Statement of Work for support and maintenance of the iNOTiFY system used by the Weatheradio system of Environment and Climate Change Canada.

1.0 - Objective:

The iNOTiFY system that will be processing the TTS (Text to Speech) and alerting features for Environment and Climate change Canada Weatheradio system will soon be operational and at that point it will require ongoing support and maintenance. It is also possible additional equipment; training and specific enhancements to the iNOTiFY system may also be required. This work will ensure the proper continuous operation of this emergency broadcast system is maintained.

1.1 Background:

ECCC is nearing the completion of the Avipads Replacement Project that will have the iNOTiFY system (MPC) ingest ECCC data and distribute it to over 200 Weatheradio end points using CommPower Chatterboxes. In addition this system will be providing voice files to other dissemination means such as, but not limited to, ECCC's Automated Telephone Answering Device (ATAD) system. While the iNOTiFY system is run on ECCC infrastructure a small number of the Chatterboxes are owned by third parties. In the case where the Chatterbox is owned a third party, ECCC still manages the content and the delivery of this content on these third party Chatterboxes.

The intent of the contract is to provide a basic level of support to keep the of the iNOTiFY system updated and secure and to provide a mechanism to purchase additional equipment, system enhancements, or training on a when an as required basis.

2.0 - Deliverables:

Deliverables are split into three categories:

One of three Monthly Operational and Support services levels

1. Monthly Operational Support level 1
2. Monthly Operational Support Level 2

3. Monthly Operational Support Level 3
- Service Options
- Hardware/software options

2.1 - Maintenance and Operational Support services provided on a monthly basis:

One of three different support levels will be selected as the base monthly support level for maintenance and support services.

Monthly Operational Support level 1

1. The contractor will provide software patches for iNOTiFY software including, but not limited to, both Master Processor Control (MPC) components including ChatterBoxes and remote clients (ie Remote BMMI). This includes ensuring compatibility a supported version of the underlying Linux Distribution Operating System (OS) (currently CentOS 6.9). If the version of the underlying OS becomes End of Life (EOL), a tested upgrade plan must be provided and supported to ensure the iNOTiFY continues to function on a supported OS of the same distribution as part of this maintenance and service contract. A security updated for any security issues with the iNOTiFY software or the ChatterBox devices must be provided in a timely manner.
2. Support services during the contractor's normal business hours to receive expert support pertaining to operation of the system. Resolutions to issues must be resolved as noted in the table below.

Severity	Criteria	Time Limit
Severity 1	**Critical:** Problem prevents or seriously impairs the performance of substantially all major functions in the Licensed Programs.	2 working days
Severity 2	**Severe Impact:** Problem which prevents or seriously impairs the performance of a major function in the Licensed Programs.	5 working days
Severity 3	**Degraded Operation:** Problem which disables or impairs the performance of a minor function in the Licensed Programs.	30 calendar days
Severity 4	**Minor Impact:** Problem in a rarely used function or problem for which easy and effective method of avoiding impact.	12 months after receipt of a problem report, or date of next maintenance release, provided such release is not scheduled within the next 90 days, whichever comes first.
Severity 5	**Negligible Impact:** Documentation error, or problem reported by Licensee for CommPower's benefit and for which a correction is not required by the Licensee.	none

3. For issues that are deemed to be implementation issues and not related to the core functionality of iNOTiFY, there is a limit of 10 hours per month of this type of support. Each day of engineering services will equate to 8 hours of support services and these engineering services can be applied against this service. Any service that is to be included in the base 10 hours or charged as additional services must be included in monthly reports that must be received by the 15th day of the month following the reporting period and must, at a minimum, include the following information:

   a. Issue description;
   b. Severity;
   c. Detailed description of the issue and impacts;
   d. Detailed description of resolution plan;
   e. Details on the time spent resolving the issue;
   f. Estimated resolution date, if applicable;
   g. Costing estimate if the work exceeds the amount of available support services;

4. Email and phone consultancy services pertaining to installation, deployment and configuration of the software/hardware within the Environment Canada operating environment. This includes ChatterBoxes purchased by a third party, but managed by ECCC implementation on iNOTiFY. These services will be combined with the total hours indicated combined with additional support services and can be combined with the purchase of additional engineering services. Any service that is to be included in the base hours or charged as additional services must be included in monthly reports that must be received by the 15th day of the month following the reporting period and must, at a minimum, include the following information:

   a. Issue description;
   b. Severity;
   c. Detailed description of the issue and impacts;
   d. Detailed description of resolution plan;
   e. Details on the time spent working with ECCC in order to resolving the issue;
   f. Costing estimate if the work exceeds the amount of available support services;

5. The Supplier must provide, to the Technical Authority, in a format acceptable to ECCC, monthly updates on any outstanding issues or updates. The monthly reports must be received by the 15th day of the month following the reporting period and must, at a minimum, include the following information:
   a. Issue description;
   b. Severity;
   c. Detailed description of the issue and impacts;
   d. Detailed description of resolution plan;
   e. Current Status;
   f. Estimated resolution date, if applicable;
   g. Costing estimate if required;

6. Enhancements provided to other clients of the iNOTiFY software shall be provided to as an option to ECCC's version at no additional cost.
7. Support and updates to the STATU Java application that can be run in a supported Windows environment. Currently Windows 7 and Windows 10.
8. The contractor must keep an instance of the iNOTiFY system including with both an "A" and "B" side operating and at least two Chatterboxes functioning in a parallel to the system at ECCC. This is to enable issues to be replicated as they arise and expedite their resolution.

