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LETTER OF INTEREST

LETTRE D'INTÉRÊT

Comments - Commentaires

Vendor/Firm Name and Address

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Issuing Office - Bureau de distribution

Mainframe & Business Software Procurement Division /
Div des achats des ordi principaux et des logiciels de
gestion

11 Laurier St. / 11, rue Laurier

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Gatineau

Quebec

K1A 0S5

Title - Sujet RFI FOOD SERVICES NATIONAL POS	
Solicitation No. - N° de l'invitation W8484-188962/A	Date 2017-08-09
Client Reference No. - N° de référence du client W8484-188962	GETS Ref. No. - N° de réf. de SEAG PW-\$EEM-051-31714
File No. - N° de dossier 051eem.W8484-188962	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-09-18	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Lamoureux, Christine	Buyer Id - Id de l'acheteur 051eem
Telephone No. - N° de téléphone (873) 469-4662 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date



Destination Code - Code destinataire	Destination Address - Adresse de la destination	Invoice Code - Code bur.-comptable	Invoice Address - Adresse de facturation
D-1	Department of National Defence Attn: GA St-Cyr 1725 Woodward Drive OTTAWA, ONTARIO ON K2C 0P9 CANADA	W8484	DEPARTMENT OF NATIONAL DEFENCE 101 COLONEL BY DR. ATT: C. MUNRO DES PROC 4-2-6 OTTAWA Ontario K1A0K2 Canada



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM	Destination	Plant/Usine	Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	RFI early engagement	D - 1	W8484	1	LO	\$	XXXXXXXXXXXX		See Herein	

REQUEST FOR INFORMATION
Food Services National Point of Sale System

1. Summary

- 1.1 The Department of National Defence is seeking price and availability information from industry for the Canadian Armed Forces (CAF) National Point of Sale (POS) information technology (IT) solution system.
- 1.2 The documentation in this Request for Information (RFI) describes the high level technical specifications for the system.
- 1.3 This information is required to assist in the preparation of costing estimates and project approval documentation.
- 1.4 The information will be used for planning purposes only and there is no guarantee that the project will be approved or subsequent contracts awarded.

2. Background

CAF base locations need more functionality than a cash register from their POS. Specifically, they need the POS to help manage meal plans including, but not limited to, assignment of meal entitlements and performing meal entitlement verification control.

An analysis conducted by CAF Food Services has identified that there is no enterprise/consistency in the POS hardware components (for example, balance scales or card readers) in use from one base to another and at least fifty percent of the hardware components are due for refresh/replacement.

3. Purpose of the Request for Information

- 3.1 The purposes of this RFI is to communicate the Canadian Armed Forces (CAF) requirements and solicit information, feedback, availability data and pricing from Industry regarding the possible purchase of National Point of Sale (POS) information technology (IT) solution system. The information may be used to support the Government of Canada's decision-making process such as finalizing its requirements and determining its procurement strategy.
- 3.2 This is not a bid solicitation and no Contract will result directly from this RFI. Potential suppliers of any goods or services described in the RFI should neither reserve stock, facilities, nor allocate resources as a result of any information contained in this RFI.
- 3.3 Whether or not any potential supplier responds to this RFI will not preclude them from participating in any future procurement.
- 3.4 Partial responses will be accepted.

4. Project Scope

- 4.1 The high level technical specifications are attached as Annex A.
- 4.2 The technical specifications are provided to respondents purely for information purposes. Although they represent the best information currently available to CAF, Canada does not guarantee that the specifications are complete or free from error.

5. Security

- 5.1 Respondents are requested to indicate their ability, and that of any subcontractors, to accommodate personnel and facility security requirements, together with controlled goods restrictions (e.g. International Traffic Regulations (ITAR), export licenses). Respondents are to clearly identify any implications that may affect delivery of the proposed project in accordance with the Industrial Security Program of Public Services and Procurement Canada requirements.
- 5.2 In the event that this requirement leads to a funded Request for Proposal (RFP), any supplier bidding on that RFP may be subject to security requirements.

