

Attachment 4

Statement of Work for Accessibility 10.0 Recruitment Challenge

1. Introduction

The Government of Canada (“Canada”) held a consultation on disability issues in the summer of 2016. More than 6,000 people participated, and more than half of them identified as living with a disability. Among the ideas and key findings of the consultation it was stated “Every participant was clear: It is not acceptable for Canadians with disabilities to be excluded from any aspect of life.”

The consultation identified employment as the most important area for improving accessibility. Indeed fair hiring practices require that everyone have an equal footing on the job search and application process.

The Public Service Commission (PSC) is placing inclusive design requirements at the forefront of its initiative to transform the Government of Canada’s recruitment platform *GC Jobs*. This transformation initiative is currently in the early conception phase and will aim to provide a modern and streamlined recruitment solution guided by the theme “inclusive by design, accessible by default.”

2. Background and Challenge

To help define the transformation, the PSC is seeking an open-source software solution (“Solution”) (existing or developmental but not proprietary) to enhance and improve the accessibility for persons with disabilities when searching for and applying to government jobs.

The Solution must seek to reduce the gap between persons with disabilities and those without, thus enabling all Canadians to have a more direct and equal chance in searching for and applying to government jobs.

The conceptual design of the Solution will be guided by the accessibility standards prescribed by the Web Content Accessibility Guidelines (WCAG 2.0) which provide the following key principles:

- **Perceivable:** Information and user interface components must be presentable to users in ways they can perceive. This means that users must be able to perceive the information being presented (it can’t be invisible to all of their senses).
- **Operable:** User interface components and navigation must be operable. This means that users must be able to operate the interface (the interface cannot require interaction that a user cannot perform).
- **Understandable:** Information and the operation of user interface must be understandable. This means that users must be able to understand the information as well as the operation of the user interface (the content or operation cannot be beyond their understanding).
- **Robust:** Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies. This means that users must be able to access the content

as technologies advance (as technologies and user agents evolve, the content should remain accessible).

Solutions are not required to be compatible with the current recruitment platform. The PSC's objective with this challenge is to elicit proposals that explore the full inclusion of people with disabilities and not hinder innovation through limiting possibilities.

The challenge is to innovate beyond the existing system and propose conceptual designs that place the needs of people with disabilities front and centre through features that provide for a seamless and intuitive experience when searching for and applying to government jobs.

3. Scope

3.1 Phase 1

3.1.1 Finalization of Draft Design Plan

Within 10 working days of the Contract being awarded, the Technical Authority will provide any comments electronically that it has regarding the draft Design Plan submitted by the Contractor as part of its bid. The Contractor must update its draft Design Plan to reflect the Technical Authority's comments and resubmit it electronically to the Technical Authority for approval within 5 working days of receipt of comments.

The Design Plan must specify the delivery dates for all deliverables identified in Phases 2 and 3. The Technical Authority will use a public facing version control repository hosting service - GitHub.com. This will enable anyone to subscribe to notifications of changes while also allowing for conversations, issue tracking, and code reviews.

3.1.1.1 Deliverable(s)

1. Finalized Design Plan

Due date: Within 15 working days of Contract award

3.1.2 Demonstration

The Contractor must demonstrate the basic functionality of the proposed Solution, including at a minimum an early stage functional prototype (defined as a minimum viable demonstration of capability) to the Technical Authority and representatives of Canada, in person at a location to be determined by the Technical Authority.

At a minimum the presentation must include: a functionality demonstration of the prototype of the proposed solution and an overview of the Contractor's proposed Design Plan for Phases 2 and 3.

The prototype must demonstrate the ability to improve the accessibility of online recruitment in relation to at least one of the accessibility issues proposed to be addressed in the Contractor's Design Plan. The Contractor must demonstrate how the proposed solution is guided by the WCAG 2.0 key principles. The presentation should also include an overview of the Innovativeness, Scalability, Accessibility and Functionality of the proposed Solution.

An independent panel will observe the presentation and convene to determine whether to move forward with Phases 2 and 3 of the Contract.

