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SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

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Title - Sujet GCdocs Services VARIOUS INFORMATICS PROFESSIONAL RESOURCE CATEGORIES GCDOCS SERV	
Solicitation No. - N° de l'invitation E60ZR-212357/A	Amendment No. - N° modif. 005
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Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Standard Time EST on - le 2021-11-26 Heure Normale de l'Est HNE	
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THIS AMENDMENT NUMBER 005 IS RAISED TO

- 1) Respond to Q&A's; and
- 2) Amend Appendix C to Annex A;

QUESTION AND ANSWER

Question 21

The TA qualifications associated with the RFP are far in excess of the current iteration of this RFP and will serve to eliminate the vast majority of skilled/experienced GCDOCS consultants from qualifying to work on any subsequent contract. Specifically:

- The Application/Software Architect requires no less than three (3) certifications from a list of four (4) possible ones, where three of the four are specific to OpenText Content Server.
- The Programmer Analyst requires an OpenText Content Server Developer Certification – a very rare certification amongst the NCR consulting pool.
- The IM Architect requires OpenText Content Server Administrator Certification, which is a technical certification out of character with the requirements of the role, not to mention very rare in the NCR consultant pool
- The Data Conversion Specialist requires one of two Open Text specific certifications, neither of which are commonplace and/or required to fulfil the role.
- The Technical Architect role requires one (1) of three (3) possible certifications, two of which are specific to Open Text and one that is specific to Cloud computing. Again, the occurrence of any of these certifications is rare enough, let alone something that Technical Architects suited for GCDOCS work would possess.

The net effect of the addition of these certifications to the TA grids will be to effectively reduce the potential candidate pool to a handful of consultants, drastically limiting the ability of any supplier to satisfy the needs of the contract. It is also understood that the vast majority of resources on the current iteration of this contract as well as on other GCDOCS contracts throughout the NCR would not satisfy the certification requirements. Availability of qualified resources affects rates, and with such demanding requirements one of two things will happen:

1. The financial structure imposed by a -20% median range with a 40% weighting on Financial score means that rates will not be bid that can secure any viable candidates, despite the challenge of the grids.
2. Rates will need to be so high to secure very rare skillsets from an already limited candidate pool that the Crown will not receive fair value for its investment.

As a result, we request that all Certification requirements associated with the roles noted above be removed from the Mandatory requirements in the Task Authorization grids, and in keeping with the previous RFP have them structured so that they can be requested as additional requirements at the time of callup, rather than being mandatory for the affected grids.

Answer 21

- The Application/Software Architect requires no less than three (3) certifications from a list of four (4) possible ones, where three of the four are specific to OpenText Content Server.
 - **Canada has considered your request, please refer to Amendment 5 below**
- The Programmer Analyst requires an OpenText Content Server Developer Certification – a very rare certification amongst the NCR consulting pool.
 - **Canada has considered your request but has concluded that this requirement will remain unchanged.**
- The IM Architect requires OpenText Content Server Administrator Certification, which is a technical certification out of character with the requirements of the role, not to mention very rare in the NCR consultant pool
 - **Canada has considered your request, please refer to Amendment 5 below.**
- The Data Conversion Specialist requires one of two Open Text specific certifications, neither of which are commonplace and/or required to fulfil the role.
 - **Canada has considered your request but has concluded that this requirement will remain unchanged.**

- The Technical Architect role requires one (1) of three (3) possible certifications, two of which are specific to Open Text and one that is specific to Cloud computing. Again, the occurrence of any of these certifications is rare enough, let alone something that Technical Architects suited for GCDOCs work would possess.
 - **Canada has considered your request but has concluded that this requirement will remain unchanged.**

- The financial structure imposed by a -20% median range with a 40% weighting on Financial score means that rates will not be bid that can secure any viable candidates, despite the challenge of the grids.
 - **Please refer to RFP AMENDMENT No. 002 as Q&A No. 4**

AMENDMENT NO. 005
All changes have been identified in RED

APPENDIX C to ANNEX A
Resource Assessment Criteria and Response Table

Definitions

The following definitions apply to the assessment criteria that follows.

