

Request for Proposals

For

Security Systems Maintenance Services

Solicitation Date: February 26th, 2016

Closing Date and Time: April 12th, 2016 at 2:00 P.M., Eastern DaylightTime

Contracting Authority:

Julie Gauthier
Public Service Commission
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(the Contracting Authority is responsible for all matters concerning the competitive process)

Backup:

Caroline Chao
Public Service Commission
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E-mail: Caroline.Chao@cfp-psc.gc.ca

Proposal Submissions:

Proposals must be sent to the Public Service Commission, at one of the following addresses:

For delivery by courier services:

Bid Receiving
SOLICITATION NUMBER: CON16-1007
Public Service Commission c/o SCI
Procurement Services
465 Industrial Ave.
Ottawa, Ontario K1G 0Z1

Attention: Julie Gauthier

For in-person drop-off :

Bid Receiving
SOLICITATION NUMBER: CON16-1007
Public Service Commission
Procurement Services
22 Eddy Street, 12th Floor, Room 12012
Gatineau, Québec K1A 0M7

IMPORTANT: (In-Person Drop-Off)
Please call the Contracting authority from the
commissionaire's desk upon arrival.

It is strongly recommended that the bidder contact the Contracting Authority or the backup and schedule an in-person drop-off. It is solely the bidder's responsibility to ensure that the proposal is received at the address above by the closing date and time.

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**Proposal to the Public Service Commission
Bidder Information and Authorization**

Bidder Name and Address:

Legal Status (incorporated, registered, etc.):

GST or HST Registration Number and/or Business Identification Number (Canada Revenue Agency):

Name and Title of Person authorized to sign on behalf of Bidder:

Print Name:

Title:

Signature:

Date:

Central Point of Contact

The Bidder has designated the following individual as a central point of contact for all matters pertaining to the proposed contract, including the provision of all information that may be requested:

Name and Title:

Tel:

Fax:

E-mail:

Each proposal must include a copy of this page properly completed and signed. The Bidder's signature indicates acceptance of the terms and conditions set out herein.

1. STANDARD INFORMATION, INSTRUCTIONS AND CONDITIONS TO THE BIDDER

This is a request (hereafter referred to as a Request for Proposal, RFP or solicitation) that proposals be developed and submitted to the Public Service Commission (PSC) setting out the alternative means by which several technical, performance, time and other goals and objectives may be best met, having regard to stated requirements. The PSC will consider entering into a contract for the implementation of the most acceptable proposal, which will be determined by the evaluation of factors set out in this RFP. In addition, the proposal will be measured against the content terms and conditions set forth in this RFP.

1.1 Information:

1.1.1 Standard Information:

- a) The PSC reserves the right to choose the firm that best meets the requirements, without incurring any obligation to any other firms having responded to this solicitation. The proposal that is lowest in cost shall not necessarily be chosen.
- b) The PSC reserves the right to accept any proposal without negotiating with the bidder. It is the responsibility of the bidder to obtain all information on the project before bidding.
- c) No proposal jointly submitted by two or more candidates will be accepted. However, a proposal submitted by one candidate as project lead who subcontracts part of the work to another candidate will be accepted, provided that the potential subcontractor withdraws from the competition by not submitting a proposal.

1.1.2 Right To Negotiate or Cancel:

The PSC reserves the right to further negotiate with bidders in order to arrive at the most cost effective contract that is in keeping with the terms and conditions of the Request for Proposals or, alternatively, not to award a contract at all.

1.2 Instructions:

1.2.1 Confidentiality:

All bidders submitting proposals shall maintain the confidentiality of all information, documents, and material, whether in oral, written, or machine readable form furnished by the PSC and shall not communicate such information, documents or materials to any third party without the prior consent of the PSC.

1.2.2 Monitoring:

The contractor is to monitor the personnel assigned to any contract resulting from this RFP to ensure that the work progresses to the satisfaction of the Project Authority.

The contractor is also responsible for monitoring and verifying the days billed using periodic audits.

1.2.3 Standard Instructions:

- a) It is essential that items 7.1 and 7.2 in this solicitation be fully described in the proposal. Any failure to provide information shall work to the disadvantage of the bidder.
- b) The bidder's proposal must conform to the stipulated format indicated in section 3. "PRESENTATION OF PROPOSAL" and section 7. "EVALUATION CRITERIA AND SELECTION METHOD". If the bidders feel that certain items restrict them in some way, they must indicate this in their proposals. Any deviation from the conditions laid down in this document must be described in detail with supporting arguments.

1.3 Conditions:

1.3.1 Conditions to Bidders:

Bids submitted in response to this solicitation shall be valid in all respects for no less than ninety (90) calendar days from the closing date of this request.

1.3.2 General Conditions, Supplementary Conditions, Terms of Payment:

The attached Annex A, General Conditions, Annex B, Supplementary Conditions, Annex C, Terms of Payment, are hereby incorporated into and form part of this solicitation. Submission of a bid constitutes acknowledgement that the bidder has read and agrees to be bound by such instructions.

1.4 Office of the Procurement Ombudsman (OPO):

The OPO was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca.