6. Requested Information

- 6.1 Based on the requirements detailed in this document, the RFI seeks potential suppliers to provide the following information:
 - 6.1.1 The respondent's interest and capability for the different aspects of the work described at Annex "A". Respondents are invited to provide their comments, concerns and pricing on the technical aspect, feasibility and reasonability of the requirement. Respondents should feel free to provide alternative recommendations where applicable. Respondents should explain their rationale for a change or addition to the requirement.
 - 6.1.2 In responding to this RFI, respondents should clearly identify all assumptions with clear explanations as to why those assumptions were made.
 - 6.1.3 A statement of the delivery capability. Indicate the best delivery schedule based on the work required for the POS information technology (IT) solution system. The respondents should highlight any critical areas that will impact the schedule either positively or negatively.
 - 6.1.4 Information on any controlled goods restrictions (e.g. International Traffic in Arms Regulations (ITAR), Controlled Goods Regulations), export licenses, security and 3rd party release implications that may affect delivery and constraints.
 - 6.1.5 Pricing estimates, prices should be in Canadian currency. This information will be used to establish cost estimates.
 - 6.1.6 Respondent point of contact for future communications.

7. Response format

- 7.1 Respondents to this RFI are requested to respond to questions in Annex "B – Questions to Industry" and to provide any other additional documentation to the Contracting Authority identified herein.

- 7.2 Respondents are requested to prepare their response using a numbering system corresponding to the one in Annex B - Questions to Industry and to repeat the question prior to their response in order to facilitate review.

8. Note to Respondents

- 8.1 This Request for Information (RFI) consists of draft Technical Specifications which are subject to change based on feedback/information provided by industry.
- 8.2 Potential respondents are advised that any information submitted to Canada in response to this RFI may be used by Canada in the development of a competitive Request for Proposal (RFP).
- 8.3 The issuance of this RFI does not create an obligation for Canada to issue a draft or final Request for Proposal, and does not bind Canada legally or otherwise, to enter into any agreement or to accept or reject any suggestions.
- 8.4 Canada assumes no responsibility or obligation with respect to the cost of preparing a response to this RFI.
- 8.5 Participation in this RFI is not a condition or prerequisite for participation in any subsequent draft or final Request for Proposal (RFP). As a result of this RFI there will be no short listing of firms for the purpose of undertaking future work.
- 8.6 Respondents to this RFI should clearly identify all submitted information as to whether or not it must be considered as confidential and/or proprietary. Information provided in response to this RFI will be divulged only to government officials authorized to participate in this pre-procurement activity. However, respondents must be aware that aspects of their response may be used as a basis for modifying the draft documents, as any future procurement for this requirement is prepared.
- 8.7 Canada reserves the right to meet with industry concerning the feedback, suggestions or alternative approaches related to the project scope.

9. Enquiries

- 9.1 All enquiries, clarification requests and other communications related to this RFI shall be directed in writing only to the Contracting Authority.
- 9.2 Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers.

10. Submission of Responses

- 10.1 Canada requests that respondents submit their responses by email to the Contracting Authority named below on or before the closing date and time indicated on the first page of the RFI.
- 10.2 Each respondent should ensure that the company name, the RFI number and the closing date appear in the email subject line.
- 10.3 Canada reserves the right to review responses received after the date specified on the front page of the RFI.

