



APPENDIX A: BIDDERS RESPONSE PACKAGE

September 7, 2021

RFP Title:	Mobility Register Management Solution
Interest Disclosure Deadline:	September 21, 2021
Proposal Submission Deadline:	October 19, 2021
E-Mail Proposal to:	Beryl Strawczynski Manager, Regulatory Research and International Mobility Beryl.Strawczynski@engineerscanada.ca Engineers Canada 300-55 Metcalfe Street Ottawa, ON K1P 6L5

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1. Mandatory Requirements

1.1 Instructions

Mandatory requirements are essential to the selection of a vendor for the Project. Bidders must answer each of the questions in Sections 1.2 (Mandatory Project Requirements) and 1.3 (Bidder Viability – Due Diligence Questionnaire (DDQ)) and provide any additional comments or explanatory notes, if applicable.

Proposals which fail, in the sole discretion of Engineers Canada, to meet any mandatory requirements (i.e. those contained in this Section 1 (Mandatory Requirements)) may be eliminated from further consideration in the evaluation process.

1.2 Mandatory Project Requirements

No.	Question	Bidder Response	Comments (if any)
1. Bidders Response Package			
(a)	Is the Bidder's Response Package complete?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
(b)	Was interest disclosed before the Interest Disclosure Deadline?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
(c)	Was the Bidder's proposal received by the Proposal Submission Deadline?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
(d)	Is the Bidder able to deliver the services requested and complete the Project within the stated timelines?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2. Security			
(a)	Does your organization have a corporate security policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
(b)	Does your organization have a communication protocol for security breaches?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
(c)	Are vendors that access client data bonded?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
(d)	Is access to virtualized infrastructure restricted to authorized staff or bonded vendors?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
(e)	Is your solution either a PaaS or SaaS solution that resides in a cloud infrastructure provider (e.g. AWS or Azure) with sufficient means to guarantee stability, durability, and uptime?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3. WCAG 2.0 AA Compliant			
	Is your solution compliant to WCAG 2.0 AA?	<input type="checkbox"/> Yes <input type="checkbox"/> No	

1.3 Bidder Viability – Due Diligence Questionnaire (DDQ)

Bidders must provide the information reasonably necessary for Engineers Canada to determine whether they would be a viable partner by completing the below Due Diligence Questionnaire. The due diligence review is performed to confirm to Engineers Canada's satisfaction that the Bidder would, if selected, be financially stable, and legally and ethically sound.

1.3.1 Bidder Profile

Description	Bidder Response
1. Type of business (select one): <ul style="list-style-type: none">• Corporation• Partnership• Sole Proprietorship	
2. Corporation number (if applicable)	
3. Legal name (and operating name if different)	
4. Operational address	
5. Registered address	
6. Phone number	
7. Website	
8. Number of years in business	
9. Number of people employed	

1.3.2 Financial Information

Engineers Canada is seeking to work with vendors that are financially strong and are likely to be able to complete the required work. The following information is therefore requested to understand the financial health of Bidders.

Description	Bidder Response
10. Provide latest financial statements (indicate whether they are audited, and by whom)	
11. Has the business ever filed for bankruptcy, been petitioned into bankruptcy, sought relief, or made a proposal under any bankruptcy or insolvency law in Canada or elsewhere?	
12. If the answer is "yes" to 11, attach the following details: <ul style="list-style-type: none">• type (filing, petition, relief or proposal);• reason;• date;• name and address of court;• court file number; and• outcome or current status.	

1.3.3 Business Continuity

Description	Bidder Response
13. Does the business have a business continuity plan? If yes, please describe.	
14. Describe how your organization would ensure continued project support in the event of staff change. How would your organization ensure support is maintained during changes to key personnel?	
15. Describe how your organization would ensure continued provision and support of the Solution if bought by another company?	
16. Describe how your organization ensures stability of your product line, including probability of the product line being sustainable for the long term (at least 10 years)?	
17. Provide an outline of the relationship between your organization and any product manufacturers and/or suppliers, that ensures availability of product.	

1.3.4 Legal Proceedings

Description	Bidder Response
18. Is the business currently subject to any lawsuits (civil action) or legal proceedings? If so, provide details.	
19. Has the business been subject to any lawsuits (civil action) or legal proceedings within the past three (3) years? If yes, provide details.	
20. Are any lawsuits or legal proceedings currently pending? If yes, provide details.	
21. Have any key employees or senior management members of the business ever been convicted of an offence or any other serious crime in Canada or in any other country (other than traffic violations)? Are there any legal proceedings of this nature pending? If yes, attach the following details: (1) name of individual; (2) description of the charges and/or proceedings; (3) dates when the charges were laid; and (4) outcome or current status.	

1.3.5 Outsourcing

Description	Bidder Response
22. Will you outsource any of the functions or activities related to the Project to a third-party service provider (" Third Party ")?	
23. If the answer to 22 is "yes," <ul style="list-style-type: none"> a. identify the Third Party's name and address, their relationship to you, and the activities they will perform; b. how do you conduct reviews of the quality of the outsourced services? Are the reviews ongoing? c. who is responsible for overseeing the services performed by the Third Party? d. in what way will you ensure the integrity of the Third Party's work and ensure Engineers Canada has an adequate remedy against the non-performance or inadequate performance of any services they provide? 	

1.3.6 Data Breaches

Description	Bidder Response
24. Has the business been subject to any data breaches within the past five (5) years? If so, describe the breach and the steps the business took to mitigate the resulting damage.	
25. Describe what physical, technological, and operational safeguards the business has in place to insure against data breaches and the unauthorized access and use of data, including personal information.	
26. Describe what measures your business takes to specifically protect and preserve any personal information it handles in the course of providing its services.	
27. Is your organization PIPEDA Compliant ? If yes, please describe how this compliance is achieved.	

1.3.7 Previous Customers

Description	Bidder Response
28. Provide the names, phone numbers, and email addresses of individuals at three organizations who have been clients within the last five (5) years and who Engineers Canada can contact as references to confirm the stated qualifications and their level of satisfaction. NOTE: Reference checks will be completed before Engineers Canada issues its Notice of Award.	

