DRAFT STATEMENT OF REQUIREMENTS

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1 REQUIREMENT

Correctional Service of Canada (CSC) has a requirement to acquire a Commercial-Off-The-Shelf (COTS) system to support the delivery of Food Services to Federal Offenders within its various Institutions across Canada. The desired Food Services Information Management System (FSIMS) will provide inventory control, menu/recipe management, and production scheduling and control capabilities to CSC's institution. The system will also provide inventory management functionality to Institutional Services for the delivery of clothing and hygiene products to Offenders; and clothing to Staff Members. The System must deliver all of the mandatory requirements as detailed in this Statement of Requirements (SOR). Specifically, CSC requires:

1. Enterprise level COTS software;
2. COTS software licenses;
3. Professional services for implementation;
4. Training;
5. Documentation;
6. Maintenance and support; and
7. Professional Services for post-implementation enhancements.

CSC will be responsible for the deployment of the new COTS system once it has been piloted at English and French sites. The piloted FSIMS solution will be rolled out nationally over approximately 12 months. As such, COTS licences will be required from the contractor on an "as-and-when requested" basis throughout the deployment period.

2 BACKGROUND

2.1 Correctional Service of Canada Overview

CSC is an agency within the portfolio of Public Safety, which contributes to public safety through the custody and reintegration of offenders. CSC is responsible for administering court-imposed sentences for offenders sentenced to two years or more. This includes both the custodial and community supervision of offenders with Long-Term Supervised Offenders (LTSOs) orders. CSC is currently responsible for approximately 15,000 federal offenders.

The Agency has coast-to-coast presence and manages Institutions, Treatment Centres, Aboriginal Healing Lodges, Community Correctional Centres (CCC), and Parole Offices. Additionally, CSC has five (5) regional headquarters that provide management and administrative support and also serve as the delivery arm of CSC's programs and services. CSC also manages an Addictions Research Centre (ARC), a Correctional Management Learning Centre (CMLC), regional staff colleges (RSC) and national headquarters (NHQ).

The Technical Services Branch of CSC is composed of two separate functional areas; Food Services and Institutional Services. While the Food Services Information Management System (FSIMS) will be used primarily by Food Services, specific portions of FSIMS functionality, and more specifically the inventory management component, will also be used by Institutional Services to manage the distribution of non-food items to inmates and staff.

2.1.1 The Food Services Division of CSC

The Food Services Division provides food services and food-related activities to approximately 15,000 offenders in its care. Day-to-day Food Service activities include:

- Inventory Management;
- Menu and Recipe planning;
- Dietary Management; and
- Food Production Control and Scheduling.

Food Services are not currently managed by a national food and beverage system. There are several existing systems that currently manage some of the above activities but they vary from site-to-site in terms of their underlying technology and degree of functionality and reporting capability.

These legacy systems were designed, and continue to operate, as standalone technologies that are not integrated with CSC's Oracle-based Integrated Financial and Material Management System (IFMMS). As a result, the methods of operation and data collection with respect to inventory management, procurement, production control, and recipe & menu management are inconsistent and the measurement, analysis, and monitoring of the delivery of Food Services to institutions are not as efficient as CSC requires.

CSC manages 48 distinct Food Service Operations which provide a combination of food services through Central Feeding and Small Group Meal Preparation "units". See Appendix B for a detailed breakdown of Food Services by Region, Site (institution), and unit.

The procurement of food items is performed on a site-by-site basis using IFMMS. Each institution manages its own budget with all procurement transactions initiated and completed via IFMMS. For details regarding the procurement process, see Section 6.11.3.2 – *IFMMS Interface*.

2.1.2 The Institutional Services Division of CSC

The Institutional Services Division of CSC is responsible for the management of Inmate and Employee Clothing, Security Equipment, Occupational Clothing, Linens, Bedding and Personal Hygiene Products. It delivers these products and the related services to approximately 15,000 offenders and 8,700 correctional officers. Day-to-day Institutional Services activities include:

- Inventory Management;
- Automated Order replenishment; and
- Issuance of products to inmates and CSC officers.

These activities are not currently managed using a national system. There are several systems that do exist to manage some of the above activities but they vary from site-to-site in terms of their underlying technology and degree of capability and functionality.

Institutional Services Division manages 52 institutions and five (5) staff colleges in five (5) regions nationally. See Appendix B for a detailed breakdown of Institutional Services by Region, Site (institution) and unit.

3 PROJECT SCOPE

The Food Services Information Management System (FSIMS) is intended to allow CSC to realize the benefits associated with the standardization and rationalization of Food Services and Institutional Services nationally. The FSIMS project will standardize the software and related components in use and provide improved monitoring, reporting, integration, and consistency in its operations. As depicted in the diagram below, FSIMS will be comprised of three (3) main system components:

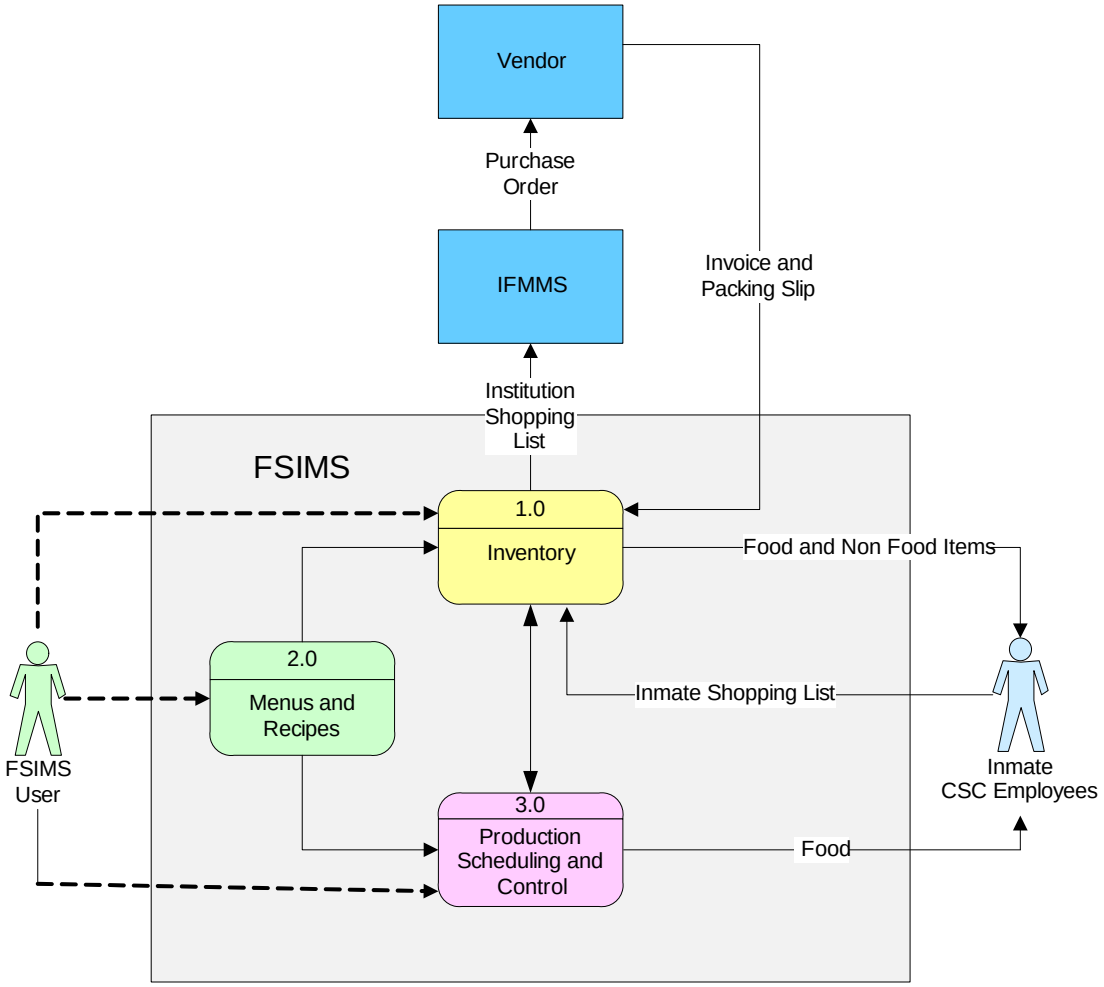

Figure 3-1 - System Components

CSC intends to acquire and implement a commercial-off-the-shelf (COTS) solution, which will be comprised of:

1. An **Inventory Component** to manage stock levels, ordering, and the receipt of food and the distribution of food-related and non food-related materials from inventory throughout CSC's Institutions;
2. A **Menu and Recipe Management Component** to catalogue the various menus and recipes across the nation and to bring efficiencies to the ordering and distribution of food and food-related material to CSC's institutions; and
3. A **Production Scheduling and Control Component** to allow Food services to schedule production of meals for each site, and thereby forecast the inventory required to produce the scheduled meals.

These three (3) components will integrate with each other and with CSC's Integrated Financial and Material Management System (IFMMS) to provide CSC with an improved and streamlined approach for the delivery of Food Services and Institutional Services to inmates under CSC's care.

4 PROJECT OBJECTIVES

The FSIMS project is intended to achieve the following objectives:

1. Improve efficiency in the delivery of Food Services and Institutional Services nation-wide by:
    a. Implementing consistent methods for the procurement and delivery of food-related and non food-related services.
    b. Improving consistency at a program level, thus increasing Food Services' ability to demonstrate compliance with nutritional and special diet requirements (e.g. religious) for inmates.
    c. Consolidating and standardizing Stock-Keeping Units (SKUs).
    d. Leveraging industry best practices through the purchase of a COTS product.
2. Implement a national information system to facilitate and report on the performance of Food and Institutional Services at the institutional and national level by:
    a. Providing a national system for all institutions that supports all of the required business functions locally, and a reporting structure that provides Regional and National "roll-up" reports.
    b. Integrating FSIMS with CSC's Integrated Financial and Material Management System (IFMMS).
3. Reduce the number of legacy systems that currently perform the delivery of services by:
    a. Replacing the various systems currently in use at the institutional level with a national information system which will standardize the form and nature of information throughout the organization.
    b. Eliminating some support-level applications that served several now-obsolete systems.

