

**INNOVATION, SCIENCE AND ECONOMIC DEVELOPMENT CANADA (ISED)
ISED 204627**

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.

Contracting Officer

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DESCRIPTIVE TITLE:

Maintenance, Installation & Support Services for Innovation, Science and Economic Development Canada's Electronic Security Systems

BACKGROUND

As per the Treasury Board Policy on Government Security, the Security Services Directorate (SSD) of Innovation, Science and Economic Development Canada (ISED) is responsible and accountable for the safeguarding of departmental information, assets and employee safety in all ISED facilities and other government departments to which ISED has a Memorandum of Understanding (MOU) (14) in place for the provision of security services. To protect, detect and respond to security events compromising ISED's information assets and employee safety, the SSD has put in place electronic security systems (card access, alarm and video surveillance systems) throughout Canada (National Capital Region and Regions).

Since 1998, the SSD only controlled and monitored access to NCR facilities leaving other ISED facilities' in Regions being monitored and controlled by other government departments or base building's property management exposing ISED assets & information to increased risks. This risk (convoluted access control system), is identified in ISED's 2020-23 Departmental Security as a risk that requires treatment.

Since 2020-21, to provide the assurance that access to all ISED facilities is provided and monitored centrally, the SSD expanded its centralized electronic cloud base electronic security systems to an additional 20 ISED facilities across the country. The expansion was carried out by ADSS Security Systems Integrators whom currently holds a maintenance contract for all ISED

Security systems ending in 2023-24. ADSS is accountable for the warranty of new installations and hardware on this centralized system.

REQUIREMENTS/RESULTS:

To support ISED's security program based in Ottawa ON, servicing all ISED facilities and of other Government Departments for which ISED has an MOU for the provision of security services.

Managed services:

To ensure a continuation of the existing maintenance and control of the electronic security systems provided by Innovation Science and Economic Development Canada's (ISED) Security Services Directorate.

Include annual access control system software support and necessary updates and licensing for KEEP and LENEL.

Provide a 24 hour alarm monitoring and control center in both official languages in accordance with the monitoring procedures and policies provided by ISED.

The network infrastructure, phone lines, fiber and Internet connectivity, firewalls are installed and fully functional along with the Servers and work stations of ISED.

Manages services and maintenance to Internet connectivity

Internet Service Provision:

Provide a secure VPN internet connection (10 mbps to 1 GBps) solution with a 99.99% uptime.

Trouble Calls (Emergency and/or service):

- Provide at no extra charge, 24 hours per day, and 7 days per week (including holidays with a maximum response time of 4 hours).
- All the calls are registered and sent electronically to ISED's Security contact.
- Regular calls are answered within 4 hours from receiving the call.

Maintenance:

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

Verify that hardware is operational as per manufacturer's specifications and customer requirements, inspect, adjust, clean and lubricate as needed. If the hardware is required to be replaced and it is no longer under warranty, it is to be replaced

Weekly Inspections:

- Perform inspection on the Lenel and Avigilon servers and ensure KEEP backup. Copy and backup the databases.
- Verify communication signals between Devices and software.
- Verify alarm-Monitoring capabilities, close circuit video monitoring 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 monthly a complete system backup, when and where necessary.
- Complete hardware maintenance for server.

Equipment / hardware replacement:

- All defective, weak or malfunctioning parts will be replaced (for equipment that is not under warranty, a quote (equipment only) is to be provided to the client for approval. Labor will not be charged.

Additional Work Request (AWR):

- In the context of this SOW, an ‘Additional Work Request’ is work that does not occur as part of the usual routine maintenance and requires coordination and budgetary planning on the part of Project Authority. In all cases, an Additional Work Request (AWR) will be raised and approved by the Project Authority.

Reporting:

- All defects will be reported as soon as possible to ISED security within 24 hours of the service call. A computerized report will detail all the work done.
- A signed, written computerized report will be completed at each service and maintenance visits.
- Service reports are to be provided to ISED’s Security representative immediately following a service request.

Backup and emergency stand by:

Provide hot standby for existing alarms, access control and CCVE.