Notice

The information on this form is being collected for the purpose of determining the financial, legal and organizational suitability of Bidders to provide Engineers Canada with the services and support related to the Project. The principal purpose for which the information will be used is to consider the Bidder's suitability to provide the services. This information will be disclosed only to the members of the Review Team and any other individual(s) that the Review Team considers necessary to assist in determining the Bidder's suitability, and who has a need to know the information.

By signing below, you certify that you have authority to commit the Bidder to the answers provided herein and further, that you have performed such procedures and made such inquiries as necessary to ensure that the answers provided in this DDQ are accurate and complete to the best of your knowledge.

Prepared by: _____ (print your name) on _____ (date)

Title: _____

Signature: _____

2. Project Needs

2.1 Instructions

Bidders must provide responses to each of the Bidder problems with an explanation as to how the Bidder will meet the requirement and/or solve the business problem. Responses should be provided directly in the “Bidder’s response” column or in a separate document, with each response corresponding to the Bidder Response Package reference (e.g. BP-03, 2.3.1(4), etc.).

As required, please reference Section 3 (Business Process Scope) of this Bidder Response Package for additional information and context regarding current processes.

2.2 Business Problems

ID	Business problem	Bidder’s response
BP-01	Document management and repository <ul style="list-style-type: none">• Information about applicants is received in a phased approach throughout the process from different sources and must be collected, tracked, and amalgamated manually.• There is no central repository where all information about an applicant is securely located, making it more time-intensive and error-prone for Engineers Canada staff to access, update, and manage.• There is no self-service function for applicants/registrants. Applicants have no visibility to their application once it is submitted. Similarly, registrants cannot access a copy of their certificate if they lose or misplace it. Applicants/registrants express confusion about where and how they can access details about their application/certificate and must contact Engineers Canada for help. Engineers Canada staff must consequently spend time responding to queries and updating the records manually.• The above issues will be exacerbated as the volume of applications continues to grow.	
BP-02	Process management <ul style="list-style-type: none">• Engineers Canada staff collect information, draft correspondence, prepare templates, and respond to requests manually. It is a time-intensive and error-prone process to complete these tasks and to track the progress of applications.• Engineers Canada is responsible for maintaining the accuracy of applicant/registrants’ contact information. Engineers Canada staff spends a lot of effort keeping files updated.	

ID	Business problem	Bidder's response
	<ul style="list-style-type: none"> Overall, every activity in the Mobility Register process is manually completed by applicants, Engineers Canada staff, or the provincial/territorial engineering regulators. There are no automated advances after completing each phase, and no automatic notifications to the parties about requirements or status updates. 	
BP-03	Quality control <ul style="list-style-type: none"> Due to the manual process, there is limited quality control at every step of the application process: applicants can submit incomplete information and Engineers Canada staff must apply great attention to detail to manage applicants' personal information appropriately when preparing correspondence, templates, or handling web data. 	
BP-04	Data queries <ul style="list-style-type: none"> Queries about the Mobility Register are tallied using basic functions in Excel and/or counted manually. The type of queries is limited to very specific requests that must exactly match existing criteria for how the data is currently collected and stored. There is no ability to re-organize the data to facilitate different types of queries. The limited availability of statistical data is problematic for informing program operations. 	

2.3 Bidder Practices

2.3.1 Technical

Query	Bidder response
1. How many team members will be dedicated to system security?	
2. Will penetration and vulnerability testing be performed by internal personnel or outsourced?	
3. Provide the date and time of the last penetration and vulnerability testing completed.	
4. Provide the results of the last one year of penetration and vulnerability testing completed.	
5. Provide any additional requirements that the Bidder anticipates would be required to complete the deliverables.	
6. Describe your cloud computing solution, including the type of cloud solution.	
7. Does your cloud computing solution provide in-country (Canada) data residency?	
8. Who is the cloud provider (e.g. Amazon AWS, AZURE, IBM)?	

2.3.2 Project Management

Query	Bidder response
1. Provide the names and resumes of your organization's central point of contact and proposed Project team.	
2. Provide information demonstrating the qualifications of personnel who would be assigned to the Project including: <ul style="list-style-type: none"> a) Relevant education/experience including a summary of recent and relevant projects b) Description of team roles and proposed responsibilities for the Project c) Contact information and qualifications of any subcontractors d) Resumes of all individuals who would be involved in the Project 	
3. Provide a summary of the project management approach, including: <ul style="list-style-type: none"> a) Methodology overview b) Top-level work breakdown structure c) Proposed schedule of key milestones d) Assumptions summary e) Anticipated resource requirements of Engineers Canada f) Change control process 	
4. Provide an overview of the planned approach that describes how the work will be completed, including defining stakeholder engagement philosophy and the corresponding tactics that will account for a diverse stakeholder group.	
5. Provide a summary of challenges experienced in past projects and how they were overcome.	
6. Provide a summary of expected challenges for this Project and proposed mitigation strategies.	
7. Describe the approach to Project initiation and planning.	
8. Describe how costs will be managed for the Project.	
9. Describe how quality will be managed for the Project.	
10. Describe how milestones, deliverables, activities, and tasks for the Project will be managed.	
11. Describe how releases will be aligned and integrated into the Project.	
12. Describe how the Project schedule will align and integrate with other project schedules (i.e. for the Bidder's other customers).	
13. Describe how attendance and participation in bi-weekly status meetings will be handled.	
14. Describe the format of bi-weekly status reports to Engineers Canada. The Bidder may provide a template or sample of its status report.	

2.3.3 Requirements Management Practices

Query	Bidder Response
1. Describe your solution development life-cycle process and tools.	
2. Describe what techniques will be used to elicit and analyze requirements.	
3. Describe what techniques will be used to document requirements.	
4. Describe what techniques will be used to confirm that requirements are accurate.	
5. Describe how changes in requirements during the development life-cycle process will be handled.	
6. Describe how software bugs will be handled.	
7. Describe the Infrastructure setup and software platform for the solution.	
8. Describe how upgrades to application software will be handled, and how changes to the existing solution will be managed.	

2.3.4 Deployment and Implementations

Description	Bidder response
1. Describe a recommended deployment and implementation approach for this Project.	

