

Solicitation No. – N° de l'invitation
W8485-163193/A

Amd. No – N° de la modif.

Buyer ID – Id de l'acheteur
619ZM

Client Ref. No. – N° de réf. De client
W8485-163193

File No. – N° du dossier
619ZM.W8485-163193

CCC No./ N° CCC – FMS No/ N° VME

STREAM 2 - ATTACHMENT 4.2 POINT-RATED TECHNICAL CRITERIA

The Bidder's Proposed Resources – Work Package #1: In-Service Support and Development Services

Applicable to Work Package #1 only: The Bidder must propose a team ten resources.

Resource #1: B1 Business Analyst, Level 3 (Aircraft Maintenance).

RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale
RT1	Experience of the proposed Business Analyst beyond the six mandatory applications listed below: <ul style="list-style-type: none"> a. SAPGUI Plant Maintenance (PM) b. SAPGUI Material Management (MM) c. SAP Production (backend) d. SAP Mobile Defence Solution (MDS) e. SAPGUI Portal 2.0 f. SAP Training Clients (i.e. Gold, MAF) g. SAP Testing Environments (i.e. MBQ) h. DOORS i. SAP Solution Manager j. SAP Business Intelligence (BI) k. UPerform 	5	7 applications = 1 point 8 applications = 2 points 9 applications = 3 points 10 applications = 4 points 11 applications = 5 points
RT2	Experience of the proposed Business Analyst in leading a team in an aircraft maintenance organization beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points
RT3	Experience of the proposed Business Analyst in supporting and monitoring improvements to IT applications and related RCAF business processes beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points
RT4	Experience of the proposed Business Analyst in supporting integrated SAP testing beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points
RT5	Experience of the proposed Business Analyst in working with documentation for aerospace Electronic Record	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points

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	Keeping Systems (ERKSs); testing beyond the 36 months mandatory experience.			60+ months = 4 points	
RT6	Experience of the proposed Business Analyst in providing training and coaching support in an aircraft maintenance role either to individuals, or to groups beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT7	Experience of the proposed Business Analyst in assisting and providing SAP support to Aerospace ERKS users beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
Total			29		
Minimum Threshold Score to be Responsive (50%)			15		

Resources #2 – B1 Business Analyst, Level 2, (Aircraft Maintenance) Positions B-G.			
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale
RT8	Experience of the proposed Business Analyst beyond the four mandatory applications listed below: <ul style="list-style-type: none"> a. SAPGUI Plant Maintenance (PM) b. SAPGUI Material Management (MM) c. SAP Production (backend) d. SAP Mobile Defence Solution (MDS) e. SAPGUI Portal 2.0 f. SAP Training Clients (i.e. Gold, MAF) g. SAP Testing Environments (i.e. MBQ) h. DOORS i. SAP Solution Manager j. SAP Business Intelligence (BI) k. UPerform 	7	5 applications = 1 points 6 applications = 2 points 7 applications = 3 points 8 applications = 4 points 9 applications = 5 points 10 applications = 6 points 11 applications = 7 points
RT9	Experience of the proposed Business Analyst in work experience in an aircraft maintenance organization beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points

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RT10	Experience of the proposed Business Analyst in supporting and monitoring improvements to IT applications and related RCAF business processes beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT11	Experience of the proposed Business Analyst in supporting integrated SAP testing beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT12	Experience of the proposed Business Analyst in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); testing beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT13	Experience of the proposed Business Analyst in providing training and coaching support in an aircraft maintenance role either to individuals, or to groups beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT14	Experience of the proposed Business Analyst in assisting and providing SAP support to Aerospace ERKS users beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
Total		31			
Minimum Threshold Score to be Responsive (50%)		16			

Resources #3 – B1 Business Analyst, Level 2, (Aircraft Maintenance) Positions B-G.			
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale
RT15	Experience of the proposed Business Analyst beyond the four mandatory applications listed below: <ul style="list-style-type: none"> a. SAPGUI Plant Maintenance (PM) b. SAPGUI Material Management (MM) c. SAP Production (backend) d. SAP Mobile Defence Solution (MDS) e. SAPGUI Portal 2.0 	7	5 applications = 1 points 6 applications = 2 points 7 applications = 3 points 8 applications = 4 points 9 applications = 5 points 10 applications = 6 points 11 applications = 7 points

