

## INVITATION TO QUALIFY - FA201708-001

### Microsoft professional services LIST OF QUALIFIED SUPPLIERS (LQS)

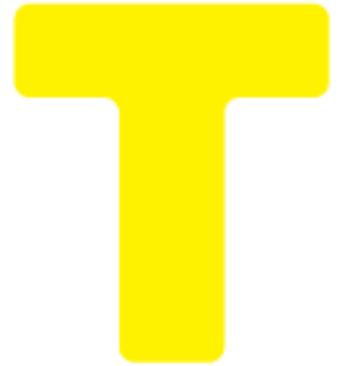
August 2017

Confidential

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# 1 Introduction

Telefilm Canada (Telefilm), with this invitation to qualify, is seeking professional services to carry out specialized Microsoft platform work. Telefilm's purpose with this invitation to qualify is to establish a List of Qualified Suppliers (LQS) containing the names of Microsoft service providers that will be invited to respond to calls for tender.

A service provider is qualified when it meets the requirements listed in the Selection Criteria section. As such, the supplier is qualified for a period of three (3) years and will be invited to bid on various Microsoft projects.

The LQS is not a contract per se but serves to establish a contracting framework, and it includes a minimum set of terms and conditions that will apply to each subsequent contract.

It is agreed as follows:

- The establishment of an LQS or qualification for the LQS does not obligate Telefilm to authorize or to enter into a contract to obtain the proposed deliverable services or products, or to spend any amount of money.
- A contract entered into using this LQS must be a contract concerning only those services or products, if the contract is entered into in accordance with the terms and conditions set out herein.

To be eligible, a supplier must:

- be incorporated under the laws of Quebec or of Canada;
- have a place of business in Montreal and have at least 25 permanent employees in the region;
- have previously carried out work in a federal government institution; and
- possess all of the qualifications required for the Microsoft products described in the Scope section.

Full details, such as the scope of the invitation and the selection/qualification criteria, are described in the following sections.

## 2 Telefilm and its environments

### 2.1 Business environment

#### **OUR VISION**

Audiences everywhere demanding screen-based content created by Canadians—accessible anywhere, anytime and on any platform.

#### **OUR MISSION**

Telefilm’s mission is to foster and promote the development of the Canadian audiovisual industry by playing a leadership role through financial support and initiatives that contribute to the industry’s commercial, cultural and industrial success.

#### **WHAT WE DO**

First and foremost, we are a team of some 180 enthusiasts of Canadian content. Dedicated to the commercial, cultural and industrial success of Canada’s audiovisual industry, we support dynamic companies and creative talent here at home and internationally through our various funding programs.

On behalf of the Government of Canada, as a Crown Corporation, we provide financial support to Canadian film projects and we promote Canadian audiovisual success and talent at festivals, markets and events—regionally, nationally and around the world.

In an increasingly competitive environment for consumer time and money, Telefilm has made promotion for Canadian screen-based content one of its top priorities. Telefilm implements promotional initiatives, in partnership with the public- and private-sectors, so that homegrown talent receive the recognition they deserve.

We also administer programs for the Canada Media Fund, which totalled \$365.6 million in fiscal 2014-2015.

We also make recommendations regarding the certification of audiovisual treaty coproductions to the Minister of Canadian Heritage and Official Languages. At present, Canadian producers may create joint works with their counterparts in 54 countries. In 2014, 67 audiovisual treaty coproductions involving 18 partner countries were recommended for certification to the Minister of Canadian Heritage. Total production budgets for these projects amounted to \$527 million.

Headquartered in Montreal, we serve our clients through four offices located in Vancouver, Toronto, Montreal and Halifax.

#### **FINANCIAL ASSISTANCE**

For the 2015-2016 forecast, our funding programs will provide \$89.9 million in support for the Canadian film industry:

- \$61.5M in production financing to produce 90 feature films
- \$7.6M in development support for the creation of 300 projects
- \$11.3M in marketing funding to raise awareness for 90 feature films
- \$7.3M for the promotion of Canadian talent at 43 Canadian film festivals and 90 industry events
- \$2.2M to promote Canadian films at 30 international festivals, markets and events

Visit [telefilm.ca](http://telefilm.ca) and follow us on Twitter at [twitter.com/telefilm\\_canada](https://twitter.com/telefilm_canada) and on Facebook at [www.facebook.com/telefilmcanada](https://www.facebook.com/telefilmcanada).