2.3.5 Conversion / Transition

Description	Bidder response
1. Describe the proposed approach that will be used to accurately convert and migrate data into the Solution.	
2. Describe how software release management will be handled. Ensure to include a description of how releases are planned and delivered.	

2.3.6 Testing and Verifications

Description	Bidder response
1. Describe the proposed approach to testing and verification.	
2. Describe the proposed approach to defect management.	

2.3.7 Customer Support

Description	Bidder response
1. Describe the proposed approach to customer support.	

2.3.8 User Training

Description	Bidder response
1. Describe the proposed User Training Program.	
2. Describe the proposed approach to delivery of the User Training Program.	
3. Describe the proposed Train the Trainer Program.	
4. Describe the proposed approach to delivery of the Train the Trainer Program.	

2.3.9 Insurance

Description	Bidder response
1. What type of insurance coverage does the business hold?	
2. Provide a list of all insurance coverage, limit amounts, and policy expiration dates.	

2.3.10 Organizational Policies

Description	Bidder response
1. Describe the approach to identification and development of organizational policies. Does the Bidder have a compliance manual setting out business rules and policies, which are applicable to employees and subcontractors? If yes, please provide copies or descriptions of the following applicable rules and/or policies: <ul style="list-style-type: none"> • The Employee Code of Ethics • Security policy • Data protection and privacy policy • Policy on handling data breaches • Acceptable use of technology policy • Record retention policy • Anti-corruption compliance policies • Compliance training activities 	
2. Provide your formal procedure for reporting suspected security violations and data breaches.	
3. Describe your system penetration testing process. Please include content that covers the following: <ul style="list-style-type: none"> • What is the frequency of penetration testing? • Are the results available to clients on your platform? 	
4. Provide or describe the approval methods used to grant staff/vendors access to client data.	
5. Describe the encryption method used for securing data at rest and in transit.	

2.4 Cost Information

Bidders must use the table below or a similar representation to submit their pricing estimates (in Canadian funds) for the Project. Please indicate separately any one-time costs from ongoing operational costs.

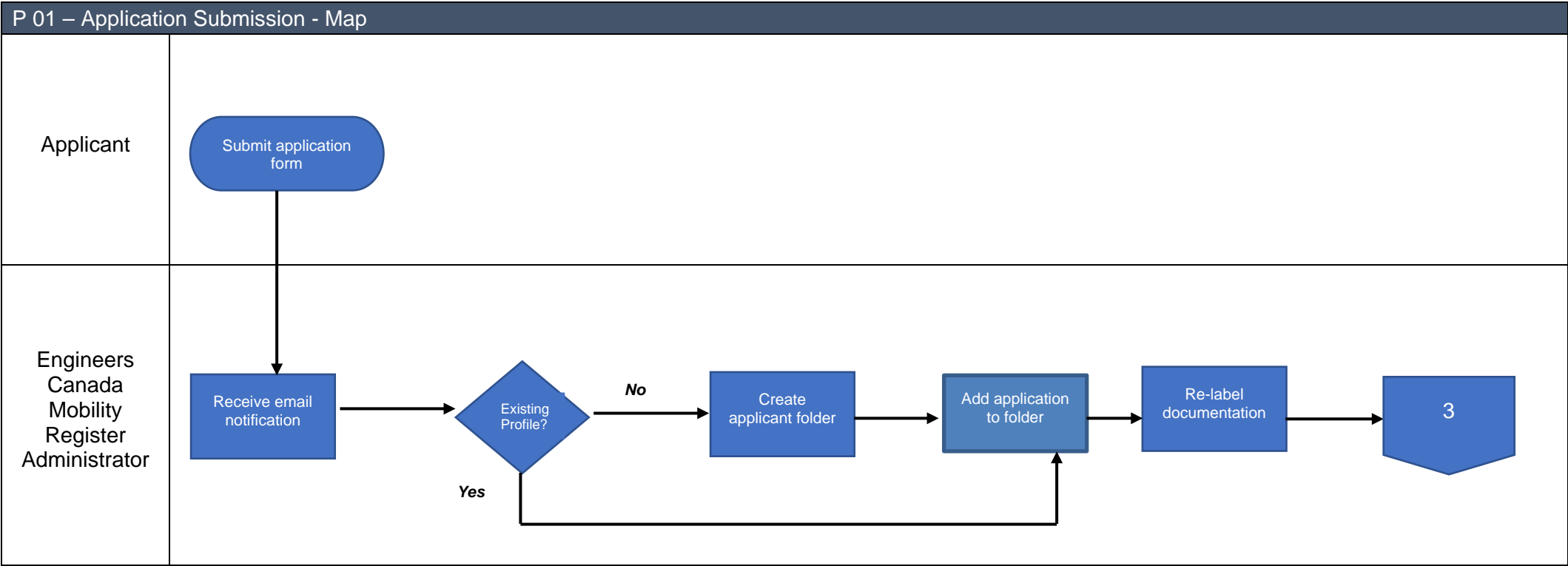
Pricing Component	Proposed Development and Implementation One-time Cost	Proposed Ongoing Operational Cost (if any)
1. Planning Analysis and Preparation <i>Costs associated with planning and understanding Engineers Canada's needs</i>	\$	\$
2. Development and Implementation <i>Costs not covered in items below that will be required for development and implementation</i>	\$	\$
3. License Fee and Other Compensation Perpetual/Annual/Monthly <i>Bidder to provide full description of pricing approach or approaches</i>	\$	\$
4. Additional Third-Party Products <i>Bidder to provide details, if required, as part of the Cloud Computing Solution – Engineers Canada reserves the right to acquire third-party products from a party other than vendor</i>	\$	\$
5. Implementation Fees <i>Including but not limited to all services described in RFP</i>	\$	\$
6. Solution Development Costs <i>Total of all costs associated with the development, testing and deployment of solution</i>	\$	\$
7. Training (Fixed Price) <i>Including but not limited to services described in RFP</i>	\$	\$
Documentation (Fixed Price) <i>Including but not limited to all materials described in RFP</i>	\$	\$
8. Travel and Accommodation Expense Cost (Estimate)	\$	\$
9. Infrastructure and Other Costs	\$	\$
10. First and Subsequent Year Maintenance / Support <i>Proposal must include the maximum annual escalation rate for subsequent years</i>	\$ Yr 1	\$ Yr 1
	\$ Yr 2	\$ Yr 2
	\$ Yr 3	\$ Yr 3
	\$ Yr N	\$ Yr N
11. Total Cost of Ownership <i>All costs for the proposed Solution and Services identified in the RFP.</i>	\$	\$

