential or proprietary.

Media cannot participate in the one-on-one meetings or any working group sessions.

All enquiries and other communications related to this Industry Engagement shall be directed exclusively to the PWGSC Contracting Authority. Suppliers that intend on participating in this Industry Engagement are asked to advise the Contracting Authority of their intention to participate, in order that they may be notified of any changes to the notice on GETS, which may occur during the posting period. The use of e-mail to communicate is acceptable.

Communication with Industry

Canada will document all issues, positions and actions. During the consultation process, the Contracting Authority will communicate with registered Industry participants through direct email rather than by posting additional notices on the GETS.

Confidentiality

Canada will handle any material or information provided by Industry in response to this request for input in accordance with the *Access to Information Act*.

Disclaimer

This document is intended for information purposes only and may be subject to change without notice. Release of this information does not constitute a commitment on the part of the Government of Canada to contract for any of the above-mentioned requirements.

Also, please note that attendees are responsible for their own transportation, accommodation, meals, parking and all other expenses related to participation in the Industry Day. Canada will not reimburse any firm or attendee for expenses incurred in responding to Canada's questions or attending the consultation sessions.

PWGSC Contracting Authority

Ricardo Chincoli
Procurement Officer
PWGSC, Special Procurement Initiatives Directorate
11 Laurier Street, Gatineau (QC), K1A 0S5
Tel: (819) 956-4154
Ricardo.chincoli@tpsgc-pwgsc.gc.ca

ANNEXES:

ANNEX "A": OVERVIEW OF THE DRMIS INTEGRATED SUPPORT SERVICES
REQUIREMENT

ANNEX "B": INDUSTRY ENGAGEMENT SCHEDULE (from 5th December to 11th December
2012)

ANNEX "C": INDUSTRY ENGAGEMENT RULES (MANDATORY FORM)

ANNEX "D": SPECIFIC AREAS FOR DISCUSSION IN ONE-ON-ONE SESSIONS

Solicitation No. - N° de l'invitation

W8474-126279/A

Amd. No. - N° de la modif.

File No. - N° du dossier

003xqW8474-126279

Buyer ID - Id de l'acheteur

003xq

CCC No./N° CCC - FMS No/ N° VME

W8474-126279

ANNEX A

DEPARTMENT OF NATIONAL DEFENCE

INDUSTRY ENGAGEMENT W8474-12-BF65

OVERVIEW DEFENCE RESOURCE MANAGEMENT INFORMATION SYSTEM (DRMIS) INTEGRATED SUPPORT SERVICES

BACKGROUND

1.2DRMIS Evolution

DND has an SAP-based integrated information system solution for the support of Materiel Acquisition and Support and Financial and Managerial Accounting business process, as well as a number of other related processes. This involved the replacement of a large number of legacy systems with two main SAP R/3 based solutions: the Materiel Acquisition and Support Information System (MASIS) and the Financial and Managerial Accounting Information System (FMAS). In April 2010, these two systems were merged to establish a single core SAP ECC 6.0 based solution, known as the DRMIS. Further consolidation of business processes has occurred with the implementation of a SAP solution for supply chain functionality in the DRMIS, as well as incorporation of other business processes such as those related to real property management.

Rollout of the DRMIS has not yet been completed for all DND weapon platforms and their associated user communities and additional business processes continue to be examined to determine if the DRMIS solution can be utilised to consolidate these processes in this core solution. Utilisation of the DRMIS for future weapons platforms will continue to be addressed on a business case by business case basis. In addition, information exchange between the DRMIS and contracted industry partners providing outsourced management of weapons platforms and associated data will continue to be managed and expanded as part of the Electronic Information Environment (EIE) which relies on the DRMIS for its data repository.

At present, the DRMIS has over 16,000 users located at every base and station used by the CF and DND. With continued growth to all planned user communities, it is expected that the DRMIS will grow to over 30,000 users. In addition, the solution has been extended out to Her Majesty's Canadian Ships (HMCS) through a deployed solution capable of operating in an interrupted communications environment.