Term	Definition
Building	The process of executing the design to deliver the required functionality or solution.
Delivering	Carrying out something that was expected.
Designing	The process of defining software methods, functions, objects, and the overall structure and interaction of software code so that the resulting functionality will satisfy the requirements.
Developing Solution	A development of solution could include: <ul style="list-style-type: none"> • Understand the situation and context • Determine the questions to address the key stakeholder(s) • Define the problem • Describe a way of solving the particular problem • Collect the evidence to determine if the solution is appropriate
EDRMS	Electronic Document and Records Management System
Functional role	A functional role is one where an individual performs functional activities related to the management of an application. This could include: <ul style="list-style-type: none"> • troubleshooting, • eliciting, elaborating, analyzing and documenting business requirements, • identifying test scenarios/scripts, • creating testing scripts, • performing functional testing, • documenting communication material (for e.g. release notes), • Business process analysis, mapping, • User interface design • Impact assessments (WBS elaboration of functional tasks) WBS=Work Breakdown Structure
Implementation / Implementing	Completed and put into operation as part of the final solution.
OpenText Content Server	Refers to OpenText's Content Server content management software product, version 16.2.xx. or more recent.
Performing	To carry out, accomplish, or fulfill an action, task, or function.
Providing	To supply or make available.
M365	Microsoft 365, also known as M365, is a cloud-based, subscription suite that encompasses Office and other productivity apps, cloud services, device management, and security.
Software Integration (integrating)	Software integration means that the products work as one solution. Instead of passing information between the two systems over a bridge, the systems share the same code and database
Software Interface	A software interface is a bridge that allows two programs to share information with each other, even though they may have been developed by different sources or use different programming languages. An interface will often use a standard file format such as XML to move information from one system to another.
Support / Supporting	Maintaining the hardware or software environment by troubleshooting and fixing a wide variety of issues.
Technical role	A technical role is one where an individual performs technical activities related to the development, the implementation, or the operations of an application. This could include: <ul style="list-style-type: none"> • troubleshooting, • developing and communicating application architectures,

Term	Definition
	<ul style="list-style-type: none">• developing and maintaining codes (including application code changes, fixes and configuration) based on the specification that was given by the Functional team,• packaging and implementing the codes to different application environments,• providing application administration services,• administrating the application databases and the Data Base Management System,• providing application security services, and• unit testing and solution design.
Upgrade / Upgrading	A replacement of <i>software</i> with a newer version, in order to bring the system up to date or to improve its characteristics.
Using	The act of employing something for a specific purpose.

APPENDIX C TO ANNEX A

RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

To facilitate resource assessment, Contractors must prepare and submit a response to a draft Task Authorization using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that Canada can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

Note 1 – Reference Project

Each client reference cited should include the following information:

- 1) the client organization;
- 2) Contact name, Title and Email address
- 3) the project name;
- 4) the exact contract start and end dates;
- 5) level of work effort; and
- 6) a brief description of the work performed.

Application / Software Architect (Level 3)

Name of Proposed Resource _____

The Contractor MUST demonstrate that the proposed resource meets the Assessment Criteria

CRITERIA	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE	
		Demonstrated Experience (Contractor to Insert Data)	Insert page # of resume
M1	<p>Minimum experience in the resource category</p> <p>The proposed resource must have:</p> <p>a) a minimum of ten (10) years of cumulative experience, within the twelve years, preceding the issuance date of this TA, working as an Application / Software Architect and</p> <p>b) that within that timeframe of experience, the proposed resource has performed at least three (3) of the five (5) tasks listed below for a minimum of five (5) years:</p> <ol style="list-style-type: none"> 1) Design and develop technical architectures, frameworks and strategies, for an application area, to meet the business and application requirements; 2) Analyze functional requirements to identify information, procedures and decision flows; 3) Analyze, evaluate and develop alternative software solutions to meet business problems; 4) Evaluate and authenticate the integration of all aspects of software solutions are implemented; 5) Design application architecture frameworks. 		
M2	<p>The Contractor must provide two (2) client references where the proposed resource was contracted as a Software Application Architect within the last five (5) years preceding the issuance date of this TA.</p> <p>One of the client references cited must be for performing work related to OpenText content server experience.</p> <p>Note 1 – Project Reference</p>		
M3	<p>Experience with OpenText Content Server suite</p> <p>The proposed resource must have experience on a minimum of three (3) projects developing technical architectures, frameworks, to meet the business and application requirements for an OpenText Content Server project.</p> <p>To be considered, the proposed resource must have worked on the project for a minimum of six</p>		

