

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

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0A1 / Noyau 0A1

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

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

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

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

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

Comments - Commentaires

THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT

Title - Sujet CIC IM/IT/PM TBIPS OMNIBUS	
Solicitation No. - N° de l'invitation B8289-100575/A	Date 2012-02-20
Client Reference No. - N° de référence du client B8289-100575	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-380-23738	
File No. - N° de dossier 380zm.B8289-100575	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-03-12	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cook, Gail	Buyer Id - Id de l'acheteur 380zm
Telephone No. - N° de téléphone (819) 956-2591 ()	FAX No. - N° de FAX (819) 956-1207
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: CITIZENSHIP AND IMMIGRATION CANADA	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

Raison sociale et adresse du

fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Informatics Professional Services Division / Division des
services professionnels en informatique

11 Laurier St., / 11, rue Laurier

3C2, Place du Portage

Gatineau

Québec

K1A 0S5

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

BID SOLICITATION
FOR CONTRACTS AGAINST A SUPPLY ARRANGEMENT FOR
TASK-BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)
FOR
CITIZENSHIP AND IMMIGRATION CANADA

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BID SOLICITATION FOR OMNIBUS IM/IT/PM SUPPORT SERVICES FOR CITIZENSHIP AND IMMIGRATION CANADA

PART 1 - GENERAL INFORMATION

1.1 Introduction

This document states terms and conditions that apply to bid solicitation B8289-100575/A. It is divided into seven parts plus annexes and attachments as follows:

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

The annexes include the Statement of Work, the Basis of Payment, the RFP Evaluation Criteria, the Bid Submission Form and any other annexes or attachments.

1.2 Summary

- (a) This bid solicitation is being issued to satisfy the requirement of Citizenship and Immigration Canada (the "Client") for Task-Based Informatics Professional Services (TBIPS) under the TBIPS Supply Arrangement (SA) method of supply.
- (b) It is intended to result in the award of up to two contracts for each of the seven Streams of categories described in this requirement, each for three years plus two one-year irrevocable options allowing Canada to extend the term of the contract.
- (c) There is a security requirement associated with this requirement. For additional information, see Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "Security Requirements on PWGSC Bid Solicitations - Instructions for Bidders" document on the Departmental Standard Procurement Documents (<http://www.pwgsc.gc.ca/acquisitions/text/plain/plain-e.html#top>) Website.

- (d) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Agreement on Internal Trade (AIT), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade Agreement if it is in force, and the Canada-Panama Free Trade Agreement if it is in force.
- (e) Only TBIPS SA Holders currently holding a TBIPS SA for Tier 2 in the National Capital Region under the EN578-055605/D series of Supply Arrangements (SAs) are eligible to compete. The TBIPS Supply Arrangement EN578-055605/D is incorporated by reference and forms part of this bid solicitation, as though expressly set out in it, subject to any express terms and conditions contained in this bid solicitation. The capitalized terms not defined in this bid solicitation have the meaning given to them in the TBIPS SA.
- (f) Bidders may submit bids for one or more of the Generic (G) and Specialized (S) Streams. Each Stream will be evaluated separately. The maximum number of two contracts may be awarded for each Stream as a result of this solicitation. The following resources in Categories of Personnel described below are required on an "as and when requested" basis in accordance with the TBIPS SA Annex "B":

STREAM G1: ARCHITECTURE AND INTEGRATION	
CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE
A.1 Application/Software Architect (Core)	Level 2
A.1 Application/Software Architect (Core)	Level 3
A.2 ERP Functional Analyst	Level 2
A.2 ERP Functional Analyst	Level 3
A.3 ERP Programmer Analyst (Core)	Level 2
A.3 ERP Programmer Analyst (Core)	Level 3
A.4 ERP System Analyst	Level 2
A.5 ERP Technical Analyst	Level 2
A.12 WEB Architect	Level 2
A.12 WEB Architect	Level 3
I.8 Storage Architect	Level 2
I.10 Technical Architect	Level 2
I.11 Technology Architect (Core)	Level 2
I.12 PKI Specialist	Level 2
I.12 PKI Specialist	Level 3
I.14 Security Specialist	Level 2
P.2 Enterprise Architect (Core)	Level 2
P.2 Enterprise Architect (Core)	Level 3

STREAM G2: APPLICATION DEVELOPMENT	
CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE
A.6 Programmer/Software Developer (Core)	Level 2
A.6 Programmer/Software Developer (Core)	Level 3
A.7 Programmer/Analyst	Level 2
A.8 System Analyst (Core)	Level 2
A.8 System Analyst (Core)	Level 3
A.11 Tester	Level 2
A.13 WEB Designer	Level 2

STREAM G2: APPLICATION DEVELOPMENT	
CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE
A.14 WEB Developer	Level 2
A.15 WEB Graphics Designer	Level 2
A.16 WEB Multi-media Content Consultant	Level 2
I.1 Data Conversion Specialist	Level 2
I.1 Data Conversion Specialist	Level 3
1.4 Database Modeller/IM Modeller (Core)	Level 2
B.1 Business Analyst (Core)	Level 2
B.1 Business Analyst (Core)	Level 3
B.5 Business Process Re-engineering (BPR) Consultant	Level 2
B.8 Call Centre Consultant	Level 2
B.8 Call Centre Consultant	Level 3
B.14 Technical Writer	Level 2
P.11 Quality Assurance Specialist/Analyst	Level 2
P.11 Quality Assurance Specialist/Analyst	Level 3

STREAM G3: OPERATIONS	
CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE
1.2 Database Administrator (Core)	Level 2
1.2 Database Administrator (Core)	Level 3
I.6 Network Analyst	Level 2
I.7 Platform Analyst	Level 2
I.9 System Administrator (Core)	Level 2
B.10 Help Desk Specialist	Level 2
B.12 Network Support Specialist (Core)	Level 2
B.13 Operations Support Specialist	Level 2
B.13 Operations Support Specialist	Level 3

STREAM G4: PROJECT MANAGEMENT	
CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE
B.3 Business Consultant	Level 2
P.1 Change Management Consultant	Level 2
P.1 Change Management Consultant	Level 3
P.4 Organizational Development Consultant	Level 2
P.5 Project Executive	Level 3
P.6 Project Administrator	Level 2
P.8 Project Leader (Core)	Level 2
P.9 Project Manager (Core)	Level 2
P.9 Project Manager (Core)	Level 3
P.10 Project Scheduler (Core)	Level 2
P.10 Project Scheduler (Core)	Level 3
P.12 Risk Management Specialist	Level 3

STREAM S1: PEOPLESOFT DEVELOPMENT	
CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE
A.1 Application/Software Architect - PeopleSoft Application Specialist	Level 2
A.1 Application/Software Architect - PeopleSoft Upgrade Specialist	Level 2
A.1 Application/Software Architect - PeopleSoft Upgrade Specialist	Level 3
A.3 ERP Programmer Analyst - PeopleSoft (Core)	Level 2
I.1 Data Conversion Specialist - PeopleSoft (Core)	Level 2
I.1 Data Conversion Specialist - PeopleSoft (Core)	Level 3

STREAM S2: SAP DEVELOPMENT	
CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE
A.2 ERP Functional Analyst - SAP (Core)	Level 2
A.3 ERP Programmer Analyst - SAP (Core)	Level 2
I.9 System Administrator - SAP (Core)	Level 2

STREAM S3: SAS DEVELOPMENT	
CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE
A.2 ERP Functional Analyst - SAS (Core)	Level 2

1.3 Communications Notification

As a courtesy, the Government of Canada requests that successful Bidders notify the Contracting Authority in advance of their intention to make public an announcement related to the award of a contract.

1.4 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC).
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- (c) The 2003 (2011-05-16) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation, with Subsection 5.4 amended by deleting "sixty (60) days" and inserting "180 days". If there is a conflict between the provisions of 2003 and this document, this document prevails.

2.2 Submission of Bids

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

2.3 Enquiries - Bid Solicitation

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

2.4 Applicable Laws

- (a) Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of Ontario.
- (b) A Bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder.

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

2.5 Improvement of Requirement During Solicitation Period

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

2.6 Volumetric Data

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

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

- (a) Canada requests that Bidders provide their bid in separately bound sections as follows:

- (i) Section I: Technical Bid (five hard copies and two soft copies on CD);
- (ii) Section II: Financial Bid (two hard copies); and
- (iii) Section III: Certifications (two hard copies).

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

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

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

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

- (c) Multiple bids from the same Bidder for a Stream (or a bid from a Bidder and another bid from any of its affiliates) are not permitted in response to this bid solicitation. Each Bidder must submit only a single bid for each Stream. For the purpose of this bid solicitation, individual members of a joint venture cannot participate in another bid for a Stream, either by submitting a bid alone or by participating in another joint venture. If any Bidder submits more than one bid for a Stream (or an affiliate also submits a bid), either on its own or as part of a joint venture, Canada will choose in its discretion which bid to consider for that Stream.

3.2 Section I: Technical Bid

- (a) The technical bid consists of the following:

- (i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form - Annex E with their bids. It provides a common form in which Bidders can provide information required for evaluation and contract award, such as a contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
- (ii) **Security Clearance:** Bidders are requested to submit the following security information for each of the proposed resources with their bids on or before the bid closing date. If the Bidder has not included the security information, the Contracting Authority will provide the Bidder with an opportunity to submit the security information during the evaluation period. If the Bidder has not submitted the security information within the period set by the Contracting Authority, its bid will be declared non-responsive.

SECURITY INFORMATION	BIDDER TO INSERT DATA
Name of individual as it appears on security clearance application form	
Level of security clearance obtained	
Validity period of security clearance obtained	
Security Screening Certificate and Briefing Form file number	

- (iii) **For the Proposed Resources:** The technical bid must include the number of résumés, per Resource Category identified in Annex D. The Technical bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
- (A) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications).
 - (B) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource by the time of bid closing.
 - (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession's governing body throughout the evaluation and Contract Period.
 - (D) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
 - (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the technical bid does not include the relevant date(s) (month and year) for the experience claimed (i.e., the start date and end date).
 - (F) For work experience to be considered by Canada, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as this bid solicitation, will not be considered "demonstrated" for evaluation purposes. The Bidder should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, only one project will be counted toward any requirements that relate to the individual's length of experience.
- (iv) **Customer Reference Contact Information:** The Bidder must provide customer references who must each confirm when requested by PWGSC, the facts identified in the Bidder's proposal. For each customer reference, the Bidder must, at a minimum, provide the name and either the telephone number or e-mail address for a contact person. Bidders are also requested to include the title of the contact person. If there is a conflict between the information provided by the customer reference and the bid, the information provided by the customer reference will be evaluated instead of the information in the bid.

If the named individual is unavailable when required during the evaluation period, the Bidder may provide the name and contact information of an alternate contact from the same customer.

3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with the Basis of Payment provided in Annex B of this bid solicitation and Annex "C" to Part A of their Supply Arrangement. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. Bidders must include a single, firm, all-inclusive per diem rate in Canadian dollars in each cell requiring an entry in the pricing tables. The Bidder's proposed firm per diem rates for Year 1 of the Initial Contract Period must not exceed those rates set out in Annex "C" to Part A Schedule of Per Diem Rates of the SA Holder's Supply Arrangement. SA Holders may offer a percentage discount on their per diem rates. The rates quoted for Year 2 and Year 3 of the Initial Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 of the Initial Contract Period. Failure to abide with this condition will result in a bid being considered non-responsive.
- (b) **Variation in Professional Services Resource Rates from Year to Year:** If the Bidder proposes different rates for resources for different years of the resulting contract(s), including option years, the difference from one year to the following year must be no more than 5%.
- (c) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option years. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- (d) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.
- (e) **SACC Manual Clauses**
 - (i) C3011T (2010-01-11), Exchange Rate Fluctuation

3.4 Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

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

- (b) An evaluation team composed of representatives of the Client and PWGSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.

- (c) In addition to any other time periods established in the bid solicitation:

- (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have two working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
- (ii) **Requests for Interviews:** If Canada wishes to interview the Bidder and/or any or all of the resources proposed by the Bidder to fulfill the requirements of the bid solicitation, the Bidder will have two working days following notice by the Contracting Authority to make any necessary arrangements (at the Bidder's sole cost) for the interview to take place at PWGSC in Gatineau, Québec.
- (iii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

4.2 Technical Evaluation

(a) Mandatory Technical Criteria

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

(b) Point-Rated Technical Criteria:

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

- (c) **Reference Checks:** Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not allocate any points or consider a mandatory criteria met unless the response is received within five working days. Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information assessed. Points will not be allocated or a mandatory criteria considered as met if the reference customer is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder).

Nor will points be allocated or a mandatory criteria considered as met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder. Crown references will be accepted.

(d) Number of Resources Evaluated:

Only a certain number of resources per category will be evaluated as part of this bid solicitation as identified in Annex D. Additional resources will only be assessed after contract award once specific tasks are requested of the Contractor. After contract award, the Task Authorization process will be in accordance with Part 7 - Resulting Contract Clauses, Article 7.2 Task Authorization. When a Task Authorization Form (TA Form) is issued, the Contractor will be requested to propose a resource to satisfy the specific requirement based on the TA Form's Statement of Work. The proposed resource will then be assessed against the criteria identified in the Contract's Statement of Work in accordance with Appendix 1 of Annex A.

- (e) Resource Qualifications:** The qualifications and experience of the proposed resource(s) will be assessed against the requirements set out in this bid solicitation. Canada may request proof of successful completion of formal training, as well as reference information. The Contracting Authority reserves the right to request references from a Bidder to conduct a reference check to verify the accuracy of the information provided.

4.3 Financial Evaluation

- (a)** The Bidder must provide firm, all inclusive per diem rates for the initial contract period and option periods for each Resource Category identified in Annex B using the tables attached at Annex B. The Financial evaluation will be conducted only on bids that are technically responsive by using these rates to calculate the Total Bid Price. For the initial contract period of any contract (from date of award) resulting from this bid solicitation, the applicable firm per diem rates must not exceed those rates specified in Annex "C" - Schedule of Per Diem Rates of the SA Holder's Supply Arrangement for each relevant resource. Failure to abide with this condition will result in a bid being considered non-responsive.

(b) Calculation of Total Bid Price:

The Total Bid Price will be determined for each Bidder by multiplying its firm per diem rates for each of the Initial Contract Period and the Option Periods (or the median rate, whichever is higher) with the estimated number of days of work for each period, for all the Categories of Personnel stated in Annex B - Basis of Payment. The sum of such rates will constitute the Total Bid Price for that Bidder.

(c) Firm Per Diem Median Rate Evaluation Method

In conducting the financial evaluation, with respect to the professional services rates proposed, a firm per diem rate median evaluation method will be used, as follows:

- (i) Use of Method:** The firm per diem rate median calculation will apply to modify the rate to be assessed in the financial evaluation of a bidder, where that bidder submits a firm per diem rate for a resource that is lower than the median as calculated below. The firm per diem median rate calculation is for evaluation purposes only, and the actual submitted per diem rate will be used in the resulting contract in all instances.
- (ii) Calculation:** Using the per diem rate proposed for each individual resource by the technically responsive bidders, a median rate will be determined for each Resource Category and Period. The median will be used to calculate each technically responsive bidder's per diem rate for the Initial Contract Period and Option Periods. If a Bidder quotes a firm per diem rate for any Resource Category that is lower than the median, the

median per diem rate will be used to evaluate that Bidder's proposal for this Resource Category.

If that Bidder quoted a firm per diem rate that is lower than the median for that Resource Category, and it is determined to be the winning Contractor, the firm per diem rate which was quoted originally by the Bidder will be included in the resulting contract.

(d) Substantiation of Professional Services Rates:

In Canada's experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates for professional services bid, Canada may, but will have no obligation to, require price support for any rates proposed (either for all or for a specific Resource Category). If Canada requests price support, it will be requested from all compliant bidders proposing a rate that is at least 20% lower than the median rate bid by all compliant bidders for the relevant Resource Category or Categories. Where Canada requests price support, the following information is required:

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

Once Canada requests substantiation of the rates bid for any Resource Category, it is the sole responsibility of the Bidder to submit information (as described above and as otherwise may be requested by Canada) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid. Where Canada determines that the information provided by the Bidder does not substantiate the unreasonably low rates, the bid will be considered non-responsive and will receive no further consideration. Only the Firm Per Diem Rates of bids that are technically responsive will be considered.

(e) Formulae in Pricing Tables

If the pricing tables provided to Bidders include any formulae, Canada may re-input the prices provided by Bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a Bidder.

4.4 Basis of Selection

- (a) A bid must comply with the requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive.

- (b) The maximum number of two contracts may be awarded for each of the Streams as a result of this solicitation. Each of the two lowest-priced technically responsive bids for each Stream will be recommended for award of a contract.

A technically responsive bid is one that meets all mandatory technical criteria identified in this solicitation and obtains the required minimum of 70 percent overall of the points for the Bidder and for each of the proposed resources for the technical evaluation criteria which are subject to point rating.

The two lowest-priced technically responsive bids will be ranked from lowest to highest cost.

The following Fund Allocation Formula will be used to allocate the estimated funds for each Contract for each Stream:

Bidder	Total Bid Price	Price Score <i>Out of 40</i>	Allocation of Contract Funds	% of Estimated Initial Contract Period Value *
X	\$3,600,000.00	40	$40/76 \times 100 = 53\%$	\$1,060,000.00
Y	\$4,000,000.00	36	$36/76 \times 100 = 47\%$	\$940,000.00
Total		76		
* Total Estimated Funding for Initial Contract Period: \$2,000,000.00				

NOTE: This is an example only. Actual numbers will be determined after bid evaluation.

The Estimated Number of Days provided in Annex B, Basis of Payment, are used for the evaluation process only, and do not represent a commitment by Canada or a limitation on Canada to purchase services under the resulting contracts in these or any amounts.

- (c) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.
- (d) If more than one Bidder is ranked first because of identical lowest-priced technically responsive bids, then the Bidder with the higher technical score will become the top-ranked Bidder.

PART 5 - CERTIFICATIONS

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

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

5.1 Certifications Precedent to Contract Award

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

5.2 Federal Contractors Program - Certification

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

- (iii) subject to the requirements of FCP, because it has a workforce of 100 or more permanent full or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada, but it has not previously obtained a certificate number from HRSD (because it has not bid before on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is required from the Bidder; or
 - (iv) subject to FCP, and has a valid certification number (i.e., has not been declared an ineligible contractor by HRSDC).
- (e) Further information on the FCP is available on the following HRSDC Website:
<http://www.hrsdc.gc.ca/en/gateways/topics/wzp-gxr.shtml>.

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

5.3 Former Public Servant Certification

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

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

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

5.4 Status and Availability of Resources

- (a) By submitting a bid, the Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid or in response to a Task Authorization will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of the proposed individual, the Bidder may propose a substitute who will be rated by the project authority and the rated score obtained must be equal or superior as the original resource being replaced. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, retirement, resignation, dismissal for cause or termination of an agreement for default.
- (b) If the Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

5.5 Education and Experience

- (a) By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.
- (b) All of the resources proposed must meet the minimum experience requirements detailed in the Supply Arrangement for the category of personnel for which they are being proposed. By submitting a bid, the SA Holder acknowledges that the Department of Public Works and Government Services Canada reserves the right to verify this certification prior to contract award or during contract performance and that untrue statements may result in the proposal being declared non-responsive or any other action which the Minister may consider appropriate.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

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

6.2 Financial Capability

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

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Requirement

- (a) _____ (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes providing professional services, as and when requested by Canada to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.
- (b) **Client:** The initial "Client" is Citizenship and Immigration Canada (CIC). However, the Contracting Authority can add additional Clients from time to time, which may include any Government Department, Departmental Corporation or Agency, or other Crown entity described in the *Financial Administration Act* (as amended from time to time), and any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under section 16 of the *Department of Public Works and Government Services Act*.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to an Identified User in the Supply Arrangement is a reference to the Client. Also, any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract.

7.2 Task Authorization

- (a) **Purpose of a TA:** Services to be provided under the Contract on an as-and-when-requested basis will be ordered by Canada using a Task Authorization ("TA").
- (b) **Process of Issuing a TA:** The processes for issuing, responding to, assessing and approving Task Authorizations are stated in Appendices A, B, C and D of Annex A.
- (c) **Authority to Issue a TA:** Any TA with a value less than or equal to \$250,000.00 (including GST/HST) may be issued by the CIC Procurement Representative. Any TA with a value greater than this amount must be issued directly by the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the CIC Procurement Representative's authority to issue TAs at any time.
- (d) **Charges for Work under a TA:** The Contractor must not charge Canada anything more than the price set out in the TA unless Canada has issued a TA amendment authorizing the increased expenditure. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before being incorporated into the Work.
- (e) **Task Authorization Quotations:** The Contractor is required to submit a responsive quotation in response to every TA Form issued to it by Canada. In addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default if during the Contract Period the Contractor in at least three instances has either not responded or has not submitted responsive quotations when issued a TA Form. A

responsive quotation is one that is submitted within the time stated in the TA Form and meets all requirements of the TA issued, including quoting the required number of resources that meet the minimum experience and other requirements of the Categories of Personnel identified in the TA at pricing not exceeding the rates of Annex B.

- (f) **Consolidation of TAs for Administrative Purposes:** The Contract may be amended from time to time to reflect all TAs issued and approved by the Contracting Authority to date, to document the Work performed under those TAs for administrative purposes.
- (g) **TA Reports:** The Contractor must submit to the Contracting Authority a TA report on a quarterly basis that identifies each TA issued during that quarter and its dollar value.
- (h) **Period of Services:** No TAs may be entered into after the expiry date of the Contract.
- (i) **Multiple Contracts:**

- (i) During the Contract Period, the Contractors will be issued TAs with a combined dollar value that is in proportion to the percentage values determined in the Fund Allocation Formula. For example, based on the example and numbers used in the Fund Allocation Formula, Contractor X would be issued Task Authorizations with a combined total dollar value of 53% of the combined total dollar value of all of the issued TAs.

Contractor	Total Bid Price	Price Score <i>Out of 40</i>	Allocation of Contract Funds	% of Estimated Initial Contract Period Value
X	\$3,600,000.00	40	$40/76 \times 100 = 53\%$	\$1,060,000.00
Y	\$4,000,000.00	36	$36/76 \times 100 = 47\%$	\$940,000.00
Total		76		\$2,000,000.00

Canada will make a reasonable effort to ensure that the dollar value of the TAs issued to the Contractors are proportionally balanced throughout the Contract Period based on the percentage values in the Fund Allocation Formula. A review of TAs issued to the Contractors will be conducted at six-month intervals and at the beginning of each fiscal year to confirm proportional utilization and distribution of the TAs. Should a Contractor refuse a TA under the Contract, the other Contractor, under the same allocation process, will be offered the TA. The dollar value of the refused TA will be subtracted from the dollar value of the Contractor's Contract and may be re-allocated, at the Contracting Authority's sole discretion, in whole or in part, to the other Contractor in that same Stream. Should both Contractors refuse a TA under the Stream, Canada reserves the right to use other methods of supply.

- (ii) **Refusal of Task Authorizations:**

The Contractor is not required to submit a quotation in response to every draft statement of task issued by Canada. However, in addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default if during the Contract Period the Contractor in at least three instances has either not responded or has not submitted responsive quotations when issued a TA Form. A responsive quotation is one that is submitted within the time stated in the TA Form and meets all requirements of the TA issued, including quoting the required number of resources that meet the minimum experience and other requirements of the Categories of Personnel identified in the TA at pricing not exceeding the rates of Annex B.

7.3 Minimum Work Guarantee

- (a) In this clause, "**Minimum Contract Value**" means 2% of the amount identified as the Total Estimated Cost on page 1 of the Contract when it is first awarded.
- (b) The Contractor must perform the Work described in the Contract as and when requested by Canada during the Contract Period. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph (c). In consideration of this obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract.
- (c) If Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the cost of the Work performed.
- (d) Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

7.4 Standard Clauses and Conditions

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

(a) General Conditions:

- (i) 2035 (2011-05-16), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

(b) Supplemental General Conditions:

The following Supplemental General Conditions:

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

apply to and form part of the Contract.

7.5 Security Requirement

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

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER

PWGSC FILE #EN578-055605

- (a) The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian and International Industrial Security Directorate (CIISD), Public Works and Government Services Canada (PWGSC).
- (b) The Contractor personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CIISD/PWGSC.

- (c) The Contractor MUST NOT remove any PROTECTED information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
- (d) Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CIISD/PWGSC.
- (e) The Contractor must comply with the provisions of the:
 - (i) Security Requirements Check List EN578-055605, described in Annex C;
 - (ii) Industrial Security Manual (Latest Edition).

7.6 Contract Period

- (a) **Contract Period:** The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

- (i) The "Initial Contract Period", which begins on the date the Contract is awarded and ends three years later; and
- (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

- (b) **Option to Extend the Contract:**

- (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two additional one-year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
- (ii) Canada may exercise this option at any time by sending a written notice to the Contractor at least five calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

7.7 Authorities

- (a) **Contracting Authority**

The Contracting Authority for the Contract is:

Name: Gail Cook
 Title: Supply Team Leader
 Public Works and Government Services Canada
 Acquisitions Branch
 Directorate: Informatics and Telecommunications Systems Procurement Directorate
 Address: 11 Laurier St., Gatineau, Québec
 Telephone: 819-956-2591
 Facsimile: 819-956-1207
 E-mail address: gail.cook@tpsgc-pqgsc.gc.ca

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

- (b) **Technical Authority**

The Technical Authority for the Contract is:

(To be provided at the time of contract award.)

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

(c) **CIC Procurement Representative**

The CIC Procurement Representative for the Contract is:

(To be provided at the time of contract award.)

The CIC Procurement Representative is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for matters concerning the administrative aspects of the Work under the Contract, communication with the Contracting Authority on all matters concerning the Contract, procurement initiation authority, and providing PWGSC with reports on Contract utilization. Technical matters may be discussed with the CIC Procurement Representative, however, the CIC Procurement Representative has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

(d) **Contractor's Representative**

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

7.8 Payment

(a) **Basis of Payment**

(i) **Professional Services provided under a Task Authorization with a Maximum Price:**

For professional services requested by Canada, in accordance with an approved Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment, GST/HST extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

Estimated Cost: \$(To be determined)

(ii) **Pre-Authorized Travel and Living Expenses:**

Canada will reimburse the Contractor for its pre-authorized travel and living expenses reasonably and properly incurred in the performance of the Work outside the National Capital Area, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the Treasury Board Travel Directive, and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". All travel must have the prior authorization of the Technical Authority. All payments are subject to government audit. The Contractor will not be able to charge for time spent travelling at the per diem rates set out in the Contract.

Estimated Cost: \$(To be determined)

(iii) **GST/HST:**

Estimated Cost: \$(To be determined)

(iv) Overtime Work:

- (A) All proposed personnel must be available to work outside normal office hours during the duration of the Contract.
- (B) The Technical Authority will advise the Contractor as soon as possible of any overtime requirements. All overtime must be pre-approved by the Technical Authority.

(v) Competitive Award: The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.**(vi) Professional Services Rates:** In Canada's experience, Bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If three times or more the Contractor refuses, or is unable, to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Policy (or equivalent) then in effect, which may include prohibiting the Contractor from bidding on future requirements that include any professional services, or rejecting the Contractor's other bids for professional services requirements on the basis that the Contractor's performance on this or other contracts is sufficiently poor to jeopardize the successful completion of other requirements.**(vii) Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services are described elsewhere in the Contract.**(b) Limitation of Expenditure**

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

- (iii) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

(c) Method of Payment for Task Authorizations with a Maximum Price: For each Task Authorization issued under the Contract that contains a maximum price:

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

(d) Time Verification

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

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

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

7.9 Invoicing Instructions

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

7.10 Certifications

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

7.11 Applicable Laws

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

7.12 Priority of Documents

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

- (a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (b) supplemental general conditions, in the following order:
 - (i) 4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;
 - (ii) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;
- (c) general conditions 2035 (2011-05-16), General Conditions - Higher Complexity - Services;
- (d) Annex A, Statement of Work - Annex A including its Appendices as follows:
 - (i) Appendix 1 to Annex A - Resource Evaluation Criteria
 - (ii) Appendix A to Annex A - Tasking Procedures
 - (iii) Appendix B to Annex A - Task Authorization (TA) Form
 - (iv) Appendix C to Annex A - Resource Assessment Criteria and Response Tables
 - (v) Appendix D to Annex A - Certification at the TA stage
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) the signed Task Authorizations including any required Certifications;
- (h) Supply Arrangement Number EN578-055605/xxx/EL (the "Supply Arrangement"); and
- (i) the Contractor's bid dated _____ (*insert date of bid*), as amended _____ (*insert date(s) of amendment(s) if applicable*), not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

7.13 Foreign Nationals (Canadian Contractor)

- (a) SACC Manual clause A2000C (2008-05-12) Foreign Nationals (Canadian Contractor)

Note to Bidders: *Either this clause or the one that follows, whichever applies (based on whether the successful bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract.*

7.13 Foreign Nationals (Foreign Contractor)

- (a) SACC Manual clause A2001C (2008-05-12) Foreign Nationals (Foreign Contractor)

7.14 Insurance Requirements

- (a) **The following will apply to requirements where Limitation of Liability is less than or equal to \$2 million:**

(i) Contractor's Responsibility

- (A) It will be the sole responsibility of the Contractor to decide whether or not any insurance coverage is necessary for its own protection or to fulfill its obligations under the Contract. Any such insurance will be provided and maintained by the Contractor at its own expense. The insurance stipulation provisions contained herein will not limit any insurance required by federal, provincial or municipal law. The required insurance is to the benefit and protection of the Contractor and will not be deemed to release or diminish its liability in any manner including as may be referenced elsewhere by the provision of the Contract.
- (B) The Contracting Authority reserves the right to request at any time, evidence that the insurance requirements, stipulated herein, are met.
- (C) The evidence of insurance, if requested, is to be provided in the following manner:
- (i) Certificate(s) of insurance signed by the insurer's underwriter containing reasonable detail of the insurance coverage, exclusions, deductibles and conditions applying to such policies and confirming that the insurance is in force to meet these requirements; or
 - (ii) A certified true copy of the policy.

(ii) Commercial General Liability (CGL)

Commercial General Liability insurance will be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability **NOT LESS THAN \$2 million** per accident or occurrence and in the annual aggregate.

CGL Endorsements

The following endorsements must be incorporated into the conditions of the Contractor's Commercial General Liability insurance policy:

- (A) Additional Insured Endorsement: Canada is included as an additional insured, but only with respect to liabilities that may arise from the contractor's own negligence, in the performance of the contract.

The interest of Canada as additional insured should read as follows: Canada, represented by Public Works and Government Services Canada,

- (B) Notice of Cancellation Endorsement: The Insurer agrees to provide the SO/SA Authority thirty (30) days written notice of policy cancellation;
 - (C) Cross Liability Endorsement: Without increasing the limit of liability, the policy will protect all insured parties to the full extent of coverage provided. Further, the policy will apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each;
 - (D) Contractual Liability Endorsement: The policy will, on a blanket basis or by specific reference to threshold limits of the SO/SA Tiers, extend to assumed liabilities with respect to contractual insurance provisions;
 - (E) Contingent Employer's Liability Endorsement: To protect Contractor for liabilities arising in the management and administration of statutory and contractual entitlements of their employees;
 - (F) Employees and (where applicable) Volunteers as Additional Insured: All employees and (where applicable) volunteers, on behalf of the Contractor, will be included as additional insured;
 - (G) Voluntary Medical Payments, \$5,000 per person, \$25,000 per accident: To provide, without contestation, for expenses incurred in instances of minor accidental bodily injuries;
 - (H) Products and Completed Operations Broad Form (24 months): While not limited to, the endorsement should include service, assembly and repair activities as well as material, parts or equipment furnished in connection with the work performed by the Contractor or on its behalf;
 - (I) Personal Injury Broad Form: While not limited to, the endorsement should include coverage for Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character;
 - (J) Independent Contractors Liability Endorsement (if any): Unless otherwise insured elsewhere, and evidence thereof is secured by the Contractor; all subcontractors are included as Insured by the policy;
 - (K) Non-Owned Automobile Endorsement: To protect the Contractor for liabilities arising by their use of vehicles owned by other parties including Canada.
- (iii) Where the Contractor is a Joint Venture, for the purposes of the Contract and any related documents (including insurance certificates), Canada requires that the Joint Venture Contractor identify itself by a single name. Upon request by Canada, a Joint Venture Contractor must specify the name of the Joint Venture to the Contracting Authority.
- (b) The following will apply to requirements where Limitation of Liability is greater than \$2 million but less than or equal to \$10 million:**
- (i) Contractor's Responsibility
 - (A) It will be the sole responsibility of the Contractor to decide whether or not any insurance coverage is necessary for its own protection or to fulfill its obligations under the Contract. Any such insurance will be provided and maintained by the Contractor at its own expense. The insurance stipulation provisions contained herein will not limit any insurance required by federal, provincial or municipal law. The required insurance is to the benefit and

protection of the Contractor and will not be deemed to release or diminish its liability in any manner including as may be referenced elsewhere by the provision of the Contract.