The System is intended to provide CSC with an automated and accurate method of managing the inventory of goods pertinent to nationwide inmate care. The following business outcomes are anticipated:

1. Cost savings of 5% to 10% as a result of rationalized inventory and procurement methods;
2. Accessibility of program level data to support the reporting and analysis of operations;
3. Consistent and rationalized method of procuring products; and
4. Consistent methods of inventory control (ordering, distribution, and inventory reporting) supporting the delivery of Food Services and Institutional Services.

5 ASSUMPTIONS AND CONSTRAINTS

Planning for the FSIMS project is based on the following assumptions:

1. Any resulting Contract would be awarded by July 1, 2013;
2. FSIMS components will be installed within CSC's IT facilities and leverage the existing IT infrastructure wherever possible (e.g. desktops, terminal services, networking, servers, facilities, shared services);
3. CSC will provide all of the necessary infrastructure and system software (e.g. operating software, DBMS, etc.);
4. FSIMS will be based on a centralized system architecture (e.g. servers will not be required within the regions or the institutions);
5. The Contractor will be responsible for the delivery of the COTS products into CSC's test environment and CSC will be responsible for establishing the Test, Training, and Production environments;
6. The Contractor will configure the system for the initial implementation. Configuration training will be provided by the Contractor to allow CSC to perform some configuration of the system for enhancements post project implementation;
7. CLF2 and Web 2.0 compliance are NOT required in that FSIMS is an internal CSC system and is not public facing; and
8. Data conversion from the existing food services systems and spreadsheets will be accomplished by conducting a physical inventory.

The FSIMS project will be constrained by the following:

1. The FSIMS is to be delivered to production pilot no later than nine (9) months after Contract award;
2. The COTS products being procured and implemented must comply with CSC's technical and security standards; and
3. FSIMS must be bilingual; English and Canadian French.

6 PROJECT REQUIREMENTS

6.1 Implementation Requirements

Under the direction of the CSC Project Sponsor, the Contractor must perform the following tasks:

1. Configure/customize and implement the COTS software into CSC's Test environment.
2. Ensure that a full and transparent transfer of knowledge to CSC's team to allow the CSC team to perform unassisted operational support once the software is in place.
3. Resolve COTS software-related issues or defects during CSC's testing activities.
4. Provide a heightened level of support during the deployment of COTS software to the pilot sites (English and French).

6.2 License Requirements

The Contractor must provide perpetual licences for the software. The total number of user licenses required is estimated at 350. CSC intends to acquire 50 user licenses at Contract award. The remaining user licenses will be procured on an "as-and-when-required" basis during the deployment of the solution to the various institutions.

6.3 Maintenance and Support Requirements

To support FSIMS, CSC will engage its National IT Service Desk to field calls for incidents reported by end users. If these calls cannot be resolved by the IT Service Desk, they will be escalated to CSC's COTS Support and Maintenance Team. Where necessary, these calls will be further escalated to the Contractor's Support Service hotline. The Contractor will provide telephone and/or on-line assistance for incident resolution. Additionally, it is the Contractor's responsibility to provide upgrades to maintain software version currency.

6.4 Training Requirements

CSC requires that the Contractor deliver the following four (4) categories of training to relevant CSC personnel to ensure that the requisite comfort and technical capability is present.

It should be noted that all of the training sessions provided by the Contractor will be subject to evaluation by the participants. Sign-off and acceptance of the Knowledge Transfer by the CSC Project Sponsor will be based on these evaluations.

Orientation Training

Upon project start-up, the Contractor must conduct orientation training on the Contractor's proposed products for up to twenty (20) CSC personnel who will be involved in the project. The intent of this product orientation training is to provide the team members with a good overview of the products and their functionality.

Course attendees will include CSC personnel responsible for product configuration, implementation and maintenance will attend this orientation, as well as project personnel who will be working on the initiative.

Train-the-Trainer Training

The Contractor must prepare end user training materials in support of a "train-the-trainer" strategy. The Contractor will train designated CSC trainers who will familiarize the end users with the product and its use. One (1) training seminar in English and one (1) in Canadian French (maximum twenty (20) participants) will take place in the National Capital Region (NCR).

The training components to be included are:

- Procurement
    - Manage Purchase Agreements (PAs);
- Inventory Management
    - Order/Replenish Goods
    - Receive Goods
    - Reject Goods
- Menu/Recipe Management
    - Create 28-Day Menu
    - Assign Recipes to Menus
    - Modify Menus
    - Create/Modify Recipes
- Production Scheduling and Control

Technical Team Training

The Contractor must provide training for CSC's Technical Team (maximum ten (10) participants) at CSC's Headquarters in Ottawa, Ontario, Canada, which is considered part of the NCR. The objective of this training will be to ensure that the Technical Team members have sufficient knowledge of the proposed system, and the expertise to configure, provide technical support, troubleshoot, and maintain the system; as well as perform of future modifications to the system, as needed.

This training seminar must be hands-on training in the use of the proposed software. CSC will provide the training facility in the NCR along with computer systems with the appropriate software installed for use by the participants during the training seminar.

System Administrator Training

One (1) training seminar in English or Canadian French will be provided for the System Administrators (maximum two (2) participants), who will be responsible for FSIMS administration. The intent is to allow the System Administrators to be as self-sufficient as possible. These seminars will take place in the NCR. The training components for the System Administrator are:

- manage and maintain accounts;
- set access privileges;
- reset passwords; and
- basic troubleshooting techniques.

Training Summary

The following table identifies the various vendor training components, the intended audience, number of trainee(s) and the projected duration for each type of training.

Type of Training	Audience	Number of Trainees	Language	Anticipated Duration
Orientation	All personnel involved in the project	15-20	English	1 days
Train-the-Trainer	CSC Trainers (RPO and TSWG)	15-20	English and Canadian French	5 days
Technical Team Training	CSC Technical Teams at NHQ	5-10	English	5 days
System Administrator	FSIMS Administration Officer	1-2	English and Canadian French	2 day

6.5 Documentation Requirements

To effectively support knowledge transfer to CSC, the Contractor will provide the following documentation:

- End user documentation (Canadian French and English) – to assist CSC personnel in the use of the software.
- System Administration Manual (English and Canadian French) – to assist the Administrator to create/modify user(s), passwords, privileges, etc.
- Training Material (English and Canadian French) – to assist in the training of CSC personnel
- Technical documentation (English only) – tutorials and documentation for system technical support, and troubleshooting.

6.6 Professional Services Requirements

CSC requires professional services from the Contractor for initial implementation of the software and for post implementation enhancements.

6.6.1 Implementation

The required resources will be acquired using Task Authorizations (TAs) on an "as-and-when requested" basis. The professional service resource categories required include:

1) Delivery Manager;
2) Application Technical Specialist;
3) Application / Interface Developer;
4) Report Writer; and
5) Trainer.

Examples of typical activities for each of these categories appear in Sections 6.6.1.1 to 6.6.1.5. The minimum qualifications requirements are identified in M1 to M8 of this Statement of Requirements. These sections are provided to assist the Contractor in developing their response to this solicitation. More specific and/or additional tasks and qualifications may be outlined in Task Authorizations (TA's) at time of issue.

6.6.1.1 Delivery Manager

Typical activities

The Delivery Manager may be engaged to:

- Manage the delivery of the COTS software from the Contractor to CSC;
- Manage and coordinate Contractor resources;
- Provision of regular updates to the FSIMS Project Manager to monitor and report on the progress of their assigned duties;
- Assist with the day-to-day activities of the implementation;
- Provide level of effort estimates for work required; and
- Conduct post-implementation follow-up and review.

6.6.1.2 Application Technical Specialist

Typical activities

The Application Technical Specialist may be engaged to:

- Set up and configure the software regarding (e.g. Server OS, Security (including networking), Desktop, ancillary systems); and,
- Provide technical expertise re: the Contractor's software.

6.6.1.3 Application / Interface Developer

Typical activities

The Application / Interfacing Developer may be engaged to:

- Configure or customize the COTS product to satisfy CSC's requirements;
- Develop interfaces from the Contractor's COTS product to CSC's systems; and,
- Provide expertise with conventional interfacing methods including ETL, XML, and API's.

6.6.1.4 Report Writer

Typical activities

The Report Writer may be engaged to:

- Design, configure/develop, test and provide implementation assistance to FSIMS specialized reports; and,
- Provide technical assistance and training in regard to the configuration and/or development of business and technical reports.

6.6.1.5 Trainer

Typical activities

The Trainer may be engaged to:

- Develop end user training materials in support of a "train-the-trainer" approach;
- Train CSC staff (note that payment for training CSC staff will be made on a "per course" basis); and,
- Mentor CSC staff in "train-the-trainer" methods.

The following table provides CSC's implementation level of effort estimate for each resource category. These are rough order of magnitude estimates, and are being provided to assist in pricing of professional services.

Resource Category	**Average Estimated Yearly Level of Effort (Work Days)**
Delivery Manager	100
Application Technical Specialist	100
Application / Interface Developer	150
Report Writer	90

Table 2 – Implementation Level of Effort Estimates

6.6.2 Post Implementation

Professional Services may be required from the Contractor to support CSC with minor system maintenance and/or enhancements, and major system releases post-implementation and during the option years of the Contract (if exercised).

The following average yearly "level of effort" estimates are being provided to allow contractors to effectively price these professional services in their Financial Bid. CSC views these as optional services that may or may not be used.

Resource Category	**Average Estimated Yearly Level of Effort (Work Days)**
Delivery Manager	15
Application Technical Specialist	10
Application / Interface Developer	20
Report Writer	10

Table 3 – Post Implementation Level of Effort Estimates

6.7 Technical Environment Requirements

The software must integrate with CSC's existing hardware and software in order to achieve CSC's intended business outcomes. Therefore, these elements of CSC's technical environment are considered to be the critical factors for the software's compatibility with the CSC IT infrastructure and are described in Appendix 'C' – CSC Technical Environment attached hereto.

To fulfill the objectives of the FSIMS Project, CSC will provide the following technical elements:

1. An isolated and physically secure network infrastructure for workstation terminals at each of the institutions to the Solution's data centre at National Headquarters;
2. All hardware elements of the Solution's data centre including, but not limited to: server systems, required power, racking, appliances, HVAC, LAN/WAN, cabling, and backup and restore facilities;
3. The requisite hardware elements for all Solution workstation terminals, including standard PC peripherals (e.g. mouse, keyboard, monitor, etc.); and,
4. The firmware and software required to meet the current profile defined in Appendix 'C' – *CSC Technical Environment* and updates to such elements as necessary to remain current with revisions and upgrades to the CSC Technical Infrastructure profile (e.g. software licences, drivers, operating systems, application suites, and programs).

