ANNEX A- STATEMENT OF WORK

1.0 Introduction

The RCMP Depot Division located in Regina Saskatchewan is responsible for training all members of Canada's national police force. The primary training focus of the Royal Canadian Mounted Police (RCMP) Training Academy at Depot is the Cadet Training Program (CTP) with a need that is unique when compared to a university scheduling system. The Cadet Training Program involves several troops arriving throughout the fiscal year and each troop containing approximately 32 cadets. The cadets have a 26 week curriculum with sessions being scheduled at various times in various facilities with 1 or more facilitators.

Depot also provides training to various national and international law enforcement and regulatory agencies. These courses can run anywhere from a single day to several weeks.
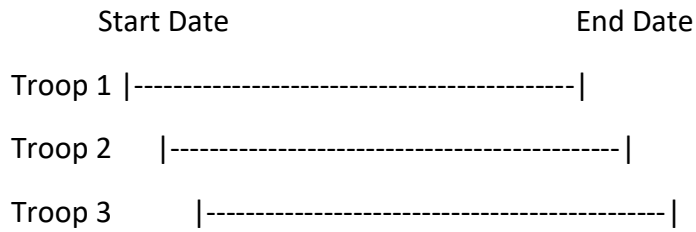
2.0 Objective

This objective is to identify and meet the RCMP Depot Divisions current and future needs as it relates to Resource Scheduling. Depot is seeking a computer system or solution that will automate the scheduling of the resources at Depot Training Academy and that will allow them to more effectively manage their resource pool of cadets/candidates, facilitators, facilities and equipment.

3.0 Background

Training related resource scheduling is carried out by the Scheduling and Resource Management Administration (SRMA) unit at Depot. This involves the scheduling of everything happening at Depot. This includes, but not limited to, troops, classrooms, fitness, firearms, meals, self-directed learning, parade, driving, transportation and facilitators. Currently Depot invests a large amount of time and resources working on these schedules to ensure that the Cadet Training Program runs smoothly and without scheduling conflicts.

The RCMP also performs scheduling tasks related to housing accommodations, meetings/conferences, events and employee development seminars.

Unlike a university, the RCMP cadet training program does not work on a typical semester. Troops can arrive weekly, and although the training curriculum is the same, the start and end dates are not.

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            Start Date                      End Date

Troop 1 |------------------------------------------|

Troop 2     |------------------------------------------|

Troop 3        |------------------------------------------|
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There is a need to schedule resources more effectively and allow information retrieval on the various resources. Any prospective system will need to accommodate this rotating schedule as well as take into account resource availability, utilization and scheduling of each of troops, facilitators, facilities and resources.

4.0 Scope of work
The proposed solution shall include licensing, implementation, training and support of a scheduling solution which meets the proposed requirements.

5.0 Technical Requirements

The software must be an on premises disconnected solution: It will be installed RCMP servers and/or RCMP workstations. The software must function without an internet connection.

6.0 Software Requirements

Software must be compatible with Windows 10 Enterprise 64 bit.

All third party software (other than operating system) required to run the solution must be disclosed (e.g. .Net, Java, MS Sql, Oracle, etc).

7.0 Data Requirements

The proposed solution must be able to represent the following entities, their details and relationships in the database. Users with the correct access should be able add, remove and update the entities:

Entity	Description	Details
Students	A single individual belonging to a class group.	Student ID # Student Name Age Sex/Gender
Instructors	A single individual qualified to teach a learning module.	Instructor ID # Instructor Name Unit Qualifications
Class Groups	A collection of Students trained simultaneously and with the same start and end date.	Class Group Name Start Date Graduation Date
Class Sub Groups	A section of a class group with a number of students assigned to it.	Parent Class Group Sub Class Group Name
Modules	A collection of sessions that comprises a unit of instruction for a particular subject, skill or competency	Module Name/Number Prerequisite Modules Category Sequence Order
Sessions	A single instruction event which comprises a portion of a module. Each session has unique properties and requirements. For example: number of instructors required, acceptable location types, additional resources required.	Parent Module Session Name/Number Time Duration Prerequisite Sessions Sequence Order Resource Requirements
Buildings	A physical structure containing a number of rooms.	Building Name Building Type Location Rooms

Rooms	A location within a building that could represent any one of the following room types: boardroom, standard classroom, computer classroom, gymnasium, pool, firearm range, drill hall, bedroom.	Room Number Room Type Room Capacity Resources

8.0 Functional Requirements

a) The proposed solution **must** have the following features:

#	Feature	Requirement
	Windows Support	Software Solution must be compatible with Windows 10 Enterprise 64 bit.
1	Create multiple Program Curriculums	A curriculum is a collection of modules that a class group will undergo while in training. A module will have defined properties (name, category, etc.) Modules will also include the various requirements needed for scheduling the module: resource and staff requirements, prerequisite modules and date/time specifications.
2	Create a schedule (agenda) for class groups, instructors and facilities	Assign classrooms/facilities or equipment to the program schedule based upon real time availability. The schedule must be able to block off statutory holidays (as needed) and/or specific timeslots for maintenance purposes. When scheduling a session the system must provide a list of resources that are available for that time that meet that modules requirements. If a scheduling conflict arises with a class group, instructor, facility or resource, the solution must make the user aware of the conflict and provide options to resolve the conflict.
3	Assign classrooms/facilities to the program schedule based upon real time availability	When scheduling a session the system must provide a list of resources that are available for that time that meet that modules requirements.

