

NOTICE OF PROPOSED PROCUREMENT (NPP)
For
TASK BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)

GSIN: D302A : Informatics Professional Services

Reference Number:	N/A	Solicitation Number:	CIPO190125
Organization Name:	Innovation, Science and Economic Development Canada – Canadian Intellectual Property Office		
Solicitation Date:	2019-01-08	Closing Date:	2019-01-28 at 14:00 Eastern Standard Time EST
Anticipated Start Date:	February 2019		
Estimated Delivery Date:	N/A	Estimate Level of Effort:	220 days / year
Contract Duration:	The initial contract period will be from date of contract award and ends one (1) year after with two (2) irrevocable options to extend it for one (1) year.		
Solicitation Method:	Competitive	Applicable Trade Agreements:	CFTA – Canada – Chili, CPTPP, Canada-Colombia, Canada, Honduras, Canada-Korea, CUSMA, Canada-Panama, Canada-Peru, Canada-Ukraine, WTO-GPA, CETA, AIT,
Comprehensive Land Claim Agreement Applies:	No	Number of Contracts:	1

Requirement Details

Tendering Procedure: Selective Tendering

This requirement is open only to those TBIPS Supply Arrangement Holders who qualified under Tier 1 for services in the National Capital Region for the following category:

Level 3 – Business Analyst – senior (Suppliers to bid two (2) but requirement may be up to four (4))

The following SA Holders have been invited to submit a proposal:

- Deloitte Inc.
- Donna Cona Inc.
- Emerion
- ESIT Canada Enterprise Services Co. ESIT Canada Services Aux Entreprises Cie.
- Hitachi Vantara Inc.
- IBISKA Telecom Inc.
- Infosys Public Services Inc.
- IPSS INC.
- KPMG LLP
- Maplesoft Consulting Inc.
- New Technologies Inc.
- Newfound Recruiting Corporation
- The AIM Group Inc.
- Unisys Canada Inc.

1.0 Project Title

Business Analysis Consulting Services for the Canadian Intellectual Property Office

Information Technology Modernization (ITM) Program

TBIPS – B.1 Business Analyst – Level 3

1. Statement of Work

1.1. BACKGROUND

1.1.1. Mandate

Innovation Science and Economic Development Canada (ISED) works with Canadians in all areas of the economy and in all parts of the country to improve conditions for investment, enhance Canada's innovation performance, increase Canada's share of global trade and build a fair, efficient and competitive marketplace.

This includes managing Canada's airwaves and overseeing its bankruptcy, incorporation, intellectual property and measurement systems; providing financing and industry research tools to help businesses develop, import and export; encouraging scientific research; and protecting and promoting the interests of Canadian consumers.

1.1.2. Organization

As a Special Operating Agency associated with ISED, the Canadian Intellectual Property Office (CIPO) is responsible for the administration and processing of the greater part of intellectual property (IP) in Canada. Through the delivery of high quality and timely IP products and services, and by increasing awareness, knowledge and effective use of IP by Canadians, CIPO plays a key role in supporting innovation and economic success in Canada.

CIPO's Business Analysis Centre of Expertise (BACoE), located within Programs Branch, provides business analysis and user research services and expertise on CIPO's large IT transformation and modernization programs, as well as smaller operational initiatives. The unit's mandate is to ensure that the needs, goals and objectives of CIPO and its stakeholders are explored, contextualized, formalized, analyzed, well understood and properly communicated with

our IM/IT delivery partners and ISED's CIO Branch. In this way, the BACoE helps to ensure that IM/IT solutions developed for CIPO will be aligned with the organization's strategic objectives, deliver the intended benefits, and bring sustainable value.

1.1.3. Project Context

The current state of CIPO's Information Technology (IT) systems is impacting the organization's ability to fulfill its vision and mandate in an effective manner. Outdated IT systems constrain CIPO from operating efficiently, and have affected its capacity to meet modern-day demands and business needs of its customers. Furthermore, the cost of maintaining multiple systems that cannot be integrated poses a serious financial and operational risk for the organization.