	<p>(6) months within the last five (5) years preceding the issuance date of this TA.</p> <p>Note: Versions of OpenText Content Server with which the proposed resource must have experience will be identified at the TA stage and might include versions 16.2.XX or higher.</p> <p>Note 1 – Project Reference</p>		
<p>M4</p>	<p>Certifications</p> <p>The proposed resource must have, at a minimum, one (1) of the following certifications:</p> <ul style="list-style-type: none"> a) Content Server System administration certification; b) Archive center System administration certification; c) Cloud certification (i.e: AWS Certified cloud practitioner, Microsoft Azure Certification); d) OpenText Content Server Developer Certification. 		
<p>M5</p>	<p>Additional Technical Qualifications</p> <p>At the time of Task Authorization (TA) the Technical Authority will identify which of the following specialized experience requirements are applicable to the specific TA.</p> <p>For each of the identified requirements the proposed resource must demonstrate a minimum of one (1) year of experience within the last five (5) years.</p> <ul style="list-style-type: none"> <input type="checkbox"/> designing applications that incorporate OpenText Content Server Application Programming Interface. <input type="checkbox"/> designing applications that incorporate OpenText Content Server Physical Object Module. <input type="checkbox"/> designing applications that incorporate OpenText Content Server LifeCycle Management Module. <input type="checkbox"/> performing the tasks identified in M1 to support the evolution of the legacy document management system to a future version up to the major version of OpenText Content Server at the TA stage. <p>Note: Versions of OpenText Content Server with which the proposed resource must have experience will be identified at the TA stage and might include versions 16.2.XX or higher.</p>		

PROGRAMMER ANALYST EVALUATION CRITERIA (LEVEL 3)

Name of Proposed Resource _____

The Contractor **MUST** demonstrate that the proposed resource has:

CRITERIA	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE	
		Demonstrated Experience (Contractor to Insert Data)	Insert page # of resume
M1	<p>Minimum experience in the resource category</p> <p>The proposed resource must have:</p> <p>a) A minimum of ten (10) years of cumulative experience, within the twelve years preceding the issuance date of this TA, working as a Programmer Analyst; and</p> <p>b) that within that time frame of experience, the proposed resource has performed tasks 1 to 4 listed below for a minimum of five (5) years and tasks 5 to 7 for a minimum of six (6) months:</p> <ol style="list-style-type: none"> 1) Analyze functional requirements leading to the execution of the design, development and implementation of changes to Content Server; 2) Develop, maintain and configure programs based on approved requirements working both independently and within a team; 3) Deliver technical specifications documents using the functional specifications provided by the functional and integration teams; 4) Create and modify configuration and code for software as per technical specifications; 5) Produce reports, manuals, , data files, and procedures for applications; 6) Analyze code and objects to determine functional fit; and 7) Execute tasks related to the implementation of Content Server and database design and fixes, coding and technical documentation. 		
M2	<p>The Contractor must provide two (2) client references where the proposed resource was contracted as a Programmer Analyst within the last five (5) years preceding the issuance date of this TA.</p> <p>One of the client references cited must be for performing work related to OpenText content server experience.</p> <p>Note 1 – Project Reference</p>		

<p>M3</p>	<p>Minimum experience with OpenText Content Server</p> <p>The proposed resource must have experience on a minimum of three (3) projects developing solutions using OpenText Content Server. For each project to be considered, the proposed resource must have worked on the project for a minimum duration of six (6) consecutive months within the five (5) years preceding the issuance date of this TA.</p> <p>Note: Versions of OpenText Content Server with which the proposed resource must have experience will be identified at the TA stage and might include versions 16.2.XX or higher.</p>		
<p>M4</p>	<p>Certifications</p> <p>The proposed resource must have completed the following certification:</p> <ul style="list-style-type: none"> - OpenText Content Server Developer Certification 		
<p>M5</p>	<p>Additional Technical Qualifications</p> <p>At the time of Task Authorization (TA) the Technical Authority will identify which of the following specialized experience requirements are applicable.</p> <p>For each of the identified requirements, the proposed resource must demonstrate a minimum of one (1) year of experience within the last five (5) years.</p> <ul style="list-style-type: none"> <input type="checkbox"/> The resource must have experience performing the tasks identified in M1 to develop an Imaging and Document Management solution. <input type="checkbox"/> The resource must have experience performing the tasks identified in M1 to develop Web retrieval and query applications that access and retrieve content and data stored in an OpenText Content Server repository. <input type="checkbox"/> The resource must have experience performing the tasks identified in M1 utilizing OpenText Content Server LifeCycle management capabilities. <input type="checkbox"/> The resource must have experience performing the tasks identified in M1 utilizing OpenText Content Server Physical Object Module. <input type="checkbox"/> The resource must have experience performing the tasks identified in M1 utilizing OpenText Content Server Application Programming Interface. <input type="checkbox"/> The resource must have experience performing the tasks identified in M1 to support the evolution of the legacy document management system to a current version (will be provided at the time of issuing the TA) of OpenText Content Server. 		

