

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 0B2 / Noyau 0B2
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

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

Title - Sujet Informatics Professional Services	
Solicitation No. - N° de l'invitation EN869-150630/A	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client 20150630	Date 2015-05-06
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-632-28860	
File No. - N° de dossier 632el.EN869-150630	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-05-28	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Lapalme, Francis	Buyer Id - Id de l'acheteur 632el
Telephone No. - N° de téléphone (819) 956-5181 ()	FAX No. - N° de FAX (819) 956-5925
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	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

SOLICITATION AMENDMENT No. 004
RFP No. EN869-150630/A

The following is raised to provide clarification in response to questions received and to provide revision concerning the subject Request for Proposal (RFP).

Q1 Prior to TBIPS solicitation EN578-055605/E, requirements for specialized security resources were procured through the Cyber Protection Supply Arrangement (CPSA). In 2013 when the CPSA was sunset and a new Cyber Protection Services stream was added to TBIPS, vendors, who were not previously qualified on the CPSA, were required to provide references for 9 of 17 IT security categories to qualify for Tier 2. These categories, being so highly specialized, made it difficult for new vendors to qualify, particularly those focused specifically on ERP and not IT security.

Stream 1 of this RFP is predominantly for ERP Development, Support and Maintenance services. For many ERP projects, the tasks of the IT Security TRA & C&A Analyst are frequently completed by the ERP Technical Analyst with security expertise.

Including a single category from the Cyber Protection Services stream of TBIPS Tier 2 will exclude capable vendors from competing. Since only those vendors holding a TBIPS SA for Tier 2 in the National Capital Region under EN578-055605/E are eligible to compete and the TRA/C&A work is regularly covered by the ERP Technical Analyst with security expertise, would the Crown please consider removing the IT Security TRA & C&A Analyst category from Stream 1?

A1 *Please see attached revised RFP documents and changes brought to the RFP documents in the section below.*

Q2 The Crown has provided the 'RFP BILLABLE DAYS RESPONSE TABLE' and the 'RFP CONTRACT REFERENCE RESPONSE FORM' to respond to M2/R1, however no form has been provided for the contract references to respond to the point rated criteria (Stream 1 R2-R6 and Stream 2 R2-R3). Could the Crown please clarify what information is required for the contract references for the point rated criteria? Is client reference contact information required or will providing 'the contract award date and the contract serial number or other unique contract identifier' suffice?

A2 *Please refer to Article 3.2 Section I: Technical Bid, Paragraphs (iv) and (v) of the RFP.*

- Q3** Within the 'RFP CONTRACT REFERENCE RESPONSE FORM' located in APPENDIX B OF ATTACHMENT B, could the Crown please confirm that the six 'boxes' located below 'Section 3: Resource Details' are erroneous and that no information is missing from this form?
- A3** *Canada confirms that no information is missing from this form. Please see attached Attachment B - Bid Evaluation Criteria - revision 1.*
- Q4** The mandatory and rated criteria require either a contract awarded in the past five years to the solicitation closing date or services provided in the past five years to the solicitation closing date. With the current due date of May 28, 2015, the past five years window would be May 2010 to April 2015. Bidders are building supporting criteria around this windowed date. With the possibility of due date extensions, this windowed date would be continually changing. Could PWGSC please provide a non-moving past five years windowed date (ie: May 2010 to April 2015) so that Bidders do not need to change supporting criteria should there be extensions to the solicitation closing date?
- A4** *Canada has considered your request and will define "within the last five (5) years" as any time from May 28, 2010 to the final bid closing date for all mandatory and rated criteria.*
- =====

- 1.** At Article 1.2 Summary, Paragraph (g) of the RFP:

DELETE Table Workstream 1 in its entirety.

INSERT Table Workstream 1 as follows:

WORKSTREAM 1

RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED
Application/Software Architect	Level 2	1
Application/Software Architect	Level 3	1
ERP Functional Analyst	Level 1	2
ERP Functional Analyst	Level 2	8
ERP Functional Analyst	Level 3	3
ERP System Analyst	Level 2	14
ERP Technical Analyst	Level 2	1
ERP Technical Analyst	Level 3	1

Data Conversion Specialist	Level 2	1
Database Administrator	Level 2	1
Database Administrator	Level 3	1
Database/IM Modeller	Level 2	2
Database/IM Modeller	Level 3	2
Technology Architect	Level 2	1
Technology Architect	Level 3	2
Business Continuity/Disaster Recovery Specialist	Level 2	1
Business Continuity/Disaster Recovery Specialist	Level 3	1
Change Management Consultant	Level 3	1
Project Coordinator	Level 2	1
Project Manager	Level 2	4
Quality Assurance Specialist/Analyst	Level 2	1
Risk Management Specialist	Level 2	2

2. At Article 4.3 Financial Evaluation, Paragraph (c) of the RFP:

DELETE Table 1 in its entirety.

INSERT Table 1 as follows:

TABLE 1 - MAXIMUM POINTS ASSIGNED						
RESOURCE CATEGORIES	LEVEL OF EXPERTISE	INITIAL CONTRACT PERIOD (2 YEARS)	OPTION PERIOD 1 (1 YEAR)	OPTION PERIOD 2 (1 YEAR)	OPTION PERIOD 3 (1 YEAR)	TOTAL POINTS
WORKSTREAM 1						
Application/Software Architect	Level 2	100	10	10	10	130
Application/Software Architect	Level 3	100	10	10	10	130
ERP Functional Analyst	Level 1	200	50	10	10	270
ERP Functional Analyst	Level 2	800	350	350	350	1,850
ERP Functional Analyst	Level 3	300	50	50	50	450
ERP System Analyst	Level 2	1,400	100	100	10	1,610
ERP Technical Analyst	Level 2	100	250	10	10	370

ERP Technical Analyst	Level 3	100	250	100	10	460
Data Conversion Specialist	Level 2	100	10	10	10	130
Database Administrator	Level 2	100	10	10	10	130
Database Administrator	Level 3	100	10	10	10	130
Database/IM Modeller	Level 2	200	10	10	10	230
Database/IM Modeller	Level 3	200	10	10	10	230
Technology Architect	Level 2	100	10	10	10	130
Technology Architect	Level 3	200	10	10	10	230
Business Continuity/Disaster Recovery Specialist	Level 2	100	10	10	10	130
Business Continuity/Disaster Recovery Specialist	Level 3	100	10	10	10	130
Change Management Consultant	Level 3	100	10	10	10	130
Project Coordinator	Level 2	100	10	10	10	130
Project Manager	Level 2	400	100	10	10	520
Quality Assurance Specialist/Analyst	Level 2	100	50	50	10	210
Risk Management Specialist	Level 2	200	50	10	10	270
TOTAL WORSTREAM 1		5,200	1,380	820	600	8,000
WORKSTREAM 2						
Application/Software Architect	Level 2	150	10	10	10	180
Application/Software Architect	Level 3	100	50	10	10	170
ERP Functional Analyst	Level 2	100	10	10	10	130
ERP Functional Analyst	Level 3	50	50	50	10	160
ERP System Analyst	Level 3	200	50	50	10	310
ERP Technical Analyst	Level 2	100	10	10	10	130
ERP Technical Analyst	Level 3	50	50	50	10	160
Data Conversion Specialist	Level 2	150	10	10	10	180
Data Conversion Specialist	Level 3	50	50	10	10	120
TOTAL WORKSTREAM 2		950	290	210	90	1,540

3. At Article 4.3 Financial Evaluation, Paragraph (d) of the RFP:

DELETE Table 4 in its entirety.