At present, the DRMIS is a complex system with SAP at the core of the solution. The following SAP functionality has been implemented in a large system landscape, although it is anticipated that additional modules and functionality will be incorporated into the DRMIS in the near future:

- a. Accounts Payable / Acquisition Cards (AP/ACQ);
- b. Accounts Receivable (AR);
- c. Asset Accounting (AA);
- d. Special Purpose Ledger (SPL);
- e. General Ledger (GL)
- f. Controlling (CO);

-
- g. Project Systems (PS);
 - h. Sales and Distribution (SD);
 - i. Funds Management (FM);
 - j. Government of Canada (GoC) Receiver General Interface (RGI);
 - k. Materiel Management (MM);
 - l. Plant Maintenance (PM);
 - m. Production Planning (PP);
 - n. Workforce Management (WFM) / Human Capital Management (HCM);
 - o. Archiving;
 - p. Business Intelligence (BI);
 - q. Defence Forces and Public Security (DFPS);
 - r. Real Estate (RE);
 - s. Mobile solution; and
 - t. Solution Manager.

In line with the direction of the GC and DND toward establishing two main Enterprise Resource Planning (ERP) systems, SAP and Peoplesoft, DND will continue to expand the SAP system to additional users and for additional business processes.

1.3DRMIS Centre of Excellence (COE)

DND has established a DRMIS DND Centre of Excellence (COE) for ongoing support and management of the DRMIS solution to meet Departmental objectives. The current vision is to structure the DRMIS DND COE into the following areas:

- a. Project Management;
- b. Solution Management;
- c. Business Transition Management;
- d. User Support;

- e. Delivery Management;
- f. Configuration Management;
- g. Functional Team;
- h. Development Team\;
- i. Security Team;
- j. Technical Team, and
- k. Initiative Management.

1. OVERVIEW OF REQUIREMENTS

1..1General

Integrated Support Services will be required in support of the DRMIS COE activities. These activities include support services operations, change and problem analysis, resolution and development, training materials development, training provision, business transition management (BTM) and new initiative analysis, development and implementation requirements for the following three scope categories:

- a. Steady State In-Service Support;
- b. Extensions of Existing Functionality; and
- c. Additional Work Requirements.

1..2Steady State In Service Support

Steady State in Service Support is defined as any activity required to maintain and to operate the DRMIS solution, both technical and functional, for existing DRMIS users and future users of the solution as it is expanded within the DND/CF. This includes change requests not significant enough to be deemed Extensions of Existing Functionality or Additional Work Requirements. Services under this scope category include, but are not limited to:

- a. provision of support to maintain DRMIS operations for all DRMIS users and locations;

-
- b. addressing all DRMIS Problem Reports (PRs) and Service Requests (SRs) from DRMIS users (examples of this include password resets, non-functioning DRMIS components and maintenance of master data);
 - c. analysis of DRMIS Change Requests (CRs) based on business priorities, development of system modifications to support CRs and introduction of DND approved changes into the DRMIS (an example of this would be establishment of an information exchange between the DRMIS and a new contracted industry partner providing outsourced management of a weapons platform and its associated data);
 - d. assessment of the impacts of prioritized changes in business processes supported by DRMIS, modification of DRMIS to support those business process changes and implementation and support of the DND approved changes (an example of this would be changes required to the DRMIS to support contracting out of steps of a business process);
 - e. analysis of any functional changes mandated for update in the DRMIS based on changes in GC legislation or central agency and DND/CF policies and directives, development of updates to support the mandated changes and implementation and support of the changes (an example of this would be a change of a tax rate);
 - f. assessment of requests from non-DRMIS users for potential system changes or enhancements to address additional DND business functionality, planning for any such changes approved by DND and implementation of these changes (an example of this could be to analyse a request to incorporate another organisation, such as Public Affairs, into DRMIS);
 - g. analysis of requirements associated with expansion of DRMIS to support such activities as stand up of a new organizational unit, assignment of CF to a new United Nations (UN) or North Atlantic Treaty Organisation (NATO) mission, development of any changes necessary to support such expansion and implementation and support of the expansion (examples of this would be creation of a new CF Command organisation or deployment of a CF unit to a new location anywhere in the world);
 - h. provision of support to analyse data migration requirements for legacy systems, to migrate data from legacy systems into DRMIS and to decommission those legacy systems (an example would be the migration of data from a small local Air Force system into the DRMIS);
 - i. development and maintenance of training materials for the DRMIS;
 - j. delivery of DRMIS training to DRMIS users as required;
 - k. integration of third party products into the DRMIS as procured by the GoC

I. professional services to support the upgrade and maintenance of DRMIS hardware, software and operating systems as required for continued operation of the system.