- (B) To meet the insurance requirements of the Contract, the Contractor must provide, upon request, in its application a Certificate of Insurance containing reasonable detail of the insurance coverage, exclusions, deductibles and conditions applying to such policies and confirming that the insurance is in force to meet these requirements or, at the request of the Contracting Authority, a certified true copy of all applicable insurance policies.

(ii) Commercial General Liability (CGL)

Commercial General Liability insurance will be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability **NOT LESS THAN \$5 million** per accident or occurrence and in the annual aggregate.

CGL Endorsements

The following endorsements must be incorporated into the conditions of the Contractor's Commercial General Liability insurance policy:

- (A) Additional Insured Endorsement: Canada is included as an additional insured, but only with respect to liabilities that may arise from the contractor's own negligence, in the performance of the contract.
- The interest of Canada as additional insured should read as follows: Canada, represented by Public Works and Government Services Canada;
- (B) Notice of Cancellation Endorsement: The Insurer agrees to provide the Contracting Authority thirty (30) days written notice of policy cancellation;
- (C) Cross Liability Endorsement: Without increasing the limit of liability, the policy will protect all insured parties to the full extent of coverage provided. Further, the policy will apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each;
- (D) Contractual Liability Endorsement: The policy will, on a blanket basis or by specific reference to threshold limits of the SO/SA Tiers, extend to assumed liabilities with respect to contractual insurance provisions;
- (E) Contingent Employer's Liability Endorsement": To protect Contractor for liabilities arising in the management and administration of statutory and contractual entitlements of their employees;
- (F) Employees and (where applicable) Volunteers as Additional Insured: All employees and (where applicable) volunteers, on behalf of the Contractor, will be included as additional insured;
- (G) Voluntary Medical Payments, \$5,000 per person, \$25,000 per accident: To provide, without contestation, for expenses incurred in instances of minor accidental bodily injuries;
- (H) Products and Completed Operations Broad Form (24 months): While not limited to, the endorsement should include service, assembly and repair activities as well as material, parts or equipment furnished in connection with the work performed by the Contractor or on its behalf;

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- (I) Personal Injury Broad Form: While not limited to, the endorsement should include coverage for Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character;
 - (J) Independent Contractors Liability Endorsement (if any): Unless otherwise insured elsewhere, and evidence thereof is secured by the Contractor; all subcontractors are included as Insured by the policy;
 - (K) Non-Owned Automobile Endorsement: To protect the Contractor for liabilities arising by their use of vehicles owned by other parties including Canada.
- (iii) Where the Contractor is a Joint Venture, for the purposes of the Contract and any related documents (including insurance certificates), Canada requires that the Joint Venture Contractor identify itself by a single name. Upon request by Canada, a Joint Venture Contractor must specify the name of the Joint Venture to the Contracting Authority.
- (iv) Errors and Omissions insurance
- Errors and Omissions Liability insurance will be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability **NOT LESS THAN \$500K** per loss and in the annual aggregate, inclusive of defence costs.
- If this is a claims made policy and the duration of the Contract exceeds the policy term; in the event of cancellation or non-renewal of the policy, an Extended Claims Reporting Endorsement, minimum twelve (12) months, must be secured by the Contractor.
- (v) Errors and Omissions Endorsements
- The following clauses must be incorporated into the conditions of the Contractor's Errors and Omissions Liability coverage:
- (A) Notice of Cancellation Endorsement: The Insurer agrees to provide the Contracting Authority thirty-day written notice of policy cancellation.
- (c) The following will apply to requirements where Limitation of Liability is greater than \$10 million but less than or equal to \$20 million:**
- (i) Contractor's Responsibility
- (A) It will be the sole responsibility of the Contractor to decide whether or not any insurance coverage is necessary for its own protection or to fulfill its obligations under the Contract. Any such insurance will be provided and maintained by the Contractor at its own expense. The insurance stipulation provisions contained herein will not limit any insurance required by federal, provincial or municipal law. The required insurance is to the benefit and protection of the Contractor and will not be deemed to release or diminish its liability in any manner including as may be referenced elsewhere by the provision of the Contract.
- (B) To meet the insurance requirements of the Contract, the Contractor must provide in its application a Certificate of Insurance containing reasonable detail of the insurance coverage, exclusions, deductibles and conditions applying to such policies and confirming that the insurance is in force to meet these requirements or, at the request of the Contracting Authority, a certified true copy of all applicable insurance policies.

(ii) Commercial General Liability (CGL)

Commercial General Liability insurance will be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability **NOT LESS THAN \$10 million** per accident or occurrence and in the annual aggregate.

CGL Endorsements

The following endorsements must be incorporated into the conditions of the Contractor's Commercial General Liability insurance policy:

- (A) Additional Insured Endorsement: Canada is included as an additional insured, but only with respect to liabilities that may arise from the contractor's own negligence, in the performance of the contract.

The interest of Canada as additional insured should read as follows: Canada, represented by Public Works and Government Services Canada;
- (B) Notice of Cancellation Endorsement: The Insurer agrees to provide the Contracting Authority thirty (30) days written notice of policy cancellation;
- (C) Cross Liability Endorsement: Without increasing the limit of liability, the policy will protect all insured parties to the full extent of coverage provided. Further, the policy will apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each;
- (D) Contractual Liability Endorsement: The policy will, on a blanket basis or by specific reference to threshold limits of the SO/SA Tiers, extend to assumed liabilities with respect to contractual insurance provisions;
- (E) Contingent Employer's Liability Endorsement": To protect Contractor for liabilities arising in the management and administration of statutory and contractual entitlements of their employees;
- (F) Employees and (where applicable) Volunteers as Additional Insured: All employees and (where applicable) volunteers, on behalf of the Contractor, will be included as additional insured;
- (G) Voluntary Medical Payments, \$5,000 per person, \$25,000 per accident: To provide, without contestation, for expenses incurred in instances of minor accidental bodily injuries;
- (H) Products and Completed Operations Broad Form (24 months): While not limited to, the endorsement should include service, assembly and repair activities as well as material, parts or equipment furnished in connection with the work performed by the Contractor or on it's behalf;
- (I) Personal Injury Broad Form: While not limited to, the endorsement should include coverage for Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character;
- (J) Independent Contractors Liability Endorsement (if any): Unless otherwise insured elsewhere, and evidence thereof is secured by the Contractor; all subcontractors are included as Insured by the policy;
- (K) Non-Owned Automobile Endorsement: To protect the Contractor for liabilities arising by their use of vehicles owned by other parties including Canada.

- (iii) Where the Contractor is a Joint Venture, for the purposes of this Contract and any related documents (including insurance certificates), Canada requires that the Joint Venture Contractor identify itself by a single name. Upon request by Canada, a Joint Venture Contractor must specify the name of the Joint Venture to the Contracting Authority.

(iv) Errors and Omissions Insurance

Errors and Omissions Liability insurance will be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability **NOT LESS THAN \$1 million** per loss and in the annual aggregate, inclusive of defence costs.

If this is a claims made policy and the duration of the Contract exceeds the policy term; in the event of cancellation or non-renewal of the policy, an Extended Claims Reporting Endorsement, minimum twelve (12) months, must be secured by the Contractor.

Errors and Omissions Endorsements

The following clauses must be incorporated into the conditions of the Contractor's Errors and Omissions Liability coverage:

- (A) Notice of Cancellation Endorsement: The Insurer agrees to provide the Contracting Authority thirty-day written notice of policy cancellation.

7.15 Limitation of Liability - Information Management/Information Technology

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

(b) First Party Liability:

- (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
- (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
 - (B) physical injury, including death.
- (ii) The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.
- (iii) Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

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- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.
 - (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract, including:
 - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
 - (B) Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.

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

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

(c) Third Party Claims:

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

7.16 Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is [REDACTED] and that it is comprised of the following members: *[list all the joint venture members named in the Contractor's original bid]*.
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
- (i) [REDACTED] has been appointed as the "representative member" of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;
 - (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
 - (iii) all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
- (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

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

7.17 Professional Services - General

- (a) The Contractor must provide professional services on request as specified in this Contract. The individual(s) proposed in its bid is required to perform the Work, the Contractor must make such person available to perform the work within 10 working days of the issuance of the Contract or the TA (whichever first contains instructions from Canada for that individual to report to the Work site). Where such a specific individual is unavailable to perform the Work, Canada may elect to either (i) exercise its rights or remedies under the Contract or at law (including terminating the Contract for default), or (ii) Canada may require the Contractor to propose the replacement of the specific individual in accordance with the Article titled, "Replacement of Specific Individuals" in the General Conditions 2035. This obligation applies despite any changes that Canada may have made to any hardware, software or any other aspect of the Client's operating environment. In respect of any given Category of Personnel, any replacement resource will be rated by the Technical Authority and the score obtained must be equal or superior to the score obtained for that original resource.

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- (b) If there must be a change in a resource performing work under the Contract (which must in any case comply with the requirements in the section of the General Conditions entitled "Replacement of Specific Individuals"), the Contractor must make the replacement available for work within 10 working days of the departure of the existing resource (or, if Canada has requested the replacement, within 15 working days of Canada's notice of the requirement for a replacement).
 - (c) All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, and language proficiency) and must be competent to provide the required services by any delivery dates described in the Contract. The resource must be approved by Canada prior to the replacement at the Work site.
 - (d) The Contractor must monitor its employees to ensure satisfactory performance and that progress of the Work is maintained to Canada's satisfaction. A Contractor representative will meet with the Project Authority on a regular basis (as specified by Canada) to discuss the performance of its resources and to resolve any issues at hand.
 - (e) If the Contractor fails to meet any of its obligations under this Article, or fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Project Authority within 10 working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

7.18 Safeguarding Electronic Media

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

7.19 Representations and Warranties

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

7.20 Access to Canada's Property and Facilities

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

7.21 Implementation of Professional Services

If similar professional services are currently being provided by another supplier or by Canada's own personnel, the Contractor is responsible for ensuring that the transition to the professional services it provides under the Contract is completed in a way that does not disrupt Canada's operations or users, and does not result in any interim degradation to the timeliness or quality of service. The Contractor is solely responsible for any additional training required by its resources to perform the Work, and time spent by resources on that training or becoming familiar with the Client's environment must not be charged to Canada. The transition will be considered complete once the Contractor has demonstrated, to the satisfaction of the Technical Authority, that it is ready and able to carry out the Work. The transition must be complete by no later than 10 working days after the Contract is awarded. All costs associated with establishing itself to provide the professional services are the responsibility of the Contractor.

7.22 Identification Protocol Responsibilities

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

- (a) Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify if an individual is not a permanent employee of the Contractor prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not a Contractor permanent employee;
- (b) During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and
- (c) If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.
- (d) If Canada determines that the Contractor is in breach of any obligation stated in this Article, upon written notice from Canada the Contractor must submit a written action plan describing corrective measures it will implement to eliminate the recurrence of the problem. The Contractor will have 5 working days to deliver the action plan to the Client and the Contracting Authority, and 20 working days to rectify the underlying problem.
- (e) In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

ANNEX A – G1

STREAM G1 – ARCHITECTURE AND INTEGRATION

STATEMENT OF WORK

1. BACKGROUND

- 1.1 Citizenship and Immigration Canada's (CIC) Information Management (IM), Information Technology (IT) and Project Management (PM) functions plan, builds and operate the applications, information and technology infrastructure needed to support the delivery of CIC's services and programs to Canadians, Immigrants and Refugees, and to administer and manage the Department.
- 1.2 Within CIC, the Chief Information Officer (CIO) is responsible for developing IM/IT/PM strategies and policies that support departmental priorities and for the overall management of the departmental IM/IT/PM functions. The CIO Branch consists of:
- Policy, Planning and Architecture (PPA);
 - Application Management Services (AMS);
 - IT Infrastructure Services (ITIS);
 - Information Management (IM);
 - Global Case Management System (GCMS); and
 - Enterprise Project Management Office (EPMO).
- 1.3 CIC has a general requirement for a broad selection of IM, IT and PM support services categories, to be provided on an "as and when requested" basis in Ottawa. IM /IT services will be provided in support of the CIO Branch. PM services will be provided across the entire Department including the CIO Branch.

2. SCOPE

- 2.1 The scope of this specific requirement is to provide architecture and integration services to be provided on an "as and when requested" basis.

3. GENERAL REQUIREMENTS

- 3.1 The Contractor must:
- a. supply support services resources via a Task Authorization (TA) on an "as and when requested" basis in the categories of work described in this Statement of Work (SOW);
 - b. ensure resources have the required experience with IM/IT technology to perform the tasks within the TA SOW;
 - c. ensure that the resources are fluent in the language(s) specified in the TA SOW;
 - d. ensure that the resources have the security clearance specified in the TA SOW;
 - e. ensure that the resource meet the travel requirements specified in the TA SOW;
 - f. ensure that resources support operational working hours as specified in the TA SOW;
 - g. attend, as a minimum, quarterly meetings with the Technical Authority to review:

- i. the status of work on current tasks based on the monthly progress reports;
 - ii. the financial elements of the Contract based on the monthly financial report;
 - iii. other issues as deemed necessary by either party; and
- h. provide a transition process for knowledge transfer to begin 30 days prior to Contract expiration or termination to a replacement Contractor and/or Crown employees.

4. CIC CORE TECHNOLOGY INFRASTRUCTURE

- 4.1 CIC's technology infrastructure is most heavily concentrated in Ottawa — serving the needs of staff in the National Capital Region. Significant amounts of hardware and software are also installed in other offices in Canada and in overseas missions around the world. Over the course of the Contract, the CIC core technology infrastructure may change and thus new IM/IT/PM services may be added to the Contract.

4.2 Hardware Environment

4.2.1 Within Canada:

- Unisys Libra 790 Mainframe at HRSDC's Moncton and Montreal Information Technology Centres
- 660 Intel Pentium servers located in NHQ and major CIC offices across Canada
- 80 HP and Sun servers running variants of UNIX (Sun Solaris UNIX servers in Mississauga, Vegreville and at National Headquarters)
- 18 HP Alpha DS10 or DS 15 Servers running OPENVMS within Canada
- 6,200 PCs in offices in Canada currently migrating to Microsoft Vista
- TCP/IP router-based network

4.2.2 Outside Canada:

- 65 HP Alpha DS10 or DS 15 Servers running OPENVMS in overseas missions (primarily co-located with DFAIT)
- 1,500 PCs in overseas missions: all are running XP and are network-connected through DFAIT's LAN-environment SIGNET
- Immigration Medical System (IMS) that runs on a Windows NT/4 server in Ottawa
- DFAIT's SIGNET and MITNET facilities

4.3 Software Environment

4.3.1 Programming Languages:

- | | | |
|------------------|-----------------------|--------------|
| • Java/.NET | • Cold Fusion Perl | • SQL |
| • ABAP | • BASIS | • COBOL |
| • ASP 3.0 | • C, C+, C++, C-sharp | • e-Script |
| • Visual Basic 6 | • Java Script | • Siebel CRM |
| • HTML | • Transact-SQL | • SAP |
| • PeriPro | • CSS | • SAS |
| • VXML | | |

4.3.2 Operating Environments:

- | | |
|--------------------------|------------------------|
| • MCP | • UNIX (Solaris/ HPUX) |
| • MS Windows 2000 Server | • OPENVMS |
| | • MS Windows 2003 |

- MS Windows NT Server
- MS Windows 2008
- Windows 7
- Vista
- MS Windows 2008 Server

4.3.3 Middleware:

- Jaguar (eaServer)
- Tomcat
- Tuxedo
- Biztalk
- MSMQ
- Oracle Portal (2008)
- CITRIX
- MQ Series
- Adobe
- SSA-Name-III
- JAWS
- MPS 500

4.3.4 Database Technologies:

- Oracle
- MS SQL Server
- MS Access
- Sybase
- IRIS
- DMSII

5. CATEGORY OF RESOURCES AND RESPONSIBILITIES

5.1 A.1 Application/Software Architect, Level 2 and 3 (Core)

Responsibilities include but are not limited to:

- a. Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- b. Identify the policies and requirements that drive out a particular solution;
- c. Analyze and evaluate alternative technology solutions to meet business problems;
- d. Ensure the integration of all aspects of technology solutions;
- e. Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- f. Analyze functional requirements to identify information, procedures and decision flows;
- g. Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary;
- h. Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems;
- i. Define input/output sources, including detailed plan for technical design phase;
- j. Identify and document system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.; and
- k. Provide related briefings and status reports to management.

5.2 A.2 ERP Functional Analyst, Level 2 and 3

Responsibilities include but are not limited to:

- a. Develop and document ERP functional, business, and/or system requirements specifications;
- b. Develop and document screen, report and interface requirements;
- c. Develop functional, business, and/or system interface or capability interaction;

- d. Gather and analyze information to establish the functional needs of a system or project;
- e. Design methods and procedures for computer systems, and sub-systems of larger systems;
- f. Develop, test and implement small computer systems, and sub-systems of larger systems;
- g. Document forms, manuals, programs, data files, and procedures; and
- h. Provide related briefings to management.

5.3 A.3 ERP Programmer Analyst, Level 2 and 3 (Core)

Responsibilities include but are not limited to:

- a. Develop low-level detailed requirements, programming, and systems development of ERP Systems;
- b. System testing and implementation; and
- c. Provide related briefings and status reports to management.

5.4 A.4 ERP System Analyst, Level 2

Responsibilities include but are not limited to:

- a. Develop requirements, feasibility, cost, design, and specification documents for ERP systems;
- b. Implement ERP systems to support projects, departments, organizations or businesses;
- c. Translate ERP business requirements into systems design and specifications;
- d. Analyze and recommend alternatives and options for solutions;
- e. Develop technical specifications for ERP systems development, design and implementation; and
- f. Provide related briefings and status reports to management.

5.5 A.5 ERP Technical Analyst, Level 2

Responsibilities include but are not limited to:

- a. Comprehensive understanding of the technical capabilities offered by ERP facilities;
- b. Develop or assist with business and functional requirements, project scope, estimates of effort and duration;
- c. Translate functional and business requirements into technical requirements;
- d. Develop and/or manage technical aspects of application software, user interfaces, and third-party components;
- e. Conduct, assist with, an/or manage unit and system tests;
- f. Establish technical standards for the technical framework; and
- g. Provide related briefings and status reports to management.

5.6 A.12 WEB Architect, Level 2 and 3

Responsibilities include but are not limited to:

- a. Define architecture to be used in web-based projects;
- b. Perform architectural modeling to ensure consistency of the design with existing work;
- c. Select and recommend the development language to be used for a project;
- d. Assess the impact of the new requirements on existing web applications;
- e. Develop code based upon design and requirements documents;
- f. Write code to write to and read from a database;
- g. Unit test the code prior to releasing it for integration testing;
- h. Monitor the need for architectural changes as a project progresses;
- i. Develop test plans for testing;
- j. Ensure functionalities have been implemented according to specifications;
- k. Define assumptions and constraints of architecture with regard to physical structure and data collection;
- l. Develop post-implementation plan for monitoring/tracking architecture stability; and
- m. Provide related briefings and status reports to management.

5.7 I.8 Storage Analyst, Level 2

Responsibilities include but are not limited to:

- a. Develop, analyze, design, and implement the organization's storage infrastructure/architecture to ensure high levels of data quality and availability;
- b. Develop capacity planning, backup and restore procedures for storage capabilities;
- c. Develop or assist in development of data disaster recovery plans, as they relate to storage capabilities and continuity;
- d. Develop, implement, and oversee policies and procedures to ensure consistent and seamless storage continuity and capabilities; and
- e. Provide related briefings and status reports to management.

5.8 I.10 Technical Architect, Level 2

Responsibilities include but are not limited to:

- a. Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- b. Identify policies and requirements that drive out a particular solution;
- c. Analyze and evaluate alternative technology solutions to meet business problems;
- d. Ensure the integration of all aspects of technology solutions;
- e. Evaluate hardware and software relative to their ability to support specified requirements and, by determining potential and actual bottlenecks, and improve system performance through recommended hardware changes;

- f. Review computer software systems and data requirements as well as communication and response needs and determine operating systems and languages needed to support them; and
- g. Provide related briefings and status reports to management.

5.9 I.11 Technology Architect, Level 2 (Core)

Responsibilities include but are not limited to:

- a. Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- b. Identify the policies and requirements that drive out a particular solution;
- c. Analyze and evaluate alternative technology solutions to meet business problems;
- d. Ensure the integration of all aspects of technology solutions;
- e. Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- f. Provide information, direction and support for emerging technologies;
- g. Perform impact analysis of technology changes;
- h. Provide support to applications and/or technical support teams in the proper application of existing infrastructure;
- i. Review application and program design or technical infrastructure design to ensure adherence to standards and to recommend performance improvements; and
- j. Provide related briefings and status reports to management.

5.10 I.12 PKI Specialist, Level 2 and 3

Responsibilities include but are not limited to:

- a. Develop PKI related policies, standards, guidelines and procedures;
- b. Review existing PKI policies, standards, guidelines and procedures and provide advice as to their appropriateness and effectiveness;
- c. Conduct compliance audits of PKI related concerns, including operations, application systems and infrastructure;
- d. Conduct PKI related security threat and risk assessments of IT facilities, application systems and communications;
- e. Conduct PKI related reviews of backup and recovery plans;
- f. Investigate PKI related incidents and report cause and related weaknesses and recommend remedies;
- g. Design the PKI related framework and implement the PKI infrastructure required to protect assets and to support application systems;
- h. Provide advice on PKI aspects of application systems under development;
- i. Develop and deliver PKI awareness and training programs; and
- j. Provide related briefings and status reports to management.

5.11 I.14 Security Specialist, Level 2

Responsibilities include but are not limited to:

- a. Develop IT security policies, standards, guidelines and procedures;
- b. Review existing security policies, standards, guidelines and procedures and provide advice as to their appropriateness and effectiveness;
- c. Conduct compliance audits of IT operations, application systems and infrastructure;
- d. Conduct security threat and risk assessments of IT facilities, application systems and communications;
- e. Conduct reviews of backup and recovery plans;
- f. Investigate security incidents and report cause and related weaknesses and recommend remedies;
- g. Design the security framework and implement the security components of IT infrastructure required to protect assets and to support application systems;
- h. Provide advice on the security aspects of application systems under development;
- i. Develop and deliver IT Security awareness and training programs; and
- j. Provide related briefings and status reports to management.

5.12 P.2 Enterprise Architect, Level 2 and 3 (Core)

Responsibilities include but are not limited to:

- a. Evaluate the enterprise's business architecture, determine its consistency and integration with the organization's business/ICT strategies, assess the degree of its alignment with Treasury Board CIO Business Transformation Enablement Program (BTEP) and Federated Architecture Program (FAP) and recommend changes to the business/ICT architecture to improve its alignment with these external factors;
- b. Identify future business requirements against the current enterprise architecture, perform gaps analyses, develop Requirements for Technology Architectures (RTA), and prepare migration strategies;
- c. Assess the feasibility of migrating from the current state to the target business architecture and enabling technologies and identify the risks associated with migrating to the target business architecture and technologies and make recommendations for risk mitigation;
- d. Identify business and technology trends that create opportunities for business improvement, advise business and ICT Senior Executives on ICT trends and emerging technologies and the impact on the organization's and government ICT architectures and business strategies, model "What if" scenarios and recommend appropriate changes to the existing architecture and ICT infrastructure, and recommend alternative solutions, methodologies and strategies;
- e. Produce an architectural evolution plan, recommend prioritization of architecture evolution initiatives, and develop and/or implement an architecture evolution plan;
- f. Manage the development and implementation of an architectural improvement plan;
- g. Coach, mentor and train the organization to perform any of the above; and
- h. Provide related briefings and status reports to management.

6 DELIVERABLES

- 6.1 CIC will specify details of the deliverables required in the TAs when they are issued.

7. REPORTING REQUIREMENTS

- 7.1 The Contractor must provide a monthly financial report that must include as a minimum, but not necessarily limited to the following data:
- a. list of each TA issued with dollar value;
 - b. the total amount spent; and
 - c. remaining balance.

8. LANGUAGE REQUIREMENT

- 8.1 Contractor personnel must be fluent in the English language. Contractor personnel must be able to communicate orally and in writing in English without any assistance and with minimal errors. Specific requirements for Contractor personnel to be fluent in both the English and French language will be detailed in each Task Authorization.

9. WORKING HOURS

- 9.1 Normal working hours will be from 07:00 to 17:00 EST Monday through Friday where the Contractor's resources will be expected to work 7.5 hours each day between those hours. The Contractor's resources must be available to work outside normal office hours during the duration of the Contract. The Contractor may need to provide the resources on weekends and/or holidays. Any time worked over the number of billable hours/days in a month must be pre-approved by the Technical Authority.

APPENDIX 1 TO ANNEX A-G1 STREAM G1 – ARCHITECTURE AND INTEGRATION

RESOURCE EVALUATION CRITERIA

Note to Bidders: Appendix 1 to ANNEX A-G1 is for information ONLY. Resources requested on future Task Authorizations under the resulting Contract will be evaluated against these criteria. These grids are NOT to be completed for the current bid solicitation.

A.1 Application/Software Architect, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an Application/Software Architect working within an IM/IT environment.
M2	Experience as an Application/Software Architect on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience developing technical architectures, frameworks and strategies, either for an organization or for a major application area.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience evaluating existing procedures and methods, identifying and documenting database content, structure, and application sub-systems, and developing data dictionary.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience identifying and documenting system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.1 Application/Software Architect, Level 3 (Core)

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as an Application/Software Architect working within an IM/IT environment.
M2	Experience as an Application/Software Architect on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in leading the development of technical architectures, frameworks and strategies, either for an organization or for a major application area.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience leading the evaluation of existing procedures and methods, identifying and documenting database content, structure, and application sub-systems, and developing data dictionary.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience leading the identification and documentation of system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.2 ERP Functional Analyst, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an ERP Functional Analyst working within an IM/IT environment.
M2	Experience as an ERP Functional Analyst on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience developing and documenting screen, report and interface requirements.	1 to 3 years		2
		3+ to 5 years		4
		5+ to 7 years		6
		7+ to 9 years		8
		9+ years		10
R2	Experience gathering and analyzing information to establish the functional needs of a system or project.	1 to 3 years		2
		3+ to 5 years		4
		5+ to 7 years		6
		7+ to 9 years		8
		9+ years		10
R3	Experience developing, testing and implementing small computer systems, and sub-systems of larger systems.	1 to 3 years		2
		3+ to 5 years		4
		5+ to 7 years		6
		7+ to 9 years		8
		9+ years		10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years		2
		3+ to 5 years		4
		5+ to 7 years		6
		7+ to 9 years		8
		9+ years		10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.2 ERP Functional Analyst, Level 3

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as an ERP Functional Analyst working within an IM/IT environment.
M2	Experience as an ERP Functional Analyst on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience leading the development and documentation of screen, report and interface requirements.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience leading the gathering and analyzing of information to establish the functional needs of a system or project.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience leading the developing, testing and implementing of small computer systems, and sub-systems of larger systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.3 ERP Programmer Analyst, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an ERP Programmer Analyst working within an IM/IT environment.
M2	Experience as an ERP Programmer Analyst on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience developing low-level detailed requirements, programming, and systems development of ERP Systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in translating ERP business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in ERP system testing and implementation	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.3 ERP Programmer Analyst, Level 3 (Core)

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as an ERP Programmer Analyst working within an IM/IT environment.
M2	Experience as an ERP Programmer Analyst on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience leading the development of low-level detailed requirements, programming, and systems development of ERP Systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience leading the translation of ERP business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience leading ERP system testing and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script), middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III) and BMC Remedy.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.4 ERP System Analyst, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an ERP System Analyst working within an IM/IT environment.
M2	Experience as an ERP System Analyst on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience developing requirements, feasibility, cost, design, and specification documents for ERP systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in translating ERP business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in developing technical specifications for ERP systems development, design and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.5 ERP Technical Analyst, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an ERP Technical Analyst working within an IM/IT environment.
M2	Experience as an ERP Technical Analyst on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience developing business and functional requirements, project scope, estimates of effort and duration.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience translating functional and business requirements into technical requirements.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in developing and managing technical ASP 3.0ects of application software, user interfaces, and third-party components.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.12 WEB Architect, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a WEB Architect working within an IM/IT environment.
M2	Experience as a WEB Architect on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience in defining architecture to be used in web-based initiatives.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience performing architectural modeling to ensure consistency of the design with existing work.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in coding, testing and implementing web applications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with Web technologies (e.g., HTML, XML, CGI Scripting, HTTP, PHP, MIME).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.12 WEB Architect, Level 3

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a WEB Architect working within an IM/IT environment.
M2	Experience as a WEB Architect on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in leading the definition of architecture to be used in web-based initiatives.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in leading architectural modeling to ensure consistency of the design with existing work.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in leading the coding, testing and implementing web applications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with Web technologies (e.g., HTML, XML, CGI Scripting, HTTP, PHP, MIME)	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

I.8 Storage Architect, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Storage Analyst working within an IM/IT environment.
M2	Experience as a Storage Analyst on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in the effort to develop, analyze, design, and implement an organization's storage infrastructure/architecture to ensure high levels of data quality and availability.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience developing capacity planning, backup and restore procedures for storage capabilities.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in developing data disaster recovery plans, as they relate to storage capabilities and continuity.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II)	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

I.10 Technical Architect, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Technical Architect working within an IM/IT environment.
M2	Experience as a Technical Architect on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience developing technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet business and application requirements.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience evaluating hardware and software relative to their ability to support specified requirements and, by determining potential and actual bottlenecks, and improve system performance through recommended hardware changes.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in reviewing computer software systems and data requirements as well as communication and response needs and determine operating systems and languages needed to support them.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

I.11 Technology Architect, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Technology Architect working within an IM/IT environment.
M2	Experience as a Technology Architect on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in developing technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience evaluating hardware and software relative to their ability to support specified requirements, determining potential bottlenecks, and improving system performance through hardware changes.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in evaluating alternative technology solutions to meet business requirements.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C++, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

I.12 PKI Specialist, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a PKI Specialist working within an IM/IT environment.
M2	Experience as a PKI Specialist on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience reviewing existing PKI policies, standards, guidelines and procedures and providing advice as to their appropriateness and effectiveness.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience conducting PKI related security threat and risk assessments of IT facilities, application systems and communications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience designing PKI related framework and implementing the PKI infrastructure required to protect assets and to support application systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in developing and delivering PKI awareness and training programs.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

I.12 PKI Specialist, Level 3

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a PKI Specialist working within an IM/IT environment.
M2	Experience as a PKI Specialist on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience leading the review of existing PKI policies, standards, guidelines and procedures and providing advice as to their appropriateness and effectiveness.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience leading PKI related security threat and risk assessments of IT facilities, application systems and communications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience leading the design of PKI related framework and implementing the PKI infrastructure required to protect assets and to support application systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in leading the development and delivery of PKI awareness and training programs.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

I.14 Security Specialist, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Security Specialist working within an IM/IT environment.
M2	Experience as a Security Specialist on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience developing IT security policies, standards, guidelines and procedures.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience designing a security framework and implementing the security components of IT infrastructure required to protect assets and to support application systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience conducting compliance audits, TRA (Threat and Risk Assessments) and security incidence investigations.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in developing and delivering IT Security awareness and training programs.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.2 Enterprise Architect, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an Enterprise Architect working within an IM/IT environment.
M2	Experience as an Enterprise Architect on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in evaluating an enterprise's Business or Technical architectures to determine consistency and integration with the organization's business and IM/IT strategies and alignment with Government of Canada and industry guidelines and best practices.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in identifying future business or technology requirements against the current enterprise architecture, performing gap analysis and preparing prepare migration strategies.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in assessing the feasibility of migrating from the current state to the target business architecture and enabling technologies and identify the risks associated with migrating to the target business architecture and technologies.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in developing and implementing an architectural evolution plan.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.2 Enterprise Architect, Level 3 (Core)

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as an Enterprise Architect working within an IM/IT environment.
M2	Experience as an Enterprise Architect on at least 3 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience leading the evaluation of an enterprise's Business or Technical architectures to determine consistency and integration with the organization's business and IM/IT strategies and alignment with Government of Canada and industry guidelines and best practices.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience leading the effort in identifying future business or technology requirements against the current enterprise architecture, performing gap analysis and preparing prepare migration strategies.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in leading the effort to assess the feasibility of migrating from the current state to the target business architecture and enabling technologies and identify the risks associated with migrating to the target business architecture and technologies.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in developing and implementing an architectural evolution plan.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

ANNEX A – G2**STREAM G2 – APPLICATION DEVELOPMENT****STATEMENT OF WORK****1. BACKGROUND**

- 1.1 Citizenship and Immigration Canada's (CIC) Information Management (IM), Information Technology (IT) and Project Management (PM) functions plan, builds and operate the applications, information and technology infrastructure needed to support the delivery of CIC's services and programs to Canadians, Immigrants and Refugees, and to administer and manage the Department.
- 1.2 Within CIC, the Chief Information Officer (CIO) is responsible for developing IM/IT/PM strategies and policies that support departmental priorities and for the overall management of the departmental IM/IT/PM functions. The CIO Branch consists of:
- Policy, Planning and Architecture (PPA);
 - Application Management Services (AMS);
 - IT Infrastructure Services (ITIS);
 - Information Management (IM);
 - Global Case Management System (GCMS); and
 - Enterprise Project Management Office (EPMO).
- 1.3 CIC has a general requirement for a broad selection of IM, IT and PM support services categories, to be provided on an "as and when requested" basis in Ottawa. IM /IT services will be provided in support of the CIO Branch. PM services will be provided across the entire Department including the CIO Branch.