INSERT Table 4 as follows:

TABLE 4 - MAXIMUM POINTS ASSIGNED						
RESOURCE CATEGORIES	LEVEL OF EXPERTISE	INITIAL CONTRACT PERIOD (2 YEARS)	OPTION PERIOD 1 (1 YEAR)	OPTION PERIOD 2 (1 YEAR)	OPTION PERIOD 3 (1 YEAR)	TOTAL POINTS
WORKSTREAM 1						
Application/Software Architect	Level 2	100	10	10	10	130
Application/Software Architect	Level 3	100	10	10	10	130
ERP Functional Analyst	Level 1	200	50	10	10	270
ERP Functional Analyst	Level 2	800	350	350	350	1,850
ERP Functional Analyst	Level 3	300	50	50	50	450
ERP System Analyst	Level 2	1,400	100	100	10	1,610
ERP Technical Analyst	Level 2	100	250	10	10	370
ERP Technical Analyst	Level 3	100	250	100	10	460
Data Conversion Specialist	Level 2	100	10	10	10	130
Database Administrator	Level 2	100	10	10	10	130
Database Administrator	Level 3	100	10	10	10	130
Database/IM Modeller	Level 2	200	10	10	10	230
Database/IM Modeller	Level 3	200	10	10	10	230
Technology Architect	Level 2	100	10	10	10	130
Technology Architect	Level 3	200	10	10	10	230
Business Continuity/Disaster Recovery Specialist	Level 2	100	10	10	10	130
Business Continuity/Disaster Recovery Specialist	Level 3	100	10	10	10	130
Change Management Consultant	Level 3	100	10	10	10	130
Project Coordinator	Level 2	100	10	10	10	130
Project Manager	Level 2	400	100	10	10	520
Quality Assurance Specialist/Analyst	Level 2	100	50	50	10	210
Risk Management Specialist	Level 2	200	50	10	10	270

Solicitation No. - N° de l'invitation

EN869-150630/A

Amd. No. - N° de la modif.

004

Buyer ID - Id de l'acheteur

632el

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

20150630

File No. - N° du dossier

632elEN869-150630

CCC No./N° CCC - FMS No/ N° VME

TOTAL WORSTREAM 1		5,200	1,380	820	600	8,000
WORKSTREAM 2						
Application/Software Architect	Level 2	150	10	10	10	180
Application/Software Architect	Level 3	100	50	10	10	170
ERP Functional Analyst	Level 2	100	10	10	10	130
ERP Functional Analyst	Level 3	50	50	50	10	160
ERP System Analyst	Level 3	200	50	50	10	310
ERP Technical Analyst	Level 2	100	10	10	10	130
ERP Technical Analyst	Level 3	50	50	50	10	160
Data Conversion Specialist	Level 2	150	10	10	10	180
Data Conversion Specialist	Level 3	50	50	10	10	120
TOTAL WORKSTREAM 2		950	290	210	90	1,540

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

ATTACHMENT B – BID EVALUATION CRITERIA – revision 1

1.0 STREAM 1 – ERP DEVELOPMENT, SUPPORT AND MAINTENANCE

1.1 CORPORATE MANDATORY REQUIREMENTS

Criteria	Mandatory Criteria	Bidder's response	
		Met Y/N	Demonstrated Experience (Bidders to insert data)
M1	<p>The Bidder must have been awarded at least three (3) Informatics professional services* contracts, two (2) of which were for a Government client**.</p> <p>To be accepted, each of these contracts must have:</p> <ol style="list-style-type: none"> 1. been awarded within the past five (5) years prior to the solicitation closing date; and 2. a minimum value of \$5,000,000.00. <p>The Bidder must submit for each contract:</p> <ol style="list-style-type: none"> (1) A letter from its client (referencing a contract award date and a contract serial number or other unique contract identifier) that shows that the Bidder is providing or has provided such services in the amount of \$5,000,000.00 minimum; and (2) The name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government client may include a Federal, Provincial or Municipal Department/Agency or a Crown Corporation.</p>		

Criteria	Mandatory Criteria	Bidder's response																																																												
		Met Y/N	Demonstrated Experience (Bidders to insert data)																																																											
M2	<p>The Bidder must have demonstrated contract experience in supplying ALL of the following resource categories or similar resource categories, for the required Minimum Billable Days per category, within the past five (5) years prior to the solicitation closing date. For each individual resource category, the Bidder must demonstrate the required Minimum Billable Days in a single contract. The supplier must use the same set of 5 contracts to demonstrate the billable days for all 14 categories. Only the first 5 contracts identified will be considered.</p> <p>Bidder must provide the completed Appendices A and B of Attachment B.</p> <table><tr><th>#</th><th>RESOURCE CATEGORY</th><th>MINIMUM BILLABLE DAYS PER CATEGORY</th><th>Met Y/N</th></tr><tr><td>1</td><td>Application/Software Architect</td><td>44</td><td></td></tr><tr><td>2</td><td>ERP Functional Analyst</td><td>1122</td><td></td></tr><tr><td>3</td><td>ERP System Analyst (level 2)</td><td>242</td><td></td></tr><tr><td>4</td><td>ERP Technical Analyst</td><td>924</td><td></td></tr><tr><td>5</td><td>Data Conversion Specialist (level 2)</td><td>66</td><td></td></tr><tr><td>6</td><td>Database Administrator</td><td>44</td><td></td></tr><tr><td>7</td><td>Database / IM Modeller</td><td>132</td><td></td></tr><tr><td>8</td><td>Technology Architect</td><td>154</td><td></td></tr><tr><td>9</td><td>Business Continuity / Disaster Recovery Specialist</td><td>44</td><td></td></tr><tr><td>10</td><td>Change Management Consultant (level 3)</td><td>22</td><td></td></tr><tr><td>11</td><td>Project Coordinator (level 2)</td><td>22</td><td></td></tr><tr><td>12</td><td>Project Manager (level 2)</td><td>198</td><td></td></tr><tr><td>13</td><td>Quality Assurance Specialist/Analyst (level 2)</td><td>88</td><td></td></tr><tr><td>14</td><td>Risk Management Specialist (level 2)</td><td>88</td><td></td></tr></table> <p>The Bidder must demonstrate that, for each category, at least 50% of the applicable tasks (detailed in section 4 (Tasks) of Annex A (SOW)) have been completed.</p>	#	RESOURCE CATEGORY	MINIMUM BILLABLE DAYS PER CATEGORY	Met Y/N	1	Application/Software Architect	44		2	ERP Functional Analyst	1122		3	ERP System Analyst (level 2)	242		4	ERP Technical Analyst	924		5	Data Conversion Specialist (level 2)	66		6	Database Administrator	44		7	Database / IM Modeller	132		8	Technology Architect	154		9	Business Continuity / Disaster Recovery Specialist	44		10	Change Management Consultant (level 3)	22		11	Project Coordinator (level 2)	22		12	Project Manager (level 2)	198		13	Quality Assurance Specialist/Analyst (level 2)	88		14	Risk Management Specialist (level 2)	88		
#	RESOURCE CATEGORY	MINIMUM BILLABLE DAYS PER CATEGORY	Met Y/N																																																											
1	Application/Software Architect	44																																																												
2	ERP Functional Analyst	1122																																																												
3	ERP System Analyst (level 2)	242																																																												
4	ERP Technical Analyst	924																																																												
5	Data Conversion Specialist (level 2)	66																																																												
6	Database Administrator	44																																																												
7	Database / IM Modeller	132																																																												
8	Technology Architect	154																																																												
9	Business Continuity / Disaster Recovery Specialist	44																																																												
10	Change Management Consultant (level 3)	22																																																												
11	Project Coordinator (level 2)	22																																																												
12	Project Manager (level 2)	198																																																												
13	Quality Assurance Specialist/Analyst (level 2)	88																																																												
14	Risk Management Specialist (level 2)	88																																																												