## 2.2 Legal framework

Telefilm is a Crown corporation subject to the Telefilm Canada Act, as well as to certain provisions found in Part X of the Financial Administration Act (FAA). Under section 131 of the FAA, Telefilm must keep accounts and records, maintain financial and management control and information systems, and apply management practices.

To this end, Telefilm must ensure that:

- its assets are safeguarded and controlled;
- its transactions are in accordance with the relevant provisions of the FAA and its regulations, its act of incorporation and its by-laws, and that they comply with the instructions it was given;
- its financial, human and physical resources are managed economically and efficiently, and that its operations are carried out effectively.

In addition, at least once every 10 years, Telefilm shall cause a special examination to be carried out to determine if the systems and practices were, in the period under examination, maintained in accordance with FAA requirements. Note that the Auditor General of Canada conducts the special examination.

In this regard, Telefilm performs internal audits of its operations in order to monitor the aforementioned considerations in compliance with the applicable legal framework.

Moreover, as a federal Crown corporation, and while this is not a binding obligation, Telefilm strives to implement Treasury Board of Canada Secretariat policies, such as the:

- Policy on Internal Audit;
- Directive on Internal Auditing in the Government of Canada; and
- Internal Auditing Standards for the Government of Canada.

Furthermore, in accordance with the Telefilm Canada Act, the Auditor General of Canada examines Telefilm's accounts and financial operations each year as part of the annual audit of Telefilm's financial statements and submits its independent auditor's report. To this end, the Auditor General of Canada relies as much as possible on internal controls, information systems, Telefilm's data systems and internal audit work.

Lastly, Telefilm has defined in the charter of its audit and finance committee the roles and responsibilities of the internal audit services.

## 2.3 Information systems

Telefilm devotes considerable attention to its information systems, which have greatly contributed to achieving the organization's results. The work environment is almost entirely electronic. About five years ago, the Corporation began to implement process controls to ensure that all process transactions are compliant.

### **BPMS: Appian**

An IT master plan was submitted four years ago in order to guide the organization in rewriting its operational systems<sup>1</sup>. The project is currently under way, and should be completed by March 2018. The new applications will be implemented gradually. The organization leans gradually towards Cloud Computing in the implementation of its solutions.

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<sup>1</sup> See Appendix for summary on previous technologies

The technological solution adopted is the “Appian” process platform, renamed “Dialogue”. This modern platform enables real-time collaboration among the organization, its partners and its clients.

This approach will also be more precise, and allow for more detailed management of our activities. The implementation aims to streamline our processes, which should result in application development and maintenance savings, greater flexibility and an improved client experience.

Dialogue’s architecture diagram is represented in the Appendixes

#### **Microsoft**

Telefilm migrated Microsoft applications to Office 365 in winter 2016. The phone system was migrated to Skype Enterprise in spring 2017 and work is in progress to develop business intelligence functions within Power BI.

Microsoft’s targeted architecture diagram is represented in the Appendixes

#### **Financial system: Oracle Financial**

The Oracle Financials environment of Telefilm is used by the Accounting and Compliance and Collection sectors, which are located in Montreal and employ 14 people. The current product version of Oracle Financials is 11.5.10.12.

Most of the transactions processed by the financial software package come from the operational system (SineWeb).

#### **PWGSC**

All accounting transactions for the Telefilm entity are communicated bi-directionally with PWGSC’s systems. PWGSC is a separate entity in our financial environment, with its own accounting records and charter.

Information on transactions from accounts payable, accounts receivable, general ledger and payroll is sent and received electronically as needed.

A monthly reconciliation is done between the transactions recorded at PWGSC and those recorded by Telefilm.

Screens and reports integrated into Oracle Financials were developed by PWGSC’s cluster group. Since Telefilm does not have a bank account, payments are issued from an interface with PWGSC.

#### **Human resources management system: ADP/HR.net**

This system allows for the management of all functions related to human resources, except for payroll, which is processed from the system provided by the Canadian government. This system was migrated to PeopleSoft in 2016.

#### **Document management system: OpenText/Livelink**

This system supports the management of administrative documents, but also serves as the document vault of the operational system (SineWeb).