3. Business Process Scope

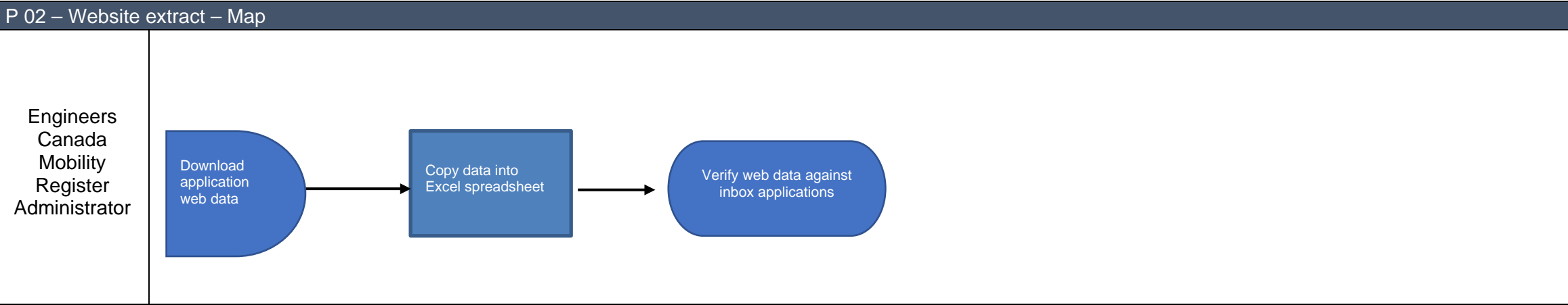
The business processes relevant to the Project are:

ID	Process name	Actors
P 01	Application	<ul style="list-style-type: none">• Applicant• Engineers Canada Mobility Register Administrator
P 02	Web Extract	<ul style="list-style-type: none">• Engineers Canada Mobility Register Administrator
P 03	Experience and Reference Validation	<ul style="list-style-type: none">• Applicant• Engineers Canada Mobility Register Administrator• Engineers Canada Application Review Team (comprised of engineering regulator admissions staff) – future state requirement
P 04	Regulator Confirmation Check	<ul style="list-style-type: none">• Engineers Canada Mobility Register Administrator• Regulator Admissions Staff• Applicant (occasionally)
P 05	Certificate Generation	<ul style="list-style-type: none">• Engineers Canada Mobility Register Administrator• Engineers Canada Web Administrator• Applicant
P 06	Annual Declaration	<ul style="list-style-type: none">• Engineers Canada Mobility Register Administrator• Engineers Canada Web Administrator• Applicant

