

1. INTRODUCTION

This guide is designed to give you an overview of some of the key things you need to know about the service contracting process, policies and procedures. It was designed to serve both the Users and the Contracting Officers within DFAIT.

Among others, one of the mandates of the Business Management Division (SXM), is to provide Informatics Technology Procurement for both goods and services.

SXMP contracts for IM/IT services such as facilities management, software licenses, software maintenance, professional services, etc. It also provides functional guidance for their clients throughout the department.

Any comments and or questions concerning this guide are welcome. Please direct them to Michel Sicard (SXM) at 996-8758.

Listed below are general administrative tips which will help our departmental clients:

1.1 Where do I send my IM/IT request?

All IM/IT service requirements should be forwarded to SXMP for contract award, via memorandum, E-Mail, etc.

1.2 What are my responsibilities as a client?

As a departmental client, you should provide SXMP with details of your requirements. Some of those details are but not limited to:

i) Identify the type of service you are buying, i.e. a software license, software maintenance, professional services, facility management, etc.;

ii) Provide period of contract when contracting for a software maintenance, professional services, facility management contract. The beginning and end dates must be provided;

iii) Provide the estimated dollar value for the services sought and the financial coding (including project number if applicable);

iv) Identify the terms of payment, i.e. per diem rates, milestone payments, lump sum payment, etc.;

v) For professional services, prepare a detailed statement of work defining the requirement, tasks and deliverables, etc.