1.5 Mandatory Site visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for two (2) site visits to be held at 22 Eddy Street in Gatineau, Quebec on **March 17th, 2016**. The first site visit will begin at **9:30 am**, and the second site visit will begin at **2:00 pm**. A PSC Representative will be in lobby of 22 Eddy to escort Bidders fifteen (15) minutes prior to each scheduled site visit.

Personnel security screening at the SECRET level is required prior to gaining authorized access to PROTECTED and/or CLASSIFIED information, assets or sites. Bidders must communicate with the Contracting Authority no later than **March 14th, 2016** to confirm attendance. The Bidder must provide the name(s) of the person(s) who will attend and their security clearance number or date of birth to allow the PSC to confirm that the attendee(s) has at least a SECRET clearance. The Bidder's Company Security Officer (CSO) must ensure that their representatives hold a valid security clearance at the required level for the site visit. Failure to comply with the security requirements will result in the representative(s) being denied access to the site.

Bidders will be required to sign an attendance sheet. Bidders will be provided a detailed list of equipment included in the scope of work in this resulting contract. During the site visit, attendees make take notes, however, it is not permitted to take pictures.

Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

2. SUBMISSION OF PROPOSALS

Bidders must submit **4 copies** of the **technical proposal** and **2 copies** of the **financial proposal** to the PSC (see page 1 for complete address) no later than **April 12th, 2016, 2:00 PM Eastern Daylight Saving Time**. It is the responsibility of the bidders to ensure that proposals are received at the required address before closing date and time. **Proposals will not be accepted after 2:00 PM Eastern Daylight Saving time and will be returned unopened to the sender.**

Proposals should be concise and should address, but not necessarily be limited to, the evaluation and selection criteria. Items not addressed will be given a score of zero. Bids will be evaluated solely on their content.

Due to the high risk of technical difficulties and unsecured equipment, electronic transmission of proposals by such means as electronic mail, facsimile, or commercial telex is not considered to be practical and therefore **will not be accepted**.

During the bid evaluation period, bidders may or may not be required to supply other information to support, validate or clarify the details included in bids. Information shall be made available to the PSC within five (5) working days of receipt of a request.

3. PRESENTATION OF PROPOSALS

Each bid must be in two parts (3.1 and 3.2) AND SUBMITTED IN SEPARATE ENVELOPES:

3.1 Technical Proposal (with no reference to price):

The Technical Proposal shall deal with the following aspects:

- a) relevant experience and resumes;
- b) relevant proof of education and certification;

3.2 Financial Proposal:

The bidders must complete the tables in Annex D – Basis of Payment to provide a breakdown of the costs.

4. ENQUIRIES DURING THE SOLICITATION PERIOD

All enquiries regarding the proposal solicitation must be submitted by e-mail to the **Contracting Authority** at the address given on page one (1) of this Solicitation, as early as possible within the bidding period. Enquiries must be received no less than four (4) calendar days prior to the bid closing date to allow sufficient time to provide a response. **Enquiries received after that time may not be answered.**

To ensure consistency and quality of information provided to bidders, the Contracting Authority will provide, simultaneously to all companies to which this solicitation has been sent, any information with respect to significant enquiries received and the replies to such enquiries without revealing the sources of the enquiries.

All enquiries and other communications with government officials throughout the solicitation period are to be directed **ONLY** to the **Contracting Authority** named on page one (1) of the solicitation. Non-compliance with this condition during the solicitation period may (for that reason alone) result in disqualification of bids.

5. REQUIREMENT

5.1 Title:

Security Systems Maintenance Services for the Public Service Commission (PSC)

5.2 Objective:

The intent of the maintenance contract is to provide a reasonable preventative maintenance program to the PSC so the integrity of the security system is maintained.

5.3 Background:

The PSC recently completed a consolidation of National Capital Region (NCR) assets and a relocation of headquarters (HQ) to a new location, at 22 Eddy Street in Gatineau, Québec. Following this relocation, new security systems were installed: these systems were under a one year warranty coverage by the installer, ADT. To ensure that the systems are maintained properly following the expiry of the previously mentioned warranty coverage, the PSC is seeking a service provider to maintain its systems.

The PSC is one in a number of federal tenants located at 22 Eddy Street, Gatineau.

5.4 Scope:

The PSC has the following equipment which requires maintenance: technicians will be required to visit the site every month and review all access control components: Anti tailgating devices, video cameras and servers, intrusion panels and devices, computer workstations and server components, distress buttons, intercoms, GSM, land line connections, keypads, panel batteries, Closed Circuit monitoring (CCTV) system, Intrusion monitoring systems, access Control system, ID card system, electronic key box, and all related security systems. An approximate list of devices is included in this document and is for general reference purposes. The contractor shall make an itemized list with PSC security following contract award. The below description represent the general quantities of the system to be maintained. Note: a detailed list of PSC security equipment at 22 Eddy will be provided during the mandatory site visit.