#### **Travel reservation – expense account: HRG – MasterCard (common solution in the federal government)**

This system allows for the management of travel reservations and expense accounts in compliance with the regulations issued by the Treasury Board Secretariat.

## 3 Purpose of the invitation to qualify

### 3.1 Context and need

The purpose of this invitation to qualify is to establish an LQS containing the names of service providers that qualify to carry out potential Microsoft projects. The assignments will be proposed to the suppliers as the needs arise. The projects can vary in nature and will be proposed to the LQS suppliers by means of a call for tenders, in accordance with the procurement process set out below.

Multiple contracts may be awarded concurrently.

### 3.2 Scope

Microsoft Professional services products covered by this invitation to qualified are **Enterprise Mobility Suite** and the [Office 365/Enterprise E5](#) products, but more specifically:

- **Power BI**
- **Skype**
- **Sharepoint**
- **Azure**
- **OneDrive**
- **SQL services**

Professional services can cover either strategic planning, development, deployment, tracking and evolution support, training and integration for Microsoft product listed above. The supplier can be qualified for one or many of the services related to the products listed above. The supplier will be solicited for a project according to which services he is qualified. An example of service coverage is available in the Appendix.

### 3.3 Deliverables

For the purpose of this invitation to qualify, the supplier must demonstrate its Microsoft expertise. Among other things, it must:

1. present the practice operating within its organization, the number of permanent resources and the extent of coverage compared to the description given in the Scope section above;
2. present roles and responsibilities it can cover within any project the supplier is solicited for (architecture, analysis, design, development, testing, project management, etc.);
3. confirm obtaining required Microsoft certification level and continuity;
4. explain how this is reflected in its dealings/assignments with its clients;
5. explain its practice-related strategic monitoring approach;
6. explain how it develops practice so as to keep them relevant to carrying out current and future assignments;
7. present recent experiences (last 3 years) covering each type of Microsoft product described in the Scope section, including the scale (efforts), the duration and appropriate references;
8. present, for information purposes, two (2) CV for each type of Microsoft described in the Scope section.

Once the supplier is short-listed, it will be invited to present its application in person. The presentation must be delivered, in whole or in part, by the person or persons responsible for the practice.

### 3.4 Effective period

The effective period for the LQS is 3 years from the date of registration. However, awarded contracts may be carried out beyond this period, but only if the supplier is still on the LQS.

The LQS will be reviewed annually and Telefilm reserves the right to eliminate a supplier if:

1. The supplier has failed to participate in the calls for tender for which it has been invited;
2. The supplier has been unable to provide resources that meet the needs and established timeframes.

3. The supplier has rarely scored well in the tender evaluation process.
4. The supplier no longer operates an Microsoft products type practice.

Furthermore, Telefilm may, at any time during the contract period, reissue an invitation to qualify if it deems the supplier pool not large enough.

### 3.5 Procurement process

Telefilm's Contracting Guidelines are based on the Treasury Board of Canada Secretariat's Contracting Policy and state as follows:

- For projects valued at less than \$25,000 (including GST/HST), Telefilm reserves the right to negotiate or contract with a single supplier.
- For projects valued at more than \$25,000 but less than \$90,000 (including GST/HST), three LQS suppliers will be invited to bid. In the event three (3) suppliers are not available, two (2) suppliers will be solicited.
- For requirements valued at more than \$90,000 (including GST/HST), a call for tenders for the work will be issued to all suppliers on the LQS.

The invitation to qualify bolsters and enhances the entire procurement process, and its main objectives are to simplify and clarify relations with suppliers based on the upstream management of expectations and the analysis of long-term capacity to meet the needs.

### 3.6 Conditions and obligations

The supplier agrees to provide qualified resources and to continue operating its Microsoft practice throughout the effective period of the LQS. If its ability to provide resources should change or if it should cease Microsoft operations, the supplier agrees to notify Telefilm within 30 calendar days.

For the purpose of potential calls for tender, the supplier confirms its ability to:

- submit an offer of service within tight timeframes ranging from one to two weeks;
- sign contracts within one week following Telefilm's decision; and
- make resources available within one week, at most, following signature of contract.