1.3 Extension of Existing Functionality

Extension of Existing Functionality is defined as any activity to update systems as technologies evolve, adding infrastructure as required and accommodating additional clients as required. This includes change requests too significant to be deemed Steady State In-Service Support work. Services under this scope category include, but are not limited to:

- a. analysis of DRMIS CRs based on business priorities where the change requested is too significant to be deemed In-Service Support, development of system modifications to support such CRs and introduction of DND approved changes into the DRMIS (an example of this would be a significant change imposed on a current business process);
- b. assessment of the impacts of prioritized significant changes in business processes supported by DRMIS, modification of DRMIS to support those business process changes and implementation and support of the DND approved changes (an example of this would be significant changes required to the DRMIS to support contracting out of steps of a business process);
- c. analysis of any significant functional changes mandated for update in the DRMIS based on changes in GC legislation or central agency and DND/CF policies and directives, development of updates to support the mandated changes and implementation and support of the changes (an example of this would be the mandate to use a new tool, such as the Salary Forecasting Tool);
- d. analysis of requirements associated with expansion of DRMIS to support such activities as stand up of a new organizational unit, assignment of CF to a new United Nations (UN) or North Atlantic Treaty Organisation (NATO) mission, development of any changes necessary to support such expansion and implementation and support of the expansion (examples of this would be creation of a new CF Command organisation or deployment of a CF unit to a new theatre of operations in support of a new NATO mandate);
- d. adaptation of the DRMIS to support current or future business processes for current non-DRMIS user communities considering migration to DRMIS, and provision of support to migrate those non-DRMIS user communities into DRMIS (an example would be the simulation of various DRMIS functionality at the Canadian Forces Warfare Centre (CFWC));
- e. analysis of any business direction to support extension of the DRMIS footprint to manage additional commodities, business processes or user groups;

f. provision of support to analyse data migration requirements for legacy systems, to migrate data from legacy systems into DRMIS and to decommission those legacy systems for all environments;

g. provision of support to advance the Assistant Deputy Minister (Information Management) (ADM(IM)) ERP Strategy for SAP in the DND/CF; and

h. development and delivery of DRMIS training as required to support Extensions of the DRMIS.

1.4 Additional Work Requirements

Additional Work Requirements are defined as any unforeseen requirements or system enhancements within the scope of the DRMIS portfolio that will require a significant resource effort to address. This could include change requests too significant to be deemed Steady State In-Service Support work or Extensions of Existing Functionality. Services under this scope category could include, but are not limited to, any of the services identified in sections 2.2 and 2.3 above.

1.5 Integrated Support Team (IST)

It is expected that the Contractor resources will be required to work with DND employees within an IST. The IST will provide the flexibility to adopt improved processes, to react quickly to mitigate risk, to increase efficiency, and to allow the transfer of knowledge between all parties. Team size must be optimized for efficiency in communications and coordination. The IST must incorporate the appropriate expertise to ensure an integrated approach to supporting DRMIS operations, continuing implementation of DRMIS and integrating DRMIS into the corporate IT framework as needed.

2.6 Security Requirements

The DRMIS processes classified information. As such, a contractor must be capable of operating within a classified environment.

2.7 Government Furnished Equipment

For the purposes of this Industry Engagement, components of the hardware and network solution for the DRMIS are Government furnished and provision of additional hardware and network components is out of scope.