Business process maps and narratives

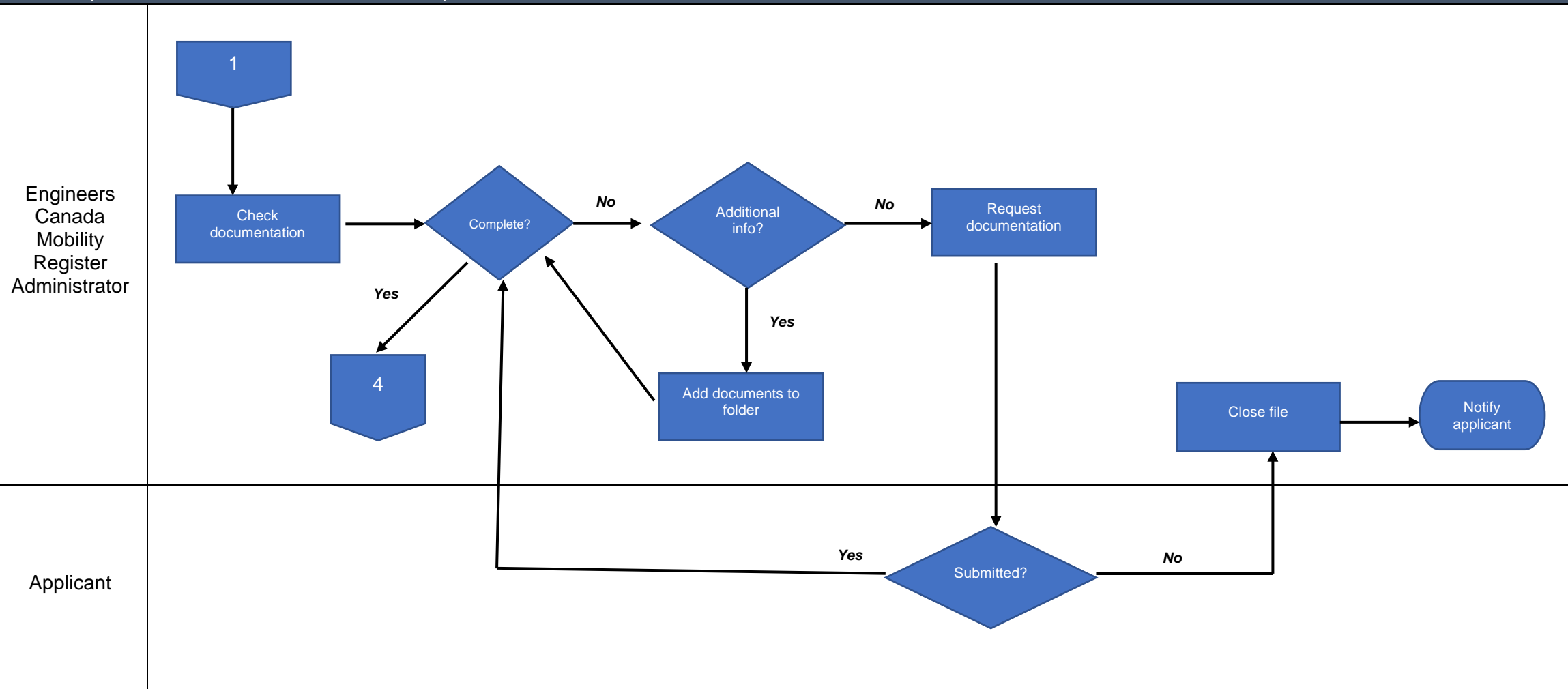


P 01 – Application – Narrative			
Actor	Task	Description	Issue(s) to be resolved
Applicant	Submits application form	<p>Applicants complete the online application form and attach their supplemental documentation (the completed Experience and Reference Validation Forms).</p> <p>They submit their application through Engineers Canada's web form.</p> <p>Applicants receive an automated email acknowledgment.</p>	<ul style="list-style-type: none"> There is no login or account required to submit an application. There are no checks to make sure the applicants have completed all the web form fields and attached the right documentation or that it is fully completed.
Engineers Canada Mobility Register Administrator	Receive email notification	An email with the applicant information and attachments is received in the Mobility Register inbox.	<ul style="list-style-type: none"> Email may not be the most secure way to collect the required type and volume of personal information.
Engineers Canada Mobility Register Administrator	Existing profile	The administrator reviews the existing mobility registrant folders to check if the applicant has previously applied/registered.	
Engineers Canada Mobility Register Administrator	Create applicant folder	If there is no existing folder the administrator creates the folder and names it according to the standard procedure.	<ul style="list-style-type: none"> It is a time-consuming and detail-oriented process to make a folder for every applicant and transfer the email(s) from the mobility register inbox to the folder. The administrator must be familiar with naming protocols and the risk of error in re-labelling is high. The re-labelling is necessary to manage the volume of documentation associated with each applicant.
Engineers Canada Mobility Register Administrator	Add application to folder	The email application is copied from the mobility register inbox to the applicant's folder.	
Engineers Canada Mobility Register Administrator	Re-label downloaded documents	The email is re-named according to the standard procedure.	



P 02 – Website extract – Narrative			
Actor	Task	Description	Issue(s) to be resolved
Engineers Canada Mobility Register Administrator	Download application web data	On a batch basis (when there are multiple applications in the inbox), the administrator logs in to the back-end of the website to retrieve the raw web information.	<ul style="list-style-type: none">• This requires the administrator to go to another source outside of the mobility register inbox to collect and validate applicant information.
Engineers Canada Mobility Register Administrator	Copy data into Excel spreadsheet	The administrator copies the raw web information and pastes it into the master Excel Spreadsheet storing all applicants' information and status.	<ul style="list-style-type: none">• There is a risk that copying and pasting raw data can lead to errors.• The data must be copied into multiple sheets within the Excel file to ensure there is an unedited record and a separate record that can be updated as needed.
Engineers Canada Mobility Register Administrator	Validate web data against inbox applications	The administrator validates the number of web data extracts matches the number of new applications received in the inbox. This ensures no applications have been missed.	<ul style="list-style-type: none">• If there is a misalignment between the raw data and the number of applications in the inbox, the administrator spends time to sort out if and where information is missing, and may need to follow up with the applicant requesting data they believed what was already submitted.• The need to match the content in two separate sources leads to confusion and error.

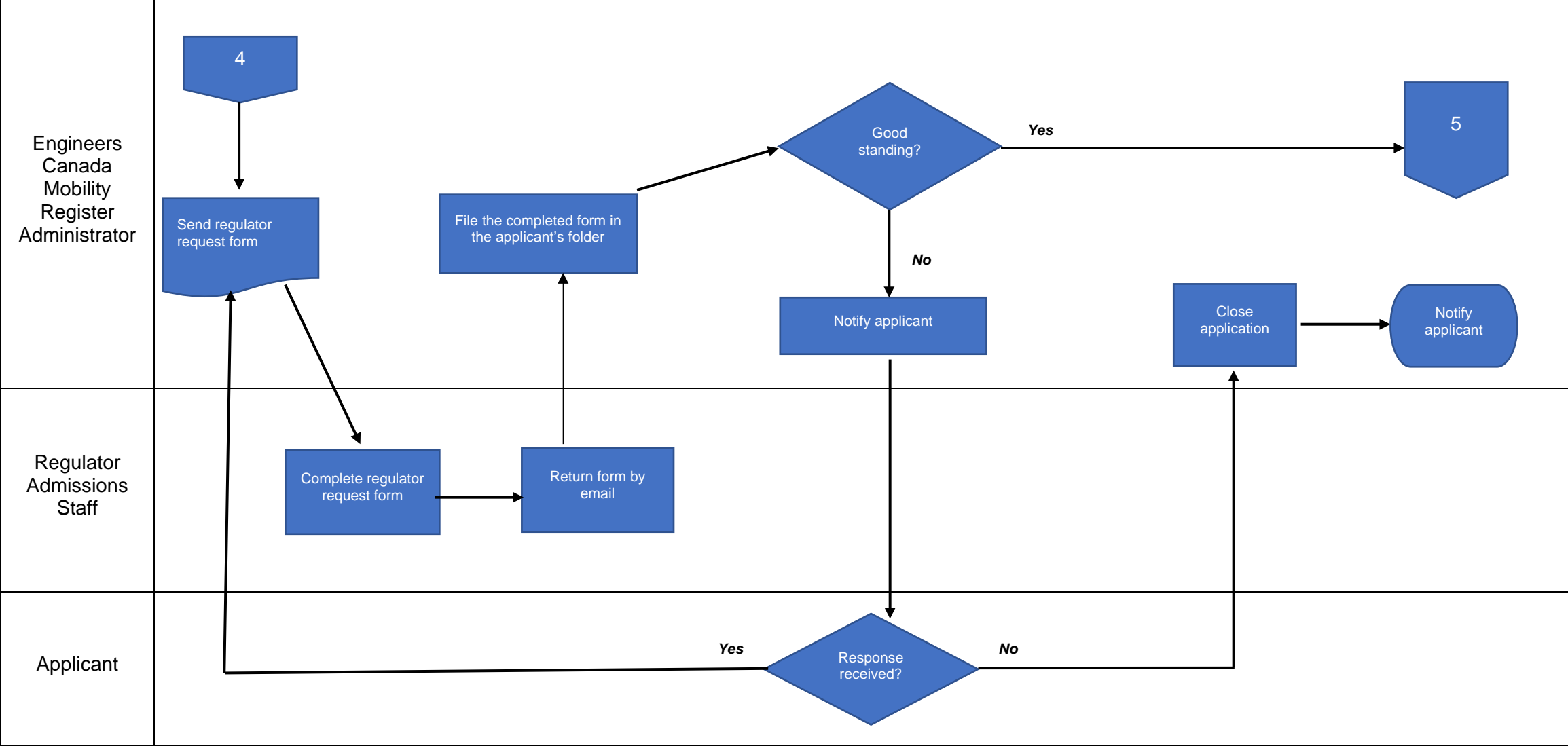
P 03 – Experience and Reference Validation - Map