### 3.7 Policy compliance

For the purpose of potential contracts, the qualified supplier and any of its resources assigned to a project must comply with and cause to comply with Telefilm's policies, among them:

- Information Security Policy and Code of Conduct for the Use and Management of Telefilm's Electronic Information and Information Resources;
- Official Languages;
- Access to Information and Privacy Act;
- Occupational Health and Safety;
- Respect in the Workplace: Prevention and Resolution of Harassment.

# 4 Respond to the invitation to qualify

## 4.1 Submitting a proposal

### 4.1.1 Main section

In this section, the supplier must submit the following elements in the order indicated:

1. Summary presentation of the firm;
2. Detailed presentation of the practice;
3. Impact of the Microsoft practice on assignments;
4. Service model used in carrying out assignments;
5. Practice-related strategic monitoring approach;
6. Practice resource development process;
7. Recent experience (last 3 years);
8. Two (2) permanent employee CVs for each type of Microsoft product described in the Scope section;
9. Confirmation of the obligation to continue operating its Microsoft practice throughout the effective period of the LQS; and
10. Confirmation of the obligation to notify Telefilm promptly if it should cease its Microsoft practice.

### 4.1.2 Cost structure

Each proposal must be accompanied by a cost structure by service described in the Scope section, based on experience: junior, intermediate and senior. This structure will remain in effect for the duration of the qualification period, and the annual increase will not exceed the annual increase of the Consumer Price Index (CPI) for Canada for the previous year.<sup>2</sup> The final cost is subject to negotiation at the time each contract is awarded.

### 4.1.3 Other documents required

- Supplier's latest financial statements;
- Business plan;
- Any additional brochure or documentation on the products or services;
- Any additional information relevant to the proposal.

### 4.1.4 Language of presentation

Responses to the invitation to qualify, and any other material submitted, may be written in either of Canada's two official languages.

## 4.2 Selection process

Once the proposals are received, Telefilm will determine the extent to which each one meets the requirements of the invitation to qualify. All proposals will first be reviewed to ensure they comply with Telefilm's basic requirements.

The evaluation process will enable Telefilm's selection committee to identify the suppliers to be met for preselection and, ultimately, to select those to be included on the LQS.

As needed, additional discussions and/or presentation may be scheduled with suppliers to support their proposals and to assist the selection committee in its final evaluation.

Telefilm reserves the right to investigate potential suppliers in order to confirm or clarify any information provided or to obtain further proof of their financial and technical capacities, including but not limited to meetings with and visits to their current clients.

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<sup>2</sup> <http://www.statcan.gc.ca/tables-tableaux/sum-som/I01/cst01/econ46a-eng.htm>

## 4.2.1 Selection criteria

### 4.2.1.1 *Basic requirements*

- Correct proposal presentation structure (as per section 4.1);
- The supplier:
  - is incorporated under the laws of Quebec or of Canada;
  - has a place of business in Montreal and has at least 25 permanent employees in the region;
  - has carried out work in a federal government institution;
  - holds a *Microsoft silver partner certification* or more;
  - has a pool of at least fifteen (15) permanent employees able to cover **Enterprise Mobility Suite** and/or **Office 365/Enterprise E5** products.

### 4.2.1.2 *Specific requirements*

- Demonstrates ongoing operation of a consulting business unit with the required experience;
- Practice covers the entire range defined in the Scope section;
- Quality of comments;
- Confirmation of capacity to respond quickly and provide bilingual resources in the established timeframes;
- Presence of strategic monitoring with a suitable approach;
- Appropriate process for developing knowledge;
- Relevant references for recent experiences covering each products described in the Scope section;
- Quality of CV for each type of products described in the Scope section;
- Cost structure is competitive and covers the three-year effective period of the LQS;
- Quality of the Enterprise and IT governance;
- Demonstrated financial viability;
- Availability of the head of the practice to deliver the presentation following preselection;
- Consent to the obligation to continue operating the practice throughout the effective period of the LQS and to notify if the practice should cease;
- Interview of the firm and candidates;
- 90 days warranty after delivery and after sale support

# 5 Constraints and requirements

## 5.1 General information

Our invitation process allows all suppliers to demonstrate their capacity and expertise to deliver the professional services based on best practices.

Suppliers interested in submitting a proposal must also demonstrate their capacity to deliver the services in Telefilm's premises at the Montreal head office. All deliverables must be written in French and/or English, based on each specific requirements.

Take note that no travel expenses can be claimed under any eventual mandate, which will always be executed at the Telefilm Montreal office.