5.4.1 PSC Security Equipment

Access Control system, consisting of:

- Access card readers over 12 floors
- Designed Security Inc. Anti-tailgating devices
- Electrical door strikes
- TRex egress motion detectors
- Airphone intercom system
- Kantech Main and backup server
- Network switches
- Floor control boxes and modules
- Kantech Equipment rack and workstation
- Kantech ID workstation, printer & camera

CCTV Camera system, consisting of:

- Avigilon Cameras
- Avigilon Recorders (NVR's)
- 3 Dell workstations.

Intrusion detection systems

- Maxsys Alarm panels
- motion detection units

Morse (brand) Electronic Key box

5.4.2 Schedule – Year one

Tasks	Timeline	SoW section
Initial inspection	Within 10 business days of contract award	The contractor will perform the tasks outlined under section 5.5.1 of this section.
Inspection Report Template	Five (5) business days after the initial inspection	The contractor will design and deliver the template described under sections 5.5.1.2 and 5.7.1 of this section.
Monthly Inspection #1	One (1) month after contract award	The contractor will perform the tasks outlined under section 5.5.2 of this section.
Monthly Inspection Report #1	Three (3) business days after monthly inspection	The contractor will provide the report as per section 5.7.2 of this section.
Monthly Inspection #2	Two (2) month after contract award	The contractor will perform the tasks outlined under section 5.5.2 of this section.
Monthly Inspection Report #2	Three (3) business days after performing the tasks of the monthly inspection	The contractor will provide the report as per section 5.7.2 of this section.
Quarterly Inspection #1	Three (3) months after contract award	The contractor will perform the tasks outlined under section 5.5.2 and 5.5.3 of this section.
Quarterly Inspection Report #1	Three (3) business days after performing the tasks of the Quarterly Inspection	The contractor will provide the report as per section 5.7.2 of this section.
Monthly Inspection #3	Four (4) month after contract award	The contractor will perform the tasks outlined under section 5.5.2 of this section.
Monthly Inspection Report #3	Three (3) business days after performing the tasks of the monthly inspection	The contractor will provide the report as per section 5.7.2 of this section.

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Tasks	Timeline	SoW section
Monthly Inspection #4	Five (5) month after contract award	The contractor will perform the tasks outlined under section 5.5.2 of this section.
Monthly Inspection Report #4	Three (3) business days after performing the tasks of the monthly inspection	The contractor will provide the report as per section 5.7.2 of this section.
BiAnnual Inspection #1	Six (6) months after contract award	The contractor will perform the tasks outlined under section 5.5.2, 5.5.3 and 5.5.4 of this section.
Summary Report #1	Three (3) business day after performing the tasks of the Biannual Inspection	The contractor will provide the report as per section 5.7.3 of this section.
Monthly Inspection #5	Seven (7) month after contract award	The contractor will perform the tasks outlined under section 5.5.2 of this section.
Monthly Inspection Report #5	Three (3) business days after monthly inspection	The contractor will provide the report as per section 5.7.2 of this section.
Monthly Inspection #6	Eight (8) month after contract award	The contractor will perform the tasks outlined under section 5.5.2 of this section.
Monthly Inspection Report #6	Three (3) business days after performing the tasks of the monthly inspection	The contractor will provide the report as per section 5.7.2 of this section.
Quarterly Inspection #2	Nine (9) months after contract award	The contractor will perform the tasks outlined under section 5.5.2 and 5.5.3 of this section.
Quarterly Inspection Report #2	Three (3) business days after performing the tasks of the Quarterly Inspection	The contractor will provide the report as per section 5.7.2 of this section.
Monthly Inspection #7	Ten (10) month after contract award	The contractor will perform the tasks outlined under section 5.5.2 of this section.
Monthly Inspection Report #7	Three(3) business days after performing the tasks of the monthly inspection	The contractor will provide the report as per section 5.7.2 of this section.
Monthly Inspection #8	Eleven (11) month after contract award	The contractor will perform the tasks outlined under section 5.5.2 of this section.
Monthly Inspection Report #8	Three (3) business days after performing the tasks of the monthly inspection	The contractor will provide the report as per section 5.7.2 of this section.
Annual Inspection #1	One (1) year after contract award	The contractor will perform the tasks outlined under section 5.5.1, 5.5.2, 5.5.3 and 5.5.4 of this section.
Summary Report #1	Three (3) business days after performing the tasks of the Annual Inspection	The contractor will provide the report as per section 5.7.3 of this section.

5.5 Tasks:

5.5.1. Initial Inspection:

- Attend initial kick off meeting with representatives of PSC security.
- Prepare a template report and inventory including device locations (floor, room number) and quantities. Map all devices with product name, make and model, serial number.
- Perform a trial shutdown, coordinated with the PSC technical authority, of the 22 Eddy site to ensure “flip” to backup location is stable.
- Change all motion sensor batteries.

5.5.2. Monthly Inspection Tasks:

Once a month, the contractor shall provide a security technician or technicians (as required) who will during the course of one day perform the following services. The PSC security devices covered by this monthly maintenance program are listed in section 5.4.1.

During the performance of the monthly maintenance program, random tests on door alarms are to be performed. The contractor must ensure that each door is tested at least once each year after contract award.

