



<b>Position: Junior Computer Application Support</b>
<b>Reference #: 9698</b>
<b>Department:</b> Environment and Climate Change Canada
<b>Security Clearance:</b> Reliability
<b>Location:</b> Ottawa / Remote
Pay rate is negotiable
<b>Contract Length:</b> 1 year + 48 weeks
<b>Language:</b> Bilingual

## Statement Of Work

### Objective:

Environment and Climate Change Canada's (ECCC) Real Property Management Division is seeking to hire one (1) consultant as a junior computer application support resource. The application support will be on the program/client side and is to provide assistance and support as part of the governments return to the workplace activities.

### Background:

Since the onset of the pandemic, ECCC's approach to the return to worksites has been aligned with guidance from health authorities and central agencies. With increases in the number of COVID-19 cases in many areas of the country, we will continue to take a prudent and phased-in approach.

To prepare for staff returning to worksites, a key health and safety measure we are taking is limiting the number of employees on every floor of every worksite, in order to ensure that physical distancing can be maintained.

ECCC's Return to the Workplace (RTW) application allows staff to submit a request to their manager to access their floor. The application also helps to ensure that the number of people on a floor never exceeds the limits required for physical distancing.

The consultant would help to maintain and update application SharePoint data, provide help for ECCC

staff with the RTW application through ASSYST helpdesk, manage generic inbox, create weekly reports and analysis, create/update/improve user guides, work with developers to update and improve the RTW application and help test updates to the application from the client perspective.

### **Tasks:**

Without limiting the scope of work, the junior computer application support resource shall carry out the following tasks:

- manage generic inboxes
- prepare weekly reports using Excel and Power BI
- follow Standard Operating Procedures (SOP)
- create/update guidance documents
- prepare data spreadsheets and analysis
- help transition from shared drives to GCDocs
- provide assistance and support for incoming questions and issues through helpdesk application called ASSYST
- Prioritize employees queries based on problems
- Follow up with employees as needed
- Demo application to users
- Test new application version releases

### **Typical duties may include:**

- Adding new functionality to application, documenting functionality and changes
- Responding to 1st level support calls and providing accurate responses
- Opening and closing of ASSYST tickets
- Providing staff with application demos/training
- Contributing to processing and procedural documentation

### **Departmental Support:**

The management of this contract will reside with ECCC. Regular communication will be maintained throughout the project with scheduled progress meetings and informal discussions as needed.

Throughout the duration of the contract, the Consultant shall advise the Departmental representative at ECCC via email or telephone, of the status of the work currently underway. This may include the

progress to date on the elements of the Statement of Work, any expected or unforeseen delays, challenges encountered, and ability to meet the timelines and schedule proposed.

ECCC will provide all required training.

**Accessibility**

- The contractor must provide support for installation of the equipment provide by ECCC (if there is need for resource with disabilities)
- The contractor must be open to propose a resource with disabilities and provide adapted equipment for the work, screen, keyboard, headset, phone or any additional requirements.

**Mandatory**

Name of the resource: Mandatory criteria both resources			
Number	Mandatory Criteria	Cross Reference to Proposal [supplier to insert]	Meet/ Not Meet
M1	The bidder must demonstrate that the proposed resources have a minimum of at least two (2) years of experience preparing and updating documents using MS Word and Excel within the last four (4) years.	<i>bidder to insert</i>	
M2	The bidder must demonstrate that the proposed resources have at least two (2) years of experience in preparing, writing and updating guidance documents and excel reports within the last four (4) years.	<i>bidder to insert</i>	
M3	The bidder must demonstrate that the proposed resources have at least six (6) months analyzing numerical data. Within the last 2 years	<i>bidder to insert</i>	

**Point Rated Criteria**

Number	Point Rated Technical Criteria	Cross Reference to Proposal [Supplier to Insert]	Max Available Points
R1	<p>The bidder should demonstrate that the proposed resources have at least six (6) months experience working with Power BI to create dashboards and reports in the last 2 years.</p> <p>Less than 6 months = 0 point                      6-12 months = 4 points                      12-24 months = 8 points                      More than 24 months = 10 points</p>	<i>supplier to insert</i>	10
R2	<p>The bidder should demonstrate that the proposed resources have at least six (6) months experience working with ASSYST.</p> <p>Less than 6 months = 0 point                      6-12 months = 4 points                      12-24 months = 8 points                      More than 24 months = 10 points</p>	<i>supplier to insert</i>	10
R3	<p>The bidder should demonstrate that the proposed resources have experience working in SharePoint within the last 2 years</p> <p>Less than 6 months = 0 point                      6-12 months = 4 points                      12-24 months = 8 points                      More than 24 months = 10 points</p>	<i>supplier to insert</i>	5
R4	<p>The bidder should demonstrate that the proposed resources have experience working in GCDOcs</p> <p>Less than 6 months = 0 point                      6-12 months = 4 points                      12-24 months = 8 points                      More than 24 months = 10 points</p>	<i>supplier to insert</i>	5
<i>Minimum point required (60%)</i>			24

<b>Total</b>	60
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