



## **ANNEX A: Statement of Work**

### **SOW for the Senior IT Service Continuity Management (ITSCM) Advisor/Analyst**

The IT Continuity landscape in the Government of Canada (GoC) is quickly evolving. Along with Treasury Board Secretariat (TBS) and Public Safety (PS), Shared Service Canada (SSC), as the IT Service provider for the GoC, has a major role to play in this ensuring critical systems are designed with IT continuity in mind and that ITC capabilities are tested periodically.

Shared Services Canada (SSC) IT Service Continuity (ITSC) has a requirement for a senior IT Service Continuity Management (ITSCM) Advisor/Analyst. The resource is expected to provide ITSCM expert advice, analysis and general guidance as they participate in the elaboration of an overarching IT Continuity strategy for SSC. As senior ITSCM specialist, the resource will be expected to understand the Government of Canada (GoC) policies and guidelines supporting the ITSC strategy. The resource may be required to work on site as requested by management. In time, when testing IT Continuity solutions (exercises or proof of concepts), the resource may be required to work within a flexible work schedule. When tasked, the resource will be required to lead/assist in coordinating exercises or proof of concept after business hours (at night or over the weekend) at the standard rate.

### **IT Service Continuity Management Specialist Responsibilities**

Responsibilities may include:

- Development of an enterprise-wide IT continuity strategy, policy and operational framework
- Analyze existing ITC strategies with the various SSC Service Lines (Cloud, Data Centre, Network, etc.)
- Elaborate ITC solutions that align with SSC priorities.
- Elaborate standard customer offering.
- Develop communication planning strategies.
- Develop and implement business and technology continuity plans.
- Lead or assist all assigned projects/exercises/proof of concept testing from start to completion.
- Develop technology and business continuity and disruption recovery strategies.
- Identify past and potential impact resulting from disruptions.
- Develop techniques to identify and evaluate potential disruptions.
- Coordinate the implementation of backup, replication and redundancy strategies as required.
- Develop awareness, training, and communication programs with both internal staff and other stakeholders.
- Establish coordination activities with internal and external stakeholders and establish actual and potential dependencies.
- Develop and implement monitoring activities and performance management.
- Participate in Continuous Service/Process Improvements for IT Service Continuity Management (ITSCM).

### **Duties for the IT Service Continuity Management Specialist**

Duties include but are not limited to:

- Providing subject matter expertise, advice and guidance on ITSCM and BCM for the design, development and implementation of an IT Continuity strategy.
- Identifying opportunities for the enhancement of projects, solutions and processes that could result in cost savings, increased productivity and improved client service
- Determining and evaluating SSC's requirements and capabilities
- Determining and evaluating client requirements
- Identifying service levels and providing support metrics
- Creation of presentation material for reporting to senior management and personnel.



- Executing exercises / proof of concepts testing at the date and time requested/required by the client, which includes nights and weekends.
- Chairing/Assisting to all pertinent meetings and ensuring proper documentation entails..
- Writing after action report, post proof of concept report, improvement plan and other required documentation in the prescribed timeline.
- Creating ITSC plans including procedures detailing communication strategy, escalation, declaration and recovery in the prescribed timeline.
- Providing process recommendations following each exercises or proof of concept in the prescribed timeline.
- Leading/assisting in the coordination of the ITSC solutions, implementations and acceptance testing.
- Acting as a backup on other exercises when requested.
- Providing subject matter expertise, advice and guidance on ITSC issues relating to design, development, implementation and testing.
- Determining and evaluating client requirements with key clients, technical subject matter experts and stakeholders.
- Creating documentation that will be used to train personnel on projects, exercises, procedures and plans.
- Determining and evaluating client requirements with key clients, technical subject matter experts and stakeholders.
- Identifying service levels and providing support metrics to complete formal agreements.

#### **Additional Assets**

The contracted resource should have the following qualifications:

- ITIL v3 or higher certification
- Experience managing technical teams in highly complex IT environments.
- Excellent oral and written communication skills.
- Working knowledge of tools such as the BITS, GCDOS, EDC, InfoWeb, BMC Remedy, MS Office Software, (MS Project, PowerPoint, Word and Excel).
- Strong organizational, analytical and time management skills
- Knowledge of industry and government standard ITSCM methodologies
- ITC design, proposals, costing, implementation, testing
- Creation of process models and procedures
- Governance framework
- Project reporting at the ADM/COO level

#### **Location of Work**

Work will be performed offsite at the resource's premises but at any time, management may request the resource to work on site full time at a SSC facility in the National Capital Region. Travel will not be reimbursed.

Resources will be required to attend in-person meetings and/or training sessions at a SSC facility in the National Capital Region, as and when required. Travel will not be reimbursed.

Some exercises and Proof of concepts, may also require to be performed on site at a SSC facility in the National Capital Region. Travel will not be reimbursed.

#### **Workplace tools**

SSC will provide laptops or tablets and a cellphone for the resources to use.

Vendor must provide own PPE.

#### **Official Languages**



There is a requirement for some of the resources to be fluently bilingual in French and English. The bilingual requirement will be defined in each Task Authorization to be issued.

Resources must be fluent in English.

## RESPONSE TO MANDATORY AND RATED REQUIREMENTS

### Business Continuity/Disaster Recovery Specialist - Level 3

#### Mandatory Requirement

Mandatory Requirements - Business Continuity/Disaster Recovery Specialist – Level 3			
Mandatory Requirement		Met (Y/N)	Cross Reference to Resume
<b>M1</b>	The Contractor must demonstrate that the proposed resource has a minimum of ten (10) years of experience working as a IT Service Continuity Management		
<b>M2</b>	The Contractor must demonstrate that the proposed resource has a Post Secondary Education in IT related field (University or College Degree)		
<b>M3</b>	The Contractor must demonstrate that the proposed resource holds a certification or be an Associate with DRI International Proof must be provided.		
<b>M4</b>	The Bidder Must demonstrate that the proposed resource must have a valid Secret security clearance, upon bid closing Demonstrated evidence of clearance is required.		

#### Rated Requirement

RATED REQUIREMENTS	MAX POINTS	EVALUATION CRITERIA	SUMMARY` DESCRIPTION
<b>R1.</b> The Bidder should demonstrate how the proposed resource has a minimum of 10 years experience in the field of IT Service Continuity Management.  The experience demonstrated must include at least 4 of the following areas:  1. Manage business resumption products. 2. Coordinate ITSCM solution design. 3. Implement DR solutions. 4. Conduct solution testing. 5. Audit annual exercises. 6. Develop and document ITSCM plans.	30	<b>Scoring for total years of experience:</b> <ul style="list-style-type: none"> <li>10 years or more: 10 points</li> <li>15 years or more: 20 points</li> <li>20 years or more: 30 points</li> </ul> <u>Note:</u> to obtain points for years of experience demonstrated, each project claimed must include at least 4 of the listed areas.	

<p><u>Note:</u> to obtain points for years of experience demonstrated, each project claimed must include at least 4 of the above listed areas.</p>			
<p><b>R2.</b> The Bidder should demonstrate how the proposed resource has experience developing at least two (2) Disaster Recovery Plans for federal government departments with an ITC infrastructure valued at over \$1 Million</p>	60	<p><b>Scoring for activity experience:</b> 20 points per project for a maximum of 60 points.</p> <p>The following information must be provided for each activity:</p> <ul style="list-style-type: none"> <li>• Procurement Initiative Name</li> <li>• Procurement Description</li> <li>• Procurement Start - End Dates (mm-yyyy to mm-yyyy)</li> </ul> <p>Procurement                      Sponsor Organization Name</p>	
<p><b>R3.</b> The Bidder should demonstrate how the proposed resource has experience in leading enterprise wide Application Impact Assessment projects. These projects should be for major* complex, cross-platform applications.</p> <p>*major system is defined as a mission critical system that if compromised would cause severe harm to the economic wellbeing of Canadians and the government of Canada.</p>	20	<p><b>Scoring for activity experience:</b></p> <p>10 points per project:</p> <p>The following information must be provided:</p> <ul style="list-style-type: none"> <li>• Project Name</li> <li>• Project Description</li> <li>• Project Start - End Dates (mm-yyyy to mm-yyyy)</li> <li>• Project Sponsor Organization Name</li> <li>• Project Sponsor Contact Name</li> <li>• Project Sponsor Contact Title</li> </ul> <p>Project      Sponsor      Contact Phone Number and/or Email</p>	

<b>R4.</b> The Bidder should demonstrate how the proposed resource has experience in implemented and developed supporting documentation of an ITIL methodology for an ITSCM service.	15	<b>Scoring for activity experience:</b> <table><tr><td>&lt; 0 projects</td><td>0 points</td></tr><tr><td>≥ 1 project</td><td>15 points</td></tr></table>	< 0 projects	0 points	≥ 1 project	15 points			
< 0 projects	0 points								
≥ 1 project	15 points								
<b>R5.</b> The Bidder should demonstrate how the proposed resource has experience in managing a product line of Disaster Recovery services to multiple federal government departments.  Experience must include the following elements: <ul style="list-style-type: none"><li>managing profit &amp; loss</li><li>strategic direction</li><li>product catalogue development</li><li>contract and financial management</li><li>pricing model development</li></ul> financial forecasting	10	<b>Scoring for activity experience:</b> <table><tr><td>&lt; 1 department</td><td>0 points</td></tr><tr><td>≥ 1 dept &lt; 5 depts</td><td>5 points</td></tr><tr><td>≥ 5 depts &lt; 10 depts</td><td>10 points</td></tr></table>	< 1 department	0 points	≥ 1 dept < 5 depts	5 points	≥ 5 depts < 10 depts	10 points	
< 1 department	0 points								
≥ 1 dept < 5 depts	5 points								
≥ 5 depts < 10 depts	10 points								
<b>R6.</b> The Bidder should demonstrate how the proposed resource has experience in development of an enterprise-wide IT continuity service offering strategy and policy.  Experience must include the following elements: <ul style="list-style-type: none"><li>Creation of principles, protocols and procedures</li><li>Development of an ITC framework for ongoing planning, development and implementation</li></ul> Creation of ITSCM guidelines for service authorization processes	30	<b>Scoring for activity experience:</b>  15 points per project to a maximum of 30 points.  The following information must be provided: <ul style="list-style-type: none"><li>Project Name</li><li>Project Description</li><li>Project Start - End Dates (mm-yyyy to mm-yyyy)</li><li>Project Sponsor Organization Name</li><li>Project Sponsor Contact Name</li><li>Project Sponsor Contact Title</li></ul> Project Sponsor Contact Phone Number and/or Email							



<b>MAX POINTS ACHIEVED</b>	<b>165</b>		
<b>MINIMUM PASS MARK - 70%</b>	<b>115</b>		

## Appendix B - Security Clearance Details

<b>SECURITY INFORMATION</b>		
<b>Requirement</b>	<b>Mandatory/Optional</b>	<b>Information provided by Bidder</b>
Name of individual as it appears on security clearance application form	<b>MANDATORY</b>	<b>xxx</b>
Date of Birth	<b>MANDATORY</b>	<b>xxx</b>
Level of security clearance obtained	<b>MANDATORY</b>	<b>xxx</b>
Validity period of security clearance obtained	<b>MANDATORY</b>	<b>xxx</b>
Security Screening Certificate and Briefing Form file number	<b>MANDATORY</b>	<b>xxx</b>
Name of the entity under which the security clearance was obtained	<b>MANDATORY</b>	<b>xxx</b>
Name of Federal Government Department under which security clearance was obtained. If the Federal Government Department is other than PWGSC, provide the name, telephone and fax numbers of the security clearance contact person within that department	<b>MANDATORY</b>	<b>xxx</b>
If the security clearance is in the process, the date the application was submitted to CIISD with the level of security clearance requested	<b>OPTIONAL</b>	N/A