Operates a 24 hour control center with ULC certification providing premium Monitoring and security Management. Required to have full capability and control of the OnGuard system and KEEP including monitoring of all alarms points.

IDENTIFICATION OF CONTRACTOR

Name of Contractor: ADSS – Security Solutions

Address: 5330 Canotek Rd

City: Gloucester, Ontario

Postal Code: K1J 9C3

REASON FOR AWARDED CONTRACT TO THIS CONTRACTOR

ADSS is the certified Value-Added Reseller (VAR) for Lenel and Keep by Feenics™, (ISED’s Access control systems software) and its associated electronic security components. Being a department’s VAR, Keep and Feenics would not certify and honour warranty on products if serviced by another service provider. Any equipment supplied and installed by a non-authorized technician or dealer will void all warranties of the system.

Since 2020-21, to provide the assurance that access to all ISED facilities is provided and monitored centrally, ISED expanded its centralized electronic cloud base access control system (LENEL & KEEP) to an additional 20 facilities across the country. ADSS is the Security Systems Integrator that has carried out the expansion. ADSS is accountable for the warranty of

new installations and hardware on this centralized system.

ADSS has gained significant experience and knowledge of ISED's electronic security systems, infrastructure and procedures. ADSS has multiple locations across the country which helps to better support ISED in cases of emergency service requests/calls.

MINIMUM ESSENTIAL REQUIREMENTS

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

- A. Significant experience and knowledge of electronic security systems such as access control systems Keep by Feenics and Lenel. Also, intrusion detection system (DSC) and Closed Circuit Television system (CCTV) Avigilon. . Such experience and knowledge could have been gained by, for example, installing, programing or managing the access control systems Keep by Feenics and Lenel. Also, intrusion detection system (DSC) and Closed Circuit Television system (CCTV) Avigilon. (5-10+ years of experience)
- B. Significant experience and knowledge of network topography (cabling, ethernet connections, routers, switches, VPN, firewalls, internet and database servers configurations). Such experience and knowledge could have been gained by, for example, installing, programing or maintaining these types of communication tools (5-10+ years of experience).
- C. Must have the certification of the Value-Added Reseller (VAR) for Lenel and Keep by Feenics™, (ISED's Access control systems software) and its associated electronic security components.
- D. Must have certified LENEL, KEEP, DSC, AVIGILON and Automatic Systems technicians.
- E. Must provide a 24 hour alarm monitoring and control center in both official languages in accordance with the monitoring procedures and policies provided by ISED. Also, provide at no extra charge trouble calls (emergency or service calls), 24 hours per day, and 7 days per week (including holidays with a maximum response time of 4 hours).
- F. Personnel must hold and retain a secret clearance as per the Treasury Board Secretariat of Canada's Standard on Security Screening.

PERIOD AND ESTIMATED COST OF THE CONTRACT

The period of the contract will be from contract award to March 31, 2023 with an irrevocable option to extend for two (2) additional one (1) year periods. The total amount of the contract is estimated to be up to \$3,750,000.00, inclusive of taxes.

APPLICABLE TRADE AGREEMENTS AND APPLICABLE LIMITED TENDERING REASONS

CFTA, Canada-Chile Free Trade Agreement, Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), Canada-Columbia Free Trade Agreement, Canada-European Union Comprehensive Economic and Trade Agreement (CETA), Canada-Honduras Free Trade Agreement, Canada-Korea Free Trade Agreement, CUSMA, Canada-Panama Free Trade Agreement, Canada-Peru Free Trade Agreement, Canada-Ukraine Free Trade Agreement, World Trade Organization-Agreement on Government Procurement (WTO-GPA)

Section 6(d) of the Government Contracts Regulations is being invoked in this procurement as only one person or firm is believed capable of performing the contract.

OWNERSHIP OF INTELLECTUAL PROPERTY

Intellectual Property does not apply to this contract.

**CLOSING DATE AND TIME FOR WRITTEN SUPPLIER RESPONSES
CHALLENGING THIS REQUIREMENT IS 2:00 P.M, EASTERN TIME, 10/18/2022.**

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 ISED'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. The Industry 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 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.