	<p>Note: Versions of OpenText Content Server with which the resource must have experience will be identified at the TA stage and might include versions 16.2.XX or higher.</p>		
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IM Architect (Level 3)
Name of Proposed Resource _____ The Contractor MUST demonstrate that the proposed resource has:

CRITERIA	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE	
		Demonstrated Experience (Contractor to Insert Data)	Insert page # of resume
M1	<p>Minimum experience in the resource category</p> <p>The proposed resource must have:</p> <p>a) A minimum of ten (10) years of cumulative experience, within the twelve years preceding the issuance date of this TA, working as an IM Architect; and</p> <p>b) that within that timeframe of experience, the proposed resource has performed a minimum of seven (7) out of the nine (9) tasks listed below for a minimum of 1 year per task :</p> <ol style="list-style-type: none"> 1) Analyze existing capabilities and requirements, develop redesigned frameworks and recommend areas for improved capability and integration. 2) Develop and document detailed statements of requirements; 3) Evaluate existing procedures and methods, identify and document database content, structure, and application subsystems, and develop data dictionary; 4) Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems; 5) Prototype potential solutions, provide trade-off information and suggest recommended courses of action; 6) Perform information modelling in support of BPR (Business process reengineering) implementation; 7) Perform cost/benefit analysis of implementing new processes and solutions; 8) Provide advice in developing and integrating process and information models between business processes to eliminate information and process redundancies; and 9) Provide advice in defining new requirements and opportunities for applying efficient and effective solutions; identify and provide preliminary costs of potential options. 		
M2	The Contractor must provide two (2) client references where the proposed resource was contracted as an IM Architect within the last five		

	<p>(5) years preceding the issuance date of this TA.</p> <p>One of the client references cited must be for performing work related to OpenText content server experience.</p> <p>Note 1 – Project Reference</p>		
<p>M3</p>	<p>Minimum experience with OpenText Content Server</p> <p>The proposed resource must have experience on a minimum of one (1) project authoring an information architecture for unstructured content using OpenText Content Server.</p> <p>For the project to be considered, the proposed resource must have worked on the project for a minimum duration of six (6) months within the five (5) years preceding the issuance date of this TA.</p> <p>Note: Versions of OpenText Content Server with which the proposed resource must have experience will be identified at the TA stage and might include versions 16.2.XX or higher.</p>		
<p>M4</p>	<p>Certifications</p> <p>The proposed resource must have completed the following certification:</p> <p>OpenText Content Server Consultant Certification.</p>		
<p>M5</p>	<p>Additional Technical Qualifications</p> <p>At the time of Task Authorization (TA,) the Technical Authority will identify which of the following specialized experience requirements are applicable to the specific TA.</p> <p>For each of the identified requirements, the proposed resource must demonstrate a minimum of one (1) year of experience within the last five (5) years.</p> <ul style="list-style-type: none"> <input type="checkbox"/> The resource must have experience performing the tasks identified in M1 for an EDRMS solution. <input type="checkbox"/> The resource must have experience: <ul style="list-style-type: none"> a. defining existing and new requirements; b. developing IM Governance structure; c. developing architectural frameworks; and d. performing Technical Site Surveys. <input type="checkbox"/> The resource must have experience utilizing OpenText Content Server LifeCycle Document Management. <input type="checkbox"/> The resource must have experience utilizing OpenText Content Server Physical Object Module. <input type="checkbox"/> The resource must have experience performing the tasks identified in M1 to support the evolution of the legacy document management system to a 		

	<p>current version (will be provided at the time of issuing the TA) of OpenText Content Server.</p> <p>Note: Versions of OpenText Content Server with which the proposed resource must have experience will be identified at the TA stage and might include versions 16.2.XX or higher.</p>		
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DATA CONVERSION SPECIALIST (Level 3)
Name of Proposed Resource _____ The Contractor MUST demonstrate that the proposed resource has:

CRITERIA	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE	
		Demonstrated Experience (Contractor to Insert Data)	Insert page # of resume
M1	<p>Minimum experience in the resource category</p> <p>The proposed resource must have:</p> <p>a) A minimum of ten (10) years of cumulative experience, within the twelve years preceding the issuance date of this TA, working as a Migration Specialist and</p> <p>b) that within that timeframe of experience, the proposed resource has performed each of the four (4) tasks listed below for a minimum of five (5) years per task:</p> <ol style="list-style-type: none"> 1) Oversee all facets of the conversion process; 2) Complete mapping, interfaces, mock conversion work, enhancements, actual conversion, and verify completeness and accuracy of converted data; 3) Analyze and coordinate data file conversions; and 4) Import files from heterogeneous platforms. 		
M2	<p>The Contractor must provide two (2) client references where the proposed resource was contracted as a Data Conversion Specialist within the last five (5) years.</p> <p>One of the client references cited must be for performing work related to OpenText content server experience</p> <p>Note 1 – Project Reference</p>		
M3	<p>Minimum experience with OpenText Content Server</p> <p>The proposed resource must have experience on a minimum of three (3) projects developing solutions using OpenText Content Server. For each project to be considered, the proposed resource must have worked on the project for a minimum duration of six months within the five (5) years preceding the issuance date of this TA.</p> <p>Note: Versions of OpenText Content Server with which the proposed resource must have experience will be identified at the TA stage and might include versions 16.2.XX or higher.</p>		

