**Service Request  
for**

***Senior Project Manager***

***Business Application Services - SD***

Service New Brunswick

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# Background

Social Development is in the process of developing a Salesforce case and care management application to manage Social Development’s Services. The new case and care management solution will be used by citizens of New Brunswick, vendors, and Social Development employees. Functionality will consist of intake, assessment, care planning, inspections, and payment. The new application will be bilingual and will provide Social Development with a flexible and scalable solution to support current and future needs.

The project team is in need of a bilingual Project Manager to ensure effective collaboration with stakeholders, clients, and business team members across both official languages. The candidate will be required to lead meetings, prepare documentation, and communicate project updates in both French and English.

# Services Sought

Service New Brunswick (SNB) requires a bilingual Senior Project Manager. The successful proponents will be expected to produce the deliverables described in Section 11.

SNB will only consider proposals identifying one candidate to fill the requested role. If bidding multiple candidates, they MUST be submitted as separate proposals.

SNB will only consider the first two (2) proposals submitted per vendor or agency.

# Mandatory Requirements

SNB seeks a resource who demonstrate the following Mandatory Requirements:

|  |  |  |
| --- | --- | --- |
| **No.** | **Mandatory Requirement** | **Required** |
| M1 | The proposed resource must meet or exceed the following education and certification requirements:  • University Degree in either Business Administration or Information Technology  OR  • An equivalent combination of a college diploma (related to Business Administration and/or IT) and experience may also be considered. | Yes |
| M2 | Possess a high level of proficiency in both official languages—French and English. This includes the ability to communicate effectively, both orally and in writing, in professional and technical contexts. | Yes |
| M3 | Years of experience in full lifecycle delivery using Agile | 2 years experience |
| M4 | Years of Project Management experience managing multiple related projects that align with the organization's strategic objectives, which included coordinating teams across projects, manage stakeholders' expectations, and facilitate communication between various stakeholder groups. | 5 years experience |

Proposals that do not clearly demonstrate the capability to meet these mandatory requirements will be disqualified from further consideration.

Vendors are requested to respond to this section in the Vendor Response Matrix.

*\*Bidders must not alter any portion of the Solicitation or associated documents, with the exception of adding the information requested by the Solicitation. Bids containing clauses additional to the Solicitation that are “qualified” or “conditional” may be rejected*

# Scored Requirements

SNB seeks a resource who demonstrate the following scored requirements.

Responses to this section will be scored in accordance with the Selection Process identified in Section 13 of this Service Request.

Vendors are requested to respond to this section in the Vendor Response Matrix.

|  |  |  |
| --- | --- | --- |
| **No.** | **Scored Requirement** | **Required** |
| S1 | Experience working as a Senior IT Project Manager working in IT system development and support. | 5 + Years experience  Demonstrate work experience |
| S2 | Experience working with and leading cross functional business and technical teams that include a mix of in-house and external resources and stakeholders, in both official languages—French and English. | 5 + Years  Demonstrate work experience |
| S3 | Experience in change management activities - developing a plan outlining how the project organizational change will be managed, in both official languages—French and English. | 2 + Years experience  Demonstrate capabilities using examples from previous work. |
| S4 | Experience in cost estimating, resource planning, and project time management skills. | 5 + Years experience  Demonstrate capabilities using examples from previous work. |
| S5 | Demonstrate knowledge of IT system concepts and how they impact business processes. | 5 + Years experience  Demonstrate capabilities using examples from previous work. |
| S6 | Current Project Management Professional (PMP), Certified Associate in Project Management (CAPM), PMI Agile Certified Practitioner (PMI-ACP) or PRINCE2 designation. | Yes  Bidders are to provide proof of certification and date achieved. |
| S7 | Experience in life cycle delivery using Agile during the Concept, Inception, Iteration and Release phases. | 2+ Years experience  Demonstrate capabilities using examples from previous work. |

Responses to this section will be scored in accordance with the Selection Process identified in Section 13 of this Service Request.

Vendors are requested to respond to this section in the Vendor Response Matrix.

*\*Bidders must not alter any portion of the Solicitation or associated documents, with the exception of adding the information requested by the Solicitation. Bids containing clauses additional to the Solicitation that are “qualified” or “conditional” may be rejected*

# Cost

Proponents MUST provide a per diem rate based on a 7.25 hour work day to complete the services outlined in this Service Request and subsequent service agreement.

Cost will be evaluated using the following formula to determine the score for Section 13:

Low price proposal / price on proposal under evaluation x total marks available for price = SCORE

# References

Vendors are requested to include references as per the table included within the Vendor Response Matrix. References may be contacted to validate information provided in the Vendor’s response. In the event a poor reference is received, or in the event references provide information that is different than the information provided in the Vendor’s response, we reserve the right to disqualify the Vendor’s response from further consideration or negatively impact the scoring for Section 4.

If SNB is unable to reach the reference(s) provided, SNB reserves the right to disqualify the Vendor’s response from further consideration.

SNB reserves the right to contact references other than those provided, who are familiar with the work of the Vendor.

# Reporting Structure

The successful candidate(s) will report to **SNB Business Application Manager, and to Social Development Director of Digital Transformation** regarding all project assignment**.**

# Duration/Effort

The successful candidate will be required on a full-time basis for a period of 12 months (max of 260 working days), **December 1, 2025.**

SNB reserves the right to truncate the engagement, as needed.

SNB reserves the right to apply two (2) 12-month extensions (260 working days), as needed.

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# Work Location and Travel

The project team is located in Fredericton NB.

The successful candidate will be allowed to work from a remote work location in Canada. No matter where the resource is located, the business hours will be from 8:15 AM to 4:30 PM Atlantic time.

Travel is not expected. It is the candidate’s responsibility to pay for the travel to and from their place of business (or home). Additionally, the candidate will not charge SNB for employee travel time or expenses.

**Health and Safety Policies. Service Providers must comply with all GNB health and safety policies and standards including, without limitation, all health and safety policies and standards related to COVID-19, as applicable. Go to** [**www.gnb.ca/nbon**](http://www.gnb.ca/nbon)

**to view the full policy and FAQs.**

# Supplied Devices

SNB will not provide technology devices to complete the services requested in this Service Request. Remote access to the pertinent resources will be provided.

# Deliverables

The successful candidate must deliver the following in order to successfully complete the engagement:

* Deliver project phase initiation activities (i.e. Phase Initiation Document, scope, team setup, Kick Off, etc.)
* Perform detailed planning activities for each project (i.e. development activities, schedule, etc.)
* Provide project delivery and management for each project (i.e. resources, risk, issue, change management, etc.)
* Provide project monitoring and controlling activities (i.e. status reports, change requests, risk & issue management, etc.)
* Understand business challenges to design effective solutions that address users, process, technology, and data needs of clients to achieve their desired outcomes.
* Work with clients and internal teams to define and establish scope and requirements, create solutions, and develop an executable plan, including resource needs, timelines and costs.
* Utilize data and analytics knowledge and the associated business processes to deliver solutions which meet client’s business objectives.
* Design and conduct discovery sessions, document requirements/user stories, work with technical teams to determine scope, organize into sprints.
* Support the project to create development-ready, scoped and approved user stories. Articulate clearly and unambiguously what needs to be accomplished with a clear definition of “done”. This may require coordination with multiple workstreams for more complex projects.
* Manage scope, requirements, resources, time, cost, quality, risks, and communications for on-time, on-budget, high quality project delivery.
* Drive structure and content for Project Status meetings and Steering Committee meetings with key Client stakeholders, as well as for all Agile/Project ceremonies.
* Report status and progress of assigned activities to SNB management.
* Identify potential non-technical risks and anticipated points of resistance and develop specific plans to mitigate or address concerns.
* Other roles, tasks and duties as assigned.

# Criteria for Immediate Disqualification

Candidates will be immediately disqualified from the competition if:

* The proposal does not fully demonstrate compliance with the Mandatory Requirements
* They do not score at least 80% on the Scored Requirements defined in Section 4.
* They are unavailable during the timeframe indicated in Section 8

# Selection Process

Proposals meeting the mandatory requirements identified in Section 3 will be evaluated in accordance with the following criteria:

|  |  |  |
| --- | --- | --- |
| **CRITERION** | **Weight / Points** | **Minimum Score Required** |
| Scored Requirements (Section 4) | 80% | 70% |
| Cost (Section 5) | 10% | **N/A** |
| References | 10% | **N/A** |
| **TOTAL** | **100%** | **70%** |

The successful proponent will be the highest scoring proposal meeting all the mandatory and minimum requirements defined within this Service Request.

The following may be required prior to final selection or award:

* an interview may be conducted for resources scoring within 10 points for Scored Requirements, Cost and References.
* demonstration of documentation produced.
* administration of a test to the candidates to gauge practical application of their skills and knowledge.
* a confidentiality agreement with the vendor and the vendor’s proposed candidates, and
* assignment of all intellectual property rights, including copyright, for all deliverables, consultation and services to GNB.

# Vendor Submission

Vendors are requested to submit the following with their proposal:

* SNB Candidate Submission Matrix as detailed in sections 3 and 4.
* Resumes
* 3 References
* Proposed Per Diem Rate

Only the above documents will be reviewed for the purposes of the evaluation. Any additional documentation provided in the proposal other than the above requested may not be considered.

# Conflict of Interest

Candidates are requested to complete and return the attached Conflict of Interest form (see Appendix A) with their submission.

The Province may disqualify a proponent for any conduct, situation or circumstance, determined by the Province, in its sole and absolute discretion, to constitute a Conflict of Interest.

For the purposes of this Service Request, the term “Conflict of Interest” includes, but is not limited to, any situation or circumstance where:

(a) in relation to the Tender process, the proponent 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 proposal that is not available to other proponents, (ii) communicating with any person with a view to influencing preferred treatment in the Tender process (including but not limited to the lobbying of decision makers involved in the Tender process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive Tender process or render that process non-competitive or unfair; or

(b) in relation to the performance of its contractual obligations under an agreement for the Deliverables, the proponent’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.

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

**A**ppendix A: Conflict of Interest Declaration

The proponent must select one of the following:

The proponent declares that there is no actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees no actual or potential Conflict of Interest in performing the contractual obligations contemplated in the Service Request.

Or

The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the Service Request.

If the proponent declares an actual or potential Conflict of Interest, the proponent must set out below details of the actual or potential Conflict of Interest:

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**A**ppendix B: NB Vendor Preference Form