

**INDUSTRY CANADA (Styled as INNOVATION SCIENCE AND ECONOMIC DEVELOPMENT CANADA)**

**IC600097**

**ADVANCE CONTRACT AWARD NOTICE (ACAN)**

An Advance Contract Award Notice (ACAN) allows departments and agencies to post a notice, for no less than fifteen calendar days, indicating to the supplier community that it intends to award a good, service or construction contract to a pre-identified contractor. If no other supplier submits, during the fifteen calendar day posting period, a statement of capabilities that meet the requirements set out in the ACAN, the competitive requirements of the government's contracting policy have been met. Following notification to suppliers not successful in demonstrating that their statement of capabilities meets the requirements set out in the ACAN, the contract may then be awarded using the Treasury Board's electronic bidding authorities.

If other potential suppliers submit statements of capabilities during the fifteen calendar day posting period, and meet the requirements set out in the ACAN, the department or agency must proceed to a full tendering process on either the government's electronic tendering service or through traditional means, in order to award the contract.

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**DESCRIPTIVE TITLE:**

**Maintenance and Support of the Integrated Security System - Industry Canada**

**PURPOSE**

The Security Services Directorate (SSD) of Industry Canada requires services to provide Maintenance and Support for IC's Integrated Security System. The services will be required for a period commencing from contract award to March 31, 2018 with the option to renew for three (3) additional one year option periods.

**BACKGROUND**

IC operates an Integrated Security System that is currently being maintained and serviced by ACME Future Security Controls Inc. (AFSC). The current contract for the Maintenance & Support with ACME Future Security Controls Inc. will expire on March 31, 2016. Therefore, we need to establish a new contract for these services.

The first phase of this Integrated Security System was completed in 1994 and consisted of one File Server, one workstation with media printer, thirteen card readers completed with all peripherals required. In the last eighteen years, this system expanded throughout the department and it now accommodates other government departments.

This security system is designed to provide superior protection and effective access control for the department in the following three-stage formats:

1. Access Control (access control system and identification services)
2. CCVE (video surveillance between all sites)
3. Intrusion detection (communicated to the control centre station via centrex/analog telephone lines).

These Integrated Systems includes the following:

490 card readers  
32 Lenel Access Control panels  
18 Slimlane Swing Gate Barriers  
93 I.P Surveillance Cameras  
3 Badging cameras  
3 Fargo DTC 550 PVC Card Printer (Badging Stations CDH - PDP)  
1 Fargo HDP 5000 PVC Card Printer (Badging Station CDH)  
2 Elevator Request Buttons  
5 Dell Power Edge Servers (Lenel Server, Lenel Back-up Server, Network Domain Server, Manitou 1 server. Manitou 2 Server)  
25 Client Workstations (18 Lenel + 4 Manitou + 3 Avigilon)  
3 Polling Stations (1 JET, 1 CDH and 1 PDP)  
8 Switches  
490 Electric strikes  
500 Door closers  
40 Electric door operators  
141 Alarm systems  
4 HD Network Video Recorders  
1 Elevator Cab reader  
2 SureGuard Alarm receivers

A real time server replication for hot standby is located at the contractor's Control Center and provides standby Control center facilities to duplicate all services provided by IC control center utilizing existing Fiber Optic connection between IC and contractor's Control center.

Industry Canada also provides physical security services relating to Access control, Intrusion alarm and CCTV systems to 11 other government departments, through MOUs. The Integrated Security System is a key component of IC service delivery to those other departments.

Any disruption to the Integrated Security System would have an adverse effect on IC's security systems and those of our clients (11 OGDs) with whom we have MOUs for the delivery of security services.

## **PROJECT REQUIREMENTS/OBJECTIVES**

The Contractor will provide the necessary technical support to maintain the integrated security system. The Contractor will provide daily trouble call services and scheduled maintenance for all Industry Canada locations in the NCR. The maintenance will include the verification of the hardware to ensure it is operational as per the manufacturer's specifications and customer requirements. The contractor will also provide maintenance/installation services and material and replacement parts for the new and existing equipment.

## **PROJECT DETAILS:**

The Contractor will provide the following services to Industry Canada:

- Maintenance and Support services for the Integrated Security Systems.
- Duplicate of the existing services/systems provided by Industry Canada's Control Center.
- The Contractor's control center will follow the monitoring procedures and policies provided by IC SSD.
- The Contractor will provide Industry Canada the hot backup control centre and 24 hour alarms monitoring facility and support.
- Ensure that the network infrastructure and phone lines are installed and fully operational along with the Servers and work stations of Industry Canada.