1.2 CORPORATE RATED REQUIREMENTS

Point Rated Criteria		Max Points	Bidder's Response				
			Evaluation Guideline	Cross Reference to Contract Reference(s)			
R1	The Bidder should demonstrate its billable days experience in excess to the minimum Billable Days per category under M2.		100	<p>The bidders demonstrated "Total Billable Days" provided in response to M2 will be used to evaluate this criterion.</p> <p>The bidder will be awarded points as demonstrated in the example evaluation scenario on the left side.</p> <p>In this example, the bidder would score 66.37 points out of a possible 100 points.</p>			
	EXAMPLE EVALUATION SCENARIO						
	BILLABLE DAYS						
		(A)			(B)	(C)	(D)
	RESOURCE CATEGORY	BIDDER'S TOTAL			MINIMUM BILLABLE DAYS IDENTIFIED UNDER M2	BILLABLE DAYS IN EXCESS OF M2	BIDDER % INCREASE TO A MAXIMUM OF 100 (Rounded to two decimal places)
		App A to Att B				(C)=(A)-(B)	(D)=(C)/(B)*100
	Application/Software Architect	160			44	116	100.00
	ERP Functional Analyst	1600			1122	478	43.60
	ERP System Analyst (level 2)	400			242	158	65.29
	ERP Technical Analyst	1100			924	176	19.05
	Data Conversion Specialist (level 2)	100			66	34	51.52
	Database Administrator	100			44	56	100.00
	Database / IM Modeller	300			132	168	100.00
	Technology Architect	240			154	86	55.84
	Business Continuity / Disaster Recovery Specialist	360			44	316	100.00
	Change Management Consultant (Level 3)	60			22	38	100.00
	Project Coordinator (Level 2)	240			22	218	100.00
	Project Manager (Level 2)	240			198	42	21.21
	Quality Assurance Specialist/Analyst (Level 2)	120			88	32	36.36
	Risk Management Specialist (Level 2)	120			88	32	36.36
	BIDDER SCORE = SUM OF (D) FOR ALL 14 CATEGORIES / 14				66.37		

Point Rated Criteria		Max Points	Bidder's Response	
			Evaluation Guideline	Cross Reference to Contract Reference(s)
R2	<p>The bidder should demonstrate its experience in providing informatics professional services related to an Enterprise Resource Planning (ERP) Information Management System* within the past five (5) years.</p> <p>Information Management System definition: facilitates the storage, organization and retrieval of information.</p> <p>For each contract reference, the Bidder must submit the contract award date and the contract serial number or other unique contract identifier.</p>	20	The bidder will be awarded four (4) points for each demonstrated contract reference to a maximum of five (5) contract references	
R3	<p>The bidder should demonstrate its experience in providing informatics professional services related to an Enterprise Resource Planning (ERP) Human Resources System* within the past five (5) years.</p> <p>Human Resources System definition: provides for the recording, administration, management and reporting of payroll, benefits, recruitment and performance of human resources.</p> <p>For each contract reference, the Bidder must submit the contract award date and the contract serial number or other unique contract identifier.</p>	20	The bidder will be awarded four (4) points for each demonstrated contract reference to a maximum of five (5) contract references	
R4	<p>The bidder should demonstrate its experience in providing informatics professional services related to an Enterprise Resource Planning (ERP) Financial System* within the past five (5) years.</p> <p>Financial System definition: provides the recording, administration, management and reporting of budgets, accounts receivable and accounts payable.</p> <p>For each contract reference, the Bidder must submit the contract award date and the contract serial number or other unique contract identifier.</p>	20	The bidder will be awarded four (4) points for each demonstrated contract reference to a maximum of five (5) contract references	
R5	<p>The bidder should demonstrate its experience in providing informatics professional services related to an Enterprise Resource Planning (ERP) Project Management System* within the past five (5) years.</p> <p>Project Management System definition: provides for the coherent organization of the information required for an organization to execute projects successfully.</p> <p>For each contract reference, the Bidder must submit the contract award date and the contract serial number or other unique contract identifier.</p>	20	The bidder will be awarded four (4) points for each demonstrated contract reference to a maximum of five (5) contract references	

Point Rated Criteria		Max Points	Bidder's Response	
			Evaluation Guideline	Cross Reference to Contract Reference(s)
R6	<p>The bidder should demonstrate its experience in providing informatics professional services related to an Enterprise Resource Planning (ERP) Materiel Management System* within the past five (5) years.</p> <p>Materiel Management System definition: provides for the recording, administration, management and reporting of fleet and inventory.</p> <p>For each contract reference, the Bidder must submit the contract award date and the contract serial number or other unique contract identifier.</p>	20	The bidder will be awarded four (4) points for each demonstrated contract reference to a maximum of five (5) contract references	
MAXIMUM AVAILABLE POINTS		200		
MINIMUM POINTS REQUIRED		120		
POINTS ACHIEVED				
TO BE RESPONSIVE, THE BIDDER MUST OBTAIN A MINIMUM OF 120 POINTS				

2.0 STREAM 2 – MS- DYNAMICS / SHAREPOINT DEVELOPMENT, SUPPORT AND MAINTENANCE SERVICES

2.1 CORPORATE MANDATORY REQUIREMENTS

Criteria	Mandatory Criteria	Bidder's response	
		Met Y/N	Demonstrated Experience (Bidders to insert data)
M1	<p>The Bidder must have been awarded at least three (3) Informatics professional services* contracts, two (2) of which were for a Government client**.</p> <p>To be accepted, each of these contracts must have:</p> <ol style="list-style-type: none"> 1. been awarded within the past five (5) years prior to the solicitation closing date; and 2. a minimum value of \$5,000,000.00. <p>The Bidder must submit for each contract:</p> <ol style="list-style-type: none"> (1) A letter from its client (referencing a contract award date and a contract serial number or other unique contract identifier) that shows that the Bidder is providing or has provided such services in the amount of \$5,000,000.00 minimum; and (2) The name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (1) above, so that Canada may verify any information provided by the Bidder. <p>The following definitions apply to the evaluation of bids:</p> <p>*Informatics Professional Services are professional services provided by the Bidder in support of an information technology or information management project or contract.</p> <p>**Government client may include a Federal, Provincial or Municipal Department/Agency or a Crown Corporation.</p>		

Criteria	Mandatory Criteria	Bidder's response																								
		Met Y/N	Demonstrated Experience (Bidders to insert data)																							
M2	<p>The Bidder must have demonstrated contract experience in supplying ALL of the following resource categories or similar resource categories, for the required Minimum Billable Days per category, within the past five (5) years prior to the solicitation closing date. For each individual resource category, the Bidder must demonstrate the required Minimum Billable Days in a single contract. The supplier must use the same set of 5 contracts to demonstrate the billable days for all 5 categories. Only the first 5 contracts identified will be considered.</p> <p>Bidder must provide the completed Appendices C and D of Attachment B.</p> <table><tr><th>#</th><th>RESOURCE CATEGORY</th><th>MINIMUM BILLABLE DAYS PER CATEGORY</th><th>Met Y/N</th></tr><tr><td>1</td><td>Application/Software Architect</td><td>132</td><td></td></tr><tr><td>2</td><td>ERP Functional Analyst</td><td>110</td><td></td></tr><tr><td>3</td><td>ERP System Analyst (Level 3)</td><td>132</td><td></td></tr><tr><td>4</td><td>ERP Technical Analyst</td><td>110</td><td></td></tr><tr><td>5</td><td>Data Conversion Specialist</td><td>110</td><td></td></tr></table> <p>The Bidder must demonstrate that, for each category, at least 50% of the applicable tasks (detailed in section 4 (Tasks) of Annex A (SOW)) have been completed.</p>	#	RESOURCE CATEGORY	MINIMUM BILLABLE DAYS PER CATEGORY	Met Y/N	1	Application/Software Architect	132		2	ERP Functional Analyst	110		3	ERP System Analyst (Level 3)	132		4	ERP Technical Analyst	110		5	Data Conversion Specialist	110		
#	RESOURCE CATEGORY	MINIMUM BILLABLE DAYS PER CATEGORY	Met Y/N																							
1	Application/Software Architect	132																								
2	ERP Functional Analyst	110																								
3	ERP System Analyst (Level 3)	132																								
4	ERP Technical Analyst	110																								
5	Data Conversion Specialist	110																								