6.8 Official Languages Requirement

FSIMS must comply with CSC's obligations to respect the spirit and the letter of the Official Languages Act. The Contractor's resources must be fluent in English and "Train the Trainer" and "System Administrator" training must be provided in both official languages (English and Canadian French), both verbally and in writing.

Bilingual requirements for the Solution have been outlined in Section 6.11.3.1 – *Bilingualism*.

Bilingual requirements for the knowledge transfer elements of the Solution appear within Section 6.4 – *Training* and 6.5 – *Documentation* of this SOR.

6.9 Location of Work

Work locations for the project are as follows:

- Much of the planning, management, and oversight activities requiring Contractor involvement will be performed using teleconference and web-based conference tools, in consultation with affected CSC parties;
- The requirements definition and discovery activities will take place with CSC Technical Services/Information Management Systems (IMS) personnel in the NCR;
- System configuration and development activities will be conducted at the Contractor's site;
- Installation, configuration, implementation, and testing activities requiring access to the CSC Technical Infrastructure will take place in NCR;

- Contractor-based training will occur in the NCR; and,
- Deployment efforts at various institutions and sites throughout the nation will be conducted by CSC technical staff.

6.10 Project Management Requirements

6.10.1 Project Governance

The FSIMS project will be governed via a Project Steering Committee which, in turn, reports to a Project Executive Committee.

The governance of this project will be directed by the CSC Project Executive. The Project Executive will keep the Project Steering Committee abreast of the Project's status and progress on an ongoing basis using timings and a reporting structure as defined in the Project Initiation stage. In turn, the CSC FSIMS Project Manager, working closely with the Contractor's Delivery Manager and the FSIMS Project Sponsor, will keep the Project Executive abreast of the project's status and progress on an ongoing basis.

Quarterly Contract meetings will be conducted to ensure that the project is being executed in accordance with the Contract. Monthly management meetings will be conducted to ensure that the project is advancing as planned and regularly scheduled team meetings will be conducted, as required, to ensure that all members of the team are delivering in accordance with planned project activities and tasks.

6.10.2 Project Team

Figure 6-1 depicts the anticipated Integrated Project Team (IPT) that will be established post contract award. The IPT will include the COTS Solution Provider, CSC's Technical Services Team, CSC's Financial Services Team, and the CSC's Information Management Services (IMS) Team.

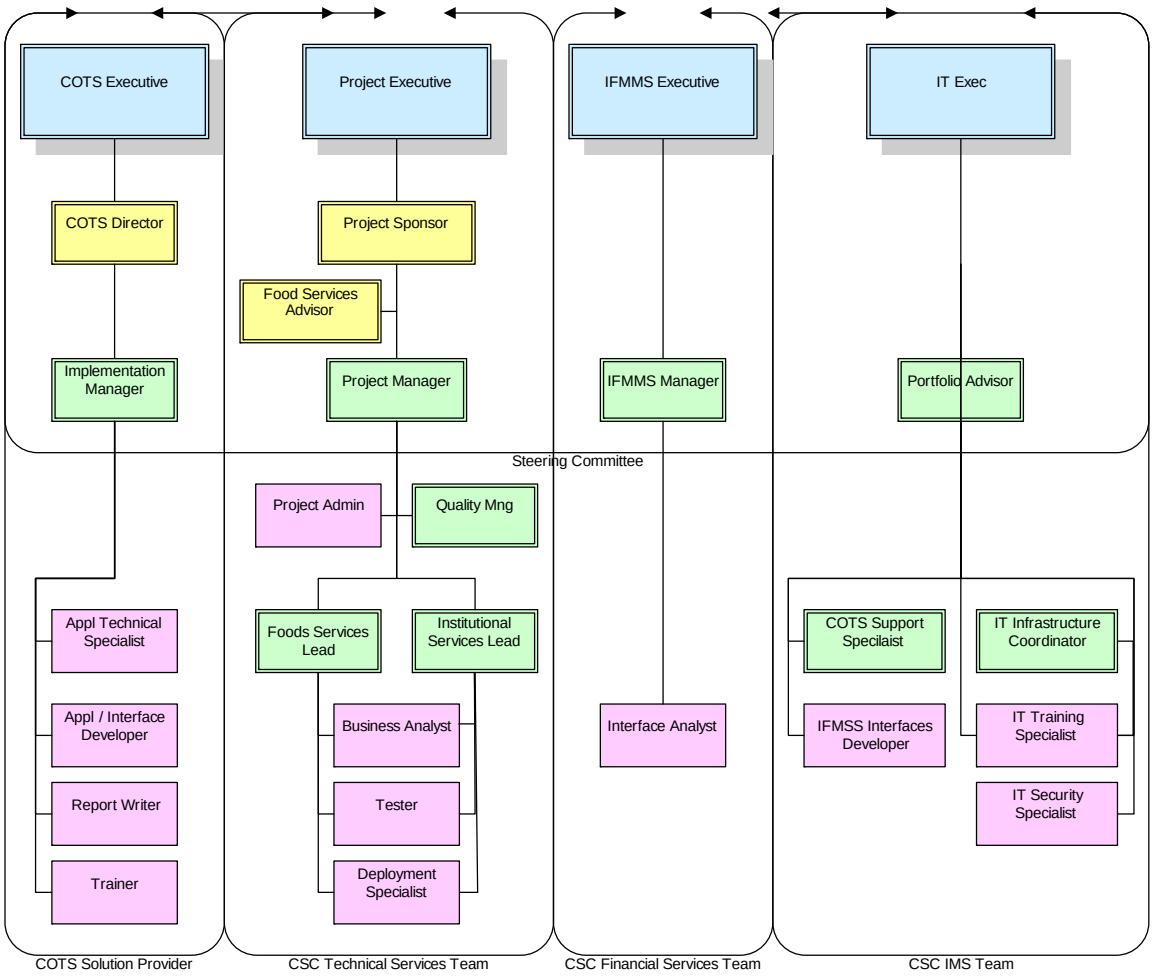

Figure 6-1 - Project Team

6.10.2.1 Contractor Responsibilities

The Contractor will assign to the project a Delivery Manager who will be the focal point for all project-related work with CSC. The Delivery Manager will work closely with the CSC PM to coordinate all Contractor activities and deliverables, and will act on behalf of the Contractor regarding any issue resolution, change management, project timeline management, and other delivery matters.

To ensure that CSC's project team has the familiarity and specific knowledge of the Contractor's COTS software product, the Contractor will provide "train-the-trainer" and "on-the-job" instruction to identified CSC personnel who will then act as trainers for the rest of the project team members. The Contractor will also prepare End User training material and guides (see Section 6.4 – *Training*).

6.10.2.2 CSC Technical Services Responsibilities

CSC's Technical Services Team is responsible for the definition of project requirements and testing of the software to ensure that the requirements are satisfied. Once accepted by the Project Sponsor, Deployment Specialists with the CSC Technical Services Team will deploy the system nationally to CSC's correctional institutions. The CSC Project Manager (PM) is responsible for the overall management of the FSIMS project. The PM will liaise with CSC stakeholders and the COTS solution provider. The PM will be tasked with the management of the project integration, scope, timelines, costs, quality, personnel, and risks.

6.10.2.3 CSC Financial Services Responsibilities

The CSC Financial Services Team is responsible for enhancing CSC's financial services, processes, and systems to align with the new FSIMS solution. More specifically, the Interface Analyst is responsible for defining the interface requirements, and testing the FSIMS/IFMMS interface to ensure that these requirements have been satisfied.

6.10.2.4 CSC Information Management Services (IMS) Responsibilities

The CSC IMS team is responsible for the delivery of the IT infrastructure for the project and support of the COTS software in a production environment. An IFMMS interface developer will develop the interface between IFMMS and the new FSIMS solution. An IT Training Specialist will be assigned to ensure that training to the CSC end users is comprehensive and effective and an IT security specialist will ensure that the new FSIMS solution complies with CSC's security requirements through Certification and Accreditation (C&A) activities.

6.10.3 Project Acceptance of Document Deliverables

Documented project deliverables, as defined in Table 3 - *Project Deliverables*, are subject to acceptance by a CSC Project Authority. This acceptance/approval process will be managed as follows:

- The Project Management Plan deliverable contains a Review / Accountable / Consult / Inform (RACI) chart that identify a single individual within CSC that is accountable for the acceptance / approval for all deliverables. This plan will be reviewed by the Contractor during the planning phase of the project;
- Deliverables will be forwarded to the PM for approval. They will be accompanied by a Request for Review and Approval form;
- The PM will have up to ten (10) working days from date of receipt, unless otherwise specified and agreed upon by both the Contractor and CSC, to obtain acceptance or rejection from the Project Authority for a given project deliverable; and

- If the project deliverable is rejected, the PM (or designate) will document the reason for rejection and will return the deliverable to the Contractor for correction and update.

Once a documented project deliverable is signed off by CSC, it will be considered accepted. Once accepted, deliverables will be baselined and any future modifications will be subject to a defined Change Request process.

6.10.4 Project Acceptance of Software Deliverables

Software deliverables defined in Table 3 - *Project Deliverables*, will be subject to CSC acceptance testing to ensure that they satisfy CSC's requirements prior to acceptance and payment for the Initial Requirement. A User Acceptance Test (UAT) Plan will be developed that details the acceptance tests and the associated acceptance criteria, prior to the start of UAT. These acceptance criteria will be based on:

- The completion of user validation or functional testing;
- The completion of user acceptance or operational testing in both English and Canadian French;
- The completion of integration testing for the inventory hardware;
- The acceptance criteria defined for Bilingualism, the IFMMS interface, and Inventory Management is defined in Section 6.11.3 of this SOR;
- The completion of performance and security testing;
- The resolution of testing defects by the Contractor to an "acceptable" level based on the number and severity of the defects. The acceptable level of defects will be agreed upon by CSC and the Contractor; and will constitute the acceptance criteria for the software.

The software will not be deployed to the production pilot until it has been accepted by the CSC Project Authority.