2. SCOPE

- 2.1 The scope of this specific requirement is to provide application and development services to be provided on an "as and when requested" basis.

3. GENERAL REQUIREMENTS

- 3.1 The Contractor must:
- a. supply support services resources via a Task Authorization (TA) on an "as and when requested" basis in the categories of work described in this Statement of Work (SOW);
 - b. ensure resources have the required experience with IM/IT technology to perform the tasks within the TA SOW;
 - c. ensure that the resources are fluent in the language(s) specified in the TA SOW;
 - d. ensure that the resources have the security clearance specified in the TA SOW;
 - e. ensure that the resource meet the travel requirements specified in the TA SOW;
 - f. ensure that resources support operational working hours as specified in the TA SOW;
 - g. attend, as a minimum, quarterly meetings with the Technical Authority to review:

- i. the status of work on current tasks based on the monthly progress reports;
 - ii. the financial elements of the Contract based on the monthly financial report;
 - iii. other issues as deemed necessary by either party; and
- h. provide a transition process for knowledge transfer to begin 30 days prior to Contract expiration or termination to a replacement Contractor and/or Crown employees.

4. CIC CORE TECHNOLOGY INFRASTRUCTURE

- 4.1 CIC's technology infrastructure is most heavily concentrated in Ottawa — serving the needs of staff in the National Capital Region. Significant amounts of hardware and software are also installed in other offices in Canada and in overseas missions around the world. Over the course of the Contract, the CIC core technology infrastructure may change and thus new IM/IT/PM services may be added to the Contract.

4.2 Hardware Environment

4.2.1 Within Canada:

- Unisys Libra 790 Mainframe at HRSDC's Moncton and Montreal Information Technology Centres
- 660 Intel Pentium servers located in NHQ and major CIC offices across Canada
- 80 HP and Sun servers running variants of UNIX (Sun Solaris UNIX servers in Mississauga, Vegreville and at National Headquarters)
- 18 HP Alpha DS10 or DS 15 Servers running OPENVMS within Canada
- 6,200 PCs in offices in Canada currently migrating to Microsoft Vista
- TCP/IP router-based network

4.2.2 Outside Canada:

- 65 HP Alpha DS10 or DS 15 Servers running OPENVMS in overseas missions (primarily co-located with DFAIT)
- 1,500 PCs in overseas missions: all are running XP and are network-connected through DFAIT's LAN-environment SIGNET
- Immigration Medical System (IMS) that runs on a Windows NT/4 server in Ottawa
- DFAIT's SIGNET and MITNET facilities

4.3 Software Environment

4.3.1 Programming Languages:

- | | | |
|------------------|-----------------------|--------------|
| • Java/.NET | • Cold Fusion Perl | • SQL |
| • ABAP | • BASIS | • COBOL |
| • ASP 3.0 | • C, C+, C++, C-sharp | • e-Script |
| • Visual Basic 6 | • Java Script | • Siebel CRM |
| • HTML | • Transact-SQL | • SAP |
| • PeriPro | • CSS | • SAS |
| • VXML | | |

4.3.2 Operating Environments:

- | | |
|--------------------------|------------------------|
| • MCP | • UNIX (Solaris/ HPUX) |
| • MS Windows 2000 Server | • OPENVMS |
| | • MS Windows 2003 |

- MS Windows NT Server
- MS Windows 2008
- Windows 7
- Vista
- MS Windows 2008 Server

4.3.3 Middleware:

- Jaguar (eaServer)
- Tomcat
- Tuxedo
- Biztalk
- MSMQ
- Oracle Portal (2008)
- CITRIX
- MQ Series
- Adobe
- SSA-Name-III
- JAWS
- MPS 500

4.3.4 Database Technologies:

- Oracle
- MS SQL Server
- MS Access
- Sybase
- IRIS
- DMSII

5. CATEGORY OF RESOURCES AND RESPONSIBILITIES**5.1 A.6 Programmer/Software Developer, Level 2 and 3 (Core)**

Responsibilities include but are not limited to:

- a. Develop and prepare diagrammatic plans for solution of business, scientific and technical problems by means of computer systems of significant size and complexity;
- b. Analyze the problems outlined by the systems analysts/designers in terms of such factors as style and extent of information to be transferred to and from storage units, variety of items to be processed, extent of sorting, and format of final printed results;
- c. Select and incorporate available software programs;
- d. Develop code based upon design and requirements documents;
- e. Develop code to write and read from a database;
- f. Translate detailed flow charts into coded machine instructions and confer with technical personnel in planning programs;
- g. Verify accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel;
- h. Correct program errors by revising instructions or altering the sequence of operations;
- i. Test instructions, and assemble specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference; and
- j. Provide related briefings and status reports to management.

5.2 A.7 Programmer/Analyst, Level 2

Responsibilities include but are not limited to:

- a. Create and modify code and software;
- b. Create and modify screens and reports;

- c. Gather and analyze data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications;
- d. Design methods and procedures for small computer systems, and sub-system of larger systems;
- e. Develop, test and implement small computer systems, and sub-systems of larger systems;
- f. Produce forms, manuals, programs, data files, and procedures for systems and/or applications; and
- g. Provide related briefings and status reports to management.

5.3 A.8 System Analyst, Level 2 and 3 (Core)

Responsibilities include but are not limited to:

- a. Develop requirements, feasibility, cost, design, and specification documents for systems;
- b. Implement systems to support projects, departments, organizations or businesses;
- c. Translate business requirements into systems design and specifications;
- d. Analyse and recommend alternatives and options for solutions;
- e. Develop technical specifications for systems development, design and implementation; and
- f. Provide related briefings and status reports to management

5.4 A.11 Tester, Level 2

Responsibilities include but are not limited to:

- a. Test planning and coordination;
- b. Supervise testing in accordance with a testing plan;
- c. Manage and monitor of test plans for all levels of testing;
- d. Manage walkthroughs and reviews related to testing and implementation readiness;
- e. Status reporting;
- f. Develop test scenarios and test scripts;
- g. Automated testing;
- h. Establish and maintain source and object code libraries for a multi-platform, multi-operating system environment;
- i. Establish software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures;
- j. Establish and operate "interoperability" testing procedures to ensure that the interaction and co-existence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g. for performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure;

- k. Establish a validation and verification capability which assumes functional and performance compliance; and
- l. Provide related briefings and status reports to management.

5.5 A.13 WEB Designer, Level 2

Responsibilities include but are not limited to:

- a. Define architecture to be used in the web-based projects;
- b. Create and apply designs that maximize usability of existing objects;
- c. Perform architectural modeling to ensure consistency of the design with existing work;
- d. Select the development language to be used for projects;
- e. Assess the impact of the new requirements on existing web applications;
- f. Develop code based upon design and requirements documents;
- g. Write code to write to and read from a database;
- h. Unit test the code prior to releasing it for integration testing;
- i. Monitor the need for design changes as projects progress;
- j. Develop test plans for testing the system;
- k. Ensure functionalities have been implemented according to specifications;
- l. Define assumptions and constraints of architecture with regard to physical structure and data collection;
- m. Develop post-implementation plan for monitoring/tracking design stability; and
- n. Provide related briefings and status reports to management.

5.6 A.14 WEB Developer, Level 2

Responsibilities include but are not limited to:

- a. Develop and prepare diagrammatic plans for web based service delivery over the internet;
- b. Analyze the problems outlined by systems analysts/designers in terms of such factors as style and extent of information to be transferred across the internet;
- c. Select and use the best available web development tools for linking the internet based client to the departmental "back end" information delivery programs and databases;
- d. Design high-usability web pages to meet requirements;
- e. Verify accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel;
- f. Correct program errors by revising instructions or altering the sequence of operations;
- g. Test instructions, and assemble specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference; and
- h. Provide related briefings and status reports to management.

5.7 A.15 Web Graphics Designer, Level 2

Responsibilities include but are not limited to:

- a. Create web pages including graphic design;
- b. Develop and implement usability tests, analyses result and modify design accordingly;
- c. Develop flowcharts (web site flow maps) depicting navigation and content;
- d. Develop line drawings or block diagrams illustrating the priority of information, links, navigation and space requirements;
- e. Develop content diagrams showing the interactive connection between pages;
- f. Develop interactive prototypes showing basic form and functionality used for both usability testing and presentations; and
- g. Provide related briefings and status reports to management.

5.8 A.16 Web Multi-media Content Consultant, Level 2

Responsibilities include but are not limited to:

- a. Create web pages including multi-media design;
- b. Develop and implement usability tests, analyse results and modify design accordingly;
- c. Develop flowcharts (web site flow maps) depicting navigation and basic content;
- d. Develop line drawings or block diagrams illustrating the priority of information, links, navigation and space requirements;
- e. Develop content diagrams showing the interactive connection between web pages;
- f. Develop interactive prototypes showing basic form and functionality used for both usability testing and presentations; and
- g. Provide related briefings and status reports to management.

5.9 I.1 Data Conversion Specialist, Level 2 and 3

Responsibilities include but are not limited to:

- a. Oversee all facilities of the conversion process;
- b. Complete mapping, interfaces, mock conversion work, enhancements, actual conversion, and verify completeness and accuracy of converted data;
- c. Establish a strong working relationship with all clients, interact effectively with all levels of client personnel, and provide conversion support;
- d. Analyze and coordinate data file conversions;
- e. Work with importing files from heterogeneous platforms; and
- f. Provide related briefings and status reports to management.

5.10 I.4 Database Modeller / IM Modeller, Level 2 (Core)

Responsibilities include but are not limited to:

- a. Design, develop and maintain logical data models;

-
- b. Analyze proposed changes to databases from the context of the logical and physical data model;
 - c. Provide technical expertise in the use and optimization of data modeling techniques to team members;
 - d. Provide technical assistance, guidance and direction in terms of data analysis and modeling to team members;
 - e. Provide assistance to project team and business users relating to data issues and data analysis concepts;
 - f. Participate in the development of data modeling and metadata policies and procedures;
 - g. Participate in data analysis and data design as a result of new/updated requirements;
 - h. Apply approved changes to logical and physical data models.
 - i. Comply with CIC data naming standards;
 - j. Comply with corporate data architectures, strategies and frameworks, including enterprise data warehouse activities;
 - k. Analyze and evaluate alternative data architecture solutions to meet business problems/requirements to be incorporated into the corporate data architecture;
 - l. Review corporate architecture strategies and directions, data requirements, and business information needs and devise data structures to support them;
 - m. Present recommendations to improve modeling efficiency;
 - n. Improve modeling efficiency through recommendations on how to better utilize current metadata repositories;
 - o. Comply with corporate metadata repository directions;
 - p. Provide input to refinement of data architectures;
 - q. Participate in data architecture refinement;
 - r. Participate in inter-departmental data-related working group activities;
 - s. Construct, monitor and report on work plans and schedules; and
 - t. Provide related briefings and status reports to management.

5.11 B.1 Business Analyst, Level 2 and 3 (Core)

Responsibilities include but are not limited to:

- a. Develop and document statements of requirements for considered alternatives;
- b. Perform business analyses of functional requirements to identify information, procedures, and decision flows;
- c. Evaluate existing procedures and methods, identify and document items such as database content, structure, application subsystems;
- d. Develop data dictionary;
- e. Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems;

- f. Identify candidate business processes for re-design, prototype potential solutions, provide trade-off information and suggest a recommended course of action. Identify the modifications to the automated processes;
- g. Establish acceptance test criteria with client;
- h. Support and use the selected departmental methodology; and
- i. Provide related briefings and status reports to management.

5.12 B.5 Business Process Re-engineering (BPR) Consultant, Level 2

Responsibilities include but are not limited to:

- a. Review existing work processes and organizational structure;
- b. Analyze business functional requirements to identify information, procedures and decision flows;
- c. Identify candidate processes for re-design; prototype potential solutions, provide trade-off information and suggest a recommended course of action. Identify the modifications to the automated processes;
- d. Provide expert advice in defining new requirements and opportunities for applying efficient and effective solutions; identify and provide preliminary costs of potential options;
- e. Provide expert advice in developing and integrating process and information models between processes to eliminate information and process redundancies;
- f. Identify and recommend new processes and organizational structures;
- g. Provide expert advice on and/or assist in implementing new processes and organizational changes;
- h. Document workflows;
- i. Develop and document business process models;
- j. Use business, workflow and organizational modeling software tools; and
- k. Provide related briefings and status reports to management.

5.13 B.8 Call Centre Consultant, Level 2 and 3

Responsibilities include but are not limited to:

- a. Provide expert advice on and/or developing and implementing computer enabled call centers that permit service agents to efficiently and effectively respond to client service requests received by telephone and other electronic media;
- b. Provide expert advice on and/or developing Interactive Voice Response (IVR) Application systems that permit callers to obtain information or enter transactions using the telephone and keypad;
- c. Provide expert advice on and/or developing service request management application systems; and
- d. Provide related briefings and status reports to management.

5.14 B.14 Technical Writer, Level 2

Responsibilities include but are not limited to:

- a. Document help text, user manuals, technical documentation, web page content, etc.;
- b. Review documentation standards and the existing project documentation;
- c. Determine documentation requirements and make plans for meeting them;
- d. Gather information concerning the features and functions provided by the developers;
- e. Assess the audience for the documents/manuals which are required and prepare a statement of purpose and scope for each;
- f. Develop a table of contents for each document/manual and write or edit the required content;
- g. Investigate the accuracy of the information collected by making direct use of the material being documented;
- h. Prepare or coordinate the preparation of any required illustrations and diagrams;
- i. Design the layout of the documents/manuals;
- j. Use word-processing, desk-top publishing and graphics software packages to produce final camera-ready copy; and
- k. Provide related briefings and status reports to management.

5.15 P.11 Quality Assurance Specialist/Analyst, Level 2 and 3

Responsibilities include but are not limited to:

- a. Lead development of test plans, test scripts and test data;
- b. Participate in functional and technical design reviews, perform integration/functional and system testing, and verify test results;
- c. Automated testing;
- d. Identify and document software defects;
- e. Participate with other project resources to resolve defects;
- f. Perform regression testing of software applications; and
- g. Provide related briefings and status reports to management.

6 DELIVERABLES

- 6.1 CIC will specify details of the deliverables required in the TAs when they are issued.

7. REPORTING REQUIREMENTS

- 7.1 The Contractor must provide a monthly financial report that must include as a minimum, but not necessarily limited to the following data:
 - a. list of each TA issued with dollar value;
 - b. the total amount spent; and
 - c. remaining balance.

8. LANGUAGE REQUIREMENT

- 8.1 Contractor personnel must be fluent in the English language. Contractor personnel must be able to communicate orally and in writing in English without any assistance and with minimal errors. Specific requirements for Contractor personnel to be fluent in both the English and French language will be detailed in each Task Authorization.

9. WORKING HOURS

- 9.1 Normal working hours will be from 07:00 to 17:00 EST Monday through Friday where the Contractor's resources will be expected to work 7.5 hours each day between those hours. The Contractor's resources must be available to work outside normal office hours during the duration of the Contract. The Contractor may need to provide the resources on weekends and/or holidays. Any time worked over the number of billable hours/days in a month must be pre-approved by the Technical Authority.

APPENDIX 1 TO ANNEX A-G2 STREAM G2 – APPLICATION DEVELOPMENT

RESOURCE EVALUATION CRITERIA

Note to Bidders: Appendix 1 to ANNEX A-G2 is for information ONLY. Resources requested on future Task Authorizations under the resulting Contract will be evaluated against these criteria. These grids are NOT to be completed for the current bid solicitation.

A.6 Programmer/Software Developer, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Programmer/Software Developer for IM/IT systems.
M2	Experience as a Programmer/Software Developer on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in developing and preparing diagrammatic plans for solution of business, problems by means of computer systems of significant size and complexity.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in analyzing the problems outlined by the systems analysts/designers in terms of such factors as style and extent of information to be transferred to and from storage units, variety of items to be processed, extent of sorting, and format of final printed results.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in designing detailed programs, flow charts, and diagrams indicating mathematical computation and sequence of machine operations necessary to copy and process data and print the results.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience developing code with programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.6 Programmer/Software Developer, Level 3 (Core)

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a Programmer/Software Developer for IM/IT systems.
M2	Experience as a Programmer/Software Developer on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience leading the development and preparation of diagrammatic plans for solution of business, problems by means of computer systems of significant size and complexity.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience leading the analysis of problems outlined by the systems analysts/designers in terms of such factors as style and extent of information to be transferred to and from storage units, variety of items to be processed, extent of sorting, and format of final printed results.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience leading the design of detailed programs, flow charts, and diagrams indicating mathematical computation and sequence of machine operations necessary to copy and process data and print the results.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience developing code with programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.7 Programmer/Analyst, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Programmer/Analyst for IM/IT systems.
M2	Experience as a Programmer/Analyst on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience creating and modify code and software	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience creating and modifying screens and reports.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience producing forms, manuals, programs, data files, and procedures for systems and/or applications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.8 System Analyst, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a System Analyst for IM/IT systems.
M2	Experience as a System Analyst on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience implementing IM/IT systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in translating business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in developing technical specifications for systems development, design and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.8 System Analyst, Level 3 (Core)

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a System Analyst for IM/IT systems.
M2	Experience as a System Analyst on at least 3 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience leading the implementation of IM/IT systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience leading the translation of business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience leading the development of technical specifications for systems development, design and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.11 Tester, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as Tester for IM/IT systems.
M2	Experience as a Tester on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience in establishing and managing software testing procedures for unit test, integration testing and regression testing.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in management of walkthroughs and reviews related to testing and implementation readiness.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in establishing and operating "interoperability" testing procedures to ensure that the interaction and co-existence of various software elements, conform to appropriate standards.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.13 Web Designer, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a WEB Designer working within an IM/IT environment.
M2	Experience as a WEB Designer on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience in creating and applying designs that maximize usability of existing objects.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in assess the impact of the new requirements on existing web applications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in developing code and developing test plans.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with Web technologies (e.g., HTML, XML, CGI Scripting, HTTP, PHP, MIME)	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.14 Web Developer, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a WEB Developer working within an IM/IT environment.
M2	Experience as a WEB Developer on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience in analyzing the problems outlined by systems analysts/designers in terms of such factors as style and extent of information to be transferred across the internet.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in selecting and using the best available web development tools for linking the internet based client to the organization's "back end" information delivery programs and databases.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in verifying accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with Web technologies (e.g., HTML, XML, CGI Scripting, HTTP, PHP, MIME).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.15 Web Graphics Designer, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Web Graphic Designer working within an IM/IT environment.
M2	Experience as a Web Graphic Designer on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience developing and implementing usability tests, analyses result and modifying designs accordingly.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience developing flowcharts (web site flow maps) depicting navigation and content.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience developing content diagrams showing the interactive connection between pages.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with Web technologies (e.g., HTML, XML, CGI Scripting, HTTP, PHP, MIME).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

A.16 Web Multi-Media Content Consultant, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Web Multi-media Content Consultant working within an IM/IT environment.
M2	Experience as a Web Multi-media Content Consultant on at least 2 separate projects.

RATED REQUIREMENTS			
	Description	Years Experience	Point Rating
R1	Experience in developing web design requirements (e.g., navigation flowcharts, information links, interaction between Web pages).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R2	Experience creating web pages including multi-media design.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R3	Experience developing and implementing usability tests, analyzing results and modifying design accordingly.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R4	Experience with Web technologies (e.g., HTML, XML, CGI Scripting, HTTP, PHP, MIME).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)			40

I.1 Data Conversion Specialist, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Data Conversion Specialist working within an IM/IT environment.
M2	Experience as a Data Conversion Specialist on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience completing mapping, interfaces, mock conversion work, enhancements, actual conversion, and verifying completeness and accuracy of converted data.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience establishing a strong working relationship with all clients, interacting effectively with all levels of client personnel, and providing conversion support.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience analyzing and coordinating data file conversions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

I.1 Data Conversion Specialist, Level 3

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a Data Conversion Specialist working within an IM/IT environment.
M2	Experience as a Data Conversion Specialist on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience leading the mapping, interfaces, mock conversion work, enhancements, actual conversion, and verifying completeness and accuracy of converted data.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience leading the effort to establish a strong working relationship with all clients, interacting effectively with all levels of client personnel, and providing conversion support.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience leading the analysis and coordination of data file conversions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

I.4 Database Modeller/IM Modeller, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Database Modeller / IM Modeller working within an IM/IT environment.
M2	Experience as a Database Modeller / IM Modeller on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in development of data modeling and metadata policies and procedures.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in analyzing and evaluating alternative data architecture solutions to meet business problems/requirements to be incorporated into the corporate data architecture.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in design, development and maintenance of Logical Data Models.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

B.1 Business Analyst, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Business Analyst working within an IM/IT environment.
M2	Experience as a Business Analyst on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience in developing and documenting business requirements and acceptance test criteria.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in analyzing functional business requirements to identify information exchanges, operational procedures and decision flows.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in the identification of requirements for business processes re-design, determining requirements for modifications to automated processes and documenting interfaces of manual to automated processes.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in providing related briefings and status reports to management.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

B.1 Business Analyst, Level 3 (Core)

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a Business Analyst working within an IM/IT environment.
M2	Experience as a Business Analyst on at least 3 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience in leading the development and documentation of business requirements and acceptance test criteria.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in leading the analysis of functional business requirements to identify information exchanges, operational procedures, and decision flows.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in leading the identification of requirements for business processes re-design, determining requirements for modifications to automated processes and documenting interfaces of manual to automated processes.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in developing acceptance test criteria with client.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

B.5 Business Process Re-engineering (BPR) Consultant, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Business Process Re-Engineering (BPR) Consultant working within an IM/IT environment.
M2	Experience as a Business Process Re-Engineering (BPR) Consultant on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience in analyzing business functional requirements to identify information, procedures and decision flows.	1 to 3 years		2
		3+ to 5 years		4
		5+ to 7 years		6
		7+ to 9 years		8
		9+ years		10
R2	Experience defining new requirements and opportunities for applying efficient and effective solutions; identifying and providing preliminary costs of potential options.	1 to 3 years		2
		3+ to 5 years		4
		5+ to 7 years		6
		7+ to 9 years		8
		9+ years		10
R3	Experience in developing and integrating process and information models between processes to eliminate information and process redundancies.	1 to 3 years		2
		3+ to 5 years		4
		5+ to 7 years		6
		7+ to 9 years		8
		9+ years		10
R4	Experience in developing and documenting business process models.	1 to 3 years		2
		3+ to 5 years		4
		5+ to 7 years		6
		7+ to 9 years		8
		9+ years		10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

B.8 Call Centre Consultant, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Call Centre Consultant working within an IM/IT environment.
M2	Experience as a Call Centre Consultant on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience providing expert advice on and/or developing and implementing computer enabled call centers that permit service agents to efficiently and effectively respond to client service requests received by telephone and other electronic media.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience providing expert advice on and/or developing Interactive Voice Response (IVR) Application systems that permit callers to obtain information or enter transactions using the telephone and keypad.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience providing expert advice on and/or developing service request management application systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in providing related briefings and status reports to management.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

B.8 Call Centre Consultant, Level 3

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a Call Centre Consultant working within an IM/IT environment.
M2	Experience as a Call Centre Consultant on at least 3 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience leading an effort to provide advice on and/or developing and implementing computer enabled call centers that permit service agents to efficiently and effectively respond to client service requests received by telephone and other electronic media.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience leading an effort to provide advice on and/or developing Interactive Voice Response (IVR) Application systems that permit callers to obtain information or enter transactions using the telephone and keypad.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience leading an effort to provide advice on and/or developing service request management application systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in providing related briefings and status reports to management.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

B.14 Technical Writer, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience in the development of technical documentation working within an IM/IT environment.
M2	Experience as a Technical Writer on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in determining technical documentation requirements for IM/IT systems and developing documentation plans.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in developing technical documentation for IM/IT systems (e.g., business requirements, specifications, user manual, help text, etc.).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in reviewing and assessing the accuracy of technical documentation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in designing the layout of documents/manuals.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.11 Quality Assurance Specialist/Analyst, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Quality Assurance Specialist/Analyst working within an IM/IT environment.
M2	Experience as a Quality Assurance Specialist/Analyst on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in the development of test plans, test scripts and test data for an IM/IT system.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in participating in functional and technical design reviews, performing integration/functional and system testing, and verifying test results for IM/IT systems	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in identifying and documenting software defects, resolution of defects and performance of software regression testing.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with automated testing.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.11 Quality Assurance Specialist/Analyst, Level 3

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a Quality Assurance Specialist/Analyst working within an IM/IT environment.
M2	Experience as a Quality Assurance Specialist/Analyst on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in leading the effort to develop project quality assurance principles and best practice frameworks.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in leading the effort to develop project quality assurance plans and procedures.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience managing a quality assurance program (e.g., implementation of plans, coaching, status reporting, maintaining documentation).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in leading automated testing.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

ANNEX A – G3

STREAM G3 – OPERATIONS

STATEMENT OF WORK

1. BACKGROUND

- 1.1 Citizenship and Immigration Canada's (CIC) Information Management (IM), Information Technology (IT) and Project Management (PM) functions plan, builds and operate the applications, information and technology infrastructure needed to support the delivery of CIC's services and programs to Canadians, Immigrants and Refugees, and to administer and manage the Department.
- 1.2 Within CIC, the Chief Information Officer (CIO) is responsible for developing IM/IT/PM strategies and policies that support departmental priorities and for the overall management of the departmental IM/IT/PM functions. The CIO Branch consists of:
- Policy, Planning and Architecture (PPA);
 - Application Management Services (AMS);
 - IT Infrastructure Services (ITIS);
 - Information Management (IM);
 - Global Case Management System (GCMS); and
 - Enterprise Project Management Office (EPMO).
- 1.3 CIC has a general requirement for a broad selection of IM, IT and PM support services categories, to be provided on an "as and when requested" basis in Ottawa. IM /IT services will be provided in support of the CIO Branch. PM services will be provided across the entire Department including the CIO Branch.

2. SCOPE

- 2.1 The scope of this specific requirement is to provide operations services to be provided on an "as and when requested" basis.

3. GENERAL REQUIREMENTS

- 3.1 The Contractor must:
- a. supply support services resources via a Task Authorization (TA) on an "as and when requested" basis in the categories of work described in this Statement of Work (SOW);
 - b. ensure resources have the required experience with IM/IT technology to perform the tasks within the TA SOW;
 - c. ensure that the resources are fluent in the language(s) specified in the TA SOW;
 - d. ensure that the resources have the security clearance specified in the TA SOW;
 - e. ensure that the resource meet the travel requirements specified in the TA SOW;
 - f. ensure that resources support operational working hours as specified in the TA SOW;
 - g. attend, as a minimum, quarterly meetings with the Technical Authority to review:

- i. the status of work on current tasks based on the monthly progress reports;
 - ii. the financial elements of the Contract based on the monthly financial report;
 - iii. other issues as deemed necessary by either party; and
- h. provide a transition process for knowledge transfer to begin 30 days prior to Contract expiration or termination to a replacement Contractor and/or Crown employees.

4. CIC CORE TECHNOLOGY INFRASTRUCTURE

- 4.1 CIC's technology infrastructure is most heavily concentrated in Ottawa — serving the needs of staff in the National Capital Region. Significant amounts of hardware and software are also installed in other offices in Canada and in overseas missions around the world. Over the course of the Contract, the CIC core technology infrastructure may change and thus new IM/IT/PM services may be added to the Contract.

4.2 Hardware Environment

4.2.1 Within Canada:

- Unisys Libra 790 Mainframe at HRSDC's Moncton and Montreal Information Technology Centres
- 660 Intel Pentium servers located in NHQ and major CIC offices across Canada
- 80 HP and Sun servers running variants of UNIX (Sun Solaris UNIX servers in Mississauga, Vegreville and at National Headquarters)
- 18 HP Alpha DS10 or DS 15 Servers running OPENVMS within Canada
- 6,200 PCs in offices in Canada currently migrating to Microsoft Vista
- TCP/IP router-based network

4.2.2 Outside Canada:

- 65 HP Alpha DS10 or DS 15 Servers running OPENVMS in overseas missions (primarily co-located with DFAIT)
- 1,500 PCs in overseas missions: all are running XP and are network-connected through DFAIT's LAN-environment SIGNET
- Immigration Medical System (IMS) that runs on a Windows NT/4 server in Ottawa
- DFAIT's SIGNET and MITNET facilities

4.3 Software Environment

4.3.1 Programming Languages:

- | | | |
|------------------|-----------------------|--------------|
| • Java/.NET | • Cold Fusion Perl | • SQL |
| • ABAP | • BASIS | • COBOL |
| • ASP 3.0 | • C, C+, C++, C-sharp | • e-Script |
| • Visual Basic 6 | • Java Script | • Siebel CRM |
| • HTML | • Transact-SQL | • SAP |
| • PeriPro | • CSS | • SAS |
| • VXML | | |

4.3.2 Operating Environments:

- | | |
|--------------------------|------------------------|
| • MCP | • UNIX (Solaris/ HPUX) |
| • MS Windows 2000 Server | • OPENVMS |
| | • MS Windows 2003 |

- MS Windows NT Server
- MS Windows 2008
- Windows 7
- Vista
- MS Windows 2008 Server

4.3.3 Middleware:

- Jaguar (eaServer)
- Tomcat
- Tuxedo
- Biztalk
- MSMQ
- Oracle Portal (2008)
- CITRIX
- MQ Series
- Adobe
- SSA-Name-III
- JAWS
- MPS 500

4.3.4 Database Technologies:

- Oracle
- MS SQL Server
- MS Access
- Sybase
- IRIS
- DMSII

5. CATEGORY OF RESOURCES AND RESPONSIBILITIES**5.1 I.2 Database Administrator, Level 2 and 3 (Core)**

Responsibilities include but are not limited to:

- a. Define new database structures;
- b. Define data conversion strategy;
- c. Define database conversion specifications;
- d. Customize database conversion routines;
- e. Finalize conversion strategy;
- f. Generate new database with the client;
- g. Work very closely with the users in order to maintain and safeguard the database;
- h. Identify requirements for improvements to existing databases by determining users' information requirements and system performance and functional requirements;
- i. Maintain data dictionaries;
- j. Develop and implement procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database
- k. Mediate and resolve conflicts among users' needs for data
- l. Develop and implement security procedures for the database, including access and user account management;
- m. Advise programmers, analysts, and users about the efficient use of data
- n. Maintain configuration control of the database
- o. Perform and/or coordinate updates to the database design;
- p. Control and coordinate changes to the database, including the deletion of records, changes to the existing records, and additions to the database;
- q. Develop and coordinate back-up, disaster recovery and virus protection procedures; and
- r. Provide related briefings and status reports to management.

5.2 I.6 Network Analyst, Level 2

Responsibilities include but are not limited to:

- a. Prepare implementation plans for particular technologies;
- b. Install and monitor particular facets of technology;
- c. Configure and optimize technical installations;
- d. Troubleshoot and respond to user problems;
- e. Maintain up to date knowledge of particular technologies and products supporting that technology; and
- f. Provide related briefings and status reports to management.

5.3 I.7 Platform Analyst, Level 2

Responsibilities include but are not limited to:

- a. Develop and document detailed statement of requirements for the proposed platform;
- b. Analyze functional requirements to identify information, procedures and decision flows;
- c. Evaluate existing procedures and methods, identify and documents database content, structure, and application sub-systems, and develop data dictionary;
- d. Define and document interfaces of manual to automated operations within sub-systems, to external systems and between new and existing systems;
- e. Define input/output sources, including detailed plan for technical design phase, and obtain approval from the Technical Authority for system proposals;
- f. Design and document in detail all system components, interfaces and operational environment;
- g. Design data structures and files, sub-systems and modules, programs, batch, on line, and production monitoring procedures, testing strategy and systems;
- h. Document system design, concepts and facilities, present and obtain approval from the Technical Authority of detailed system designs;
- i. Produce operational systems including all forms, manuals, programs, data files and procedures; and
- j. Provide related briefings and status reports to management.

5.4 I.9 System Administrator, Level 2 (Core)

Responsibilities include but are not limited to:

- a. Install, monitor, upgrade and maintain operating systems;
- b. Install, monitor, upgrade and maintain hardware and software;
- c. Work with Business Analysts, Project Managers, Developers, and clients/stakeholders to maintain and improve software performance;
- d. Apply problem solving skills to troubleshoot and resolve technical problems;
- e. Ensure timely and reliable system administration procedures, such as backup and/or recovery;

- f. Analyze system performance and recommend improvements; and
- g. Provide related briefings and status reports to management.

5.5 **B.10 Help Desk Specialist, Level 2**

Responsibilities include but are not limited to:

- a. Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems;
- b. Perform initial problem analysis and triage problem to other appropriate staff when appropriate;
- c. Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance;
- d. Develop, implement, and/or participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends;
- e. Develop, implement, and/or participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks;
- f. Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage;
- g. Participate in on-site installations of network systems for users; and
- h. Provide related briefings and status reports to management.