<p>M4</p>	<p>Certifications</p> <p>The proposed resource must have at least one of the following valid certifications:</p> <ol style="list-style-type: none">1) OpenText Content Server Developer Certification; or2) OpenText Content Server Administrator Certification.		
<p>M5</p>	<p>Additional Technical Qualifications</p> <p>At the time of Task Authorization (TA) the Technical Authority will identify if which of the following specialized experience requirements are applicable to the specific TA.</p> <p>For each of the identified requirements the proposed resource must demonstrate a minimum of one (1) year of experience within the last five (5) years.</p> <ul style="list-style-type: none"><input type="checkbox"/> The resource must have experience performing the tasks identified in M1 for an Imaging and Document Management solution.<input type="checkbox"/> The resource must have experience developing mapping, interfaces, mock conversion files, enhancements that access and retrieve content and data stored in an OpenText Content Server repository.<input type="checkbox"/> The resource must have experience utilizing OpenText Content Server LifeCycle management capabilities.<input type="checkbox"/> The resource must have experience utilizing OpenText Content Server Physical Object Module.<input type="checkbox"/> The resource must have experience performing the tasks identified in M1 to support the evolution of the legacy document management system to a current version (will be provided at the time of issuing the TA) of OpenText Content Server. <p>Note: Versions of OpenText Content Server with which the proposed resource must have experience will be identified at the TA stage and might include versions 16.2.XX or higher.</p>		

BUSINESS ANALYST (Level 3)
Name of Proposed Resource _____ The Contractor MUST demonstrate that the proposed resource has:

CRITERIA	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE	
		Demonstrated Experience (Contractor to Insert Data)	Insert page # of resume
M1	<p>Minimum experience in the resource category</p> <p>The proposed resource must have:</p> <p>a) a minimum of ten (10) years of cumulative experience, within the twelve years preceding the issuance date of this TA, working as a Business Analyst and</p> <p>b) that within that timeframe of experience, the proposed resource has performed each of the seven (7) tasks listed below for a minimum of five (5) years:</p> <ol style="list-style-type: none"> 1) Determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats; 2) Perform business analyses of requirements to identify information, procedures, and decision flows; 3) Evaluate existing procedures and methods, identify and document items such as database content, structure, application subsystems; 4) Develop data dictionary; 5) Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems; 6) Identify candidate business processes for re-design, prototype potential solutions, provide trade-off information and suggest a recommended course of action. Identify the modifications to the automated processes; and 7) Establish acceptance test criteria with client. 		

<p>M2</p>	<p>The Contractor must provide two (2) client references where the proposed resource was contracted as a Business Analyst within the last five (5) years.</p> <p>One of the client references cited must be for performing related to OpenText content server experience</p> <p>Note 1 – Project Reference</p>		
<p>M3</p>	<p>Minimum experience with Imaging and Document Management Solutions</p> <p>The proposed resource must have experience on a minimum of three (3) projects analyzing and documenting requirements for an EDRMS solution implementation or upgrade project.</p> <p>For each project to be considered, the proposed resource must have worked on the project for a minimum duration of six (6) months within the five (5) years preceding the issuance date of this TA.</p>		
<p>M4</p>	<p>Certifications</p> <p>The proposed resource must have at least one of the following valid business analysis certifications:</p> <ol style="list-style-type: none"> 1) Business Analysis (e.g. IIBA Certified Business Analyst Professional (CBAP)); 2) PMI Professional in Business Analysis (PMI-PBA) ; or 3) or have completed a postsecondary program and obtained a Certificate in Business Analysis. 		
<p>M5</p>	<p>Additional Technical Qualifications</p> <p>At the time of Task Authorization (TA), the Technical Authority will identify if which of the following specialized experience requirements are applicable to the specific TA.</p> <p>For each of the identified requirements the proposed resource must demonstrate a minimum of one (1) year of experience within the last five (5) years.</p> <ul style="list-style-type: none"> <input type="checkbox"/> performing the tasks identified in M1 utilizing OpenText Content Server. <input type="checkbox"/> The resource must have experience in the analysis and design of workflow processes. <input type="checkbox"/> The resource must have experience performing the tasks identified in M1 to support the evolution of the legacy document management system to a future version up to a current version (will be provided at the time of issuing the TA) of OpenText Content Server. <p>Note: Versions of OpenText Content Server with which the proposed resource must have</p>		

	experience will be identified at the TA stage and might include versions 16.2.XX or higher.		
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COURSEWARE DEVELOPER (Level 3)
Name of Proposed Resource _____ The Contractor MUST demonstrate that the proposed resource has:

CRITERIA	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE	
		Demonstrated Experience (Contractor to Insert Data)	Insert page # of resume
M1	<p>Minimum experience in the resource category</p> <p>The proposed resource must have:</p> <ul style="list-style-type: none"> a) A minimum of ten (10) years of cumulative experience, within the twelve years preceding the issuance date of this TA, working as a Courseware Developer and b) that within that timeframe of experience, the proposed resource has performed a minimum of six (6) out of the eight (8) tasks listed below for a minimum of four (4) months per task: <ul style="list-style-type: none"> 1) Perform needs assessment/analysis for training and purposes; 2) Plan and monitor training projects; 3) Perform job, task, and/or content analysis; 4) Recommend instructional media and strategies; 5) Develop performance measurement standards; 6) Develop training materials; 7) Prepare end-users for implementation of courseware materials; and 8) Deliver training to end users (individually and in groups). 		
M2	<p>The Contractor must provide two (2) client references where the proposed resource was contracted as a Courseware Developer within the last five (5) years.</p> <p>One of the client references cited must be for performing work related to OpenText content server experience</p> <p>Note 1 – Project Reference</p>		
M3	<p>Minimum experience with OpenText Content Server</p> <p>The proposed resource must have experience on a minimum of three (3) projects developing training materials for an OpenText Content Server implementation or upgrade project.</p> <p>For each project to be considered, the proposed resource must have worked on the project for a minimum duration of six (6) months within the five (5) years preceding the issuance date of this TA.</p>		

	<p>Note: Versions of OpenText Content Server with which the proposed resource must have experience will be identified at the TA stage and might include Software Publisher starting with versions 16.2.XX.</p>	
<p>M4</p>	<p>Additional Technical Qualifications</p> <p>At the time of Task Authorization (TA) the Technical Authority will identify which of the following specialized experience requirements are applicable to the specific TA.</p> <p>For each of the identified requirements the proposed resource must demonstrate a minimum of one (1) year of experience within the last five (5) years.</p> <ul style="list-style-type: none"><input type="checkbox"/> The resource must have experience delivering training related to OpenText Content Server solutions.<input type="checkbox"/> The resource must have experience developing and coordinating training plans and logistics for training delivery.<input type="checkbox"/> The resource must have experience delivering classroom training to a minimum of 20 participants.<input type="checkbox"/> The resource must have experience working with end users, subject matter experts, and/or business analysts to design and develop user documentation and instructional materials for OpenText Document management solutions.<input type="checkbox"/> The resource must have experience developing learning packages and documentation using automated tools such as User Productivity Kit or Productivity Pak. The resource must have experience performing the tasks identified in M1 to support the evolution of the legacy document management system to a current version (will be provided at the time of issuing the TA) of OpenText Content Server. <p>Note: Versions of OpenText Content Server with which the proposed resource must have experience will be identified at the TA stage and might include versions 16.2.XX or higher.</p>	

TECHNICAL WRITER (Level 3)
Name of Proposed Resource _____ The Contractor MUST demonstrate that the proposed resource has:

CRITERIA	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE	
		Demonstrated Experience (Contractor to Insert Data)	Insert page # of resume
M1	<p>Minimum experience in the resource category</p> <p>The proposed resource must have:</p> <p>a) A minimum of ten (10) years of cumulative experience, within the twelve years preceding the issuance date of this TA, working as a Technical Writer;</p> <p>b) that within that timeframe of experience, the proposed resource has performed each of the ten (10) tasks listed below for a minimum of five (5) years:</p> <ol style="list-style-type: none"> 1) Document help text, user manuals, technical documentation, web page content, etc.; 2) Review documentation standards and the existing project documentation; 3) Determine documentation requirements and make plans for meeting them; 4) Gather information concerning the features and functions provided by the developers; 5) Assess the audience for the documents/manuals which are required and prepare a statement of purpose and scope for each; 6) Develop a table of content for each document/manual and write or edit the required content; 7) Investigate the accuracy of the information collected by making direct use of the material being documented; 8) Prepare or coordinate the preparation of any required illustrations and diagrams; 9) Design the layout of the documents/manuals; and 10) Use word-processing, desk-top publishing and graphics software packages to produce final camera-ready copy. 		