6.10.5 Project Change Procedures

Changes to the FSIMS project will be governed by the FSIMS Project Change Management process. The implementation of changes to the CSC IT operational environments will be governed by the CSC in-house Change and Release Management Process, which would include the implementation of the FSIMS system.

6.11 Project Implementation Requirements

This section provides a framework for the work that will be done by the Contractor to implement the COTS product within CSC post Contract award.

6.11.1 Implementation Phases

Implementation of FSIMS will be organized into distinct phases as depicted in the following diagram:

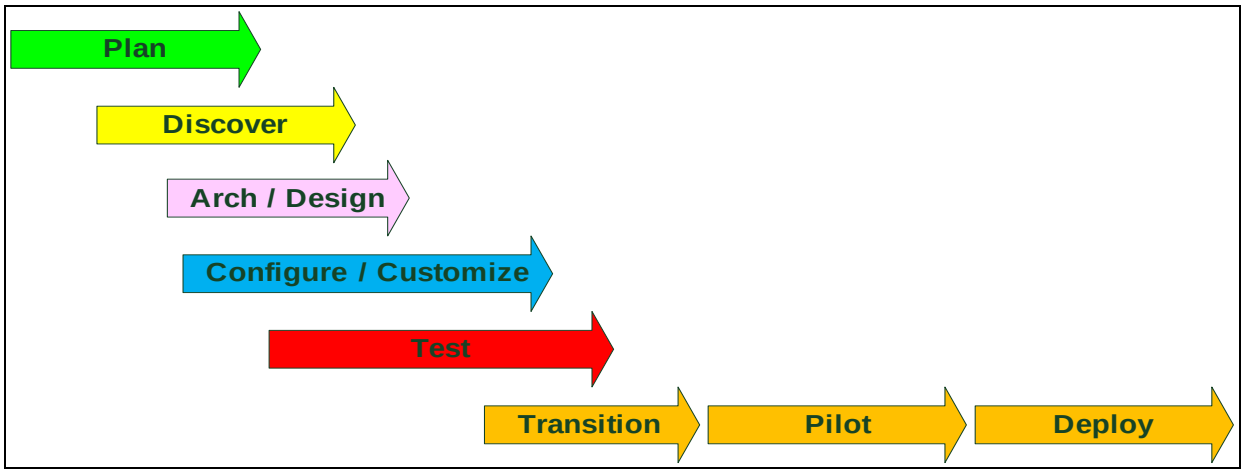

Figure 6-2 - Project Implementation Phases

Note the overlap between the Plan, Discover, and Configure/Customize phases. Activities within each of these phases may be performed in parallel to expedite the implementation timeline. Piloting in English and Canadian French sites can only start upon completion of software testing. Deployment to all CSC institutions nationally can only be started once the pilot phase is complete and when the software and related business process have been fine-tuned and are ready for national deployment. Also note that this is only a high level framework for COTS implementation. The Contractor's COTS development methodology will be blended with this framework when integrated project planning is performed during the Plan phase.

6.11.1.1 Plan

The goal of this phase is to develop a planning foundation to ensure that the project starts accordingly. The major Contractor activities during the Plan phase include, but are not limited to:

- Participating in a project implementation kickoff;
- Providing orientation training to key CSC stakeholders to ensure they have the ability to make informed decisions;
- Participating in the review and update of the quality assurance, training, deployment, security, support strategies and plans;

- Working with the CSC Project Manager to update the Project Management Plan; and,
- Finalizing the Contractor's project work plan and integrating it into the overall integrated project plan.

6.11.1.2 Discover

The goal of this phase is to discover how the Contractor's COTS product can be best leveraged for CSC business processes. Discovery sessions will identify any changes required to the software to accommodate CSC's business process, any changes required to CSC business processes to leverage the capabilities of the COTS software, and industry best practices. An objective of the Discover Phase is to leverage existing COTS functionality to minimize the amount of customization required to support CSC's business processes. The major Contractor activities of the Discover phase include, but are not limited to:

- Participating in a site visit to become familiarized with CSC's Food Services and Institutional Services operating environments; and,
- Participating in discovery workshops to map the capabilities of the COTS solution to CSC's business processes. Discovery sessions will be required for:
    - Inventory management;
    - Menu and recipe management;
    - Production scheduling and control;
    - IFMMS integration;
    - Hardware integration; and,
    - IT Infrastructure;

The primary output of the Discover phase is a Gap Analysis Report that details system and business process changes that are required. Detailed functional, data, and non-functional requirements are also developed during the Discover phase.

6.11.1.3 Architecture/Design

The goal of the Architecture/Design phase is to update the Contractor architecture and design documentation based on the findings of the Discover phase, and to develop design documentation for the IFMMS interface and inventory hardware integration. The major Contractor activities of the Architecture/Design phase include, but are not limited to:

- Updating the Solution Architecture and System Design Specification (SDS), describing the various components of the System to be delivered and how they integrate with each other;
- Joint development of the IFMMS interface design; and,
- Joint development of the inventory hardware design.

6.11.1.4 Configure/Customize

The goal of the Configure/Customize phase is to make the required changes to the selected COTS product to meet CSC's requirements. The Contractor activities of the Configure/Customization phase include, but are not limited to, implementing changes to the COTS product to:

- Satisfy CSC's requirements;
- Integrate with CSC's IFMMS system;
- Integrate into CSC's Technical Environment; and
- Integrate with CSC-provided inventory scanners and barcode printers.

6.11.1.5 Test

The goal of the Test phase is to ensure that the COTS product is of high quality and meets CSC requirements. The major Contractor activities of the Test phase include:

- Installing the system in CSC's test environment;
- Supporting user validation or functional testing;
- Support user acceptance or operational testing in both English and Canadian French;
- Supporting integration testing for the IFMMS interface and the inventory hardware;
- Supporting infrastructure, performance, and security testing; and,
- Resolving test defects.

6.11.1.6 Transition

The goal of this phase is to prepare the new system for deployment to the pilot site(s), train CSC personnel, and transition the project to operations and support. The major Contractor activities of the Transition phase include:

- Training CSC Trainers, System Administrators, and CSC Support Staff as per Section 6.4 of the SOR;
- Updating operating documentation for the system and delivering the final versions of all project documentation;
- Participating in an operations readiness review; and,
- Participating in the" Go Live" meeting;

6.11.1.7 Pilot

The goal of this phase is to stabilize the system and ensure that it is operationally ready for national deployment. The major contractor activity in the Pilot phase includes, but is not limited to, providing a heightened level of support for the system through the pilot period.

6.11.1.8 Deploy

The goal of this phase is to deploy the new system nationally to all CSC institutions. Deployment is a CSC responsibility and will be conducted by CSC trainers and staff. The Contactor must provide maintenance and support of the software through this deployment phase.

6.11.2 Implementation Deliverables

The deliverables associated with the Implementation phase of the project are listed below. These are provided in sequence based on the Implementation of the project phases.

Implementation Phase	Deliverable	Prime	Type
Plan	Application Software – Out of the box	Contractor	Software
	Project Management Plan (PMP)	CSC	Document
	Integrated Project Plan (IPP)	Joint	MS Project
	QA Strategy / Plan	CSC	Document
	Training Strategy / Plan	CSC	Document
	Deployment Strategy / Plan	CSC	Document
	Support Strategy / Plan	CSC	Document
	Configuration Management Plan	Joint	Document
	Threat Risk Assessment	CSC	Document
	Security Test and Evaluation Plan	CSC	Document
Discover	Gap Analysis	Joint	Document
	Detailed Requirements	CSC	Document
Architecture Design	Solution Architecture	Contractor	Document
	System Design Specification (SDS)	Contractor	Document
	IFMMS Interface Design	Joint	Document
	Inventory Hardware Integration Design	Joint	Document
Configure / Customize	Development Environment	CSC	Infrastructure
	Test Requirements and Cases	CSC	Document
	Application Software – Configured / Customized	Contractor	Software
Test	Test Environments	CSC	Infrastructure
	Test Requirements and Cases	CSC	Document
	IT Security Review	CSC	Document

Implementation Phase	Deliverable	Prime	Type
	Vulnerability Assessment Report	CSC	Document
	Certification & Accreditation Report	CSC	Document
	Application Software – Tested	Contractor	Software
Transition	Training Environment	CSC	Infrastructure
	Training Materials	Contractor	Document
	Operating Documentation	Contractor	Document
Pilot	Production Environment	CSC	Infrastructure
	Application Software – Supported	Contractor	Software

Table 3 – Project Deliverables

Primacy for the deliverables is as follows:

- Deliverables identified as CSC primed will be delivered by CSC, and are listed to provide context with respect to Contractor deliverables;
- Contractor deliverables must be delivered by the contractor; and
- Joint deliverables will be developed jointly by CSC and the Contractor to ensure complete understanding and alignment.

Deliverable types are as follows:

- Software deliverables relate to the delivery of the application software at key milestones during the implementation phase:
    - Out of the box software is required at contract award;
    - Configured/ customized software is required at the end of the configuration / customization phase to start testing of the application; and
    - Accepted software is required at the completion of the testing phase for the commencement of the production pilot phase.
- Document deliverables are project deliverables that are document based. CSC will conduct review and approval of all Contractor document deliverables as per section 6.10.3 above;
- MS Project will be used for the Integrated Project Plan (IPP); and
- Infrastructure deliverables will be provided by CSC to provide an IT infrastructure for the Contractors COTS software.

6.11.3 Acceptance of Configured/Customized Application Software

Acceptance of the Initial Requirement will not be made until the Software Deliverables have met the requirements of a User Acceptance Test, as per Section 6.10.4 of the SOR, entitled “Project Acceptance of Software Deliverables”. CSC anticipates that three (3) key areas, as identified in the following subsections, will require configuration/customization to fulfill the delivery of a complete FSIMS solution. The acceptance criteria for each of these are defined in the following sub-sections.

6.11.3.1 Bilingualism

Where the FSIMS solution is available in *only one of Canada's official languages* at contract award, but the capability exists to add another language, the Contractor will have six (6) months from the date of contract award to be fully compliant with Canada's Official Languages Act and deliver a solution in English and Canadian French.