5.6 **B.12 Network Support Specialist, Level 2 (Core)**

Responsibilities could include but are not limited to:

- a. Coordinate installation, operation, maintenance, resolution of hardware and software problems, monitoring of traffic, capacity planning, system backup and user training for a Local Area Network;
- b. Evaluate, test and recommend new data communication hardware and software;
- c. Maintain interface with vendor representatives and other computing resources to resolve hardware and software problems;
- d. Inform new users of the appropriate hardware and software specifications for access to the network;
- e. Install or coordinate installation of network hardware, software for use with personal computers and mainframe/personal computer interaction, and network upgrades according to vendor instructions;
- f. Configure equipment with assistance from vendor or other computing resources;
- g. Prepare and maintain procedure manuals and documentation for internal use;
- h. Maintain a reference library to include reference manuals and user guides;
- i. Maintain accurate records and logs of users, equipment serial numbers, service records, maintenance agreements, warranties, wiring schemes and network problems and solutions;

- j. Develop, implement, participate, and test a network disaster recovery plan;
- k. Resolve all connectivity and internal technical problems; and
- l. Assist in training users to use the network and related software.

5.7 B.13 Operations Support Specialist, Level 2 and 3

Responsibilities include but are not limited to:

- a. Provide systems administration and systems operations support, including setting up user access, user profiles, back up and recovery, day-to-day computer systems operations;
- b. Perform software upgrades, and apply patches;
- c. Provide customer interface to ensure requested changes are implemented;
- d. Monitor computer workload trends and make adjustments to ensure optimum utilization of computer resources; and
- e. Provide related briefings and status reports to management.

6 DELIVERABLES

- 6.1 CIC will specify details of the deliverables required in the TAs when they are issued.

7. REPORTING REQUIREMENTS

- 7.1 The Contractor must provide a monthly financial report that must include as a minimum, but not necessarily limited to the following data:
 - a. list of each TA issued with dollar value;
 - b. the total amount spent; and
 - c. remaining balance.

8. LANGUAGE REQUIREMENT

- 8.1 Contractor personnel must be fluent in the English language. Contractor personnel must be able to communicate orally and in writing in English without any assistance and with minimal errors. Specific requirements for Contractor personnel to be fluent in both the English and French language will be detailed in each Task Authorization.

9. WORKING HOURS

- 9.1 Normal working hours will be from 07:00 to 17:00 EST Monday through Friday where the Contractor's resources will be expected to work 7.5 hours each day between those hours. The Contractor's resources must be available to work outside normal office hours during the duration of the Contract. The Contractor may need to provide the resources on weekends and/or holidays. Any time worked over the number of billable hours/days in a month must be pre-approved by the Technical Authority.

APPENDIX 1 TO ANNEX A-G3 STREAM G3 – OPERATIONS

RESOURCE EVALUATION CRITERIA

Note to Bidders: Appendix 1 to ANNEX A-G3 is for information ONLY. Resources requested on future Task Authorizations under the resulting Contract will be evaluated against these criteria. These grids are NOT to be completed for the current bid solicitation.

I.2 Database Administrator, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Database Administrator working within an IM/IT environment.
M2	Experience as a Database Administrator on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience defining database structures, data conversion strategies and database conversion specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience developing and implementing procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in controlling and coordinating changes to the database, including the deletion of records, changes to the existing records, additions to the database.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

I.2 Database Administrator, Level 3 (Core)

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a Database Administrator working within an IM/IT environment.
M2	Experience as a Database Administrator on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in leading the effort to define database structures, data conversion strategies and database conversion specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in leading the effort in developing and implementing procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in leading the effort of controlling and coordinating changes to the database, including the deletion of records, changes to the existing records, additions to the database.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

I.6 Network Analyst, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Network Analyst working within an IM/IT environment.
M2	Experience as a Network Analyst on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience preparing implementation plans for particular technologies.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience configuring and optimizing technical installations.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience troubleshooting and responding to user problems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with network technologies (e.g., LAN, WAN, MAN, VPN, SAN).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

I.7 Platform Analyst, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Platform Analyst working within an IM/IT environment.
M2	Experience as a Platform Analyst on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in analyzing functional requirements to identify information, procedures and decision flows.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in evaluating existing procedures and methods, identify and documents database content, structure, and application sub-systems, and develop data dictionary.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience designing data structures and files, sub-systems and modules, programs, batch, on line, and production monitoring procedures, testing strategy and systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in producing operational systems including all forms, manuals, programs, data files and procedures.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

I.9 System Administrator, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a System Administrator working within an IM/IT environment.
M2	Experience as a System Administrator on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in the installation, monitoring, upgrading and maintenance of hardware and software.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience working with Business Analysts, Project Managers, Developers, and clients/stakeholders to maintain and improve software performance.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in executing system administration procedures (e.g., backup and/or recovery) and analyzing system performance.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in analyzing system performance and recommending improvements.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

B.10 Help Desk Specialist, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Help Desk Specialist working within an IM/IT environment.
M2	Experience as a Help Desk Specialist on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience developing help desk procedures and documentation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in performing network monitoring and conducting triage of user problem reports.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in tracking the status of problem reports with technical staff and clients.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in participating in on-site installations of network systems for users.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

B.12 Network Support Specialist, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Network Support Specialist working within an IM/IT environment.
M2	Experience as a Network Support Specialist on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in the coordinate installation, operation, maintenance, resolution of hardware and software problems, monitoring of traffic, capacity planning, system backup and user training for a Local Area Network.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience installing network hardware, software for use with personal computers and mainframe/personal computer interaction, and network upgrades according to vendor instructions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in configure equipment with assistance from vendor or other computing resources.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in maintaining accurate records and logs of users, equipment serial numbers, service records, maintenance agreements, warranties, wiring schemes and network problems and solutions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

B.13 Operations Support Specialist, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an Operations Support Specialist working within an IM/IT environment.
M2	Experience as an Operations Support Specialist on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience providing systems administration and systems operations support (e.g., setting up user access, user profiles, back-up and recovery).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience performing software upgrades and applying patches.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience monitoring computer workload trends and making adjustments to ensure optimum utilization of computer resources	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in providing customer interface to ensure requested changes are implemented.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

B.13 Operations Support Specialist, Level 3

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as an Operations Support Specialist working within an IM/IT environment.
M2	Experience as an Operations Support Specialist on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in leading the effort in providing systems administration and systems operations support (e.g., setting up user access, user profiles, back-up and recovery).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience leading the effort of performing software upgrades and applying patches.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience leading the effort of monitoring computer workload trends and making adjustments to ensure optimum utilization of computer resources.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience leading the effort in providing customer interface to ensure requested changes are implemented.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

ANNEX A – G4

STREAM G4 – PROJECT MANAGEMENT

STATEMENT OF WORK

1. BACKGROUND

- 1.1 Citizenship and Immigration Canada's (CIC) Information Management (IM), Information Technology (IT) and Project Management (PM) functions plan, builds and operate the applications, information and technology infrastructure needed to support the delivery of CIC's services and programs to Canadians, Immigrants and Refugees, and to administer and manage the Department.
- 1.2 Within CIC, the Chief Information Officer (CIO) is responsible for developing IM/IT/PM strategies and policies that support departmental priorities and for the overall management of the departmental IM/IT/PM functions. The CIO Branch consists of:
- Policy, Planning and Architecture (PPA);
 - Application Management Services (AMS);
 - IT Infrastructure Services (ITIS);
 - Information Management (IM);
 - Global Case Management System (GCMS); and
 - Enterprise Project Management Office (EPMO).
- 1.3 CIC has a general requirement for a broad selection of IM, IT and PM support services categories, to be provided on an "as and when requested" basis in Ottawa. IM /IT services will be provided in support of the CIO Branch. PM services will be provided across the entire Department including the CIO Branch.

2. SCOPE

- 2.1 The scope of this specific requirement is to provide project management services to be provided on an "as and when requested" basis.

3. GENERAL REQUIREMENTS

- 3.1 The Contractor must:
- a. supply support services resources via a Task Authorization (TA) on an "as and when requested" basis in the categories of work described in this Statement of Work (SOW);
 - b. ensure resources have the required experience with IM/IT technology to perform the tasks within the TA SOW;
 - c. ensure that the resources are fluent in the language(s) specified in the TA SOW;
 - d. ensure that the resources have the security clearance specified in the TA SOW;
 - e. ensure that the resource meet the travel requirements specified in the TA SOW;
 - f. ensure that resources support operational working hours as specified in the TA SOW;
 - g. attend, as a minimum, quarterly meetings with the Technical Authority to review:

- i. the status of work on current tasks based on the monthly progress reports;
 - ii. the financial elements of the Contract based on the monthly financial report;
 - iii. other issues as deemed necessary by either party; and
- h. provide a transition process for knowledge transfer to begin 30 days prior to Contract expiration or termination to a replacement Contractor and/or Crown employees.

4. CIC CORE TECHNOLOGY INFRASTRUCTURE

- 4.1 CIC's technology infrastructure is most heavily concentrated in Ottawa — serving the needs of staff in the National Capital Region. Significant amounts of hardware and software are also installed in other offices in Canada and in overseas missions around the world. Over the course of the Contract, the CIC core technology infrastructure may change and thus new IM/IT/PM services may be added to the Contract.

4.2 Hardware Environment

4.2.1 Within Canada:

- Unisys Libra 790 Mainframe at HRSDC's Moncton and Montreal Information Technology Centres
- 660 Intel Pentium servers located in NHQ and major CIC offices across Canada
- 80 HP and Sun servers running variants of UNIX (Sun Solaris UNIX servers in Mississauga, Vegreville and at National Headquarters)
- 18 HP Alpha DS10 or DS 15 Servers running OPENVMS within Canada
- 6,200 PCs in offices in Canada currently migrating to Microsoft Vista
- TCP/IP router-based network

4.2.2 Outside Canada:

- 65 HP Alpha DS10 or DS 15 Servers running OPENVMS in overseas missions (primarily co-located with DFAIT)
- 1,500 PCs in overseas missions: all are running XP and are network-connected through DFAIT's LAN-environment SIGNET
- Immigration Medical System (IMS) that runs on a Windows NT/4 server in Ottawa
- DFAIT's SIGNET and MITNET facilities

4.3 Software Environment

4.3.1 Programming Languages:

- | | | |
|------------------|-----------------------|--------------|
| • Java/.NET | • Cold Fusion Perl | • SQL |
| • ABAP | • BASIS | • COBOL |
| • ASP 3.0 | • C, C+, C++, C-sharp | • e-Script |
| • Visual Basic 6 | • Java Script | • Siebel CRM |
| • HTML | • Transact-SQL | • SAP |
| • PeriPro | • CSS | • SAS |
| • VXML | | |

4.3.2 Operating Environments:

- | | |
|--------------------------|------------------------|
| • MCP | • UNIX (Solaris/ HPUX) |
| • MS Windows 2000 Server | • OPENVMS |
| | • MS Windows 2003 |

- MS Windows NT Server
- MS Windows 2008
- Windows 7
- Vista
- MS Windows 2008 Server

4.3.3 Middleware:

- Jaguar (eaServer)
- Tomcat
- Tuxedo
- Biztalk
- MSMQ
- Oracle Portal (2008)
- CITRIX
- MQ Series
- Adobe
- SSA-Name-III
- JAWS
- MPS 500

4.3.4 Database Technologies:

- Oracle
- MS SQL Server
- MS Access
- Sybase
- IRIS
- DMSII

5. CATEGORY OF RESOURCES AND RESPONSIBILITIES**5.1 B.3 Business Consultant, Level 2**

Responsibilities include but are not limited to:

- a. Analyze, evaluate, develop business processes (financial, operational, systems, etc.);
- b. Identify organizational and/or project business opportunities for improvement and streamlining of business processes;
- c. Identify and evaluate critical success parameters, factors and performance measurements; and
- d. Assist other stakeholders in development and implementation of business improvement processes and programs.

5.2 P.1 Change Management Consultant, Level 2 and 3

Responsibilities include but are not limited to:

- a. Analyze and develop business "critical success factors";
- b. Analyze and develop architecture requirements design, process development, process mapping and training;
- c. Lead other functional staff to define business strategy and processes in support of transformation and change management activities;
- d. Participate in change impact analysis and change management activities;
- e. Participate in organizational realignment (job re-design organizational re-structuring);
- f. Coordinate development of training and coordination with other stakeholders;
- g. Create presentations and present to various stakeholders, and facilitate meetings and discussions; and
- h. Provide related briefings and status reports to management.

5.3 **P.4 Organizational Development Consultant, Level 2**

Responsibilities include but are not limited to:

- a. Enable, facilitate, and mediate the evolution of the various organizational or departmental structures toward the organization's or department's desired outcome or structure;
- b. Assist with organizational needs assessment and strategic planning to ensure development of human capital to meet business objectives and goals;
- c. Provide advice, support and consultation to senior staff, business unit requests, and front line management to achieve strategic initiatives and goals;
- d. Research, design, implement and maintain employee development programs including leadership development and other management development programs;
- e. Develop and implement processes to measure the effectiveness of development and learning efforts to ensure performance improvements are focused on measurable and attainable results;
- f. Serve as an expert resource by collaborating with HR and business unit executives to ensure clear standards and metrics linked to talent reviews and employee development plans;
- g. Develop strategic partnerships with other internal project managers to identify and consult on change management initiatives to support strategic projects requiring organizational culture change;
- h. Proactively address and respond to Organizational Development issues by bringing key stakeholders together to assess root causes and performance gaps and recommend appropriate interventions;
- i. Practice continuous improvement processes and procedures, eliminating non-value added activities;
- j. Conduct focus groups and/or process improvement sessions as needed;
- k. Implement and manage the organization's training to ensure cost effective employee development activities that support the organization's strategic initiatives; and
- l. Manage and facilitate organizational initiatives and projects as requested.

5.4 **P.5 Project Executive, Level 3**

Responsibilities include but are not limited to:

- a. Define and document project objectives, determine budget requirements;
- b. Meet with other organizational executives to ensure all organizational (internal and external) stakeholders are committed and moving forward on project and organizational goals;
- c. Resolve issues related to projects;
- d. Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools; and
- e. Provide related briefings and status reports to management.

5.5 **P.6 Project Administrator, Level 2**

Responsibilities include but are not limited to:

- a. Assist project management and data processing professionals, technical users and end users in simple routine tasks;
- b. Provide administrative and technical support of a clerical nature as required to projects;
- c. Assist in performing such tasks as maintaining project documentation and application/system libraries;
- d. Acts as the first point of contact in a "hot-line" situation by accepting incoming calls, logging calls, attempting to resolve simple problems and following established procedures for more difficult problems;
- e. Track project change requests;
- f. Maintain and update relevant project information in manual and/or electronic files; project information might include such things as project activity schedule, status reports, correspondence;
- g. Use computer tools, aids, system control languages on PCs, minis, or mainframes to perform work;
- h. Communicate with project management and data processing professionals, technical users and end users on administrative matters related to projects; and
- i. Provide related briefings and status reports to management.

5.6 **P.8 Project Leader, Level 2 (Core)**

Responsibilities include but are not limited to:

- a. Specify the general requirements of the system, develop broad system alternatives and identify their administrative, economic and technical feasibility and practicality as well as associated policy and organizational change requirements;
- b. Analyse and evaluate each alternative based on make/buy, impact and cost/benefit considerations, and propose, justify, plan and cost the implementation of the selected alternative;
- c. Produce overall plan, a detailed plan for the functional analysis phase, and obtain approval of preliminary analysis;
- d. Plan, direct and control the activities of a system development team within scheduled time and cost parameters;
- e. Evaluate proposed computer applications to determine technical, operational and economic feasibility;
- f. Design and test systems to ensure that the objectives of the system are met and that the outputs produced are in accordance with client requirements;
- g. Monitor the design, implementation and operations start-up of the proposed system against established goals, objectives and milestones; and
- h. Provide related briefings and status reports to management.

5.7 **P.9 Project Manager, Level 2 and 3 (Core)**

Responsibilities include but are not limited to:

- a. Manage the project during the development, implementation and operations startup by ensuring that resources are made available and that projects are developed and fully operational within previously agreed time, cost and performance parameters;
- b. Define and document the objectives for projects; determine budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team;
- c. Report progress of projects on an ongoing basis and at scheduled points in the life cycle;
- d. Meet in conference with stakeholders and other project managers and state problems in a form capable of being solved;
- e. Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools; and
- f. Provide related briefings and status reports to management.

5.8 P.10 Project Scheduler, Level 2 and 3 (Core)

Responsibilities include but are not limited to:

- a. Develop and support project schedules;
- b. Develop and maintain Work Breakdown Structures;
- c. Produce appropriate reports and identify scheduling and/or dependency issues;
- d. Conduct and provide critical path analysis;
- e. Assist in schedule co-ordination efforts with internal and external project stakeholders; and
- f. Provide related briefings and status reports to management.

5.9 P.12 Risk Management Specialist, Level 3

Responsibilities include but are not limited to:

- a. Conduct risk assessments;
- b. Identify project risks and overall project risks;
- c. Recommend alternative solutions, methodologies and strategies for risk mitigation and management;
- d. Produce risk management plans;
- e. Conduct risk assessments for troubled projects to quickly assess associated risks and recommend courses of action to minimize inherent risks;
- f. Assist in prioritization and assignment of risks;
- g. Assist in the development and/or implementation of Risk Management Plans;
- h. Manage the implementation of Risk Management Plans to identify, analyze, plan, track and control project risks on a continuous Basic throughout the project life cycle;
- i. Coach, mentor and train project teams in risk mitigation techniques; and
- j. Provide related briefings and status reports to management.

6 DELIVERABLES

- 6.1 CIC will specify details of the deliverables required in the TAs when they are issued.

7. REPORTING REQUIREMENTS

- 7.1 The Contractor must provide a monthly financial report that must include as a minimum, but not necessarily limited to the following data:
- a. list of each TA issued with dollar value;
 - b. the total amount spent; and
 - c. remaining balance.

8. LANGUAGE REQUIREMENT

- 8.1 Contractor personnel must be fluent in the English language. Contractor personnel must be able to communicate orally and in writing in English without any assistance and with minimal errors. Specific requirements for Contractor personnel to be fluent in both the English and French language will be detailed in each Task Authorization.

9. WORKING HOURS

- 9.1 Normal working hours will be from 07:00 to 17:00 EST Monday through Friday where the Contractor's resources will be expected to work 7.5 hours each day between those hours. The Contractor's resources must be available to work outside normal office hours during the duration of the Contract. The Contractor may need to provide the resources on weekends and/or holidays. Any time worked over the number of billable hours/days in a month must be pre-approved by the Technical Authority.

APPENDIX 1 TO ANNEX A-G4 STREAM G4 – PROJECT MANAGEMENT

RESOURCE EVALUATION CRITERIA

Note to Bidders: Appendix 1 to ANNEX A-G4 is for information ONLY. Resources requested on future Task Authorizations under the resulting Contract will be evaluated against these criteria. These grids are NOT to be completed for the current bid solicitation.

B.3 Business Consultant, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Business Consultant.
M2	Experience as a Business Consultant on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in the analysis and development of business processes (e.g., financial, operational, systems, etc.).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in identifying opportunities for improvement and streamlining of business processes.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience identifying and evaluating critical business success parameters, factors and performance measurements.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in the development and implementation of business improvement processes and programs.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.1 Change Management Consultant, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Change Management Consultant working within an IM/IT environment.
M2	Experience as a Change Management Consultant on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in analysis and development of business critical success factors.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in developing management strategies and processes in support of business transformation and change management activities.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in change impact analysis and organizational realignment.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in developing process maps.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.1 Change Management Consultant, Level 3

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a Change Management Consultant working within an IM/IT environment.
M2	Experience as a Change Management Consultant on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in leading the analysis and development of business critical success factors.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in leading the development of management strategies and processes in support of business transformation and change management activities.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in leading change impact analysis and organizational realignment.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in leading the development of process maps.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.4 Organizational Development Consultant, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an Organizational Development Consultant.
M2	Experience as an Organizational Development Consultant on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in the enabling and facilitating the evolution of the various organizational or departmental structures toward the organization's or department's desired outcome or structure.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience assisting with organizational needs assessment and strategic planning to ensure development of human capital to meet business objectives and goals.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in the research, design, implementation and maintenance of employee development programs including leadership development and other management development programs.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience conducting focus groups and/or process improvement sessions as needed.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.5 Project Executive, Level 3

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a Project Executive working within an IM/IT environment.
M2	Experience as a Project Executive on at least 3 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience in managing several Project Managers, each responsible for an element of a project portfolio.		1 projet 2 projets 3 projets 4 projets 5 projets et plus	2 4 6 8 10
R2	Experience in defining project objectives, prioritization and resource requirements.		1 projet 2 projets 3 projets 4 projets 5 projets et plus	2 4 6 8 10
R3	Experience in working with other organizational executives to ensure all organizational (internal and external) stakeholders are committed and moving forward on project and organizational goals.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in providing related briefings and status reports to management.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.6 Project Administrator, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Project Administrator.
M2	Experience as a Project Administrator on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience providing administrative and clerical support services for projects.		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R2	Experience maintaining and updating project documentation (e.g., status reports, change requests).		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R3	Experience in using project support tools (e.g., Logs, Worksheets, Reports, etc.).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in tracking project change requests.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.8 Project Leader, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Project Leader within a IM/IT environment
M2	Experience as a Project Leader on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in specifying the general requirements of the system, develop broad system alternatives and identify their administrative, economic and technical feasibility and practicality as well as associated policy and organizational change requirements.		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R2	Experience in analyzing and evaluating alternative solutions (e.g., make/buy, cost/benefit considerations) and planning/costing the implementation of the selected alternative.		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R3	Experience in monitoring the design, implementation and operations start-up of a proposed system against established goals, objectives and milestones.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in planning, directing and controlling the activities of a system development team within scheduled time and cost parameters.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.9 Project Manager, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Project Manager working within an IM/IT environment.
M2	Experience as a Project Manager on at least 2 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in the initiation of a project (e.g., development of Business Objectives, Scope, Charter).		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R2	Experience in successful completion of a project.		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R3	Experience in developing project plans (e.g., WBSs, Schedules, Management Plans, Close Out Reports).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in providing related briefings and status reports to management.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.9 Project Manager, Level 3 (Core)

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a Project Manager working within an IM/IT environment.
M2	Experience as a Project Manager on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience as the Project Manager in the initiation of a project (e.g., development of Business Objectives, Scope, Charter).		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R2	Experience as the Project Manager in successful completion of a project.		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R3	Experience as the Project Manager in developing project plans (e.g., WBSs, Schedules, Management Plans, Close Out Reports).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in providing progress of projects on an ongoing Basic and at scheduled points in the life cycle.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.10 Project Scheduler, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Project Scheduler working within an IM/IT environment.
M2	Experience as a Project Scheduler on at least 2 separate projects.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience in developing and maintaining a Project Work Breakdown Structure.		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R2	Experience in developing and maintaining project schedules.		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R3	Experience coordinating schedule management activities with internal (e.g., within Project Team) and external (e.g., Partners) stakeholders.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in producing appropriate reports and identify scheduling and/or dependency issues.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.10 Project Scheduler, Level 3 (Core)

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a Project Scheduler working within an IM/IT environment.
M2	Experience as a Project Scheduler on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in leading the effort to develop and maintain a Project Work Breakdown Structure.		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R2	Experience in leading the effort to develop and maintain project schedules.		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R3	Experience leading the effort to coordinate schedule management activities with internal (e.g., within Project Team) and external (e.g., Partners) stakeholders.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in leading the effort in producing appropriate reports and identify scheduling and/or dependency issues.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40

P.12 Risk Management Specialist, Level 3

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a Risk Management Specialist working within an IM/IT environment.
M2	Experience as a Risk Management Specialist on at least 3 separate projects.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience in leading the effort to identify project risks and associated risk management responses.		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R2	Experience in leading the effort to develop a project risk management plan.		1 projet 2 projets 3 projets 4 projets 5+ projets	2 4 6 8 10
R3	Experience managing a Risk Management program. (e.g., implementation of plans, coaching, status reporting, maintaining documentation).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in training project teams in risk mitigation techniques.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)				/40

ANNEX A – S1**STREAM S1 – PEOPLESOFT DEVELOPMENT****STATEMENT OF WORK****1. BACKGROUND**

- 1.1 Citizenship and Immigration Canada's (CIC) Information Management (IM), Information Technology (IT) and Project Management (PM) functions plan, builds and operate the applications, information and technology infrastructure needed to support the delivery of CIC's services and programs to Canadians, Immigrants and Refugees, and to administer and manage the Department.
- 1.2 Within CIC, the Chief Information Officer (CIO) is responsible for developing IM/IT/PM strategies and policies that support departmental priorities and for the overall management of the departmental IM/IT/PM functions. The CIO Branch consists of:
- Policy, Planning and Architecture (PPA);
 - Application Management Services (AMS);
 - IT Infrastructure Services (ITIS);
 - Information Management (IM);
 - Global Case Management System (GCMS); and
 - Enterprise Project Management Office (EPMO).
- 1.3 CIC has a general requirement for a broad selection of IM, IT and PM support services categories, to be provided on an "as and when requested" basis in Ottawa. IM /IT services will be provided in support of the CIO Branch. PM services will be provided across the entire Department including the CIO Branch.

2. SCOPE

- 2.1 The scope of this specific requirement is to provide PeopleSoft development services to be provided on an "as and when requested" basis.

3. GENERAL REQUIREMENTS

- 3.1 The Contractor must:
- a. supply support services resources via a Task Authorization (TA) on an "as and when requested" basis in the categories of work described in this Statement of Work (SOW);
 - b. ensure resources have the required experience with IM/IT technology to perform the tasks within the TA SOW;
 - c. ensure that the resources are fluent in the language(s) specified in the TA SOW;
 - d. ensure that the resources have the security clearance specified in the TA SOW;
 - e. ensure that the resource meet the travel requirements specified in the TA SOW;
 - f. ensure that resources support operational working hours as specified in the TA SOW;
 - g. attend, as a minimum, quarterly meetings with the Technical Authority to review:

- l. the status of work on current tasks based on the monthly progress reports;
 - li. the financial elements of the Contract based on the monthly financial report;
 - iii. other issues as deemed necessary by either party; and
- h. provide a transition process for knowledge transfer to begin 30 days prior to Contract expiration or termination to a replacement Contractor and/or Crown employees.

4. CIC CORE TECHNOLOGY INFRASTRUCTURE

- 4.1 CIC's technology infrastructure is most heavily concentrated in Ottawa — serving the needs of staff in the National Capital Region. Significant amounts of hardware and software are also installed in other offices in Canada and in overseas missions around the world. Over the course of the Contract, the CIC core technology infrastructure may change and thus new IM/IT/PM services may be added to the Contract.

4.2 Hardware Environment

4.2.1 Within Canada:

- Unisys Libra 790 Mainframe at HRSDC's Moncton and Montreal Information Technology Centres
- 660 Intel Pentium servers located in NHQ and major CIC offices across Canada
- 80 HP and Sun servers running variants of UNIX (Sun Solaris UNIX servers in Mississauga, Vegreville and at National Headquarters)
- 18 HP Alpha DS10 or DS 15 Servers running OPENVMS within Canada
- 6,200 PCs in offices in Canada currently migrating to Microsoft Vista
- TCP/IP router-based network

4.2.2 Outside Canada:

- 65 HP Alpha DS10 or DS 15 Servers running OPENVMS in overseas missions (primarily co-located with DFAIT)
- 1,500 PCs in overseas missions: all are running XP and are network-connected through DFAIT's LAN-environment SIGNET
- Immigration Medical System (IMS) that runs on a Windows NT/4 server in Ottawa
- DFAIT's SIGNET and MITNET facilities

4.3 Software Environment

4.3.1 Programming Languages:

- | | | |
|------------------|-----------------------|--------------|
| • Java/.NET | • Cold Fusion Perl | • SQL |
| • ABAP | • BASIS | • COBOL |
| • ASP 3.0 | • C, C+, C++, C-sharp | • e-Script |
| • Visual Basic 6 | • Java Script | • Siebel CRM |
| • HTML | • Transact-SQL | • SAP |
| • PeriPro | • CSS | • SAS |
| • VXML | | |

4.3.2 Operating Environments:

- | | |
|--------------------------|------------------------|
| • MCP | • UNIX (Solaris/ HPUX) |
| • MS Windows 2000 Server | • OPENVMS |
| | • MS Windows 2003 |

- MS Windows NT Server
- MS Windows 2008
- Windows 7
- Vista
- MS Windows 2008 Server

4.3.3 Middleware:

- Jaguar (eaServer)
- Tomcat
- Tuxedo
- Biztalk
- MSMQ
- Oracle Portal (2008)
- CITRIX
- MQ Series
- Adobe
- SSA-Name-III
- JAWS
- MPS 500

4.3.4 Database Technologies:

- Oracle
- MS SQL Server
- MS Access
- Sybase
- IRIS
- DMSII

5. CATEGORY OF RESOURCES AND RESPONSIBILITIES**5.1 A.1 Application/Software Architect – PeopleSoft Application Specialist, Level 2**

Responsibilities include but are not limited to:

- a. Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- b. Identify the policies and requirements that drive out a particular solution;
- c. Analyze and evaluate alternative technology solutions to meet business problems;
- d. Ensure the integration of all aspects of technology solutions;
- e. Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- f. Analyze functional requirements to identify information, procedures and decision flows;
- g. Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary;
- h. Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems;
- i. Define input/output sources, including detailed plan for technical design phase;
- j. Identify and document system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.;
- k. Provide related briefings and status reports to management;
- l. Assist the Technical Authority in the preparation of the relevant project documentation for the PeopleSoft HRMS Upgrade to Version X.X. This includes presenting options, developing application architectural strategies, planning and estimating the work that will be required;
- m. Support the Technical Authority throughout the various phases of the PeopleSoft HRMS Upgrade to Version X.X. The format of any documentation produced will be specified by the Technical Authority;
- n. Collect and analyse technical information regarding the PeopleSoft HRMS Version X.X Upgrade process;

- o. Provide detailed advice and guidance regarding the PeopleSoft GC HRMS X.X product and the upgrade process;
- p. Develop strategies for potential move to new database solution;
- q. Propose options and upgrade strategies with respect to technical environments;
- r. Provide technical expertise to the Technical Authority, as well as to members of the PeopleSoft Technical Team and the PeopleSoft Functional Team, regarding PeopleSoft GC HRMS Version X.X and the upgrade process;
- s. Participate in weekly status meetings of the PeopleSoft Technical Team;
- t. Attend weekly status meeting of the PeopleSoft Functional Team;
- u. Provide weekly status reports to the Technical Authority;
- v. Assist in the development and verification of PeopleSoft update planning; and
- w. Assist in the development of the resource plan, including the identification of the skill sets or expertise required to execute PeopleSoft update work packages.

5.2 A.1 Application/Software Architect – PeopleSoft Upgrade Specialist, Level 2 and 3

Responsibilities include but are not limited to:

- a. Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- b. Identify the policies and requirements that drive out a particular solution;
- c. Analyze and evaluate alternative technology solutions to meet business problems;
- d. Ensure the integration of all aspects of technology solutions;
- e. Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- f. Analyze functional requirements to identify information, procedures and decision flows;
- g. Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary;
- h. Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems;
- i. Define input/output sources, including detailed plan for technical design phase;
- j. Identify and document system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.;
- k. Provide related briefings and status reports to management;
- l. Assist the Technical Authority in the preparation of the relevant project documentation for the PeopleSoft HRMS Upgrade to Version X.X. This includes presenting options, developing upgrade strategies, planning and estimating the work that will be required. The Contractor will be responsible for working with the CIC technical lead to execute and perform the upgrade of CIC PeopleSoft HRMS application;
- m. Support the Technical Authority throughout the various phases of the PeopleSoft HRMS Upgrade to Version X.X. The format of any documentation produced will be specified by the Technical Authority;

-
- n. Collect and analyse technical information regarding the PeopleSoft HRMS Version X.X Upgrade process;
 - o. Execute the various tasks to upgrade the PeopleSoft HRMS application;
 - p. Mentor and assist the technical lead in performing the upgrade processes;
 - q. Provide detailed advice and guidance regarding the PeopleSoft GC HRMS X.X product and the upgrade process;
 - r. Propose options and upgrade strategies with respect to technical environments;
 - s. Provide technical expertise to the Technical Authority, as well as to members of the PeopleSoft Technical Team and the PeopleSoft Functional Team, regarding PeopleSoft GC HRMS Version X.X and the upgrade process;
 - t. Participate in weekly status meetings of the PeopleSoft Technical Team;
 - u. Attend weekly status meeting of the PeopleSoft Functional Team as required;
 - v. Provide weekly status reports to the Technical Authority; and
 - w. Assist in the development and verification of the PeopleSoft update planning.

5.3 A.3 ERP Programmer Analyst – PeopleSoft, Level 2 (Core)

Responsibilities include but are not limited to:

- a. Collect and analyze technical information regarding the PeopleSoft HRMS Version X.X Upgrade process;
- b. Develop low-level detailed requirements in support of the upgrade of a PeopleSoft HRMS Version X.X;
- c. Provide programming expertise to the Technical Authority, as well as to members of the PeopleSoft Technical Team and the PeopleSoft Functional Team, regarding PeopleSoft GC HRMS Version X.X and the upgrade process;
- d. Perform testing of the PeopleSoft Version X.X application with respect to the technical changes results from the upgrade process;
- e. Participate in weekly status meetings of the PeopleSoft Technical Team;
- f. Attend weekly status meeting of the PeopleSoft Functional Team as required;
- g. Provide other related PeopleSoft Technical Team tasks as may be requested by the Technical Authority which include but are not be limited to providing detailed advice and guidance regarding the PeopleSoft GC HRMS X.X product and the upgrade process; and
- h. Provide related briefings and status reports to management.

5.4 I.1 Data Conversion Specialist – PeopleSoft, Level 2 and 3 (Core)

Responsibilities include but are not limited to:

- a. Oversee all facilities of the conversion process;
- b. Complete mapping, interfaces, mock conversion work, enhancements, actual conversion, and verify completeness and accuracy of converted data;
- c. Establish a strong working relationship with all clients, interact effectively with all levels of client personnel, and provide conversion support;
- d. Analyze and coordinate data file conversions;
- e. Work with importing files from heterogeneous platforms;
- f. Modify conversion scripts as required;
- g. In conjunction with the Database Administrator define data conversion strategy;
- h. With the Technical Authority define database conversion specifications;
- i. Develop customized database conversion routines;
- j. With the Technical Authority and Database Administrator finalize conversion strategy;
- k. Work closely with the users in order to maintain and safeguard the integrity of the data;
- l. Identify requirements for improvements to existing data by determining users' information requirements and functional requirement;
- m. Develop and maintain meta data;
- n. Advise programmers, analysts, and users about the efficient use of data;
- o. Provide technical expertise to the Technical Authority, as well as to members of the PeopleSoft Technical Team and the PeopleSoft Functional Team, regarding the conversion of PeopleSoft data from Sybase to Oracle, and from version X.X to version X.X of the application;
- p. Provide weekly status reports to the Technical Authority;
- q. Participate in weekly status meetings of the PeopleSoft Technical Team;
- r. Attend weekly status meetings of the PeopleSoft Functional Team as required; and
- s. Provide related briefings and status reports to management.

6 DELIVERABLES

- 6.1 CIC will specify details of the deliverables required in the TAs when they are issued.

7. REPORTING REQUIREMENTS

- 7.1 The Contractor must provide a monthly financial report that must include as a minimum, but not necessarily limited to the following data:
 - a. list of each TA issued with dollar value;
 - b. the total amount spent; and
 - c. remaining balance.

8. LANGUAGE REQUIREMENT

- 8.1 Contractor personnel must be fluent in the English language. Contractor personnel must be able to communicate orally and in writing in English without any assistance and with minimal errors. Specific requirements for Contractor personnel to be fluent in both the English and French language will be detailed in each Task Authorization.

9. WORKING HOURS

- 9.1 Normal working hours will be from 07:00 to 17:00 EST Monday through Friday where the Contractor's resources will be expected to work 7.5 hours each day between those hours. The Contractor's resources must be available to work outside normal office hours during the duration of the Contract. The Contractor may need to provide the resources on weekends and/or holidays. Any time worked over the number of billable hours/days in a month must be pre-approved by the Technical Authority.

APPENDIX 1 TO ANNEX A-S1 STREAM S1 – PEOPLESOFT DEVELOPMENT

RESOURCE EVALUATION CRITERIA

Note to Bidders: Appendix 1 to ANNEX A-S1 is for information ONLY. Resources requested on future Task Authorizations under the resulting Contract will be evaluated against these criteria. These grids are NOT to be completed for the current bid solicitation.

A.1 Application/Software Architect – PeopleSoft Application Specialist, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an Application/Software Architect working within an IM/IT environment.
M2	Experience as an Application/Software Architect on at least 2 separate projects.
M3	At least 3 years experience working with PeopleSoft HRMS (Version 8.0 or higher) in a technical role.
M4	Participated in a technical role in at least 2 PeopleSoft Application Upgrade projects to PeopleSoft HRMS Version 8.0 or higher, either leading a team of developers, or being solely responsible for, upgrading a major component of the system (excluding the conversion of SQR reports).

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience developing technical architectures, frameworks and strategies, either for an organization or for a major application area.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience evaluating existing procedures and methods, identifying and documenting database content, structure, and application sub-systems, and developing data dictionary.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience identifying and documenting system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with programming languages (e.g., Java/.Net, ABAP, ASP, Visual Basic, Cold Fusion Perl, Basis, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R5	Experience as an Application Architect using PeopleSoft HRMS Version 8.9.	1 to 2 years 2 + years		2 4

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R6	Experience as an Application Architect using the Government of Canada (GC) version of PeopleSoft HRMS Version 8.9.	1 to 2 years 2 + years		2 4
R7	Experience as an Application Architect for a PeopleSoft Application Upgrade project to PeopleSoft HRMS Version 8.0 or higher. In order for a project to count, proposed resource must have served as an Application Architect on that project for a minimum of 4 months.		1 Project 2 Projects 3 Projects 4 to 4+ Projects	2 4 6 8
R8	Experience as an Application Architect for a PeopleSoft Upgrade project on various certified database platforms (regardless of version or application) In order for a project to count, proposed resource must have served as an Application Architect on that project for a minimum of 4 months and the database platform must be Sybase, Oracle, MS SQLServer, DB2, or Informix.		1 Project 2 Projects 3 Projects 4 to 4+ Projects	2 4 6 8
R9	Experience as an Application Architect for an upgrade to a new PeopleTools Major or Minor Release (regardless of version or application), Given that PeopleSoft Application Upgrades typically involve a PeopleTools Upgrade, projects used for Evaluation Criteria R8 cannot be used for this Evaluation Criteria as well.		1 Project 2 Projects 3 to 3+ Projects	2 4 6
R10	Experience working with the PeopleSoft product (regardless of version or application) in a technical or advisory role.	6 to 8 years 8+ to 10 years 10+ to 12 years 12+ to 14 years 14+ years		2 4 6 8 10
Maximum Points: 80 (must achieve minimum 70% = 56 points)				80

A.1 Application/Software Architect – PeopleSoft Upgrade Specialist, Level 2

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an Application/Software Architect working within an IM/IT environment.
M2	Experience as an Application/Software Architect on at least 2 separate projects.
M3	At least 5 years experience as a Technical Lead or Upgrade Specialist
M4	At least 3 years experience working with PeopleSoft HRMS (Version 8.0 or higher) in a technical role.
M5	Participated in a technical role in a minimum of 2 PeopleSoft Application Upgrade projects to PeopleSoft HRMS Version 8.0 or higher, either leading a team of developers, or being solely responsible for, upgrading a major component of the system (excluding the conversion of SQR reports).

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience developing technical architectures, frameworks and strategies, either for an organization or for a major application area.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience evaluating existing procedures and methods, identifying and documenting database content, structure, and application sub-systems, and developing data dictionary.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience identifying and documenting system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with programming languages (e.g., Java/.Net, ABAP, ASP, Visual Basic, Cold Fusion Perl, Basis, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R5	Experience as a Technical Lead or Upgrade Specialist using PeopleSoft HRMS Version X.X.	1 to 2 years 2 + years		2 4
R6	Experience as a Technical Lead or Upgrade specialist using the Government of Canada (GC) version of PeopleSoft HRMS Version X.X.	1 to 2 years 2 + years		2 4
R7	Experience as a Technical Lead or Upgrade Specialist for a PeopleSoft Application Upgrade project to PeopleSoft HRMS Version 8.0 or higher.		1 Project 2 Projects 3 Projects 4 to 4+ Projects	2 4 6 8

Solicitation No. - N° de l'invitation

B8289-100575/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

B8289-100575

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RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R8	Experience as a Technical Lead or Upgrade Specialist for a PeopleSoft Application Upgrade project on various certified database platforms (regardless of version or application)		1 Project 2 Projects 3 Projects 4 to 4+ Projects	2 4 6 8
R9	Experience as a Technical Lead or Upgrade Specialist for an upgrade to a new PeopleTools Major or Minor Release (regardless of version or application)		1 Project 2 Projects 3 to 3+ Projects	2 4 6
R10	Experience working with the PeopleSoft product (regardless of version or application) in a technical or advisory role.	6 to 8 years 8+ to 10 years 10+ to 12 years 12+ to 14 years 14+ years		2 4 6 8 10
Maximum Points: 80 (must achieve minimum 70% = 56 points)				80

A.1 Application/Software Architect – PeopleSoft Upgrade Specialist, Level 3

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as an Application/Software Architect working within an IM/IT environment.
M2	Experience as an Application/Software Architect on at least 3 separate projects.
M3	At least 5 years experience as a Technical Lead or Upgrade Specialist.
M4	At least 3 years experience working with PeopleSoft HRMS (Version 8.0 or higher) in a technical role.
M5	The proposed resource must have participated in a technical role in a minimum of 2 PeopleSoft Application Upgrade projects to PeopleSoft HRMS Version 8.0 or higher, either leading a team of developers, or being solely responsible for, upgrading a major component of the system (excluding the conversion of SQR reports).

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience in leading the development of technical architectures, frameworks and strategies, either for an organization or for a major application area.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience leading the evaluation of existing procedures and methods, identifying and documenting database content, structure, and application sub-systems, and developing data dictionary.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience leading the identification and documentation of system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with programming languages (e.g., Java/.Net, ABAP, ASP, Visual Basic, Cold Fusion Perl, Basis, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R5	Experience as a Technical Lead or Upgrade Specialist using PeopleSoft HRMS Version X.X.	1 to 2 years 2 + years		2 4
R6	Experience as a Technical Lead or Upgrade specialist using the Government of Canada (GC) version of PeopleSoft HRMS Version X.X.	1 to 2 years 2 + years		2 4

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R7	Experience as a Technical Lead or Upgrade Specialist for a PeopleSoft Application Upgrade project to PeopleSoft HRMS Version 8.0 or higher.		1 Project 2 Projects 3 Projects 4 to 4+ Projects	2 4 6 8
R8	Experience as a Technical Lead or Upgrade Specialist for a PeopleSoft Application Upgrade project on various certified database platforms (regardless of version or application).		1 Project 2 Projects 3 Projects 4 to 4+ Projects	2 4 6 8
R9	Experience as a Technical Lead or Upgrade Specialist for an upgrade to a new PeopleTools Major or Minor Release (regardless of version or application).		1 Project 2 Projects 3 to 3+ Projects	2 4 6
R10	Experience working with the PeopleSoft product (regardless of version or application) in a technical or advisory role.	6 to 8 years 8+ to 10 years 10+ to 12 years 12+ to 14 years 14+ years		2 4 6 8 10
Maximum Points: 80 (must achieve minimum 70% = 56 points)				80

A.3 ERP Programmer Analyst – PeopleSoft, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an ERP Programmer Analyst working within an IM/IT environment.
M2	At least 3 years experience working with PeopleSoft HRMS (Version 8.0 or higher) as a Programmer Analyst.
M3	Participated in a technical role in a minimum of 2 PeopleSoft Application Upgrade projects to PeopleSoft HRMS Version 8.0 or higher, either leading a team of developers, or being solely responsible for upgrading a major component of the system (excluding the conversion of SQR reports).

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience developing low-level detailed requirements, programming, and systems development of ERP Systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in translating ERP business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in ERP system testing and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP, Visual Basic, Cold Fusion Perl, Basis, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R5	Experience in excess of the mandatory 3 years experience working with PeopleSoft HRMS (Version 8.0 or higher) as a Programmer Analyst.	3+ to 4 years 4+ years		2 4
R6	Experience as a Programmer Analyst using the Government of Canada (GC) version of PeopleSoft HRMS Version X.X.	1 to 2 years 2+ years		2 4

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R7	Experience as a Programmer Analyst for a PeopleSoft Application Upgrade project to PeopleSoft HRMS Version 8.0 or higher.		1 project	2
			2 projects	4
			3 projects	6
			4+ projects	8
R8	Experience as a Programmer Analyst for a PeopleSoft Application Upgrade project (regardless of version or application).		1 project	2
			2 projects	4
			3 projects	6
			4 projects	8
			5+ projects	10
R9	Experience as a Programmer Analyst for an upgrade to a new PeopleTools Major or Minor Release (regardless of version or application).		1 project	2
			2+ projects	4
R10	Experience working with the PeopleSoft product (regardless of version or application) in a technical or advisory role.	6 to 8 years		2
		8+ to 10 years		4
		10+ to 12 years		6
		12+ to 14 years		8
		14+ years		10
Maximum Points: 80 (must achieve minimum 70% = 56 points)				80

I.1 Data Conversion Specialist – PeopleSoft, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a Data Conversion Specialist working within an IM/IT environment.
M2	At least 3 years experience working with PeopleSoft HRMS (Version 8.0 or higher) as a Data Conversion Specialist.
M3	Participated in a Data Conversion Specialist role in a minimum of 2 PeopleSoft Application Upgrade projects to PeopleSoft HRMS Version 8.0 or higher.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience completing mapping, interfaces, mock conversion work, enhancements, actual conversion, and verifying completeness and accuracy of converted data.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience establishing a strong working relationship with all clients, interacting effectively with all levels of client personnel, and providing conversion support.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience analyzing and coordinating data file conversions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R5	Experience in excess of the mandatory 3 years experience as a Data Conversion Specialist using PeopleSoft HRMS with PeopleSoft HRMS (Version 8.0 or higher).	3+ to 4 years 4+ years		2 4
R6	Experience as a Data Conversion Specialist using the Government of Canada (GC) version of PeopleSoft HRMS Version X.X.	1 to 2 years 2+ years		2 4
R7	Experience as a Data Conversion Specialist for a PeopleSoft Application Upgrade project to PeopleSoft HRMS Version 8.0 or higher.		3 projects 4 projects 5 projects 6+ projects	2 4 6 8
R8	Experience as a Data Conversion Specialist for an upgrade to a new PeopleTools Major or Minor Release (regardless of version or application).		1 project 2+ projects	2 4
Maximum Points: 60 (must achieve minimum 70% = 42 points)				60

I.1 Data Conversion Specialist – PeopleSoft, Level 3 (Core)

MANDATORY REQUIREMENTS	
M1	At least 12 years experience as a Data Conversion Specialist working within an IM/IT environment.
M2	At least 5 years experience working with PeopleSoft HRMS (Version 8.0 or higher) as a Data Conversion Specialist.
M3	Participated in a Data Conversion Specialist role in a minimum of 2 PeopleSoft Application Upgrade projects to PeopleSoft HRMS Version 8.0 or higher.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience leading the mapping, interfaces, mock conversion work, enhancements, actual conversion, and verifying completeness and accuracy of converted data.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience leading the effort to establish a strong working relationship with all clients, interacting effectively with all levels of client personnel, and providing conversion support.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience leading the analysis and coordination of data file conversions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R5	Experience in excess of the mandatory 5 years experience working with PeopleSoft HRMS (Version 8.0 or higher) as a Data Conversion Specialist.	5+ to 6 years 6+ years		2 4
R6	Experience as a Data Conversion Specialist using the Government of Canada (GC) version of PeopleSoft HRMS Version X.X.	1 to 2 years 2+ years		2 4
R7	Experience as a Data Conversion Specialist for a PeopleSoft Application Upgrade project to PeopleSoft HRMS Version 8.0 or higher.		3 projects 4 projects 5 projects 6+ projects	2 4 6 8
R8	Experience as a Data Conversion Specialist for an upgrade to a new PeopleTools Major or Minor Release (regardless of version or application).		1 project 2+ projects	2 4
Maximum Points: 60 (must achieve minimum 70% = 42 points)				60

ANNEX A – S2**STREAM S2 – SAP DEVELOPMENT****STATEMENT OF WORK****1. BACKGROUND**

- 1.1 Citizenship and Immigration Canada's (CIC) Information Management (IM), Information Technology (IT) and Project Management (PM) functions plan, builds and operate the applications, information and technology infrastructure needed to support the delivery of CIC's services and programs to Canadians, Immigrants and Refugees, and to administer and manage the Department.
- 1.2 Within CIC, the Chief Information Officer (CIO) is responsible for developing IM/IT/PM strategies and policies that support departmental priorities and for the overall management of the departmental IM/IT/PM functions. The CIO Branch consists of:
- Policy, Planning and Architecture (PPA);
 - Application Management Services (AMS);
 - IT Infrastructure Services (ITIS);
 - Information Management (IM);
 - Global Case Management System (GCMS); and
 - Enterprise Project Management Office (EPMO).
- 1.3 CIC has a general requirement for a broad selection of IM, IT and PM support services categories, to be provided on an "as and when requested" basis in Ottawa. IM /IT services will be provided in support of the CIO Branch. PM services will be provided across the entire Department including the CIO Branch.

2. SCOPE

- 2.1 The scope of this specific requirement is to provide SAP development services to be provided on an "as and when requested" basis.

3. GENERAL REQUIREMENTS

- 3.1 The Contractor must:
- a. supply support services resources via a Task Authorization (TA) on an "as and when requested" basis in the categories of work described in this Statement of Work (SOW);
 - b. ensure resources have the required experience with IM/IT technology to perform the tasks within the TA SOW;
 - c. ensure that the resources are fluent in the language(s) specified in the TA SOW;
 - d. ensure that the resources have the security clearance specified in the TA SOW;
 - e. ensure that the resource meet the travel requirements specified in the TA SOW;
 - f. ensure that resources support operational working hours as specified in the TA SOW;
 - g. attend, as a minimum, quarterly meetings with the Technical Authority to review:

- i. the status of work on current tasks based on the monthly progress reports;
 - ii. the financial elements of the Contract based on the monthly financial report;
 - iii. other issues as deemed necessary by either party; and
- h. provide a transition process for knowledge transfer to begin 30 days prior to Contract expiration or termination to a replacement Contractor and/or Crown employees.

4. CIC CORE TECHNOLOGY INFRASTRUCTURE

- 4.1 CIC's technology infrastructure is most heavily concentrated in Ottawa — serving the needs of staff in the National Capital Region. Significant amounts of hardware and software are also installed in other offices in Canada and in overseas missions around the world. Over the course of the Contract, the CIC core technology infrastructure may change and thus new IM/IT/PM services may be added to the Contract.

4.2 Hardware Environment

4.2.1 Within Canada:

- Unisys Libra 790 Mainframe at HRSDC's Moncton and Montreal Information Technology Centres
- 660 Intel Pentium servers located in NHQ and major CIC offices across Canada
- 80 HP and Sun servers running variants of UNIX (Sun Solaris UNIX servers in Mississauga, Vegreville and at National Headquarters)
- 18 HP Alpha DS10 or DS 15 Servers running OPENVMS within Canada
- 6,200 PCs in offices in Canada currently migrating to Microsoft Vista
- TCP/IP router-based network

4.2.2 Outside Canada:

- 65 HP Alpha DS10 or DS 15 Servers running OPENVMS in overseas missions (primarily co-located with DFAIT)
- 1,500 PCs in overseas missions: all are running XP and are network-connected through DFAIT's LAN-environment SIGNET
- Immigration Medical System (IMS) that runs on a Windows NT/4 server in Ottawa
- DFAIT's SIGNET and MITNET facilities

4.3 Software Environment

4.3.1 Programming Languages:

- | | | |
|------------------|-----------------------|--------------|
| • Java/.NET | • Cold Fusion Perl | • SQL |
| • ABAP | • BASIS | • COBOL |
| • ASP 3.0 | • C, C+, C++, C-sharp | • e-Script |
| • Visual Basic 6 | • Java Script | • Siebel CRM |
| • HTML | • Transact-SQL | • SAP |
| • PeriPro | • CSS | • SAS |
| • VXML | | |

4.3.2 Operating Environments:

- | | |
|--------------------------|------------------------|
| • MCP | • UNIX (Solaris/ HPUX) |
| • MS Windows 2000 Server | • OPENVMS |
| | • MS Windows 2003 |

- MS Windows NT Server
- MS Windows 2008
- Windows 7
- Vista
- MS Windows 2008 Server

4.3.3 Middleware:

- Jaguar (eaServer)
- Tomcat
- Tuxedo
- Biztalk
- MSMQ
- Oracle Portal (2008)
- CITRIX
- MQ Series
- Adobe
- SSA-Name-III
- JAWS
- MPS 500

4.3.4 Database Technologies:

- Oracle
- MS SQL Server
- MS Access
- Sybase
- IRIS
- DMSII

5. CATEGORY OF RESOURCES AND RESPONSIBILITIES**5.1 A.2 ERP Functional Analyst – SAP, Level 2 (Core)**

Responsibilities include but are not limited to:

- a. Develop and document ERP functional, business, and/or system requirements specifications;
- b. Develop and document screen, report and interface requirements;
- c. Develop and document Business Process Models, System Use Cases and system requirements from detailed business requirements;
- d. Develop functional, business, and/or system interface or capability interaction; and
- e. Make Configuration changes to SAP as required for each module.

5.2 A.3 ERP Programmer Analyst – SAP, Level 2 (Core)

Responsibilities include but are not limited to:

- a. Define input/output sources, including a detailed plan for the technical design phase, and obtaining approval of the system proposal from the Technical Authority;
- b. Document system design and development, concepts and facilities, presenting and obtaining of approval of detailed system design from the Technical Authority;
- c. Provide SAP design alternatives associated with the determination of application components as well as system-level objects;
- d. Define and develop SAP system components, for the entire application;
- e. Design COTS data structures and files, sub-systems and modules, programs, batch, on-line and production monitoring procedures, testing strategy and systems;
- f. Design and develop detailed SAP customization specifications;
- g. Translate detailed SAP customization specification into program code; and
- h. Analyze and fix problems reported by the various test teams.

5.3 I.9 System Administrator – SAP, Level 2 (Core)

Responsibilities include but are not limited to:

- a. Install, monitor, upgrade and maintain SAP software including Solution Manager and other components;
- b. Install, monitor, upgrade and maintain hardware and software working with Project Managers, technical resources, developers, and clients/stakeholders to maintain and improve software performance;
- c. Apply problem solving skills to troubleshoot and resolve technical problems;
- d. Ensure timely and reliable system administration procedures, such as backup and/or recovery; and
- e. Analyze system performance and recommend improvements.

6 DELIVERABLES

- 6.1 CIC will specify details of the deliverables required in the TAs when they are issued.

7. REPORTING REQUIREMENTS

- 7.1 The Contractor must provide a monthly financial report that must include as a minimum, but not necessarily limited to the following data:
- a. list of each TA issued with dollar value;
 - b. the total amount spent; and
 - c. remaining balance.

8. LANGUAGE REQUIREMENT

- 8.1 Contractor personnel must be fluent in the English language. Contractor personnel must be able to communicate orally and in writing in English without any assistance and with minimal errors. Specific requirements for Contractor personnel to be fluent in both the English and French language will be detailed in each Task Authorization

9. WORKING HOURS

- 9.1 Normal working hours will be from 07:00 to 17:00 EST Monday through Friday where the Contractor's resources will be expected to work 7.5 hours each day between those hours. The Contractor's resources must be available to work outside normal office hours during the duration of the Contract. The Contractor may need to provide the resources on weekends and/or holidays. Any time worked over the number of billable hours/days in a month must be pre-approved by the Technical Authority.

APPENDIX 1 TO ANNEX A-S2 STREAM S2 – SAP DEVELOPMENT

RESOURCE EVALUATION CRITERIA

Note to Bidders: Appendix 1 to ANNEX A-S2 is for information ONLY. Resources requested on future Task Authorizations under the resulting Contract will be evaluated against these criteria. These grids are NOT to be completed for the current bid solicitation.

A.2 ERP Functional Analyst – SAP, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an ERP Functional Analyst working within an IM/IT environment.
M2	At least 2 years experience working with SAP (ERP 6.0) in a technical role.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience developing low-level detailed requirements, programming, and systems development of SAP Systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in translating ERP business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in SAP system testing and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience developing and documenting SAP functional, business, and/or system requirements specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R5	Experience developing and documenting screen, report and interface requirements.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10
R6	Experience developing and documenting Business Process Models, System Use Cases and system requirements from detailed business requirements.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10

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RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R7	Experience making Configuration changes to SAP as required for each module.	1 to 2 years		2
		2+ to 3 years		4
		3+ to 4 years		6
		4+ to 5 years		8
		5+ years		10
Maximum Points: 70 (must achieve minimum 70% = 49 points)				70

A.3 ERP Programmer Analyst – SAP, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an ERP Programmer Analyst working within an IM/IT environment.
M2	At least 2 years experience working with SAP (ERP 6.0) as a Programmer Analyst.

RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R1	Experience developing low-level detailed requirements, programming, and systems development of SAP Systems.	1 to 3 years		2
		3+ to 5 years		4
		5+ to 7 years		6
		7+ to 9 years		8
		9+ years		10
R2	Experience in translating ERP business requirements into systems design and specifications.	1 to 3 years		2
		3+ to 5 years		4
		5+ to 7 years		6
		7+ to 9 years		8
		9+ years		10
R3	Experience in SAP system testing and implementation.	1 to 3 years		2
		3+ to 5 years		4
		5+ to 7 years		6
		7+ to 9 years		8
		9+ years		10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP, Visual Basic, Cold Fusion Perl, Basis, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years		2
		3+ to 5 years		4
		5+ to 7 years		6
		7+ to 9 years		8
		9+ years		10
R5	Experience as a Programmer Analyst using SAP.	1 to 2 years		2
		2+ to 3 years		4
		3+ years		6
R6	Experience as a Programmer Analyst using the Government of Canada (GC) version of SAP.	1 to 2 years		2
		2+ to 3 years		4
		3+ years		6
R7	Experience in excess of the mandatory 2 years working with ERP 6.0 as a Programmer Analyst.	2+ to 3 years		2
		3+ to 4 years		4
		4+ to 5 years		6
		5+ years		8
Maximum Points: 60 (must achieve minimum 70% = 42 points)				60

I.9 System Administrator – SAP, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as a System Administrator working within an IM/IT environment.
M2	At least 2 years experience working with SAP (ERP 6.0) in a technical role.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience developing low-level detailed requirements, programming, and systems development of SAP Systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in translating ERP business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in SAP system testing and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP, Visual Basic, Cold Fusion Perl, Basis, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R5	Experience installing, monitoring, and maintaining SAP software including Solution Manager and other components.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10
R6	Experience installing , monitoring, upgrading and maintaining hardware and software related to SAP infrastructure.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10
R7	Experience maintaining backup/recovery of SAP and other components.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10
Maximum Points: 70 (must achieve minimum 70% = 49 points)				70

ANNEX A – S3**STREAM S3 – SAS DEVELOPMENT****STATEMENT OF WORK****1. BACKGROUND**

- 1.1 Citizenship and Immigration Canada's (CIC) Information Management (IM), Information Technology (IT) and Project Management (PM) functions plan, builds and operate the applications, information and technology infrastructure needed to support the delivery of CIC's services and programs to Canadians, Immigrants and Refugees, and to administer and manage the Department.
- 1.2 Within CIC, the Chief Information Officer (CIO) is responsible for developing IM/IT/PM strategies and policies that support departmental priorities and for the overall management of the departmental IM/IT/PM functions. The CIO Branch consists of:
- Policy, Planning and Architecture (PPA);
 - Application Management Services (AMS);
 - IT Infrastructure Services (ITIS);
 - Information Management (IM);
 - Global Case Management System (GCMS); and
 - Enterprise Project Management Office (EPMO).
- 1.3 CIC has a general requirement for a broad selection of IM, IT and PM support services categories, to be provided on an "as and when requested" basis in Ottawa. IM /IT services will be provided in support of the CIO Branch. PM services will be provided across the entire Department including the CIO Branch.

2. SCOPE

- 2.1 The scope of this specific requirement is to provide SAS development services to be provided on an "as and when requested" basis.

3. GENERAL REQUIREMENTS

- 3.1 The Contractor must:
- a. supply support services resources via a Task Authorization (TA) on an "as and when requested" basis in the categories of work described in this Statement of Work (SOW);
 - b. ensure resources have the required experience with IM/IT technology to perform the tasks within the TA SOW;
 - c. ensure that the resources are fluent in the language(s) specified in the TA SOW;
 - d. ensure that the resources have the security clearance specified in the TA SOW;
 - e. ensure that the resource meet the travel requirements specified in the TA SOW;
 - f. ensure that resources support operational working hours as specified in the TA SOW;
 - g. attend, as a minimum, quarterly meetings with the Technical Authority to review:

- i. the status of work on current tasks based on the monthly progress reports;
 - ii. the financial elements of the Contract based on the monthly financial report;
 - iii. other issues as deemed necessary by either party; and
- h. provide a transition process for knowledge transfer to begin 30 days prior to Contract expiration or termination to a replacement Contractor and/or Crown employees.

4. CIC CORE TECHNOLOGY INFRASTRUCTURE

- 4.1 CIC's technology infrastructure is most heavily concentrated in Ottawa — serving the needs of staff in the National Capital Region. Significant amounts of hardware and software are also installed in other offices in Canada and in overseas missions around the world. Over the course of the Contract, the CIC core technology infrastructure may change and thus new IM/IT/PM services may be added to the Contract.

4.2 Hardware Environment

4.2.1 Within Canada:

- Unisys Libra 790 Mainframe at HRSDC's Moncton and Montreal Information Technology Centres
- 660 Intel Pentium servers located in NHQ and major CIC offices across Canada
- 80 HP and Sun servers running variants of UNIX (Sun Solaris UNIX servers in Mississauga, Vegreville and at National Headquarters)
- 18 HP Alpha DS10 or DS 15 Servers running OPENVMS within Canada
- 6,200 PCs in offices in Canada currently migrating to Microsoft Vista
- TCP/IP router-based network

4.2.2 Outside Canada:

- 65 HP Alpha DS10 or DS 15 Servers running OPENVMS in overseas missions (primarily co-located with DFAIT)
- 1,500 PCs in overseas missions: all are running XP and are network-connected through DFAIT's LAN-environment SIGNET
- Immigration Medical System (IMS) that runs on a Windows NT/4 server in Ottawa
- DFAIT's SIGNET and MITNET facilities

4.3 Software Environment

4.3.1 Programming Languages:

- | | | |
|------------------|-----------------------|--------------|
| • Java/.NET | • Cold Fusion Perl | • SQL |
| • ABAP | • BASIS | • COBOL |
| • ASP 3.0 | • C, C+, C++, C-sharp | • e-Script |
| • Visual Basic 6 | • Java Script | • Siebel CRM |
| • HTML | • Transact-SQL | • SAP |
| • PeriPro | • CSS | • SAS |
| • VXML | | |

4.3.2 Operating Environments:

- | | |
|--------------------------|------------------------|
| • MCP | • UNIX (Solaris/ HPUX) |
| • MS Windows 2000 Server | • OPENVMS |
| | • MS Windows 2003 |

- MS Windows NT Server
- MS Windows 2008
- Windows 7
- Vista
- MS Windows 2008 Server

4.3.3 Middleware:

- Jaguar (eaServer)
- Tomcat
- Tuxedo
- Biztalk
- MSMQ
- Oracle Portal (2008)
- CITRIX
- MQ Series
- Adobe
- SSA-Name-III
- JAWS
- MPS 500

4.3.4 Database Technologies:

- Oracle
- MS SQL Server
- MS Access
- Sybase
- IRIS
- DMSII

5. CATEGORY OF RESOURCES AND RESPONSIBILITIES**5.1 A.2 ERP Functional Analyst – SAS, Level 2 (Core)**

Responsibilities include but are not limited to:

- a. Develop and document ERP functional, business, and/or system requirements specifications;
- b. Develop and document screen, report and interface requirements;
- c. Develop and document Business Process Models, System Use Cases and system requirements from detailed business requirements;
- d. Develop functional, business, and/or system interface or capability interaction; and
- e. Provide related briefings to management

6 DELIVERABLES

- 6.1 CIC will specify details of the deliverables required in the TAs when they are issued.

7. REPORTING REQUIREMENTS

- 7.1 The Contractor must provide a monthly financial report that must include as a minimum, but not necessarily limited to the following data:
 - a. list of each TA issued with dollar value;
 - b. the total amount spent; and
 - c. remaining balance.

8. LANGUAGE REQUIREMENT

- 8.1 Contractor personnel must be fluent in the English language. Contractor personnel must be able to communicate orally and in writing in English without any assistance and with minimal errors. Specific requirements for Contractor personnel to be fluent in both the English and French language will be detailed in each Task Authorization.

9. WORKING HOURS

- 9.1 Normal working hours will be from 07:00 to 17:00 EST Monday through Friday where the Contractor's resources will be expected to work 7.5 hours each day between those hours. The Contractor's resources must be available to work outside normal office hours during the duration of the Contract. The Contractor may need to provide the resources on weekends and/or holidays. Any time worked over the number of billable hours/days in a month must be pre-approved by the Technical Authority.

APPENDIX 1 TO ANNEX A-S3 STREAM S3 – SAS DEVELOPMENT

RESOURCE EVALUATION CRITERIA

Note to Bidders: Appendix 1 to ANNEX A-S3 is for information ONLY. Resources requested on future Task Authorizations under the resulting Contract will be evaluated against these criteria. These grids are NOT to be completed for the current bid solicitation.

A.2 ERP Functional Analyst – SAS, Level 2 (Core)

MANDATORY REQUIREMENTS	
M1	At least 7 years experience as an ERP Functional Analyst working within an IM/IT environment.
M2	At least 2 years experience working with SAS in a technical role.

RATED REQUIREMENTS				
	Description	Years Experience	# Projects	Point Rating
R1	Experience developing low-level detailed requirements, programming, and systems development of SAS Software.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R2	Experience in translating business requirements into systems design and specifications for SAS and components, for example EG.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R3	Experience in SAS system testing and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R4	Experience developing and documenting SAS functional, business, and/or system requirements specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10
R5	Experience developing and documenting screen, report and interface requirements.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10
R6	Experience developing and documenting Business Process Models, System Use Cases and system requirements from detailed business requirements.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10

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RATED REQUIREMENTS				
Description		Years Experience	# Projects	Point Rating
R7	Experience making Configuration changes to SAS as required for each component.	1 to 2 years		2
		2+ to 3 years		4
		3+ to 4 years		6
		4+ to 5 years		8
		5+ years		10
Maximum Points: 70 (must achieve minimum 70% = 49 points)				70

APPENDIX A TO ANNEX A

TASKING PROCEDURE

1.0 Task Authorization (TA) Initiation

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

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

2.0 The Contractor's TA Quotation

2.1 Once a TA Form is received the Contractor must submit to the CIC Procurement Representative a quotation of rates to supply the requested Categories of Resources based on the information identified in the TA Form. The rates quoted for any given Category of Resource must not exceed the Firm Per Diem Rates detailed in the Basis of Payment (Annex "B").

2.2 For each proposed resource the Contractor must supply a resume, the requested security clearance information and must complete the Response Tables at Appendix C of this Annex "A" applicable to the Categories of Resources identified in the TA. The resumes should demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to résumés and resources:

- (A) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (refer to Appendix D to Annex "A", Certifications). For educational requirements for a particular degree, designation or certificate, the Canada will only consider educational programmes that were successfully completed by the resource by the time of bid closing.
- (B) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of the quotation and must continue, where applicable, to be a member in good standing of the profession's governing body throughout the Contract Period.
- (C) For work experience, the Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
- (D) For any requirements that specify a particular time period (e.g., two years) of work experience, the Canada will disregard any information about experience if the individual's résumé does not include the relevant dates for the experience claimed (i.e., the start date and end date).
- (E) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, only one project will be counted toward any requirements that relate to the individual's length of experience.

2.3 The quotation must be signed and submitted to the CIC Procurement Representative within the time for response identified in the TA Form. The Contractor will be given a minimum of 48 hours turnaround time to submit a quotation.

3.0 Assessment

3.1 The qualifications and experience of the proposed resources will be assessed against the requirements set out in Appendix C to this Annex A to determine each proposed resource's compliance with the mandatory and rated criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not assess any points or consider a mandatory criteria met unless the response is received within 5 working days. Wherever information provided by

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

- 3.2** During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Technical Authority may find the quotation to be non-responsive.
- 3.3** Only quotations that meet all of the mandatory criteria will be considered for assessment of the point rated criteria. Each resource proposed must attain the required minimum score for the point rated criteria for the applicable resource category. If the minimum score for any proposed resource is less than what is required, the Contractor's quotation will be found to be non-responsive.

4.0 Acceptance

- 4.1** Once the quotation has been accepted by the CIC Procurement Representative, the TA Form will be signed by Canada and provided to the Contractor for signature. All TA Forms estimated at \$250,000.00 or less will be approved and signed by the CIC Procurement Representative/Technical Authority who will send a copy of the signed TA to the Contracting Authority. All TA Forms estimated at over \$250,000.00 will be signed by the Technical Authority and the Contracting Authority.
- 4.2** The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a fully signed TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.

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APPENDIX B TO ANNEX A

TASK AUTHORIZATION (TA) FORM				
CONTRACTOR		CONTRACT NUMBER:		
COMMITMENT #		FINANCIAL CODING:		
TASK NUMBER (AMENDMENT):		ISSUE DATE:	RESPONSE REQUIRED BY:	
1. STATEMENT OF WORK (WORK ACTIVITIES, CERTIFICATIONS AND DELIVERABLES)				
SEE ATTACHED FOR STATEMENT OF WORK AND CERTIFICATIONS REQUIRED.				
2. PERIOD OF SERVICES:	FROM (DATE):	TO (DATE):		
3. WORK LOCATION:				
4. TRAVEL REQUIREMENTS:				
5. LANGUAGE REQUIREMENTS:				
6. OTHER CONDITIONS/CONSTRAINTS:				
7. LEVEL OF SECURITY CLEARANCE REQUIRED FOR THE CONTRACTOR PERSONNEL:				
8. CONTRACTOR'S RESPONSE:				
CATEGORY AND NAME OF PROPOSED RESOURCE	PWGSC SECURITY FILE NUMBER	PER DIEM RATE	ESTIMATED # OF DAYS	TOTAL COST
	ESTIMATED COST			
	GST/HST			
	TOTAL LABOUR COST			
	TOTAL TRAVEL & LIVING COST			
	TOTAL ESTIMATED COST			
CONTRACTOR'S SIGNATURE				
Name, Title and Signature of Individual Authorized to Sign on behalf of Contractor (type or print)		Signature: _____ Date: _____		

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TASK AUTHORIZATION (TA) FORM

CONTRACTOR		CONTRACT NUMBER:	
COMMITMENT #		FINANCIAL CODING:	
TASK NUMBER (AMENDMENT):		ISSUE DATE:	RESPONSE REQUIRED BY:

7. APPROVAL - SIGNING AUTHORITY

Signatures (Client)	Signatures (PWGSC)
Name, Title and Signature of Individual Authorized to sign:	
Technical Authority: _____	Contracting Authority 1: _____
Date: _____	Date: _____

¹ Signature required for projects valued at \$250,000. or more, GST/HST included.

You are requested to sell to her Majesty the Queen in Right of Canada, in accordance with the terms and conditions set out herein, referred to herein, or attached hereto, the services listed herein and in any attached sheets at the price set out thereof.

APPENDIX C TO ANNEX A

RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

To facilitate resource assessment, Contractors must prepare and submit a response to a Task Authorization using the tables provided in this Appendix. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the resume should be incorporated so that the evaluator can verify this information. It is not acceptable that the tables should contain all the project information from the resume. Only the specific answer should be provided.

2.0 Mandatory Resource Requirements:

3.0 Point Rated Assessment Criteria:

APPENDIX D TO ANNEX A**CERTIFICATIONS AT THE TA STAGE**

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

1. CERTIFICATION OF EDUCATION AND EXPERIENCE

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

Print name of authorized individual & sign above

Date

2. CERTIFICATION OF AVAILABILITY AND STATUS OF PERSONNEL**a. Availability of Personnel**

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

Print name of authorized individual & sign above

Date

b. Status of Personnel

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

Print name of authorized individual & sign above

Date

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3. CERTIFICATION OF LANGUAGE - [*English or Bilingual or French*]

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

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

[*Option 2 - Bilingual*] fluent in both official languages of Canada (French and English). The individual proposed must be able to communicate orally and in writing without any assistance and with minimal errors.

[*Option 3 - Unilingual French*] fluent in French. The individual proposed must be able to communicate orally and in writing without any assistance and with minimal errors.

Print name of authorized individual & sign above

Date

ANNEX B - G1**STREAM G1: ARCHITECTURE AND INTEGRATION****BASIS OF PAYMENT**

In respect of the "Number of Days" listed below, the estimated number of days is for evaluation purposes only during the solicitation process. The actual number of days during the Initial Contract Period and Option Periods may be more or less, as determined by the Technical Authority.

In respect of the "Firm Per Diem Rates" for Year 1 of the Initial Contract Period listed below, (F*) Firm Per Diem Rates must not exceed those rates set out in Annex "C" Schedule of Per Diem Rates of the SA Holder's Supply Arrangement.

The rates quoted for Year 2 and 3 of the Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 the Initial Contract Period. If the Bidder proposes different rates for resources for different periods of the resulting contract, including the option periods, the difference from one period to the following period must be no more than 5%.

Initial Contract Period - Year 1						
(A)	(B)	(C)	(D)	(E)	(F*)	(G)
Category of Personnel	Level of Expertise	Estimated Number of Days	SA Per Diem Rate	% Discount	Firm Per Diem Rate	Total Cost (Cx F)
A.1 Application/ Software Architect	Level 2	300	\$		\$	\$
A.1 Application/ Software Architect	Level 3	372	\$		\$	\$
A.2 ERP Functional Analyst	Level 2	240	\$		\$	\$
A.2 ERP Functional Analyst	Level 3	240	\$		\$	\$
A.3 ERP Programmer Analyst	Level 2	396	\$		\$	\$
A.3 ERP Programmer Analyst	Level 3	60	\$		\$	\$
A.4 ERP System Analyst	Level 2	168	\$		\$	\$
A.5 ERP Technical Analyst	Level 2	132	\$		\$	\$
A.12 WEB Architect	Level 2	744	\$		\$	\$
A.12 WEB Architect	Level 3	60	\$		\$	\$
I.8 Storage Architect	Level 2	150	\$		\$	\$
I.10 Technical Architect	Level 2	240	\$		\$	\$
I.11 Technology Architect	Level 2	600	\$		\$	\$
I.12 PKI Specialist	Level 2	240	\$		\$	\$
I.12 PKI Specialist	Level 3	240	\$		\$	\$
I.14 Security Specialist	Level 2	150	\$		\$	\$

Initial Contract Period - Year 1						
(A)	(B)	(C)	(D)	(E)	(F*)	(G)
Category of Personnel	Level of Expertise	Estimated Number of Days	SA Per Diem Rate	% Discount	Firm Per Diem Rate	Total Cost (Cx F)
P.2 Enterprise Architect	Level 2	450	\$		\$	\$
P.2 Enterprise Architect	Level 3	240	\$		\$	\$
Total Estimated Cost (Initial Contract Period - Year 1):						\$ <TBD>

Initial Contract Period - Year 2				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx D)
A.1 Application/ Software Architect	Level 2	300	\$	\$
A.1 Application/ Software Architect	Level 3	372	\$	\$
A.2 ERP Functional Analyst	Level 2	240	\$	\$
A.2 ERP Functional Analyst	Level 3	240	\$	\$
A.3 ERP Programmer Analyst	Level 2	396	\$	\$
A.3 ERP Programmer Analyst	Level 3	60	\$	\$
A.4 ERP System Analyst	Level 2	168	\$	\$
A.5 ERP Technical Analyst	Level 2	132	\$	\$
A.12 WEB Architect	Level 2	744	\$	\$
A.12 WEB Architect	Level 3	60	\$	\$
I.8 Storage Architect	Level 2	150	\$	\$
I.10 Technical Architect	Level 2	240	\$	\$
I.11 Technology Architect	Level 2	600	\$	\$
I.12 PKI Specialist	Level 2	240	\$	\$
I.12 PKI Specialist	Level 3	240	\$	\$
I.14 Security Specialist	Level 2	150	\$	\$
P.2 Enterprise Architect	Level 2	450	\$	\$
P.2 Enterprise Architect	Level 2	240	\$	\$
Total Estimated Cost (Initial Contract Period - Year 2):				\$ <TBD>

Initial Contract Period - Year 3				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx D)
A.1 Application/ Software Architect	Level 2	300	\$	\$
A.1 Application/ Software Architect	Level 3	372	\$	\$
A.2 ERP Functional Analyst	Level 2	240	\$	\$
A.2 ERP Functional Analyst	Level 3	240	\$	\$
A.3 ERP Programmer Analyst	Level 2	396	\$	\$
A.3 ERP Programmer Analyst	Level 3	60	\$	\$
A.4 ERP System Analyst	Level 2	168	\$	\$
A.5 ERP Technical Analyst	Level 2	132	\$	\$
A.12 WEB Architect	Level 2	744	\$	\$

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Initial Contract Period - Year 3				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx D)
A.12 WEB Architect	Level 3	60	\$	\$
I.8 Storage Architect	Level 2	150	\$	\$
I.10 Technical Architect	Level 2	240	\$	\$
I.11 Technology Architect	Level 2	600	\$	\$
I.12 PKI Specialist	Level 2	240	\$	\$
I.12 PKI Specialist	Level 3	240	\$	\$
I.14 Security Specialist	Level 2	150	\$	\$
P.2 Enterprise Architect	Level 2	450	\$	\$
P.2 Enterprise Architect	Level 3	240	\$	\$
Total Estimated Cost (Initial Contract Period - Year 3):				\$ <TBD>

Option Period - Year 4				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx D)
A.1 Application/ Software Architect	Level 2	300	\$	\$
A.1 Application/ Software Architect	Level 3	372	\$	\$
A.2 ERP Functional Analyst	Level 2	240	\$	\$
A.2 ERP Functional Analyst	Level 3	240	\$	\$
A.3 ERP Programmer Analyst	Level 2	396	\$	\$
A.3 ERP Programmer Analyst	Level 3	60	\$	\$
A.4 ERP System Analyst	Level 2	168	\$	\$
A.5 ERP Technical Analyst	Level 2	132	\$	\$
A.12 WEB Architect	Level 2	744	\$	\$
A.12 WEB Architect	Level 3	60	\$	\$
I.8 Storage Architect	Level 2	150	\$	\$
I.10 Technical Architect	Level 2	240	\$	\$
I.11 Technology Architect	Level 2	600	\$	\$
I.12 PKI Specialist	Level 2	240	\$	\$
I.12 PKI Specialist	Level 3	240	\$	\$
I.14 Security Specialist	Level 2	150	\$	\$
P.2 Enterprise Architect	Level 2	450	\$	\$
P.2 Enterprise Architect	Level 3	240	\$	\$
Total Estimated Cost (Option Period - Year 4):				\$ <TBD>

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Option Period - Year 5				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.1 Application/ Software Architect	Level 2	300	\$	\$
A.1 Application/ Software Architect	Level 3	372	\$	\$
A.2 ERP Functional Analyst	Level 2	240	\$	\$
A.2 ERP Functional Analyst	Level 3	240	\$	\$
A.3 ERP Programmer Analyst	Level 2	396	\$	\$
A.3 ERP Programmer Analyst	Level 3	60	\$	\$
A.4 ERP System Analyst	Level 2	168	\$	\$
A.5 ERP Technical Analyst	Level 2	132	\$	\$
A.12 WEB Architect	Level 2	744	\$	\$
A.12 WEB Architect	Level 3	60	\$	\$
I.8 Storage Architect	Level 2	150	\$	\$
I.10 Technical Architect	Level 2	240	\$	\$
I.11 Technology Architect	Level 2	600	\$	\$
I.12 PKI Specialist	Level 2	240	\$	\$
I.12 PKI Specialist	Level 3	240	\$	\$
I.14 Security Specialist	Level 2	150	\$	\$
P.2 Enterprise Architect	Level 2	450	\$	\$
P.2 Enterprise Architect	Level 3	240	\$	\$
Total Estimated Cost (Option Period - Year 5):				\$ <TBD>

Total Estimated Cost - Stream G1: Architecture and Integration	
Total Initial Contract Period (Year 1, Year 2 and Year 3) + Option Period (Year 4 and Year 5)	\$ <TBD>

ANNEX B - G2
STREAM G2: APPLICATION DEVELOPMENT
BASIS OF PAYMENT

In respect of the "Number of Days" listed below, the estimated number of days is for evaluation purposes only during the solicitation process. The actual number of days during the Initial Contract Period and Option Periods may be more or less, as determined by the Technical Authority.

In respect of the "Firm Per Diem Rates" for Year 1 of the Initial Contract Period listed below, (F*) Firm Per Diem Rates must not exceed those rates set out in Annex "C" Schedule of Per Diem Rates of the SA Holder's Supply Arrangement.

The rates quoted for Year 2 and 3 of the Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 the Initial Contract Period. If the Bidder proposes different rates for resources for different periods of the resulting contract, including the option periods, the difference from one period to the following period must be no more than 5%.

Initial Contract Period - Year 1						
(A)	(B)	(C)	(D)	(E)	(F*)	(G)
Category of Personnel	Level of Expertise	Estimated Number of Days	SA Per Diem Rate	% Discount	Firm Per Diem Rate	Total Cost (CxF)
A.6 Programmer/Software Developer	Level 2	744	\$		\$	\$
A.6 Programmer/Software Developer	Level 3	240	\$		\$	\$
A.7 Programmer/Analyst	Level 2	630	\$		\$	\$
A.8 System Analyst	Level 2	1446	\$		\$	\$
A.8 System Analyst	Level 3	198	\$		\$	\$
A.11 Tester	Level 2	546	\$		\$	\$
A.13 WEB Designer	Level 2	252	\$		\$	\$
A.14 WEB Developer	Level 2	768	\$		\$	\$
A.15 WEB Graphics Designer	Level 2	120	\$		\$	\$
A.16 WEB Multi-media Content Consultant	Level 2	60	\$		\$	\$
I.1 Data Conversion Specialist	Level 2	120	\$		\$	\$
I.1 Data Conversion Specialist	Level 3	120	\$		\$	\$
1.4 Database Modeller/IM Modeller	Level 2	60	\$		\$	\$
B.1 Business Analyst	Level 2	1392	\$		\$	\$
B.1 Business Analyst	Level 3	480	\$		\$	\$
B.5 Business Process Re-engineering (BPR) Consultant	Level 2	132	\$		\$	\$
B.8 Call Centre Consultant	Level 2	300	\$		\$	\$
B.8 Call Centre Consultant	Level 3	240	\$		\$	\$
B.14 Technical Writer	Level 2	504	\$		\$	\$
P.11 Quality Assurance Specialist/Analyst	Level 2	612	\$		\$	\$
P.11 Quality Assurance Specialist/Analyst	Level 3	48	\$		\$	\$
Total Estimated Cost (Initial Contract Period - Year 1):						\$ <TBD>

Initial Contract Period - Year 2				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.6 Programmer/Software Developer	Level 2	744	\$	\$
A.6 Programmer/Software Developer	Level 3	240	\$	\$
A.7 Programmer/Analyst	Level 2	630	\$	\$
A.8 System Analyst	Level 2	1446	\$	\$
A.8 System Analyst	Level 3	198	\$	\$
A.11 Tester	Level 2	546	\$	\$
A.13 WEB Designer	Level 2	252	\$	\$
A.14 WEB Developer	Level 2	768	\$	\$
A.15 WEB Graphics Designer	Level 2	120	\$	\$
A.16 WEB Multi-media Content Consultant	Level 2	60	\$	\$
I.1 Data Conversion Specialist	Level 2	120	\$	\$
I.1 Data Conversion Specialist	Level 3	120	\$	\$
1.4 Database Modeller/IM Modeller	Level 2	60	\$	\$
B.1 Business Analyst	Level 2	1392	\$	\$
B.1 Business Analyst	Level 3	480	\$	\$
B.5 Business Process Re-engineering (BPR) Consultant	Level 2	132	\$	\$
B.8 Call Centre Consultant	Level 2	300	\$	\$
B.8 Call Centre Consultant	Level 3	240	\$	\$
B.14 Technical Writer	Level 2	504	\$	\$
P.11 Quality Assurance Specialist/Analyst	Level 2	612	\$	\$
P.11 Quality Assurance Specialist/Analyst	Level 3	48	\$	\$
Total Estimated Cost (Initial Contract Period - Year 2):				\$ <TBD>

Initial Contract Period - Year 3				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.6 Programmer/Software Developer	Level 2	744	\$	\$
A.6 Programmer/Software Developer	Level 3	240	\$	\$
A.7 Programmer/Analyst	Level 2	630	\$	\$
A.8 System Analyst	Level 2	1446	\$	\$
A.8 System Analyst	Level 3	198	\$	\$
A.11 Tester	Level 2	546	\$	\$
A.13 WEB Designer	Level 2	252	\$	\$
A.14 WEB Developer	Level 2	768	\$	\$
A.15 WEB Graphics Designer	Level 2	120	\$	\$
A.16 WEB Multi-media Content Consultant	Level 2	60	\$	\$
I.1 Data Conversion Specialist	Level 2	120	\$	\$
I.1 Data Conversion Specialist	Level 3	120	\$	\$

Initial Contract Period - Year 3				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
1.4 Database Modeller/IM Modeller	Level 2	60	\$	\$
B.1 Business Analyst	Level 2	1392	\$	\$
B.1 Business Analyst	Level 3	480	\$	\$
B.5 Business Process Re-engineering (BPR) Consultant	Level 2	132	\$	\$
B.8 Call Centre Consultant	Level 2	300	\$	\$
B.8 Call Centre Consultant	Level 3	240	\$	\$
B.14 Technical Writer	Level 2	504	\$	\$
P.11 Quality Assurance Specialist/Analyst	Level 2	612	\$	\$
P.11 Quality Assurance Specialist/Analyst	Level 3	48	\$	\$
Total Estimated Cost (Initial Contract Period - Year 3):				\$ <TBD>

Option Period - Year 4				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.6 Programmer/Software Developer	Level 2	744	\$	\$
A.6 Programmer/Software Developer	Level 3	240	\$	\$
A.7 Programmer/Analyst	Level 2	630	\$	\$
A.8 System Analyst	Level 2	1446	\$	\$
A.8 System Analyst	Level 3	198	\$	\$
A.11 Tester	Level 2	546	\$	\$
A.13 WEB Designer	Level 2	252	\$	\$
A.14 WEB Developer	Level 2	768	\$	\$
A.15 WEB Graphics Designer	Level 2	120	\$	\$
A.16 WEB Multi-media Content Consultant	Level 2	60	\$	\$
I.1 Data Conversion Specialist	Level 2	120	\$	\$
I.1 Data Conversion Specialist	Level 3	120	\$	\$
1.4 Database Modeller/IM Modeller	Level 2	60	\$	\$
B.1 Business Analyst	Level 2	1392	\$	\$
B.1 Business Analyst	Level 3	480	\$	\$
B.5 Business Process Re-engineering (BPR) Consultant	Level 2	132	\$	\$
B.8 Call Centre Consultant	Level 2	300	\$	\$
B.8 Call Centre Consultant	Level 3	240	\$	\$
B.14 Technical Writer	Level 2	504	\$	\$
P.11 Quality Assurance Specialist/Analyst	Level 2	612	\$	\$
P.11 Quality Assurance Specialist/Analyst	Level 3	48	\$	\$
Total Estimated Cost (Option Period - Year 4):				\$ <TBD>

Option Period - Year 5				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.6 Programmer/Software Developer	Level 2	744	\$	\$
A.6 Programmer/Software Developer	Level 3	240	\$	\$
A.7 Programmer/Analyst	Level 2	630	\$	\$
A.8 System Analyst	Level 2	1446	\$	\$
A.8 System Analyst	Level 3	198	\$	\$
A.11 Tester	Level 2	546	\$	\$
A.13 WEB Designer	Level 2	252	\$	\$
A.14 WEB Developer	Level 2	768	\$	\$
A.15 WEB Graphics Designer	Level 2	120	\$	\$
A.16 WEB Multi-media Content Consultant	Level 2	60	\$	\$
I.1 Data Conversion Specialist	Level 2	120	\$	\$
I.1 Data Conversion Specialist	Level 3	120	\$	\$
1.4 Database Modeller/IM Modeller	Level 2	60	\$	\$
B.1 Business Analyst	Level 2	1392	\$	\$
B.1 Business Analyst	Level 3	480	\$	\$
B.5 Business Process Re-engineering (BPR) Consultant	Level 2	132	\$	\$
B.8 Call Centre Consultant	Level 2	300	\$	\$
B.8 Call Centre Consultant	Level 3	240	\$	\$
B.14 Technical Writer	Level 2	504	\$	\$
P.11 Quality Assurance Specialist/Analyst	Level 2	612	\$	\$
P.11 Quality Assurance Specialist/Analyst	Level 3	48	\$	\$
Total Estimated Cost (Option Period - Year 5):				\$ <TBD>

Total Estimated Cost - Stream G2: Application Development	
Total Initial Contract Period (Year 1, Year 2 and Year 3) + Option Period (Year 4 and Year 5)	\$ <TBD>

ANNEX B - G3**STREAM G3: OPERATIONS****BASIS OF PAYMENT**

In respect of the "Number of Days" listed below, the estimated number of days is for evaluation purposes only during the solicitation process. The actual number of days during the Initial Contract Period and Option Periods may be more or less, as determined by the Technical Authority.

In respect of the "Firm Per Diem Rates" for Year 1 of the Initial Contract Period listed below, (F*) Firm Per Diem Rates must not exceed those rates set out in Annex "C" Schedule of Per Diem Rates of the SA Holder's Supply Arrangement.

The rates quoted for Year 2 and 3 of the Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 the Initial Contract Period. If the Bidder proposes different rates for resources for different periods of the resulting contract, including the option periods, the difference from one period to the following period must be no more than 5%.

Initial Contract Period - Year 1						
(A)	(B)	(C)	(D)	(E)	(F*)	(G)
Category of Personnel	Level of Expertise	Estimated Number of Days	SA Per Diem Rate	% Discount	Firm Per Diem Rate	Total Cost (CxF)
1.2 Database Administrator	Level 2	1450	\$		\$	\$
1.2 Database Administrator	Level 3	850	\$		\$	\$
I.6 Network Analyst	Level 2	250	\$		\$	\$
I.7 Platform Analyst	Level 2	250	\$		\$	\$
I.9 System Administrator	Level 2	250	\$		\$	\$
B.10 Help Desk Specialist	Level 2	250	\$		\$	\$
B.12 Network Support Specialist	Level 2	250	\$		\$	\$
B.13 Operations Support Specialist	Level 2	60	\$		\$	\$
B.13 Operations Support Specialist	Level 3	250	\$		\$	\$
Total Estimated Cost (Initial Contract Period - Year 1):						\$ <TBD>

Initial Contract Period - Year 2				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx D)
1.2 Database Administrator	Level 2	1450	\$	\$
1.2 Database Administrator	Level 3	850	\$	\$
I.6 Network Analyst	Level 2	250	\$	\$
I.7 Platform Analyst	Level 2	250	\$	\$
I.9 System Administrator	Level 2	250	\$	\$
B.10 Help Desk Specialist	Level 2	250	\$	\$
B.12 Network Support Specialist	Level 2	250	\$	\$
B.13 Operations Support Specialist	Level 2	60	\$	\$
B.13 Operations Support Specialist	Level 3	250	\$	\$
Total Estimated Cost (Initial Contract Period - Year 2):				\$ <TBD>

Initial Contract Period - Year 3				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx D)
1.2 Database Administrator	Level 2	1450	\$	\$
1.2 Database Administrator	Level 3	850	\$	\$
I.6 Network Analyst	Level 2	250	\$	\$
I.7 Platform Analyst	Level 2	250	\$	\$
I.9 System Administrator	Level 2	250	\$	\$
B.10 Help Desk Specialist	Level 2	250	\$	\$
B.12 Network Support Specialist	Level 2	250	\$	\$
B.13 Operations Support Specialist	Level 2	60	\$	\$
B.13 Operations Support Specialist	Level 3	250	\$	\$
Total Estimated Cost (Initial Contract Period - Year 3):				\$ <TBD>

Option Period - Year 4				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx D)
1.2 Database Administrator	Level 2	1450	\$	\$
1.2 Database Administrator	Level 3	850	\$	\$
I.6 Network Analyst	Level 2	250	\$	\$
I.7 Platform Analyst	Level 2	250	\$	\$
I.9 System Administrator	Level 2	250	\$	\$
B.10 Help Desk Specialist	Level 2	250	\$	\$
B.12 Network Support Specialist	Level 2	250	\$	\$
B.13 Operations Support Specialist	Level 2	60	\$	\$
B.13 Operations Support Specialist	Level 3	250	\$	\$
Total Estimated Cost (Option Period - Year 4):				\$ <TBD>

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Option Period - Year 5				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
1.2 Database Administrator	Level 2	1450	\$	\$
1.2 Database Administrator	Level 3	850	\$	\$
I.6 Network Analyst	Level 2	250	\$	\$
I.7 Platform Analyst	Level 2	250	\$	\$
I.9 System Administrator	Level 2	250	\$	\$
B.10 Help Desk Specialist	Level 2	250	\$	\$
B.12 Network Support Specialist	Level 2	250	\$	\$
B.13 Operations Support Specialist	Level 2	60	\$	\$
B.13 Operations Support Specialist	Level 3	250	\$	\$
Total Estimated Cost (Option Period - Year 5):				\$ <TBD>

Total Estimated Cost - Stream G3: Operations	
Total Initial Contract Period (Year 1, Year 2 and Year 3) + Option Period (Year 4 and Year 5)	\$ <TBD>

ANNEX B - G4**STREAM G4: PROJECT MANAGEMENT****BASIS OF PAYMENT**

In respect of the "Number of Days" listed below, the estimated number of days is for evaluation purposes only during the solicitation process. The actual number of days during the Initial Contract Period and Option Periods may be more or less, as determined by the Technical Authority.

In respect of the "Firm Per Diem Rates" for Year 1 of the Initial Contract Period listed below, (F*) Firm Per Diem Rates must not exceed those rates set out in Annex "C" Schedule of Per Diem Rates of the SA Holder's Supply Arrangement.

The rates quoted for Year 2 and 3 of the Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 the Initial Contract Period. If the Bidder proposes different rates for resources for different periods of the resulting contract, including the option periods, the difference from one period to the following period must be no more than 5%.

Initial Contract Period - Year 1						
(A)	(B)	(C)	(D)	(E)	(F*)	(G)
Category of Personnel	Level of Expertise	Estimated Number of Days	SA Per Diem Rate	% Discount	Firm Per Diem Rate	Total Cost (Cx F)
B.3 Business Consultant	Level 2	220	\$		\$	\$
P.1 Change Management Consultant	Level 2	220	\$		\$	\$
P.1 Change Management Consultant	Level 3	220	\$		\$	\$
P.4 Organizational Development Consultant	Level 2	220	\$		\$	\$
P.5 Project Executive	Level 3	400	\$		\$	\$
P.6 Project Administrator	Level 2	1050	\$		\$	\$
P.8 Project Leader	Level 2	860	\$		\$	\$
P.9 Project Manager	Level 2	400	\$		\$	\$
P.9 Project Manager	Level 3	2220	\$		\$	\$
P.10 Project Scheduler	Level 2	600	\$		\$	\$
P.10 Project Scheduler	Level 3	400	\$		\$	\$
P.12 Risk Management Specialist	Level 3	100	\$		\$	\$
Total Estimated Cost (Initial Contract Period - Year 1):						\$ <TBD>

Initial Contract Period - Year 2				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
B.3 Business Consultant	Level 2	220	\$	\$
P.1 Change Management Consultant	Level 2	220	\$	\$
P.1 Change Management Consultant	Level 3	220	\$	\$
P.4 Organizational Development Consultant	Level 2	220	\$	\$
P.5 Project Executive	Level 3	400	\$	\$
P.6 Project Administrator	Level 2	1050	\$	\$
P.8 Project Leader	Level 2	860	\$	\$
P.9 Project Manager	Level 2	400	\$	\$
P.9 Project Manager	Level 3	2220	\$	\$
P.10 Project Scheduler	Level 2	600	\$	\$
P.10 Project Scheduler	Level 3	400	\$	\$
P.12 Risk Management Specialist	Level 3	100	\$	\$
Total Estimated Cost (Initial Contract Period - Year 2):				\$ <TBD>

Initial Contract Period - Year 3				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
B.3 Business Consultant	Level 2	220	\$	\$
P.1 Change Management Consultant	Level 2	220	\$	\$
P.1 Change Management Consultant	Level 3	220	\$	\$
P.4 Organizational Development Consultant	Level 2	220	\$	\$
P.5 Project Executive	Level 3	400	\$	\$
P.6 Project Administrator	Level 2	1050	\$	\$
P.8 Project Leader	Level 2	860	\$	\$
P.9 Project Manager	Level 2	400	\$	\$
P.9 Project Manager	Level 3	2220	\$	\$
P.10 Project Scheduler	Level 2	600	\$	\$
P.10 Project Scheduler	Level 3	400	\$	\$
P.12 Risk Management Specialist	Level 3	100	\$	\$
Total Estimated Cost (Initial Contract Period - Year 3):				\$ <TBD>

Option Period - Year 4				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
B.3 Business Consultant	Level 2	220	\$	\$
P.1 Change Management Consultant	Level 2	220	\$	\$
P.1 Change Management Consultant	Level 3	220	\$	\$
P.4 Organizational Development Consultant	Level 2	220	\$	\$
P.5 Project Executive	Level 3	400	\$	\$
P.6 Project Administrator	Level 2	1050	\$	\$
P.8 Project Leader	Level 2	860	\$	\$
P.9 Project Manager	Level 2	400	\$	\$
P.9 Project Manager	Level 3	2220	\$	\$
P.10 Project Scheduler	Level 2	600	\$	\$
P.10 Project Scheduler	Level 3	400	\$	\$
P.12 Risk Management Specialist	Level 3	100	\$	\$
Total Estimated Cost (Option Period - Year 4):				\$ <TBD>

Option Period - Year 5				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
B.3 Business Consultant	Level 2	220	\$	\$
P.1 Change Management Consultant	Level 2	220	\$	\$
P.1 Change Management Consultant	Level 3	220	\$	\$
P.4 Organizational Development Consultant	Level 2	220	\$	\$
P.5 Project Executive	Level 3	400	\$	\$
P.6 Project Administrator	Level 2	1050	\$	\$
P.8 Project Leader	Level 2	860	\$	\$
P.9 Project Manager	Level 2	400	\$	\$
P.9 Project Manager	Level 3	2220	\$	\$
P.10 Project Scheduler	Level 2	600	\$	\$
P.10 Project Scheduler	Level 3	400	\$	\$
P.12 Risk Management Specialist	Level 3	100	\$	\$
Total Estimated Cost (Option Period - Year 5):				\$ <TBD>

Total Estimated Cost - Stream G4: Project Management	
Total Initial Contract Period (Year 1, Year 2 and Year 3) + Option Period (Year 4 and Year 5)	\$ <TBD>

ANNEX B - S1**STREAM S1: PEOPLESOFT DEVELOPMENT****BASIS OF PAYMENT**

In respect of the "Number of Days" listed below, the estimated number of days is for evaluation purposes only during the solicitation process. The actual number of days during the Initial Contract Period and Option Periods may be more or less, as determined by the Technical Authority.

In respect of the "Firm Per Diem Rates" for Year 1 of the Initial Contract Period listed below, (F*) Firm Per Diem Rates must not exceed those rates set out in Annex "C" Schedule of Per Diem Rates of the SA Holder's Supply Arrangement.

The rates quoted for Year 2 and 3 of the Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 the Initial Contract Period. If the Bidder proposes different rates for resources for different periods of the resulting contract, including the option periods, the difference from one period to the following period must be no more than 5%.

Initial Contract Period - Year 1						
(A)	(B)	(C)	(D)	(E)	(F*)	(G)
Category of Personnel	Level of Expertise	Estimated Number of Days	SA Per Diem Rate	% Discount	Firm Per Diem Rate	Total Cost (CxF)
A.1 Application/ Software Architect - PeopleSoft Application Specialist	Level 2	120	\$		\$	\$
A.1 Application/ Software Architect - PeopleSoft Upgrade Specialist	Level 2	120	\$		\$	\$
A.1 Application/ Software Architect - PeopleSoft Upgrade Specialist	Level 3	120	\$		\$	\$
A.3 ERP Programmer Analyst - PeopleSoft	Level 2	120	\$		\$	\$
I.1 Data Conversion Specialist - PeopleSoft	Level 2	120	\$		\$	\$
I.1 Data Conversion Specialist - PeopleSoft	Level 3	120	\$		\$	\$
Total Estimated Cost (Initial Contract Period - Year 1):						\$ <TBD>

Initial Contract Period - Year 2				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.1 Application/ Software Architect - PeopleSoft Application Specialist	Level 2	120	\$	\$
A.1 Application/ Software Architect - PeopleSoft Upgrade Specialist	Level 2	120	\$	\$
A.1 Application/ Software Architect - PeopleSoft Upgrade Specialist	Level 3	120	\$	\$
A.3 ERP Programmer Analyst - PeopleSoft	Level 2	120	\$	\$
I.1 Data Conversion Specialist - PeopleSoft	Level 2	120	\$	\$
I.1 Data Conversion Specialist - PeopleSoft	Level 3	120	\$	\$
Total Estimated Cost (Initial Contract Period - Year 2):				\$ <TBD>

Initial Contract Period - Year 3				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.1 Application/ Software Architect - PeopleSoft Application Specialist	Level 2	120	\$	\$
A.1 Application/ Software Architect - PeopleSoft Upgrade Specialist	Level 2	120	\$	\$
A.1 Application/ Software Architect - PeopleSoft Upgrade Specialist	Level 3	120	\$	\$
A.3 ERP Programmer Analyst - PeopleSoft	Level 2	120	\$	\$
I.1 Data Conversion Specialist - PeopleSoft	Level 2	120	\$	\$
I.1 Data Conversion Specialist - PeopleSoft	Level 3	120	\$	\$
Total Estimated Cost (Initial Contract Period - Year 3):				\$ <TBD>

Option Period - Year 4				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.1 Application/ Software Architect - PeopleSoft Application Specialist	Level 2	120	\$	\$
A.1 Application/ Software Architect - PeopleSoft Upgrade Specialist	Level 2	120	\$	\$
A.1 Application/ Software Architect - PeopleSoft Upgrade Specialist	Level 3	120	\$	\$
A.3 ERP Programmer Analyst - PeopleSoft	Level 2	120	\$	\$
I.1 Data Conversion Specialist - PeopleSoft	Level 2	120	\$	\$
I.1 Data Conversion Specialist - PeopleSoft	Level 3	120	\$	\$
Total Estimated Cost (Option Period - Year 4):				\$ <TBD>

Option Period - Year 5				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.1 Application/ Software Architect - PeopleSoft Application Specialist	Level 2	120	\$	\$
A.1 Application/ Software Architect - PeopleSoft Upgrade Specialist	Level 2	120	\$	\$
A.1 Application/ Software Architect - PeopleSoft Upgrade Specialist	Level 3	120	\$	\$
A.3 ERP Programmer Analyst - PeopleSoft	Level 2	120	\$	\$
I.1 Data Conversion Specialist - PeopleSoft	Level 2	120	\$	\$
I.1 Data Conversion Specialist - PeopleSoft	Level 3	120	\$	\$
Total Estimated Cost (Option Period - Year 5):				\$ <TBD>

Total Estimated Cost - Stream S1: PeopleSoft Development	
Total Initial Contract Period (Year 1, Year 2 and Year 3) + Option Period (Year 4 and Year 5)	\$ <TBD>

ANNEX B - S2**STREAM S2: SAP DEVELOPMENT****BASIS OF PAYMENT**

In respect of the "Number of Days" listed below, the estimated number of days is for evaluation purposes only during the solicitation process. The actual number of days during the Initial Contract Period and Option Periods may be more or less, as determined by the Technical Authority.

In respect of the "Firm Per Diem Rates" for Year 1 of the Initial Contract Period listed below, (F*) Firm Per Diem Rates must not exceed those rates set out in Annex "C" Schedule of Per Diem Rates of the SA Holder's Supply Arrangement.

The rates quoted for Year 2 and 3 of the Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 the Initial Contract Period. If the Bidder proposes different rates for resources for different periods of the resulting contract, including the option periods, the difference from one period to the following period must be no more than 5%.

Initial Contract Period - Year 1						
(A)	(B)	(C)	(D)	(E)	(F*)	(G)
Category of Personnel	Level of Expertise	Estimated Number of Days	SA Per Diem Rate	% Discount	Firm Per Diem Rate	Total Cost (CxF)
A.2 ERP Functional Analyst - SAP	Level 2	100	\$		\$	\$
A.3 ERP Programmer Analyst - SAP	Level 2	80	\$		\$	\$
I.9 System Administrator - SAP	Level 2	80	\$		\$	\$
Total Estimated Cost (Initial Contract Period - Year 1):						\$ <TBD>

Initial Contract Period - Year 2				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.2 ERP Functional Analyst - SAP	Level 2	100	\$	\$
A.3 ERP Programmer Analyst - SAP	Level 2	80	\$	\$
I.9 System Administrator - SAP	Level 2	80	\$	\$
Total Estimated Cost (Initial Contract Period - Year 2):				\$ <TBD>

Initial Contract Period - Year 3				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.2 ERP Functional Analyst - SAP	Level 2	100	\$	\$
A.3 ERP Programmer Analyst - SAP	Level 2	80	\$	\$
I.9 System Administrator - SAP	Level 2	80	\$	\$
Total Estimated Cost (Initial Contract Period - Year 3):				\$ <TBD>

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Option Period - Year 4				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.2 ERP Functional Analyst - SAP	Level 2	100	\$	\$
A.3 ERP Programmer Analyst - SAP	Level 2	80	\$	\$
I.9 System Administrator - SAP	Level 2	80	\$	\$
Total Estimated Cost (Option Period - Year 4):				\$ <TBD>

Option Period - Year 5				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.2 ERP Functional Analyst - SAP	Level 2	100	\$	\$
A.3 ERP Programmer Analyst - SAP	Level 2	80	\$	\$
I.9 System Administrator - SAP	Level 2	80	\$	\$
Total Estimated Cost (Option Period - Year 5):				\$ <TBD>

Total Estimated Cost - Stream S2: SAP Development	
Total Initial Contract Period (Year 1, Year 2 and Year 3) + Option Period (Year 4 and Year 5)	\$ <TBD>

ANNEX B - S3**STREAM S3: SAS DEVELOPMENT****BASIS OF PAYMENT**

In respect of the "Number of Days" listed below, the estimated number of days is for evaluation purposes only during the solicitation process. The actual number of days during the Initial Contract Period and Option Periods may be more or less, as determined by the Technical Authority.

In respect of the "Firm Per Diem Rates" for Year 1 of the Initial Contract Period listed below, (F*) Firm Per Diem Rates must not exceed those rates set out in Annex "C" Schedule of Per Diem Rates of the SA Holder's Supply Arrangement.

The rates quoted for Year 2 and 3 of the Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 the Initial Contract Period. If the Bidder proposes different rates for resources for different periods of the resulting contract, including the option periods, the difference from one period to the following period must be no more than 5%.

Initial Contract Period - Year 1						
(A)	(B)	(C)	(D)	(E)	(F*)	(G)
Category of Personnel	Level of Expertise	Estimated Number of Days	SA Per Diem Rate	% Discount	Firm Per Diem Rate	Total Cost (Cx _F)
A.2 ERP Functional Analyst - SAS	Level 2	100	\$		\$	\$
Total Estimated Cost (Initial Contract Period - Year 1):						\$ <TBD>

Initial Contract Period - Year 2				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx _D)
A.2 ERP Functional Analyst - SAS	Level 2	100	\$	\$
Total Estimated Cost (Initial Contract Period - Year 2):				\$ <TBD>

Initial Contract Period - Year 3				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx _D)
A.2 ERP Functional Analyst - SAS	Level 2	100	\$	\$
Total Estimated Cost (Initial Contract Period - Year 3):				\$ <TBD>

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Option Period - Year 4				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.2 ERP Functional Analyst - SAS	Level 2	100	\$	\$
Total Estimated Cost (Option Period - Year 4):				\$ <TBD>

Option Period - Year 5				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.2 ERP Functional Analyst - SAS	Level 2	100	\$	\$
Total Estimated Cost (Option Period - Year 5):				\$ <TBD>

Total Estimated Cost - Stream S3: SAS Development	
Total Initial Contract Period (Year 1, Year 2 and Year 3) + Option Period (Year 4 and Year 5)	\$ <TBD>

ANNEX C

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

Contract Number / Numéro du contrat EN578-055605	
Security Classification / Classification de sécurité UNCLASSIFIED	
PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE	
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Public Works and Government Services Canada	2. Branch or Directorate / Direction générale ou Direction Acquisitions
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail For the provision of Task Based Informatics Professional Services	
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis	
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qu se trouve à la question 7. c)	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. Cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. Ex. Nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès	
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>
Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion	
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>	
Restricted to: / Limité à : <input type="checkbox"/>	Restricted to: / Limité à : <input type="checkbox"/>
Specify country(ies) / Préciser le(s) pays :	Specify country(ies) / Préciser le(s) pays :
	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
	Restricted to: / Limité à : <input type="checkbox"/>
	Specify country(ies) / Préciser le(s) pays :

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PART A (Continued) / PARTIE A (Suite)

7. c) Level of Information / Niveau d'information

PROTECTED A PROTÉGÉ A	<input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ	<input type="checkbox"/>	PROTECTED A PROTÉGÉ A	<input type="checkbox"/>
PROTECTED B PROTÉGÉ B	<input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE	<input type="checkbox"/>	PROTECTED B PROTÉGÉ B	<input type="checkbox"/>
PROTECTED C PROTÉGÉ C	<input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/>	PROTECTED C PROTÉGÉ C	<input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/>	NATO SECRET NATO SECRET	<input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/>
SECRET SECRET	<input type="checkbox"/>	COSMIC TOP SECRET COSMIS TRÈS SECRET	<input type="checkbox"/>	SECRET SECRET	<input type="checkbox"/>
TOP SECRET TRÈS SECRET	<input type="checkbox"/>			TOP SECRET TRÈS SECRET	<input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET	<input type="checkbox"/>			TOP SECRET (SIGINT) TRÈS SECRET	<input type="checkbox"/>

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? ☒ No / ☐ Yes /
Non Oui

La fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés

PROTÉGÉS et/ou CLASSIFIÉS?

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets? ☒ No / ☐ Yes /
Non Oui

Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature

extrêmement délicate?

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- ☒ RELIABILITY STATUS
COTE DE FIABILITÉ
- ☐ CONFIDENTIAL
CONFIDENTIEL
- ☐ SECRET
SECRET
- ☐ TOP SECRET
TRÈS SECRET
- ☐ TOP SECRET - SIGINT
TRÈS SECRET - SIGINT
- ☐ NATO CONFIDENTIAL
NATO CONFIDENTIEL
- ☐ NATO SECRET
NATO SECRET
- ☐ COSMIC TOP SECRET
COSMIC TRÈS SECRET
- ☐ SITE ACCESS
ACCÈS AUX EMPLACEMENTS

Special comments:

Commentaires spéciaux : _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work? ☒ No ☐ Yes
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? Non Oui
- If Yes, will unscreened personnel be escorted? ☒ No ☐ Yes
Dans l'affirmative, le personnel en question sera-t-il escorté? Non Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? ☒ No ☐ Yes
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? Non Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets? ☒ No ☐ Yes
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? Non Oui

PART C (Continued) / PARTIE C (Suite)**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? ☒ No ☐ Yes
Non Oui
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? ☒ No ☐ Yes
Non Oui
Le fournisseur sera-t-il d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? ☒ No ☐ Yes
Non Oui
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du minist' re ou de l'agence gouvernementale?

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			Classified classifié			NATO			
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET
Information / Assets Renseignements / Biens										
Production										
IT Media / Support TI										
IT Link / Lien électronique										
COMSEC										
Category Catégorie	PROTECTED PROTÉGÉ			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET				
	A	B	C							
Information / Assets Renseignements / Biens										
Production										
IT Media / Support TI										
IT Link / Lien électronique										

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12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉS et/ou CLASSIFIÉS?



No
Non



Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée " Classification de sécurité " au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?



No
Non



Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée " Classification de sécurité " au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. Ex. SECRET avec des pièces jointes).

ANNEX D – G1**STREAM G1 – ARCHITECTURE AND INTEGRATION****BID EVALUATION CRITERIA****1. THE BIDDER**

BIDDER - MANDATORY REQUIREMENTS	
M1	<p>Corporate Capacity within Stream. The Bidder must have had two architecture and integration support service contracts with the government in the past five years (as of bid closing date) that each meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple Task Authorizations (TAs) under a single contract); A minimum final value of \$1,000,000 (Cdn); A minimum contract period of one year; Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date); and Contract included the provision of resources in the Core Categories as per Section 5. Category of Resources and Responsibilities as detailed in Annex A – G1, Statement of Work. <p>Notes:</p> <ul style="list-style-type: none"> The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. The cumulative total value of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract. The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.
M2	<p>Corporate Capacity Within NCR. In addition to the contracts identified in M1, the Bidder must have had two additional architecture and integration support contracts in the past five years (as of bid closing date) for the provision of support services within the National Capital Region (NCR). Each contract must meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple TAs under a single contract); and Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date).

BIDDER - MANDATORY REQUIREMENTS

	<p>Notes:</p> <ul style="list-style-type: none"> The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. The cumulative total number of resources of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract. The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.
M3	<p>Client Manager. The Bidder must identify by name and position title an individual that will be designated as the CIC Client Manager responsible for the resource and contract management associated with any resulting contract. The proposed Client Manager must have two years in the last five years (as of bid closing date) experience as a Client Manager providing contract management services to government Clients.</p>
M4	<p>Contract Management Plan. The Bidder must provide a plan as to how the resulting contract will be managed. The Plan must outline how the Bidder intends to:</p> <ol style="list-style-type: none"> Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources; Identify, select and deploy the appropriate resource in a timely manner; Provide resources that may be required but are not currently available in the Bidder's current capacity; Manage the process of transitioning between existing contracted resources and the new contract; Manage the process of transitioning between contractor resources during the term of the Contract; Manage quality assurance practices in providing resources for taskings; Manage contingency plans/practices to ensure resource availability and resource replacement; Manage the Contract tracking, time sheet collection and invoicing process; and Manage the process of issue escalation and dispute resolution with CIC.

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
R1	Contract Management Plan		10 points - The Bidder indicates an excellent understanding of the requirements and the intended approach is easily achievable with no risk to CIC.
	a. Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources;	10	
	b. Identify, select and deploy the appropriate resource in a timely manner;	10	8 points - The Bidder indicates a very good understanding of the requirements and the intended approach is reasonably achievable with minimal risk to CIC.
	c. Provide resources that may be required but are not currently available in the Bidder's current capacity;	10	
	d. Manage the process of transitioning between existing contracted resources and the new contract;	10	6 points - The Bidder indicates a good understanding of the requirements and the intended approach is likely achievable with manageable risk to CIC.
	e. Manage the process of transitioning between contractor resources during the term of the Contract;	10	
	f. Manage quality assurance practices;	10	4 points - The Bidder indicates a poor understanding of the requirements and the intended approach is likely not achievable with substantial risk to CIC.
	g. Manage contingency plans/practices to ensure resource availability and resource replacement;	10	
	h. Manage the Contract tracking, time sheet collection and invoicing process; and	10	2 points - The Bidder indicates a very poor understanding of the requirements and the intended approach is likely not achievable with unacceptable risk to CIC.
	i. Manage the process of issue escalation and dispute resolution with CIC.	10	0 points - The Bidder did not provide a response.
R2	Client Manager		
	a. Years of experience as a Client Manager in excess of the mandatory two years.	10	2 points for each year of experience exceeding two years serving as a Client Manager on contracts (up to a maximum of 10 points).
	b. Number of client contacts for whom the Client Manager had to provide resources.	10	Over 9 client contacts - 10 points 8-9 client contacts - 8 points 6-7 client contacts - 6 points 4-5 client contacts - 4 points 2-3 client contacts - 2 points
	c. Number of resources simultaneously managed under any Contract(s) within the last five years (as of bid closing date).	10	Over 40 resources - 10 points Over 30 up to 40 resources - 8 points Over 20 up to 30 resources - 6 points Over 10 up to 20 resources - 4 points One up to 10 resources - 2 points
Maximum Points: 120 (must achieve 70% = 84 points)			

2. RESOURCES

2.1 A.1 APPLICATION/SOFTWARE ARCHITECT, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as an Application/Software Architect working within an IM/IT environment.			
M2	Experience as an Application/Software Architect on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience developing technical architectures, frameworks and strategies, either for an organization or for a major application area.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience evaluating existing procedures and methods, identifying and documenting database content, structure, and application sub-systems, and developing data dictionary.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience identifying and documenting system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience with programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.2 A.1 APPLICATION/SOFTWARE ARCHITECT, LEVEL 3 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 12 years experience as an Application/Software Architect working within an IM/IT environment.			
M2	Experience as an Application/Software Architect on at least 3 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in leading the development of technical architectures, frameworks and strategies, either for an organization or for a major application area.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience leading the evaluation of existing procedures and methods, identifying and documenting database content, structure, and application sub-systems, and developing data dictionary.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience leading the identification and documentation of system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience with programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.3 A.3 ERP PROGRAMMER ANALYST, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as an ERP Programmer Analyst working within an IM/IT environment.			
M2	Experience as an ERP Programmer Analyst on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience developing low-level detailed requirements, programming, and systems development of ERP Systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience leading the translation of ERP business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience leading ERP system testing and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script), middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III) and BMC Remedy.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.4 A.3 ERP PROGRAMMER ANALYST, LEVEL 3 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 12 years experience as an ERP Programmer Analyst working within an IM/IT environment.			
M2	Experience as an ERP Programmer Analyst on at least 3 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience leading the development of low-level detailed requirements, programming, and systems development of ERP Systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in translating ERP business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in ERP system testing and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.5 I.11 TECHNOLOGY ARCHITECT, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as a Technology Architect working within an IM/IT environment.			
M2	Experience as a Technology Architect on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in developing technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience evaluating hardware and software relative to their ability to support specified requirements, determining potential bottlenecks, and improving system performance through hardware changes.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in evaluating alternative technology solutions to meet business requirements.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.6 P.2 ENTERPRISE ARCHITECT, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as an Enterprise Architect working within an IM/IT environment.			
M2	Experience as an Enterprise Architect on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in evaluating an enterprise's Business or Technical architectures to determine consistency and integration with the organization's business and IM/IT strategies and alignment with Government of Canada and industry guidelines and best practices.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in identifying future business or technology requirements against the current enterprise architecture, performing gap analysis and preparing migration strategies.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in assessing the feasibility of migrating from the current state to the target business architecture and enabling technologies and identify the risks associated with migrating to the target business architecture and technologies.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in developing and implementing an architectural evolution plan.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.7 P.2 ENTERPRISE ARCHITECT, LEVEL 3 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 12 years experience as an Enterprise Architect working within an IM/IT environment.			
M2	Experience as an Enterprise Architect on at least 3 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience leading the evaluation of an enterprise's Business or Technical architectures to determine consistency and integration with the organization's business and IM/IT strategies and alignment with Government of Canada and industry guidelines and best practices.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience leading the effort in identifying future business or technology requirements against the current enterprise architecture, performing gap analysis and preparing prepare migration strategies.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in leading the effort to assess the feasibility of migrating from the current state to the target business architecture and enabling technologies and identify the risks associated with migrating to the target business architecture and technologies.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in developing and implementing an architectural evolution plan.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

ANNEX D – G2**STREAM G2 – APPLICATION DEVELOPMENT****BID EVALUATION CRITERIA****1. THE BIDDER**

BIDDER - MANDATORY REQUIREMENTS	
M1	<p>Corporate Capacity within Stream. The Bidder must have had two application development support service contracts with the government in the past five years (as of bid closing date) that each meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple Task Authorizations (TAs) under a single contract); A minimum final value of \$1,000,000 (Cdn); A minimum contract period of one year; Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date); and Contract included the provision of resources in the Core Categories as per Section 5. Category of Resources and Responsibilities as detailed in Annex A – G2, Statement of Work. <p>Notes:</p> <ul style="list-style-type: none"> The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. The cumulative total value of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract. The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.
M2	<p>Corporate Capacity Within NCR. In addition to the contracts identified in M1, the Bidder must have had two additional application development support contracts in the past five years (as of bid closing date) for the provision of support services within the National Capital Region (NCR). Each contract must meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple TAs under a single contract); and Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date).

BIDDER - MANDATORY REQUIREMENTS

	<p>Notes:</p> <ul style="list-style-type: none"> The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. The cumulative total number of resources of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract. The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.
M3	<p>Client Manager. The Bidder must identify by name and position title an individual that will be designated as the CIC Client Manager responsible for the resource and contract management associated with any resulting contract. The proposed Client Manager must have two years in the last five years (as of bid closing date) experience as a Client Manager providing contract management services to government Clients.</p>
M4	<p>Contract Management Plan. The Bidder must provide a plan as to how the resulting contract will be managed. The Plan must outline how the Bidder intends to:</p> <ol style="list-style-type: none"> Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources; Identify, select and deploy the appropriate resource in a timely manner; Provide resources that may be required but are not currently available in the Bidder's current capacity; Manage the process of transitioning between existing contracted resources and the new contract; Manage the process of transitioning between contractor resources during the term of the Contract; Manage quality assurance practices in providing resources for taskings; Manage contingency plans/practices to ensure resource availability and resource replacement; Manage the Contract tracking, time sheet collection and invoicing process; and Manage the process of issue escalation and dispute resolution with CIC.

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
R1	Contract Management Plan		10 points - The Bidder indicates an excellent understanding of the requirements and the intended approach is easily achievable with no risk to CIC.
	a. Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources;	10	
	b. Identify, select and deploy the appropriate resource in a timely manner;	10	8 points - The Bidder indicates a very good understanding of the requirements and the intended approach is reasonably achievable with minimal risk to CIC.
	c. Provide resources that may be required but are not currently available in the Bidder's current capacity;	10	
	d. Manage the process of transitioning between existing contracted resources and the new contract;	10	6 points - The Bidder indicates a good understanding of the requirements and the intended approach is likely achievable with manageable risk to CIC.
	e. Manage the process of transitioning between contractor resources during the term of the Contract;	10	
	f. Manage quality assurance practices;	10	4 points - The Bidder indicates a poor understanding of the requirements and the intended approach is likely not achievable with substantial risk to CIC.
	g. Manage contingency plans/practices to ensure resource availability and resource replacement;	10	
	h. Manage the Contract tracking, time sheet collection and invoicing process; and	10	2 points - The Bidder indicates a very poor understanding of the requirements and the intended approach is likely not achievable with unacceptable risk to CIC.
	i. Manage the process of issue escalation and dispute resolution with CIC.	10	0 points - The Bidder did not provide a response.
R2	Client Manager		
	a. Years of experience as a Client Manager in excess of the mandatory two years.	10	2 points for each year of experience exceeding two years serving as a Client Manager on contracts (up to a maximum of 10 points).
	b. Number of client contacts for whom the Client Manager had to provide resources.	10	Over 9 client contacts - 10 points 8-9 client contacts - 8 points 6-7 client contacts - 6 points 4-5 client contacts - 4 points 2-3 client contacts - 2 points
	c. Number of resources simultaneously managed under any Contract(s) within the last five years (as of bid closing date).	10	Over 40 resources - 10 points Over 30 up to 40 resources - 8 points Over 20 up to 30 resources - 6 points Over 10 up to 20 resources - 4 points One up to 10 resources - 2 points
Maximum Points: 120 (must achieve 70% = 84 points)			

2. RESOURCES

2.1 A.6 PROGRAMMER/SOFTWARE DEVELOPER, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as a Programmer/Software Developer for IM/IT systems.			
M2	Experience as a Programmer/Software Developer on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in developing and preparing diagrammatic plans for solution of business, problems by means of computer systems of significant size and complexity.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in analyzing the problems outlined by the systems analysts/designers in terms of such factors as style and extent of information to be transferred to and from storage units, variety of items to be processed, extent of sorting, and format of final printed results.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in designing detailed programs, flow charts, and diagrams indicating mathematical computation and sequence of machine operations necessary to copy and process data and print the results.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience developing code with programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.2 A.6 PROGRAMMER/SOFTWARE DEVELOPER, LEVEL 3 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 12 years experience as a Programmer/Software Developer for IM/IT systems.			
M2	Experience as a Programmer/Software Developer on at least 3 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience leading the development and preparation of diagrammatic plans for solution of business, problems by means of computer systems of significant size and complexity.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience leading the analysis of problems outlined by the systems analysts/designers in terms of such factors as style and extent of information to be transferred to and from storage units, variety of items to be processed, extent of sorting, and format of final printed results.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience leading the design of detailed programs, flow charts, and diagrams indicating mathematical computation and sequence of machine operations necessary to copy and process data and print the results.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience developing code with programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.3 A.8 SYSTEM ANALYST, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as a System Analyst for IM/IT systems.			
M2	Experience as a System Analyst on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience implementing IM/IT systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in translating business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in developing technical specifications for systems development, design and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.4 A.8 SYSTEM ANALYST, LEVEL 3 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 12 years experience as a System Analyst for IM/IT systems.			
M2	Experience as a System Analyst on at least 3 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience leading the implementation of IM/IT systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience leading the translation of business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience leading the development of technical specifications for systems development, design and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP 3.0, Visual Basic 6, Cold Fusion Perl, Basic, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.5 I.4 DATABASE MODELLER / IM MODELLER, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as a Database Modeller / IM Modeller working within an IM/IT environment.			
M2	Experience as a Database Modeller / IM Modeller on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in development of data modeling and metadata policies and procedures.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in analyzing functional business requirements to identify information exchanges, operational procedures and decision flows.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in the identification of requirements for business processes re-design, determining requirements for modifications to automated processes and documenting interfaces of manual to automated processes.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in providing briefings and status reports to management.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.6 B.1 BUSINESS ANALYST, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as a Business Analyst working within an IM/IT environment.			
M2	Experience as a Business Analyst on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in developing and documenting business requirements and acceptance test criteria.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in leading the analysis of functional business requirements to identify information exchanges, operational procedures, and decision flows.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in leading the identification of requirements for business processes re-design, determining requirements for modifications to automated processes and documenting interfaces of manual to automated processes.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in developing acceptance test criteria with client.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.7 B.1 BUSINESS ANALYST, LEVEL 3 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 12 years experience as a Business Analyst working within an IM/IT environment..			
M2	Experience as a Business Analyst on at least 3 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in leading the development and documentation of business requirements and acceptance test criteria.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in analyzing and evaluating alternative data architecture solutions to meet business problems/requirements to be incorporated into the corporate data architecture.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in design, development and maintenance of Logical Data Models.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II)	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

ANNEX D – G3**STREAM G3 – OPERATIONS****BID EVALUATION CRITERIA****1. THE BIDDER**

BIDDER - MANDATORY REQUIREMENTS	
M1	<p>Corporate Capacity within Stream. The Bidder must have had two operations support service contracts with the government in the past five years (as of bid closing date) that each meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple Task Authorizations (TAs) under a single contract); A minimum final value of \$1,000,000 (Cdn); A minimum contract period of one year; Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date); and Contract included the provision of resources in the Core Categories as per Section 5. Category of Resources and Responsibilities as detailed in Annex A – G3, Statement of Work. <p>Notes:</p> <ul style="list-style-type: none"> The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. The cumulative total value of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract. The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.
M2	<p>Corporate Capacity Within NCR. In addition to the contracts identified in M1, the Bidder must have had two additional operations support contracts in the past five years (as of bid closing date) for the provision of support services within the National Capital Region (NCR). Each contract must meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple TAs under a single contract); and Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date).

BIDDER - MANDATORY REQUIREMENTS

	<p>Notes:</p> <ul style="list-style-type: none"> The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. The cumulative total number of resources of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract. The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.
M3	<p>Client Manager. The Bidder must identify by name and position title an individual that will be designated as the CIC Client Manager responsible for the resource and contract management associated with any resulting contract. The proposed Client Manager must have two years in the last five years (as of bid closing date) experience as a Client Manager providing contract management services to government Clients.</p>
M4	<p>Contract Management Plan. The Bidder must provide a plan as to how the resulting contract will be managed. The Plan must outline how the Bidder intends to:</p> <ol style="list-style-type: none"> Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources; Identify, select and deploy the appropriate resource in a timely manner; Provide resources that may be required but are not currently available in the Bidder's current capacity; Manage the process of transitioning between existing contracted resources and the new contract; Manage the process of transitioning between contractor resources during the term of the Contract; Manage quality assurance practices in providing resources for taskings; Manage contingency plans/practices to ensure resource availability and resource replacement; Manage the Contract tracking, time sheet collection and invoicing process; and Manage the process of issue escalation and dispute resolution with CIC.

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
R1	Contract Management Plan		10 points - The Bidder indicates an excellent understanding of the requirements and the intended approach is easily achievable with no risk to CIC.
	a. Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources;	10	
	b. Identify, select and deploy the appropriate resource in a timely manner;	10	8 points - The Bidder indicates a very good understanding of the requirements and the intended approach is reasonably achievable with minimal risk to CIC.
	c. Provide resources that may be required but are not currently available in the Bidder's current capacity;	10	
	d. Manage the process of transitioning between existing contracted resources and the new contract;	10	6 points - The Bidder indicates a good understanding of the requirements and the intended approach is likely achievable with manageable risk to CIC.
	e. Manage the process of transitioning between contractor resources during the term of the Contract;	10	
	f. Manage quality assurance practices;	10	4 points - The Bidder indicates a poor understanding of the requirements and the intended approach is likely not achievable with substantial risk to CIC.
	g. Manage contingency plans/practices to ensure resource availability and resource replacement;	10	
	h. Manage the Contract tracking, time sheet collection and invoicing process; and	10	2 points - The Bidder indicates a very poor understanding of the requirements and the intended approach is likely not achievable with unacceptable risk to CIC.
	i. Manage the process of issue escalation and dispute resolution with CIC.	10	0 points - The Bidder did not provide a response.
R2	Client Manager		
	a. Years of experience as a Client Manager in excess of the mandatory two years.	10	2 points for each year of experience exceeding two years serving as a Client Manager on contracts (up to a maximum of 10 points).
	b. Number of client contacts for whom the Client Manager had to provide resources.	10	Over 9 client contacts - 10 points 8-9 client contacts - 8 points 6-7 client contacts - 6 points 4-5 client contacts - 4 points 2-3 client contacts - 2 points
	c. Number of resources simultaneously managed under any Contract(s) within the last five years (as of bid closing date).	10	Over 40 resources - 10 points Over 30 up to 40 resources - 8 points Over 20 up to 30 resources - 6 points Over 10 up to 20 resources - 4 points One up to 10 resources - 2 points
Maximum Points: 120 (must achieve 70% = 84 points)			

2. RESOURCES

2.1 I.2 DATABASE ADMINISTRATOR, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as a Database Administrator working within an IM/IT environment.			
M2	Experience as a Database Administrator on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience defining database structures, data conversion strategies and database conversion specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in developing and implementing procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in controlling and coordinating changes to the database, including the deletion of records, changes to the existing records, additions to the database.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.2 I.2 DATABASE ADMINISTRATOR, LEVEL 3 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 12 years experience as a Database Administrator working within an IM/IT environment.			
M2	Experience as a Database Administrator on at least 3 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in leading the effort to define database structures, data conversion strategies and database conversion specifications. conversion specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in leading the effort of developing and implementing procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in leading the effort of controlling and coordinating changes to the database, including the deletion of records, changes to the existing records, additions to the database.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.3 I.9 SYSTEM ADMINISTRATOR, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as a System Administrator working within an IM/IT environment.			
M2	Experience as a System Administrator on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in the installation, monitoring, upgrading and maintenance of hardware and software.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience working with Business Analysts, Project Managers, Developers, and clients/stakeholders to maintain and improve software performance.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in executing system administration procedures (e.g., backup and/or recovery) and analyzing system performance.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in analyzing system performance and recommending improvements.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.4 B.12 NETWORK SUPPORT SPECIALIST, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as a Network Support Specialist working within an IM/IT environment.			
M2	Experience as a Network Support Specialist on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in the coordinate installation, operation, maintenance, resolution of hardware and software problems, monitoring of traffic, capacity planning, system backup and user training for a Local Area Network.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience installing network hardware, software for use with personal computers and mainframe/personal computer interaction, and network upgrades according to vendor instructions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in configure equipment with assistance from vendor or other computing resources.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in maintaining accurate records and logs of users, equipment serial numbers, service records, maintenance agreements, warranties, wiring schemes and network problems and solutions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

ANNEX D – G4**STREAM G4 – PROJECT MANAGEMENT****BID EVALUATION CRITERIA****1. THE BIDDER**

BIDDER - MANDATORY REQUIREMENTS	
M1	<p>Corporate Capacity within Stream. The Bidder must have had two project management support service contracts with the government in the past five years (as of bid closing date) that each meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple Task Authorizations (TAs) under a single contract); A minimum final value of \$1,000,000 (Cdn); A minimum contract period of one year; Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date); and Contract included the provision of resources in the Core Categories as per Section 5. Category of Resources and Responsibilities as detailed in Annex A – G4, Statement of Work. <p>Notes:</p> <ul style="list-style-type: none"> The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. The cumulative total value of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract. The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.
M2	<p>Corporate Capacity Within NCR. In addition to the contracts identified in M1, the Bidder must have had two additional project management support contracts in the past five years (as of bid closing date) for the provision of support services within the National Capital Region (NCR). Each contract must meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple TAs under a single contract); and Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date).

BIDDER - MANDATORY REQUIREMENTS**Notes:**

- The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.
- The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client.
- The cumulative total number of resources of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract.
- The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.

M3

Client Manager. The Bidder must identify by name and position title an individual that will be designated as the CIC Client Manager responsible for the resource and contract management associated with any resulting contract. The proposed Client Manager must have two years in the last five years (as of bid closing date) experience as a Client Manager providing contract management services to government Clients.

M4

Contract Management Plan. The Bidder must provide a plan as to how the resulting contract will be managed. The Plan must outline how the Bidder intends to:

- a. Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources;
- b. Identify, select and deploy the appropriate resource in a timely manner;
- c. Provide resources that may be required but are not currently available in the Bidder's current capacity;
- d. Manage the process of transitioning between existing contracted resources and the new contract;
- e. Manage the process of transitioning between contractor resources during the term of the Contract;
- f. Manage quality assurance practices in providing resources for taskings;
- g. Manage contingency plans/practices to ensure resource availability and resource replacement;
- h. Manage the Contract tracking, time sheet collection and invoicing process; and
- i. Manage the process of issue escalation and dispute resolution with CIC.

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
R1	Contract Management Plan		10 points - The Bidder indicates an excellent understanding of the requirements and the intended approach is easily achievable with no risk to CIC.
	a. Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources;	10	
	b. Identify, select and deploy the appropriate resource in a timely manner;	10	8 points - The Bidder indicates a very good understanding of the requirements and the intended approach is reasonably achievable with minimal risk to CIC.
	c. Provide resources that may be required but are not currently available in the Bidder's current capacity;	10	
	d. Manage the process of transitioning between existing contracted resources and the new contract;	10	6 points - The Bidder indicates a good understanding of the requirements and the intended approach is likely achievable with manageable risk to CIC.
	e. Manage the process of transitioning between contractor resources during the term of the Contract;	10	
	f. Manage quality assurance practices;	10	4 points - The Bidder indicates a poor understanding of the requirements and the intended approach is likely not achievable with substantial risk to CIC.
	g. Manage contingency plans/practices to ensure resource availability and resource replacement;	10	
	h. Manage the Contract tracking, time sheet collection and invoicing process; and	10	2 points - The Bidder indicates a very poor understanding of the requirements and the intended approach is likely not achievable with unacceptable risk to CIC.
	i. Manage the process of issue escalation and dispute resolution with CIC.	10	0 points - The Bidder did not provide a response.
R2	Client Manager		
	a. Years of experience as a Client Manager in excess of the mandatory two years.	10	2 points for each year of experience exceeding two years serving as a Client Manager on contracts (up to a maximum of 10 points).
	b. Number of client contacts for whom the Client Manager had to provide resources.	10	Over 9 client contacts - 10 points 8-9 client contacts - 8 points 6-7 client contacts - 6 points 4-5 client contacts - 4 points 2-3 client contacts - 2 points
	c. Number of resources simultaneously managed under any Contract(s) within the last five years (as of bid closing date).	10	Over 40 resources - 10 points Over 30 up to 40 resources - 8 points Over 20 up to 30 resources - 6 points Over 10 up to 20 resources - 4 points One up to 10 resources - 2 points
Maximum Points: 120 (must achieve 70% = 84 points)			

2. RESOURCES

2.1 P.8 PROJECT LEADER, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as a Project Leader within a IM/IT environment			
M2	Experience as a Project Leader on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in specifying the general requirements of the system, develop broad system alternatives and identify their administrative, economic and technical feasibility and practicality as well as associated policy and organizational change requirements.		1 project 2 projects 3 projects 4 projects 5+ projects	2 4 6 8 10	
R2	Experience in analyzing and evaluating alternative solutions (e.g., make/buy, cost/benefit considerations) and planning/costing the implementation of the selected alternative.		1 project 2 projects 3 projects 4 projects 5+ projects	2 4 6 8 10	
R3	Experience in monitoring the design, implementation and operations start-up of a proposed system against established goals, objectives and milestones.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in planning, directing and controlling the activities of a system development team within scheduled time and cost parameters.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.2 P.9 PROJECT MANAGER, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as a Project Manager working within an IM/IT environment.			
M2	Experience as a Project Manager on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in the initiation of a project (e.g., development of Business Objectives, Scope, Charter).		1 project 2 projects 3 projects 4 projects 5+ projects	2 4 6 8 10	
R2	Experience as the Project Manager in successful completion of a project.		1 project 2 projects 3 projects 4 projects 5+ projects	2 4 6 8 10	
R3	Experience in developing project plans (e.g., WBSs, Schedules, Management Plans, Close Out Reports).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in providing briefings and status reports to management.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.3 P.9 PROJECT MANAGER, LEVEL 3 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 12 years experience as a Project Manager working within an IM/IT environment.			
M2	Experience as a Project Manager on at least 3 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience as the Project Manager in the initiation of a project (e.g., development of Business Objectives, Scope, Charter).		1 project 2 projects 3 projects 4 projects 5+ projects	2 4 6 8 10	
R2	Experience as the Project Manager in successful completion of a project.		1 project 2 projects 3 projects 4 projects 5+ projects	2 4 6 8 10	
R3	Experience in developing project plans (e.g., WBSs, Schedules, Management Plans, Close Out Reports).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in providing progress of projects on an ongoing Basic and at scheduled points in the life cycle.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.4 P.10 PROJECT SCHEDULER, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as a Project Scheduler working within an IM/IT environment.			
M2	Experience as a Project Scheduler on at least 2 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in developing and maintaining a Project Work Breakdown Structure.		1 project 2 projects 3 projects 4 projects 5+ projects	2 4 6 8 10	
R2	Experience in developing and maintaining project schedules.		1 project 2 projects 3 projects 4 projects 5+ projects	2 4 6 8 10	
R3	Experience coordinating schedule management activities with internal (e.g., within Project Team) and external (e.g., Partners) stakeholders.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in producing appropriate reports and identify scheduling and/or dependency issues.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

2.5 P.10 PROJECT SCHEDULER, LEVEL 3 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 12 years experience as a Project Scheduler working within an IM/IT environment.			
M2	Experience as a Project Scheduler on at least 3 separate projects.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in leading the effort to develop and maintain a Project Work Breakdown Structure.		1 project 2 projects 3 projects 4 projects 5+ projects	2 4 6 8 10	
R2	Experience in leading the effort to develop and maintain project schedules.		1 project 2 projects 3 projects 4 projects 5+ projects	2 4 6 8 10	
R3	Experience leading the effort to coordinate schedule management activities with internal (e.g., within Project Team) and external (e.g., Partners) stakeholders.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in leading the effort in producing appropriate reports and identify scheduling and/or dependency issues.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)				40	

ANNEX D – S1**STREAM S1 – PEOPLESOFT DEVELOPMENT****BID EVALUATION CRITERIA****1. THE BIDDER**

BIDDER - MANDATORY REQUIREMENTS	
M1	<p>Corporate Capacity within Stream. The Bidder must have had two PeopleSoft development support service contracts with the government in the past five years (as of bid closing date) that each meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple Task Authorizations (TAs) under a single contract); A minimum final value of \$1,000,000 (Cdn); A minimum contract period of one year; Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date); and Contract included the provision of resources in the Core Categories as per Section 5. Category of Resources and Responsibilities as detailed in Annex A – S1, Statement of Work. <p>Notes:</p> <ul style="list-style-type: none"> The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. The cumulative total value of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract. The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.
M2	<p>Corporate Capacity Within NCR. In addition to the contracts identified in M1, the Bidder must have had two additional PeopleSoft development support contracts in the past five years (as of bid closing date) for the provision of support services within the National Capital Region (NCR). Each contract must meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple TAs under a single contract); and Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date).

BIDDER - MANDATORY REQUIREMENTS**Notes:**

- The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.
- The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client.
- The cumulative total number of resources of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract.
- The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.

M3

Client Manager. The Bidder must identify by name and position title an individual that will be designated as the CIC Client Manager responsible for the resource and contract management associated with any resulting contract. The proposed Client Manager must have two years in the last five years (as of bid closing date) experience as a Client Manager providing contract management services to government Clients.

M4

Contract Management Plan. The Bidder must provide a plan as to how the resulting contract will be managed. The Plan must outline how the Bidder intends to:

- a. Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources;
- b. Identify, select and deploy the appropriate resource in a timely manner;
- c. Provide resources that may be required but are not currently available in the Bidder's current capacity;
- d. Manage the process of transitioning between existing contracted resources and the new contract;
- e. Manage the process of transitioning between contractor resources during the term of the Contract;
- f. Manage quality assurance practices in providing resources for taskings;
- g. Manage contingency plans/practices to ensure resource availability and resource replacement;
- h. Manage the Contract tracking, time sheet collection and invoicing process; and
- i. Manage the process of issue escalation and dispute resolution with CIC.

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
R1	Contract Management Plan		10 points - The Bidder indicates an excellent understanding of the requirements and the intended approach is easily achievable with no risk to CIC.
	a. Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources;	10	
	b. Identify, select and deploy the appropriate resource in a timely manner;	10	8 points - The Bidder indicates a very good understanding of the requirements and the intended approach is reasonably achievable with minimal risk to CIC.
	c. Provide resources that may be required but are not currently available in the Bidder's current capacity;	10	
	d. Manage the process of transitioning between existing contracted resources and the new contract;	10	6 points - The Bidder indicates a good understanding of the requirements and the intended approach is likely achievable with manageable risk to CIC.
	e. Manage the process of transitioning between contractor resources during the term of the Contract;	10	
	f. Manage quality assurance practices;	10	4 points - The Bidder indicates a poor understanding of the requirements and the intended approach is likely not achievable with substantial risk to CIC.
	g. Manage contingency plans/practices to ensure resource availability and resource replacement;	10	
	h. Manage the Contract tracking, time sheet collection and invoicing process; and	10	2 points - The Bidder indicates a very poor understanding of the requirements and the intended approach is likely not achievable with unacceptable risk to CIC.
	i. Manage the process of issue escalation and dispute resolution with CIC.	10	0 points - The Bidder did not provide a response.
R2	Client Manager		
	a. Years of experience as a Client Manager in excess of the mandatory two years.	10	2 points for each year of experience exceeding two years serving as a Client Manager on contracts (up to a maximum of 10 points).
	b. Number of client contacts for whom the Client Manager had to provide resources.	10	Over 9 client contacts - 10 points 8-9 client contacts - 8 points 6-7 client contacts - 6 points 4-5 client contacts - 4 points 2-3 client contacts - 2 points
	c. Number of resources simultaneously managed under any Contract(s) within the last five years (as of bid closing date).	10	Over 40 resources - 10 points Over 30 up to 40 resources - 8 points Over 20 up to 30 resources - 6 points Over 10 up to 20 resources - 4 points One up to 10 resources - 2 points
Maximum Points: 120 (must achieve 70% = 84 points)			

2. RESOURCES

2.1 A.3 ERP PROGRAMMER ANALYST – PEOPLESOFT, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as an ERP Programmer Analyst working within an IM/IT environment.			
M2	At least 3 years experience working with PeopleSoft HRMS (Version 8.0 or higher) as a Programmer Analyst.			
M3	Participated in a technical role in a minimum of 2 PeopleSoft Application Upgrade projects to PeopleSoft HRMS Version 8.0 or higher, either leading a team of developers, or being solely responsible for upgrading a major component of the system (excluding the conversion of SQR reports).			

RATED REQUIREMENTS

	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience developing low-level detailed requirements, programming, and systems development of ERP Systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in translating ERP business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in ERP system testing and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP, Visual Basic, Cold Fusion Perl, Basis, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	

RATED REQUIREMENTS

	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R5	Experience in excess of the mandatory 3 years experience working with PeopleSoft HRMS (Version 8.0 or higher) as a Programmer Analyst.	3+ to 4 years 4+ years		2 4	
R6	Experience as a Programmer Analyst using the Government of Canada (GC) version of PeopleSoft HRMS Version X.X.	1 to 2 years 2+ years		2 4	
R7	Experience as a Programmer Analyst for a PeopleSoft Application Upgrade project to PeopleSoft HRMS Version 8.0 or higher.		1 project 2 projects 3 projects 4+ projects	2 4 6 8	
R8	Experience as a Programmer Analyst for a PeopleSoft Application Upgrade project (regardless of version or application).		1 project 2 projects 3 projects 4 projects 5+ projects	2 4 6 8 10	
R9	Experience as a Programmer Analyst for an upgrade to a new PeopleTools Major or Minor Release (regardless of version or application).		1 project 2+ projects	2 4	
R10	Experience working with the PeopleSoft product (regardless of version or application) in a technical or advisory role.	6 to 8 years 8+ to 10 years 10+ to 12 years 12+ to 14 years 14+ years		2 4 6 8 10	
Maximum Points: 80 (must achieve minimum 70% = 56 points)				80	

2.2 I.1 DATA CONVERSION SPECIALIST – PEOPLESOFT, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as a Data Conversion Specialist working within an IM/IT environment.			
M2	At least 3 years experience working with PeopleSoft HRMS (Version 8.0 or higher) as a Data Conversion Specialist.			
M3	Participated in a Data Conversion Specialist role in a minimum of 2 PeopleSoft Application Upgrade projects to PeopleSoft HRMS Version 8.0 or higher.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience completing mapping, interfaces, mock conversion work, enhancements, actual conversion, and verifying completeness and accuracy of converted data.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience establishing a strong working relationship with all clients, interacting effectively with all levels of client personnel, and providing conversion support.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience analyzing and coordinating data file conversions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II)	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R5	Experience in excess of the mandatory 3 years experience as a Data Conversion Specialist using PeopleSoft HRMS with PeopleSoft HRMS (Version 8.0 or higher).	3+ to 4 years 4+ years		2 4	

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RATED REQUIREMENTS

	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R6	Experience as a Data Conversion Specialist using the Government of Canada (GC) version of PeopleSoft HRMS Version X.X.	1 to 2 years 2+ years		2 4	
R7	Experience as a Data Conversion Specialist for a PeopleSoft Application Upgrade project to PeopleSoft HRMS Version 8.0 or higher.		3 projects 4 projects 5 projects 6+ projects	2 4 6 8	
R8	Experience as a Data Conversion Specialist for an upgrade to a new PeopleTools Major or Minor Release (regardless of version or application).		1 project 2+ projects	2 4	
Maximum Points: 60 (must achieve minimum 70% = 42 points)				60	

2.3 I.1 DATA CONVERSION SPECIALIST – PEOPLESOFT, LEVEL 3 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 12 years experience as a Data Conversion Specialist working within an IM/IT environment.			
M2	At least 5 years experience working with PeopleSoft HRMS (Version 8.0 or higher) as a Data Conversion Specialist.			
M3	Participated in a Data Conversion Specialist role in a minimum of 2 PeopleSoft Application Upgrade projects to PeopleSoft HRMS Version 8.0 or higher.			

RATED REQUIREMENTS

	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience leading the mapping, interfaces, mock conversion work, enhancements, actual conversion, and verifying completeness and accuracy of converted data.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience leading the effort to establish a strong working relationship with all clients, interacting effectively with all levels of client personnel, and providing conversion support.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience leading the analysis and coordination of data file conversions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience with database technologies (e.g., Oracle, MS SQL Server, MS Access, Sybase, IRIS, DMS II).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R5	Experience in excess of the mandatory 5 years experience working with PeopleSoft HRMS (Version 8.0 or higher) as a Data Conversion Specialist.	5+ to 6 years 6+ years		2 4	

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RATED REQUIREMENTS

	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R6	Experience as a Data Conversion Specialist using the Government of Canada (GC) version of PeopleSoft HRMS Version X.X.	1 to 2 years 2+ years		2 4	
R7	Experience as a Data Conversion Specialist for a PeopleSoft Application Upgrade project to PeopleSoft HRMS Version 8.0 or higher.		3 projects 4 projects 5 projects 6+ projects	2 4 6 8	
R8	Experience as a Data Conversion Specialist for an upgrade to a new PeopleTools Major or Minor Release (regardless of version or application).		1 project 2+ projects	2 4	
Maximum Points: 60 (must achieve minimum 70% = 42 points)				60	

ANNEX D – S2**STREAM S2 – SAP DEVELOPMENT****BID EVALUATION CRITERIA****1. THE BIDDER**

BIDDER - MANDATORY REQUIREMENTS	
M1	<p>Corporate Capacity within Stream. The Bidder must have had two SAP development support service contracts with the government in the past five years (as of bid closing date) that each meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple Task Authorizations (TAs) under a single contract); A minimum final value of \$1,000,000 (Cdn); A minimum contract period of one year; Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date); and Contract included the provision of resources in the Core Categories as per Section 5. Category of Resources and Responsibilities as detailed in Annex A – S2, Statement of Work. <p>Notes:</p> <ul style="list-style-type: none"> The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. The cumulative total value of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract. The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.
M2	<p>Corporate Capacity Within NCR. In addition to the contracts identified in M1, the Bidder must have had two additional SAP development support contracts in the past five years (as of bid closing date) for the provision of support services within the National Capital Region (NCR). Each contract must meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple TAs under a single contract); and Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date).

BIDDER - MANDATORY REQUIREMENTS

	<p>Notes:</p> <ul style="list-style-type: none"> The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. The cumulative total number of resources of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract. The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.
M3	<p>Client Manager. The Bidder must identify by name and position title an individual that will be designated as the CIC Client Manager responsible for the resource and contract management associated with any resulting contract. The proposed Client Manager must have two years in the last five years (as of bid closing date) experience as a Client Manager providing contract management services to government Clients.</p>
M4	<p>Contract Management Plan. The Bidder must provide a plan as to how the resulting contract will be managed. The Plan must outline how the Bidder intends to:</p> <ol style="list-style-type: none"> Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources; Identify, select and deploy the appropriate resource in a timely manner; Provide resources that may be required but are not currently available in the Bidder's current capacity; Manage the process of transitioning between existing contracted resources and the new contract; Manage the process of transitioning between contractor resources during the term of the Contract; Manage quality assurance practices in providing resources for taskings; Manage contingency plans/practices to ensure resource availability and resource replacement; Manage the Contract tracking, time sheet collection and invoicing process; and Manage the process of issue escalation and dispute resolution with CIC.

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
R1	Contract Management Plan		10 points - The Bidder indicates an excellent understanding of the requirements and the intended approach is easily achievable with no risk to CIC.
	a. Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources;	10	
	b. Identify, select and deploy the appropriate resource in a timely manner;	10	8 points - The Bidder indicates a very good understanding of the requirements and the intended approach is reasonably achievable with minimal risk to CIC.
	c. Provide resources that may be required but are not currently available in the Bidder's current capacity;	10	
	d. Manage the process of transitioning between existing contracted resources and the new contract;	10	6 points - The Bidder indicates a good understanding of the requirements and the intended approach is likely achievable with manageable risk to CIC.
	e. Manage the process of transitioning between contractor resources during the term of the Contract;	10	
	f. Manage quality assurance practices;	10	4 points - The Bidder indicates a poor understanding of the requirements and the intended approach is likely not achievable with substantial risk to CIC.
	g. Manage contingency plans/practices to ensure resource availability and resource replacement;	10	
	h. Manage the Contract tracking, time sheet collection and invoicing process; and	10	2 points - The Bidder indicates a very poor understanding of the requirements and the intended approach is likely not achievable with unacceptable risk to CIC.
	i. Manage the process of issue escalation and dispute resolution with CIC.	10	0 points - The Bidder did not provide a response.
R2	Client Manager		
	a. Years of experience as a Client Manager in excess of the mandatory two years.	10	2 points for each year of experience exceeding two years serving as a Client Manager on contracts (up to a maximum of 10 points).
	b. Number of client contacts for whom the Client Manager had to provide resources.	10	Over 9 client contacts - 10 points 8-9 client contacts - 8 points 6-7 client contacts - 6 points 4-5 client contacts - 4 points 2-3 client contacts - 2 points
	c. Number of resources simultaneously managed under any Contract(s) within the last five years (as of bid closing date).	10	Over 40 resources - 10 points Over 30 up to 40 resources - 8 points Over 20 up to 30 resources - 6 points Over 10 up to 20 resources - 4 points One up to 10 resources - 2 points
Maximum Points: 120 (must achieve 70% = 84 points)			

2. RESOURCES

2.1 A.2 ERP FUNCTIONAL ANALYST – SAP, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as an ERP Functional Analyst working within an IM/IT environment.			
M2	At least 2 years experience working with SAP (ERP 6.0) in a technical role.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience developing low-level detailed requirements, programming, and systems development of SAP Systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in translating ERP business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in SAP system testing and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience developing and documenting SAP functional, business, and/or system requirements specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R5	Experience developing and documenting screen, report and interface requirements.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10	
R6	Experience developing and documenting Business Process Models, System Use Cases and system requirements from detailed business requirements.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10	

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RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R7	Experience making Configuration changes to SAP as required for each module.	1 to 2 years		2	
		2+ to 3 years		4	
		3+ to 4 years		6	
		4+ to 5 years		8	
		5+ years		10	
Maximum Points: 70 (must achieve minimum 70% = 49 points)				70	

2.2 A.3 ERP PROGRAMMER ANALYST - SAP, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as an ERP Programmer Analyst working within an IM/IT environment.			
M2	At least 2 years experience working with SAP (ERP 6.0) as a Programmer Analyst.			

RATED REQUIREMENTS					
	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience developing low-level detailed requirements, programming, and systems development of SAP Systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in translating ERP business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in SAP system testing and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP, Visual Basic, Cold Fusion Perl, Basis, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R5	Experience as a Programmer Analyst using SAP.	1 to 2 years 2+ to 3 years 3+ years		2 4 6	
R6	Experience as a Programmer Analyst using the Government of Canada (GC) version of SAP.	1 to 2 years 2+ to 3 years 3+ years		2 4 6	
R7	Experience in excess of the mandatory 2 years working with ERP 6.0 as a Programmer Analyst.	2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8	
Maximum Points: 60 (must achieve minimum 70% = 42 points)				60	

2.3 I.9 SYSTEM ADMINISTRATOR - SAP, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as a System Administrator working within an IM/IT environment.			
M2	At least 2 years experience working with SAP (ERP 6.0) in a technical role.			

RATED REQUIREMENTS

	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience developing low-level detailed requirements, programming, and systems development of SAP Systems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in translating ERP business requirements into systems design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in SAP system testing and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience in programming languages (e.g., Java/.Net, ABAP, ASP, Visual Basic, Cold Fusion Perl, Basis, C, C+, C++, C-sharp, SQL, COBOL, e-Script) and middleware (e.g., Jaguar, Tomcat, Tuxedo, MSMQ, Oracle Portal, Citrix, MQ Series, Adobe, SSA-Name-III).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R5	Experience installing, monitoring, and maintaining SAP software including Solution Manager and other components.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10	
R6	Experience installing, monitoring, upgrading and maintaining hardware and software related to SAP infrastructure.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10	
R7	Experience maintaining backup/recovery of SAP and other components.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10	
Maximum Points: 70 (must achieve minimum 70% = 49 points)				70	

ANNEX D – S3**STREAM S3 – SAS DEVELOPMENT****BID EVALUATION CRITERIA****1. THE BIDDER**

BIDDER - MANDATORY REQUIREMENTS	
M1	<p>Corporate Capacity within Stream. The Bidder must have had two SAS development support service contracts with the government in the past five years (as of bid closing date) that each meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple Task Authorizations (TAs) under a single contract); A minimum final value of \$1,000,000 (Cdn); A minimum contract period of one year; Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date); and Contract included the provision of resources in the Core Categories as per Section 5. Category of Resources and Responsibilities as detailed in Annex A – S3, Statement of Work. <p>Notes:</p> <ul style="list-style-type: none"> The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. The cumulative total value of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract. The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.
M2	<p>Corporate Capacity Within NCR. In addition to the contracts identified in M1, the Bidder must have had two additional SAS development support contracts in the past five years (as of bid closing date) for the provision of support services within the National Capital Region (NCR). Each contract must meet the following criteria:</p> <ol style="list-style-type: none"> Contract with a single client (may have included multiple TAs under a single contract); and Completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date).

BIDDER - MANDATORY REQUIREMENTS**Notes:**

- The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.
- The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client.
- The cumulative total number of resources of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract or Supply Arrangement with the Government of Canada is not considered a single contract.
- The Bidder must provide two references, including name of client organization, and names, titles, telephone numbers, fax numbers, and e-mail addresses for the primary and secondary client contacts.

M3

Client Manager. The Bidder must identify by name and position title an individual that will be designated as the CIC Client Manager responsible for the resource and contract management associated with any resulting contract. The proposed Client Manager must have two years in the last five years (as of bid closing date) experience as a Client Manager providing contract management services to government Clients.

M4

Contract Management Plan. The Bidder must provide a plan as to how the resulting contract will be managed. The Plan must outline how the Bidder intends to:

- a. Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources;
- b. Identify, select and deploy the appropriate resource in a timely manner;
- c. Provide resources that may be required but are not currently available in the Bidder's current capacity;
- d. Manage the process of transitioning between existing contracted resources and the new contract;
- e. Manage the process of transitioning between contractor resources during the term of the Contract;
- f. Manage quality assurance practices in providing resources for taskings;
- g. Manage contingency plans/practices to ensure resource availability and resource replacement;
- h. Manage the Contract tracking, time sheet collection and invoicing process; and
- i. Manage the process of issue escalation and dispute resolution with CIC.

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
R1	Contract Management Plan		10 points - The Bidder indicates an excellent understanding of the requirements and the intended approach is easily achievable with no risk to CIC.
	a. Utilize tools and management processes to enable CIC to more effectively select and deploy Contractor resources;	10	
	b. Identify, select and deploy the appropriate resource in a timely manner;	10	8 points - The Bidder indicates a very good understanding of the requirements and the intended approach is reasonably achievable with minimal risk to CIC.
	c. Provide resources that may be required but are not currently available in the Bidder's current capacity;	10	
	d. Manage the process of transitioning between existing contracted resources and the new contract;	10	6 points - The Bidder indicates a good understanding of the requirements and the intended approach is likely achievable with manageable risk to CIC.
	e. Manage the process of transitioning between contractor resources during the term of the Contract;	10	
	f. Manage quality assurance practices;	10	4 points - The Bidder indicates a poor understanding of the requirements and the intended approach is likely not achievable with substantial risk to CIC.
	g. Manage contingency plans/practices to ensure resource availability and resource replacement;	10	
	h. Manage the Contract tracking, time sheet collection and invoicing process; and	10	2 points - The Bidder indicates a very poor understanding of the requirements and the intended approach is likely not achievable with unacceptable risk to CIC.
	i. Manage the process of issue escalation and dispute resolution with CIC.	10	0 points - The Bidder did not provide a response.
R2	Client Manager		
	a. Years of experience as a Client Manager in excess of the mandatory two years.	10	2 points for each year of experience exceeding two years serving as a Client Manager on contracts (up to a maximum of 10 points).
	b. Number of client contacts for whom the Client Manager had to provide resources.	10	Over 9 client contacts - 10 points 8-9 client contacts - 8 points 6-7 client contacts - 6 points 4-5 client contacts - 4 points 2-3 client contacts - 2 points
	c. Number of resources simultaneously managed under any Contract(s) within the last five years (as of bid closing date).	10	Over 40 resources - 10 points Over 30 up to 40 resources - 8 points Over 20 up to 30 resources - 6 points Over 10 up to 20 resources - 4 points One up to 10 resources - 2 points
Maximum Points: 120 (must achieve 70% = 84 points)			

2. RESOURCES

2.1 A.2 ERP FUNCTIONAL ANALYST – SAS, LEVEL 2 (CORE)

	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as an ERP Functional Analyst working within an IM/IT environment.			
M2	At least 2 years experience working with SAS in a technical role.			

RATED REQUIREMENTS

	Description	Years Experience	# Projects	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience developing low-level detailed requirements, programming, and systems development of SAS Software.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R2	Experience in translating business requirements into systems design and specifications for SAS and components, for example EG.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R3	Experience in SAS system testing and implementation.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R4	Experience developing and documenting SAS functional, business, and/or system requirements specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years		2 4 6 8 10	
R5	Experience developing and documenting screen, report and interface requirements.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10	
R6	Experience developing and documenting Business Process Models, System Use Cases and system requirements from detailed business requirements.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10	
R7	Experience making Configuration changes to SAS as required for each component.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years		2 4 6 8 10	
Maximum Points: 70 (must achieve minimum 70% = 49 points)				70	

Solicitation No. - N° de l'invitation

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Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

B8289-100575

File No. - N° du dossier

380zmB8289-100575

CCC No./N° CCC - FMS No/ N° VME

ANNEX E BID SUBMISSION FORM

BID SUBMISSION FORM		
Bidder's full legal name		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Bidder's Procurement Business Number (PBN) <i>[see the Standard Instructions 2003]</i>		
Jurisdiction of Contract: Province in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Former Public Servants See the Article in Part 5 of the bid solicitation entitled Former Public Servant Certification for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"	
	Is the Bidder a FPS who received a lump sum payment under the terms of a work force reduction program? Yes ____ No ____ If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"	
Canadian Content Certification As described in the solicitation, bids with at least 80% Canadian content are being given a preference. [For the definition of Canadian goods and services, consult the PWGSC SACC clause A3050T]	On behalf of the Bidder, by signing below, I confirm that <u>[check the box that applies]:</u>	
	At least 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)	
	Less than 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)	

Federal Contractors Program for Employment Equity (FCP EE) Certification: If the Bidder is exempt, please indicate the basis for the exemption to the right. If the Bidder does not fall within the exceptions enumerated to the right, the Program requirements do apply and the Bidder is required either to:		On behalf of the Bidder, by signing below, I also confirm that the Bidder <i>[check the box that applies]</i> :	
(a) submit to the Department of HRSD form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or (b) submit a valid Certificate number confirming its adherence to the FCP-EE.		(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;	
Bidders are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation.		(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i> ;	
For joint ventures, be sure to provide this information for each of the members of the joint venture.		(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR	
Number of FTEs [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the Bidder if it were awarded the Contract. This information is for information purposes only and will not be evaluated.]		(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).	
Security Clearance Level of Bidder <i>[include both the level and the date it was granted]</i>			
On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:			
1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;			
2. This bid is valid for the period requested in the bid solicitation;			
3. All the information provided in the bid is complete, true and accurate; and			
4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.			
Signature of Authorized Representative of Bidder			