

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 4.1 MANDATORY TECHNICAL CRITERIA

<i>Corporate Mandatory Criteria</i>			
MT#	Mandatory Technical Criteria	Bidder Substantiation	Reference to additional Substantiating Materials included in Bid
MT1	<p>The Bidder must have been awarded at least two Information Management, Information Technology (IM/IT) Contracts, of which at least one was for a Government (Federal, Provincial, Municipal, Crown Corporation) Client.</p> <p>Each single contract identified must:</p> <ul style="list-style-type: none">a) Have a Contract value of at least \$2,000,000 (including Applicable Taxes);b) Have been awarded a Contract of at least two (2) years prior to the closing date of this solicitation and no later than ten (10) years from the closing date of this solicitation; andc) Have a duration of at least two (2) years within the past ten (10) years. <p>Bidders are reminded that a Supply Arrangement or Standing Offer is not a contract and therefore any reference to this type of document will not be accepted for the purpose of evaluating contract experience. For example if the Bidder references it's TBIPS SA number such as EN578-055605/XXX/EL for the purpose of demonstrating experience under the evaluation criteria, Canada will disregard this experience because it does not relate to a specific contract.</p>		

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

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

Resource #1: B1 Business Analyst, Level 3 (Aircraft Maintenance) – Annex A, Statement of Work, Section 5.1 (Location: Trenton, Ontario)

MT#	Mandatory Technical Criteria	Bidder Substantiation	Reference to additional Substantiating Materials and Proof of certification included in Bid
MT2	<p>The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months with at least six of the eleven applications listed below:</p> <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 <p>Experience may be gained concurrently.</p>		<p>This must be demonstrated by providing the following information, at a minimum:</p> <p>Name of individual; Confirmation of courses taken; Confirmation of work related experience.</p>
MT3	The Bidder’s proposed resource must possess a minimum of 120 months of demonstrated work experience as a Business Analyst.		
MT4	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated work experience leading a team in an aircraft maintenance organization.		

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MT5	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience in the last 60 months in supporting and monitoring improvements to IT applications and related RCAF business processes.		
MT6	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in supporting integrated SAP testing; specifically writing test scripts, modifying test scripts, running tests, resolving related test issues, and generating test reports.		
MT7	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); specifically, updating, creating and reviewing work flow procedures, and associated work flow diagrams		
MT8	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in providing training and coaching support in an aircraft maintenance role either to individuals, or to groups.		
MT9	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in assisting and providing SAP support to Aerospace ERKS users with selected departmental methodologies. <i>Note: SAP support is defined as providing support to users by telephone, email, and individual one-on-one assistance which could include travelling to other on-site locations.</i>		

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Resource #2 – B1 Business Analyst, Level 2, (Aircraft Maintenance) Positions B-G: Annex A, Statement of Work, Section 5.2 (Location: Trenton, Ontario)

MT#	Mandatory Technical Criteria	Bidder Substantiation	Reference to additional Substantiating Materials and Proof of certification included in Bid
MT10	<p>The Bidder’s proposed resources must possess a minimum of 36 months of demonstrated experience within the last 60 months with any four of the applications listed below; all of the eleven applications “a to k” must be covered between the six resources.</p> <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 <p>Experience may be gained concurrently.</p>		
MT11	The Bidder’s proposed resource must possess a minimum of 60 months of demonstrated work experience as a Business Analyst.		
MT12	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated work experience in an aircraft maintenance organization		
MT13	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience in the last 60 months in supporting and monitoring improvements to IT		

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	applications and related RCAF business processes.		
MT14	The Bidder's proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in supporting integrated SAP testing; specifically writing test scripts, modifying test scripts, running tests, resolving related test issues, and generating test reports.		
MT15	The Bidder's proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); specifically updating, creating and reviewing work procedures, and associated work flow diagrams.		
MT16	The Bidder's proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in providing training and coaching support in an aircraft maintenance role either to individuals, or to groups.		
MT17	The Bidder's proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in assisting and providing SAP support to aerospace ERKS users with selected departmental methodologies. <i>Note: SAP support is defined as providing support to users by telephone, email, and individual one-on-one assistance which could include travelling to other on-site locations.</i>		

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Resource #3 – B1 Business Analyst, Level 2, (Aircraft Maintenance) Positions B-G: Annex A, Statement of Work, Section 5.2 (Location: Trenton, Ontario)			
MT#	Mandatory Technical Criteria	Bidder Substantiation	Reference to additional Substantiating Materials and Proof of certification included in Bid
MT18	<p>The Bidder’s proposed resources must possess a minimum of 36 months of demonstrated experience within the last 60 months with any four of the applications listed below; all of the eleven applications “a to k” must be covered between the six resources.</p> <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 <p>Experience may be gained concurrently.</p>		
MT19	The Bidder’s proposed resource must possess a minimum of 60 months of demonstrated work experience as a Business Analyst.		
MT20	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated work experience in an aircraft maintenance organization		
MT21	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience in the last 60 months in supporting		

