

Requirements Guide for ISS Program Management

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Expected content	Notes	
	Example 1	Example 2
Relevancy: -Scope -Scale -Naval setting -Bidder's role		
Complexity: Core systems: ·Main Propulsion ·Hull Systems ·EPG&D ·Auxiliary/Support ·Deck Systems ·HVAC/Refrigeration Specialized systems: ·Aircraft Support -RAS -High Voltage Electrical Propulsion ·C4ISR -Naval Weapon		

Requirements Guide for ISS Program Management

Criteria	Notes	
	Example 1	Example 2
<p>Range of Experience:</p> <ol style="list-style-type: none"> 1) Experience in Management of In Service Support Program, including support resources; 2) Planning and Scheduling of Maintenance; 3) Activities Management and Reporting; 4) Controlled Technology Access and Transfer (CTAT)/ International Traffic in Arms Regulations (ITAR) management and reporting; 5) Management of Performance Measurement; 6) Experience in Marine Engineering, 3D Modeling and TDP Management; 7) Regulatory compliance management (Quality Assurance, Environmental); and, 8) Financial stewardship demonstrating an affordable program showing cost and budget 		

Requirements Guide for ISS Program Management

Assessment Factor 2: **The bid identifies commitments by the bidders to make use of actions, processes, tools, techniques or other resources that would provide a tangible ability to achieve desired outcomes in the relevant sections of the AJISS PWS.**

Commitment	Desired Outcome Stated in PWS	Notes (Tangibility/Effect)

Requirements Guide for Engineering Support Services

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Expected content	Notes		
	Example 1	Example 2	Example 3
<p>Relevancy:</p> <ul style="list-style-type: none"> -Managing Obsolescence -Managing Engineering Changes - Marine Setting 			
<p>Complexity:</p> <p>Core systems:</p> <ul style="list-style-type: none"> ·Main Propulsion ·Hull Systems ·EPG&D ·Auxiliary/Support ·Deck Systems ·HVAC/Refrigeration <p>Specialized systems:</p> <ul style="list-style-type: none"> ·Aircraft Support -RAS -High Voltage Electrical Propulsion ·C4ISR -Naval Weapon 			

Requirements Guide for Engineering Support Services

Criteria	Notes		
	Example 1	Example 2	Example 3
<p>Range of Experience:</p> <ol style="list-style-type: none"> 1) Identify the EC by Ship name and client department 2) Identify the engineering system and subsystem changed; 3) Identify nature of the problem; 4) Process to come up with a solution (include a business case used to determine optimal solution); 5) Methodology and description of the EC review process; 6) Describe the level of effort, cost and outcomes; and, 7) Describe any issues arising, along with control and mitigation strategies. 			

Requirements Guide for Engineering Support Services

Assessment Factor 2: **The bid identifies commitments by the bidders to make use of actions, processes, tools, techniques or other resources that would provide a tangible ability to achieve desired outcomes in the relevant sections of the AJISS PWS.**

Commitment	Desired Outcome Stated in PWS	Notes (Tangibility/Effect)

Requirements Guide for Maintenance Support Services – Docking

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Expected content	Notes
<p>Relevancy:</p> <ul style="list-style-type: none"> -Managing Docking Work Period -Within last 12 years - Marine Vessel 	
<p>Complexity:</p> <p>Core systems:</p> <ul style="list-style-type: none"> ·Main Propulsion ·Hull Systems ·EPG&D ·Auxiliary/Support ·Deck Systems ·HVAC/Refrigeration <p>Specialized systems:</p> <ul style="list-style-type: none"> ·Aircraft Support -RAS -High Voltage Electrical Propulsion ·C4ISR -Naval Weapon 	

Requirements Guide for Maintenance Support Services – Docking

Criteria	Notes
<p>Range of Experience:</p> <ol style="list-style-type: none"> 1. Experience in Management of a Docking Work Period; 2. Describe Planning and Scheduling of DWP work, including an Integrated Master Schedule; 3. Describe Activities Management and Reporting; 4. Describe the level of effort, cost and outcomes; and 5. Describe any issues, arising along with control and mitigation strategies. 	

