



ADVANCE CONTRACT AWARD NOTICE (ACAN)

1. Title

Designated Substances Database Maintenance and Enhancements

2. Definition

An Advance Contract Award Notice (ACAN) allows departments and agencies to post a notice, for no less than fifteen (15) 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, on or before the closing date, a Statement of Capabilities that meets 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 Statement 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.

3. Background

In fiscal year 2017-18, Natural Resources Canada (NRCan) undertook a complete inventory of designated substances at each of its sites as per a directive from the Privy Council. To ensure the inventory and status of substances is accessible and up-to-date, the suggested Contractor developed a database and web-based application called inField, to manage NRCan's data. This database requires an annual support package to provide maintenance and enhancement services necessary for ongoing usability and functionality requirements.

4. Objective

This requirement is for the support of NRCan's Designated Substances Database for fiscal year 2018-19 and 2019-20. Support will include maintenance and enhancement services to keep the application up-to-date, and ensure the ongoing usability and functionality of the database.

5. Project Requirements

5.1 Tasks, Deliverables, Milestones and Schedule

Tasks (2018-19 – 2019-20)	Description
A – Enhancement	Multi-building selection/filtering in data table
B – General Support and Maintenance	Analysis, coordination, communications, technical work, releases and quality checks.

For the enhancement (A), the solution description and mock-ups were presented in previous accepted documents. Once the enhancement is completed, a new release package will be sent to NRCan. NRCan will conduct a series of tests to check if the core functionalities still work properly.

For the support package (B), there will be a cumulative number of hours/month for various request, for example (not an exhaustive list):

- Addition of new materials to the database
- Deletion of records from the database
- User support requests
- Bug fixes
- Security Group changes



- Small enhancements
- Release (the number of releases will be limited by the number of available hours in the budget)

Each option year following the initial contract shall include up to 100 hours of general support and maintenance for analysis, coordination, communications, technical work, quality checks and/or other requests, as outlined above.

Deliverables include:

1. Email or telephone support between 8am to 5pm EST every business day for the reporting and troubleshooting of incidents.
2. Vendor must record the details of the incident and provide an incident tracking number.
3. Investigation of incidents through troubleshooting techniques by reviewing application server and application logs, for example, to determine the cause of the incident. Note: the vendor will not have access to production environment. The technical authority will work with SSC to provide logs or other information required by the vendor for troubleshooting purposes.
4. A new application release including enhancement as described in the table above.
5. Services upon request, within the limits of the support scope and time values.
6. A monthly email to report on the estimated number of support hours used and remaining, and a summary of the support tasks completed in the previous month.
7. Once work is complete on resolving an incident, the vendor will supply a timesheet containing the hours expended in resolving the production problem.

6. Incident Response and Resolution

Incident Severity	Description	Response Target	Resolution Target*
1 – Critical	An incident causing a total solution outage. Managed as a major Incident.	4 hours	Excluding incidents which invoke Disaster Recovery
2 – Very High	An incident causing major disruption of the solution usage that affects a whole business unit, department, or site. Users unable to operate or are experiencing a significant impact.	4 hours	Excluding incidents which invoke Disaster Recovery
3 – High	Multiple users are unable to operate, or are experiencing a significant impact. Users unable to operate or are experiencing an intermittent disruption.	8 hours	2 days
4 – Medium	Users are experiencing minor disruption with the solution that interferes with normal completion of work OR tasks are more difficult but not impossible to complete.	8 hours	3 days
5 – Low	Minimum impact, a workaround is in place or could be a training incident. Needs development work or third party support.	2 days	As planned

*hours are counted for normal working days from 8AM to 5PM.



7. Period of the Contract

It is anticipated that the contract will begin upon date of award and end **March 31, 2020**, with the irrevocable option to extend the period of the contract for up to **three (3)** additional years ending March 31, 2023.

8. Estimated Cost

The approximate cost of this requirement will not exceed \$75,000.00 CAD, excluding all applicable taxes for the full term of the contract, including option periods.

9. Exception to the Government Contracts Regulations and applicable trade agreements

Sole Source Justification - Exception of the Government Contract Regulations (GCR):

(d) Only one person or firm is capable of performing the contract

The Supplier must be able to meet all of the following criteria:

- Must own the appropriate software needed to provide support and maintenance services as well as allow for the efficient and precise manipulation of the Designated Substances Database (i.e. changes/enhancements, bug fixes, etc.);
- Must accept liability for any repercussions due to a change in software used to support the database.

The selected Supplier is the only vendor able to meet all of the above criteria as well as meet all of the requirements described in Section 5 – Project Requirements.

10. Name and Address of the Proposed Contractor

WSP Canada Inc.

11. Inquiries on Submission of Statement of Capabilities

Suppliers who consider themselves fully qualified and available to provide the services/goods described herein, may submit a Statement of Capabilities in writing, preferably by e-mail, to the contact person identified in this Notice on or before the closing date and time of this Notice. The Statement of Capabilities must clearly demonstrate how the supplier meets the advertised requirements.

12. Closing Date

Closing Date: October 19, 2018

Closing Time: 2:00 p.m. EDT

13. Contract Authority

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