11. Contracting Authority

11.1 The Contracting Authority for this RFI is:

Name: Christine Lamoureux
E-mail Address: christine.lamoureux@pwgsc.gc.ca
Telephone: 873-469-4662

12. Attachments:

Annex A – High Level Technical Specifications
Annex B – Questions to Industry
Annex C – Glossary

ANNEX A
HIGH LEVEL TECHNICAL SPECIFICATIONS

SECTION I - BUSINESS NEEDS

Canadian Armed Forces (CAF) Food Services seeks to implement an information technology (IT) solution that will deliver the following business outcomes:

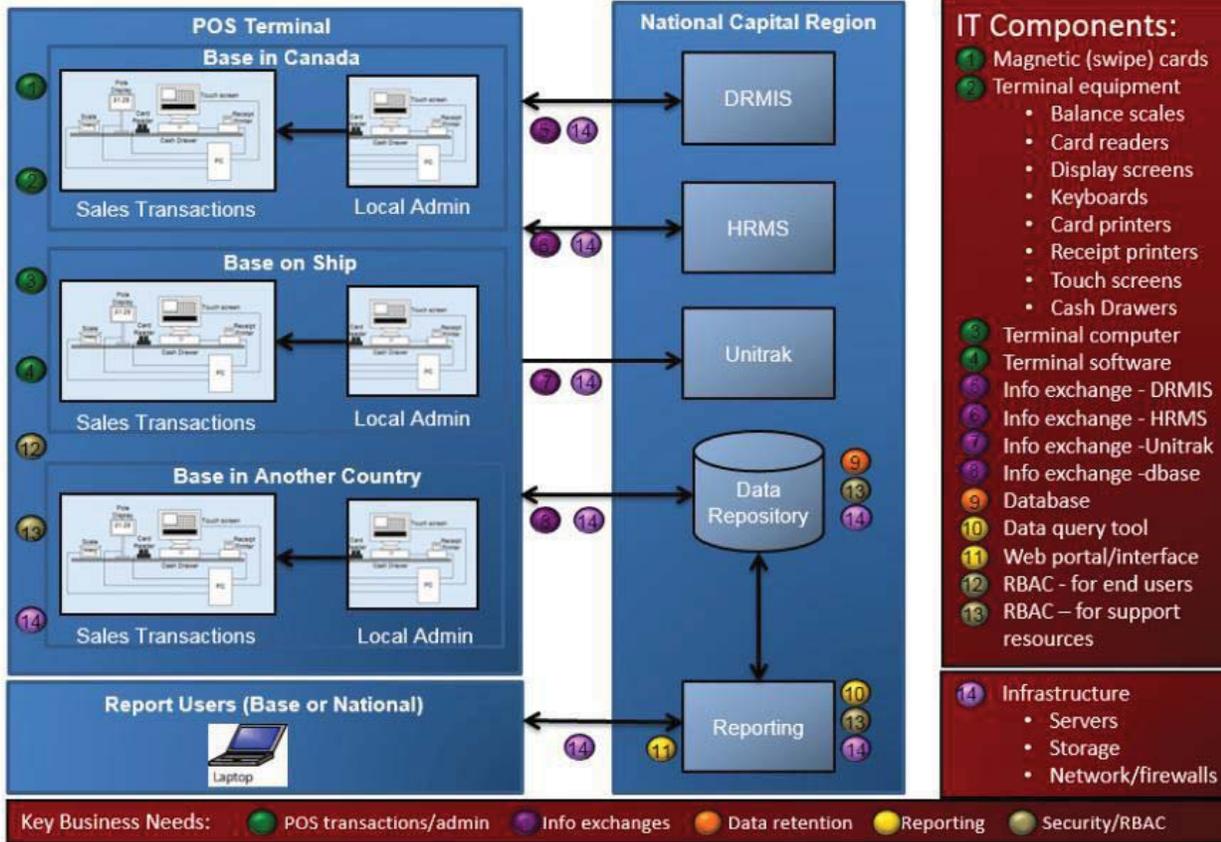
1. a standardized Point Of Sales (POS) across all CAF 30 food services locations for 71 kitchen facilities
2. a deployable POS for major operations such as Afghanistan
3. reporting at all levels (kitchen, base, area, command, and NDHQ)
4. reporting for religious belief need, nutrition value, budget planning and audit purposes
5. a national In-Service-Support (ISS) strategy and Service Level Agreement (SLA) for all software and hardware components

