

NOTICE OF PROPOSED PROCUREMENT (NPP)
For
TASK BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)

GSIN: D302A INFORMATICS PROFESSIONAL SERVICES

Reference Number:	CIO/ECSB0033	Solicitation Number:	IC401512
Organization Name:	Industry Canada – Chief Information Office Sector		
Solicitation Date:	2015-11-18	Closing Date:	2015-12-08 11:00 AM Eastern Daylight Saving Time EDT
Anticipated Start Date:	2015-12-21		
Estimated Delivery Date:	N/A	Estimate Level of Effort:	240 days / year
Contract Duration:	<i>The initial contract period will be from date of contract award and ends one (1) year after with four (4) irrevocable options to extend it for one (1) year.</i>		
Solicitation Method:	Competitive	Applicable Trade Agreements:	WTO-AGP, NAFTA, AIT, Canada-Chile, Canada-Colombia, Canada-Panama, Canada-Peru
Comprehensive Land Claim Agreement Applies:	No	Number of Contracts:	1

Requirement Details

Tendering Procedure: Selective Tendering

This requirement is open only to those TBIPS Supply Arrangement Holders who qualified under Tier 1 for services in the National Capital Region for the following category:

One (1) Level 3 – Systems Administrator

The following SA Holders have been invited to submit a proposal:

1. Accenture Inc.
2. Atlantic Geomatics Research Inc.
3. Brascoupe Professional Services Inc and Altis Human Resources Inc, in joint venture
4. CompuAids Inc. o/a Enterprise Systems and Solutions Group
5. Coradix Technology Consulting Inc.
6. Excel Human Resources Inc.
7. IBM Canada Ltd.
8. Integra Networks Corporation
9. Lumina IT Inc.
10. Nova Networks Inc.
11. Portage Personnel Inc.
12. Randstad Interim Incorporated
13. S.I. Systems Ltd.
14. Sierra Systems Group Inc.
15. TeraMach Technologies Inc.
16. The Aim Group Inc.
17. TPG Technology Consulting Ltd.
18. Veritaaq Technology House Inc.

1. MANDATE

Industry Canada (IC) works with Canadians in all areas of the economy and in all parts of the country to improve conditions for investment, enhance Canada's innovation performance, increase Canada's share of global trade and build a fair, efficient and competitive marketplace. This includes managing Canada's airwaves and overseeing its bankruptcy, incorporation, intellectual property and measurement systems; providing financing and industry research tools to help businesses develop, import and export; encouraging scientific research; and protecting and promoting the interests of Canadian consumers.

2. ORGANIZATION

The mandate of the Chief Information Office (CIO) of Industry Canada is to maximize Industry Canada's business performance through modern and progressive management of information technology (IT) services, policies, and resources. The CIO Branch is specifically responsible for:

- Establishing IT strategies and policies that support the overall mandate of the Department and are consistent with established funding envelopes;
- Aligning IT resources with departmental priorities and IT plans through a practical governance structure;
- Providing high-quality, affordable IT services to departmental business partners;
- Providing high-quality and responsive support to departmental IT users; and
- Establishing department-wide technology standards and architecture to maximize opportunities for horizontal investments in IT across the department.

The Business Services Branch (BSB) is responsible for the development of solutions and applications, enterprise solutions, IT modernization as well as the maintenance of existing systems to support Industry Canada enterprise and business units. Services are delivered through four organizational directorates:

- Business Solutions
- Enterprise Solutions
- IT Modernization
- SITT & CIPO Development and Support

3. PROJECT REQUIREMENTS/OBJECTIVES

The Business Solutions Branch (BSB) of the Chief Information Office, a sector within the federal department of Industry Canada (IC) requires resource based professional services of one (1) Systems Administrator to work under the SITT & CIPO Development and Support Directorate.

4. SCOPE OF WORK / KEY ACTIVITIES

Tasks to be performed are centered on server application support of multi-platform projects, and operational activities for CIPO business lines within the Industry Canada, working with the Chief Information Office (CIO) branches and Shared Service Canada (SSC) offerings.

4.1 Tasks

The scope of work for the Senior Systems Administrator includes, but is not limited to the following:

- Provide AIX, WebSphere, and search engine expertise;
- Support and troubleshoot AIX networking services and protocols;
- Installing, configuring and maintaining IBM AIX on P series servers;

- Provide application support, set up and configuration for in-house built applications or COTS residing on AIX servers;
- Perform patch management for operating systems, software and security (AIX, Linux, Windows);
- Troubleshoot hardware and operating system related issues;
- Provide COBOL system support expertise
- Write and maintain batch jobs on an AIX platform;
- Configure and support LPARs;
- Configure and administer storage array based SAN environments;
- Work and collaborate with Business Analysts, Project Managers, Developers, and clients/stakeholders to maintain and improve software performance;
- Apply problem solving skills to troubleshoot and resolve technical problems on the AIX server environment;
- Maintaining file systems by checking and repairing file systems and monitoring file system usage;
- Provide customer interface to ensure requested changes are implemented;
- Setup and configure servers and client installations;
- Install, monitor, upgrade and maintain operating systems;
- Install, monitor, upgrade and maintain hardware and software;
- Troubleshoot network connectivity;
- Apply problem solving skills to troubleshoot and resolve technical problems;
- Ensure timely and reliable system administration procedures, such as backup and/or recovery;
- Monitor and analyze system performance and recommend improvements;
- Assess performance data and determine system bottlenecks;
- Monitor computer workload trends and make adjustments to ensure optimum utilization of computer resources;
- Conduct capacity planning and fine tune system for optimal performance; and
- Provide updates/status reporting to project team management as required.

5. MANAGEMENT OF PROJECT

This resource reports to the Manager, SITT and CIPO Development and Support Directorate responsible managing the IT components in support of the on-going maintenance of CIPO applications.

6. WORK LOCATION

The contractor will carry out the work on Industry Canada premises located at 235 Queen Street, Ottawa, Ontario.

Security Requirement: PWGSC FILE # Common PS SRCL #4 applies

Minimum Corporate Security Required: FSC - Reliability

Minimum Resource Security Required: Reliability

Contract Authority:

Name: Stephanie Cleroux

Phone Number: 343-291-1358

Email Address: stephanie.cleroux2@canada.ca

Inquiries

Inquiries regarding this RFP requirement must be submitted to the Contracting Authority named above. Request for Proposal (RFP) documents will be e-mailed directly from the Contracting Authority to the Qualified Supply Arrangement Holders who are being invited to bid on this requirement. BIDDERS ARE ADVISED THAT "BUYANDSELL.GC.CA" IS NOT RESPONSIBLE FOR THE DISTRIBUTION OF SOLICITATION DOCUMENTS. The Crown retains the right to negotiate with any supplier on any procurement. Documents may be submitted in either official language.

NOTE: Task-Based Informatics Professional Services (TBIPS) Method of Supply is refreshed three (3) times per year. If you wish to find out how you can be a "Qualified SA Holder", please contact RCNMDAI.-NCRIMOS@pwgsc.gc.ca