To facilitate testing and accommodate any PSC activity which may impede testing, the contractor shall choose which doors are tested during the monthly inspection and a written log of the test is to be provided to the project authority as part of the monthly test report. The following task are to be performed:

5.5.2.1 Workstations and server:

- Perform inspection of workstations (guard desk and security office) and ensure network communications are solid and that backup features are executing as programmed;
- Review firmware and software installation, and install updates on systems part of this contract (only with written permission of project authority);
- Clean all keyboards and pointing devices (mouse) with appropriate cleaner. Clean exterior computers case surfaces. Verify cabling connections to computers and tighten and or replace network connections as required to maintain solid connection/contact;
- Review backup server programming and removable drives (when applicable) to receive separate daily, weekly and monthly backups with 6 months of event data each, stored for audit purposes;
- Report any unusual activity and tempering of devices to contract authority

5.5.2.2 Access control system:

- Perform full backup of entire card access database on client (PSC) provided storage device and return device to project authority for internal storage;
- Inspect all card access controllers and cabinets for any physical sign of damage or disrepair;
- Inspect the condition of all batteries within controllers and panels for signs of failure
- Verify all batteries for any signs of damage or indication of potential damage.

- Replace (free of charge) and leave old batteries with the project authority for disposal. Replacement batteries are to be approved by project authority;
- Review trouble events on card access software and discuss potential issues with project authority;
- Perform Visual Inspection of general Installation, inside controllers, battery connections, grounding of controllers and other equipment;
- Review network switch configuration;
- Verify access control units (ACU) are all communicating with software;
- Ensure maintenance of labeling for all access control panels (NVR's and other wall or server cabinet mounted hardware).
- Verify that all terminations are mechanically and electrically secure. The use of wire "marettes" is not permitted;
- Ensure complete grounding of control panels, power and signal wiring to ensure integrity of access control system operation. Ground cable shields at a single end only and such as to avoid ground loops;
- Confirm and make necessary adjustments to ensure all readers are mounted securely;
- Confirm LEDs on readers are functioning properly;
- Test readers for recognition of cards;
- Report any unusual activity and tempering of devices to contract authority

5.5.2.3 Doors:

- Ensure strikes or doors are not being "pinched" due to air pressure or door adjustment issues. Advise project authority in report if remedial work by others (locksmith or facilities technician) is necessary;
- Perform random inspection on door closers (a minimum of 25% of doors are to be inspected each month) for proper closure times or to ensure door properly latches. The technician shall cycle through the doors tested to ensure each door closer is inspected at least 4 times during the course of one year;
- Verify all door contacts for proper operation. Damage or efforts at tampering with devices is to be immediately reported to the project authority;
- Adjust "request to exit" motion detectors (T-Rex) for optimal detection of individuals exiting an area under normal circumstances;
- Verify all accessible door operators integrated into the card access system for proper operation;
- Ensure locking hardware is functioning correctly;
- Confirm request to exit devices and door contacts perform as per device capability;
- Review door contact gaps to ensure they are not vulnerable to generating false alarms;
- Ensure alarm events are reported to server;
- Verify that events are reporting back to workstation;
- Ensure all door loops are secured, not stretched, and are of appropriate length for door swing;
- Ensure every door closes securely with no rubbing or binding;
- Perform the following tests, as determined by door type, on each door:
 - Access granted;
 - Anti-tailgating alarms;
 - Auto relock time on strike;

- Door held ajar test;
- Door forced open;
- Invalid access;

Invalid facility code messages to be verified and addressed with project authority.

- Ensure entry and exit delays are functioning per device standards and best practices;
- Report any unusual activity and tempering to contract authority

5.5.2.4 Distress/Duress alarm:

- Verify all duress/distress buttons physical condition;
- Test distress/duress buttons.
- Note: If any distress/duress button cannot be tested, the contractor shall highlight it in the monthly test report, shall test on the following test date with an explanation as to why the contractor was unable to access button;
- Report any unusual activity and tempering to contract authority

5.5.2.5 Closed Circuit TV (CCTV):

- Review server configuration, including any workstations
- Confirm the auditing capability of CCTV;
- Verify Video motion activation settings;
- Adjust video camera settings for site specific or task related requirements
- Review recorded images for frame rate and quality
- Adjust pre and post motion alarm settings if desired recording storage times are not being obtained
- Verify Security system network bandwidth usage for irregularities;
- Inspect and clean camera domes;
- Report any unusual activity and tempering to contract authority

5.5.2.6 Alarmed monitoring system:

- Verify motion sensors to ensure that they work properly;
- Confirm that all alarm systems are working properly;
- Report any changes (room configuration, ceiling, wall decorations or other) that may be having a negative impact on motion sensor coverage;
- Report any unusual activity and tempering to contract authority

5.5.2.7 Intercom stations:

- Test all Intercom stations and masters;
- Inspect and clean stations;
- Report any unusual activity and tempering to contract authority

5.5.2.8 Guard desk electronic key box:

- Inspect the box and ensure that system is working properly.
- Report any unusual activity and tempering to contract authority

5.5.2.9 General:

- Make note of and report any general observations on activity or other site conditions that may have a negative impact on current or future security operations. Raise possible points of concern with project authority for internal review;
- Submit written report to the project authority within 72 hours of inspection. The report shall include the date of activity, arrival as well as departure time from site, the detailed nature of the activity and any issues that may affect performance or security;
- Replace all damaged parts for the security devices including the programming or downloading of information to a new replacement board or device.
- Replacement of any parts and programming must first be approved by the contract authority.