## 5.2 Confidentiality

The content of this invitation to qualify and all supporting materials are the property of Telefilm and must be treated in a confidential manner. Each supplier agrees not to disclose any information, in whole or in part, without prior written consent from Telefilm.

Moreover, the supplier acknowledges that Telefilm is a government agency subject to the Access to Information Act and the Privacy Act.

## 5.3 Requests for additional information

Any additional requests for information must be sent by e-mail to: [Appel@Telefilm.ca](mailto:Appel@Telefilm.ca)

The answer will also be sent to you by e-mail. Any questions and answers related to this invitation to qualify will be communicated to all suppliers.

## 5.4 Notice of intent to respond

All suppliers are required to indicate their intent to respond to Telefilm at the e-mail address listed above by the date indicated in the "Schedule" section. The notice of intent to respond must include the following information:

- Intent to respond (yes or no)
- Company name
- Name of contact person
- Telephone number of contact person
- E-mail address of contact person

Each vendor must appoint a person who will be the sole point of contact during the entire invitation to qualify process. Any communications from Telefilm will be sent to this person.

## 5.5 Modification of invitation to qualify

Telefilm reserves the right to modify this invitation to qualify, and to clarify or correct one or more sections. These modifications may include clarifications made following a request for information from one of the suppliers involved in the selection process.

Suppliers will be notified of any modifications by way of an addendum, which will be incorporated into the invitation to qualify document and form an integral part of it.

## 5.6 Submission of proposal

Suppliers must prepare a single proposal in compliance with the requirements of this invitation to qualify document. By sending their proposal, suppliers acknowledge having read the invitation to qualify documents and accept the clauses, terms and conditions therein.

Suppliers must submit their proposal by e-mail to the e-mail address listed above, and must also be prepared to present it.

The subject line must clearly indicate “Invitation to qualify FA201708-001 ».

## 5.7 Schedule

Assuming that normal conditions prevail, Telefilm expects to comply with the schedule listed below. Any changes to these dates will be communicated to all participants responding to the invitation to qualify.

Activity	Date
Launch of invitation to qualify	August 24
Receipt of notice of intent to respond	September 1 - noon
Submission of proposals	September 22 – midnight
Meeting with shortlisted vendors	October 4 - 6
Inscription to the list of qualified suppliers	October 10

## 5.8 Withdrawal of a proposal

Suppliers may withdraw their proposal in person or by registered letter, at any time prior to the time and deadline set for the receipt of proposals, without affecting their right to submit a new proposal within the prescribed period.

## 5.9 Validity of proposals

The proposal submitted must remain valid for a period of sixty (60) days following the closing time and date for proposals.

## 5.10 Ownership of proposal

The proposal submitted, as well as related documents, shall remain the exclusive property of Telefilm, and shall not be returned to the supplier.

## 5.11 Responsibility and costs incurred by the suppliers

All costs, charges, expenses, etc., direct and indirect, incurred and/or paid by the suppliers in order to participate in this invitation to qualify are the sole and entire responsibility of the suppliers.

## 5.12 Legal capacity

The supplier must have the legal capacity to enter into a contract. If the supplier is a sole proprietorship, a partnership or a corporation, it must provide, on request, a declaration and any required supporting documents indicating the laws under which the firm is incorporated or registered as well as its legal name and place of business.

## 5.13 Currency

All financial or cost-related information must be presented in Canadian dollars (CAD), with the exception of financial statements originally generated in another currency.

In addition, following an award of contract, any financial information shared by the supplier and Telefilm must be presented in Canadian dollars (rates, billing and payment).

## 5.14 Rights reserved

Telefilm reserves the right to:

- make modifications to the invitation to qualify documents before the time and deadline for submitting proposals and, as needed, modify the deadline for submitting proposals. As mentioned in the “Modification of invitation to qualify” section, all modifications shall become an integral part of the invitation to qualify documents, and shall be sent in writing to all suppliers concerned;
- accept none of the proposals received, without justification or obligation to the suppliers. Accordingly, participation in this invitation to qualify process in no way obligates Telefilm to enter into a business agreement with the supplier;
- accept any proposal it receives after the stated deadlines;
- choose suppliers that it believes to be qualified for the LQS;
- contact any supplier to obtain corrections and clarifications to a submitted proposal, if necessary, in order to make a fair comparison of all the proposals submitted;
- withhold information relating to the final selection process; and
- investigate potential suppliers in order to confirm or clarify any information provided or to obtain further proof of their financial and technical capacities, including but not limited to meetings with and visits to their current clients.