Monthly Operational Support level 2

1. In addition to the support described in level 1, Level 2 adds:
   a. Increase of support and consultancy services to a maximum of 20 hours per month. Additional hours can be purchased in advance.
   b. Limited iNOTiFY software enhancements to minor usability features at contractor's discretion as to what enhancements will be performed.

Monthly Operational Support level 3

1. In addition to the support described in level 2, Level 3:
   a. Removes the limit of the number of hours for support services and consultancy.
   b. Adds basic ChatterBox hardware diagnosis/repair. Detected hardware abuse not covered. Shipping costs to CommPower not covered. Hardware refurbishment not included.

2.2 - Service Options to be issued via a ROC on a when an as required basis:

1) One (1) week training courses for up to 8 students. Training will take place at the customer site. The following courses are offered:
   a. Administrative/ AMMI, Development (i.e. Low level NOTIFY functions and interface)
   b. Operations/BMMI.
   c. A combination of A and B to meet ECCC requirements.
   d. Customized iNOTiFY courses if content agreed upon by both ECCC and CommPower.
2) Engineering and Development Services: (iNOTiFY/Chatterbox):
   a. For expert engineering services, including the additional of custom functionality to the iNOTiFY/Chatterbox systems.
   b. A firm estimate must be provided by Commpower and approved by the Technical or Contracting Authority before any work can begin.
   c. If engineering and development services are required at an ECCC location, the travel costs will be reimbursed as specified in Appendices B, C, and D of the Treasury Board Travel Directive. All travel must have prior authorization from the Technical Authority.
3) Additional Support Services:
   a. Additional support or consultancy services that exceed the allotment in 2.1 can be sourced via a ROC in advance and used on an "as and when required" basis.

2.3 - Hardware/software options to be issued via a ROC on a when an as required basis:

1. *BMMI-Console Software -* Remote Operational Console for configuring and monitoring Chatterbox units (Ref. Part iNOTiFY/EXP/BMMI). The BMMI Operator Console BMMI Console provides the interface for control/monitoring of the Chatterbox units. This software will run on the same supported OS as the MPC. Workstations are not included and to be provided by ECCC.

2. *Chatterbox Solo -* This unit is a rack-mount unit that receives message traffic from the iNOTiFY system and produces spoken word in two-pre-determined languages. The generated audio stream is output to a co-located transmitter for FM broadcast. The Chatterbox-Solo is manufactures to Chatterbox withstand harsh environment and utilizes military grade components. Unit requires a minimum of one 64 Kilo-bit synchronous network connection to gain access into the iNOTiFY system. (Ref. Part CHATTERBDX/EXP/C1). Minimum order quantity of 10 units.

3. *Power Supply (PS) Shuttle –* This component of the Chatterbox Solo can be ordered in 12VDC, 24VDC, 48VDC, or 120VAC models. Minimum order quantity of 10 units.

4. *Single Board Computer (SBC) Shuttle -* This is a component of the Chatterbox Solo. Minimum order quantity of 10 units.

5. *Signal Interface Module (SIM) Shuttle -* This is a component of the Chatterbox Solo. Minimum order quantity of 10 units.

6. *Live Audio Hardware -* Headset, Sound card, and SAi (volume) unit (Re. Part iNOTiFY/EXP/AUDIO). These items are required of BMMI audio services are desired such as TTS dictionary tuning, transmitter audio monitoring, and/or live audio broadcast is desired.

3.0 Departmental Support:

Maintenance and support services shall be coordinated on the ECCC side by the Technical Authority or a delegated representative.

Where support services require access to ECCC databases or configuration files, ECCC will provide that information, but reserves the right to limit that information if there are privacy or security concerns with the data. Some of ECCC support requirements may be initiated or mandated by SSC, specifically when it comes to security and integration issues, and SSC will need to be factored into the coordination or work as well.

ECCC, with the assistance of SSC, will provide a base configuration of iNOTiFY to the contractor to ensure both the ECCC iNOTiFY system and the contractors are synchronized to ensure any issues can be duplicated in the contractor's environment. As changes are required both ECCC and the contractor will work together to keep the two systems synchronized. If there are updates required to the iNOTiFY system, then the version that ECCC is currently using will be considered the authoritative version.

Any work that is not part of the base support level and requires a ROC, must have a SOW prepared and agreed upon both ECCC and the contractor before a ROC can be issued.

4.0 Official Language:

All communications with the contractor are to be provided in English. If French translations are required for any of the documents, it is ECCC's responsibility.

5.0 Work Location:

Unless specifically specified, work is not to be conducted at ECCC facilities by the contractor. Where travel is required at ECCC facilities, arrangements must be made in advance via a ROC.

6.0 Travel:

Travel that may be required will be reimbursed as per the National Joint Council rates in Canadian Dollars.

https://www.njc-cnm.gc.ca/directive/d10/v238/en

7.0 Security Clearance:

No special security clearance is required by the contractor.

Appendix A – Original Specs of iNOTiFY System

EC-WMS
Functional Requ...