



Position: Senior System Administrator
Reference #: 1027A
Department: DFATD
Security Clearance: Secret
Location: National Capital Region
Pay rate is negotiable
Contract Length: 2 years + 1 year
Language: Bilingual Essential

Statement Of Work

2. Introduction

The IT Engineering and Maintenance section (SISE) of Department of Foreign Affairs, Trade and Development (DFATD) is seeking consulting services to complement its current team of technical specialists

- Stream 3 I.9 System Administrator Category Level 3 and
- Stream 5 P.11 Quality Assurance Specialist Level 3

3. Background

DFATD's primary responsibility is the promotion and protection of Canada's interests abroad and the conduct of Canada's relations with other countries.

The Department is headquartered in Ottawa, and maintains a presence throughout Canada through the network of trade commissioners working in International Trade Offices across the country. Outside Canada, DFATD operates an extensive network of missions (embassies, high commissions, and consulates), honorary consulates, and other representational offices. Currently, Canada operates numerous diplomatic missions in over a hundred countries, including missions to multilateral organizations[1].

The spread and complexity of Canada's representation abroad has a profound impact on the nature and scope of the Department's IM/IT equipment and infrastructure. The design, implementation and operation of IM/IT services are hugely affected by the extent to which Canada's employees abroad are scattered around the world; by the enormous differences encountered in diverse public infrastructures and technologies available internationally; and

by the competing interests of host countries. Thousands of employees at missions are locally-engaged, bringing a variety of cultural, linguistic and security complexities to daily operations abroad.

For IM/IT there is a powerful imperative to provide an extensive and effective worldwide communications platform for all Canadian departments and provinces which maintain an international presence. This platform must be a highly reliable system, operating around the clock and around the globe to give Canada its network of **always-connected** individuals and offices, world-wide.

The **international environment** in which DFATD carries out its mandate has always been extremely challenging. IM/IT is deployed in settings which are geographically dispersed, structurally inconsistent, frequently hazardous, and disrupted by unexpected events both natural and man-made.

All DFATD employees are connected to a secure network called SIGNET. This geographical dispersed network supports over 18,000 workstations and 2,000 servers. All the equipment and software used on the network is integrated, tested and certified for use.

4. Objective

The objective of this contract is to provide a System Administrator L3 and Quality Assurance L3 resources in support of the engineering and maintenance work performed in SISE.

The technical specialists support major transformative initiatives that are changing both the landscape of the IM/IT ecosystem and our ways of managing both information and assets.

In support of SIGNET Engineering and Maintenance Team - Product Engineering to meet ongoing maintenance requirements, there is a need to continually update workstation deployment strategies and to ensure all security, functionality and hardware requirements are met.

- The System Administrator will help maintain actual deployed images and support SIGNET Workstations in development environments.
- The Quality Assurance Specialist will support major transformative initiatives that are changing both the landscape of the IM/IT ecosystem and our ways of managing both information and assets. Such initiatives include but are not restricted to the implementation and ongoing maintenance of Windows 10, Microsoft SCCM CB, the MS Office upgrades and Cloud computing initiatives:

- The Windows 10 implementation implies significant changes with regards to processes supporting regular updates/upgrades and patching services. It is anticipated that MS will release two major updates (build) per year which will trigger a significant increase of revision cycles to DFATD's large fleet of business applications and tools to support our clients.
- DFATD is scheduled to go through 1 x MS Office upgrades within the next 12 months. This ambitious plan will also generate an increase of reviews/modifications of DFATD's software inventories to ensure compatibilities and also to maximize the functionalities of new tools. This will also need to be tested and QA approved before being released.
- DFATD is going to MS Office 365. This plan in conjunction with Cloud computing will also generate increase reviews/modifications of DFATD software inventory to ensure compatibilities and also maximize the functionalities of new tools.

5. Scope of Work

The Senior System Administrator will provide the following services in the development environment:

- Perform administration with Windows 10; support and maintain Windows builds & feature releases.
- Perform administration and support with VMWare Workstations.
- Install, upgrade and monitor build and software.
- Design and develop PowerShell and windows command shell scripts.
- Setting SCCM Server to manage the service point to provide policy and download content.
- Coordinate, monitor and support lab and customized environments for testing purposes.
- Set-up, coordinate, monitor and support Active Directory to run tests without affecting the core of AD.
- Coordinate, set-up and support Development to align with QA and Production environments.
- Communicate with clients and colleagues by email/phone in both official languages (English and French)
- Provide written instructions, updates and reports in both official languages (English and French) □ Provide 3rd level support.

The contractor may be asked to perform the following:

- Provide technical third level support as required to assist with implementation of various platform utilities and functionality in production
- Analyze and evaluate alternative technology solution to meet business problems.

- Ensures the integration of all aspects of technology solutions.
- Provide information, direction and support for emerging technologies.
- Provide support and guidance to the team(s) to allow a better integration of all aspect the latest technology.
- Collaborating with other teams involved in the software/OS delivery process.
- Providing technical report writing, scripting of programming languages, and developing and integrating of Windows desktop platforms.
- Coach, mentor and train the organization to perform any of the above.