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	<ul style="list-style-type: none"> f. SAP Training Clients (i.e. Gold, MAF) g. SAP Testing Environments (i.e. MBQ) h. DOORS i. SAP Solution Manager j. SAP Business Intelligence (BI) k. UPerform 				
RT16	Experience of the proposed Business Analyst in work experience in an aircraft maintenance organization beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT17	Experience of the proposed Business Analyst in supporting and monitoring improvements to IT applications and related RCAF business processes beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT18	Experience of the proposed Business Analyst in supporting integrated SAP testing beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT19	Experience of the proposed Business Analyst in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); testing beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT20	Experience of the proposed Business Analyst in providing training and coaching support in an aircraft maintenance role either to individuals, or to groups beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT21	Experience of the proposed Business Analyst in assisting and providing SAP support to Aerospace ERKS users beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
Total		31			
Minimum Threshold Score to be Responsive (50%)		16			

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Resources #4 – B1 Business Analyst, Level 2, (Aircraft Maintenance) Positions B-G.

RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale
RT22	Experience of the proposed Business Analyst beyond the four mandatory applications listed below: <ul style="list-style-type: none"> a. SAPGUI Plant Maintenance (PM) b. SAPGUI Material Management (MM) c. SAP Production (backend) d. SAP Mobile Defence Solution (MDS) e. SAPGUI Portal 2.0 f. SAP Training Clients (i.e. Gold, MAF) g. SAP Testing Environments (i.e. MBQ) h. DOORS i. SAP Solution Manager j. SAP Business Intelligence (BI) k. UPerform 	7	5 applications = 1 points 6 applications = 2 points 7 applications = 3 points 8 applications = 4 points 9 applications = 5 points 10 applications = 6 points 11 applications = 7 points
RT23	Experience of the proposed Business Analyst in work experience in an aircraft maintenance organization beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points
RT24	Experience of the proposed Business Analyst in supporting and monitoring improvements to IT applications and related RCAF business processes beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points
RT25	Experience of the proposed Business Analyst in supporting integrated SAP testing beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points
RT26	Experience of the proposed Business Analyst in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); testing beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points
RT27	Experience of the proposed Business Analyst in providing training and coaching support in an	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points

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	aircraft maintenance role either to individuals, or to groups beyond the 36 months mandatory experience.			60+ months = 4 points	
RT28	Experience of the proposed Business Analyst in assisting and providing SAP support to Aerospace ERKS users beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
Total			31		
Minimum Threshold Score to be Responsive (50%)			16		

Resources #5 – B1 Business Analyst, Level 2, (Aircraft Maintenance) Positions B-G.			
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale
RT29	Experience of the proposed Business Analyst beyond the four mandatory applications listed below: <ul style="list-style-type: none"> a. SAPGUI Plant Maintenance (PM) b. SAPGUI Material Management (MM) c. SAP Production (backend) d. SAP Mobile Defence Solution (MDS) e. SAPGUI Portal 2.0 f. SAP Training Clients (i.e. Gold, MAF) g. SAP Testing Environments (i.e. MBQ) h. DOORS i. SAP Solution Manager j. SAP Business Intelligence (BI) k. UPerform 	7	5 applications = 1 point 6 applications = 2 points 7 applications = 3 points 8 applications = 4 points 9 applications = 5 points 10 applications = 6 points 11 applications = 7 points
RT30	Experience of the proposed Business Analyst in work experience in an aircraft maintenance organization beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points
RT31	Experience of the proposed Business Analyst in supporting and monitoring improvements to IT applications and related RCAF business processes beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points

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RT32	Experience of the proposed Business Analyst in supporting integrated SAP testing beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points		
RT33	Experience of the proposed Business Analyst in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); testing beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points		
RT34	Experience of the proposed Business Analyst in providing training and coaching support in an aircraft maintenance role either to individuals, or to groups beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points		
RT35	Experience of the proposed Business Analyst in assisting and providing SAP support to Aerospace ERKS users beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points		
Total		31			
Minimum Threshold Score to be Responsive (50%)		16			