SECTION II - BUSINESS ARCHITECT

Director General Enterprise Application Services, DND, will follow quality System Development Life Cycle (SDLC) activities to deliver a solution to enable the following business architecture, including management of the COTS vendor throughout the SDLC

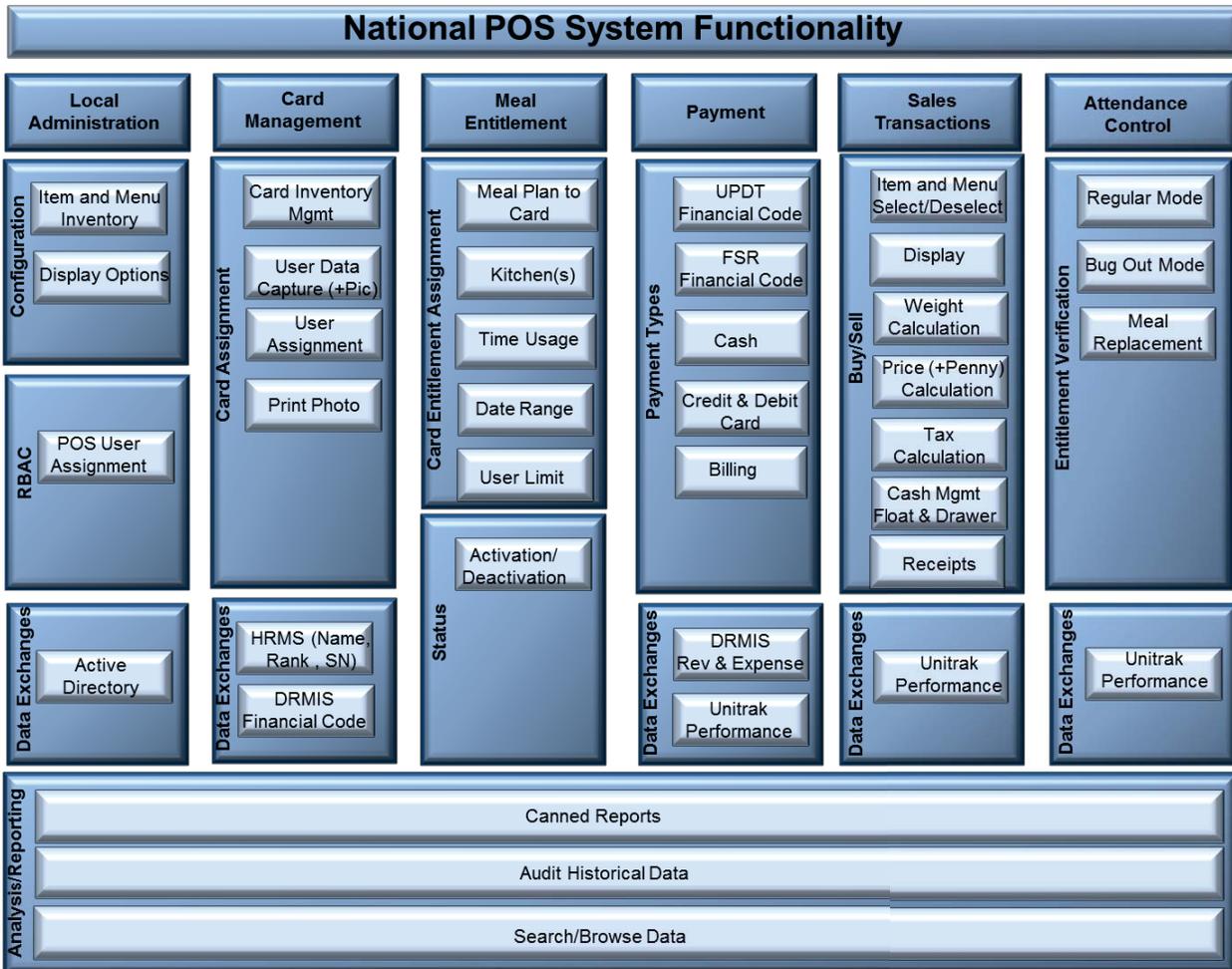


Business Architecture Mapped to IT Components



SECTION III - REQUIREMENTS

The following diagram depicts at a high level, functional requirements as well as data exchanges/information requirements



The following table lists and describes at a high level, functional requirements (FR) as well as data exchanges/information requirements as represented in the diagram above.