ANNEX B**DRMIS INTEGRATED SUPPORT SERVICES
INDUSTRY ENGAGEMENT SCHEDULE
5th to 11th DECEMBER 2012****Location: 3500 Carling Avenue, Ottawa, ON****DAY 1 (Wednesday, 5 December 2012)**

Time	Event	Speaker
0830	Opening Remarks	PWGSC/DND
0845	Proposed Procurement Strategy for DRMIS Integrated Support Services	PWGSC Contracting Authority
0900	DRMIS Overview	DRMIS Project Director
1000	DRMIS Integrated Support Services Requirement	DRMIS Solution Manager
1030	Break	
1045	Questions and Answers	DRMIS/PWGSC
1200	Lunch	
1300	One on One with Industry 1	
1400	Internal Analysis 1	
1530	Close	

DAY 2 (Thursday, 6 December 2012)

Time	Event
0830	One on One with Industry 2
0930	Internal Analysis 2
1030	One on One with Industry 3
1130	Internal Analysis 3
1330	One on One with Industry 4
1430	Internal Analysis 4
1600	Close

DAY 3 (Friday, 7 December 2012)

Time	Event
0830	One on One with Industry 5
0930	Internal Analysis 5
1030	One on One with Industry 6
1130	Internal Analysis 6
1330	One on One with Industry 7
1430	Internal Analysis 7
1600	Close

DAY 4 (Monday, 10 December 2012)

Time	Event
0830	One on One with Industry 8
0930	Internal Analysis 8
1030	One on One with Industry 9
1130	Internal Analysis 9
1330	One on One with Industry 10
1430	Internal Analysis 10
1600	Close

DAY 5 (Tuesday, 11 December 2012)

Time	Event
0830	One on One with Industry 11
930	Internal Analysis 11
1030	One on One with Industry 12
1130	Internal Analysis 12
1330	One on One with Industry 13
1430	Internal Analysis 13
1600	Close

ANNEX C**DEFENCE RESOURCE MANAGEMENT INFORMATION SYSTEM (DRMIS)
INTEGRATED SUPPORT SERVICES****INDUSTRY ENGAGEMENT PROCESS****RULES OF ENGAGEMENT****(MANDATORY FORM TO PARTICIPANT)****W8474-12-BF65**

An overriding principle of the Industry Engagement is that it be conducted with the utmost fairness and equity between all parties. No one person or organization shall receive nor be perceived to have received any unusual or unfair advantage over the others.

All Crown documentation provided throughout the Industry Engagement process, which begins with the Industry Engagement session and concludes when an official RFP is published on the Government Electronic Tendering Service (MERX) ("Consultative Process"), will be provided to all participants who have agreed to and signed the Rules of Engagement ("Participant").

The Consultative Process will consist of an Information Session with Industry Meetings to clarify information provided during the Industry Engagement. A draft RFP may be posted to MERX for Industry comment prior to release of an official RFP.

Canada will not disclose proprietary or commercially sensitive information concerning a Participant to other Participants or third parties, except and only to the extent required by law.

TERMS AND CONDITIONS

The following terms and conditions apply to the Consultative Process. In order to encourage open dialogue, Participants agree to:

- Discuss their views concerning the DRMIS Support requirement and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions. Allow Canada to record and/or make notes during the one-on-one sessions, should clarification of information be required;
- NOT reveal or discuss any information to the MEDIA/NEWSPAPER regarding the DRMIS Support requirement during this Consultative Process. Any media questions will be directed to the PWGSC Media Relations Office at 819-956-2313;

- Direct enquiries and comments only to authorized representatives of Canada, as directed in notices given by the Contracting Authority from time to time. Any communication to unauthorized representatives of Canada may be subject to full disclosure by Canada on MERX;
- Canada is not obligated to issue any Request for Proposal (RFP), or to negotiate any Contract for DRMIS Integrated Support Services;
- If Canada does release a RFP, the terms and conditions of the RFP shall be subject to Canada's absolute discretion;
- Canada will not reimburse any person or entity for any cost incurred in participating in this Industry Consultative Process;
- All enquiries with regard to the procurement of DRMIS Support are to be directed to the Contracting Authority;
- Participation is not a mandatory requirement. Not participating in this Consultative Process will not preclude a bidder from submitting a proposal;
- A Final Draft RFP may be posted on MERX for Industry comment;
- Failure to agree to and to sign the Rules of Engagement will result in the exclusion from participation in the one-on-one meetings and review of the Final Draft RFP; and
- A dispute resolution process to manage impasses throughout this Industry Engagement Process shall be adhered to as follows:

Dispute Resolution Process

1. By informal discussion and good faith negotiation, each of the parties shall make all reasonable efforts to resolve any dispute, controversy or claim arising out of or in any way connected to this Industry Engagement.
2. Any dispute between parties of any nature arising out of or in connection with this Industry Engagement shall be resolved by the following process:
 - a. Any such dispute shall first be referred to the Participant's Representative and the PWGSC Manager managing the Industry Engagement. The parties will have three (3) business days in which to resolve the dispute;
 - b. In the event the representatives of the parties specified in Article 2.a. above are unable to resolve the dispute, it shall be referred to the Participant's Project Director and the PWGSC Senior Director of the Division responsible to manage the Industry Engagement. The parties will have three (3) business days to resolve the dispute;
 - c. In the event the representatives of the Parties specified in Article 2.b. above are unable to resolve the dispute, it shall be referred to the Participant's

Chief Executive Officer and the PWGSC Assistant Deputy minister, acquisitions Branch, who will have five (5) business days to resolve the dispute;

d. In the event the representatives of the Parties specified in Article 2.c. above are unable to resolve the dispute, it shall be referred to the Participant's President and the PWGSC Director General, who will have three (3) business days to resolve the dispute; and

e. In the event the representatives of the Parties specified in Article 2.d. above are unable to resolve the dispute, the Contracting Authority shall within five (5) business days render a written decision which decision shall include a detailed description of the dispute and the reasons supporting the Contracting Authority's decision. The Contracting Authority shall deliver a signed copy thereof to the Participant.

By signing this document, the individual represents that he/she has full authority to bind the company listed below and that the individual and the company agrees to be bound by all the terms and conditions contained herein.

Name of Company:

Name of Individual:

Telephone:

E-mail:

Signature:

Date:

IMPORTANT: COMPANIES INTERESTED IN PARTICIPATING IN THE DRMIS SUPPORT INDUSTRY ENGAGEMENT MUST AGREE UPON AND SIGN THIS MANDATORY FORM.

RECEIPT OF THIS SIGNED FORM VIA E-MAIL TO
Ricardo.Chincoli@tpsgc-pwgsc.gc.ca IS ACCEPTED.

PLEASE ADVISE IF ANY COMPANY REPRESENTATIVE REQUIRES SPECIAL VENUE ARRANGEMENTS FOR MEETING I.E. PERSON WITH SPECIAL NEEDS

ANNEX D

**DEPARTMENT OF NATIONAL
DEFENCE**

**INDUSTRY ENGAGEMENT
W8474-12-BF65**

**SPECIFIC AREAS FOR DISCUSSION
IN ONE-ON-ONE SESSIONS**

**DEFENCE RESOURCE MANAGEMENT
INFORMATION SYSTEM (DRMIS)
INTEGRATED SUPPORT SERVICES**

In line with the objectives outlined in this GETS Notice, as part of the Industry Engagement for the provision of DRMIS Integrated Support Services Canada aims to obtain specific feedback from industry representatives during the one-on-one sessions.

Specific areas of interest are as follows:

1. A discussion on the business model for integration and utilization of resources within a DND-managed Integrated Support Team. Overall goal is to obtain a relationship model for provision of Integrated Support Services for the DRMIS with clear sharing of responsibilities between DND and contractor's personnel (e.g. how are the resources incorporated and managed in a client organization, issue resolution, governance model).
2. A discussion on the delivery model for provision of Integrated Support Services for the DRMIS (e.g. alternatives to on-site delivery model).
3. A discussion of possible performance metrics and performance incentives associated with provision of Integrated Support Services for the DRMIS.
4. A discussion on methodologies for basis of payment alternatives in conjunction with resource utilization. Goal is to achieve optimization strategies during varying periods of activity associated with Integrated Support Services for DRMIS.
5. Proposals for potential evaluation criteria for consideration within an RFP for Integrated Support Services of this nature.