3.1.2.1 Deliverable(s)

1. Presentation to include .ppt format and the demonstration of the prototype delivered to the Technical Authority.

Due Date: Within 15 working days of contract award

3.1.3 Financial Proposal

The Contractor must provide a Financial Proposal for Phases 2 and 3 of the Work in accordance with Annex B, Basis of Payment. The Financial Proposal for Phases 2 and 3 will be subject to negotiation with Canada. Upon Canada's request, the Contractor must provide Price Support for the Financial Proposal for Phases 2 and 3, which may include: a current published price list indicating the percentage discount available to Canada; or copies of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or price or rate certifications; or any other supporting documentation as requested by Canada.

The Financial Proposal for Phases 2 and 3 must include the following information, as applicable, for each element of the Work:

- a) Labour: For each individual and (or) labour category to be assigned to the Work, indicate: i) the hourly rate, inclusive of overhead and profit; and ii) the estimated number of hours.
- b) Materials and Supplies: Identify each category of materials and supplies required to complete the Work and provide the pricing basis.
- c) Subcontracts: Identify any proposed subcontractor and provide for each one the same price breakdown information as contained in this article.
- d) Other Direct Charges: Identify any other direct charges anticipated, such as long distance communications and rentals, and provide the pricing basis.
- e) Profit: Identify proposed profit, if any, and the basis on which it is computed and applied.
- f) Overhead: State the applicable overhead.
- g) Applicable Tax: Identify any Applicable Tax separately.

3.1.3.1 Deliverable(s)

1. Financial Proposal for Phases 2 and 3 of the Work delivered to the Contracting Authority electronically in .pdf format.

Due date: Within 15 working days of Contract award

3.2 Phase 2 (Optional)

3.2.1 Development and Testing

3.2.1.1 Test Plan

The Contractor must provide a Test Plan to the Technical Authority following commencement of Phase 2. The test plan must demonstrably exercise all new functionality of the Solution. The Test Plan must be in the form of a MS Excel spreadsheet that documents each test case, and include, at a minimum:

- a) A test case number;
- b) Step-by-step instructions for testers to complete each test case;
- c) Success criteria for each test case;
- d) Description of the functionality the test case addresses;
- e) Fields next to each test case for testers to compile testing notes/results;
- f) Test data;
- g) Exit criteria; and
- h) The test plan must be in a .pdf, .odf, or .docx document.

3.2.1.2 Baseline testing

The Contractor must execute the test plan, in order to establish a performance baseline of the functionality of the Solution, and update and resubmit the Design Plan to the Technical Authority for approval as necessary.

3.2.1.3 Development and Debugging

The Contractor must correct software defects identified during the baseline testing and update the Solution source code. The Contractor must provide a Defect Debugging Report to Technical Authority documenting the defects, and their corrections.

3.2.1.4 Accessibility and Security Testing

Canada will test the Solution for compliance with the WCAG 2.0 principles and security. The Technical Authority will provide detailed feedback to the Contractor on any issues revealed by testing. The Contractor must resolve the issues in the source code and update the Solution source code.

Evidence of user testing, debugging, testing for accessibility and security, and an updated Design Plan must be provided to the Technical Authority for approval.

3.2.1.5 Deliverable(s):

1. Test Plan,
2. Defect Debugging Report,
3. Evidence of baseline testing, debugging, and resolution of compliance testing issues,
4. Updated Design Plan (if applicable),
5. Updated Source Code (if applicable),
6. Business requirements (Epics, personas, user stories, business process flows),

7. Summary and checklist of how features meet or exceed WCAG 2.0 level AA.

Due date: To be determined in accordance with the Contractor's Design Plan.

3.2.2 Unit and Integration Testing

3.2.2.1 Unit Testing

The Contractor must perform unit testing of the Solution and update the Design Plan. If the Contractor's solution has been integrated with any other solutions, the Contractor must perform integration testing in their own environment, resolve any issues revealed through integration testing and update the Solution source code.

The Contractor must resolve any issues revealed by the automated unit tests and update the Solution source code. The Contractor must provide a report electronically in .pdf format to the Technical Authority detailing the results of all automated unit testing.