5.5.3. Quarterly Maintenance Tasks (to be performed in addition to monthly inspection tasks):

- Provide four (4) hours of on-site training (or 16 hours annually);
- The contractor is to review with project authority which doors have not be tested and coordinate with the project authority to ensure all remaining doors are tested over the course of a calendar year.

5.5.4. Biannual Maintenance Tasks (to be performed in addition to monthly and quarterly inspections tasks)

- Clean all keys located in the PSC Morse Watchmen key cabinet at lobby desk

5.5.5. AD Hoc maintenance tasks

- Perform password maintenance when requested in writing by project authority;
- Perform operator level adjustments when requested in writing by project authority.
- Install, free of charge, any security software and or hardware patches to any security component on site. This applies only to software patches issued and provided free of charge by security component manufacturer; and
- Replace, at no charge, parts covered by manufactures warranty. Computers and servers are excluded from this requirement.
- Upon approval by the Project Authority, replace parts which are not covered under warranty. Parts and material not covered under warranty will be reimbursed at cost plus a mark-up of 10%, upon receipt of paid invoices.

5.5.6. Repairs

All repairs are to be conducted only when authorized by the Project Authority. Repairs will include:

- i) Repairs deemed as emergency, by the PSC, will have the call back response time as identified in section 5.5.7 – Emergency Coverage
- ii) If the work is not an emergency, a date and time for the work to be done will be agreed to by both parties
- iii) All replacement parts used must be identical to the existing parts unless otherwise agreed to by the Project Authority

5.5.7. Emergency Service Coverage

5.5.7.1 The contractor must provide a call-back service and adhere to the following response times:

- i) Immediate response within 30 minutes following receipt of a telephone call to any service request;
- ii) On-site response within eight (8) working hours following receipt of a service call for significant system faults or as requested by the PSC.

5.5.7.2 The contractor must have the system in operation within forty-eight (48) hours from the time of notification.

5.5.7.3 If, after arrival by the contractor's technician on site, the contractor determines that it cannot repair the unit within two (2) days (excluding Saturday, Sunday or statutory holidays), then the contractor must provide a loaner unit until the repairs are complete, similarly equipped as the product being repaired, at no charge to the PSC, within one (1) day.

5.6 Client Support:

The PSC shall provide access to the system and work spaces as necessary for the contractor to carry out the work.

5.7 Deliverables:

5.7.1. Monthly Inspection Report template:

After an initial review of the existing equipment is completed, the contractor shall design a template form to be used in the performance of the monthly maintenance tests. This form must list device names and locations. Sufficient space shall be provided to take down corrections or recommendations. A separate field is to be provided to make observations.

5.7.2. Monthly Inspection report

A monthly maintenance report shall be provided no later than three (3) working days following the date of the monthly maintenance activities. All possible points of concern or discussion must be raised on these reports.

5.7.3. Summary Reports:

A biannual summary report must be provided following each biannual and annual maintenance. This report is to be provided within three (3) working days from the completion of the annual or biannual inspection activities.

Within the summary report, the contractor shall immediately identify and flag to the Project Authority any issue or problem that may impede, delay or negatively impact security operations.

All deliverables must be submitted in Microsoft Word 2013 format, or in another format approved by the Project Authority.

5.8 Constraints

- 5.8.1. All critical issues noted at any time during the performance of the work must immediately be reported to the Project Authority. A summary of any actions taken and discussions with the Project Authority must be included in the deliverable, along with time lines.
- 5.8.2. Monthly reports are to be marked Protected B and are to be delivered on encrypted USB keys which will be provided by the PSC. The contractor shall provide reports to project authority within three (3) working days, as described in section 5.7 above.
- 5.8.3. Passwords provided to security contractor by project authority are to never be revealed to anyone without written consent by project authority. No changes in user passwords or permissions on the system shall be performed without prior written consent by project authority.
- 5.8.4. All free security updates provided by manufacturer are to be presented to PSC for approval as to whether to apply them or not. If approval is granted, these updates or patches are to be installed at no cost to the PSC.

5.9 Travel

Work for this contract will be in the National Capital Region (NCR) and the PSC will not pay for travel.

5.10 Security Requirements:

The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Facility Security Clearance at the level of **SECRET**, with approved Document safeguarding at the level of **SECRET**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

The Contractor/Offeror personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of **SECRET**, granted or approved by the CISD, PWGSC.

The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store any sensitive PROTECTED/CLASSIFIED information until CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed up to the level of **SECRET**.

Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.

The Contractor/Offeror must comply with the provisions of the:

- a. Security Requirements Check List and security guide (if applicable), attached at Annex E;
- b. *Industrial Security Manual* (Latest Edition).

The contractor MUST NOT save or copy the information, even working copies, on their computer hard drives. The PSC will provide encrypted USB sticks (3) which shall be used for the sole purpose of work on PSC reports. One USB stick shall be the backup and updated at the same time as the main one while the third stick shall be the transit key for delivery.

When not in use, all Protected documents and/or USB Stick containing PSC information must

be locked as per Operational Security Standard on Physical Security (TBS).

The contractor shall adhere to all relevant security, safety & environmental regulations, rules and good practices.

5.11 Meeting:

One-site meetings with the Project Authority will be conducted within five (5) working days from each submitted report, if such a meeting is required to discuss the content of the report or other related activities.

5.12 Official Languages:

All deliverables shall be submitted in English.

5.13 Intellectual Property:

The contractor will own all intellectual property rights in foreground information.

5.14 Green Procurement And Services:

The contractor should make every effort to ensure that all documents prepared or delivered are printed double-sided on Ecology-certified recycled paper or on paper with equivalent post-consumer recycled content, to the full extent to which it is practical.

6. PERIOD OF PROPOSED CONTRACT

The period of the proposed contract shall be for a 2 year period from the date of contract award.

The contractor grants to Canada the irrevocable option to extend the contract by up to three (3) one year option periods under the same terms and conditions.

Canada may exercise these options at any time by sending a written notice to the contractor a minimum of two weeks before the additional training session is to be held.

The contractor agrees that, during the extended Contract, the rates/prices will be in accordance with the provisions of the Contract.

The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a formal Contract Amendment.

7. EVALUATION CRITERIA AND SELECTION METHOD

Bidders are advised to address each requirement in sufficient depth to permit a complete requisite analysis and assessment by the Evaluation Team. Proposals failing to adequately respond to the mandatory requirements will be excluded from further considerations. Only proposals found to meet the mandatory requirements will be evaluated for additional requirements. Your technical proposal should address each of the requirements in the order in which they appear.

Listing professional experience without providing any supporting details describing when, where and how such experience was obtained will cause the proposal to be considered non-compliant by the evaluation team. All professional experience must be fully documented and substantiated in the proposal.

Experience should be supported by reference in the resource's resume.

For each project, Bidders should include:

- name of the client organization
- start and end dates of the project
- technical authority's name, phone number and e-mail address
- a brief description of the services delivered

For the purpose of evaluation, one (1) year is defined as twelve (12) complete and cumulative months

7.1 Mandatory Requirements:

Bidders **MUST** meet all of the following mandatory requirements before the proposal can be accepted for further evaluation.

#	Requirements	References Section / Page in Bidder's Proposal
M1	<p>The Bidder must demonstrate that it has operated in the security industry, performing security services similar in scope to the services described in Section 5 – Requirement (maintenance, support, repairs and upgrade to access management, intrusion alarm and CCTV systems) for a minimum of five (5) cumulative years within the last ten (10) years preceding the closing date of this Request for Proposal.</p> <p>The Bidder must demonstrate that they have at least five (5) years of experience with Kantech Global software maintenance and repair services.</p> <p>The Bidder must complete the Corporate Reference Template provided in Annex F.</p> <p>The PSC may contact the references to confirm the information provided by the Bidder.</p>	
<p>Proposed Resources</p> <p>The Bidder must propose two (2) resources that meet the qualifications below. A resource can be proposed for more than one mandatory criterion, if he or she meets the requirements.</p> <p>To facilitate the evaluation, the Bidder should complete the following information:</p> <p>iv) Name of the two proposed resources in M2 (Technicians):</p> <p>v) Name of the proposed resource specialist in M5</p>		

#	Requirements	References Section / Page in Bidder's Proposal
M2	<p>Technicians</p> <p>The Bidder must propose two (2) resources who each have at least two (2) years of experience within the last 5 years from the date of bid closing in the maintenance and repair of:</p> <ul style="list-style-type: none"> • Access Control Systems; AND • CCTV Camera Systems; AND • Intrusion Detection Systems; AND • Morse Electronic Key boxes. <p>The Bidder must provide sufficient information to demonstrate that the proposed resources each have the required experience, such as the brand and type of equipment.</p>	
M3	<p>Kantech Global Certification</p> <p>The Bidder must demonstrate that each of the resources proposed in M2 have a minimum of two (2) years of experience in the support of Kantech Global Software.</p> <p>The Bidder must also provide the valid Kantech Global Software Certificate for each of the proposed resources.</p> <p><i>Bidders who do not submit the certificate with their proposals will have 72 hours (three business days) to provide them. If the form is not provided within the 72 hours, the proposal will be deemed non-compliant.</i></p>	
M4	<p>Avigilon Certification</p> <p>The Bidder must demonstrate that each of the resources proposed in M2 have a minimum of two (2) years of experience in support of Avigilon CCTV systems.</p> <p>The Bidder must also provide the valid Avigilon Certificate for each of the proposed resources.</p> <p><i>Bidders who do not submit the certificate with their proposals will have 72 hours (three business days) to provide them. If the form is not provided within the 72 hours, the proposal will be deemed non-compliant.</i></p>	