2.2 CORPORATE RATED REQUIREMENTS

Point Rated Criteria					Max Points	Bidder's Response	
						Evaluation Guideline	Cross Reference to Contract Reference(s)
R1	The Bidder should demonstrate its billable days experience in excess to the minimum Billable Days per category under M2.					100	The bidders demonstrated "Total Billable Days" provided in response to M2 will be used to evaluate this criterion. The bidder will be awarded points as demonstrated in the example evaluation scenario on the left side. In this example, the bidder would score 80.30 points out of a possible 100 points.
	EXAMPLE EVALUATION SCENARIO						
	BILLABLE DAYS						
		(A)	(B)	(C)	(D)		
	RESOURCE CATEGORY	BIDDER'S TOTAL	MINIMUM BILLABLE DAYS IDENTIFIED UNDER M2	BILLABLE DAYS IN EXCESS OF M2	BIDDER % INCREASE TO A MAXIMUM OF 100 (Rounded to two decimal places)		
		App C to Att B		(C)=(A)-(B)	(D)=(C)/(B)*100		
	Application/Software Architect	230	132	98	74.24		
	ERP Functional Analyst	180	110	70	63.64		
	ERP System Analyst (Level 3)	240	132	108	81.82		
	ERP Technical Analyst	200	110	90	81.82		
	Data Conversion Specialist	220	110	110	100.00		
	BIDDER SCORE = SUM OF (D) FOR ALL 5 CATEGORIES / 5						

Point Rated Criteria		Max Points	Bidder's Response	
			Evaluation Guideline	Cross Reference to Contract Reference(s)
R2	<p>The bidder should demonstrate its experience in providing informatics professional services related to a Microsoft Dynamics Customer Relationship Management system* within the past five (5) years.</p> <p>Customer Relationship Management (CRM) System definition: a system for managing a company's interactions with current and future customers. It often involves using technology to organize, automate and synchronize sales, marketing, customer service, and technical support.</p> <p>For each contract reference, the Bidder must submit the contract award date and the contract serial number or other unique contract identifier.</p>	20	The bidder will be awarded four (4) points for each demonstrated contract reference to a maximum of five (5) contract references	
R3	<p>The bidder should demonstrate its experience in providing informatics professional services related to Sharepoint integration for Customer Relationship Management Systems* within the past five (5) years.</p> <p>Customer Relationship Management (CRM) System definition: a system for managing a company's interactions with current and future customers. It often involves using technology to organize, automate and synchronize sales, marketing, customer service, and technical support.</p> <p>For each contract reference, the Bidder must submit the contract award date and the contract serial number or other unique contract identifier.</p>	20	The bidder will be awarded four (4) points for each demonstrated contract reference to a maximum of five (5) contract references	
MAXIMUM AVAILABLE POINTS		140		
MINIMUM POINTS REQUIRED		84		
POINTS ACHIEVED				
TO BE RESPONSIVE, THE BIDDER MUST OBTAIN A MINIMUM OF 84 POINTS				

APPENDIX A OF ATTACHMENT B - STREAM 1

RFP BILLABLE DAYS RESPONSE TABLE

Bidder Name: _____

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

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS			
	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)
Application / Software Architect				
ERP Functional Analyst				
ERP System Analyst (level 2)				
ERP Technical Analyst				
Data Conversion Specialist (level 2)				
Database Administrator				
Database / IM Modeller				
Technology Architect				
Business Continuity / Disaster Recovery Specialist				

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS			
	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ (dd/mm/yy) To ____/____/____ (dd/mm/yy)
Change Management Consultant (level 3)				
Project Coordinator (level 2)				
Project Manager (level 2)				
Quality Assurance Specialist/Analyst (level 2)				
Risk Management Specialist (level 2)				

APPENDIX B OF ATTACHMENT B – STREAM 1

RFP CONTRACT REFERENCE RESPONSE FORM

To meet 1.1 M2 of attachment B, the Bidder must have demonstrated contract experience in supplying all of the resource categories or similar resource categories, for the required Minimum Billable Days per category, within the past five (5) years. For each individual resource category, the services provided must have been provided using a single contract. All resources provided must have completed at least 50% of the tasks detailed in section 4 (tasks) of Annex A (SOW), for the resource category for which they were provided.

Bidder Name: _____ Bidder Contract Reference #: _____

SECTION 1: CLIENT INFORMATION

Government client (Yes/No)	
Client Organization Name	
Client Contact Name	
Address	
Telephone	
Fax	
E-mail	

SECTION 2: CONTRACT INFORMATION

Contract Value	
Award Date	
Expiry Date	

Description of requirement:

SECTION 3: RESOURCE DETAILS	
Category of Personnel and Level	Tasks performed under the contract with a cross reference to each specific SOW associated task

APPENDIX C OF ATTACHMENT B – STREAM 2

RFP BILLABLE DAYS RESPONSE TABLE

Bidder Name: _____

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

RESOURCE CATEGORY	NUMBER OF BILLABLE DAYS			
	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ To ____/____/____ (dd/mm/yy)	Cross Reference to Contract Reference # _____ Billing Period: ____/____/____ To ____/____/____ (dd/mm/yy)
Application / Software Architect				
ERP Functional Analyst				
ERP System Analyst (level 3)				
ERP Technical Analyst				
Data Conversion Specialist				

APPENDIX D OF ATTACHMENT B – STREAM 2

RFP CONTRACT REFERENCE RESPONSE FORM

To meet 2.1 M2 of attachment B, the Bidder must have demonstrated contract experience in supplying all of the resource categories or similar resource categories, for the required Minimum Billable Days per category, within the past five (5) years. For each individual resource category, the services provided must have been provided using a single contract. All resources provided must have completed at least 50% of the tasks detailed in section 4 (tasks) of Annex A (SOW), for the resource category for which they were provided.

Bidder Name: _____ Bidder Contract Reference #: _____

SECTION 1: CLIENT INFORMATION

Government client (Yes/No)

Client Organization Name

Client Contact Name

Address

Telephone

Fax

E-mail

SECTION 2: CONTRACT INFORMATION

Contract Value

Award Date

Expiry Date

Description of requirement:

SECTION 3: RESOURCE DETAILS	
Category of Personnel and Level	Tasks performed under the contract with a cross reference to each specific SOW associated task

ATTACHMENT C - REVISION 1

FINANCIAL BID

In respect of the “Estimated Number of Days” listed below in (C*) the estimated number of days is for information purposes only during the solicitation process. The actual number of days during the Contract Period and option periods may be more or less, as determined by the Technical Authority.