To address these challenges, CIPO initiated its IT Modernization (ITM) Program in 2012. The ITM Program is being led by CIPO's Programs Branch, Investments and Program Management Directorate, working in close partnership with ISED's Chief Information Office (CIO) Branch. It is being delivered with the vision to *"deliver a modern digital environment that supports CIPO's efficient delivery of high quality IP products and services responsive to clients' needs"*.

Specifically, the ITM Program aims to:

1. Replace outdated, costly and inflexible legacy IT systems with more current, industry-proven, agile technologies -- and leveraging GC enterprise standards solutions where defined;
2. IT-enable the modernization of CIPO business processes to ensure the most efficient and effective use of CIPO resources in the processing, delivery and administration of CIPO's products and services supporting IP rights;
3. Enhance access to and the value proposition of CIPO's IP products and services targeted to IP owners/innovators, partners and other key vested interest stakeholders; and
4. Improve CIPO business processes and associated IT system design and development agility, with an aim to more proactively respond to changes and evolving needs in the IP regulatory environment and stakeholder community.

In accordance with the proven Managing Successful Programmes (MSP) approach for managing transformational change, the modernization of CIPO's IT infrastructure is being achieved through a carefully scoped and executed sequence of IT projects, to ensure that CIPO is able to learn from and build upon early implementations. This "component-based" approach ensures that continuous improvements in capabilities and efficiencies can be progressively realized as the portfolio of projects unfolds for maximum realization of benefits.

A Program Management approach is being taken for CIPO ITM wherein:

- Individual projects are independently initiated, executed and closed in accordance with ISED's Project Stage-Gate Framework and governance;

- Multiple projects and activities are coordinated at the “portfolio level”, ensuring the on-going alignment of project activities to CIPO’s strategic objectives and to maintain appropriate oversight and management of collective project risks;
- A governance structure composed of senior executive from CIPO and ISED provides independent oversight of the project management teams; and
- A formal review through ISED’s Audit and Evaluation branch has been completed and the management action plan has been established. Yearly reviews are planned for all major ITM projects in progress.

On a project-by-project basis, and based on the profile of individual ITM projects (e.g. solution complexity, requirements stability, technology selection, technical team capability, dependencies, project risk, etc.), CIPO and ISED CIO Branch select the most appropriate software development life cycle (SDLC) methodology for software delivery, with a trend toward increased use of Agile (scrum) and Client-Centric delivery methodologies.

1.2. OBJECTIVE

CIPO’s initial requirement is to engage up to four (4) Senior Business Analysts in support of in-flight projects within CIPO’s ITM Program.

Over the duration of the contract, CIPO’s requirement may extend to provide Business Analysis Consulting Services support to other IT projects at CIPO including.

- Projects within CIPO’s legislative IP Modernization (IPM) Program,
- CIPO-impacting Departmental and Government of Canada Initiatives, and
- Smaller Change Work Request (CWR) projects and operational initiatives.

Organizationally, the Manager, Business Analysis Centre of Expertise within CIPO Programs Branch will provide oversight to the Senior Business Analysts to ensure proper BA methodology and best practices are followed.

1.3. SCOPE OF WORK

3.1.1. Tasks and Activities

3.1.1.1. Senior Business Analyst (Enterprise)

The Senior Business Analyst (Enterprise) will be assigned to the ITM Program generally – and to specific ITM projects – to fulfill an over-arching enterprise business analysis mandate for the Program and to ensure a complete change awareness to help realize the Program’s vision and goals. Working collaboratively with ITM program stakeholders (including program management, project management, architecture, business subject matter experts and delivery teams), the Senior Business Analyst (Enterprise) will perform tasks which include but are not limited to the following:

- a) Plan enterprise business analysis activities and work effort estimates;