Any technician carrying out installation or servicing of equipment must be certified to do so as follows:

- For access control system, technicians must be certified Lenel Technicians which include at least two (2) Master certified and one gold certified technicians.
- For video surveillance system, technicians must be certified Avigilon Technicians.
- For Medeco hardware, technicians must be certified Medeco technicians.
- For Abloy hardware, technicians must be certified Abloy technicians.
- For Schlage hardware, technicians must be certified Schlage technicians

In order to carry out these services, the Contractor's facility must have the following certifications:

- A SECRET level Document Safeguarding Capability (DSC) through PWGSC.
- ISO 9001:2008 certification for fully integrated security systems, installation, configuration and support of security systems.

- ULC Certified for Fire Protective signalling – Full service signal receiving centre.

### **Trouble Calls:**

To provide daily service for trouble calls for all Industry Canada Locations within the National Capital Region with a response time not exceeding 4 hours between the hours of 08:00 to 17:00.

### **Preventive Maintenance:**

Scheduled maintenance includes, but is not limited to, the following:

- Verify hardware is operational as per manufacturer's specifications and customer requirements.
- Inspect, adjust, clean, configure and lubricate as needed.

### **Weekly Inspections:**

- Perform inspection on the Lenel, Manitou and Avigilon servers and backup the database.
- Verify communication signals between Devices and software.
- Verify alarm-Monitoring capabilities and vital statistics of access Control Components.
- Check reports for system errors "off-line and extraordinary Occurrences".
- Inspect all levels of software/PC system for possible user or system errors that may in the long term affect system performance.
- Perform diagnostic functions to verify software system is operating at peak capacity.
- Perform real time server replication for hot standby.
- Perform daily, weekly and a monthly complete system backup.
- Complete hardware maintenance for servers.

### **Semi-annual Inspections:**

- A complete verification of the entire security systems (Access Control, Intrusion Alarm and CCTV) is carried out twice annually at six-month intervals during the term of the contract.
- The Contractor will provide a minimum of two technicians to perform all the necessary operational testing and verification of all functions within or associated with the system and a physical examination of every component to ensure the complete working condition.
- Test all the alarm systems with IC` and do all the necessary changes requested by IC security.
- Clean all the 490 electric strike and all the new additions.
- Tighten all the loose locksets and all the new additions.

- Adjust the entire door closer and all the new additions.
- Check the performance of the Central Processing units (CPUs).
- Perform software diagnostic test for the CPUs.
- Lubricate and adjust the entire handicap door operators.
- Check the performance of all network video recorders (HDNVR).
- Check the performance of all the power supplies.
- Check the performance of all the 93 cameras and all the new additions (POE Switches).
- Check the performance of IC's entire video surveillance system for all locations within the NCR.
- Test all throw video signal inputs/outputs.
- Test each device of CCTV system for proper operation.
- Check all the connection and voltages.
- Clean and adjust all the camera covers and lenses.

**Replacement when Equipment removed:**

- All replacement of parts will be purchased separately from this contract by Industry Canada Security Services Directorate through call-up's against and as per the standing offer. Labour will NOT be charged.

**Emergency or service calls:**

- To provide service calls at no extra charge, 24 hours a day, and 7 days a week (including holidays with a maximum response of 4 hours).
- All the calls shall be registered and sent by hard copy and electronically to IC Security responsible.
- Regular calls are to be answered within 4 hours from receiving the call.

**Reporting:**

- All defects are to be reported as soon as possible to IC security within 24 hours of the service call. A computerized report is required detailing the work completed.
- A signed, written computerized report to be completed at each service and maintenance visits.
- The Contractor is to retain copies of these services and copies will be forwarded with the monthly invoice to IC security representative.

**Backup and emergency stand by:**

-Provide hot standby (hot site) for existing access control, alarm monitoring and CCTV systems.

**Locations to be serviced:**

- C.D. Howe Building, 235 Queen and 240 Sparks, Ottawa, ON.
- Heritage building, 155 Queen, Ottawa, ON.
- L'Esplanade Laurier, 300 Laurier West, Ottawa, ON.
- Portage I, 50 Victoria, Gatineau, QC.
- Portage II, 165 Hotel de Ville, Gatineau, QC.
- Standards Building #4, 151 Tunney's Pasture, Ottawa, ON.
- 1275 Leeds Ave, Ottawa, ON.