WORKSTREAM 1

INITIAL CONTRACT PERIOD:

Initial Contract Period (2 years)				
	(B)	(C*)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Lower Median Band Limit Rate whichever is higher	Total Cost (CxD)
Application/Software Architect	Level 2	220	\$	\$
Application/Software Architect	Level 3	220	\$	\$
ERP Functional Analyst	Level 1	440	\$	\$
ERP Functional Analyst	Level 2	1760	\$	\$
ERP Functional Analyst	Level 3	660	\$	\$
ERP System Analyst	Level 2	3080	\$	\$
ERP Technical Analyst	Level 2	220	\$	\$
ERP Technical Analyst	Level 3	220	\$	\$
Data Conversion Specialist	Level 2	220	\$	\$
Database Administrator	Level 2	220	\$	\$
Database Administrator	Level 3	220	\$	\$
Database/IM Modeller	Level 2	440	\$	\$
Database/IM Modeller	Level 3	440	\$	\$
Technology Architect	Level 2	220	\$	\$
Technology Architect	Level 3	440	\$	\$
Business Continuity/Disaster Recovery Specialist	Level 2	220	\$	\$
Business Continuity/Disaster Recovery Specialist	Level 3	220	\$	\$
Change Management Consultant	Level 3	220	\$	\$
Project Coordinator	Level 2	220	\$	\$
Project Manager	Level 2	880	\$	\$
Quality Assurance Specialist/Analyst	Level 2	220	\$	\$
Risk Management Specialist	Level 2	440	\$	\$
Total Price Initial Contract Period :				\$

OPTION PERIODS:

Option Period 1 (1 year)				
	(B)	(C*)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Lower Median Band Limit Rate whichever is higher	Total Cost (CxD)
Application/Software Architect	Level 2	0	\$	\$
Application/Software Architect	Level 3	0	\$	\$
ERP Functional Analyst	Level 1	110	\$	\$
ERP Functional Analyst	Level 2	770	\$	\$
ERP Functional Analyst	Level 3	110	\$	\$
ERP System Analyst	Level 2	220	\$	\$
ERP Technical Analyst	Level 2	550	\$	\$
ERP Technical Analyst	Level 3	550	\$	\$
Data Conversion Specialist	Level 2	0	\$	\$
Database Administrator	Level 2	0	\$	\$
Database Administrator	Level 3	0	\$	\$
Database/IM Modeller	Level 2	0	\$	\$
Database/IM Modeller	Level 3	0	\$	\$
Technology Architect	Level 2	0	\$	\$
Technology Architect	Level 3	0	\$	\$
Business Continuity/Disaster Recovery Specialist	Level 2	0	\$	\$
Business Continuity/Disaster Recovery Specialist	Level 3	0	\$	\$
Change Management Consultant	Level 3	0	\$	\$
Project Coordinator	Level 2	0	\$	\$
Project Manager	Level 2	220	\$	\$
Quality Assurance Specialist/Analyst	Level 2	110	\$	\$
Risk Management Specialist	Level 2	110	\$	\$
Total Price Option Period 1 :				\$

Option Period 2 (1 year)				
	(B)	(C*)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Lower Median Band Limit Rate whichever is higher	Total Cost (CxD)
Application/Software Architect	Level 2	0	\$	\$
Application/Software Architect	Level 3	0	\$	\$
ERP Functional Analyst	Level 1	0	\$	\$
ERP Functional Analyst	Level 2	770	\$	\$
ERP Functional Analyst	Level 3	110	\$	\$
ERP System Analyst	Level 2	220	\$	\$
ERP Technical Analyst	Level 2	0	\$	\$
ERP Technical Analyst	Level 3	220	\$	\$
Data Conversion Specialist	Level 2	0	\$	\$
Database Administrator	Level 2	0	\$	\$
Database Administrator	Level 3	0	\$	\$
Database/IM Modeller	Level 2	0	\$	\$
Database/IM Modeller	Level 3	0	\$	\$
Technology Architect	Level 2	0	\$	\$
Technology Architect	Level 3	0	\$	\$
Business Continuity/Disaster Recovery Specialist	Level 2	0	\$	\$
Business Continuity/Disaster Recovery Specialist	Level 3	0	\$	\$
Change Management Consultant	Level 3	0	\$	\$
Project Coordinator	Level 2	0	\$	\$
Project Manager	Level 2	0	\$	\$
Quality Assurance Specialist/Analyst	Level 2	110	\$	\$
Risk Management Specialist	Level 2	0	\$	\$
Total Price Option Period 2 :				\$

Option Period 3 (1 year)				
	(B)	(C*)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Lower Median Band Limit Rate whichever is higher	Total Cost (CxD)
Application/Software Architect	Level 2	0	\$	\$
Application/Software Architect	Level 3	0	\$	\$
ERP Functional Analyst	Level 1	0	\$	\$
ERP Functional Analyst	Level 2	770	\$	\$
ERP Functional Analyst	Level 3	110	\$	\$
ERP System Analyst	Level 2	0	\$	\$
ERP Technical Analyst	Level 2	0	\$	\$
ERP Technical Analyst	Level 3	0	\$	\$
Data Conversion Specialist	Level 2	0	\$	\$
Database Administrator	Level 2	0	\$	\$
Database Administrator	Level 3	0	\$	\$
Database/IM Modeller	Level 2	0	\$	\$
Database/IM Modeller	Level 3	0	\$	\$
Technology Architect	Level 2	0	\$	\$
Technology Architect	Level 3	0	\$	\$
Business Continuity/Disaster Recovery Specialist	Level 2	0	\$	\$
Business Continuity/Disaster Recovery Specialist	Level 3	0	\$	\$
Change Management Consultant	Level 3	0	\$	\$
Project Coordinator	Level 2	0	\$	\$
Project Manager	Level 2	0	\$	\$
Quality Assurance Specialist/Analyst	Level 2	0	\$	\$
Risk Management Specialist	Level 2	0	\$	\$
Total Price Option Period 3 :				\$

WORKSTREAM 2

INITIAL CONTRACT PERIOD:

Initial Contract Period (2 years)				
	(B)	(C*)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Lower Median Band Limit Rate whichever is higher	Total Cost (CxD)
Application/Software Architect	Level 2	330	\$	\$
Application/Software Architect	Level 3	220	\$	\$
ERP Functional Analyst	Level 2	220	\$	\$
ERP Functional Analyst	Level 3	110	\$	\$
ERP System Analyst	Level 3	440	\$	\$
ERP Technical Analyst	Level 2	220	\$	\$
ERP Technical Analyst	Level 3	110	\$	\$
Data Conversion Specialist	Level 2	330	\$	\$
Data Conversion Specialist	Level 3	110	\$	\$
Total Price Initial Contract Period :				\$

OPTION PERIODS:

Option Period 1 (1 year)				
	(B)	(C*)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Lower Median Band Limit Rate whichever is higher	Total Cost (CxD)
Application/Software Architect	Level 2	0	\$	\$
Application/Software Architect	Level 3	110	\$	\$
ERP Functional Analyst	Level 2	0	\$	\$
ERP Functional Analyst	Level 3	110	\$	\$
ERP System Analyst	Level 3	110	\$	\$
ERP Technical Analyst	Level 2	0	\$	\$
ERP Technical Analyst	Level 3	110	\$	\$
Data Conversion Specialist	Level 2	0	\$	\$
Data Conversion Specialist	Level 3	110	\$	\$
Total Price Option Period 1 :				\$

Option Period 2 (1 year)				
	(B)	(C*)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Lower Median Band Limit Rate whichever is higher	Total Cost (CxD)
Application/Software Architect	Level 2	0	\$	\$
Application/Software Architect	Level 3	0	\$	\$
ERP Functional Analyst	Level 2	0	\$	\$
ERP Functional Analyst	Level 3	110	\$	\$
ERP System Analyst	Level 3	110	\$	\$
ERP Technical Analyst	Level 2	0	\$	\$
ERP Technical Analyst	Level 3	110	\$	\$
Data Conversion Specialist	Level 2	0	\$	\$
Data Conversion Specialist	Level 3	0	\$	\$
Total Price Option Period 2 :				\$

Option Period 3 (1 year)				
	(B)	(C*)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Lower Median Band Limit Rate whichever is higher	Total Cost (CxD)
Application/Software Architect	Level 2	0	\$	\$
Application/Software Architect	Level 3	0	\$	\$
ERP Functional Analyst	Level 2	0	\$	\$
ERP Functional Analyst	Level 3	0	\$	\$
ERP System Analyst	Level 3	0	\$	\$
ERP Technical Analyst	Level 2	0	\$	\$
ERP Technical Analyst	Level 3	0	\$	\$
Data Conversion Specialist	Level 2	0	\$	\$
Data Conversion Specialist	Level 3	0	\$	\$
Total Price Option Period 3 :				\$

ANNEX A – revision 1

STATEMENT OF WORK

1. INTRODUCTION

The Chief Information Officer Branch (CIO Branch) of Public Works and Government Services Canada (PWGSC) provides technical expertise on Infrastructure, Architecture and Database support, as well as Custom development, Roles and Authorizations, System security, Quality assurance and Service management of all Enterprise Resource Planning (ERP) solutions maintained by PWGSC.