- b) Elicit, analyze, validate, document and prioritize business needs and stakeholder requirements at an enterprise level;
- c) Reflect the enterprise business analysis perspective in ITM program activities and deliverables, including program plans, architectural views, implementation roadmaps and business proposals;
- d) Define the high-level business and stakeholder requirements for individual ITM projects;
- e) Model AS-IS (current state) and TO-BE (future state) business processes at an enterprise-level;
- f) Lead business case development for individual ITM projects, and support options analysis activities, to ensure project investments are properly positioned and aligned to the Program vision and goals;
- g) Orient and support Project Business Analysts so that detailed analysis activities and artefacts align with the overarching requirements of the Program, to its vision and goals, and to CIPO's needs at the enterprise level;
- h) Support Project Business Analysts in performing requirements traceability:
 - between ITM project business analysis artefacts,
 - with program artefacts such as program vision, goals, outcomes, benefits, and
 - with delivery artefacts such as design, solution components, test cases;
- i) Perform solution assessment and validation activities, at an enterprise level, to ensure IT solutions meet the business need;
- j) Coordinate the cataloging and categorizing of all business analysis artefacts (program and project-level) into CIPO's centralized repositories;
- k) Reflect the enterprise business analysis perspective in the development of user acceptance strategies and plans for the Program;
- l) Monitor the ITM Program's needs for business analysis services and recommend approaches/options to resolve any service delivery gaps;
- m) Identify and analyze risks related to business analysis activities within the Program;
- n) Develop and deliver reports and presentations for CIPO senior management;
- o) Undertake other business analysis tasks as required;
- p) Report progress on the work described above on a weekly basis to functional, program and project authorities; and
- q) Transfer functional and technical knowledge to client staff and delivery teams through individual and group training and demonstrations and written instructions and documents on an ongoing basis throughout the life of the project with final knowledge transfer to be completed no later than one month prior to the contract end date.

3.1.1.2. Senior Business Analyst (Project)

The Senior Business Analyst (Project) will be assigned to specific ITM projects to fulfill an over-arching business analysis mandate for their assigned projects. Working collaboratively with ITM project stakeholders (including program management, project management, architecture, business subject matter experts and delivery teams), the Senior Business Analyst (Project) will perform tasks which include but are not limited to the following:

- a) Plan project business analysis activities and work effort estimates;
- b) Work directly with ITM project teams to define the desired state around an IT solution at a detailed level, expanding upon the initial need definition and program/project artefacts developed to date;
- c) Elicit, analyze, validate, document and prioritize solution and transition requirements (including functional requirements, information requirements, business rules and other non-functional requirements) to determine best solutions to client business needs;
- d) Contribute a project business analysis perspective to ITM program activities and deliverables, including program plans, architectural views, implementation roadmaps and business proposals;
- e) Model AS-IS (current state) and TO-BE (future state) business processes at a detailed level;

- f) Support business case development for individual ITM projects, and support options analysis activities, to ensure projects are properly positioned and aligned to the Program vision and goals;
- g) Orient project business analysis activities to align with the overarching requirements of the Program, to its vision and goals, and to CIPO's needs at the enterprise level;
- h) Perform requirements traceability:
 - between ITM project business analysis artefacts,
 - with program artefacts such as program vision, goals, outcomes, benefits, and
 - with delivery artefacts such as design, solution components, test cases;
- i) Perform solution assessment and validation activities, at a project-level, to ensure IT solutions meet the business need;
- j) Maintain all project-related business analysis artefacts in CIPO's centralized repositories;
- k) Reflect the project business analysis perspective in the development of user acceptance strategies and plans;
- l) Monitor project needs for business analysis services and recommend approaches/options to resolve any service delivery gaps;
- m) Identify and analyze risks related to project business analysis activities;
- n) Develop and deliver reports and presentations for CIPO senior management;
- o) Undertake other business analysis tasks as required;
- p) Report progress on the work described above on a weekly basis to functional, program and project authorities; and
- q) Transfer functional and technical knowledge to client staff and the delivery teams through individual and group training and demonstrations and written instructions and documents on an ongoing basis throughout the life of the project with final knowledge transfer to be completed no later than one month prior to the contract end date.

3.1.2. Deliverables / Timelines

Throughout the contract, the resources must complete the following deliverables, on an "as and when needed basis", in a timely and quality manner. All deliverables are subject to the review and approval of the Functional, Program and Project Authorities.

- a) A weekly written status report – documenting the progress of the work described above including issues, risks and challenges which may affect overall schedule and planned tasks for the next reporting period.
- b) A written business analysis plan – initially documenting the work to be done through timelines, milestones, tasks and deliverables, and maintained for monthly submission to his/her reporting and program/project manager.
- c) Business analysis artefacts such as:
 - Business Proposals
 - Business Cases
 - Business and Stakeholder Requirements
 - Business Processes
 - Solution Requirements (including functional and non-functional requirements)
 - Transition Requirements
 - Gap Analyses
 - Options Analyses
 - Traceability Matrices
 - User and Training Documentation
 - Business Benefits and Outcomes Documentation
 - User Acceptance Test Criteria
 - Reports and Presentations
- d) A final evaluation and lessons learned report – delivered at key program/project milestones.