4	Automate scheduling	The system must be able to do some automated scheduling based on a module's requirements, course prerequisites and resource availability.
		In addition, a configurable set of business rules must be applied when performing automated scheduling.
5	Support rotating training programs.	Unlike a university setting, class groups have start and end dates that overlap. New class groups can start on any date.
		The system must be able to create templates that expedite scheduling curriculums that reoccur for new class group.
6	Allow cadets and instructors to view Schedules	Class groups must be able to view the sessions, times and locations for which they have been scheduled for a given day or week.
		Instructors must have access to individual schedules as well as a unit schedule.
		The system must also allow for users to view schedules for a particular resource or location.
		Schedules must be accessible via an internal web portal as well as the ability to distribute schedules via email.
		The system must be able to email instructors and students when there has been a schedule change.
7	Create accommodations	An accommodation is a location for an individual to stay/sleep while at depot.
		This function must have the ability to include properties of an accommodation which include: category, building, floor, room number, bed number.
8	Reserve accommodations	The system must be able to reserve accommodations of a specific student, cadet or guest.
		It must also be possible to reserve a block of accommodations for an upcoming class group without specific individuals attached to the reservation.

9	Associate Meal Cards with reservations	A meal card is assigned to every reservation that determines which meals are paid for through the reservation, and which meals are paid by the guest.
		The system must track Meal cards and the cost associated to them for billing purposes.
10	Track the accommodation costs	The system must be able to provide billing details in order to provide guests with invoices for cost recovery.
		This includes the cost associated with the room they have been assigned, and the meal card provided to them while at depot.
		The solution must be able to invoice guests with a breakdown of costs associated with their stay at Depot.
11	Reporting	Solution must be able to generate Reports on building occupancy: including but not limited to what building and what time courses are taking place at and which rooms are housing cadets and when.
		The solution must also report on course details: including when a course is taking place, where it is scheduled to take place, and who is enrolled in the course.
12	Role based user access	The solution must allow for multi-level access.
		For example, administrators, instructors and students must all have different levels of access: Administrators must be able to assign permission levels, where as students must only have read-only access to their schedule.
13	Web Portal for view	Provide a view via a web portal for students, cadets and instructors to view their schedule.
14	Translation	Provide for an English and French user interface, or allow for custom translations to be applied to the interface.
15	Security	Access to the software must be password protected, or use Active Directory (LDAP) for authentication.
		If the software does not use Active Directory and password stored by the system must be encrypted.

b) The proposed solution **should** have the following features:

16	Data Importing	Tools to import and/or update the course, student, cadet and instructor information from an external source. Including, but not limited to, cadet terminations and reinsertions.
17	Scheduling	Identify instructors that are qualified to teach each a session's module as they are a being scheduled. Manage instructor to student ratios.
18	Scheduling	Distribute instructor classroom time evenly among units.
19	Data Analysis	Analyze historical scheduling data to predict future resource usages and determine resource deficits.
20	Accommodations	Automatically email cadets/guests prior to their arrival with a "welcome package" that includes details about Depot and their room booking.
21	Accommodations	Move or edit accommodations in bulk (ie. Move troop from one location to another).
22	Create custom reports	Provide the means to create and run custom reports within the system, or provide access to datasets that allow for in house development of custom reports.

8.0 Other Considerations

1. User Experience: The solution should be easy to use The interface should be easy to understand and help the user achieve their goals within the software as easily and efficiently as possible.

2. Implementation Plan: The vendor will provide an estimated implementation plan that will outline each major task required for the implementation of the system. Each major task in the project plan will include:
   a. Description of what the task will accomplish
   b. Resources required to accomplish the task
   c. Assumptions and constraints associated with the task
   d. Risks and planned mitigations associated with the task

e. Criteria for successful completion of the task

The plan should identify what type of training is included with the implementation and if any guides/manuals are provided.

9.0 Service Agreement:

The contractor must provide the option for RCMP to purchase an extended warranty which to cover the following:

a) Technical Phone Support 12 hrs a day (7:00 am to 7:00 pm EST), 7 days a week.
b) Remote technical assistance from an owner supplied internet connection.
c) Software updates\upgrades including but not limited to: patches, bug fixes, version changes.

10.0 Maintenance and Instruction Manual Requirements

The contractor must provide an electronic version of instructional material.

Instruction Manual must include as a minimum:

a) Installation requirements; both hardware and software requirements for software installation.
b) Installation instructions for any on-premises installation (client or server).
c) Any required regular maintenance of the software or database, scheduled task, or version updates.
d) Trouble-shooting guides.
e) Data and database management; importing or exporting data to and from the database.
f) technical support (hours of operation (08:00-20:00EST)/phone numbers)

11.0 Training Requirements

The contractor must be able to provide one week of on-site training in a provided computer classroom for up to 15 people. The contractor must also be able to provide additional training throughout the duration of the contract if required.

Training will consist of (but not limited to):

a) Software overview
b) End user training
   a. Creating schedules
   b. Populating database
   c. Web portal operation

c) Administrator training
   a. Creating accounts
   b. Database overview
   c. Software troubleshooting