2. SCOPE OF WORK

The Contractor will provide professional services and related deliverables to CIO Branch technical managers and their staff involved in the development, support and maintenance of software applications on behalf of their clients at Information Technology Services (ITS) Directorates.

3. REQUIREMENT

The Contractor will provide development, support and maintenance services of various computer software applications on an “as and when requested” basis as initiated through Task Authorizations. Task Authorizations may be issued for any of the following TBIPS resource categories:

STREAM 1 – ERP Development, Support and Maintenance Services

This stream is intended to support Enterprise Resource Planning (ERP) solutions maintained by PWGSC such as:

- 1.1 SIGMA, a PWGSC integrated system that supports financial management, material management and project management business lines using SAP application software;
- 1.2 GCPENS system using Oracle's Siebel Customer Relationship Manager (CRM) and Universal Customer Master (UCM);
- 1.3 Informatics services for Records and Document Information Management System (RDIMS) using OpenText eDOCS DM based solutions and using OpenText ECM based solutions.
- 1.4 MyGCHR, a PWGSC integrated Human Resource Management System using Peoplesoft application software;

RESOURCE CATEGORIES	LEVEL OF EXPERTISE
A1. Application/software Architect	Level 2
A1. Application/software Architect	Level 3
A2. ERP Functional Analyst	Level 1
A2. ERP Functional Analyst	Level 2
A2. ERP Functional Analyst	Level 3
A4. ERP System Analyst	Level 2
A5. ERP Technical Analyst	Level 2

A5. ERP Technical Analyst	Level 3
I1. Data Conversion Specialist	Level 2
I2. Database Administrator	Level 2
I2. Database Administrator	Level 3
I4. Database/IM Modeller	Level 2
I4. Database/IM Modeller	Level 3
I11. Technology Architect	Level 2
I11. Technology Architect	Level 3
B4. Business Continuity/Disaster Recovery	Level 2
B4. Business Continuity/Disaster Recovery	Level 3
P1. Change Management Consultant	Level 3
P7. Project Coordinator	Level 2
P9. Project Manager	Level 2
P11. Quality Assurance Specialist/Analyst	Level 2
P12. Risk management Specialist	Level 2

STREAM 2 – MS Dynamics - Sharepoint Development, Support and Maintenance Services

This stream is intended to support the following Enterprise Resource Planning (ERP) solutions maintained by PWGSC:

2.1 MS Dynamics

2.2 Sharepoint

RESOURCE CATEGORIES	LEVEL OF EXPERTISE
A1. Application/software Architect	Level 2
A1. Application/software Architect	Level 3
A2. ERP Functional Analyst	Level 2
A2. ERP Functional Analyst	Level 3
A4. ERP System Analyst	Level 3
A5. ERP Technical Analyst	Level 2
A5. ERP Technical Analyst	Level 3
I1. Data Conversion Specialist	Level 2
I1. Data Conversion Specialist	Level 3

4. TASKS

The following subsections describe the categories of resources ITSB of PWGSC anticipates requiring and outlines the basic responsibilities for each of the categories.

4.1 A1. APPLICATION/SOFTWARE ARCHITECT

The Application/Software Architect's tasks and deliverables could include but are not limited to the following:

- 4.1.1 Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements.
- 4.1.2 Identify the policies and requirements that drive out a particular solution.
- 4.1.3 Analyze and evaluate alternative technology solutions to meet business problems.
- 4.1.4 Ensure the integration of all aspects of technology solutions.
- 4.1.5 Monitor industry trends to ensure that solutions fit with government and industry directions for technology.
- 4.1.6 Analyze functional requirements to identify information, procedures and decision flows.
- 4.1.7 Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary.
- 4.1.8 Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems.
- 4.1.9 Define input/output sources, including detailed plan for technical design phase, and obtain approval of the system proposal.
- 4.1.10 Identify and document system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.

4.2 A2. ERP FUNCTIONAL ANALYST

The ERP Functional Analyst's tasks and deliverables could include but are not limited to the following:

- 4.2.1 Develop and document ERP functional, business, and/or system requirements specifications.
- 4.2.2 Develop and document screen, report and interface requirements.
- 4.2.3 Develop functional, business, and/or system interface or capability interaction.
- 4.2.4 Gather and analyze information to establish the functional needs of a system or project.
- 4.2.5 Design methods and procedures for computer systems, and sub-systems of larger systems.
- 4.2.6 Develop, test and implement small computer systems, and sub-systems of larger systems.
- 4.2.7 Document forms, manuals, programs, data files, and procedures.

4.3 A4. ERP SYSTEM ANALYST

The ERP System Analyst's tasks and deliverables could include but are not limited to the following:

- 4.3.1 Develop requirements, feasibility, cost, design, and specification documents for ERP systems.
- 4.3.2 Implement ERP systems to support projects, departments, organizations or businesses.
- 4.3.3 Translate ERP business requirements into systems design and specifications.
- 4.3.4 Analyse and recommend alternatives and options for solutions.
- 4.3.5 Develop technical specifications for ERP systems development, design and implementation.

4.4 A5. ERP TECHNICAL ANALYST

The ERP Technical Analyst's tasks and deliverables could include but are not limited to the following:

- 4.4.1 Comprehensive understanding of the technical capabilities offered by ERP facilities.
- 4.4.2 Develop or assist with business and functional requirements, project scope, estimates of effort and duration.
- 4.4.3 Translate functional and business requirements into technical requirements.
- 4.4.4 Develop and/or manage technical aspects of application software, user interfaces, and third-party components.
- 4.4.5 Conduct, assist with, and/or manage unit and system tests.
- 4.4.6 Establish technical standards for the technical framework.

4.5 I1. DATA CONVERSION SPECIALIST

The Data Conversion Specialist's tasks and deliverables could include but are not limited to the following:

- 4.5.1 Oversee all facilities of the conversion process.
- 4.5.2 Complete mapping, interfaces, mock conversion work, enhancements, actual conversion, and verify completeness and accuracy of converted data.
- 4.5.3 Establish a strong working relationship with all clients, interact with all levels of client personnel, and provide conversion support.
- 4.5.4 Analyze and coordinate data file conversions.
- 4.5.5 Import files from heterogeneous platforms.

4.6 I2. DATABASE ADMINISTRATOR

The Database Administrator's tasks and deliverables could include but are not limited to the following:

- 4.6.1 Customize data base conversion routines.
- 4.6.2 Finalize Conversion Strategy.
- 4.6.3 Generate new database with the client.
- 4.6.4 Maintain data dictionaries.

- 4.6.5 Develop and implement procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database.
- 4.6.6 Develop and implement security procedures for the database, including access and user account management.
- 4.6.7 Advise programmers, analysts, and users about the efficient use of data.
- 4.6.8 Maintain configuration control of the database.
- 4.6.9 Perform and/or coordinate updates to the database design.
- 4.6.10 Control and coordinate changes to the database, including the deletion of records, changes to the existing records, additions to the database.
- 4.6.11 Develop and coordinate back-up, disaster recovery and virus protection procedures.