- e) Other Program and Project-related deliverables as required

3.2. Constraints

The contractor must abide with the government policies and standards on security, sensitivity and protection of the environment, and conservation of information.

Several Government wide initiatives might impact the Programs and portfolio of projects as well as Innovation, Science and Economic Development Canada initiatives.

3.3. Client Support

The consultants will be provided with all history and developed materials related to the ITM program/project(s).

The consultants will be provided with the following:

- A workstation
- A laptop
- Software (MS Office, Visio, MS Project, ATRS Time Reporting System, Sparx Enterprise Architect, JIRA)
- Email account
- A cell phone (as required, discretionary)

3.4. Work Location

The consultants will carry out the majority of the work on CIPO premises located at 50 rue Victoria, Gatineau, Québec, during normal business hours.

Any offsite work must be pre-authorized by the CIPO project authority in writing. If offsite work is approved, no protected and/or classified information may be removed from CIPO premises.

On occasion, consultants may asked to attend occasional meetings at Innovation, Science and Economic Development Canada's head office located at 235 Queen Street in Ottawa, ON.

3.5. Official Languages

The Canadian Intellectual Property Office is a bilingual environment.

*Certification of Language - Senior Business Analyst (Enterprise) - Bilingual
(English – Advanced Level; French – Advanced Level)*

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, the Senior Business Analyst (Enterprise) resource proposed in its bid will be fluent in both English and French at the Advanced level. The individual(s) proposed must be able to communicate orally and in writing in English and French without any assistance and with minimal errors.

*Certification of Language - Senior Business Analyst (Project) – English Essential
(English – Advanced Level; French – n/a)*

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, the Senior Business Analyst (Project) resource proposed in its bid will be fluent in English at the Advanced level. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

	Oral	Comprehension	Written
Advanced	<p>A person speaking at this level can:</p> <ul style="list-style-type: none"> support opinions; and understand and express hypothetical and conditional ideas 	<p>A person reading at this level can:</p> <ul style="list-style-type: none"> understand most complex details, inferences and fine points of meaning; and have a good comprehension of specialized or less familiar material. 	<p>A person writing at this level can:</p> <ul style="list-style-type: none"> write texts where ideas are developed and presented in a coherent manner.

3.6 Travel

There are no requirements to travel outside of the National Capital Region (NCR). Travel costs and travel time within the NCR will not be reimbursed.

NOTE: Task-Based Informatics Professional Services (TBIPS) Method of Supply is refreshed three (3) times per year. If you wish to find out how you can be a “Qualified SA Holder”, please contact RCNMDAI.-NCRIMOS@pwgsc.gc.ca

ANNEX A

List of suppliers

Only SA Holders listed below are eligible to submit a proposal in response to RFP # CIP0190125.

The following 15 suppliers are eligible as they were listed as pre-qualified as per the search done on January 7th, 2019, based on the following search criteria:

Professional Services: TBIPS Supply Arrangement (Supplier bid for two (2) resources, but requirement may be up to four (4) resources.

Services Stream: B.1 Business Analyst

Number of Resources and Level of Effort: 4 x B.1 – Business Analyst - Senior (Level 3); (Suppliers to bid two (2) but requirement may be up to four (4))

Supplier Security Clearance: Reliability

Document Safeguarding: Protected B

Region/Metropolitan: NCR

Estimated Requirement Dollar Value Range: Greater than NAFTA to \$2 Million

Deloitte Inc.

Donna Cona Inc.

Emerion

ESIT Canada Enterprise Services Co. ESIT Canada Services Aux Entreprises Cie.

Hitachi Vantara Inc.

IBISKA Telecom Inc.

Infosys Public Services Inc.

IPSS INC.

KPMG LLP

Maplesoft Consulting Inc.

New Technologies Inc.

Newfound Recruiting Corporation

The AIM Group Inc.

Unisys Canada Inc.