Requirements Guide for Maintenance Support Services – Docking

Assessment Factor 2: **The bid identifies commitments by the bidders to make use of actions, processes, tools, techniques or other resources that would provide a tangible ability to achieve desired outcomes in the relevant sections of the AJISS PWS.**

Commitment	Desired Outcome Stated in PWS	Notes (Tangibility/Effect)

Requirements Guide for Maintenance Support – PM/CM

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Expected content	Notes
<p>Relevancy:</p> <ul style="list-style-type: none"> -Corrective Maintenance -Preventative Maintenance - Marine Vessel -Platform Systems - Combat Systems 	
<p>Complexity:</p> <p>Core systems:</p> <ul style="list-style-type: none"> · Main Propulsion · Hull Systems · EPG&D · Auxiliary/Support · Deck Systems · HVAC/Refrigeration <p>Specialized systems:</p> <ul style="list-style-type: none"> · Aircraft Support -RAS -High Voltage Electrical Propulsion · C4ISR -Naval Weapon 	

Requirements Guide for Maintenance Support – PM/CM

Criteria	Notes
<p>Range of Experience:</p> <ol style="list-style-type: none"><li data-bbox="237 380 919 451">1. Experience in Management of PM and CM (include types of systems and when);<li data-bbox="237 565 919 669">2. Describe scope of work, planning and scheduling of the work and which systems with which you have experience;<li data-bbox="237 782 919 854">3. Describe PM/CM Activities Management and Reporting;<li data-bbox="237 967 919 1039">4. Describe the level of effort, cost and outcomes; and,<li data-bbox="237 1153 919 1224">5. Describe any issues, arising along with control and mitigation strategies	

Requirements Guide for Maintenance Support – PM/CM

Assessment Factor 2: **The bid identifies commitments by the bidders to make use of actions, processes, tools, techniques or other resources that would provide a tangible ability to achieve desired outcomes in the relevant sections of the AJISS PWS.**

Commitment	Desired Outcome Stated in PWS	Notes (Tangibility/Effect)

Requirements Guide for Materiel Support Services

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Expected content	Notes
<p>Relevancy:</p> <ul style="list-style-type: none"> -Spares and Asset Inventory Management - Materiel Management for Marine Vessels 	
<p>Complexity:</p> <p>Core systems:</p> <ul style="list-style-type: none"> ·Main Propulsion ·Hull Systems ·EPG&D ·Auxiliary/Support ·Deck Systems ·HVAC/Refrigeration <p>Specialized systems:</p> <ul style="list-style-type: none"> ·Aircraft Support -RAS -High Voltage Electrical Propulsion ·C4ISR -Naval Weapon 	

Requirements Guide for Materiel Support Services

Criteria	Notes
<p>Range of Experience:</p> <ol style="list-style-type: none"> 1. Experience in Management of sparing (includes types of marine systems supported, how many and when); 2. Describe experience, if any, for Initial Provisioning work; 3. Describe warehousing experience and outline the facilities used, if any, to conduct sparing and inventory control; 4. Describe experience accounting and reporting of spares including spares enterprise software; 5. Describe the Supply Chain Management Information System used; 6. Describe the inventory tracking, auditing and process controls used; 7. Describe the level of effort, cost and outcomes; and, 8. Describe any issues, arising along with control and mitigation strategies. 	

Requirements Guide for Materiel Support Services

Assessment Factor 2: **The bid identifies commitments by the bidders to make use of actions, processes, tools, techniques or other resources that would provide a tangible ability to achieve desired outcomes in the relevant sections of the AJISS PWS.**

Commitment	Desired Outcome Stated in PWS	Notes (Tangibility/Effect)

Requirements Guide for Information and Data Management

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Expected content	Notes
<p>Relevancy:</p> <p>- Integration and Handling of Information and Data Management.</p>	
Criteria	Notes
<p>Range of Experience:</p> <ol style="list-style-type: none"> 1. Experience in ERP & Integration: The bidder is to provide a minimum of one example demonstrating the integration of an IT Enterprise System between the Bidder and its Subcontractors or a Client for system to system Data Exchange, where no deliberate intervention is required as in a typical automated Business-to-Business (B2B) solution. 2. Experience in Data Management Environment (DME): The Bidder is to provide a minimum of one example demonstrating the development of a Common Source Data Base (CSDB) for Interactive Electronic Technical Manuals (IETM) using the S1000D specification. The evidence should demonstrate their ability to implement a complex functionality design including evidence of customer requirement analysis and incorporation in the IETM design. 	