The Senior QA Specialist will provide the following services:

- Develop, implement and conduct test plans, test procedures and test cases covering, but not limited to, installation, integration, regression, and performance and interoperability testing.
- Liaise with the platform developers and with the corporate QA team as well as other IT teams as required.
- Provide technical support for test lab environment, including management of the configuration and troubleshooting.
- Conduct integration testing of desktop, laptop, and tablet solutions for DFATD's platforms.
- Review technical documentation.
- Provide status updates as required.
- Provide input to various process and technology working groups.
- Transfer acquired knowledge to fulltime staff by providing a full review of all documentation and testing materials.
- Provide support and guidance to the transformation process team(s) to allow a better integration of the QA processes.
- Collaborate with other teams involved in the software delivery process.
- Track projects using the internal Remedy-based Change Management System as well as the internal web-based software package tracking system. Ensure the updates to the tracking systems are recorded as required and as projects progress.
- Troubleshoot production issues and providing third-level support for existing desktop software.
- Test, validate, modify and confirm that all packages available for the desktops are compatible with current Windows 10 versions.
- In an emergencies situation, might be ask to participate in the packaging effort.

6. Deliverables

The Contractors shall submit all deliverables to the Technical Authority. Drafts of the deliverables must be forwarded to the Technical Authority for review and comment as determined in consultation with the Contractor. Deliverables include:

- Progress Reports as requested by the Technical Authority. Progress Reports must include the following information:
 - all significant activities performed during the period covered by the progress report;
 - status of all action/decision items originating from each task, as well as a list of outstanding activities and the expected completion date;
 - a description of any issues or problems encountered which are likely to require attention by the Technical Authority;
 - recommendations relating to the conduct of the work, if applicable;
- Draft and final copies of technical documentation such as Consolidated Support Manual (CSM) reports for distribution to system owners and for input into Certification and accreditation (C&A) process.
- Create/maintain draft and final copies technical documentation such as Concept of Operations, architectural descriptions, detail design, installation & support procedures, scripts, and release notes.
- Contribute input to resource, cost and effort estimates and plans □ Update current documentation with the latest changes.
- Knowledge transfer to identified DFATD employees

7. Language of work

Work will be performed and delivered in English and/or French.

8. Location of Work

4200 Labelle St. Ottawa and telework under mutual agreement.

9. Technical Environment

Senior System Administrator

- Microsoft Windows 10 (1909, 20H2) and 2016 with Active Directory
- Microsoft Vault
- VBScript
- AnyConnect 4.7

Senior QA Specialist

- Windows Installer 3.1
- Microsoft Visual Source Safe

- Microsoft Visual Studio 2005
- Team Foundation Server / Microsoft DevOps 2019
- Orca
- Citrix

Common

- Microsoft Configuration Manager CB (SCCM)
- Office 2016
- Microsoft Internet Information Server 6
- VBScript
- PowerShell
- Windows Command Shell
- VMware
- Remedy ITSM
- McAfee Suite

Mandatory Criteria

Item #	MANDATORY REQUIREMENTS I.9 System Administrator L3 RESOURCE NAME:	MET/NOT MET	SUBSTANTIATION/CROSS REFERENCE TO PROPOSAL
A.M1	The bidder must submit the resume of one (1) System Administrator Level 3 and must demonstrate using project descriptions that the proposed resource has a minimum ten (10) years of experience as a System Administrator Level 3 in accordance with the TBIPS Supply Arrangement EN578-170432		
A.M2	The bidder must demonstrate using project descriptions that the proposed resource has a minimum ten (10) years of experience as a System Administrator in the management, maintenance and support of workstations and laptops in a development environment.		
A.M3	The bidder must demonstrate using project descriptions that the proposed resource has a minimum ten (10) years of experience providing hardware and software technical support.		

Point Rated Criteria

ITEM #	RATED CRITERIA I.9 System Administrator L3 RESOURCE NAME:	MAX POINTS	SCORING GUIDELINES	SUBSTANTIATION/CROSS REFERENCE TO PROPOSAL
A.R1	The bidder should demonstrate using project descriptions that the proposed resource is an administrator of Windows 10.	/15	3 years to less than 5 years = 5 points 5 years to less than 7 years = 10 points 7 years and more = 15 points	
A.R2	The bidder should demonstrate using project descriptions that the proposed resource has experience performing administration with VMWare Workstation.	/8	3 years to less than 4 years = 3 points 4 years to less than 7 years = 5 points 7 years and more = 8 points	
A.R3	The bidder should demonstrate using project descriptions that the proposed resource has experience working in all aspects of automated software distribution using Microsoft System Center Configuration Manager (SCCM) 2012 and/or SCCM CB	/15	3 years to less than 5 years = 5 points 5 years to less than 8 years = 10 points 8 years and more = 15 points	
A.R4	The bidder should demonstrate using project descriptions that the proposed resource has experience working in all aspects of automated software updates using Windows Server Update Services (WSUS).	/15	3 years to less than 5 years = 5 points 5 years to less than 8 years = 10 points 8 years and more = 15 points	

A.R5	The bidder should demonstrate using project descriptions that the proposed resource has experience	/15	3 years to less than 5 years = 5 points	
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