P 03 – Experience and Reference Validation – Narrative			
Actor	Task	Description	Issue(s) to be resolved
Engineers Canada Mobility Register Administration	Check documentation	The administrator reviews the attached documents from the applicant to ensure they demonstrate how they meet all the eligibility requirements for inclusion on the register.	<ul style="list-style-type: none"> • The eligibility is demonstrated using attached PDF forms. There could be a cleaner way to collect this information if the solution supported it. • With the development of this Solution, Engineers Canada will create a new application review team comprised of engineering regulator admissions staff to conduct the review of documentation and make decisions about eligibility for inclusion on the register.
Engineers Canada Mobility Register Administrator	Complete?	The administrator reviews the attached documents from the applicant to ensure they demonstrate how they meet all the eligibility requirements for inclusion on the register.	<ul style="list-style-type: none"> • The email method allows applicants to submit without checking for inclusion of all attachments, meaning that the administrator spends time manually checking for completeness and correctness of documents.
Engineers Canada Mobility Register Administrator	Additional Info?	If the application is missing information, the administrator reviews the inbox for any other communication and supporting information from the applicant that may have come in separately.	<ul style="list-style-type: none"> • It adds time and effort for the administrator to review the inbox searching for additional parts of the application.
Engineers Canada Mobility Register Administrator	Add documents to folder	If there is additional documentation in the mobility register inbox the administrator copies the messages from the inbox to the applicant's folder and re-labels the emails according to standard procedure.	<ul style="list-style-type: none"> • It adds time and effort for the administrator to review the inbox searching for additional parts of the application, and then transfer them to the applicant's folder and re-label them.
Engineers Canada Mobility Register Administrator	Request documentation	If there is no additional material in the mobility register inbox, the administrator emails the applicant to request the missing information.	<ul style="list-style-type: none"> • It adds time and effort for the administrator to follow up with the applicant by tailored email and save it in the applicant's folder according to the standard labelling procedure.
Applicant	Submitted?	The applicant receives an email with directions to submit the missing documentation within a specified time.	
Engineers Canada Mobility Register Administrator	Close file	The administrator closes the applicant's file if they have not submitted the requested information.	
Engineers Canada Mobility Register Administrator	Notify applicant	The administrator sends a notification of closure to the applicant by email.	<ul style="list-style-type: none"> • It adds time and effort for the administrator to follow up with the applicant by tailored email and save it in the applicant's folder

			according to the standard labelling procedure.
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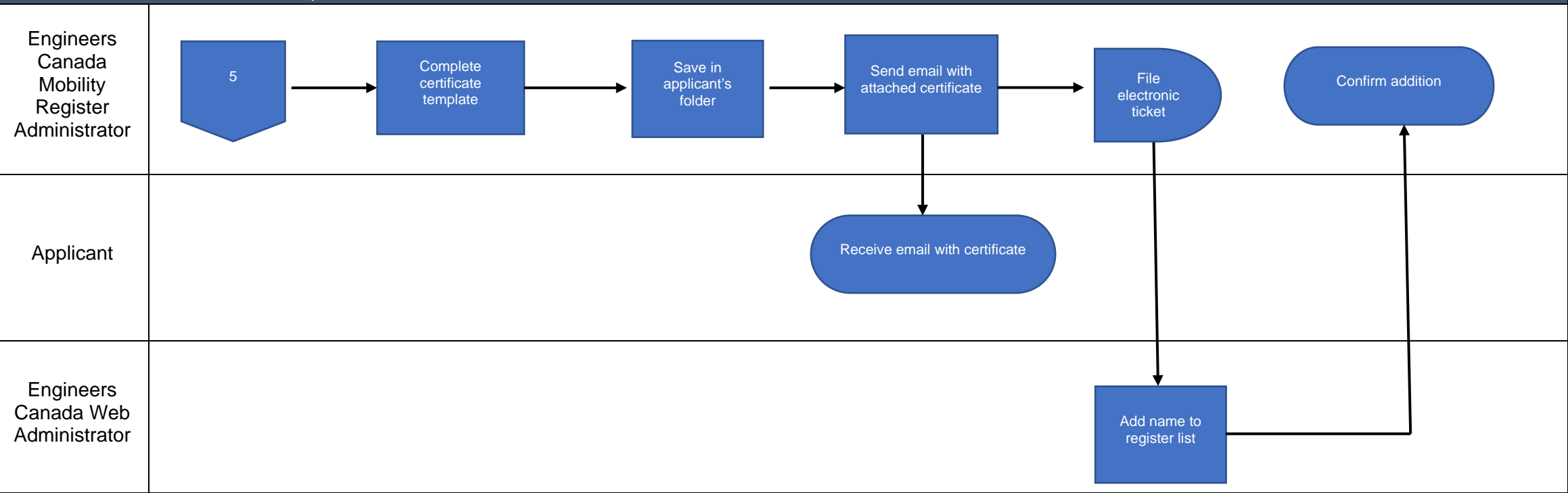
P 04 – Regulator Confirmation Check – Map



P 04 – Regulator Confirmation Check – Narrative			
Actor	Task	Description	Issue(s) to be resolved
Engineers Canada Mobility Register Administrator	Send regulator request form	The administrator completes information about the applicant on the Word template and sends it by email to the designated representative at each Canadian engineering regulator where the applicant has indicated they are licensed.	<ul style="list-style-type: none"> • The form contains jurisdiction-specific information and must be completed and emailed separately for every jurisdiction. • It is a time-consuming and detail-oriented process to fill in the regulator confirmation check with the applicant's specific details. It is also repetitive if there is more than one jurisdiction to check.
Regulator admissions staff	Complete regulator request form	The admissions staff at the regulator reviews their own licensing records and completes information on the form to confirm the applicant is licensed and in good standing.	
Regulator admissions staff	Return form by email	The admissions staff sends an email with the attached form to the mobility register inbox.	<ul style="list-style-type: none"> • Requires careful tracking in the inbox to note receipt and keep the master Spreadsheet updated with notes about which jurisdictions have been requested to complete the form and which have responded.
Engineers Canada mobility register administrator	File the completed form in the applicant's folder	The administrator files the completed form(s) in the applicant's folder.	<ul style="list-style-type: none"> • Sending emails to regulators and having to transfer and re-label all the email messages is time-consuming and prone to errors.
Engineers Canada mobility register administrator	Good standing?	<p>The administrator checks the regulator's completed form to confirm if the applicant is in good standing.</p> <p>If there is more than one jurisdictional check, the administrator will ensure good standing in all of them before proceeding.</p>	
Engineers Canada mobility register administrator	Notify applicant	If the applicant is not in good standing at any Canadian regulator(s), the administrator will email the applicant to advise them of corrective steps.	<ul style="list-style-type: none"> • Sending tailored emails and having to transfer and re-label all the email messages is time-consuming and error-prone.
Applicant	Response received?	<p>The applicant is responsible for taking steps to correct their standing with the regulator(s) and then notifying Engineers Canada within a specified time.</p> <p>If the applicant responds that the situation has been resolved, the</p>	

		administrator sends a new regulator request form to confirm with the regulator.	
Engineers Canada mobility register administrator	Close application	If the applicant does not respond within the specified time their application file is closed.	<ul style="list-style-type: none">• The administrator must change the applicant's status in both the master Excel spreadsheet and on their individual folder name.
Engineers Canada mobility register administrator	Notify applicant	The administrator notifies the applicant of the closure.	<ul style="list-style-type: none">• Sending emails and having to transfer and re-label all the email messages is time-consuming and error-prone.

