REQUEST FOR SUPPLIER QUALIFICATIONS

FOR

ICM System and LaMPSS System

For the Department of Service Nova Scotia and Internal Services

(Supply Arrangement with Master Agreement)

DOC997651495-On-boarding Process

NOVA SCOTIA

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PART 1 – INVITATION AND SUBMISSION INSTRUCTIONS

1.1 Invitation to Respondents

This Request for Supplier Qualifications ("RFSQ") is an invitation by the Province of Nova Scotia (the "Province") to prospective respondents to qualify for receipt of a potential subsequent solicitation to be issued by the Province for the potential provision of **Professional Services for ICM and LaMPSS System** to the of **Department of Service Nova Scotia and Internal Services** as further described in the RFSQ Particulars **(Appendix B)** (the "Deliverables"). This RFSQ is being conducted pursuant to the Nova Scotia Sustainable Procurement Policy and Procurement Manual.

Proponents who meet the requirements for this RFSQ will qualify to enter into a Master Agreement with the Province. In the event the Standing Offer user requires services from the standing offer list, Statements of Work (SOW's) will be issued to all qualified suppliers. The Province reserves the right to select suppliers based on the needs of the project and the supplier's qualifications for any given SOW. Responses to the SOW's will be reviewed and awarded based on the criteria detailed in the subsequent SOW's. Alternatively, the Province reserves the right to issue subsequent public tender calls to address its requirements. Each qualified supplier will be required to provide rate cards for various resources.

SOW's will be issued on an as required basis during the Master Agreement Period. This Standing Offer will not guarantee a volume of work to any successful RFSO supplier. All detailed work requirements and budget specific to the various projects and/or their phases/stages will be outlined in subsequent SOWs.

1.1.1 Overview

The Nova Scotia Digital Service (NSDS) Branch of Department of Service Nova Scotia and Internal Services ("the Department") on behalf of their clients is seeking service providers with the ability to provide resources for the Integrated Case Management (ICM) system and the Labour Market Program Support System (LaMPSS) through this RFSQ process. The qualified proponents will each provide a specific set of skilled resources needed from time to time for either system. Qualified proponents are required to have experience in ICM system and/or LaMPSS system. Experience with government service sectors in general will be an asset.

NSDS Service Design and Delivery division (SDD) is responsible for the maintenance and evolution of the LaMPSS and ICM systems in collaboration with our business partners.

The ICM system is an enterprise software system that provides a comprehensive case management and financial management solution that is used by the Department of Community Services (DCS) for the following service delivery areas: Employment Support and Income Assistance (ESIA), Disability Support Program (DSP), Low Income Pharmacare for Children (LIPC), and Children, Youth and Family Supports (CYFS). ICM is also used by Housing Nova Scotia (HNS) to manage and administer their grant, loan, and mortgage programs and housing supplement programs as well as by the Department Health and Wellness (DHW) to deliver their Continuing Care Direct Funding programs.

The Labour Market Program Support System (LaMPSS) was created after the devolution of the Labour Market Development Agreement (LMDA) from the federal government to the Department of Labour and Advanced Education in 2009 and to meet the need for a system to administrator the programs delivered by LAE to organizations and Nova Scotians.

LaMPSS has evolved to an enterprise software solution which manages and tracks the funding, activities and participants for government programs related to the Nova Scotia labour market. The system is used by government staff for agreement (grant) management and is used by funded organizations in the community for case management of clients through a Return to Work Action Plan and/or for tracking participants in services delivered by those organizations. It is also used by the NS Office of Immigration to track the full lifecycle of cases in the provincial nominee program, and by the Private Career Colleges division to manage post-secondary institutions and training programs falling under the Private Career Colleges Regulation Act.

In order to fulfil these mandates, both solutions continue to grow because key stakeholders like LAE, DCS and HNS are modernizing their service delivery model and transforming their core programs. In support of these business transformation and improvement, technology enhancements are required to both systems, which enables the delivery and administration of the key program areas for their business partners.

1.2 RFSQ Contact

For the purposes of this procurement process, the "RFSQ Contact" shall be:

James Doggett, Procurement Specialist

All communication must be directed via Email to the RFSQ Contact. The RFSQ Contact can be reached via email at ITProcurementOnboarding@novascotia.ca

Respondents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of the Province, other than the RFSQ Contact or their designate, concerning matters regarding this RFSQ. Failure to adhere to this rule may result in the disqualification of the respondent and the rejection of the respondent's response.

1.3 Master Agreement

Selected respondents will be invited to enter into an agreement in the form set out in Appendix C (the "Master Agreement"), which will govern the potential subsequent provision of the Deliverables pursuant to potential invitational second stage competitive processes. The term of the Master Agreement for new onboarding vendors will be from the execution date to the expiry date of June 30, 2026. There is an option in favour of the Province to extend the Master Agreement on the same terms and conditions for two additional one (1) year terms.

1.3.1 RFSQ On-boarding

The Province is initiating this continuous onboarding process for additional respondents of the initial RFSQ-DOC638994938- ICM System and LaMPSS System issued on April 15, 2021. The same master agreement terms and conditions, qualifications, requirements and evaluation processes set out in the initial RFSQ document will apply to any additional respondents. In the initial RFSQ, evaluation and selection of respondents did not occur until after the Submission Deadline. In this onboarding RFSQ, evaluation and selection of respondents will occur continuously from the Issue Date of RFSQ-Onboarding until the onboarding process ends. The onboarding process is expected to continue until the end of the initial term of the master agreement. Should the master agreement be extended per section 1.3, onboarding is expected to cease six (6) months prior to expiration of the full master agreement term.

Regardless of the date a selected respondent is added to the supply arrangement list, all master agreements will expire on the same date without exception.

There is no guarantee that any minimum purchase volumes will be reached through this supply arrangement, as detailed above in section 1.1.

Respondents already added to the supply arrangement list under the initial RFSQ need not reapply to this continuous onboarding process

1.4 RFSQ Timetable

Issue Date of RFSQ	**July 11 2022**
Submission Deadline Date	**December 30 2025**
Rectification Period	**3 days**

The RFSQ timetable is tentative only and may be changed by the Province at any time.

1.5 Submission of Responses

1.5.1 Responses

Respondents are responsible for ensuring bid submissions are submitted through Email ITProcurment Onboarding ITProcurementOnboarding@novascotia.ca . The Province will not be responsible for any delay or failure of the transmission or receipt of the bid including, but not limited to, the following:

a) receipt of a garbled, corrupted or incomplete bid.
b) availability or failure of any Email system function or component.
c) internet connectivity or availability issues.
d) incompatibility between the sending and receiving equipment.
e) delay in transmission or receipt of the bid.
f) failure of the Bidder to properly identify the bid.
g) illegibility of the bid; or
h) security of bid data.

The Province bears no responsibility to investigate any issue related to Email system function or component. The Province recommends that respondents allow sufficient time to upload their bid and attachment(s) (if applicable) and to resolve any issues that may arise.

1.5.2 Responses to be submitted on Time

Responses must be submitted by the Submission Deadline as indicated in RFSQ Timetable section. Responses submitted after the Submission Deadline will be rejected. The official logged time of bid submission will be set by the Province's email software, which will be assumed to be correct.

1.5.3 Responses to be submitted in Prescribed Manner

Responses must be submitted by Email to ITProcurementOnboarding@novascotia.ca Responses must be submitted by the Submission Deadline as indicated in RFSQ Timetable section. Responses submitted after the Submission Deadline will be rejected. The Province will not accept paper bids submitted by hand delivery, facsimile transfer or bids by email.

1.5.4 Amendment of Responses

Respondents may amend their responses up to 24 hours after Submission by submitting an amendment request to the same email address as their initial submission.

1.5.5 Withdrawal of Responses

Respondents may withdraw their response any time throughout the RFSQ process. To withdraw a response, a respondent must send a notice of withdrawal to the same email address as their initial submission

[End of Part 1]

PART 2 – EVALUATION OF RESPONSES

2.1 Stages of Evaluation

The Province will conduct the evaluation of responses in the following two stages:

2.2 Stage I – Mandatory Submission Requirements

Stage I will consist of a review to determine which responses comply with all of the mandatory submission requirements. If a response fails to satisfy all of the mandatory submission requirements, the Province will issue the respondent a rectification notice identifying the deficiencies and providing the respondent an opportunity to rectify the deficiencies. If the respondent fails to satisfy the mandatory submission requirements within the Rectification Period, its response will be excluded from further consideration. The Rectification Period will begin to run from the date that the Province issues a rectification notice to the respondent.

The mandatory submission requirements are as follows:

2.2.1 No Amendment to Forms

Other than inserting information requested on the mandatory submission form(s) set out in the RFSQ, a respondent may not make any changes to any of the forms. Any proposal containing any such changes, whether on the face of the form or elsewhere in the response, will be disqualified.

2.2.2 Submission Form (Appendix A)

Each proposal must include a Submission Form (Appendix A) completed and signed by an authorized representative of the respondent. Respondent must include all pages of Appendix A - Submission Form to be considered compliant.

2.2.3 Other Mandatory Submission Requirements

The proponent must complete the Resource Submission and Pricing Table (Appendix D) and attach it to the proposal. If the proponent fails to do so, it will receive no further consideration during the evaluation process and will be deemed non-compliant.

2.3 Stage II – Evaluation

Stage II will consist of the following sub stage:

2.3.1 Mandatory Technical Requirements

The Province will review the responses to determine whether the mandatory technical requirements set out in Section B.3 of the RFSQ Particulars (Appendix B) have been met where as the proponent must have at least one resource of its proposed resource(s) experienced in the ICM system and/or LaMPSS system. Questions or queries on the part of the Province as to whether a response has met the mandatory technical requirements shall be subject to the verification and clarification process set out in Part 3. If the respondent fails to satisfy the mandatory technical requirements, its response will be excluded from further consideration.

2.4 Ranking and Selection

Based on the evaluation of the responses in Stage II, all proponents with proposed resource(s) that pass the evaluation will be qualified and be invited to enter into the Master Agreement.

[End of Part 2]

PART 3 – TERMS AND CONDITIONS OF THE RFSQ PROCESS

3.1 General Information and Instructions

3.1.1 Respondents to Follow Instructions

Respondents should structure their responses in accordance with the instructions in this RFSQ. Where information is requested in this RFSQ, any response should reference the applicable section titles of this RFSQ.

3.1.2 Language

All responses must be in English.

3.1.3 No Incorporation by Reference

The entire content of the respondent's response should be submitted in a fixed form, and the content of websites or other external documents referred to in the respondent's response but not attached will not be considered to form part of its response.

3.1.4 References and Past Performance

In the evaluation process, the Province may include information provided by the respondent's references and may also consider the respondent's past performance or conduct on previous contracts with the Province.

3.1.5 Information in RFSQ Only an Estimate

The Province makes no representation, warranty or guarantee as to the accuracy of the information contained in this RFSQ or issued by way of addenda. Any quantities shown, or data contained in this RFSQ or provided by way of addenda are estimates only and are for the sole purpose of indicating to respondents the general scale and scope of the Deliverables. It is the respondent's responsibility to obtain all the information necessary to prepare a response to this RFSQ.

3.1.6 Respondents to Bear Their Own Costs

The respondent shall bear all costs associated with or incurred in the preparation and presentation of its response, including, if applicable, costs incurred for interviews or demonstrations.

3.1.7 Response to be retained by the Province

The Province will not return the bid, or any accompanying documentation submitted through Email.

3.1.8 Third Party Assistance with Evaluation

The Province reserves the right to engage, as necessary, subject matter experts as advisors/consultants to assist with the evaluation of submissions and to provide technical guidance. The assignment by the Province of any one or more of these advisors/consultants will be at the Province's sole and absolute discretion. The Province may use any such advisors/consultants in any way it, in its discretion, considers necessary.

3.1.9 No Guarantee of Volume of Work or Exclusivity of Contract

This RFSQ process will not result in any commitment by the Province to purchase any goods or services from any respondent, and the Province is under no obligation to proceed with any second-stage competitive process for the procurement of the Deliverables. The Province makes no guarantee of the value or volume of the Deliverables that may be required over the term of the Master Agreement. Any contract entered into pursuant to an invitational second-stage competitive process will not be an exclusive contract for the provision of the Deliverables. The Province may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

3.2 Communication after Issuance of RFSQ

3.2.1 Respondents to Review RFSQ

Respondents shall promptly examine all of the documents comprising this RFSQ and may direct questions or seek additional information through the RFSQ Contact Email. Respondents must include the DOC number and the Title of the RFSQ as the email Subject header. on or before the Deadline for Questions. The Province is not obligated to respond to questions or comments received after the Deadline for Questions has passed. No such communications are to be directed to anyone other than the RFSQ Contact. The Province is under no obligation to provide additional information, and the Province shall not be responsible for any information provided by or obtained from any source other than the RFSQ Contact. It is the responsibility of the respondent to seek clarification from the RFSQ Contact on any matter it considers to be unclear. The Province shall not be responsible for any misunderstanding on the part of the respondent concerning this RFSQ or its process.

3.2.2 All New Information to Respondents by Way of Addenda

This RFSQ may be amended only by addendum in accordance with this section. If the Province, for any reason, determines that it is necessary to provide additional information relating to this RFSQ, such information will be communicated by addendum through the Nova Scotia Procurement Web Portal. . Each addendum forms an integral part of this RFSQ and may contain important information, including significant changes to this RFSQ. Respondents are responsible for reviewing all addenda issued by the Province.

3.2.3 Verify, Clarify and Supplement

When evaluating responses, the Province may request further information from the respondent or third parties in order to verify, clarify or supplement the information provided in the respondent's response including but not limited to clarification with respect to whether a response meets the mandatory technical requirements set out in Section C of the RFSQ Particulars (Appendix B). The Province may revisit and re-evaluate the respondent's response or ranking on the basis of any such information.

3.3 Notification and Debriefing

3.3.1 Notification of Top-Ranked Respondents

The respondents selected by the Province to enter into the Master Agreement in accordance with the process set out in the Evaluation of Responses (Part 2) will be so notified by the Province.

3.3.2 Notification to Other Respondents

Once the selected respondents have been notified, the outcome of the RFSQ process will be listed on the Nova Scotia Procurement Web Portal.

3.3.3 Debriefing

Respondents may request a debriefing after posting of the outcome of the procurement process All requests must be made through ITProcurementOnboarding@novascotia.ca to the RFSQ Contact and must be made within thirty (30) days of posting of the outcome of the procurement process. The intent of the debriefing information session is to aid the respondent in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process or its outcome.

3.3.4 Supplier Complaint Procedure

If a respondent wishes to file a complaint in regard to the RFSQ process, it must provide written notice to the RFSQ Contact within sixty (60) days of posting of the outcome of the RFSQ process, and the Province will respond in accordance with its supplier complaint protocol.

3.4 Conflict of Interest and Prohibited Conduct

3.4.1 Conflict of Interest

The Province may disqualify a respondent for any conduct, situation or circumstances determined by the Province, in its sole and absolute discretion, to constitute a Conflict of Interest. For the purposes of this RFSQ, "Conflict of Interest" has the meaning ascribed to it in the Submission Form **(Appendix A).**

3.4.2 Disqualification for Prohibited Conduct

The Province may disqualify a respondent or terminate a Master Agreement, or any contract subsequently entered into if the Province, in its sole and absolute discretion, determines that the respondent has engaged in any conduct prohibited by this RFSQ.

3.4.3 Prohibited Respondent Communications

The respondent shall not engage in any communications that could constitute a Conflict of Interest and should take note of the Conflict of Interest declaration set out in the Submission Form **(Appendix A).**

3.4.4 No Lobbying

A respondent may not, in relation to this RFSQ or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of successful respondent(s).

3.4.5 Illegal or Unethical Conduct

Respondents shall not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion. Respondents shall not engage in any unethical conduct, including lobbying (as described above) or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of the Province; submitting responses containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process.

3.4.6 Rejection of Bids

The Province may reject a bid based on past performance or based on inappropriate conduct, including but not limited to the following:

(a) illegal or unethical conduct as described above.
(b) the refusal of the Contractor to honour its submitted pricing or other commitments.
(c) any conduct, situation or circumstance determined by the Province, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest; or
(d) the Province's past experience with the respondent within the last 18 months for similar or related services.

3.5 Confidential Information

3.5.1 Confidential Information of the Province

All information provided by or obtained from the Province in any form in connection with this RFSQ either before or after the issuance of this RFSQ

(a) is the sole property of the Province and must be treated as confidential;
(b) is not to be used for any purpose other than replying to this RFSQ and the performance of any subsequent contract for the Deliverables; and
(c) must not be disclosed without prior written authorization from the RFSQ Contact

3.5.2 Confidential Information of Respondent

A respondent should identify any information in its response, or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Province. The confidentiality of such information will be maintained by the Province, except as otherwise required by law or by order of a court or tribunal. Respondents are advised that their responses will, as necessary, be disclosed on a confidential basis, to the Province's advisers retained to advise or assist with the RFSQ process, including the evaluation of responses.

3.6 Procurement Process Non-binding

3.6.1 No Contract A and No Claims

This procurement process is not intended to create and shall not create a formal legally binding bidding process and shall instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation, this RFSQ shall not give rise to any Contract A–based tendering law duties or any other legal obligations arising out of any process contract or collateral contract.

3.6.2 No Legal Relationship or Obligation

No legal relationship or obligation regarding the procurement of any good or service shall be created between the respondent and the Province by this RFSQ process.

3.6.3 Cancellation

The Province may cancel the RFSQ process without liability at any time.

3.7 Governing Law and Interpretation

The Terms and Conditions of this RFSQ Process:

(a) are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision).

(b) are non-exhaustive and shall not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations; and

(c) are to be governed by and construed in accordance with the laws of the province of Nova Scotia and the federal laws of Canada applicable therein.

[End of Part 3]

APPENDIX A – SUBMISSION FORM

A.1 Respondent Information

Please fill out the following form, naming one person to be the contact for this RFSQ response and for any clarifications or communication that might be necessary.	
Full Legal Name of Respondent:	
Any Other Relevant Name under which Respondent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code / Zip Code:	
Phone Number:	
Fax Number:	
Company Website (if any):	
Respondent Contact Name and Title:	
Respondent Contact Phone:	
Respondent Contact Fax:	
Respondent Contact Email:	
Nova Scotia Registry of Joint Stock Number (Leave blank if NOT applicable):	
HST / GST Registration Number (Leave blank if NOT applicable):	
SIN # (only required if you do not have an HST/GST or NSRJST number):	

A.2 Acknowledgment of Non-Binding Procurement Process

The respondent acknowledges that this RFSQ process will be governed by the terms and conditions of the RFSQ and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal, legally binding bidding process (and for greater certainty, does not give rise to a Contract A bidding process contract) and that no legal relationship or obligation regarding the procurement of any good or service shall be created between the Province and the respondent unless and until the Province and the respondent execute a written agreement for the Deliverables pursuant to a subsequent invitational second-stage procurement process.

A.3 Ability to Provide Deliverables

The respondent has carefully examined the RFSQ documents and has a clear and comprehensive knowledge of the Deliverables required. The respondent represents and warrants its ability to provide the Deliverables in accordance with the requirements of the RFSQ.

A.4 Addenda

The respondent is deemed to have read and taken into account all addenda issued by the Province.

A.5 No Prohibited Conduct

The respondent declares that it has not engaged in any conduct prohibited by this RFSQ.

A.6 Conflict of Interest

For the purposes of this section, the term "Conflict of Interest" includes, but is not limited to, any situation or circumstance where:

(a) in relation to the RFSQ process, the respondent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the Province in the preparation of its response that is not available to other respondents; (ii) communicating with any person with a view to influencing preferred treatment in the RFSQ process (including but not limited to the lobbying of decision makers involved in the RFSQ process); or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive RFSQ process or render that process non-competitive or unfair; or

(b) in relation to the performance of its contractual obligations under a contract for the Deliverables, the respondent's other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

Respondents should disclose the names and all pertinent details of all individuals (employees, advisers, or individuals acting in any other capacity) who (a) participated in the preparation of the response; **AND** (b) were employees of the Province within twelve (12) months prior to the Submission Deadline.

If the box below is left blank, the respondent will be deemed to declare that (a) there was no Conflict of Interest in preparing its response; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFSQ.

Otherwise, if the statement below applies, check the box YES.

☐ YES- The respondent declares that there is an actual or potential Conflict of Interest relating to the preparation of its response, and/or the respondent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFSQ.

If the respondent declares an actual or potential Conflict of Interest by marking the box YES, the respondent must set out below details of the actual or potential Conflict of Interest:

A.7 Disclosure of Information

The respondent hereby agrees that any information provided in this response, even if it is identified as being supplied in confidence, may be disclosed where required by law or by order of a court or tribunal. The respondent hereby consents to the disclosure, on a confidential basis, of this response by the Province to the advisers retained by the Province to advise or assist with the RFSQ process, including with respect to the evaluation of this response.

Please enter your first and last name in the text box provided. By typing in your name, you are acknowledging that this is your signature, and you have the authority to bind the respondent.

You agree you are signing this document electronically and agree that your electronic signature is the legal equivalent of your manual signature and that no further certification or third-party verification of your electronic signature is required in order to be legally binding. You also represent that you have the authority to bind the respondent.

_____
Name of Respondent Representative

_____
Title of Respondent Representative

_____
Name of Organization

_____
Date

APPENDIX B – RFSQ PARTICULARS

B.1 THE DELIVERABLES

This RFSQ process is used to identify qualified proponents to provide resources for upcoming ICM system and/or LaMPSS system related projects. These projects may include several phases/stages. The reasons for and decision whether to continue with the proponent(s) on the list, or to issue a subsequent tender for each phase/stage of a project is at the sole discretion of the Province.

The roles that are identified in Appendix D of the RFSQ are resources that may be needed for the upcoming project(s). The proponent is required to propose resource(s)that meet the mandatory requirements for the applicable roles by providing resume(s) and references. The qualified resources will have the opportunity to be considered for these roles, on an as-and-when required basis, in subsequent SOWs.

All detailed work requirements and budget specific to the various projects and/or their phases/stages will be outlined in subsequent SOWs which be sent to all qualified proponent(s) who have the proposed resource(s) that match the resource requirements outlined in the SOWs.

The scope of work on any given project may consist of, but is not limited to:

- Project Management
- Change Management
- Initiation/Planning Phase
    - Joint Project Kickoff, Charter, Project Plan as deliverables
    - Requirements Definition
    - Business case analysis
    - Detailed systems design and options evaluation
- Delivery Phases
    - Process definition, improvement, and re-engineering
    - High Level and Detailed Design
    - Technical, Data and Applications Architecture
    - Systems Configuration Development and Integration
    - Testing (Unit, integration System, UAT, Regression)
    - Training
    - Implementation
    - Warranty support and knowledge transition to internal support operation
- Privacy Impact Assessment,
- Threat Risk Assessment

B.1.1 Detailed description for each role category:

B.1.2 Project Manager

- Must demonstrate significant experience in developing and managing implementation plans, schedules, budgets, and expertise on projects of similar scope and size.
- Project Management experience within government would be considered an asset.
- Possess strong interpersonal skills, be able to establish and maintain strong working relationships with business representatives and project team members.
- Experience coordinating with another team developing in parallel is considered an asset.
- Strong skills in workshop planning and facilitation.
- Excellent communicator with an ability to see things from other points of view.
- Ability to deliver under tight timelines; and
- Strong skill in the use of and knowledge in Microsoft Project.

B.1.3 Solution Architect

- Demonstrate significant experience in business requirements elicitation and definition and translating business requirements into solution options and high-level design models.
- Successful experience working at a senior level as a Solutions (or Functional) Architect, leading the overall design of software applications and detailing specifications for both business and technical audiences.
- software design experience includes defining and working with user interface standards found in web browser applications.
- Comfortable working with business SMEs to identify requirements and to define the functional design of the system.
- Experience supervising a team of functional analysts to ensure compliance with design quality standards and to ensure functional solution goals are being met in the most effective and efficient way possible.
- Possess strong interpersonal skills, be able to establish and maintain strong working relationships with business representatives and project team members.
- Strong skills in workshop planning and facilitation; and
- Excellent communicator with an ability to see things from other points of view.

B.1.4 Technical Architect

- Experience working t a senior technical level on a project in a similar role like technical architect, application architect or senior developer to create coding and technical architecture standards and set high-level technical direction.
- Establishing application and dataset management processes for medium to large system integration project teams.
- Intimate knowledge of technologies used in client server and browser applications.
- Stress and performance testing in client server and browser application environments.
- Experience leading a team of developers to ensure compliance with coding, database, and technical architecture standards and to ensure technical goals are being met in the most effective and efficient way possible.
- Strong experience with system monitoring tools and techniques.
- Operationalizing production application support from project mode to steady state.

- Knowledge of technical aspects of application security.
- Knowledge of / familiarity with a variety of development languages and tools to develop client server and browser applications, as well as schedulers and batch development tools.
- Experience working with provincial government's Information Communication and Technology Services (ICTS), and following the Change Advisory Board (CAB) and Architecture Review Board (ARB) processes is considered an asset, and.
- Developing technical architectures.

B.1.5 ICM/LaMPSS Configurator

- Demonstrate experience in developing web-based, nTier applications.
- Proven experience configuring Integrated Case Management (ICM) or LaMPSS systems security and codebook configuration.
- Experience with Microsoft TFS.
- Experience supporting a medium- to large- development team using web and client server technologies, and including parallel projects (i.e., code branching); and
- Experience working on a package implementation or systems integration project.

B.1.6 Functional Analyst

- Strong skills in workshop planning and facilitation, designing software applications and detailing specifications for both business and technical audiences.
- Proven analytical skills and experience in a large, complex business/organization.
- Successful experience working as a Functional (or system or business) Analyst, designing software applications and detailing specifications for both business and technical audiences.
- Experience producing Fit-Gap analyses, solution proposals and estimates.
- Software design experience includes defining and working with user interface standards found in web browser applications (.Net in particular).
- Able to work with multiple business stakeholders to define configuration designs and developer specifications.
- Experience performing and supporting testing efforts, including developing and executing function tests to ensure software will perform as expected (ideally using testing tools to record, triage and track defects).
- Experience coordinating integration testing with another team is considered an asset.
- Report Design Experience.
- Possess strong PL/SQL querying skills.
- Possess strong interpersonal skills, be able to establish and maintain strong working relationships with business representatives and project team members.
- Strong skills in workshop planning and facilitation.
- Excellent communicator with an ability to see things from other points of view.
- Strong communication skills (oral and written); and
- Strong writing skills through business / technical documentation.

NOTE: The Suitable candidate for this role may have acted in one or more of the following roles: Functional Analyst, Systems Analyst, Functional Architect, and Business Analyst.

B.1.7 .Net Developer

- Demonstrate experience in developing web-based, nTier applications.
- Software development experience includes defining and working with user interface and development standards found in web browser applications (.Net in particular).
- Comfortable developing system functionality according to design specifications.
- Experience performing and supporting testing efforts, including developing and executing unit tests to ensure software will perform as expected.
- Solid estimating skills.
- Experience working in structured project team environments with a system delivery methodology that included scope controlling mechanisms including formal deliverable approvals.
- Ability to work independently or with a team.
- Experience developing applications which access Oracle databases, preferably later versions such as Oracle 12G.
- Experience in developing n-Tier web business applications using Microsoft web technologies including ASP.NET, SQL and C# .NET. Experienced with XML, XPath, JavaScript, jQuery.
- Experience with Microsoft Visual Studio and Microsoft TFS.
- Experience developing Oracle PL/SQL.
- Experience in data modelling; and,
- Experience developing reports with Microsoft Reporting Services would be considered an asset.

B.1.8 Web Developer

- Formal training resulting in recognized credentials in user experience design.
- Known for providing design advice to Functional Analysts to solve complex requirements.
- Experience performing and supporting testing efforts, including developing and executing unit tests to ensure software will perform as expected.
- Solid estimating skills.
- Experience working in structured project team environments with a system delivery methodology that included scope controlling mechanisms including formal deliverable approvals.
- Experience in developing n-Tier web business applications using Microsoft web technologies including ASP.NET, SQL and C# .NET.
- Experienced with XML, XPath, JavaScript, jQuery, Bootstrap, React, Angular, Razor Pages, MVC and Microsoft Team Foundation Server and/or Azure DevOps.
- Experience developing Oracle PL/SQL.
- Experience in data modelling; and,
- Experience developing reports with Microsoft Reporting Services would be considered an asset.

B.1.9 Cognos Business Intelligence Analyst/Developer

- Experience with Business Intelligence methodology, e.g., Kimball dimensional modelling
- Experience in creating a data warehouse / data mart
- Experience developing with:
    - IBM Cognos Analytics v11
    - Framework Manager v11
- Experience with Oracle 11G, 12g or 18c, and/or in MS SQL 2016; and
- Experience developing ETL using PL/SQL.Possess strong interpersonal skills, be able to establish and maintain strong working relationships with business representatives and project team members.
- Strong skills in workshop planning and facilitation.

- Excellent communicator with an ability to see things from other points of view.
- Strong communication skills (oral and written); and
- Strong writing skills through business / technical documentation.

B.1.10 QA Test Analyst

- Proven analytical skills and experience in a large, complex business/organization.
- Proven testing skills and experience testing large complex system.
- Possess strong PL/SQL querying skills.
- Plan and coordinate all cycles of testing, including functional-level system tests as well as business scenario-based testing, to ensure proper test coverage while mitigating redundancy where possible.
- Facilitate the efficient resolution of issues, by providing initial triage for issue disposition (e.g., qualitative analysis to confirm whether an issue is a "defect" or an "enhancement").
- Assist in the resolution of issues following disposition, including prioritization of defects and enhancements, in conjunction with the project leadership and following existing project change control processes (decision requests, change requests).
- Experience managing defect logging and resolution with a formal test management tool such as Microsoft's Team Foundation Server.
- Maintain requirements traceability – and track and validate test results against the requirements traceability matrix; and
- Assist in the collation and preparation of Test Exit Reports.

B.1.11 Change Manager

- Experience in the field of organization change.
- Working knowledge of Change Management methods, tools, and techniques.
- Strong interpersonal and communication skills.
- Strong Writing and presentation skills; and
- Strong Workshop and Facilitation skills.

B.1.12 Business / Process Analyst

- Strong skills in facilitating client requirement workshops and interviews to gather and validate requirements.
- Proven analytical skills and experience in a large, complex business/organization.
- Ability to understand and document business processes and help define future business direction, supporting the development of program guidelines, training material and user guide.
- Experience leading and coordinating privacy impact assessment activities and champion it through to approval
- Some experience with business change management activities such as stakeholder briefings, communications, and training.
- Able to work with multiple business stakeholders and elicit business needs.
- Possess strong interpersonal skills, be able to establish and maintain strong working relationships with business representatives and project team members.
- Excellent communicator with an ability to see things from other points of view.
- Effective communication skills (oral and written).
- Strong writing skills through business / technical documentation.

NOTE: The Suitable candidate for this role may have acted in one or more of the following roles: Functional Analyst, Systems Analyst, Functional Architect, and Business Analyst.

B.1.13 Threat Risk Assessment Specialist

- Completed at least 2 TRAs within the last 5 years
- Current (within the last 3 years) application of the following industry standards:
  - CSAE 3416 Type 2 Audit (financial data is captured in / exchanged with LaMPSS)
  - ISO/IEC 27018 (personally identifiable information is captured in / exchanged with LaMPSS)
- Current (within the last 3 years) application of *at least one of* the following suitable industry standard best practices and methodologies:
  - NIST Recommended Security Controls for Federal Information Systems and Organizations (800-53)
  - AICPA Service Organization Control (SOC) 2 Type 2 Reports
- Hold certifications in *at least one of* the following:
  - Certified Information Systems Auditor (CISA)
  - Certified Information Systems Security Professional (CISSP)
  - SANS GIAC Security Expert (GSE)
- Minimum of 5 years of IT related experience within four or more of the following fields: IT Infrastructure, IT Networks, IT Systems, Cyber Security / Risk Management, Enterprise Architecture, Privacy, Data Centres and / or Telecommunications
- Experience facilitating workshops and bringing stakeholder groups to consensus
- Proven analytical and creative problem-solving abilities
- Strong writing skills to produce accurate and comprehensive documentation

B.2 MATERIAL DISCLOSURES

The following constraints should be considered:

B.2.1 Onsite Working Hours and Location:

- Working thirty-seven- and one-half hours per week. Per Diem Rate for resources should be based upon a seven- and one-half hour day. The normal working hours are:

  - 8:30a.m. to 4:30p.m., excluding one hour for lunch
  - Resources are expected to align to ATL (Atlantic Time)
  - Monday through Friday, excluding Federal and Province of Nova Scotia statutory holidays.

  Flexibility for on and off-site work is acceptable. However, there are times on site activities may be required in the Halifax Region Municipality at a location designated by the project sponsor and/or by NSDS. Nova Scotia Health Authority Guidelines will be practiced

B.2.2 Department Resource, Management and Reporting:

- NSDS may provide some internal IT resources to work on the project(s). Program expertise from the various stakeholder environments will also be provided as part of the project team, and other program resources also made available part-time for requirements and validation workshops, and

for change management and training activities. A contract manager will also be assigned by SDD to oversee the delivery of project deliverables for each project.

- NSDS management, in collaboration with ICM and LaMPSS business partners will lead the assessment of vendor performance and deliverables.

B.2.3 Security and Technology

All project specific materials (deliverables, designs, computer programs, etc.) will remain exclusive property of the Province.

- The proponent could be responsible to provide technology for their resources; however, the province can provide hardware and software if require.
- The following will be provided as deemed necessary:
  - Security card access to the building – supplier is responsible for loss or damage to such
  - Hardware, software, including development environment, e-mail, others as required
  - Other required materials will depend on the individual project i.e., VPN access

B.2.4 Billing

- Progress billings for work performed will be submitted to the Department on a monthly basis and will include a breakdown of days and hours worked during the period. Any billable hours in excess of the standard working day must be approved by the NSDS contract manager or their delegate.

B.2.5 Call Up Process / SOW

Statements of Work (SOW) will be issued as the need arises to all of the successful proponent(s).
All awarded SOWs will be part of the Agreement and will be incorporated by reference in the SOW.

B.2.6 Others Related Disclosures

- The Province reserves the right to interview and approve any resources assigned to project for any future SoW issued.
- The proponent may propose the same qualified resource to fulfill multiple roles listed under Appendix B RFSQ Particulars (Appendix B)
- If there is duplication in proposed resource(s) for the same role from different proponents, the proponent that proposed the lowest rate will be selected for the role if all other requirements are equally met.
- The proponent must provide resumes and references for resource(s) being proposed. The proposed resources must agree to background checks pertaining to accomplishments, references, experience, etc.
- The proponent has the responsibility to disclose any changes on proposed resource(s) that may affect their qualification of this RFSQ. If there are any changes to the qualified proposed resource(s), the proponent has the option to either withdraw the resource(s) or propose new resource(s). The new proposed resource(s) will need to resubmit all required materials and go through the same evaluation process as indicated in this RFSQ. If qualified resource(s) have moved to a higher level position or gain practical experience over time, the proponent is allowed to submit a request to the Province to move resource(s) to other level/roles by providing an updated resume with supporting evidence. The

Province reserves the right of final approval on any changes of the resource's status specific to this RFSQ.

- The RFSQ has a five (5) year time span with two additional one (1) year terms and over this period new technologies, languages, standards, methodologies, etc. will continue to evolve; therefore, the issued Statements of Work(s) may seek qualifications not currently listed in the RFSQ.

B.3 MANDATORY TECHNICAL REQUIREMENTS

The following table lists the basic work experience requirements for each individual role. Proponent must have at least one proposed resource experienced in the ICM system and/or LaMPSS system who passes the criteria noted below in the table. Please complete Appendix D Resource Submission and Pricing Table and submit with your proposal.

Detailed Role	Minimum Years/Months of Experience in Role	Minimum Years/Months of Experience in ICM/LAMPSS*
Project Manager – Senior	5 Years	1 years
Project Manager – Intermediate	4 years	N/A
Solution Architect	5 years	2 years
Technical Architect	5 years	2 years
ICM/LaMPSS Configurator	1 year	1 year
Functional Analyst – Senior	5 years	2 years
Functional Analyst – Intermediate	3 years	1 year
Functional Analyst – Junior	1 year	N/A
.Net Developer – Senior	5 years	2 years
.Net Developer – Intermediate	3 years	1 year
.Net Developer – Junior	1 year	N/A
Web Developer – Senior	5 years	2 years
Web Developer – Intermediate	3 years	1 year
Web Developer – junior	1 years	1 year
Cognos Business Intelligence Analyst/Developer - Senior	5 years	2 years
QA Test Analyst – Senior	5 years	2 years
QA Test Analyst – Intermediate	3 years	1 year
QA Test Analyst – Junior	1 year	N/A
Change Manager	5 years	N/A
Business / Process Analyst – Senior	5 years	2 years
Business / Process Analyst – Intermediate	3 years	1 year
Business / Process Analyst – Junior	1 year	N/A
Threat Risk Assessment Specialist	5 years	N/A

** Maximum number of proposed resources: three (3) for each role where there is no ICM/LaMPSS experience is required.*

B.3 Submission Requirements

Each proponent should provide the following in its proposal:

B.3.1 A brief description of the proponent including a description of the services the proponent has previously delivery and/or is currently delivering, with an emphasis on experience relevant to the ICM system and LaMPSS system.

B.3.2 Proponent must submit a completed Appendix D, Resource Submission and Pricing Table: Complete the Appendix D, Resource Submission and Pricing Table according to the instructions included in the table.

B.3.3 Provide a resume for each of the proposed key resources. All resumes should be in the same format and should be structured to emphasize relevant qualification and experience. The resume should be a maximum of four pages, excluding references. Resume(s) of proposed resource(s) should be sorted in the same order and saved with the appropriate title as the resources presented in Resource Submission Template in Appendix D for the purpose of resume evaluation. (i.e., Project Manager – Senior – XXXX YYYYY). Proponents can add more rows in the table if needed and must follow the table structure.

B.3.4 Provide two work related references per resume.

B.3.5 Proponents Resource Rate Cards/ Price
Complete Appendix D Resource Submission and Pricing Table.

• This table needs to be included in the proposal. Proponents can add more rows in the table if needed and must follow the table structure. The Maximum Budgetary Per Diem Rate should be determined based on the following guidelines:

• The Rate is for each corresponding role not individual proposed resource.

• It is based on a seven- and one-half hour workday and does not include taxes.

• All rates shall be provided in Canadian funds, inclusive of all applicable duties and taxes except for HST, which must be itemized separately.

• Rates quoted by the proponent shall be all-inclusive and shall include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any applicable fees or other charges.

• Rates should be reflected for the whole term of the contract including any extensions. Rates provided in the Resource Submission Table (Appendix D) shall be adjusted on each anniversary of the Renewal Effective Date each year during the term and any extension thereof according to CPI, beginning on the

first anniversary of the Renewal Effective Date and for each subsequent year from the anniversary of the Renewal Effective Date of the preceding year.

•Rates may be negotiable during the SOW process but cannot exceed the predefined maximum budgetary Per Diem Rate.

• Rates listed in the Appendix D – Resource Submission and Pricing Table will be locked in for a period of two years.

• Pricing adjustments will be considered every two years on the anniversary date of the signed Master Agreement. Pricing will be evaluated upon the submission of a response to an issued statement of work.

APPENDIX C – MASTER AGREEMENT

The standard services contract that will form the master agreement for this RFSQ is included with the RFSQ documents **"Appendix C – Master Agreement"**. The terms of the Master Agreement are not negotiable.

APPENDIX D – RESOURCE SUBMISSION AND PRICING TABLE

Please see document **"RFSQ-ICM and LaMPSS- Appendix D Resource Submission and Pricing Table".** Complete the APPENDIX D Resource Submission and Pricing Table and attach in your response submission.