Acceptance criteria for the bilingual system include:

- Using a single version of the software which supports both English and Canadian French;
- Capturing English and Canadian French descriptions for inventory items, ingredients, recipes and menus;
- Including the entire Graphical User Interface (GUI) must provide all of the same functionality in both English and Canadian French, including but not limited to:
  1. Screen Titles;
  2. Screen Labels;
  3. Online Help;
  4. Pull-down Lists;
  5. Error Messages;
  6. Search Capability;
  7. Database Storage;
  8. Screen Tool Bars; and
  9. Action Buttons.

6.11.3.2 IFMMS Interface

The primary application interface for FSIMS will be CSC's Oracle Financials-based Integrated Financial and Material Management System (IFMMS) as depicted below. The diagram is intended to provide the anticipated flow of information between these applications.

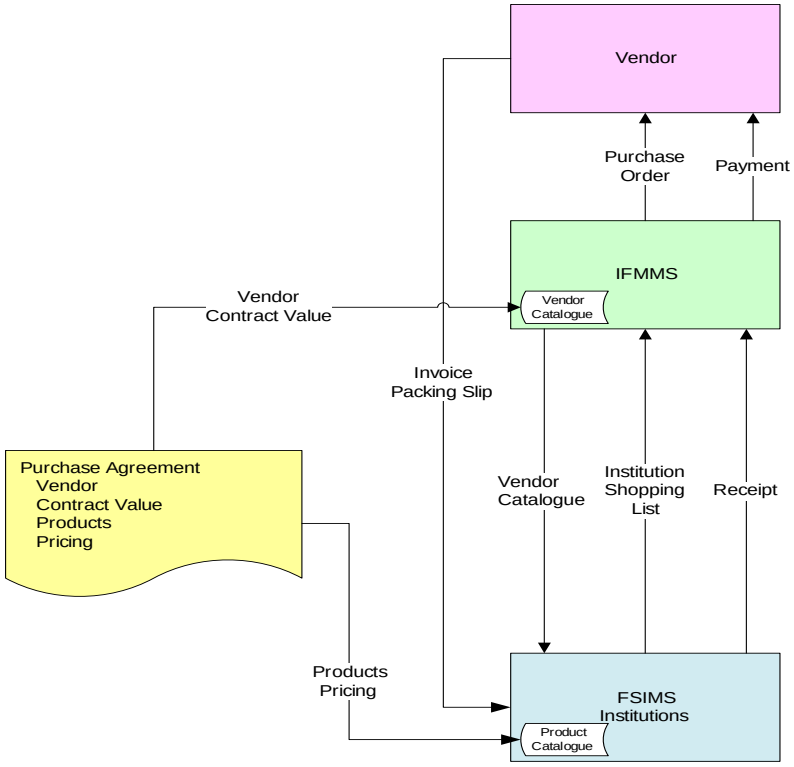

Figure 6-3 - IFMMS Interface

Food and non-food items are currently supplied by a multitude of vendors and each institution purchases its own items locally, in a decentralized manner. The procurement of food and non-food related products can be accomplished through any of the following list of defined Purchase Agreements (PA):

- Standing Offing Agreement (SOA) - An SOA is the most common and has clearly defined items and set prices that have been pre-negotiated with vendors by PWGSC.
- Local Purchase Order (LPO) – An LPO is the second most common and is an agreement to order from an authorised vendor with the order not exceeding an authorized purchase amount.
- Government of Canada Acquisition (GAC) - Finally the third most common procurement method is by GAC Card.
- Special Supply Arrangements (SSAs) - An SSA operates in exactly the same manner as a Standing Offer, except it is with an internal government supplier, specifically CORCAN.

Purchase Agreements identify a Vendor, Contract Value, Products and Pricing. Vendor and Contract Value information is currently stored in IFMMS; and it is anticipated that Product and Pricing information will be stored in FSIMS. When purchases are made against a PA, a shopping list will be created in FSIMS and forwarded to IFMMS for approval.

Acceptance criteria for the IFMMS Interface include:

- Interfacing with CSC's Enterprise Financial System;
- Supporting the import of vendor and contract information from CSC's Enterprise Financial System;
- Supporting the pricing of products;
- Forwarding a Shopping List to CSC's Enterprise Financial System;
- Accepting Purchase Order Numbers from CSC's Enterprise Financial System;
- Generating and forwarding a 'receipt notification' to CSC's Enterprise Financial System;
- Forwarding an Invoice Number(s) to CSC's Enterprise Financial System; and
- Accepting a Receipt Number and Invoice Number from CSC's Enterprise Financial System.

6.11.3.3 Inventory Management

While most of the inventory management requirements should be available within the core resident software product, CSC has some unique requirements related to managing inventory and assigning nutrient values to food items.

Acceptance criteria for Inventory Management include:

- Allowing users to transfer inventory items between institutions;
- Allowing users to import the Canadian Nutrient File from the Health Canada website at: http://www.hc-sc.gc.ca/fn-an/nutrition/fiche-nutri-data/cnf_downloads-telechargement_fcen-eng.php; and
- Storing and displaying all units of measure using the metric system.

Final acceptance of configured/customized application software will only occur once the complete solution, including the three components identified above, have been delivered and fully tested by CSC.

6.11.4 Implementation Task Authorizations (TA's)

Task Authorization's (TA's) will be issued to define and authorize specific deliverables and activities to be completed by the Contractor in the phase for which it is issued (i.e., Plan, Discover, Architecture Design, etc.).

The first TA for the Planning Phase will be issued immediately after contract award. During this phase, a detailed Integrated Project Plan (IPP) that defines work activities and tasks for all CSC and Contractor deliverables within the project will be developed jointly. Acceptance criteria will also be established for all deliverables where the Contractor is identified as the "Prime".

TA's will be drafted by the CSC Project Manager and will include all deliverables required within a particular implementation phase, along with a high level work breakdown of the activities and tasks required by the Contractor to complete the deliverables as per the IPP. The Contractor will review and update the draft TA's to provide a detailed work breakdown for the TA of all required Contract work and a level of effort estimate for all resources completing the deliverables and/or activities. The updated TA will then be reviewed and approved by the Project Sponsor prior to the commencement of any work being performed.

TA's will be issued as Task Authorizations with a Maximum Price as per section 7.8 (d) of the RFP. The maximum price will be determined by multiplying the approved level of effort estimates for each resource identified in the TA with the ceiling per diem rates for the resource provided in Table 5 of the RFP. Note that each Contractor deliverable within a TA must also be approved by the Project Sponsor as per Section 6.10.3 of this SOR before it is considered as complete. Approval of the deliverables will be based on the acceptance criteria establish in the Planning Phase of Implementation.

6.11.5 Implementation Timeline

The high-level planned implementation timeline for FSIMS, based on an anticipated contract award date of July 1st 2013, is depicted below.

ID	Task Name	Duration	Start	Finish
628	Contract Award	0 days	13-07-01	13-07-01
629	**Implementation (Gate 4)**	**533 days**	**13-03-04**	**15-03-31**
630	**Phase I - Inv, Recipe, Menu, Prod**	**458 days**	**13-06-17**	**15-03-31**
631	**Plan**	**49 days**	**13-06-17**	**13-08-22**
695	**Discover**	**54 days**	**13-07-15**	**13-09-26**
730	**Architecture / Design**	**39 days**	**13-08-26**	**13-10-17**
748	**Configure / Customize**	**90 days**	**13-08-12**	**13-12-13**
773	**QA / Test**	**131 days**	**13-09-09**	**14-03-21**
799	**Transition**	**108 days**	**13-10-18**	**14-04-01**
831	Production Cutover	0 days	14-04-01	14-04-01
832	**Production Pilot**	**40 days**	**14-04-01**	**14-05-26**
835	**Production Deployment**	**219 days**	**14-05-29**	**15-03-31**
837	Deployment Complete	0 days	15-03-31	15-03-31

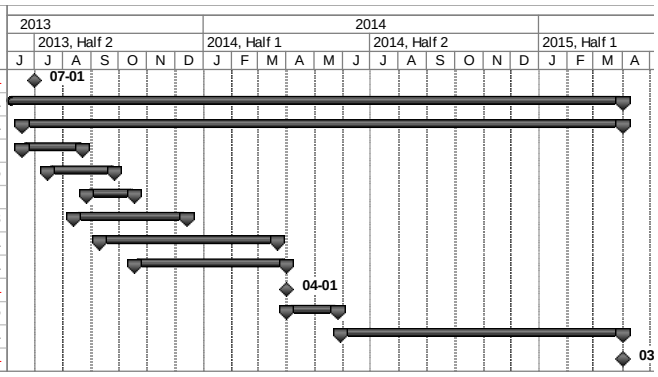

Figure 6-4 - Implementation Timeline

Note that the overall planned implementation timeline is nine (9) months between contract award and production cutover.

7 MANDATORY REQUIREMENTS

7.1 Professional Services Requirements

#	MANDATORY REQUIREMENTS
M1	The Delivery Manager must have five (5) years of demonstrated experience in: • Delivering COTS software solutions • Using system development lifecycle(s) • Developing project plans, and • Managing software developments teams
M2	The Delivery Manager must have two (2) years of experience within the last five (5) years delivering COTS solutions within the food services industry as demonstrated through reference projects
M3	The Application Technical Specialist must have five (5) years of demonstrated experience architecting, designing, configuring, and implementing COTS applications as demonstrated through reference projects
M4	The Application Technical Specialist must have two (2) years of experience within the last Five (5) years implementing the proposed solution as demonstrated through reference projects
M5	Application/Interface Developer must have five (5) years of demonstrated experience in configuring or customizing COTS applications.
M6	Application/Interface Developer must have three (3) years of experience developing interfaces as demonstrated through reference projects
M7	Report Writer must have five (5) years of demonstrated experience developing reports
M8	Trainer must have five (5) years of demonstrated experience developing training material and providing training to user

7.2 Non-Functional Requirements

This table defines the mandatory Non-Functional requirements that reflect the capabilities that users need to facilitate the management and control of the services delivered at CSCs' institutions. All of the mandatory requirements identified in this section are required at contract award and may be verified through Proof of Proposal (POP) testing.

#	MANDATORY REQUIREMENTS
7.2.1 General	
M9	The FSIMS solution must include the functionality to allow users to search inventory, menus and recipes and production schedules.
M10	The FSIMS solution must provide online help
M11	The FSIMS solution must provide system audit capabilities and logs.
7.2.2 Security	
M12	The FSIMS solution must include account and privilege management functionalities that support standards-based, secure, password-based authentication as well as the functionality to record events such as authentication and authorization failures.
M13	The FSIMS solution must deliver Role Based Access Controls (RBAC) that support: 1. Role assignment – A user can exercise a permission only if the user has been assigned a role, 2. Role authorization – A user can only take on roles for which they are authorized, 3. Permission authorization – A user can only exercise permissions for which they are authorized, 4. Management of roles, groups and users such that roles can be defined, roles can be added to/removed from groups, and users can be added to/removed from groups.

7.3 Functional Requirements

This table defines the mandatory Functional requirements that reflect the capabilities that users need to facilitate the management and control of the services delivered at CSCs' institutions. All of the mandatory requirements identified in this section are required at bid closing and may be verified through Proof of Proposal (POP) testing.

#	MANDATORY REQUIREMENTS
7.3.1 Inventory Management	
M14	The FSIMS solution must allow users to create, modify (edit, de-activate) and view inventory item information.
M15	The FSIMS solution must provide the ability for users to view/track inventory at multiple levels (e.g. institutional, regional, national)
M17	The FSIMS solution must include the functionality to generate/assign a unique identifier (SKU) for each inventory item.
M18	The FSIMS solution must allow users to print barcode labels that include SKUs
M19	The FSIMS solution must allow users to set inventory reorder thresholds.
M20	The FSIMS solution must allow users to generate a Shopping List based on inventory reorder thresholds.
M21	The FSIMS solution must allow users to adjust Shopping Lists
M22	The FSIMS solution must allow users to receive goods into inventory.
M23	The FSIMS solution must allow users to verify/adjust received goods.
M24	The FSIMS solution must allow users to distribute goods.
M25	The FSIMS solution must allow users to conduct a physical inventory by auditing, commenting, freezing and reporting on the inventory.
7.3.2 Menu and Recipe Management	
Information/Note: Menus are developed based on approved recipes from the National Recipe Database (NRD). The defined menu cycle is currently set at 28 days (4 weeks). That is, a menu is developed for each of the 28 meal days, and repeated over the subsequent 28 day cycle. This type of delivery facilitates the planning and replenishment of ingredients.	
M26	The FSIMS solution must support a centralized Menu Database and allow users to create, edit, view and de-activate menus.
M27	The FSIMS solution must include the functionality to calculate the cost of a meal, a meal day, and a menu cycle. This includes recalculating the cost when modifications are made.
M28	The FSIMS solution must allow users to create and update menu cycles, meal days, and meals for a user-defined number of weeks.
M29	The FSIMS solution must allow users to assign multiple meals to a given meal day based on special dietary needs (e.g., vegetarian, religious, therapeutic, etc.)

#	MANDATORY REQUIREMENTS
M30	The FSIMS solution must allow users to create, modify or de-activate recipes in a centralized recipe database.
M31	The FSIMS solution must allow users to assign recipes to a menu.
M32	The FSIMS solution must include the functionality to calculate the cost of a recipe. This includes recalculating the cost of modified recipes.
M33	The FSIMS solution must allow users to create, view and edit recipe ingredients.
M34	The FSIMS solution must allow users to link nutritional values to recipe ingredients.
M35	The FSIMS solution must include the functionality to conduct nutritional analysis for inmates, menu cycle, meal days, meals, recipes and ingredients.
7.3.3 Production Scheduling and Control	
M36	The FSIMS solution must allow users to create, view, modify and print the production schedule.
M37	The FSIMS solution must allow users to create, view, and modify food production schedules based on population counts/percentages.
M38	The FSIMS solution must allow users to assign resources (e.g. staff/inmates, work areas, etc.) to the production schedule
M39	The FSIMS solution must allow users to reserve equipment against the production schedule (e.g. carts, cooking equipment, etc.)
M40	The FSIMS solution must allow users to print Production Schedules.
7.3.4 Integration	
M41	The FSIMS solution must integrate into CSC's technical infrastructure as described in APPENDIX 'C'– CSC Technical Environment. **Substantiation Note:** This ability to integrate into CSC's technical infrastructure must be substantiated with confirmation that the Contractor's proposed system will integrate with the technical elements (e.g. desktop environment, database environments, platform environments, application server platforms, network, etc.) and functional elements of Appendix C.
M42	The proposed solution must integrate with a Point of Sale (POS) system. **Information Note:** CSC is planning on implementing a POS system in a later phase of the FSIMS project. **Substantiation Note:** This integration requirement must be substantiated by indentifying a POS system that currently integrates with the Contractors proposed solution. The information provided should include: 1. System Name 2. Software Provider 3. Software Version 4. Hardware components

#	MANDATORY REQUIREMENTS
M43	The proposed solution must integrate with handheld scanners. **Information Note:** CSC will procure these handheld scanners, and will be responsible for deploying them to the institutions. **Substantiation Note:** This integration requirement must be substantiated by indentifying a handheld scanner that currently integrates with the Contractors proposed solution. The information provided should include: 1. Product 2. Model number 3. Operating system 4. System software
M44	The proposed solution must integrate with barcode printers. **Information Note:** CSC will procure these barcode printers, and will be responsible for deploying them to the institutions. **Substantiation Note:** This integration requirement must be substantiated by indentifying a barcode printer that currently integrates with the Contractors proposed solution. The information provided should include: 1. Product 2. Model number 3. System software
7.3.5 Reports	
M45	The FSIMS solution must allow users to generate, view and print configured or customized reports.
M46	The FSIMS solution must allow users to sort reports based on user-selectable data elements including, but not limited to: • Inventory in alphabetical order; • Inventory storage areas; • Pricing (ascending/descending); • Shopping List by Vendor; and, • Purchase Order Method (SOA, LPO, GAC).
M47	The FSIMS solution must allow users to generate, view and print ad hoc reports.

8 POINT-RATED REQUIREMENTS

Note: The Contractor is required to meet the following rated criteria to the extend stated in its Bid.

#	POINT-RATED EVALUATION CRITERIA
R1	The proposed Delivery Manager (DM) identified in M1 will evaluated on: 1. Experience as a Delivery Manager (DM) 2. Experience in managing project budgets 3. Experience managing projects with an established user base 4. A Project Management Professional (PMP) certification (proof of certification required)
R2	The proposed Application Technical Specialist (ATS) identified in M3 will be evaluated on: 1. Years of experience as an Application Technical Specialist (ATS)
R3	The proposed Application/Interface Developer indentified in M5 will be evaluated on: 1. Years of experience as an Application/Interface Developer
R4	A description of the proposed Project Team should be included, and should contain the following information: : 1. The roles and responsibilities of team members; 2. The approach for integrating the Contractor's project team with CSC team members; 3. The approach for integrating the Contractor's project team with any partner or suppliers identified in M1; and 4. The process for handling any change in key Contractor project personnel during the course of the project.

#	POINT-RATED EVALUATION CRITERIA
R5	A description of the proposed COTS Development Methodology should be included, and should contain the following information: 1. Fit Gap Analysis between CSC's requirements and the proposed COTS system; 2. System Configuration into CSC's Technical Environment; 3. Application Configuration and Customization; 4. Interface Development; 5. Cycle & Integration Testing; 6. Production System Build; 7. Stress & Volume Testing; 8. System Issue Resolution; 9. Vendor Patch Management; and 10. Software Upgrade Planning.
R6	A draft Project Plan should be included, and should contain the following information: 1. Work activities that are aligned with section 6.11 Project Implementation; 2. The deliverables identified in Section 6.11.2 Implementation Deliverables; 3. A decomposition of work activities and deliverables into specific tasks to be completed; 4. Resources required for the completion of the project tasks; 5. Milestones; 6. Dependencies; 7. A project schedule that is aligned with section 6.12.4 Implementation Timeline; and 8. Any assumptions and guidelines used to create the Project Plan
R7	A description of the proposed Training Approach should be included, and should contain the following information: 1. Types; 2. Courses; 3. Contents; 4. Objectives; 5. Methodology; 6. Approach; 7. Delivery Mechanisms; 8. Tools; and 9. Environment

8.1 Non-Functional Requirements

This table defines the point-rated Non- Functional requirements that reflect additional capabilities that users need to facilitate the management and control of the services delivered at CSCs' institutions.

#	POINT-RATED EVALUATION CRITERIA
R8	The FSIMS solution should allow users to select dates from a calendar for date fields
R9	The FSIMS solution should provide the ability to validate date and time entries.
R10	The FSIMS solution display the date as yyyy-mm-dd.
R11	The FSIMS solution should display the time as hh:mm based on a 12 hour clock (a.m. and p.m.)
R12	The FSIMS solution should allow users to import and export : 1. Microsoft Excel (tab delimited); and 2. CSV files.
R13	The FSIMS solution's audit capability should include, at a minimum: 1. Data Change (creation, modification, deletion, count, list, report, etc.) 2. User id 3. Date & Time 4. Access attempts 5. Report History Log
R14	The FSIMS solution should allow for the configuration of records into the data model**.**
R15	The FSIMS solution should allow for the configuration of fields into records within the data model.
R16	The FSIMS solution should allow for the configuration of users interface.
R17	The FSIMS solution should allow for the configuration of business rules.
R18	The FSIMS solution should allow for the configuration of work flows.
R19	The FSIMS solution should allow for the configuration of application interfaces.
R20	The FSIMS solution should allow for the configuration of reports.

8.2 Functional Requirements

The following table defines the point-rated Functional requirements that reflect additional capabilities that users need to facilitate the management and control of the services delivered at CSCs' institutions.

Note that points are awarded in this section based on whether a requirement can be satisfied Out of the Box, through COTS configuration, or through COTS customization. These are defined as follows:

- Out of the Box: means that the requirement can be satisfied directly and immediately from the Contractors existing COTS Software;
- "COTS Software Configuration" is defined as implementing change(s) to a COTS Software application, using the configuration functions within the COTS Software application. Software configuration does not negatively impact the ability to upgrade the Software application to later versions of the COTS Software;
- "COTS Software Customization" is defined as implementing change(s) to the COTS application, typically though the application source code, that is unique to CSC's requirements. COTS Software customization could impact the ability for CSC to upgrade to later versions of the COTS Software. In the event that there is COTS Customization done by the Contractor, it will be the responsibly of the Contractor to ensure that CSC is able to continue to upgrade its COTS Software to later versions.