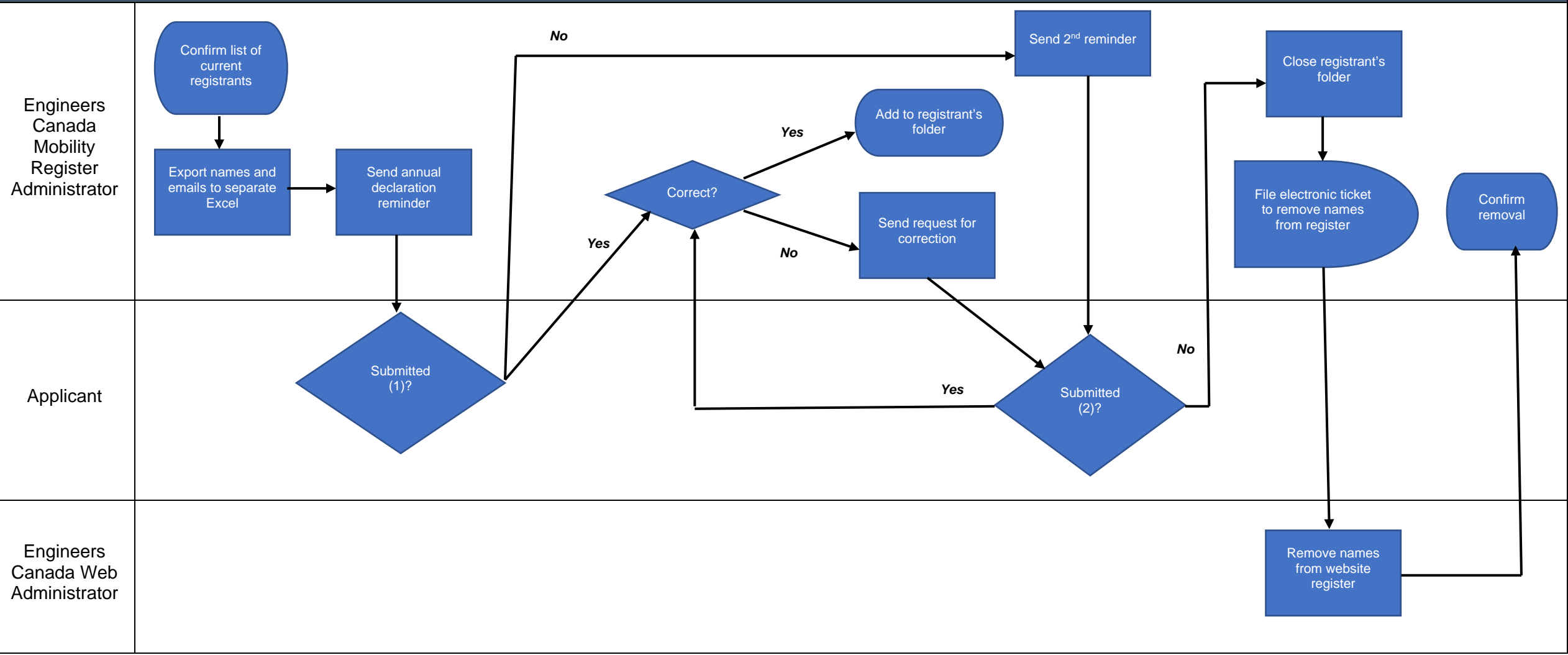
P 05 – Certificate Generation – Map



P 05 – Certificate Generation – Narrative			
Actor	Task	Description	Issue(s) to be resolved
Engineers Canada Mobility Register Administrator	Complete certificate template	The administrator completes the certificate template with the applicant's information, including name, discipline of engineering, and certificate number.	<ul style="list-style-type: none"> All fields in the certificate must be manually completed. The administrator must return to the original application to verify the name and field of engineering. The certificate number is manually generated by tracking the last issued certificate number in an Excel file and is prone to error.
Engineers Canada Mobility Register Administrator	Save in applicant's folder	The administrator saves the completed certificate in the applicant's folder.	<ul style="list-style-type: none"> It is time consuming and error-prone process to manually fill out and then save the certificate according to standard naming procedure.
Engineers Canada Mobility Register Administrator	Send email with attached certificate	<p>The administrator attaches the certificate to a template welcome email and customizes a few details in the message (e.g., date, name, certificate number).</p> <p>The administrator sends the message to the applicant's email address(es) on file.</p>	<ul style="list-style-type: none"> It is time consuming and error-prone process to manually change a few details in the email and then to copy and save the message in the applicant's folder according to standard naming procedure.
Applicant	Receive email with certificate	The applicant receives their email with their attached certificate. The application process is completed for them.	
Engineers Canada Mobility Register Administrator	File electronic ticket	<p>The administrator submits an electronic ticket to the web team to have the new applicant's name added to the register list maintained on the Engineers Canada public website.</p> <p>This step may occur immediately upon sending the certificate or as a delayed batch process for multiple applicants.</p>	<ul style="list-style-type: none"> The administrator cannot manage the list directly or make additions/edits. It delays the addition of names to the register to send it to another party. The information must be presented in a standard format to allow the web administrator to interpret it easily and facilitate the web posting. The register list is not tied to the Excel spreadsheet with applicant status data. It must be manually updated.
Engineers Canada Web Administrator	Add name to register list	The web administrator adds the name(s) in the received electronic ticket to the public register list on the website.	
Engineers Canada Mobility Register Administrator	Confirm addition	The administrator checks for the name on the public website to ensure it is listed correctly.	<ul style="list-style-type: none"> The mobility register administrator cannot manage the list directly or make additions/edits.

			<ul style="list-style-type: none">• It delays the conclusion of the process to rely on the message from the web administrator that the task is completed.• If there are errors on the web side the administrator must communicate with the web administrator to resolve.
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P 06 – Annual Declaration – Map



P 06 – Annual Declaration – Narrative			
Actor	Task	Description	Issue(s) to be resolved
Engineers Canada mobility register administrator	Confirms list of current registrants	<p>Using the master Excel spreadsheet where all applications are tracked, the administrator applies data filters to prepare a distribution list of all current registrants who have ever been issued a certificate and who are still registered.</p> <p>There are also some early registrants whose information has never been imported into the Excel file and whose status must be checked separately and added to the list.</p>	<ul style="list-style-type: none"> •Relying on an Excel sheet and exporting data is prone to data discrepancies and inconsistencies. •It is a manual and time-consuming process to track these names and form a list of current registrants in a separate Excel sheet, and to try and validate it against the publicly maintained website list.
Engineers Canada mobility register administrator	Exports names and emails to a separate Excel	The collected names of registrants and current emails are transferred to a separate Excel sheet.	
Engineers Canada mobility register administrator	Sends annual declaration	The registrants receive an email with the attached annual declaration form for completion.	<ul style="list-style-type: none"> • Sending the message by email means that many may not receive the email because of filters.
Applicant	Submitted (1)?	The applicant is expected to complete and submit the completed form.	<ul style="list-style-type: none"> •The mobility register inbox receives an influx of forms in the days following the outgoing email.
Engineers Canada Mobility Register Administrator	Correct?	The administrator confirms the form has been completed correctly and in full.	<ul style="list-style-type: none"> •This is a manual process that requires opening the attachment for hundreds of emails.
Engineers Canada Mobility Register Administrator	Adds to registrant's folder	If the form is completed correctly and in full, the administrator copies the form/email into the registrant's folder.	<ul style="list-style-type: none"> •This is a manual and time-consuming process for hundreds of registrants. •The email/form must be re-labelled according to standard procedure once it has been placed in each folder.
Engineers Canada Mobility Register Administrator	Sends request for correction	If the form is not completed correctly, the administrator moves the email into the registrant's folder and then sends a follow-up email requesting they revise any incorrect information.	<ul style="list-style-type: none"> •This is a manual and time-consuming process for hundreds of registrants. •The email/form must be re-labelled according to standard procedure once it has been placed in each folder. •The administrator must write and send dozens of personal emails that alert registrants to the errors to correct. All these emails must also be moved to the registrant's folders and re-labelled

			according to standard procedure.
Engineers Canada Mobility Register Administrator	Sends 2 nd reminder	If applicants have not submitted their completed annual declaration by a due date a follow-up email is sent to them.	<ul style="list-style-type: none"> •The names are tracked carefully in an Excel spreadsheet to know who has not submitted. It is a time-consuming and error-prone process to maintain this list, and it is separate from the master spreadsheet.
Applicant	Submitted (2)?	The applicant is expected to complete and submit the completed form.	<ul style="list-style-type: none"> •The mobility register inbox receives an influx of forms in the days following the outgoing email.
Engineers Canada Mobility Register Administrator	Closes registrant's folder	If the registrant has not submitted the annual declaration by the due date their folder is closed.	<ul style="list-style-type: none"> •It is a manual and time-consuming process to change the status of the registrants' folders and to update the Excel spreadsheet separately.
Engineers Canada Mobility Register Administrator	Files electronic ticket to remove names from register	The administrator will submit an electronic ticket to the web team listing all the names that should be taken off the public website because they did not submit their annual declaration.	<ul style="list-style-type: none"> •The administrator cannot manage the list directly or make additions/edits. •It delays the addition of names to the register to send it to another party. The information must be presented in a standard format to allow the web administrator to interpret it easily and facilitate the web posting. •The register list is not tied to the Excel spreadsheet with applicant status data. It must be manually updated.
Engineers Canada Web Administrator	Removes names from website register	The web administrator removes the names from the public website register.	<ul style="list-style-type: none"> • The mobility register administrator cannot manage the list directly or make additions/edits.
Engineers Canada Mobility Register Administrator	Confirms removal	The administrator checks for the names on the public website to ensure they have been removed.	<ul style="list-style-type: none"> • It delays the conclusion of the process to rely on the message from the web administrator that the task is completed. • If there are errors on the web side the administrator must communicate with the web administrator to resolve.