#	Requirements	References Section / Page in Bidder's Proposal
M5	<p>Proposed Specialist</p> <p>The Bidder must propose one resource with a minimum of five (5) years of experience within the last ten (10) years from bid closing date that will act as a Specialist for the equipment listed in Section 5 - Requirement in order to provide additional support.</p> <p>The proposed specialist resource must possess a valid Kantech Global systems and Avigilon certifications. The Bidder must provide a copy of the resource's Kantech and Avigilon Certificates of the proposed resource in their bid.</p> <p>The Bidder must also provide the business e-mail and phone numbers of the proposed Specialist.</p> <p><i>Bidders who do not submit the certificate with their proposals will have 72 hours (three business days) to provide them. If the form is not provided within the 72 hours, the proposal will be deemed non-compliant.</i></p> <p>NOTE: The Bidder may propose one of the Technicians named in M2, if he or she also meets the requirements of the criterion. In all cases, the Bidder must clearly indicate which resource it is proposing for the criterion and must provide sufficient information to demonstrate that the proposed resource has the experience required.</p>	

7.2 Contractor Selection Method – Lowest Evaluated Price:

A bid must comply with all requirements of the bid solicitation to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

8. ABORIGINAL SUPPLIER

8.1 Self-identification:

The PSC has made a commitment to increase contracting actions between the federal government and Aboriginal businesses, in accordance with The Procurement Strategy for Aboriginal Business. In order to assist the PSC in reporting contracting activities with Aboriginal businesses, it is important that Aboriginal bidders identify themselves as such by completing and providing appropriate Certification Requirements which have been developed by the Department of Indian Affairs and Northern Development.

9. CERTIFICATION

Bidders must include the following clauses signed with their proposal:

9.1 Certification of Education and Experience:

The bidder hereby certifies that all statements made with regard to the education and experience of individuals proposed for completing the subject work are accurate and factual, and that the PSC reserves the right to verify any information provided in this regard and that untrue statements may result in the proposal being declared non-compliant or in other action which the PSC may consider appropriate.

Signature of authorized representative

Date

9.2 Certification of Availability:

The bidder certifies that, should it be authorized to provide services under any Contract resulting from this RFP, the individuals proposed in its bid will be available to commence performance of the work within the time specified in the RFP, and will remain available to perform the work in relation to the fulfilment of the requirement. Once the Contract is issued, proposed substitutes must achieve the same rated qualifications score (or greater) as the original resource at a rate no higher than the original resource being replaced and will be subject to approval by the project authority.

Signature of authorized representative

Date

9.3 Federal Contractors Program For Employment Equity - Over \$25,000 And Under \$1,000,000:

Organizations that are subject to the FCP-EE but that have been declared ineligible to receive government contracts of goods and services over the threshold for solicitation of bids as set out in the GCRs (currently \$25,000 including applicable taxes) by HRDC-Labour, either as a result of a finding of non-compliance by HRDC-Labour, or following their voluntary withdrawal from the FCP-EE for a reason other than a reduction in their workforce, have been advised by HRDC-Labour that as a consequence of this action they are no longer eligible to receive any government contract over this threshold. Consequently, their certificate numbers have been cancelled and their names have been placed on HRDC-Labour's List of Ineligible Contractors. Bids from such organizations will be considered non-responsive.

The bidder is required to certify that it has not been declared "ineligible" by HRDC-Labour to receive government contracts over the GCRs threshold for solicitation of bids (currently \$25,000 including applicable taxes) as a result of a finding of non-compliance, or as a result of having voluntarily withdrawn from the FCP-EE for a reason other than a reduction in their workforce.

Signature of authorized representative

Date

9.4 Former Public Servant Certification

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** () **No** ()

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes** () **No** ()

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

Signature of authorized representative

Date

9.5 Conflict of Interest

The bidder acknowledges and agrees that it is a term of the Contract that no person who is not in compliance with the provisions of Chapter 2 - Conflict and Interest Measures and Chapter 3 - Post-Employment Measures of the *Values and Ethics Code for the Public Service* (current version) shall derive any direct benefit from this Contract. The bidder further acknowledges and agrees that failure to comply with the provisions of chapters 2 and 3 referenced herein will render the bidder ineligible to provide services under any Contract resulting from this RFP.

The bidder certifies that he has not accepted or received, directly or indirectly, advantage, benefit, preferential treatment or assistance of any kind through a member of his family or a friend in relation to this RFP and any resulting Contract.

Signature of authorized representative

Date

The bidder acknowledges that the PSC shall rely on this certification to award the contract. Should a verification by the PSC disclose a misrepresentation on the part of the bidder, the PSC shall have the right to treat any contract resulting from this bid as being in default.

**ANNEX A
GENERAL CONDITIONS**

**ANNEX B
SUPPLEMENTARY CONDITIONS**

**ANNEX C
TERMS OF PAYMENT**

[The above documents are available at the following website:](http://www.psc-cfp.gc.ca/abt-aps/bus-aff/index-eng.htm)

<http://www.psc-cfp.gc.ca/abt-aps/bus-aff/index-eng.htm>

**ANNEX D
BASIS OF PAYMENT**

As a minimum, the Bidder must respond to this pricing schedule by including in its financial bid for each of the periods specified below its cost for each of the identified items.