Resources #6 – B1 Business Analyst, Level 2, (Aircraft Maintenance) Positions B-G.			
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale
RT36	Experience of the proposed Business Analyst beyond the four mandatory applications listed below: <ul style="list-style-type: none"> a. SAPGUI Plant Maintenance (PM) b. SAPGUI Material Management (MM) c. SAP Production (backend) d. SAP Mobile Defence Solution (MDS) e. SAPGUI Portal 2.0 f. SAP Training Clients (i.e. Gold, MAF) g. SAP Testing Environments (i.e. MBQ) h. DOORS i. SAP Solution Manager j. SAP Business Intelligence (BI) 	7	5 applications = 1 points 6 applications = 2 points 7 applications = 3 points 8 applications = 4 points 9 applications = 5 points 10 applications = 6 points 11 applications = 7 points

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	k. UPerform				
RT37	Experience of the proposed Business Analyst in work experience in an aircraft maintenance organization beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT38	Experience of the proposed Business Analyst in supporting and monitoring improvements to IT applications and related RCAF business processes beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT39	Experience of the proposed Business Analyst in supporting integrated SAP testing beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT40	Experience of the proposed Business Analyst in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); testing beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT41	Experience of the proposed Business Analyst in providing training and coaching support in an aircraft maintenance role either to individuals, or to groups beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT42	Experience of the proposed Business Analyst in assisting and providing SAP support to Aerospace ERKS users beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
Total		31			
Minimum Threshold Score to be Responsive (50%)		16			

Resources #7 – B1 Business Analyst, Level 2, (Aircraft Maintenance) Positions B-G.			
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale
RT43	Experience of the proposed Business Analyst beyond the four mandatory applications listed below:	7	5 applications = 1 points 6 applications = 2 points 7 applications = 3 points 8 applications = 4 points

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	<ul style="list-style-type: none"> a. SAPGUI Plant Maintenance (PM) b. SAPGUI Material Management (MM) c. SAP Production (backend) d. SAP Mobile Defence Solution (MDS) e. SAPGUI Portal 2.0 f. SAP Training Clients (i.e. Gold, MAF) g. SAP Testing Environments (i.e. MBQ) h. DOORS i. SAP Solution Manager j. SAP Business Intelligence (BI) k. UPerform 			9 applications = 5 points 10 applications = 6 points 11 applications = 7 points	
RT44	Experience of the proposed Business Analyst in work experience in an aircraft maintenance organization beyond the 36 months mandatory experience.		4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT45	Experience of the proposed Business Analyst in supporting and monitoring improvements to IT applications and related RCAF business processes beyond the 36 months mandatory experience.		4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT46	Experience of the proposed Business Analyst in supporting integrated SAP testing beyond the 36 months mandatory experience.		4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT47	Experience of the proposed Business Analyst in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); testing beyond the 36 months mandatory experience.		4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT48	Experience of the proposed Business Analyst in providing training and coaching support in an aircraft maintenance role either to individuals, or to groups beyond the 36 months mandatory experience.		4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT49	Experience of the proposed Business Analyst in assisting and providing SAP support to Aerospace		4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	

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ERKS users beyond the 36 months mandatory experience.		
Total	31	
Minimum Threshold Score to be Responsive (50%)	16	

Resource #8 – B1 Business Analyst, Level 2, (Material Management).

RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale
RT50	Experience of the proposed Business Analyst beyond the four mandatory applications listed below: <ul style="list-style-type: none"> a. SAPGUI Plant Maintenance (PM) b. SAPGUI Material Management (MM) c. SAP Production (backend) d. SAP Mobile Defence Solution (MDS) e. SAPGUI Portal 2.0 f. SAP Training Clients (i.e. Gold, MAF) g. SAP Testing Environments (i.e. MBQ) h. DOORS i. SAP Solution Manager j. SAP Business Intelligence (BI) k. UPerform 	7	5 applications = 1 point 6 applications = 2 points 7 applications = 3 points 8 applications = 4 points 9 applications = 5 points 10 applications = 6 points 11 applications = 7 points
RT51	Experience of the proposed Business Analyst with the SAPGUI Material Management (MM) application beyond 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points
RT52	Experience of the proposed Business Analyst in supply chain and sparing systems with an aerospace supply organization(s) beyond 48 months mandatory experience.	4	49-60 months = 1 point 61-72 months = 2 points 73-84 months = 3 points 85-96 months = 4 points
RT53	Experience of the proposed Business Analyst in supporting and monitoring improvements to IT applications and related RCAF business processes beyond 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points