# 6 Appendix

## 6.1 Previous technologies

### Operational system: SineWeb / System developed internally – Java technology

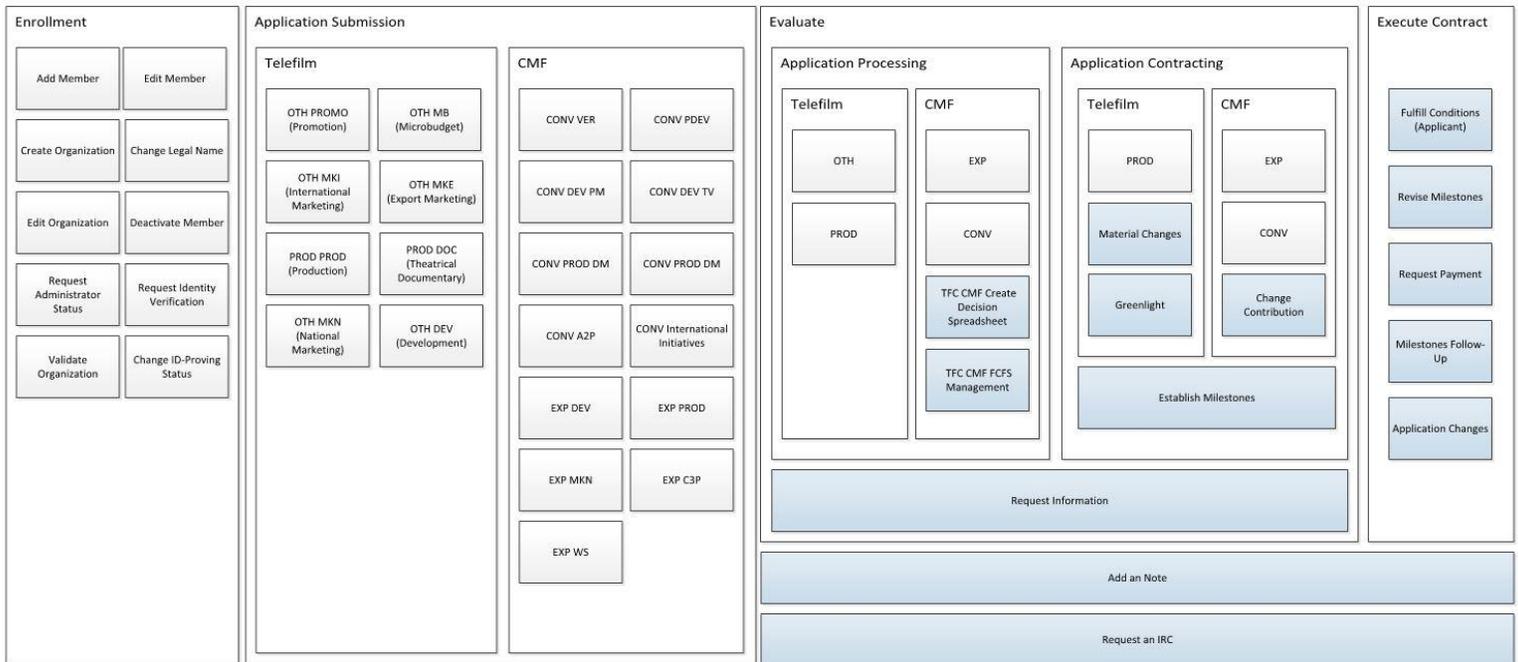
SineWeb is the operational system used to enter the funding applications received. All management and tracking of these applications is done via SineWeb. The normal lifespan of an application is three to seven years. Telefilm acts as an investor for some of its funding programs. The sharing of benefits can be done over very long periods (more than 20 years). Bidirectional interfaces enable the exchange of information between SineWeb and Oracle Financials.