#	Requirement Title	Detailed Description
FR1	Analysis/Reporting-Audit Historic	Reports include but are not limited to (where applicable by base, by kitchen, by POS) <ul style="list-style-type: none"> • Card Assignment History <ul style="list-style-type: none"> ○ Example: card activations for a given time period • Transaction/User Logs <ul style="list-style-type: none"> ○ Example: local diner consumption pattern (e.g., actual number of diners who consumed a breakfast during a day, week, months). ○ Example: cash sales by cashier for a given time period

#	Requirement Title	Detailed Description
		<ul style="list-style-type: none"> • Role Assignment History <ul style="list-style-type: none"> ○ Example: admin roles occupied by a staff. • Transaction Detail History <ul style="list-style-type: none"> ○ Example: consumption/sales of items or for specific meal production items. ○ Examples: customer types (Meal plans), items by price, card swipes by a customer or for a group over a given time period
FR2	Analysis/Reporting-Canned Reports	<p>Reports include but are not limited to (where applicable by base, by kitchen, by POS)</p> <ul style="list-style-type: none"> • IT Inventory (Cards, POS Stations) • Options (Items Lists and Meal Plans) • Sales • Assignments (Users and Roles) • Verification results
FR3	Analysis/Reporting-Search/Browse	<p>Search includes but is not limited to (where applicable by base, by kitchen, by POS)</p> <ul style="list-style-type: none"> • Request number • Customer Name • Transaction Detail • Card Number • Menu Details • Item Details
FR4	Attendance Control - Verification- Bug Out	<ul style="list-style-type: none"> • Card reader to display green/consider all cards are entitled during a “bug out period” (a period when staff must mobilize quickly for base departure) • Capture the volume of activities by recording an accurate count of meals served
FR5	Attendance Control - Verification-Regular	<p>For meal plans:</p> <ul style="list-style-type: none"> • Card reader to display green for a card that the card has been read correctly and that it’s the first time today that the card has been swiped for this meal. A ‘Valid transaction’ message is displayed along with card number • Card reader to display yellow for a card that is swiped that either the card has already been swiped for this meal, or the reader has misread the card; swipe the card again • Red indicates that the card is not valid; therefore, the customer must pay cash <p>For all meals:</p> <ul style="list-style-type: none"> • Capture the volume of activities by recording an accurate count of meals served <p>For Cash Sales</p> <ul style="list-style-type: none"> • Capture total cash sales revenues by meal period
FR6	Attendance Control - Verification-Meal Replacement	<p>Enable a meal replacement (box lunch) to be taken from the dining facility in lieu of the current meal or the next meal. (Record a time stamp for a meal taken from the dining facility)</p>

#	Requirement Title	Detailed Description
FR7	Card Management-Card Assignment (Data Capture)	Collect and save user data (including card number, name, rank, service number, meal plans, start date and end date and financial code)
FR8	Card Management-Card Assignment (User)	Assign a physical card to an end user
FR9	Card Management-Card Assignment (Physical Card)	Access card inventory data with card assignment history for selection of a card from that inventory for new assignment
FR10	Card Management-Photo	Print photo of user on card
FR11	Local Administration-Configuration	Enable an administrator role at the local base/kitchen to modify a limited number of configurable items that impacts what presents on the screen for a POS station user including <ul style="list-style-type: none"> • item and menu selection choices • price • language preference (English or French) for user interface
FR12	Local Administration-RBAC	Enable an administrator role at the local base/kitchen to assign other roles with pre-set access privileges to other POS end users at the base/kitchen (such as cashiers and ration clerks) <ul style="list-style-type: none"> • Rights and Privileges: to assign administrator and ration clerk user IDs and passwords, access privileges, payment methods • Administration > Kitchens: to add groups/units and kitchens, manage database background processes, view Recovery tables • Administration > Activity Owner: to specify the owner • Core Admin > Activity Owner: to set the owner of the POS stations • Core Admin: to assign POS numbers and manage the Meal Plans • POS Admin > Base Configuration: to set the Base name • POS Admin > General setup: to set Tax, portion sizes, and kitchens • POS Admin > POS management: to create POS station/terminal IDs and their hours of operation • POS Admin > User Management: to create POS cashier users and assign them to their POS stations/terminals • POS Admin > Item Management: to create menu items, price them and link them to kitchens • POS Admin > Menu Management: to assign menu item buttons to a POS menu template
FR13	Meal Entitlement- Time	Assign a time threshold the end user is entitled to access a kitchen by meal periods

#	Requirement Title	Detailed Description
FR14	Meal Entitlement-Date Range	Assign a start and end date threshold the end user is entitled to access a kitchen
FR15	Meal Entitlement-Kitchen	Assign specific kitchens that the user is entitled to access
FR16	Meal Entitlement-Meal Plan	Assign one of 3 plan options (Group Card, Individual Card, Cash/Cash Card) with the plan entitlements to a card
FR17	Meal Entitlement-Status	Activate or deactivate the entitlements assigned to a card and log the assignment history
FR18	Meal Entitlement-User Limit	Assign a limit of meals per week for users who are entitled to access a kitchen under the assigned meal plan. (For example, under plan 2, a user could have a partial ration meal plan where they are entitled to eat 10 meals a week of their choice.)
FR19	Payment - UPDT Type	Select and store from payment options that method of payment was "UPDT" (Personnel Data Transactions Unit/payroll deduction) for ration card plan 1 or plan 2
FR20	Payment-Billing Type	Select and store from payment options that method of payment was billing and indicate frequency of billing
FR21	Payment-Cash Card Type	Select and store from payment options that method of payment for ration card plan 3 was cash. Store the amount of cash to which the card was loaded and for each transaction debit the card for the amount
FR22	Payment-Credit or Debit Card Type	Select and store from payment options that method of payment for a ration card was a debit or credit card and name the credit card type (Master card, Visa)
FR23	Payment-FSR Type	Select and store from payment options that method of payment for a ration card plan 1 or plan 2 was FSR (Food Services Request) and store the FSR number coming from Unitrak
FR24	Sales Transactions-Buy/Sell - Cash	Prompt for and log changes to cash float in drawer. Open cash drawer according to specific business/workflow rules
FR25	Sales Transactions-Buy/Sell - Display	Display menu items that have been selected from inventory including the price
FR26	Sales Transactions-Buy/Sell - Price	Calculate total price of all items and menu options selected including weighed items (from salad bar), authorized discounts and taxes. If the client is paying cash (not debit or credit card), conduct penny rounding to a nickel to accommodate the removal of the penny from Canadian currency circulation.
FR27	Sales Transactions-Buy/Sell - Receipt	Print two copies of transaction receipt of items and menu options sold or refunded. Enable POS user to write note that prints on refund receipt.
FR28	Sales Transactions-Buy/Sell - Select	Select items and menu options from an inventory for purchase
FR29	Sales Transactions-Buy/Sell - Tax	Calculate total tax of all items and menu options selected (respective of geographic region and type of item)
FR30	Sales Transactions-Buy/Sell - Weight	Calculate and display item price based on weight of the items on the scale, weight per bowl/plate registered in the configuration, price per gram of the item contents of the bowl/plate

The following section lists and describes high level non-functional requirements (NFR).