Requirements Guide for Information and Data Management

- | | |
|--|--|
| <p>3. Experience in Collaborative Environment (CE): The Bidder is to provide a minimum of one example demonstrating the use of an internet web-based Collaborative Environment, hosted by the Bidder, that is used between the Bidder and its subcontractor or a Client to provide service delivery management.</p> <p>4. Experience in Cyber Security: The Bidder is to provide a minimum of one example demonstrating a structured System Security Engineering (SSE) process for a Government-to-Business (G2B) data solution to sustain a defence system.</p> | |
|--|--|

Requirements Guide for Information and Data Management

Assessment Factor 2: **The bid identifies commitments by the bidders to make use of actions, processes, tools, techniques or other resources that would provide a tangible ability to achieve desired outcomes in the relevant sections of the AJISS PWS.**

Commitment	Desired Outcome Stated in PWS	Notes (Tangibility/Effect)

Requirements Guide for Performance Measures

Assessment Factor 1: The bid suitably addresses all the Assessment Criteria.

Criteria	Notes
<p>Range of Experience:</p> <ol style="list-style-type: none"> 1. Demonstrated experience and example to develop and implement performance management and measurement methodologies for: (a) equipment and (b) support services; 2. Demonstrated experience and example to develop and implement performance management and measurement and their impact on business improvement, incentives and savings; 3. Demonstrated experience and example to develop and implement performance measurement system (PfMS) including electronic/automated data collection, analysis and reporting; 4. Demonstrated experience and example to align performance results to strategic objectives or critical success factors; 5. Demonstrated experience and example of actual performance measures that have been validated. Supporting experience could include tables, figures or graphical illustrations of results achieved over the past five (5) years. 	

Requirements Guide for Performance Measures

Criteria	Notes
<p>Quality of Experience:</p> <ol style="list-style-type: none"> 1. Define Performance Parameters for a performance based contract; 2. Method and tools for Performance Based approach; 3. How you ensure that you meet the performance metric your model uses; 4. How do you integrate performance metrics with data from the risk management and quality management; 5. How you collect performance data from multiple sub-contractors, and translate it into quantifiable metrics, identify areas of concern, and implement improvement plans at the sub-contractors level; 6. What is your maturity level with respect to Performance Management? 7. How your approach to performance measurement help you to: <ul style="list-style-type: none"> • Foster collaboration across customer stakeholders. • Create a superior customer experience. • Maximize the efficiency and quality of service delivery. • Effectively predict costs, schedules, and quality. • Enable proactive monitoring, trend analysis, and management 	

Requirements Guide for Performance Measures

Assessment Factor 2: **The bid identifies commitments by the bidders to make use of actions, processes, tools, techniques or other resources that would provide a tangible ability to achieve desired outcomes in the relevant sections of the AJISS PWS.**

Commitment	Desired Outcome Stated in PWS	Notes (Tangibility/Effect)

Requirements Guide for Preliminary Program Management Plan

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Expected content	Notes
<p>The Program Management Plan describes:</p> <ul style="list-style-type: none">- Concepts- Processes- Integration of how the Bidder will manage the AJISS program. <p>The submission includes:</p> <ul style="list-style-type: none">- Information and Data Management Plan- Performance Management Plan- Configuration Management Plan- Disposal Plan and Close-out Plan	

Requirements Guide for Preliminary Program Management Plan

Criteria	Notes
<p>The Plan addresses the following components:</p> <ul style="list-style-type: none"> a. Identify program, LCMM, and service delivery scope, constraints, assumptions, estimation budget control, and schedule; b. Identify the Contractor's organizational structure of key roles and responsibilities that are accountable for overall program management execution, service delivery management and delivery of the program; c. Provide an overview of the process for tracking and reporting progress; d. Provide an overview of the procurement process; e. Provide an overview of Subcontractor management; f. Identify key deliverables, significant milestones; g. Provide an overview of security management; h. Confirm Integrated Management system registration; i. Provide an overview of Naval Materiel Certification process; and j. Provide an overview on the process of how subcontractors will be selected to ensure best value for Canada. 	