### EIS: IBM/Cognos

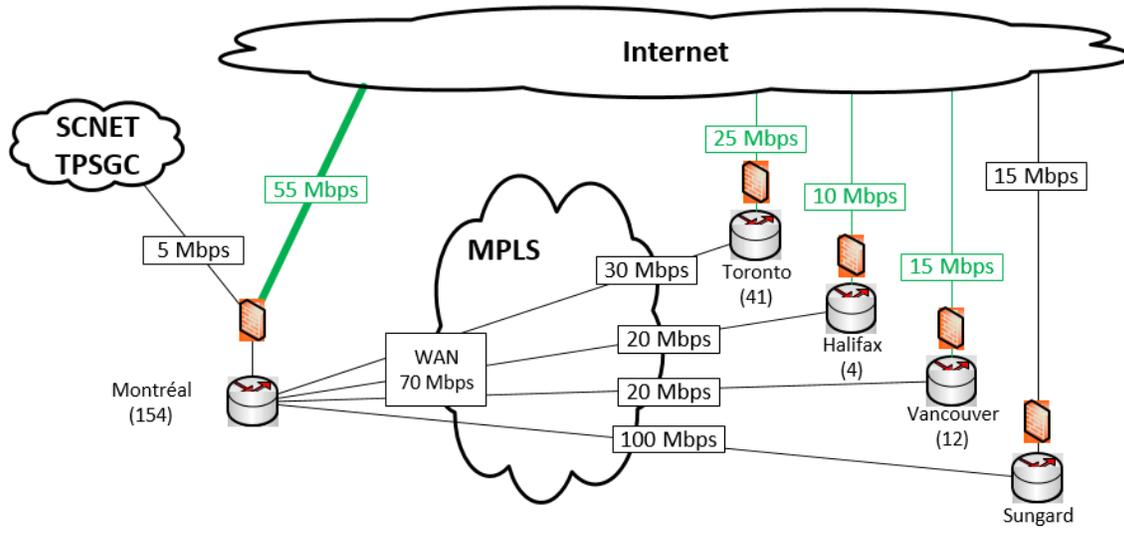
The EIS, or Enterprise Intelligence System, is a complete BI solution that supports the organization’s operational, administrative and decision-making requirements. It comprises a normalized warehouse containing several internal data sources (primarily SineWeb and Oracle Financial), as well as external data sources, denormalized datamarts, data cubes and, lastly, the Cognos 10 BI suite for analyzing and creating standard and ad hoc reports

## 6.2 Architecture diagram

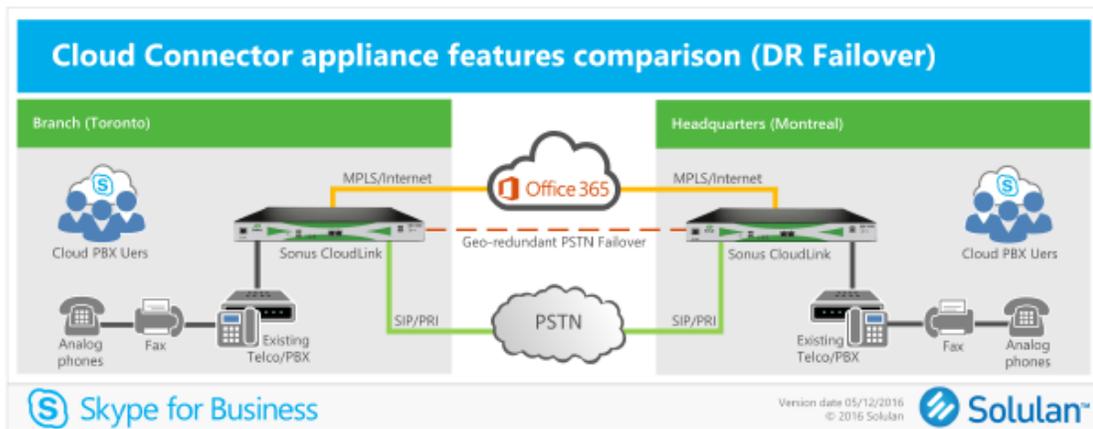
### Dialogue



**Microsoft**



2.5 Architecture cible



## 6.3 Service coverage

		Products						
		Enterprise Mobility Suite	Office 365/Enterprise E5					
			Power BI	Skype	Sharepoint	Azure	OneDrive	SQL Services
	Service type							
1	Strategic planning							
2	Development							
3	Deployment, tracking and evolution support							
4	Training							
5	Integration							