**List and Quantity of equipment installed at 7 sites**

HID iClass Readers	490
Lenel Access Control Panels Panel	32
Slimlane Swing Gate Access control Barriers	18
I.P Surveillance Cameras	93
PVC ID Card Printer	4
Dell Power edge servers	5
Client work stations	23
Polling stations	3
HD Network Video Recorders	5
SurGuard alarm receivers	2
Network Switches	8
Electric strikes	490
Door closers	500
Electric door operators	40
Alarm systems	141
Badging cameras	3
Elevator request buttons	2

**IDENTIFICATION OF CONTRACTOR**

ACME Future Security Controls Inc.  
Security System Integrators  
Intégrateur de système de sécurité  
2170 Thurston Drive  
Ottawa, Ontario  
K1G 5A7

## **REASON FOR AWARDING CONTRACT TO THIS CONTRACTOR**

A-FSC has installed the security hardware and upgraded the software which makes them the vendor of record for Industry Canada. The method of procurement of this service is exclusively through "Vendor of Record" (ie the Business Partner that originally installed the Server Software and Hardware) and is a contractual agreement between Lenel and the Business Partner for the benefit of the end user.

Lenel DOES NOT recommend multiple vendor services on an existing account. Luis Orbegoso the President of Lenel Systems International has provided a letter indicating A-FSC is the exclusive Vendor of Record for Industry Canada. A-FSC is responsible for all warranties to hardware and software they installed in the security system. To allow another contractor/supplier to service the system could nullify these warranties (hardware and software).

This system has evolved into an inter-departmental system that serves other Departments/Agencies such as Administrative Tribunal Support Service of Canada, Canadian Intellectual Property Office, Competition Bureau, Canadian Space Agency, Canadian Tourism Commission, Federal Economic Development Agency for Southern Ontario, House of Commons, Military Grievance External review Committee, Public Services and Procurement Canada and Shared Services Canada. Part of this system have been purchased and installed by our clients. Any disruption in the system would have an adverse effect on our relation with our clients. Also, the fact that the other departments/agencies are being serviced by A-FSC would certainly cause havoc and have a negative effect on the proper maintenance of the systems. For the above reasons A-FSC Inc. is uniquely qualified to provide Industry Canada with the maintenance of the Integrated System.

## **ESTIMATED COST**

The period of the contract will be from (04/01/2016) to (31/03/2018) and the total amount of the contract is estimated to be \$ 222,720.00 plus HST.

The estimated cost of \$111,360.00 per year plus HST (with the option to renew 3 additional years) for the preventive maintenance and on-site technical support of the Integrated Security System.

**APPLICABLE TRADE AGREEMENT(S) AND APPLICABLE LIMITED TENDERING REASONS:**

This requirement is subject to the North American Free Trade Agreement, the World Trade Organization - Agreement on Government Procurement, the Agreement on Internal Trade, the Canada-Chile Free Trade Agreement and the Canada-Peru Free Trade Agreement.

Limited tendering reason under NAFTA, WTO-AGP, AIT, CCFTA and CPFTA:

NAFTA 1016.2 (d)

WTO-AGP XV.1 (c)

(d)for additional deliveries by the original supplier that are intended either as replacement parts or continuing services for existing supplies, services or installations, or as the extension of existing supplies, services or installations, where a change of supplier would compel the Contracting Authority to procure equipment or services not meeting requirements of interchangeability with existing equipment or services, including software to the extent that the initial contract for the software was covered by the agreements.

AIT 506.12(a)

(a) to ensure compatibility with existing products, to recognize exclusive rights, such as licences, copyright and patent rights, or to maintain specialized products that must be maintained by the manufacturer or its representative.

CCFTA Kbis-09 ©)

©) for additional deliveries by the original supplier that are intended either as replacement parts, extensions, or continuing services for existing equipment, software, services or installations, where a change of supplier would compel the entity to procure goods or services not meeting requirements of interchangeability with existing equipment, software, services, or installations.

CPFTA 1409(b) (ii)

(b) where the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute goods or services exist for the following reason:  
(ii) the protection of patents, copyrights or other exclusive rights.



## **CLOSING DATE AND TIME FOR WRITTEN SUPPLIER RESPONSES**

**CHALLENGING THIS REQUIREMENT IS 2:00 P.M, EASTERN TIME,**

**03/18/2016.**

You are hereby notified that the government intends to solicit a bid and negotiate with the firm identified above.

If you wish to submit a written response showing that you are capable of meeting this requirement, it must be done not later than the closing date and time. As it is intended to proceed in a timely manner, responses received after the closing date will not be considered. The Crown reserves the right not to open this procurement to competition.

Responses received on or before the closing date will be considered solely for the purpose of deciding whether or not to conduct a competitive procurement. Information provided will be used by the Crown for technical evaluation purposes only and is not to be construed as a competitive solicitation. Your written response must provide sufficient evidence (e.g. specifications, technical data, drawings, or any other proof) that clearly demonstrates that your product or service is capable of fulfilling this requirement.

Suppliers that have submitted a response will be notified in writing of Industry Canada's decision to continue with the non-competitive procurement or to compete the requirement. Should you have any questions concerning this requirement, contact the contracting officer identified above. Industry Canada file number, 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 a facsimile transmission, on the covering page.