#	Requirement Title	Detailed Description
NFR1	Archive-Access/Response	Data collected by the new National POS system and moved to archives will have a turnaround time for requests of archived information of one week.
NFR2	Business Continuity	Front end/on-site POS has the ability to store at least 3 days of logs and sales transactions during the time when network connectivity is not available and automatically uploading (or exchanging) these data when network connectivity is restored
NFR3	Data Back Up	Daily backup of data
NFR4	Data Migration	<ul style="list-style-type: none"> Active meal plan data must be transferred over to the new system and transparent to an end user. (The new POS will recognize an end user's entitlements that have been assigned prior to system cut over) The menu items must be transferred over to the new system for each base as menus could be different from base to base.
NFR5	Performance-Response Time	Transaction response time within 1 second at the front end POS system
NFR6	Performance-Scalability	Can operate up to 12 POS per base within 4 kitchens
NFR7	Performance-Volume	Process up to 1200 card swipes per meal period per POS per kitchen on a base
NFR15	Training	Overview demonstration and documentation in both English and French for POS usage on site
NFR16	User Environment-Land	Operate optimally at temperature and atmospheric conditions consistent with stationary land mess hall environment
NFR17	User Environment-Sea	Achieve all functionality (achievable in a land environment) without significant performance degradation in a ship environment
NFR18	User Environment-Mobile (Geographic/International)	<p>Adaptability of system to work when moved from one kitchen to another on a base, between bases in Canada and/or between international bases</p> <p>This may include, but not be limited to:</p> <ul style="list-style-type: none"> consideration for derivation of power from international plug, sockets and voltage without significant performance degradation -i.e. Canada standard is 120 volts and Afghanistan is 220 volts http://www.worldstandards.eu/electricity/plug-voltage-by-country/ currency configuration conversion
NFR21	Support service	24/7 support services across Canada and turnaround time is one day

#	Requirement Title	Detailed Description
NFR20	POS components	POS Software must support, at a minimum, the following equipment: <ul style="list-style-type: none"> - Magnetic (swipe) card - Terminal equipment: <ul style="list-style-type: none"> o Balance scales o Card readers o Display screens o Keyboards o Card printer o Receipt printers o Touch screens o Cash drawers Terminal computer

ANNEX B
QUESTIONS TO INDUSTRY

SECTION I - TECHNICAL ENVIRONMENT

Hardware

- Q1. What are the proposed hardware requirements for capturing daily sales transactions for each base?
- Q2. What are the proposed Head Office (Central) hardware requirements for consolidating data from all CAF 30 food services locations for 71 kitchen facilities?
- Q3. What does the warranty covers on POS hardware?
- Q4. What is the proposed hardware refreshment cycle?

Software

- Q5. Describe enterprise deployment of your proposed systems in a decentralized and centralized environment.
- Q6. Describe the operating system(s)/browser(s) and version under which the proposed system will operate
- Q7. Name the Data Base Management System (DBMS) and version your product supports
- Q8. Do you partner with these DBMS vendors
- Q9. Does your proposed system allow customizations? Examples, (but not limited to) support additional custom fields, support additional customized list of values.
- Q10. Describe the record size limit of your proposed system. examples (but not limited to): total number of transactions, total # of meal plans, total # of items, total # of menus, export size ...etc.
- Q11. Describe the data archiving methodology used by the proposed system
- Q12. Describe the lifespan support for older system version.
- Q13. Describe the security system used by the proposed system
- Q14. Describe your proposed disaster recovery plan to safeguard source code and ensure that the proposed system is recoverable in the event of a disaster at the head office (central server)
- Q15. Describe your proposed disaster recovery plan for bases (local server) to ensure that our data is safe and secure in the event of disaster
- Q16. Please provide the cost of license agreements, renewal and upgrades
- Q17. Please outline service and maintenance costs for POS hardware
- Q18. Can the proposed system track different currencies and preform currency conversion?
- Q19. provide technical skills require for system maintenance and/or for customization
- Q20. Does the proposed system support role-based security?
- Q21. Can you import menu from our current system to yours?
- Q22. Can you import ID Card access from our current system to yours?
- Q23. Is your system compatible with Moneris Solution card payments?
- Q24. Can you provide training manuals (Admin and POS) with step by step screen shot?
- Q25. Can you provide the list of reports that is available?