Requirements Guide for Preliminary Program Management Plan

Assessment Factor 2: **The bid identifies commitments by the bidders to make use of actions, processes, tools, techniques or other resources that would provide a tangible ability to achieve desired outcomes in the relevant sections of the AJISS PWS.**

Commitment	Desired Outcome Stated in PWS	Notes (Tangibility/Effect)

Requirements Guide for Preliminary Start Up Plan

Assessment Factor 1: **The bid suitably addresses all the elements called for in the Assessment Criteria.**

Expected content	Notes
<p>Relevancy:</p> <ul style="list-style-type: none">- Plans to establish initial capability in preparation for delivery of the first AOPS vessel.- Activities necessary to ensure the Bidder would be ready in all respects for maintaining the first AOPS vessel and its associated equipment systems- Plan includes timeline and detailed descriptions of the organizational structures, resources, infrastructure and intended sub-contractors will be required.	

Requirements Guide for Preliminary Start Up Plan

Criteria	Notes
<p>The plan addresses the following:</p> <ul style="list-style-type: none">a. How the Contractor plans on Coordinating meetings with Canada during the Start-up phase; b. How the Contractor will establish various services required in the PWS including timelines when resources and infrastructure will be put in place; c. Timelines to establish the relationships with subcontractors; d. Processes for integrating shipbuild warranty work; e. Processes to verify and validate design intent of each ship; and f. Processes to verify the ILS deliverables for AOPS and JSS.	

Requirements Guide for Preliminary Start Up Plan

Assessment Factor 2: **The bid identifies commitments by the bidders to make use of actions, processes, tools, techniques or other resources that would provide a tangible ability to achieve desired outcomes in the relevant sections of the AJISS PWS.**

Commitment	Desired Outcome Stated in PWS	Notes (Tangibility/Effect)

Requirements Guide for Preliminary Transition Plan

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Expected content	Notes
<p>Relevancy:</p> <ul style="list-style-type: none">- How Bidder plans to move from end state of their Start-Up Plan to steady state AJISS operations. - Outline of Bidder's Plan to achieve ISS steady state for all AJISS Vessels - Plan includes a timeline and detailed descriptions of the organizational structures, resources, infrastructure, and methodology for assessment and selection of Steady State Phase sub-contractors will be required	

Requirements Guide for Preliminary Transition Plan

Criteria	Notes
<p>The plan describes the following:</p> <ul style="list-style-type: none"> a. How the Contractor will execute plans, processes, requirements and work during the Transition Phase; b. Detail how the Contractor plans to ramp up their capacity to support all AOPS and JSS on both coasts. The Transition Plan should highlight the sequencing, scalability, and geographical location for all support activities; c. Identification of Start-up and Transition Phases deficiencies, issues, gaps and make recommendations for their resolution; d. Coordination of meetings with Canada during the Transition phase; e. How the Contractor will establish various services required in the PWS including timelines when resources and infrastructure will be put in place and detail what access to Canada's facilities is required; f. How the Contractor will demonstrate its capability, capacity and support services to: <ul style="list-style-type: none"> i. support on both coasts the first ships delivered at the SRVP milestone; and ii. support all ships delivered on the East and West coasts at the SRVF milestone; and g. The methodology by which the Contractor will identify, assess and select subcontractors for Steady-State phase ISS operations. 	