4.7 I4. DATABASE/IM MODELLER

The Database/IM Modeller's tasks and deliverables could include but are not limited to the following:

- 4.7.1 The Data Architect has both strategic and tactical responsibility for developing and maintaining the Architecture and Data Models for corporate and project specific initiatives. This responsibility includes the identification of data most valuable to the department, the integration of this data, and the development of core relating data models. The resulting data models will be based on data architecture and modeling design principles and tenets.
- 4.7.2 Design, develop and maintain Logical Data Models.
- 4.7.3 Analyze proposed changes to databases from the context of the Logical Data Model.
- 4.7.4 Provide technical expertise in the use and optimization of data modeling techniques to team members.
- 4.7.5 Provide technical assistance, guidance and direction in terms of data analysis and modeling to team members.
- 4.7.6 Provide assistance to project team and business users relating to data issues and data analysis concepts.
- 4.7.7 Participate in the development of data modeling and metadata policies and procedures.
- 4.7.8 Participate in data analysis as a result of new/updated requirements.
- 4.7.9 Apply approved changes to logical data models.
- 4.7.10 Comply with corporate data architectures, strategies and frameworks, including enterprise data warehouse activities.
- 4.7.11 Analyze and evaluate alternative data architecture solutions to meet business problems/requirements to be incorporated into the corporate data architecture.
- 4.7.12 Review corporate architecture strategies and directions, data requirements, and business information needs and devise data structures to support them.
- 4.7.13 Improve modeling efficiency through recommendations on how to better utilize current metadata repositories.
- 4.7.14 Comply with corporate repository metadata directions.
- 4.7.15 Provide input to refinement of data architectures.
- 4.7.16 Participate in data architecture refinement.
- 4.7.17 Define access strategies.

- 4.7.18 Construct, monitor and report on workplans and schedules.

4.8 I11. TECHNOLOGY ARCHITECT

The Technology Architect's tasks and deliverables could include but are not limited to the following:

- 4.8.1 Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements.
- 4.8.2 Identify the policies and requirements that drive out a particular solution.
- 4.8.3 Analyze and evaluate alternative technology solutions to meet business problems.
- 4.8.4 Ensures the integration of all aspects of technology solutions.
- 4.8.5 Monitor industry trends to ensure that solutions fit with government and industry directions for technology.
- 4.8.6 Provide information, direction and support for emerging technologies.
- 4.8.7 Perform impact analysis of technology changes.
- 4.8.8 Provide support to applications and/or technical support teams in the proper application of existing infrastructure.
- 4.8.9 Review application and program design or technical infrastructure design to ensure adherence to standards and to recommend performance improvements.

4.9 B4. BUSINESS CONTINUITY/DISASTER RECOVERY SPECIALIST

The Business Continuity/Disaster Recovery Specialist's tasks and deliverables could include but are not limited to the following:

- 4.10.1 Develop and implement business and technology continuity plans.
- 4.10.2 Develop technology and business continuity and disruption recovery strategies.
- 4.10.3 Develop crisis communication planning strategies.
- 4.10.4 Identify past and potential impact resulting from disruptions.
- 4.10.5 Develop techniques to identify and evaluate potential disruptions.
- 4.10.6 Develop and implement backup, replication and redundancy strategies as required.
- 4.10.7 Develop awareness, training, and communication programs with both internal staff and other stakeholders.
- 4.10.8 Establish coordination activities with internal and external stakeholders and establish actual and potential dependencies.
- 4.10.9 Develop and implement monitoring activities and performance management.

4.10 P1. CHANGE MANAGEMENT CONSULTANT

The Change Management Consultant's tasks and deliverables could include but are not limited to the following:

- 4.11.1 Analysis and development of business "critical success factors".
- 4.11.2 Analysis and development of architecture requirements design, process development, process mapping and training.

- 4.11.3 Responsible for leading other functional staff to define business strategy and processes in support of transformation and change management activities.
- 4.11.4 Participate in change impact analysis and change management activities.
- 4.11.5 Participate in organizational realignment (job re-design organizational re-structuring).
- 4.11.6 Coordinate development of training and coordination with other stakeholders.
- 4.11.7 Create presentations and present to various stakeholders, and facilitate meetings and discussions.

4.11 P7. PROJECT COORDINATOR

The Project Coordinator's tasks and deliverables could include but are not limited to the following:

- 4.12.1 Assist project management and data processing professionals, technical users and end users in project coordination and synchronization tasks.
- 4.12.2 Provide administrative and technical support of a clerical nature as required to a project team.
- 4.12.3 Assist in performing such tasks as maintaining project documentation and application/system libraries.
- 4.12.4 Act as the first or single point of contact in a "hotline" situation by accepting incoming calls, logging calls, attempting to resolve simple problems and following established procedures for more difficult problems.
- 4.12.5 Track project change requests.
- 4.12.6 Maintain and updates relevant project information in manual and/or electronic files; project information might include such things as project activity schedule, status reports, correspondence.
- 4.12.7 Use computer tools, aids, system control languages on PCs, minis, or mainframes to perform work.
- 4.12.8 Communicate with project management and data processing professionals, technical users and end users on administrative matters related to the project.

4.12 P9. PROJECT MANAGER

The Project Manager's tasks and deliverables could include but are not limited to the following:

- 4.13.1 Manage several Project Managers, each responsible for an element of the project and its associated project team.
- 4.13.2 Manage the project during the development, implementation and operations startup by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters.
- 4.13.3 Formulate statements of problems; establishes procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtains approval thereof.
- 4.13.4 Define and document the objectives for the project; determine budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team.
- 4.13.5 Report progress of the project on an ongoing basis and at scheduled points in the life cycle.
- 4.13.6 Meets in conference with stakeholders and other project managers and states problems in a form capable of being solved.

- 4.13.7 Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools.
- 4.13.8 Project sign-off.

4.13 P11. QUALITY ASSURANCE SPECIALIST/ANALYST

The Quality Assurance Specialist/Analyst's tasks and deliverables could include but are not limited to the following:

- 4.14.1 Lead development of test plans, test scripts and test data.
- 4.14.2 Participate in functional and technical design reviews, perform integration/functional and system testing, and verify test results.
- 4.14.3 Identify and document software defects.
- 4.14.4 Participate with other project resources to resolve defects.
- 4.14.5 Perform regression testing of software applications.

4.14 P12. RISK MANAGEMENT SPECIALIST

The Risk Management Specialist's tasks and deliverables could include but are not limited to the following:

- 4.15.1 Conduct risk assessments.
- 4.15.2 Identify project risks and overall project risks.
- 4.15.3 Recommend alternative solutions, methodologies and strategies for risk mitigation and management.
- 4.15.4 Produce risk management plans.
- 4.15.5 Conduct risk assessments for troubled projects to quickly assess associated risks and recommend courses of action to minimize inherent risks.
- 4.15.6 Assist in prioritization and assignment of risks.
- 4.15.7 Assist in the development and/or implementation of Risk Management Plans.
- 4.15.8 Manage the implementation of Risk Management Plans to identify, analyze, plan, track and control project risks on a continuous basis throughout the project life cycle.
- 4.15.9 Coach, mentor and train project teams in risk mitigation techniques.

5. DELIVERABLES

The Contractor will provide various reports, plans, analysis and other related documents as specified in the applicable Task Authorization. The deliverables and skillsets are to be submitted as described in each Task Authorization.

6. SUPPORT PROVIDED BY CANADA

The Contractor will be provided access to the client work premises during core office hours, and will also be provided with a work area and a computer. All deliverables will be stored within client facilities and are not to be removed from client premises.

7. LOCATION OF THE WORK

Based on the nature of the services required, the Contractor will work in the National Capital Region.

8. LANGUAGE

The Contractor must provide the required services in English language, spoken and written.