3.2.2.2 Integration Testing

As a final test the Contractor must provide instructions and the updated source code for Canada to install and test the code on a Public Service Commission (PSC) development environment, specific environment details provided in 5.1 Operating Environments and Constraints. The contractor must provide a report to the Technical Authority detailing the results of any internal integration testing as well as the instructions for Canada to install and test the source code in the PSC's development environment.

In accordance with timelines to be established in the Design Plan, the Technical Authority will provide detailed feedback to the Contractor on any issues revealed by its testing. The Contractor must resolve the issues revealed and resubmit the updated source code to the Technical Authority for re-testing.

3.2.2.3 Deliverable(s):

1. Automated Unit Testing Report,
2. Contractor's Integrated Testing Results Report (if applicable),
3. Installation and Testing Instructions,
4. Evidence of unit testing and integration testing (if applicable),
5. Updated Design Plan (if applicable),
6. Updated Source Code (if applicable)

Due Date: To be determined in accordance with the Contractor's Design Plan.

3.2.3 Progress Review Meetings

The Contractor must attend weekly progress review meetings by teleconference and provide updates to the Technical Authority on progress towards completion of the deliverables. Progress review meetings shall be scheduled by the Technical Authority, and all pertinent details such as teleconferencing information shall be provided to the Contractor by the Technical Authority not less than 24 hours in advance. The Contractor must respond to inquiries pertaining to the completion of deliverables on an ad hoc basis.

The Contractor must prepare a Record of Discussion for each progress review meeting in .doc, .odf, or .pdf format and provide it to the Technical Authority electronically within 48 hours of the progress review meeting.

3.2.3.1 Deliverable(s)

1. Record of Discussion

Due Date: within 48 hours of the progress review meeting.

3.3 Phase 3 (Optional)

3.3.1 Updated Business Requirements

The Contractor must provide electronically to the Technical Authority in .pdf format, the Solution's updated detailed business requirements consisting of functional business requirements, usability requirements, Epics and user stories, business process flows and personas.

3.3.1.1 Deliverable(s)

1. Business requirements, consisting of Epics, user stories, business process flows, personas in .pdf format.

Due Date: To be determined in accordance with the Contractor's Design Plan.

4. Constraints and Operational Environment

4.1 Technical Environment

The Solution must be compatible with the Technical Environment as detailed below:

- Multilingual support (English and French)
- Programming language and framework: Java SE 9, Java EE 8, Spring Framework 5 (Spring Boot, Spring MVC/Thymeleaf, Hibernate (JPA))
- Testing (unit/functional testing): JUnit, Selenium
- Database: PostgreSQL 10
- Application server / servlet container: Tomcat
- Build / Automation / integration: Maven, Flyway, Jenkins, Nexus Repository Manager

The Solution must comply with the Government of Canada's Web Experience Toolkit available at <https://www.tbs-sct.gc.ca/pol/index-eng.aspx>:

1. Directive on the Management of Communications
2. Directive on Official Languages for Communications and Services
3. Standard on Web Accessibility
4. Standard on Web Interoperability
5. Standard on Web Usability
6. Standard on Optimizing Websites and Applications for Mobile Devices
7. Guidance on Implementing the Standard on Web Accessibility

4.2 Open Source Code Repository

The Contractor must create and maintain a public repository for the project on GitHub during the period of the Contract. All updates to the Solution source code must be deposited on GitHub, as well as, the final Solution source code.

4.3 Licensing

Solutions developed (not pre-existing) for the challenge must be licenced under the MIT Licence. Where Contractors are leveraging an existing open source projects, adopting the parent licence of the open source software project is acceptable, where the licence is approved by the Open Source Institute. A list of approved licences is available at the following link: <https://opensource.org/licenses/alphabetical>.

5. Language of Work

English or French

6. Location of Work

The Work must be performed at the Contractor's site and Shawinigan, Quebec (Phase 1, article 3.1.2).

7. Travel

Travel will be required to attend the presentation event at the expense to Canada (Phase 1, article 3.1.2).