Requirements Guide for Preliminary Transition Plan

Assessment Factor 2: **The bid identifies commitments by the bidders to make use of actions, processes, tools, techniques or other resources that would provide a tangible ability to achieve desired outcomes in the relevant sections of the AJISS PWS.**

Commitment	Desired Outcome Stated in PWS	Notes (Tangibility/Effect)

Requirements Guide for Preliminary Risk Management Plan

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Expected content	Notes
<p>Relevancy:</p> <ul style="list-style-type: none">- Outlines how the Bidder plans to manage risks - Outlines how the Bidder plans to ensure continued readiness to maintain the In-Service Support Program for AJISS Vessels. - The plan should include specific risks and mitigations identified within the start-up and transition phases.	

Requirements Guide for Preliminary Risk Management Plan

Criteria	Notes
<p>The plan:</p> <ul style="list-style-type: none"> a. provides the governance structure and concept of risk management by which risks and issues are dealt with and escalated to the appropriate decision level within a sufficient time to permit mitigation steps/actions; b. contains the Contractor's procedures for risk identification, analysis, trends, mitigation, contingencies, tracking and reporting all risk areas other than those that are LOW probability or LOW impact throughout the life of the contract; c. includes a Business Continuity section; d. provides for risk assessment alignment between Canada and the Contractor, as risks/issues have shared levels of ownership; e. identifies and describe risks as a function of probability and level of impact upon AJISS capability, cost, schedule, Value Proposition, Industrial Technological Benefits, environment, security, safety, law, and other outcomes as appropriate; f. identifies the triggers or necessary actions that would activate contingency plans and roles and responsibilities of the Contractor and Canada; g. includes a Risk Register as identified through subparagraph a; h. outlines risk management responsibilities between Canada and the Contractor; and i. includes a detailed process for changes to the Risk Management Plan to help manage risks to the Project, including actions for risk mitigation and controls. 	

Requirements Guide for Preliminary Risk Management Plan

Assessment Factor 2: **The bid identifies commitments by the bidders to make use of actions, processes, tools, techniques or other resources that would provide a tangible ability to achieve desired outcomes in the relevant sections of the AJISS PWS.**

Commitment	Desired Outcome Stated in PWS	Notes (Tangibility/Effect)

Requirements Guide for Preliminary Service Delivery Annual Operating Plan

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Expected content	Notes
<p>Relevancy:</p> <p>- Plan provides the methodology on how the Bidder will execute and complete the work of a four week AOPS Short Work Period.</p>	
Criteria	Notes
<p>The plan must describe the following elements for each coast:</p> <p>a. Responsibility Matrix of Level Two Maintenance for Hybrid Systems;</p> <p>b. Dates and duration of SWPs and DWPs;</p> <p>c. Significant in-service support activities such as major repairs, surveys, tests and trials;</p> <p>d. Planned level of effort for each SWP, DWP and other significant activities;</p>	

Requirements Guide for Preliminary Service Delivery Annual Operating Plan

<p>e. AOPS operations uptime/downtime;</p> <p>f. JSS operations uptime/downtime;</p> <p>g. SWP/DWP Level One, Two and Three Maintenance;</p> <p>h. Restricted Readiness Dates (Tiered Readiness Program);</p> <p>i. Underwater hull inspections; and</p> <p>j. Support to Classification Society inspection and surveys.</p>	
--	--

Requirements Guide for Preliminary Service Delivery Annual Operating Plan

Assessment Factor 2: **The bid identifies commitments by the bidders to make use of actions, processes, tools, techniques or other resources that would provide a tangible ability to achieve desired outcomes in the relevant sections of the AJISS PWS.**

Commitment	Desired Outcome Stated in PWS	Notes (Tangibility/Effect)

Requirement Guidance for Common Goals & Collaborative Behaviours

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Relationship Management Plan (RMP) – approach proposed for AJISS

Notes

How we will define goals in terms of mutual success

How we will work collaboratively to achieve the common goal

How we will be involved in each others' strategic planning

How we will ensure our strategic plans are aligned

How we will define and agree on behavioural standards

How relationship health and success are defined

How we will measure relationship health and success

How frequently will we assess relationship health and success

How will the assessment results be used to increase success

Requirement Guidance for Common Goals & Collaborative Behaviours

Bid response - experience implementing the proposed approach (3 page limit)