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RT54	Experience of the proposed Business Analyst in supporting integrated SAP testing; specifically writing test scripts, modifying test scripts, running tests, resolving related test issues, and generating test reports beyond 24 months mandatory experience.	4		25-36 months = 1 point 37-48 months = 2 points 48-60 months = 3 points 60+ months = 4 points	
RT55	Experience of the proposed Business Analyst in developing documentation in support of supply and aerospace ERKs; specifically updating, creating and reviewing work procedures, and associated work flow diagrams beyond 24 months mandatory experience.	4		25-36 months = 1 point 37-48 months = 2 points 48-60 months = 3 points 60+ months = 4 points	
RT56	Experience of the proposed Business Analyst in providing training and coaching support in a materiel management role either to individuals, or to groups beyond 24 months mandatory experience.	4		25-36 months = 1 point 37-48 months = 2 points 48-60 months = 3 points 60+ months = 4 points	
RT57	Experience of the proposed Business Analyst in assisting and providing SAP support to MM users with selected departmental methodologies beyond 24 months mandatory experience.	4		25-36 months = 1 point 37-48 months = 2 points 48-60 months = 3 points 60+ months = 4 points	
Total		35			
Minimum Threshold Score to be Responsive (50%)		18			

Resource #9 – B14 Technical Writer, Level 2, Position I.			
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale
RT58	Experience of the proposed Technical Writer in English Language beyond 60 months mandatory experience.	4	61- 72 months = 1 point 73- 84 months = 2 points 85- 96 months = 3 points 97- 108 months = 4 points
RT59	Experience of the proposed Technical Writer in an aircraft maintenance organization beyond 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points
RT60	Experience of the proposed Technical Writer in working with documentation for aerospace	4	61- 72 months = 1 point 73- 84 months = 2 points 85- 96 months = 3 points

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	Electronic Record Keeping Systems (ERKSs); specifically updating, creating and reviewing work procedures, and associated work flow diagrams beyond 60 months mandatory experience.			97- 108 months = 4 points	
Total			12		
Minimum Threshold Score to be Responsive (50%)			6		

Resource #10 – B10 Help Desk Specialist, Level 2.			
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale
RT61	Experience of the proposed Help Desk Specialist beyond the four mandatory applications listed below: <ul style="list-style-type: none"> a. SAPGUI Plant Maintenance (PM) b. SAPGUI Material Management (MM) c. SAP Production (backend) d. SAP Mobile Defence Solution (MDS) e. SAPGUI Portal 2.0 f. SAP Training Clients (i.e. Gold, MAF) g. SAP Testing Environments (i.e. MBQ) h. DOORS i. SAP Solution Manager j. SAP Business Intelligence (BI) k. UPerform 	7	5 applications = 1 point 6 applications = 2 points 7 applications = 3 points 8 applications = 4 points 9 applications = 5 points 10 applications = 6 points 11 applications = 7 points
RT62	Experience of the proposed Help Desk Specialist in an aircraft maintenance organization beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points
RT63	Experience of the proposed Help Desk Specialist in managing, tracking and reporting trends on incident reports beyond the 36 months mandatory experience.	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points
RT64	Experience of the proposed Help Desk Specialist in assisting aerospace ERKS users with SAP applications and resolving user	4	37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points

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	issues beyond the 36 months mandatory experience.				
RT65	Experience of the proposed Help Desk Specialist in performing initial problem analysis and triaging problems to other appropriate staff when appropriate beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
RT66	Experience of the proposed Help Desk Specialist in liaising with aerospace ERKS users and technical staff to communicate the status of problem resolution to users including logging and tracking requests for assistance beyond the 36 months mandatory experience.	4		37-44 months = 1 point 45-50 months = 2 points 51-59 months = 3 points 60+ months = 4 points	
Total		27			
Minimum Threshold Score to be Responsive (50%)		14			