The firm prices submitted in this pricing schedule include the total estimated cost of any travel and living expenses that may need to be incurred for the performance of the Work described in Section – Requirement of this bid solicitation, and includes the following:

- a) inside the National Capital Region (NCR) is defined in the National Capital Act (R.S.C., 1985, c. N-4), available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>);
- b) any travel required between the successful bidder’s place of business and PSC’s office; and
- c) any relocation of resources required to satisfy the terms of any resulting contract.

The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada’s future usage of the services described in the bid solicitation will be consistent with this data.

Bidder’s Firm, All-Inclusive Prices				
Security System Maintenance Services, as described in section 5 – Requirement (firm lot price)*	Initial Contract Period (A)	First Option Period (B)	Second Option Period (C)	Total 1 (A+B+C)
	\$	\$	\$	\$
Hourly Rate**	Initial Contract Period (A)	First Option Period (B)	Second Option Period (C)	Total 2 (A+B+C) X 300***
	\$	\$	\$	\$
Bid Evaluation Price (sum of Total 1 and Total 2)				\$
Applicable taxes: _____ %				\$
Total Estimated Cost:				\$

* The above firm lot price include replacement batteries, installation of security software and/or hardware patches, repair and replacement of damaged labeling, labor to replace defective or broken system components and 4 hours of on-site training every quarter, and all work specified in Section 5 – Requirements.

** Should the PSC request services as described in section 5.5.7 – Emergency Service Coverage, the contractor will be paid for labour at this submitted hourly rate. Only time spent on the repair is to be charged. The provision of an emergency call-back service and travel time to and from the contractor’s place of business and the PSC are included in the firm, all-inclusive lot price of the maintenance program.

*** The sum of the hourly rates submitted for each contract period will be multiplied by 300, for evaluation purposes only.

Material and Replacement Parts

Material and replacement parts shall be reimbursed to the contractor at purchase cost (which includes invoices and transportation costs, exchange, customs and brokerage charges) plus a mark-up of 10%, upon submission of paid invoices. The Contractor shall obtain the Project Authority's approval prior to purchasing material and replacement parts. The PSC reserves the right to purchase its own material and parts, if it is deemed (solely at the PSC's discretion) that this will result in best value.

Closure of Government Offices

Where the contractor's employees are providing services on government premises pursuant to this contract and the said premises become non-accessible due to evacuation or closure of government offices, and consequently no work is being performed as a result of the closure, the PSC will not be liable for payment to the contractor for the period of closure.

ANNEX E
SECURITY REQUIREMENTS CHECK LIST (SRCL)



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat CON16-1007
Security Classification / Classification de sécurité UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Public Service Commission of Canada		2. Branch or Directorate / Direction générale ou Direction FAD/CMB	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Security System Maintenance Services			
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No / Non	<input checked="" type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input checked="" type="checkbox"/>			
Restricted to: / Limité à: <input checked="" type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays : CANADA,	Specify country(ies): / Préciser le(s) pays :	Specify country(ies): / Préciser le(s) pays :	
7. c) Level of information / Niveau d'information			
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	
SECRET / SECRET <input checked="" type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>	
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat CON16-1007
Security Classification / Classification de sécurité UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET- SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMBLEMES			

Special comments:
Commentaires spéciaux : _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat CON16-1007
Security Classification / Classification de sécurité UNCLASSIFIED

PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegardé requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions. Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / Renseignements / Biens / Production		✓														
IT Media / Support TI / IT Link / Lien électronique		✓														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED? / La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification". / Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED? / La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments). / Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

ANNEX F
CORPORATE REFERENCES TEMPLATE

The Bidder must demonstrate that it has operated in the security industry, performing security services similar in scope to the services described in Section 5 – Requirement (maintenance, support, repairs and upgrade to access management, intrusion alarm and CCTV systems) for a minimum of five (5) cumulative years within the last ten (10) years preceding the closing date of this Request for Proposal.

The Bidder must provide as many client references (using the template below) as required to demonstrate this experience.

Corporate Reference	
Name of the company that performed the work	
Name of the Client Organization	
Number of people in client organization	
Client Contact Information	Name: Title: Telephone Number: E-mail address:
Dates and duration of the work	Start Date: End Date: Total Duration:
Scope of Work	
Did the work involve the monthly inspection of access control systems, CCTV Camera System and an Intrusion Detection System? <i>Please describe experience.</i>	
Did the work involve the programming of door controllers? <i>Please describe experience.</i>	
Did the work involve programming CCTV camera?	

<p><i>Please describe experience.</i></p>	
<p>Did the work involve programming of an intrusion alarm system?</p> <p><i>Please describe experience.</i></p>	
<p>Did the work involve programming of access levels?</p> <p><i>Please describe experience.</i></p>	
<p>Did the work involve Kantech Global software maintenance and repair services?</p> <p><i>Please describe experience.</i></p>	