Notes

Experience defining goals in terms of mutual success

Experience working collaboratively to achieve common goals

Experience being involved in each others' strategic planning

Experience ensuring strategic plans are aligned

Benefits observed from achieving the common goal

Experience defining and agreeing on behavioural standards

How relationship health and success were defined

Experience measuring relationship health and success

Frequency of relationship health/success assessment

How the assessment results were used to increase success

Requirement Guidance for Common Goals & Collaborative Behaviours

General – RMP and bid response

Notes

Level of detail

Specific actions / tools / techniques / processes / resources
cited

Approach is/was collaborative

Approach is/was efficient (in terms of time, cost &
people)

Approach is/was viably replicable in AJISS context



Requirement Guidance for Common Goals & Collaborative Behaviours

Assessment Factor 2: **The bid demonstrates tangible benefits to achieving the desired relational outcomes.**

Tangible Benefit	Desired Relational Outcome (PWS or Relational Charter Reference)	Notes (Effect)

Requirement Guidance for Joint Governance

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Relationship Management Plan (RMP) – approach proposed for AJISS

Notes

How we will collaboratively establish performance objectives

How will executives champion collaborative behaviours

How will executives be involved and accessible

How to collaboratively prioritize / schedule /plan /monitor work

How will program leadership be provided collaboratively

How will program managers be involved and accessible

How will day-to-day work be managed collaboratively

How will day-to-day work be performed collaboratively

How will subcontractors input into governance

How will subcontractor work be performed collaboratively

How will subs be encouraged to behave collaboratively

--

Requirement Guidance for Joint Governance

Bid response - experience implementing the proposed approach (6 page limit)

Notes

Experience collaboratively establishing performance objectives

Experience with executives championing collaboration

Experience with executives being involved and accessible

Observed benefits of joint governance at executive-level

Experience collaboratively prioritizing/scheduling/monitoring work

Experience providing collaborative program leadership

Experience with program managers being involved/accessible

Observed benefits of joint governance at program-level

Experience with collaborative management of day-to-day work

Experience with collaborative performance of day-to-day work

Observed benefits of joint governance at project-level

Experience with subcontractors inputting into governance

Experience with subcontractors working collaboratively

Experience encouraging subcontractors to act

Requirement Guidance for Joint Governance

collaboratively

Observed benefits of collaborative subcontractor governance

--

General – RMP and bid response

Notes

Level of detail

Specific actions / tools / techniques / processes / resources cited

Approach is/was collaborative

Approach is/was efficient (in terms of time, cost & people)

Approach is/was viably replicable in AJISS context

--

Requirement Guidance for Joint Governance

Assessment Factor 2: **The bid demonstrates tangible benefits to achieving the desired relational outcomes.**

Tangible Benefit	Desired Relational Outcome (PWS or Relational Charter Reference)	Notes (Effect)

Requirement Guidance for Information Sharing

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Relationship Management Plan (RMP) – approach proposed for AJISS

Notes

Obtaining relevant technical/planning/financial info from DND

Information sharing is collaboratively planned

Information provision is open and accessible

Information provision is proactive and timely

Information provision enhances ISS' efficiency/effectiveness

Providing relevant technical/planning/financial info to DND

Information sharing is collaboratively planned

Information provision is open, accessible and user-friendly

Information provision is proactive, responsive and timely

Information provision enhances DND's insight & oversight

Requirement Guidance for Information Sharing

Bid response - experience implementing the proposed approach (3 page limit)

Notes

Experience getting technical/planning/financial info from client

Experience collaboratively planning information exchange

Experience providing info in an open and accessible manner

Experience providing info in proactive and timely manner

Observed benefits to ISS' efficiency/effectiveness from info

Experience giving technical/planning/financial info to the client

Experience collaboratively planning information exchange

Experience providing info in open/accessible/user-friendly way

Experience providing info in proactive/responsive/timely way

Observed benefits to client's insight & oversight

Requirement Guidance for Information Sharing

General – RMP and bid response

Notes

Level of detail

Specific actions / tools / techniques / processes / resources
cited

Approach is/was collaborative

Approach is/was efficient (in terms of time, cost &
people)

