

## **ADVANCE CONTRACT AWARD NOTICE (ACAN):**

### **AGRICULTURE AND AGRI-FOOD CANADA (AAFC) - ACAN #01B68-15-0178**

The Department of Agriculture and Agri-Food Canada has a requirement obtain consulting services for Axios Assyst enhancements and upgrades. Agriculture and Agri-food Canada (AAFC) has implemented the Axios assyst toolset in support of IT Service Management (IT Centre TI) and HR Centre (HR Service Desk). In order to enhance the services, AAFC has a requirement to review potential future initiatives to enhance the current implementation of the Axios assyst ITSM product. The purpose of this Advance Contract Award Notice (ACAN) is to signal the government's intention to award a contract for these services to the pre-selected supplier:

Sierra Systems  
220 Laurier Avenue West, Suite 800  
Ottawa, ON  
K1P 5Z9

Head Office: 1177 West Hastings Street, Suite 2500, Vancouver, BC V6E 2K3

Before awarding a contract, however, the government provides other suppliers with the opportunity to demonstrate that they are capable of satisfying the requirements set out in this Notice, by submitting a 'Statement of Capabilities' during the fifteen calendar day posting period.

If other potential suppliers submit Statements of Capabilities during the fifteen calendar day posting period that meet the requirements set out in the ACAN, the government will proceed to a full tendering process on either the government's electronic tendering service ([buyandsell.gc.ca](http://buyandsell.gc.ca)) or through traditional means, in order to award the contract.

If no other supplier submits, on or before the closing date, a statement of capabilities meeting the requirements set out in the ACAN, a contract will be awarded to the pre-selected supplier, as referenced above.

**PROJECT TITLE:** Assyst Service Desk Professional Services

#### **OBJECTIVES:**

The objective is to obtain consulting services for Axios Assyst enhancements and upgrades.

#### **SCOPE OF WORK AND DELIVERABLES:**

The work will involve:

1. Requirements analysis and recommendations in regards to implementation, enhancements, and upgrades.
2. Maintenance and support services
  - a. Liaison with Axios Systems Support
  - b. Support for existing implementation
  - c. Daily maintenance activities
3. Professional Services
  - a. Participation in meetings in regards to Service Management
  - b. Translation of business requirements to technical requirements
  - c. Assistance with implementation of new features/upgrades

- d. Assistance to AAFC staff to perform testing
- 4. Training Services
  - a. Training of additional Administration staff
  - b. End-User Training
  - c. Documentation updates

**MINIMUM ESSENTIAL QUALIFICATIONS:**

Any interested supplier must demonstrate by way of a statement of capabilities that it meets the following requirements:

- Vendor must have access to the latest information, software updates, and bug fixes/patches that are only available to Axios certified partners;
- Vendor must provide AAFC certified commercial Assyst training and support;
- Vendor must be authorized by the software publisher to deliver solution implementation and configuration services following the methodologies of the Axios Assyst partner certification program.

**GOVERNMENT OF CANADA REGULATIONS EXCEPTION:**

The Treasury Board's Government Contract Regulations, Part 10.2.1 Section 6 states there are four exceptions that permit the contracting authority to set aside the requirement to solicit bids. The exception for related to this ACAN includes:

*d. "only one supplier person or firm is capable of performing the contract."*

**JUSTIFICATION FOR THE PRE-SELECTED SUPPLIER:**

A non-competitive process is justified as a means to meet these requirements for the following reasons:

- Axios Systems has confirmed, in writing, that Sierra Systems has met all certification program requirements and is the sole Authorized Axios assyst Service Provider within Canada. This certification allows Sierra Systems to provide authorized assyst solution implementation services and certified commercial assyst training.

**CONTRACT PERIOD:**

One year contract agreement covering the period from the date of contract award to March 31<sup>st</sup>, 2016, and four (4) subsequent one year option periods.

**ESTIMATE OF COSTS:**

It is intended to award a service contract to the supplier below for a Limitation of Expenditure of \$150,000.00 (GST/HST extra) for each contract year.

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220 Laurier Avenue West, Suite 800  
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K1P 5Z9

**PROJECT AUTHORITY:**

The Project Authority for the contract is:

**Joseph Thébeau**

Agriculture and Agri-Food Canada  
33 Weldon Street, Suite 120, PO Box 6088  
Moncton NB E1C 8R2  
Tel: 506-777-3728  
Email: [joseph.thebeau@agr.gc.ca](mailto:joseph.thebeau@agr.gc.ca)

**CONTRACTING AUTHORITY:**

The Contracting Authority for the contract is:

**Parker Kennedy**  
**Senior Contracting Advisor**  
Agriculture and Agri-Food Canada (AAFC)  
1341 Baseline Road, Tower 5, Floor 2, Room 334  
Ottawa, ON K1A 0C5  
Tel: (613) 773-0937  
E-mail: [parker.kennedy@agr.gc.ca](mailto:parker.kennedy@agr.gc.ca)

**SUPPLIERS RIGHT TO SUBMIT A STATEMENT OF CAPABILITIES:**

Suppliers who consider themselves fully qualified and available to meet the specified requirements, may submit a Statement of Capabilities in writing to the contact person identified in this Notice on or before the closing date of this notice.

The Statement of Capabilities must clearly demonstrate how the supplier meets the advertised requirements. Statements of Capabilities must be delivered to and received by the Contracting Authority on or before the closing date.

The closing date and time for accepting Statements of Capabilities is **December 29<sup>th</sup>, 2015 at 12:00 P.M. (EST, Ottawa time)** to the following address:

**Parker Kennedy**  
**Senior Contracting Advisor**  
Agriculture and Agri-Food Canada (AFFC)  
Professional Services Contracting Unit  
1341 Baseline Road, Tower 5, Floor 2, Room 334  
Ottawa, ON K1A 0C5  
Tel: (613) 773-0937  
E-mail: [parker.kennedy@agr.gc.ca](mailto:parker.kennedy@agr.gc.ca)

**Requisition Number: ACAN # 01B68-15-0178**

Statements of Capabilities must be mailed or faxed on or before the closing date. Statement of Capabilities received on or before the closing date will be considered solely for the purpose of deciding whether or not to conduct a more extensive tendering process. Information provided will be used by the Crown for technical evaluation purposes only with respect to a decision to proceed to a further competitive process. Suppliers that have submitted a Statement of Capabilities will be notified in writing of AAFC's decision to proceed to award the contract without a further additional tendering process.

Should you have any questions concerning this requirement, contact the Contracting Officer identified above. The AAFC Solicitation Number (01B68-15-0178), the Contracting Officer's name and the closing date of the ACAN must appear on the outside of the envelope in block letters or, in the case of facsimile transmission, on the covering page.

The Crown retains the right to negotiate with suppliers on any procurement. Documents may be submitted in either official language of Canada.