M2	<p>The Contractor must provide two (2) client references where the proposed resource was contracted as a Technical Writer within the last five (5) years.</p> <p>One of the client references cited must be for performing work related to OpenText content server experience.</p> <p>Note 1 – Project Reference</p>		
M3	<p>Minimum experience with OpenText Content Server</p> <p>The proposed resource must have experience on a minimum of three (3) projects developing manuals for OpenText Content Server. For each project to be considered, the proposed resource must have worked on the project for a minimum duration of six (6) months within the five (5) years preceding the issuance date of this TA.</p> <p>Note: Versions of OpenText Content Server with which the proposed resource must have experience will be identified at the TA stage and might include versions 16.2.XX or higher.</p>		
M4	<p>Additional Technical Qualifications</p> <p>At the time of Task Authorization (TA), the Technical Authority will identify if the following specialized experience requirement is applicable to the specific TA.</p> <p>For the identified requirement the proposed resource must demonstrate a minimum of one (1) year of experience within the last five (5) years.</p> <p><input type="checkbox"/> The resource must have experience performing the tasks identified in M1 to support the evolution of the legacy document management system to a current version (will be provided at the time of issuing the TA) of OpenText Content Server.</p> <p>Note: Versions of OpenText Content Server with which the proposed resource must have experience will be identified at the TA stage and might include versions 16.2.XX or higher.</p>		

PROJECT MANAGER (Level 3)
Name of Proposed Resource _____ The Contractor MUST demonstrate that the proposed resource has:

CRITERIA	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE	
		Demonstrated Experience (Contractor to Insert Data)	Insert page # of resume
M1	<p>Minimum experience in the resource category</p> <p>The proposed resource must have:</p> <ul style="list-style-type: none"> a) A minimum of ten (10) years of cumulative experience, within the twelve years preceding the issuance date of this TA, working as a Project Manager and b) that within that timeframe of experience, the proposed resource has performed each of the six (6) tasks listed below for a minimum of eighteen cumulative months: <ul style="list-style-type: none"> 1) Working in collaboration with the project sponsor, develop the project work plan, work streams, project schedule and key activities and milestones; 2) Formulate statement of problem(s) and establish procedures for the development and implementation of significant, new or modified project elements in order to resolve them and obtain client approval(s); 3) Manage the project during the development, implementation and operations start up by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed timelines, cost and performance parameters; 4) Report on project progress and milestones on an ongoing basis and at scheduled points in the project life cycle; 5) Prepare plans, charts tables and/or diagrams to facilitate the understanding of key project elements working with a variety of project management tools; 6) Develop and deliver project presentations to multiple stakeholders; 		
M2	<p>The Contractor must provide two (2) client references where the proposed resource was contracted as a Project Manager within the last five (5) years.</p> <p>One of the client references cited must be for performing work related to OpenText content server experience</p> <p>Note 1 – Project Reference</p>		

M3	Certifications The proposed resource must have one of the following valid project management certifications: 4) PMP (Project Management Professional); 5) Prince 2; or 6) Scrum Master.		
M4	Minimum experience with OpenText Content Server. The proposed resource must have experience on a minimum of three (3) projects as a Project Manager on an OpenText Content Server implementation project. To be considered, the proposed resource must have worked on the project for a minimum of six (6) months within the last five (5) years.		

QUALITY ASSURANCE SPECIALIST (Level 3)
Name of Proposed Resource _____
The Contractor MUST demonstrate that the proposed resource has:

CRITERIA	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE	
		Demonstrated Experience (Contractor to Insert Data)	Insert page # of resume
M1	<p>Minimum experience in the resource category.</p> <p>The proposed resource must have:</p> <ul style="list-style-type: none"> a) A minimum of ten (10) years of cumulative experience, within the twelve years preceding the issuance date of this TA, working as a Quality Assurance Specialist; and b) that within that timeframe of experience, the proposed resource has performed each of the six (6) tasks listed below for a minimum of six (6) cumulative months of experience per task: <ul style="list-style-type: none"> 1) Lead development of test plans, test scripts and test data; 2) Participate in functional and technical design reviews, perform integration/functional and system testing, and verify test results; 3) Identify and document software defects; 4) Collaborate with other project resources to resolve defects; and 5) Perform regression testing of software applications. 		
M2	<p>The Contractor must provide two (2) client references where the proposed resource was contracted as a Quality Assurance Specialist within the last five (5) years.</p> <p>One of the client references cited must be for performing work related to OpenText content server experience.</p> <p>Note 1 – Project Reference</p>		
M3	<p>Additional Technical Qualifications</p> <p>At the time of Task Authorization (TA) the Technical Authority will identify which of the following specialized experience requirements are applicable to the specific TA.</p> <p>For each of the identified requirements the proposed resource must demonstrate a minimum of one (1) year of experience within the last five (5) years.</p> <ul style="list-style-type: none"> <input type="checkbox"/> The resource must have experience conducting QA activities in support of an EDRMS implementation initiative <input type="checkbox"/> The resource must have experience conducting QA activities in support of an 		