Approach is/was viably replicable in AJISS context

--

Requirement Guidance for Information Sharing

Assessment Factor 2: **The bid demonstrates tangible benefits to achieving the desired relational outcomes.**

Tangible Benefit	Desired Relational Outcome (PWS or Relational Charter Reference)	Notes (Effect)

Requirement Guidance for Collaborative Processes

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Relationship Management Plan (RMP) – approach proposed for AJISS

Notes

How will decision-making authority be delegated to lower levels

How will authorities be pre-defined/documentated collaboratively

How will initiative/risk-taking/tolerating failure be encouraged

How will decision-making processes be streamlined

How will risks be collaboratively/proactively identified/evaluated

How will risks be collaboratively prevented/mitigated

How will risk management processes be streamlined

How will issues be collaboratively/proactively identified/evaluated

How will issues be collaboratively prevented/resolved

How will issue management processes be streamlined

How will changes be assessed/implemented collaboratively

How will change management be informal/flexible/adaptable/timely

How will change management processes be streamlined

Empty rectangular box for notes.

Requirement Guidance for Collaborative Processes

How will disputes be identified/evaluated collaboratively

How will disputes be resolved
informally/personally/early/quickly

How will dispute resolution processes be streamlined

--

Bid response - experience implementing the proposed approach (2 examples of each; 6 page limit)

Experience delegating decision-making to lower levels

Experience pre-defining/documenting authorities collaboratively

Experience encouraging initiative/risk-taking/tolerating failure

Experience with streamlined processes for decision-making

Experience identifying/evaluating risks collaboratively/proactively

Experience collaboratively preventing/mitigating risks

Experience with streamlined processes for risk management

Experience identifying/evaluating issues collaboratively/proactively

Experience collaboratively preventing/resolving issues

Experience with streamlined processes for issue management

Notes

--

Requirement Guidance for Collaborative Processes

Experience assessing/implementing changes collaboratively

Experience effecting changes informally/flexibly/adaptably/timely

Experience with streamlined processes for change management

Experience identifying/evaluating disputes collaboratively

Experience resolving disputes informally/personally/early/quickly

Experience with streamlined processes for dispute resolution

General – RMP and bid response

Level of detail

Specific actions / tools / techniques / processes / resources cited

Approach is/was collaborative

Approach is/was efficient (in terms of time, cost & people)

Approach is/was viably replicable in AJISS context

Notes

Requirement Guidance for Collaborative Processes

Assessment Factor 2: **The bid demonstrates tangible benefits to achieving the desired relational outcomes.**

Tangible Benefit	Desired Relational Outcome (PWS or Relational Charter Reference)	Notes (Effect)

Requirement Guidance for Collaborative Processes

Assessment Factor 1: **The bid suitably addresses all the Assessment Criteria.**

Relationship Management Plan (RMP) – approach proposed for AJISS

Notes

How will innovation and continual improvement be promoted

How will innovation and continual improvement be managed

How will it be communicated to staff and championed by mgmt

How will innovation and continual improvement be rewarded

How will a culture of entrepreneurship/initiative be created

Empty rectangular box for notes.

Requirement Guidance for Collaborative Processes

Bid response - experience implementing the proposed approach (2 page limit)

Notes

Experience promoting innovation and continual improvement

Experience managing innovation and continual improvement

Experience communicating it to staff and mgmt championing it

Experience rewarding innovation and continual improvement

Experience creating a culture of entrepreneurship/initiative

Benefits observed from innovation and continual improvement

Example that increased performance without increasing cost

Example that decreased cost without decreasing performance

Requirement Guidance for Collaborative Processes

General – RMP and bid response

Notes

Level of detail

Specific actions / tools / techniques / processes / resources
cited

Approach is/was collaborative

Approach is/was efficient (in terms of time, cost &
people)

Approach is/was viably replicable in AJISS context

--

Requirement Guidance for Collaborative Processes

Assessment Factor 2: **The bid demonstrates tangible benefits to achieving the desired relational outcomes.**

Tangible Benefit	Desired Relational Outcome (PWS or Relational Charter Reference)	Notes (Effect)