



<b>Position: Intermediate Program Analyst</b>
<b>Reference #: X035</b>
<b>Department: DND</b>
<b>Security Clearance: Reliability</b>
<b>Location: National Capital Region</b>
Pay rate is negotiable
<b>Contract Length: 1 year + Four 1 year</b>
<b>Language: English</b>

## Statement Of Work

### 1. Title

Mobile application Development, Publishing and Support

### 2. Background

The Department of National Defence E-Communications Directorate (DECOMM) requires one (1) Programmer/Analyst, Level 2 to assist with mobile application development, testing, coordination and implementation.

In 2016, the Chief of the Defence Staff (CDS) tasked ADM (PA) / DECOMM to create a Canadian Armed Forces external-facing mobile Application (CAF App). The objective of the CAF App was to increase the information flow to CAF members, their families and the other members of the Defence Team. The CAF App was also intended to integrate DND/CAF social media posts from multiple social media platforms including Facebook, Twitter, and YouTube.

Following the successful launch of the CAF App by ADM (PA) / DECOMM in December 2016, other

DND/CAF organizations started creating their own external-facing mobile applications. In order to ensure that all DND/CAF external-facing mobile applications maintained a high level of accessibility and usability, as per [Treasury Board Secretariat Policy](#), as well as consistent messaging and branding, ADM(PA) was given an oversight role for all external-facing departmental mobile applications and is responsible for approving all new public facing device-based mobile application projects and publishing them to the app stores.

### 3. Acronyms & Abbreviations

CAF	Canadian Armed Forces
CAF App	Canadian Armed Forces (mobile) Application
CDS	Chief of the Defence Staff
DECOMM	Director Electronic Communications
DND	Department of National Defence
SOW	Statement of Work
TA	Technical Authority

### 4. Applicable Documents & References

Standard on Optimizing Websites and Applications for Mobile Devices	<a href="http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=27088">http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=27088</a>
Technical specifications for the Web and mobile presence	<a href="https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/federal-identity-program/technical-specifications/web-mobile-presence.html">https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/federal-identity-program/technical-specifications/web-mobile-presence.html</a>
Policy on Government Security	<a href="https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578">https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578</a>
Standard for Web Accessibility	<a href="https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601">https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601</a>

### 5. Tasks

The Contractor must perform the following tasks:

#### 5.1 Ongoing front-end development of the CAF App

5.1.1 The Contractor must produce and implement a quarterly development schedule to make improvements to the CAF App on both iOS and Android platforms while ensuring adherence to all relevant Government of Canada policies and guidelines including those listed in section 4.0 above;

5.1.2 The Contractor must meet on a regular basis (minimum biweekly) with the DECOMM business unit to update on progress and to prioritize improvements and new functionalities for the CAF App; and

5.1.3 The Contractor must ensure that the CAF app is updated to the latest mobile application development framework for both iOS and Android devices.

#### 5.2 Content updates to the CAF App

5.2.1 The Contractor must work with the DECOMM Business unit to update the dynamic and static content in the CAF App as required.

### **5.3 Release schedule for the CAF App**

5.3.1 The Contractor must produce and implement an annual release schedule for the CAF App with a minimum of four (4) releases per year.

### **5.4 CAF App troubleshooting and maintenance**

5.4.1 The Contractor must carry out ongoing and regular maintenance to the CAF App, including but not limited to:

- a. monitoring app usage;
- b. testing functionality;
- c. crash/error reporting;
- d. performance monitoring; and
- e. reporting feedback from users.

### **5.5 Coordinating the publishing of DND/CAF mobile applications**

5.5.1 The Contractor must publish releases of all DND/CAF mobile applications to the industry-standard mobile app stores;

5.5.2 The Contractor must release iOS mobile apps to the Apple Store and Android apps to Google Play Store;

5.5.3 The Contractor must verify that all DND/CAF mobile applications follow all app store guidelines in order to avoid rejections or suspensions and to keep the DND/CAF mobile application accounts in good standing with Apple and Google. If any DND/CAF mobile applications don't follow the app store guidelines, the Contractor must inform the App Business Unit what changes are required to meet the guidelines; and

5.5.4 In instances where mobile applications are rejected or suspended, the Contractor must work with the appropriate App Business Unit to determine the cause of the rejection/suspension and rectify the issue.

### **5.6 Mobile analytics for DND/CAF mobile applications**

5.6.1 The Contractor must work with, and assist as requested by the TA, all App Business units to implement a consistent mobile application analytics tracking tool on all DND/CAF mobile applications to monitor usage and measure performance.

## **6. Deliverables**

### **6.1 Deliverables for task 5.1**

6.1.1 In support of task 5.1, the Contractor must produce and submit to the TA for approval a quarterly development schedule for the CAF App to plan for improvements, new functionalities and bug fixes.

6.1.2 In support of task 5.1, the Contractor must provide the source code for the CAF App to the TA.

### **6.2 Deliverables for task 5.3**

6.2.1 In support of Task 5.3, the Contractor must produce and submit to the TA for approval an annual release schedule for the CAF App for both iOS and Android versions of the CAF App with a minimum of four (4) releases per year.

### **6.3 Deliverables for task 5.4**

6.3.1 In support of Task 5.4, the Contractor must produce and submit to the TA monthly usage analytics and crash/error reports for the CAF App.

### **6.4 Deliverables for task 5.5**

6.4.1 In support of Task 5.5, the Contractor must keep a record of rejections or suspensions from the Mobile App stores including the cause of the rejection/suspension as well as what was done to rectify the issue. These records must be submitted to the TA if requested.

## **7. Language of Work**

7.1 All briefings and meetings will be conducted in an official language of Canada in accordance with the Official Languages Act of Canada.