	<p>OpenText Content Server implementation initiative.</p> <ul style="list-style-type: none"><input type="checkbox"/> The resource must have experience developing and implementing a QA testing methodology, strategy and documentation that meet organizational standards and audit requirements.<input type="checkbox"/> The resource must have experience designing and customizing an effective defect tracking and controlling tool.<input type="checkbox"/> The resource must have experience generating dashboards and reports for the project team and management.<input type="checkbox"/> The resource must have experience performing the tasks identified in M1 to support the evolution of the legacy document management system a current version (will be provided at the time of issuing the TA) of OpenText Content Server. <p>Note: Versions of OpenText Content Server with which the proposed resource must have experience will be identified at the TA stage and might include versions 16.2.XX or higher.</p>	
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TECHNOLOGY ARCHITECT (Level 3)

Name of Proposed Resource _____
The Contractor **MUST** demonstrate that the proposed resource has:

CRITERIA	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE	
		Demonstrated Experience (Contractor to Insert Data)	Insert page # of resume
M1	<p>Minimum experience in the resource category</p> <p>The proposed resource must have:</p> <ul style="list-style-type: none"> a) a minimum of ten (10) years of cumulative experience, within the twelve years preceding the issuance date of this TA, working as an Technology Architect and b) that within that timeframe of experience, the proposed resource has performed the three (3) tasks listed below for a minimum of five (5) years: <ul style="list-style-type: none"> • Design and develop feasible technical architectures (i.e.. Cloud to cloud, cloud to ground, SAAS to cloud), frameworks and strategies, for an application area, to meet the business and application requirements; • Analyze, evaluate and develop alternative software solutions to meet business problems; and • Evaluate and authenticate the integration of all aspects of software solutions which are implemented; 		
M2	<p>The Contractor must provide two (2) client references where the proposed resource was contracted as a Technology Architect within the last five (5) years.</p> <p>One of the client references cited must be for performing work related to OpenText content server experience.</p> <p>Note 1 – Project Reference</p>		
M3	<p>Certifications</p> <p>The proposed resource must have one (1) of the following certifications:</p> <ul style="list-style-type: none"> a) Content Server System administration certification; b) Archive center System administration certification; or c) Cloud certification (i.e: AWS Certified cloud practitioner, Microsoft Azure Certification) 		

HELPDESK SPECIALIST (Level 3)
Name of Proposed Resource _____
The Contractor MUST demonstrate that the proposed resource has:

CRITERIA	MANDATORY REQUIREMENT	DEMONSTRATED EXPERIENCE	
		Demonstrated Experience (Contractor to Insert Data)	Insert page # of resume
M1	<p>Minimum experience in the resource category.</p> <p>The proposed resource must have:</p> <ul style="list-style-type: none"> a) A minimum of ten (10) years of cumulative experience, within the twelve years preceding the issuance date of this TA, working as a Helpdesk Specialist; and b) that within that timeframe of experience, the proposed resource has performed each of the five (5) tasks listed below for a minimum of five (5) years: <ul style="list-style-type: none"> 1) Collaborate with others to resolve defects; 2) Identify, troubleshoot and document clients issues until resolved; 3) Maintain liaison with clients and technical staff to communicate the status of problem resolution to clients; log and track requests for assistance; 4) Develop, implement, and/or participate in the distribution of related information to clients to include information such as procedures and handbooks; and 5) Use of issue tracking systems. 		
M2	<p>The Contractor must provide two (2) client references where the proposed resource was contracted as a Helpdesk Specialist within the last five (5) years.</p> <p>One of the client references cited must be for performing work related to OpenText content server experience</p> <p>Note 1 – Project Reference</p>		
M3	<p>Additional Technical Qualifications.</p> <p>The proposed resource must demonstrate a minimum of one (1) year of experience within the last five (5) years in each of the identified requirements as indicated below .</p> <ul style="list-style-type: none"> a) The proposed resource must have experience in the implementation and/or support activities for and OpenText Content Server 16.2.XX or higher. b) The proposed resource must have experience generating dashboards and reports for management. 		

	<p>Note: Versions of OpenText Content Server with which the proposed resource must have experience will be identified at the TA stage and might include versions 16.2.XX or higher.</p>		
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ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED