

Business Application Services – EEC

Service New Brunswick

Table of Contents

1. BACKGROUND	3
2. SERVICES SOUGHT	3
3. MANDATORY REQUIREMENTS	4
4. SCORED REQUIREMENTS	5
5. COST.....	6
6. REFERENCES.....	6
7. REPORTING STRUCTURE	7
8. DURATION/EFFORT	7
9. WORK LOCATION AND TRAVEL	7
10. SUPPLIED DEVICES.....	7
11. DELIVERABLES	8
12. CRITERIA FOR IMMEDIATE DISQUALIFICATION	8
13. SELECTION PROCESS	9
14. VENDOR SUBMISSION	9
15. CONFLICT OF INTEREST.....	10
APPENDIX A: CONFLICT OF INTEREST DECLARATION.....	11

1. BACKGROUND

The Department of Education and Early Childhood Development (EECD) is delivering on its vision to create a digital solution that enables greater public management of early learning and child care (ELCC) in New Brunswick. This initiative supports citizen engagement, simplifies service delivery, and equips EECD staff with the modern information systems needed to ensure accessible, affordable, and high-quality child care for families.

As part of this transformation, EECD has developed an integrated digital platform composed of four key portals to facilitate the public management of its ELCC system. It is legislated that all operators of licensed facilities must use the EECD Portals. The components and details which are currently active are:

1. The Operator Portal is the primary digital platform through which early learning and child care operators interact with government. It streamlines program administration, reporting, and funding flows, ensuring accuracy, consistency, and transparency across the system.
2. The Parent Portal is the primary digital platform for families to access and manage child care services. It places parents at the centre of service delivery by providing a single, secure, and user-friendly entry point to programs and resources.
3. The Educator Portal was designed as a tool to administer the wage support program. Educators can view their training credentials and qualifications and access payment history for wage support funding.
4. The Administration Portal is the back-office platform that enables EECD staff to manage and support system operations. It enables EECD staff to act on behalf of parents, educators, and operators to assist with tasks, resolve issues, and ensure the smooth delivery of programs and services.

This initiative is a key component of New Brunswick's commitment under the Canada–New Brunswick Canada-Wide Early Learning and Childcare Agreement.

2. SERVICES SOUGHT

Service New Brunswick (SNB) requires a *single Senior Business Systems Analyst* to assist SNB in the delivery of the EECD Portal Services.

The successful proponent will be expected to work collaboratively with the Project Team and SNB Business Applications Services Team 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.

3. MANDATORY REQUIREMENTS

SNB seeks a resource that demonstrates the following Mandatory Requirements.

**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.*

No.	Requirement	Required
M1	The candidate is available to work Monday to Friday from 8:15 am to 4:30 pm Atlantic Time .	Yes
M2	The candidate is able to attend onsite meetings as required in Fredericton, NB (with a notice of 24 hours) for the duration of the engagement at no additional expense to SNB.	Yes
M3	A bachelor's degree in Business Administration, Computer Science or equivalent related experience. Provide details of education such as name of the degree, institution name and location, and when the degree was acquired.	Yes
M4	Demonstrated experience in communication skills (written and oral) in English. Provide examples of the type of communications used including where and when the experience was acquired.	Yes
M5	A minimum of 10 years of clearly demonstrated and verifiable experience as a senior business systems analyst, including experience in engaging with subject matter experts to articulate business priorities and desired outcomes and identify and describe core business capabilities. Demonstrate the candidate's ability to learn quickly, adapt to change and juggle multiple priorities. Provide clear details in this matrix on where the experience was acquired and how the project(s) meet the criteria as it relates to this requirement.	10 years
M6	A minimum of 4 years of clearly demonstrated and verifiable experience as the Lead Business Systems Analyst on complex, public facing, custom software development projects. Provide clear details in this matrix on where the experience was acquired, how the project(s) meet the criteria as it relates to this requirement.	4 years

M7	<p>A minimum of 5 years of clearly demonstrated and verifiable experience as the liaison between business and the development team, authoring specification documents, user stories, and setting GUI standards.</p> <p>Provide clear details in this matrix on where the experience was acquired, how the project(s) meet the criteria as it relates to this requirement.</p>	5 years
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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.

4. SCORED REQUIREMENTS

SNB seeks a resource that demonstrates the following scored requirements.

No.	Requirement	Required Experience
S1	<p>Demonstrated experience applying a range of requirement-elicitation strategies to gather and document comprehensive functional and non-functional business requirements.</p> <p>Provide details on strategies used.</p>	10 years
S2	Demonstrated experience working with reusable components and integrated systems, ranging from medium to large complexity.	8 years
S3	<p>Demonstrated experience with complex, custom development projects where the candidate joined project(s) as the Lead Business Systems Analyst on a pre-existing team and had to adapt quickly to the technical and business environments.</p> <p>Provide clear details in this matrix on where the experience was acquired, how the projects meet the criteria as it relates to this requirement.</p> <p>Provide details on the strategies used to adapt to the project in order to effectively lead the analysis work.</p>	2 projects
S4	Demonstrated experience working within a team environment where the resource, as a lead contributor to the development team, was called on to perform tasks in a mixture of collaborative and autonomous modes. Specify team size, roles, and composition as well as the project methodology (e.g. agile, waterfall, hybrid, etc.).	10 years
S5	Demonstrated experience in planning, coordinating, and leading workshops.	8 years

S6	Demonstrated experience documenting and diagramming business processes and workflows.	8 years
S7	Demonstrated knowledge and experience with the creation of Epics, Features and Stories using Azure DevOps or a similar product.	5 years
S8	Demonstrated experience translating elicited business requirements into clear system design artifacts (e.g. prototypes, flow diagrams, screen mock-ups, etc.) and analyzing requirements to identify underlying information needs, procedural steps, and decision flows for a web custom development solution . Provide details on artifacts produced.	8 years
S9	Demonstrated experience as a lead analyst with UX design for desktop and mobile devices (i.e. responsive design).	5 years

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.

5. 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

6. 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, or if references are not provided with the response, 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.

7. REPORTING STRUCTURE

The successful candidate will **report to the SNB Business Application Services Manager** and take direction from the **SNB Project Manager** for project work. The candidate will also be working collaboratively with a cross section of individuals from Service New Brunswick and Education and Early Childhood Development

8. DURATION/EFFORT

The successful candidate will be required on a full-time basis for a maximum of 287 working days, **commencing February 9, 2026 and expiring on March 31, 2027** with an optional one year renewal up to 254 working days from April 1, 2027 – March 31, 2028.

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

9. WORK LOCATION AND TRAVEL

Teleworking is an option for the successful candidate upon approval from the **Project Manager** and may be revoked at any time during the engagement in which case the successful candidate would be **required onsite** (at no additional expense to SNB) for the duration of the engagement with SNB at a location to be determined in **Fredericton, NB**.

SNB reserves the right for the **Project Manager** to solely grant or deny the ability to telework and any schedules related to teleworking.

The successful candidate **must** be able to attend **onsite meetings in Fredericton (with a notice of 24 hours)** as required for the duration of the engagement at no additional expense to SNB.

Travel outside the city of Fredericton is not expected. If the candidate is based outside the Fredericton region, it is the candidate's responsibility to pay for the travel to and from their place of business (or home) and the Fredericton area. Additionally, the candidate will not charge SNB for 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 to view the full policy and FAQs

10. SUPPLIED DEVICES

SNB will provide technology devices as required to complete the services requested in this Service Request.

The successful candidate will be required to pick up the equipment in person at an SNB office in Fredericton, NB.

11. DELIVERABLES

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

1. **Successful adaptation to an established team:** The Senior BSA will quickly assume the role of Senior BSA and liaison between the business and development team, demonstrating strong leadership skills and ability to take initiative in new work
2. **Initiate and Lead effective working sessions:** The Senior BSA will initiate and facilitate the ongoing workshops and information sessions required with the business to effectively elicit and document requirements and validate proposed solutions; this includes the effective guidance of discussions through probing questions and the presentation of information and proposed solutions to clients, etc.
3. **Review, confirm and update as necessary, previously identified business requirements.** The Senior BSA will be responsible for reviewing the existing documented business requirements with the business owner, confirming the requirements' continued validity, and updating the business requirements document to reflect any changes to business requirements uncovered.
4. **Design documents:** The Senior BSA will need to design and document possible design solutions/outputs for a web custom developed solution using a combination of Screen Mock-ups, Report Mock-ups, and business rules. These documents must be usable by developers, so they can implement the features documented to provide a positive customer experience on both desktop and mobile devices. Designs must follow best practices and existing standards, and in the absence of standards, be discussed with the BAS-EECD Senior Systems Analyst.
5. **Work packages:** The Senior BSA will be responsible for creating Epics, Features, and/or User Stories in Azure DevOps.
6. **Collaboration with BAS-EECD Senior Systems Analyst:** The Senior BSA will work with SNB's BAS-EECD Senior Systems Analyst by providing documents for review **early** in the design stage to allow for a proper review. The Senior BSA will review comments and feedback and keep him informed of decisions and changes to previously reviewed documents.
7. **Demonstration of working knowledge of the solution:** At approximately one month into the engagement, the Senior BSA will be expected to deliver a presentation to the project team members, business owner, and SME's. The purpose of this presentation is to validate the Senior BSA's understanding of the current state of the solution, including workflows, data flows, key business rules, and any other relevant operational details.

Deliverable format and approval:

Deliverable Format: Microsoft Word, Microsoft Visio, Microsoft Excel, etc. as required

SNB Review: SNB's BAS-EECD Senior Systems Analyst/Supervisor and SNB's BAS-EECD Senior Business Systems Analyst

Approval: Business Owner/ Project Manager

12. 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 75% (63.75 pts) on the Scored Requirements defined in Section 4.
- they do not score at least 80% (4 pts) on the Interview.

- they are unavailable during the timeframe indicated in Section 8

13. 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)	85% / 85 pts	63.75 pts
Cost (Section 5)	10% / 10 pts	N/A
References (Section 6)		N/A
Interview	5% / 5 pts	4 pts
TOTAL	100%	67.75 pts

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:

- If not scored - an interview, either in-person or via telephone, may be utilized to verify experience and qualifications
- If scored – an interview, either in-person or via telephone, will be conducted for resources scoring within 10 points for Scored Requirements, Cost and References. **If more than 6 candidates meet the criteria, the top 6 candidates will be interviewed.**
- 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

14. VENDOR SUBMISSION

Vendors are requested to submit the following with their proposal:

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

Only the above documents will be reviewed for the purposes of the evaluation.

Vendors may submit a resume as supporting documentation.

Any additional documentation provided in the proposal besides the above requested may not be considered.

15. 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.

APPENDIX 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:
