



**REQUEST FOR PROPOSAL (RFP) 2024.11.01**

**SENIOR BUSINESS ANALYST – SOFTWARE IMPLEMENTATION PROJECTS**

**TLA'AMIN NATION**

4779 Klahanie Drive, Powell River, BC V8A 0C4

ISSUE DATE: November 6, 2024

# Table of Contents

- 1. Information for applicants ..... 4
  - a) Summary ..... 4
  - a) Background ..... 5
- 2. RFP ..... 5
  - a) Expected Deliverables..... 5
  - b) Key Responsibilities..... 6
  - c) Technical & Soft Skills ..... 6
  - d) Knowledge & Experience ..... 7
- 3. RFP Submissions..... 7
  - a) Cover Letter ..... 7
  - b) Professional Resume..... 7
  - c) Work Samples (if requested) ..... 7
  - d) Professional References..... 7
- 4. References ..... 7
- 5. Evaluation Process and Criteria ..... 7
- 6. Inquiries ..... 8

**REQUEST FOR PROPOSALS (RFP)**

**NO: 2024.11.01**

**COVER PAGE**

This completed form and RFP response must be received by the:

Tla'amin Nation  
4779 Klahanie Drive  
Powell River, BC  
V8A 0C4

Phone: 647-838-7495

Email: [kunal.jaggi@tn-bc.ca](mailto:kunal.jaggi@tn-bc.ca)

Issue Date: November 1, 2024

Closing Date: November 29, 2024

Not later than 4:00 p.m. Pacific Time

Company/Contractor Name: _____
Contact Person Name: _____
Address: _____
City: _____
Prov: _____
Postal code: _____
E-Mail: _____
Phone: _____
Fax: _____

**GUIDELINES for PROPOSAL DELIVERY**

An electronic copy of your proposal must be delivered by email to:

[Kunal.jaggi@tn-bc.ca](mailto:Kunal.jaggi@tn-bc.ca)

**Subject: Submission: Sr. Business Analyst Contract (Software Implementation Projects)**

All email attachments should be clearly marked with the name of the applicant

## 1. Information for applicants

### a) Summary

Tla'amin Nation ("Tla'amin") is currently undergoing an exciting and rapid technological and process transformation under the direct guidance of the COO and CFO, with several software projects planned in FY 2024-2026. Reporting to the Sr. Project Manager, this contract Sr. Business Analyst will act as a lead BA to create key project deliverables and drive end-to-end implementation activities.

Tla'amin is seeking an experienced Senior Business Analyst with a minimum of 7-10 years proven experience delivering end to end complex IT projects – through the requirements, design and configuration support, User Acceptance Testing (UAT), Go-live, change management and sustainment phases.

The Sr. Business Analyst will lead the business analysis activities for complex finance and accounting software implementation projects, serving as the key liaison between business stakeholders, SME's, end users and technical vendor teams to ensure successful solution delivery and organizational adoption. The role may also provide support on the implementation of a CRM and Case Management software, and other projects.

Key Responsibilities include

- Lead requirements gathering and prioritization sessions with stakeholders across finance, accounting, public works and infrastructure, housing and other business units
- Lead key project deliverables including detailed business requirements documents (BRDs), use case documents, process flow diagrams, functional specifications, configuration and requirements traceability documents
- Collaborate with technical vendor teams to support custom configuration of systems and modules per needs and requirements of internal stakeholders and SME's
- Analyze and document complex business processes, workflows, and system requirements
- Develop and maintain requirements traceability matrices to ensure functional coverage
- Support Finance, Accounting and other teams in data cleanup, integrity verification and lead data migration activities
- Lead and support key system integration testing activities including API integration testing
- Lead comprehensive User Acceptance Testing (UAT) including developing test cases, test scripts, defect and issue management, regression testing and obtain completion sign-off
- Work closely with internal SME's and stakeholders to design and implement custom workflows in implemented systems to drive process and organizational efficiencies
- Facilitate and provide training and support to end users of systems including building training materials and user guides
- Assist the Project Manager in developing and maintaining project plans, WBS, risks and issue logs, decision logs, status reports and other project planning materials as required

Tla'amin Nation ("Tla'amin") is seeking proposals from accounting firms to audit its consolidated financial statements including the assets, liabilities, and results of operations of the Nation for the fiscal year ending March 31, 2025, with the possibility of reappointment for subsequent years through March 31, 2030. An audit of Tla'amin Holdings Inc., and Tla'amin Holdings Limited Partnership., the government business enterprise and government business partnership in which Tla'amin is invested, is also requested commencing for the fiscal year ending March 31, 2023, with the possibility of reappointment for subsequent years through March 31, 2030.

#### a) Background

Tla'amin is an Indigenous Coast Salish Nation located along the northern part of British Columbia's Sunshine Coast. Tla'amin is self-governing through a treaty settlement (the "Tla'amin Final Agreement") between Tla'amin and the Governments of Canada and British Columbia. The Tla'amin Government is represented by an elected Hegus and Legislators and is the governing and taxation authority for the Nation.

The Tla'amin Final Agreement, a treaty and land claims agreement between Tla'amin and the Governments of Canada and British Columbia became effective April 5, 2016. The Tla'amin Final Agreement constituted a full and final settlement with respect to the Tla'amin Nation's aboriginal rights, including aboriginal title, in Canada.

In F2025, Tla'amin approved a \$74.7m operating budget. Tla'amin has approximately 200 employees.

For more about the Tla'amin, visit the website: <https://www.tlaaminnation.com/>

## 2. RFP

#### a) Expected Deliverables (during the course of the contract)

- Business requirements documents (BRD's) covering functional and non functional requirements
- Use Case Documents or User Stories
- Current and Future state process flows
- Requirements Traceability & RACI Matrices
- Fit-gap analysis documents
- API integration testing
- UAT Plan including strategy, test scenarios and acceptance criteria
- Detailed test cases and test scripts
- UAT Completion reports
- Implementation & Go-live plans
- Operations and/or user guides
- End user training materials
- Ongoing status reports (including on config activities, testing and defects)
- Project Closeout reports and Lessons learned document

## b) Key Responsibilities

- Lead requirements gathering and prioritization sessions with stakeholders across finance, accounting, public works and infrastructure, housing and other business units
- Lead key project deliverables including detailed business requirements documents (BRDs), use case documents, process flow diagrams, functional specifications, configuration and requirements traceability documents
- Collaborate with technical vendor teams to support custom configuration of systems and modules per needs and requirements of internal stakeholders and SME's
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## c) Technical & Soft Skills

- Requirements gathering and test management techniques and tools (JIRA, Monday.com)
- Agile project management methodology and tools (Monday.com, Asana)
- Process modeling techniques and tools (Visio, Lucidchart etc.)
- Advanced proficiency in MS Office Suite, especially Excel
- Strong understanding of accounting principles and financial processes including GL, AP, AR, Payroll, Fixed Asset Management would be beneficial. Accounting background not mandatory – but would be an asset
- Strong technical skills and proven ability to learn complex systems fast
- Proven ability to work effectively with cross functional stakeholders – facilitating workshops and consensus based decision making, obtaining approvals and managing expectations
- Strong analytical, problem solving and critical thinking skills
- Ability to work under pressure and meet deadlines
- Excellent verbal and written communication skills

#### d) Knowledge & Experience

- Minimum 7-10 years proven experience delivering end to end complex IT projects – requirements, design/configuration support, UAT, Go-live, change management and sustainment
- Experience implementing Finance & Accounting systems and ERP preferred (e.g. SAP FICO, Sage Intacct, Accumatica, Workday Financial Management)
- Bachelor’s degree in engineering, Information Technology, Computer Science or Business Administration
- CBAP (Certified Business Analyst Professional) certification. PMP and other IIBA and agile certifications preferred as well
- Experience with agile software implementation and working with technical teams at software vendors

### 3. RFP Submissions

The submission should include the following components

#### a) Cover Letter

- The applicant will submit a cover letter highlighting why they are a good fit for this contract role referencing their relevant professional experience implementing complex software projects and skills

#### b) Professional Resume

#### c) Work Samples (if requested)

- Some samples of your previous business analysis & project management related deliverables (with confidential client information redacted) may be requested.

#### d) Professional References

- Include at least two (2) client references (names, phone numbers and email addresses) who may be contacted to confirm satisfactory performance on previous similar projects and work

### 4. References

Tla’amin will conduct professional reference checks of the successful applicant. Tla’amin will not enter a contract with any applicant whose references, in the opinion of Tla’amin, do not confirm the experience and skills as highlighted as being required in the RFP.

### 5. Evaluation Process and Criteria

The evaluation process to determine the successful candidate will involve both qualitative and quantitative elements. As a general framework, all submissions presented by will be

evaluated in the context of relevance and overall value that it brings to Tla’amin for the implementation of complex software implementation projects. Submissions will be reviewed and ranked on the following criteria and scored out of a 100 point total as follows:

Criteria	Percentage
Relevant professional experience in software implementation and complex IT projects	30%
Business analysis skills at a Senior level (7-10 years of experience)	30%
Project management skills	5%
Experience with ERP and/or Finance & Accounting processes	5%
Demonstrated ability to work independently, lead project workstreams to achieve results under structured timelines	10%
Soft skills and ability to work with cross-functional stakeholders at all levels	5%
Experience with Indigenous Organizations	5%
Ability to learn quickly and deliver results	5%
Other value added skills & services	5%
<b>Total</b>	<b>100%</b>

**6. Inquiries**

Any inquiries regarding the services of the anticipated contract or the administrative details of the RFP are to be directed to Kunal Jaggi, Sr. Manager, Business Process Management at [kunal.jaggi@tn-bc.ca](mailto:kunal.jaggi@tn-bc.ca).