#	POINT-RATED EVALUATION CRITERIA
R21	The FSIMS solution should cost goods on a contracted cost basis
R22	The FSIMS solution should cost goods on a moving cost average basis
R23	The FSIMS solution should allow for predictive ordering based on production schedule, recipes, open purchase orders, planned deliveries and planned shortages.
R24	The FSIMS solution should allow users to enter the following inventory fields: 1. Item Name 2. Item Description 3. Item Status (active/inactive) 4. Inventory Category (Dairy, Egg, Poultry, etc.) 5. Financial Codes 6. Product Cost 7. Stock Minimums 8. Stock Maximums 9. Order lead Time 10. Stock Location 11. Quantity on Hand 12. Pack Configuration 13. Invoice Number

#	POINT-RATED EVALUATION CRITERIA
R25	The FSIMS solution should allow information related to a vendor contract to be captured as follows: 1. Vendor Number 2. Vendor Description 3. Vendor Product Code 4. Vendor Product Description 5. Vendor Product Pack Configuration 6. Cost of Pack Configuration 7. Contract Start Date 8. Contract End Date 9. Vendor Product Catalogue 10. Pack Size 11. Unit Size 12. Unit of Measure (pulled from a table of measure – kg, ml, L)
R26	The FSIMS solution should allow users to enter inventory transactions that result in a negative inventory (where goods have been physically received and consumed prior to recording them into inventory).
R27	The FSIMS solution should have the following shopping list data 1. Shopping List Number (s) 2. Vendor Number 3. Vendor Product Code(s) 4. Item Description 5. Quantity Ordered 6. Delivery Location 7. Contract Price 8. Expected Delivery Date 9. Purchase order status
R28	The FSIMS solution should contain the following receiving-related information: 1. Quantity Received 2. Quantity Refused 3. Reason for Refusal 4. Accepted with Conditions 5. Condition Reason 6. Receiving Price 7. Shipping Charge 8. Invoice Number

#	POINT-RATED EVALUATION CRITERIA
R29	The Centralized Menu Database should include the following: 1. Menu Name 2. Menu Description 3. Date Created 4. Created By 5. Menu Identifier 6. Menu Profile Type 7. Menu Meal Day 8. Menu Start Date
R30	Menu Meal Days should include the following: 1. Date created 2. Date Modified 3. Menu Meal identifier 4. One or More Meal(s) 5. Menu Meal Name 6. Menu Meal description 7. Menu meal day 8. Menu meal date
R31	The FSIMS solution should have menus that include: 1. Population Count 2. Menu Duration
R32	The FSIMS solution should have Meals that include: 1. Meal Identifier 2. Meal Name 3. Meal Description 4. Meal Type Category
R33	The FSIMS solution should have recipes that reflect/include: 1. Recipe Identifier 2. Recipe Description 3. Recipe Portion 4. One or More Main Ingredient Category 5. Recipe Ingredient(s) 6. One or more Diet Consideration(s) 7. Recipe Ethnicity Category

#	POINT-RATED EVALUATION CRITERIA
R34	The FSIMS solution should allow users to create-edit-view recipe portions that reflect: 1. Yield 2. Recipe Ingredient 3. Portion Unit of Measure 4. Cost per Portion (calculated at the local level)
R35	The FSIMS solution should allow users to create, edit, view recipe preparation methods that include: 1. Preparation Method Name 2. Preparation Method Description 3. Production Area 4. Critical Control point Indicator 5. Critical Control point Description 6. Preparation Lead Time 7. Preparation time required
R36	The FSIMS solution should allow users to create, edit, view recipe cooking instructions that include: 1. Cooking Instruction's Name 2. Cooking Instruction Description 3. Production Area 4. Critical Control Point Indicator 5. Critical Control point Description 6. Cooking Temperature 7. Cooking Time 8. Storage Temperature 9. Serving Temperature
R37	The FSIMS solution should allow users to identify Recipe Cooking Equipment that includes: 1. Cooking Equipment identifier 2. Cooking Equipment Name 3. Cooking Equipment Description
R38	The FSIMS solution should have Recipe Serving Utensils that include: 1. Serving Utensil Name 2. Serving Utensil Description 3. Serving Utensil Size

#	POINT-RATED EVALUATION CRITERIA
R39	The FSIMS solution should have Recipe Serving Methods that include: 1. Serving Method identifier 2. Serving Method Name 3. Serving Method Description 4. Serving Time Required 5. Critical Control point Indicator 6. Critical Control point Description
R40	The FSIMS solution should have Recipe Testing that include: 1. Test Result Description 2. Test Site 3. Test Date 4. Test Region
R41	The FSIMS solution should have the following fields for Nutritional Values 1. Nutrient Identifier 2. Nutrient Types 3. Nutrient Measure 4. Nutrient Amount
R42	The FSIMS solution should list the following in its Nutritional Analysis: 1. Nutrient Identifier 2. Nutrition Type 3. Nutrient Unit of Measure 4. Nutrient Amount
R43	The FSIMS solution should allow users to enter-edit-view nutrition profiles for a generic client (Inmate) or specific clients.
R44	The FSIMS solution should calculate and report the Nutritional values for recipe portions and menu day and compare against the Inmate nutrient profiles.
R45	Food Production Scheduling should include: 1. Menu Identifier 2. Population Count 3. Population Percentage 4. Servings/Portions Prepared 5. Serving/Portions Served 6. Date Created 7. Created By 8. Date Modified 9. Modification Reason 10. Modified By

#	POINT-RATED EVALUATION CRITERIA
R46	The Production Control should include: 1. Schedule Identifier 2. Schedule Description 3. Production Location 4. Adjustment 5. Adjustment Date 6. Adjustment Reason 7. Schedule Start date 8. Schedule Start Time 9. Standard Details 10. Date Created 11. Created By 12. Date Modified 13. Modified By
R47	Inventory Control/Pick List should include: 1. Pick List identifier 2. Pick List description 3. Quantity Picked 4. Inventory Item Number 5. Inventory Item Description 6. Unit of Measure Picked 7. Pack Configuration Picked 8. Scheduled Date to be picked 9. Date Picked 10. Date Created 11. Created By 12. Date Modified 13. Modification Reason 14. Modified By
R48	In addition to the POS system identified in M42, the Contractor should identify up to four (4) additional POS systems that currently integrate with the Contractors proposed solution. The information provided for each POS system should include: 1. System Name 2. Software Provider 3. Software Version 4. Hardware components
R49	In addition to the handheld scanner identified in M43, the Contractor should identify up to four (4) additional handheld inventory scanners that currently integrate with the Contractor proposed solution. The information provided should include: 1. Product 2. Model number 3. Operating system 4. System software

#	POINT-RATED EVALUATION CRITERIA
R50	In addition to the barcode printer identified in M44, the Contractor should identify up to four (4) additional barcode printers that currently integrate with the Contractors proposed solution. The information provided should include: 1. Name 2. Model number 3. System software
R51	The FSIMS solution should include a report for Inmate Specialized Diets – which is defined as a report listing of inmates along with their special diet information (e.g., religious, therapeutic, vegetarian, etc.)
R52	The FSIMS solution should include a Report for Production Schedule – which is defined as a report listing menus, special diets and special events by date for a given date range.
R53	The FSIMS solution should include a Report for Shortage List – which is defined as a report by Inventory Item listing ingredients not picked due to inventory outage, back order, spoilage, etc.
R54	The FSIMS solution should include a Report for Surplus/Inactive Inventory – which is defined as a report identifying Inventory Items in stock surplus or not required for a given date range.
R55	The FSIMS solution should include a Report for Min/Max – which is defined as a report by Inventory Item identifying the minimum and maximum quantity to be held in inventory.
R56	The FSIMS solution should include preconfigured reports that include List of site/region-specific Inventory Items and associated Purchase Order, List of site/region-specific Inventory Items and associated Purchase Order Pricing, and List of site/region-specific Inventory Items and associated Purchase Order Status.
R57	The FSIMS solution should include a preconfigured report that includes a list of the site/region-specific Inventory Items with adjustments for a given period
R58	The FSIMS solution should include a preconfigured Inventory Velocity report
R59	The FSIMS solution should include a preconfigured report that includes Projected vs. Actual month-end cost and inventory balances
R60	The FSIMS solution should include a preconfigured report that includes the costing of Menu Cycle, Meal Days, Special Diets, and Special Events.
R61	The FSIMS solution should include a preconfigured monthly Cost Recovery report that includes Dollar amount issued out of inventory and Reason.

APPENDIX 'A': GLOSSARY OF ACRONYMS

Acronym	Description
BE	Business Executive
CAD	Canadian Dollars
CNF	Canadian Nutrient File
COTS	Commercial-off-the-shelf
CSC	Correctional Service Canada
CSV	Comma-Separated Values
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name System
ERP	Enterprise Resource Planning
ETL	Extract, transform and load
GFE	Government Furnished Equipment
GoC	Government of Canada
GUI	Graphical User Interface
HACCP	Hazard Analysis and Critical Control Point
HC	Health Canada
HP-UX	Hewlett-Packard UniX
HVAC	Heating, ventilation, and air conditioning
IFMMS	Integrated Financial and Material Management System
IM/IT	Information Management/ Information Technology
IMS	Information Management Services
ISO	Infrastructure Services and Operations
IT	Information Technology
JV	Journal Voucher
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
LTSO	Long Term Supervision
NCR	National Capital Region

Acronym	Description
NHQ	National Headquarters
O&M	Operations and Maintenance
OS	Operating System
PDA	Personal Digital Assistant
PDF	Portable Document Format
PL	Project Leader
PM	Project Manager
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
PFV	Private Family Visits
PO	Purchase Order
POS	Point-of-Sale
PWGSC	Public Works and Government Services Canada
RBAC	Role-Based Access Controls
RFI	Request for Information
RFP	Request for Proposals
QA	Quality Assurance
SAN	Storage Area Network
SCSI	Small Computer System Interface
SGF	Small Group Feeding
SGMP	Small Group Meal Preparation
SKU	Stock-Keeping Unit
SOA	Standing Offer Agreements
SOR	Statement of Requirements
SRS	System Requirements Specification
TA	Task Authorization
TCP/IP	Transmission Control Protocol (TCP) and the Internet Protocol (IP)
TSD	Technical Services Division
FSIMS	Food Services Information Management System
UAT	User Acceptance Testing

Acronym	Description
UOM	Unit of Measure
USB	Universal Serial Bus
VOR	Vendors of Record
WAN	Wide Area Network
WINS	Windows Internet Name Service
XML	Extensible Mark-up Language

APPENDIX 'B': Site Breakdown

The table below provides a site breakdown by region. In CSC terms, a site refers to an Institution. For example, the Atlantic region has five (5) sites (or institutions) within its jurisdiction. A site may have one or many operational "units" or areas within it. For example, Westmorland Institution has three (3) operational "units": Central Feeding, SGMP and Institutional Services.