Automatic Data Exchange

- Q26. Describe your experience in the automatic exchange of data between your proposed system and other systems (please also provide the name of other systems)
- Q27. Does the proposed system support inbound interface and how (format --xml, csv, ...- and technology -shtml, webservices)?
- Q28. Does the proposed system support outbound interface and how (format --xml, csv, ...- and technology -shtml, webservices)?
- Q29. What products does your data integration technology fit into (ex EAI, B2B, Engage, SharePoint, Pl..etc)
- Q30. Does the proposed system provide scheduling capability to pull or push data

SECTION II - SYSTEM IMPLEMENTATION AND HARDWARE/SOFTWARE SUPPORT

- Q31. Do you provide support, and are the sole point of contact, for both hardware and software?
- Q32. Describe and attach your proposed implementation plan
- Q33. Describe the experience and qualification of your installation team
- Q34. What kind of client communication and implementation planning is done prior to the installation?
- Q35. Where is your support service center located?
- Q36. Describe your support process for local and international clients
- Q37. Describe the organization and structure of your support services
- Q38. Are software and hardware upgrades provided as part of the software support contract?
- Q39. Describe you software and hardware upgrade process
- Q40. Are there "hot fixes" between versions? How are these hot fixes deployed nationally?
- Q41. How often are new versions released?
- Q42. How are customer requests for enhancements and customizations handled?
- Q43. Describe the recent history of system enhancements
- Q44. Do you have a formal users' group?
- Q45. Describe the company's policy regarding source code
- Q46. What are the support service standards and support model?
- Q47. What are the methods for contacting support for both software and hardware resides locally and internationally?
- Q48. What is the escalation process?
- Q49. Describe process to implement new configuration from an environment to another (ie. from QA/staging to production for instance)?

SECTION III - PROOF OF CONCEPT (POC) and TRIAL VERSION

- Q50. What are the procedure and terms for a proof of concept?
- Q51. What are the procedure and terms for a trial (full) version of the proposed system?

SECTION IV - SYSTEM PROPOSAL

Provide a system proposal that includes:

- Q52. Detailed listing of required POS hardware
- Q53. Detailed listing of alternate POS hardware that you support and works with the proposed systems.
- Q54. Detailed system requirements (servers) such as, but not limited to, Operating System requirements, DBMS requirements, RAM requirements, hard disk requirements. Other software requirements for both local office and head office
- Q55. Detailed listing of software for both local office and head office
- Q56. Description of training provided, including delivery methods, location, language of choice and time commitment
- Q57. Description and cost of ongoing support for both hardware and software
- Q58. Cost of proposed software

Annex C - Glossary

Acronym	Elongated Form
CAF	Canadian Armed Forces
COTS	Commercial Off the Shelf Software
DGEAS	Director General Enterprise Application Services
DND	Department of National Defence
DRMIS	Defence Resource Management Information System
FSR	Food Services Request
FY	Fiscal Year
GC	Government of Canada
HRMS	Human Resources Management System
ISS	In Service Support
IM	Information Management
IT	Information Technology
NACPOSS	National Access Control Point of Sale System
NDHQ	National Defence Head Quarters
PCI	Payment Card Industry
POS	Point of Sale
RBAC	Roll Based Access Control
SA&A	Security Assessment and Authorization
SLA	Service Level Agreement
SME	Subject Matter Expert
SN	Service Number
UPDT	Personnel Data Transactions - Unit Payroll Deduction