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	and monitoring improvements to IT applications and related RCAF business processes.				
MT22	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in supporting integrated SAP testing; specifically writing test scripts, modifying test scripts, running tests, resolving related test issues, and generating test reports.				
MT23	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); specifically updating, creating and reviewing work procedures, and associated work flow diagrams.				
MT24	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in providing training and coaching support in an aircraft maintenance role either to individuals, or to groups.				
MT25	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in assisting and providing SAP support to aerospace ERKS users with selected departmental methodologies. <i>Note: SAP support is defined as providing support to users by telephone, email, and individual one-on-one assistance which could include travelling to other on-site locations.</i>				

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Resource #4 – B1 Business Analyst, Level 2, (Aircraft Maintenance) Positions B-G: Annex A, Statement of Work, Section 5.2 (Location: Trenton, Ontario)

MT#	Mandatory Technical Criteria	Bidder Substantiation	Reference to additional Substantiating Materials and Proof of certification included in Bid
MT26	<p>The Bidder’s proposed resources must possess a minimum of 36 months of demonstrated experience within the last 60 months with any four of the applications listed below; all of the eleven applications “a to k” must be covered between the six resources.</p> <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 2.0f. SAP Training Clients (i.e. Gold, MAF)g. SAP Testing Environments (i.e. MBQ)h. DOORSi. SAP Solution Managerj. SAP Business Intelligence (BI)k. UPerform <p>Experience may be gained concurrently.</p>		
MT27	<p>The Bidder’s proposed resource must possess a minimum of 60 months of demonstrated work experience as a Business Analyst.</p>		
MT28	<p>The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated work experience in an aircraft maintenance organization</p>		
MT29	<p>The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience in the last 60 months in supporting and monitoring improvements to IT</p>		

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	applications and related RCAF business processes.				
MT30	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in supporting integrated SAP testing; specifically writing test scripts, modifying test scripts, running tests, resolving related test issues, and generating test reports.				
MT31	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); specifically updating, creating and reviewing work procedures, and associated work flow diagrams.				
MT32	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in providing training and coaching support in an aircraft maintenance role either to individuals, or to groups.				
MT33	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in assisting and providing SAP support to aerospace ERKS users with selected departmental methodologies. <i>Note: SAP support is defined as providing support to users by telephone, email, and individual one-on-one assistance which could include travelling to other on-site locations.</i>				

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Resource #5 – B1 Business Analyst, Level 2, (Aircraft Maintenance) Positions B-G: Annex A, Statement of Work, Section 5.2 (Location: Trenton, Ontario)

MT#	Mandatory Technical Criteria	Bidder Substantiation	Reference to additional Substantiating Materials and Proof of certification included in Bid
MT34	<p>The Bidder’s proposed resources must possess a minimum of 36 months of demonstrated experience within the last 60 months with any four of the applications listed below; all of the eleven applications “a to k” must be covered between the six resources.</p> <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 <p>Experience may be gained concurrently.</p>		
MT35	The Bidder’s proposed resource must possess a minimum of 60 months of demonstrated work experience as a Business Analyst.		
MT36	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated work experience in an aircraft maintenance organization.		
MT37	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience in the last 60 months in supporting		

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	and monitoring improvements to IT applications and related RCAF business processes.		
MT38	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in supporting integrated SAP testing; specifically writing test scripts, modifying test scripts, running tests, resolving related test issues, and generating test reports.		
MT39	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); specifically updating, creating and reviewing work procedures, and associated work flow diagrams.		
MT40	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in providing training and coaching support in an aircraft maintenance role either to individuals, or to groups.		
MT41	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in assisting and providing SAP support to aerospace ERKS users with selected departmental methodologies. <i>Note: SAP support is defined as providing support to users by telephone, email, and individual one-on-one assistance which could include travelling to other on-site locations.</i>		

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Resource #6 – B1 Business Analyst, Level 2, (Aircraft Maintenance) Positions B-G: Annex A, Statement of Work, Section 5.2 (Location: Trenton, Ontario)

MT#	Mandatory Technical Criteria	Bidder Substantiation	Reference to additional Substantiating Materials and Proof of certification included in Bid
MT42	<p>The Bidder’s proposed resources must possess a minimum of 36 months of demonstrated experience within the last 60 months with any four of the applications listed below; all of the eleven applications “a to k” must be covered between the six resources.</p> <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 <p>Experience may be gained concurrently.</p>		
MT43	The Bidder’s proposed resource must possess a minimum of 60 months of demonstrated work experience as a Business Analyst.		
MT44	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated work experience in an aircraft maintenance organization.		
MT45	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience in the last 60 months in supporting		

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	and monitoring improvements to IT applications and related RCAF business processes.				
MT46	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in supporting integrated SAP testing; specifically writing test scripts, modifying test scripts, running tests, resolving related test issues, and generating test reports.				
MT47	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); specifically updating, creating and reviewing work procedures, and associated work flow diagrams.				
MT48	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in providing training and coaching support in an aircraft maintenance role either to individuals, or to groups.				
MT49	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in assisting and providing SAP support to aerospace ERKS users with selected departmental methodologies. <i>Note: SAP support is defined as providing support to users by telephone, email, and individual one-on-one assistance which could include travelling to other on-site locations.</i>				