Central Feeding units are responsible for the central preparation of food for that site and its distribution to inmate via cafeteria style, in-cell or bulk cart feeding.

In SGMP units, the Inmates are housed within independent living quarters of typically five to ten Inmates per living quarter who prepare their own meals. Inmates are responsible for their own meal plans, cooking, nutrition, sanitation, and cleaning. Food items are currently acquired by inmates in a commissary style environment.

Institutional Services distribute non-food items to inmates manually and currently capture the information on spreadsheet or inmate allotment sheets.

Region	***Institution/Site***	***Food Service***		***Institutional Services***
		Central Feeding	Small Group Feeding (SGMP)	
Atlantic				
1	***Westmorland***		X	X
2	Atlantic	X		X
3	Dorchester / Shepody	X		X
4	Nova		X	X
5	Springhill	X	X	X
Quebec				
6	***St-Anne-des-Plaines***	X	X	X
7	Leclerc	X		X
8	Archambualt	X		X
9	Cowansville		X	X
10	Donnacona	X		X
11	Drummond	X		X
12	Federal Training	X		X
13	Joliette		X	X
14	La Macaza	X		X
15	Montée St-Francois	X	X	X
16	Port Cartier			X
17	Regional Reception Center			X

Region	***Institution/Site***	***Food Service***		***Institutional Services***
		Central Feeding	Small Group Feeding (SGMP)	
18	Staff College			X
Ontario				
19	***Bath***	X	X	X
20	Beaver Creek		X	X
21	Collins Bay		X	X
22	Fenbrook		X	X
23	Frontenac	X		X
24	Grand Valley	X	X	X
25	Joyceville	X		X
26	Millhaven	X		X
27	Pittsburgh		X	X
28	Kingston	X		X
29	Warkworth	X		X
30	Staff College			X
Prairies				
31	***Bowden***	X	X	X
32	Drumheller	X	X	X
33	Edmonton Max	X		X
34	Edmonton Women		X	X
35	Grand Cache	X		X
36	Grierson	Contracted Food Service		X
37	Okimaw Ohci		X	X
38	Pé Sâkâstêw Healing Lodge		X	X
30	Regional Psychiatric Center	Contracted Food Service		X
40	Riverbend		X	X
41	Rockwood		X	X
42	Saskatchewan Penitentiary	X		X
43	Stony Mountain	X		X
44	Willow Cree		X	X
45	Staff College			X
Pacific				
46	***Matsqui***	X		X
47	Ferndale		X	X
48	Fraser		X	X
49	Kent	X		X
50	Kwìkwèxwelhp		X	X

Region	***Institution/Site***	***Food Service***		***Institutional Services***
		Central Feeding	Small Group Feeding (SGMP)	
51	Mission	X		X
52	Mountain	X		X
53	Pacific/Regional Treatment Center	Contracted Food Service		X
54	William Head		X	X
55	Staff College			X
TOTAL		***28***	***25***	***55***

APPENDIX 'C': CSC TECHNICAL ENVIRONMENT

This Appendix is offered to educate the Contractor on the environment into which its proposed Solution must integrate. The information is offered in four Sections:

Part I	**Environment Overview**
Part II	**Technical Elements**, describing the hardware and software that comprise the Technical Infrastructure
Part III	**Functional Elements**, describing the non-technical requirements based on CSC's requirements for service provision

PART I ENVIRONMENT OVERVIEW

Information Management Services (IMS) is responsible for maintaining and operating the corporate computing infrastructure, which includes over 1000 servers (application servers and LAN servers) and data communications links. The infrastructure is maintained by full time employees and contract personnel.

The computing environment at CSC consists of a range of computing platforms that include mission critical application servers and infrastructure servers necessary to support connectivity across the country, and office automation servers that support corporate, regional and local requirements. This hardware is located centrally at the National Headquarters (NHQ) building in Ottawa, regionally at five Regional Offices and locally at the Federal Corrections facilities and Parole Offices. All of the hardware is connected by means of a high-speed, secure, Wide Area Network.

Application servers host a variety of corporate and mission-critical applications. These applications support the operational mandate of the Department and the necessary administrative support for the organization.

The Service Delivery Management division of CSC's Information Management Services and the Shared Services Canada (SSC) agency are responsible for the operation of all systems. These groups directly manage the systems at Headquarters; regional staff assists with the operation of the systems that are located at the Regional Offices.

Workstations are primarily PCs running a standard corporate desktop based on Windows XP, which is being transitioned to Windows 7. TCP/IP is the standard communications protocol. A variety of system management utilities are used to monitor and enhance user access. Some are generic (used on all platforms) and some are specific to the particular operating system.

CSC has established a Disaster Recovery site in the province of Quebec. In the event of a disaster, resources will be required to go to this site to provide the required service until such time as functionality can be returned to NHQ.

Servers

The Department's server environment consists of a wide array of Intel servers running Windows Server 2008 and Itanium servers running HP-UX 11.

IMS is responsible for providing engineering, technical and administrative support for these servers, support devices, disk subsystems and attached storage. Regional staff provides assistance for those activities that cannot be performed remotely, and administer the servers in the regional domains.

Each Regional Office has a group of servers that provide file and print services and applications for local and/or regional workgroups, as well as the infrastructure servers (DNS, WINS, DHCP and Domain Controllers running Active Directory) and CSC's mission-critical HP-UX clusters.

IMS and SSC are also responsible for the support, maintenance and management of the servers, and storage in the Quality Assurance, Development, Engineering and Performance Lab environments.

Disk Subsystems

Disk drives for CSC's servers are made available as Direct Attached SCSI or SAN.

Layered Products and Applications

CSC supports over 500 applications, which includes the following, many of which are mission critical applications:

a) Custom in-house applications
b) Data Warehouse
c) Peoplesoft
d) Oracle Financials,
e) Microsoft Exchange
f) RIM Blackberry Enterprise.

In addition, ISO provides support for the following tools:

a) SCCM
b) IIS (Internet Information Service)
c) Apache
d) Tuxedo
e) Citrix
f) Monitoring Tools
g) Virtual Centre

Note: CSC must run the middleware/software mentioned above at a version that is fully supported by the vendor. New instances of this middleware/software used to support a new application are typically implemented using the newest version available.

Part II Technical Elements

Desktop Environment

a) Hypertext Mark-up Language (HTML) 4.01 Internet/Intranet browser-base (standard defined by the World Wide Web Consortium (W3C) publishing language of the World Wide Web)

b) Microsoft Windows XP SP3 (Transitioning to Windows 7)

c) Microsoft Office 2007

d) Microsoft Internet Explorer 7 (Transitioning to IE9 or IE10)

e) Java 6

f) Microsoft .Net Framework 3.5, 4.0

Note: Future versions of the Desktop environment will be moving to Windows 7 and IE9; and HTML 4 will also see the addition of HTML 5 as an application UI and programming environment.

Database Environments

a) Oracle RDBMS, 11g

b) Microsoft SQL Server v.2008

Platform Environments

a) HP-UX11iv3

b) Windows Server 2008 R2

c) VMWare 4.1 ESXi update 1

d) Apache Web Server

e) Apache Tomcat

f) Citrix

g) IBM Websphere

h) Microsoft Internet Information Service (IIS 6)

i) Oracle Application Server 10

j) Oracle Weblogic 11

Backup Environment

a) Symantec NetBackup v.7.0.1

Application Server Platforms

Internet Business Intelligence (BI) Tools

a) Crystal Reports XI

b) Crystal Enterprise/Reports 10

c) Oracle XML Publisher

d) Oracle OLAP 10.2

e) Oracle Discoverer 10.1.2

f) Oracle OAS 10.1.3.4

g) Oracle WebCache

h) Oracle Report Server 10.1.2

i) Oracle AS Metadata Repository

Directory Services

a) Microsoft AD is used for user authentication and repository of user identity

b) Microsoft DNS is used for resolving FQDN

c) Microsoft WINS is used to resolve NetBIOS names; however, CSC requires fully qualified names in all new applications and tools. DNS is used to resolve these names.

d) DHCP is used to configure and assign valid IP addresses and other options on all devices connected to the network which do not require static addressing

e) Microsoft GPOs are used to provide an infrastructure for centralized configuration management

f) The X500 protocol will continue to be the basis of government-wide address lists

g) Lightweight Directory Access Protocol (LDAP) is used by Web servers for user management and is also used by Business Intelligence (BI) tools

Network

Communication Services

- TCP on IPv4 is the layer 4 and 3 protocols used for all network communications among sites and datacenter servers in CSC. At this point in time, IPv6 is not in use, but we may transition to this protocol at some future point, with the implementation of network zoning.

Local Area Network (LAN)

- 100baseT is the CSC standard for client connectivity, and the full infrastructure is currently in place to support it, although Gigabit Ethernet (1000baseT) is used for most server connections in the Data Centres today.

Wide Area Network (WAN)

- Frame Relay and ATM – nominal 1.5 Mbps among sites and datacenters, with higher speed connections where available
- Non Internet based DSL service connecting small offices at nominal 1.0 Mbps among sites and datacenters
- IP based LAN extensions, ranging from 10Mbps to 100Mbps

Secure Remote Access

- PSTN dial-in to national datacenters using Government of Canada PKI
- Internet-based connectivity to national datacenters using Government of Canada PKI

Riverbed WAN Accelerators

Application Delivery Controllers (Radware Load Balancers)

Part III Functional Elements

System Availability

- 24 hours a day, 7 days a week, 365 days a year
- Available 99.9% of the time
- Core local hours are Monday to Friday from 7:00 AM to 5:00 PM
- Downtime windows for scheduled maintenance:
  a) Wednesday 8:00 PM to Midnight
  b) Thursday 00:01 AM to 06:00 AM
  c) Friday 8:00 PM to Sunday 08:00 AM