7.2 Documentation will be provided to the Contractor in both English and French, as required.

7.3 The Contractor must submit all Deliverables in English. Any translation of Deliverables will be conducted by DND.

7.4 Unless otherwise specified by the Technical Authority (TA), at a minimum, one (1) soft copy of each deliverable must be submitted to the Technical Authority. Soft copy deliverables must be provided in an accessible format such as Microsoft Word or an alternative format approved by the Technical Authority.

## 8. Location of Work

The work will be performed at Contractor's location until a return to work directive has been issued. At that point in time, a part of the work will also take place at NDHQ building at Carling Campus, 60 Moodie Drive, Ottawa, ON. The ratio of work at Contractor's location/Carling Campus will be determined by the TA and may change without notice.

The Contractor must participate in various digital networks (Skype, Zoom, MS Teams) and prearranged meetings as required by the Technical Authority.

## 9. Travel

The Contractor is not required to travel.

## 10. Meetings

Meetings will take place virtually until a return to work directive has been issued. At that point in time, meetings will also take place at NDHQ building at Carling Campus, 60 Moodie Drive, Ottawa, ON. The ratio of meetings at Contractor's location/Carling Campus will be determined by the TA and may change without notice. Meetings, both virtual and in-person, would be scheduled in advance but some may be adhoc as issues arise and timelines shorten.

## Mandatory Criteria

#	Mandatory Requirements	Bid Preparation Instructions
<b>Mobile application development, publishing and support</b> <b>One (1) A.7. Programmer / Analyst, Level 2</b>		
MT1	The Bidder must clearly demonstrate that the proposed resource has at least thirty-six (36) months' experience in the last sixty (60) months developing and coding mobile applications using IONIC mobile	The necessary documentation to support the bid in meeting this criterion must include a detailed résumé for the proposed resource, providing completed details as to

	<p>development frameworks for both iOS and Android devices.</p> <p>The Bidder must provide the names of the mobile applications that were developed and coded.</p>	<p>where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained.</p>
<b>MT2</b>	<p>The Bidder must clearly demonstrate that the proposed resource has at least thirty-six (36) months' experience in the last sixty (60) months publishing mobile applications to the Apple and Google Play app stores.</p> <p>The Bidder must provide the names of the mobile applications that were published to the Apple and Google Play app stores.</p>	<p>The necessary documentation to support the bid in meeting this criterion must include a detailed résumé for the proposed resource, providing completed details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained.</p>
<b>MT3</b>	<p>The Bidder must clearly demonstrate that the proposed resource has at least thirty-six (36) months' experience in the last sixty (60) months deploying code on mobile applications that integrates with Google's Firebase Analytics.</p>	<p>The necessary documentation to support the bid in meeting this criterion must include a detailed résumé for the proposed resource, providing completed details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained.</p>
<b>MT4</b>	<p>The Bidder must clearly demonstrate that the proposed resource has at least thirty-six (36) months' experience in the last sixty (60) months using Google Firebase to send push notifications to mobile devices.</p>	<p>The necessary documentation to support the bid in meeting this criterion must include a detailed résumé for the proposed resource, providing completed details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained.</p>
<b>MT5</b>	<p>The Bidder must clearly demonstrate that the proposed resource has at least thirty-six (36) months' experience in the last sixty (60) months reproducing technical problems encountered by users while using mobile applications.</p>	<p>The necessary documentation to support the bid in meeting this criterion must include a detailed résumé for the proposed resource, providing completed details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained.</p>
<b>MT6</b>	<p>The Bidder must clearly demonstrate that the proposed resource has at least thirty-six (36) months' experience in the last sixty (60) months identifying, researching, and resolving complex technical</p>	<p>The necessary documentation to support the bid in meeting this criterion must include a detailed résumé for the proposed resource, providing completed details as to</p>

	problems related to mobile application development and testing.	where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained.
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**Point Rated Criteria**

#	Rated Requirements	Scoring Method	Max Score	Bid Preparation Instructions
<b>Mobile application development, publishing and support</b>				
<b>One (1) A.7. Programmer / Analyst, Level 2</b>				
RT1	In addition to MT1, the Bidder should demonstrate that the proposed resource has more than thirty-six (36) months' experience developing and coding mobile applications using IONIC mobile development frameworks for both iOS and Android devices.	>36 to 48 months = 5 points >48 to 60 months = 10 points >60 to 72 months = 15 points >72 months = 20 points	20 Points	The necessary documentation to support the bid in meeting this criterion should include a detailed résumé for the proposed resource, providing completed details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained.
RT2	The Bidder should demonstrate that the proposed resource has more than twelve (12) months' experience developing and coding mobile applications using IONIC mobile development frameworks for both iOS and Android devices for the Government of Canada.  The Bidder must provide the names of the mobile applications that were developed and coded for the Government of Canada.	>12 to 24 months = 5 points >24 to 36 months = 10 points >36 to 48 months = 15 points >48 months = 20 points	20 Points	The necessary documentation to support the bid in meeting this criterion should include a detailed résumé for the proposed resource, providing completed details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained.

<b>RT3</b>	In addition to MT6, the Bidder should demonstrate that the proposed resource has more than thirty-six (36) months' experience identifying, researching, and resolving complex technical problems related to mobile application development and testing.	>36 to 48 months = 5 points  >48 to 60 months = 10 points  >60 to 72 months = 15 points  >72 months = 20 points	<b>20 Points</b>	The necessary documentation to support the bid in meeting this criterion should include a detailed résumé for the proposed resource, providing completed details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained.
<b>Maximum Points Available:</b>			<b>60</b>	
<b>Minimum Score Required:</b>			<b>30</b>	