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Resource #7 – B1 Business Analyst, Level 2, (Aircraft Maintenance) Positions B-G: Annex A, Statement of Work, Section 5.2 (Location: Trenton, Ontario)

MT#	Mandatory Technical Criteria	Bidder Substantiation	Reference to additional Substantiating Materials and Proof of certification included in Bid
MT50	<p>The Bidder’s proposed resources must possess a minimum of 36 months of demonstrated experience within the last 60 months with any four of the applications listed below; all of the eleven applications “a to k” must be covered between the six resources.</p> <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 <p>Experience may be gained concurrently.</p>		
MT51	The Bidder’s proposed resource must possess a minimum of 60 months of demonstrated work experience as a Business Analyst.		
MT52	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated work experience in an aircraft maintenance organization.		
MT53	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience in the last 60 months in supporting		

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	and monitoring improvements to IT applications and related RCAF business processes.				
MT54	The Bidder's proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in supporting integrated SAP testing; specifically writing test scripts, modifying test scripts, running tests, resolving related test issues, and generating test reports.				
MT55	The Bidder's proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); specifically updating, creating and reviewing work procedures, and associated work flow diagrams.				
MT56	The Bidder's proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in providing training and coaching support in an aircraft maintenance role either to individuals, or to groups.				
MT57	The Bidder's proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in assisting and providing SAP support to aerospace ERKS users with selected departmental methodologies. <i>Note: SAP support is defined as providing support to users by telephone, email, and individual one-on-one assistance which could include travelling to other on-site locations.</i>				

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Resource #8 – B1 Business Analyst, Level 2, (Material Management) – Annex A, Statement of Work, Section 5.3 (Location: Winnipeg, Manitoba)

MT#	Mandatory Technical Criteria	Bidder Substantiation	Reference to additional Substantiating Materials and Proof of certification included in Bid
MT58	<p>The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months with any four of the applications listed below :</p> <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 <p>Experience may be gained concurrently.</p>		
MT59	<p>The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months with the SAPGUI Material Management (MM) application.</p>		
MT60	<p>The Bidder’s proposed resource must possess a minimum of 48 months work experience in supply chain and sparing systems with an aerospace supply organization(s).</p>		
MT61	<p>The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience in the last 60 months in supporting and monitoring improvements to IT</p>		

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	applications and related RCAF business processes.				
MT62	The Bidder’s proposed resource must possess a minimum of 24 months of demonstrated experience within the last 60 months in supporting integrated SAP testing; specifically writing test scripts, modifying test scripts, running tests, resolving related test issues, and generating test reports.				
MT63	The Bidder’s proposed resource must possess a minimum of 24 months of demonstrated experience within the last 60 months in developing documentation in support of supply and aerospace ERKs; specifically updating, creating and reviewing work procedures, and associated work flow diagrams.				
MT64	The Bidder’s proposed resource must possess a minimum of 24 months of demonstrated experience within the last 60 months in providing training and coaching support in a materiel management role either to individuals, or to groups.				
MT65	The Bidder’s proposed resource must possess a minimum of 24 months of demonstrated experience within the last 60 months in assisting and providing SAP support to MM users with selected departmental methodologies. <i>Note: SAP support is defined as providing support to users by telephone, email, and individual one-on-one assistance which could include travelling to other on-site locations.</i>				

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Resource #9 – B14 Technical Writer, Level 2, Position I – Annex A, Statement of Work, Section 5.4 (Location: Trenton, Ontario)			
MT#	Mandatory Technical Criteria	Bidder Substantiation	Reference to additional Substantiating Materials and Proof of certification included in Bid
MT66	The Bidder’s proposed resource must possess a minimum of 60 months of demonstrated work experience as a Technical Writer in English Language.		
MT67	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated work experience in an aircraft maintenance organization.		
MT68	The Bidder’s proposed resource must possess a minimum of 60 months of demonstrated experience in working with documentation for aerospace Electronic Record Keeping Systems (ERKSs); specifically updating, creating and reviewing work procedures, and associated work flow diagrams.		

Resource #10 – B10 Help Desk Specialist, Level 2 – Annex A, Statement of Work, Section 5.5			
MT#	Mandatory Technical Criteria	Bidder Substantiation	Reference to additional Substantiating Materials and Proof of certification included in Bid
MT69	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months with any four of the 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) 		

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	<ul style="list-style-type: none"> 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 <p>Experience may be gained concurrently.</p>				
MT70	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated work experience in an aircraft maintenance organization.				
MT71	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in managing, tracking and reporting trends on incident reports.				
MT72	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in assisting aerospace ERKS users with SAP applications and resolving user issues.				
MT73	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months in performing initial problem analysis and triaging problems to other appropriate staff when appropriate.				
MT74	The Bidder’s proposed resource must possess a minimum of 36 months of demonstrated experience within the last 60 months 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.				