ANNEX B - REVISION 1

BASIS OF PAYMENT

1. Professional Services

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

WORKSTREAM 1

INITIAL CONTRACT PERIOD (2 YEARS)		
Resource Category	Level of Expertise	Firm Per Diem Rate
Application/Software Architect	Level 2	\$ TBD
Application/Software Architect	Level 3	\$ TBD
ERP Functional Analyst	Level 1	\$ TBD
ERP Functional Analyst	Level 2	\$ TBD
ERP Functional Analyst	Level 3	\$ TBD
ERP System Analyst	Level 2	\$ TBD
ERP Technical Analyst	Level 2	\$ TBD
ERP Technical Analyst	Level 3	\$ TBD
Data Conversion Specialist	Level 2	\$ TBD
Database Administrator	Level 2	\$ TBD
Database Administrator	Level 3	\$ TBD
Database/IM Modeller	Level 2	\$ TBD
Database/IM Modeller	Level 3	\$ TBD
Technology Architect	Level 2	\$ TBD
Technology Architect	Level 3	\$ TBD
Business Continuity/Disaster Recovery Specialist	Level 2	\$ TBD
Business Continuity/Disaster Recovery Specialist	Level 3	\$ TBD
Change Management Consultant	Level 3	\$ TBD
Project Coordinator	Level 2	\$ TBD
Project Manager	Level 2	\$ TBD
Quality Assurance Specialist/Analyst	Level 2	\$ TBD
Risk Management Specialist	Level 2	\$ TBD

OPTION YEAR 1 (1 YEAR)		
Resource Category	Level of Expertise	Firm Per Diem Rate
Application/Software Architect	Level 2	\$ TBD
Application/Software Architect	Level 3	\$ TBD
ERP Functional Analyst	Level 1	\$ TBD
ERP Functional Analyst	Level 2	\$ TBD
ERP Functional Analyst	Level 3	\$ TBD
ERP System Analyst	Level 2	\$ TBD
ERP Technical Analyst	Level 2	\$ TBD
ERP Technical Analyst	Level 3	\$ TBD
Data Conversion Specialist	Level 2	\$ TBD
Database Administrator	Level 2	\$ TBD
Database Administrator	Level 3	\$ TBD
Database/IM Modeller	Level 2	\$ TBD
Database/IM Modeller	Level 3	\$ TBD
Technology Architect	Level 2	\$ TBD
Technology Architect	Level 3	\$ TBD
Business Continuity/Disaster Recovery Specialist	Level 2	\$ TBD
Business Continuity/Disaster Recovery Specialist	Level 3	\$ TBD
Change Management Consultant	Level 3	\$ TBD
Project Coordinator	Level 2	\$ TBD
Project Manager	Level 2	\$ TBD
Quality Assurance Specialist/Analyst	Level 2	\$ TBD
Risk Management Specialist	Level 2	\$ TBD

OPTION YEAR 2 (1 YEAR)		
Resource Category	Level of Expertise	Firm Per Diem Rate
Application/Software Architect	Level 2	\$ TBD
Application/Software Architect	Level 3	\$ TBD
ERP Functional Analyst	Level 1	\$ TBD
ERP Functional Analyst	Level 2	\$ TBD
ERP Functional Analyst	Level 3	\$ TBD
ERP System Analyst	Level 2	\$ TBD
ERP Technical Analyst	Level 2	\$ TBD
ERP Technical Analyst	Level 3	\$ TBD
Data Conversion Specialist	Level 2	\$ TBD
Database Administrator	Level 2	\$ TBD
Database Administrator	Level 3	\$ TBD
Database/IM Modeller	Level 2	\$ TBD
Database/IM Modeller	Level 3	\$ TBD
Technology Architect	Level 2	\$ TBD
Technology Architect	Level 3	\$ TBD
Business Continuity/Disaster Recovery Specialist	Level 2	\$ TBD
Business Continuity/Disaster Recovery Specialist	Level 3	\$ TBD
Change Management Consultant	Level 3	\$ TBD
Project Coordinator	Level 2	\$ TBD
Project Manager	Level 2	\$ TBD
Quality Assurance Specialist/Analyst	Level 2	\$ TBD
Risk Management Specialist	Level 2	\$ TBD

OPTION YEAR 3 (1 YEAR)		
Resource Category	Level of Expertise	Firm Per Diem Rate
Application/Software Architect	Level 2	\$ TBD
Application/Software Architect	Level 3	\$ TBD
ERP Functional Analyst	Level 1	\$ TBD
ERP Functional Analyst	Level 2	\$ TBD
ERP Functional Analyst	Level 3	\$ TBD
ERP System Analyst	Level 2	\$ TBD
ERP Technical Analyst	Level 2	\$ TBD
ERP Technical Analyst	Level 3	\$ TBD
Data Conversion Specialist	Level 2	\$ TBD
Database Administrator	Level 2	\$ TBD
Database Administrator	Level 3	\$ TBD
Database/IM Modeller	Level 2	\$ TBD
Database/IM Modeller	Level 3	\$ TBD
Technology Architect	Level 2	\$ TBD
Technology Architect	Level 3	\$ TBD
Business Continuity/Disaster Recovery Specialist	Level 2	\$ TBD
Business Continuity/Disaster Recovery Specialist	Level 3	\$ TBD
Change Management Consultant	Level 3	\$ TBD
Project Coordinator	Level 2	\$ TBD
Project Manager	Level 2	\$ TBD
Quality Assurance Specialist/Analyst	Level 2	\$ TBD
Risk Management Specialist	Level 2	\$ TBD

WORKSTREAM 2

INITIAL CONTRACT PERIOD (2 YEARS)		
Resource Category	Level of Expertise	Firm Per Diem Rate
Application/Software Architect	Level 2	\$ TBD
Application/Software Architect	Level 3	\$ TBD
ERP Functional Analyst	Level 2	\$ TBD
ERP Functional Analyst	Level 3	\$ TBD
ERP System Analyst	Level 3	\$ TBD
ERP Technical Analyst	Level 2	\$ TBD
ERP Technical Analyst	Level 3	\$ TBD
Data Conversion Specialist	Level 2	\$ TBD
Data Conversion Specialist	Level 3	\$ TBD

OPTION YEAR 1 (1 YEAR)		
Resource Category	Level of Expertise	Firm Per Diem Rate
Application/Software Architect	Level 2	\$ TBD
Application/Software Architect	Level 3	\$ TBD
ERP Functional Analyst	Level 2	\$ TBD
ERP Functional Analyst	Level 3	\$ TBD
ERP System Analyst	Level 3	\$ TBD
ERP Technical Analyst	Level 2	\$ TBD
ERP Technical Analyst	Level 3	\$ TBD
Data Conversion Specialist	Level 2	\$ TBD
Data Conversion Specialist	Level 3	\$ TBD

OPTION YEAR 2 (1 YEAR)		
Resource Category	Level of Expertise	Firm Per Diem Rate
Application/Software Architect	Level 2	\$ TBD
Application/Software Architect	Level 3	\$ TBD
ERP Functional Analyst	Level 2	\$ TBD
ERP Functional Analyst	Level 3	\$ TBD
ERP System Analyst	Level 3	\$ TBD
ERP Technical Analyst	Level 2	\$ TBD
ERP Technical Analyst	Level 3	\$ TBD
Data Conversion Specialist	Level 2	\$ TBD
Data Conversion Specialist	Level 3	\$ TBD

OPTION YEAR 3 (1 YEAR)		
Resource Category	Level of Expertise	Firm Per Diem Rate
Application/Software Architect	Level 2	\$ TBD
Application/Software Architect	Level 3	\$ TBD
ERP Functional Analyst	Level 2	\$ TBD
ERP Functional Analyst	Level 3	\$ TBD
ERP System Analyst	Level 3	\$ TBD
ERP Technical Analyst	Level 2	\$ TBD
ERP Technical Analyst	Level 3	\$ TBD
Data Conversion Specialist	Level 2	\$ TBD
Data Conversion Specialist	Level 3	\$ TBD