

## PRIVATE STORAGE AND RECORD MANAGEMENT SERVICES

An advanced contract award notice (ACAN) is a public notice indicating to the supplier community that a department or agency intends to award a contract for goods, services or construction to a pre-identified supplier, thereby allowing other suppliers to signal their interest in bidding, by submitting a statement of capabilities. If no supplier submits a statement of capabilities that meets the requirements set out in the ACAN, on or before the closing date and time stated in the ACAN, the contracting officer may then proceed with the award to the pre-identified supplier.

### 1. DEFINITION OF THE REQUIREMENT

The Correctional Service Canada requires provision of off-site document storage and management capacity including Document Storage, Information Retrieval Services and Document Destruction Services. The work will involve the following:

#### 1.1 Objectives:

To provide Correctional Service Canada with secure off-site storage, management of government records to the Protected B level and document destruction. The Contractor must provide the services on an "as and when requested" basis for the duration of the contract period.

#### 1.2 Tasks:

The Contractor must provide the following services for an initial volume of 90,000 cubic feet of paper documents with an estimated increase of approximately 5,000 cubic feet annually.

##### 1.2.1 Accession

1.2.1.1 Perform services and actions to complete the process of introducing new records containers to the inventory storage system

1.2.1.2 Capture minimum tombstone data as identified in metadata requirements

##### 1.2.2 Storage

1.2.2.1 Ongoing storage and maintenance of containers of paper documents estimated to increase by approximately 5,000 cubic feet annually. CSC may require storage and maintenance of additional quantities of containers throughout the contract period due to unforeseen circumstances.

##### 1.2.3 Retrieval

1.2.3.1 Retrieval Services of up to approximately 200 containers, or files, or both daily from the storage site.

1.2.3.2 Transportation of containers, or files, or both to and from Client and storage site.

1.2.3.3 The Contractor must provide transportation using its own vehicles or a third-party carrier pre-approved by the identified user.

##### 1.2.4 Refile

1.2.4.1 Refile, or Interfile, or both of up to approximately 200 containers, or files, or both at the storage site daily.

##### 1.2.5 Disposition/Destruction

1.2.5.1 Provide daily transportation, equipment, and personnel for the pickup, delivery and destruction requests, including on-site or mobile destruction services or both.

1.2.5.2 Disposition – the Contractor must perform the services and tasks to permanently remove storage containers from the physical and electronic inventory.

1.2.5.3 Provide on-site or mobile paper document destruction services, or both with the capacity to shred up to 500 boxes/day.

1.2.5.4 Provide the same level of security and protection of information in the destruction facilities as is required for storage facilities.

1.2.5.5 Provide a Certificate of Destruction and update the inventory holdings report to reflect the permanent withdrawal and certified destruction.

1.2.5.6 Provide closed loop destruction services (unbroken chain of custody from storage to certified confidential destruction).

### 1.2.6 Limitation and Constraints

The Contractor must report any urgent issues that could impact work progress to the Project Authority immediately by call or e-mail.

### 1.3 Deliverables

#### 1.3.1 Storage and services:

The Contractor must provide:

1.3.2 A secure warehouse facility located within 30KM of 340 Laurier Avenue, Ottawa, ON that meets the the most up to date provincial building code standards for records and personnel climate control of the province where the Contractor's warehouse facility is located.

1.3.3 Pickup and delivery to and from CSC locations within the NCR.

1.3.4 Online training on the Contractor's tracking systems to up to 20 CSC Clients.

1.3.5 Secure on-site and mobile paper document shredding.

1.3.6 Certificates of Destruction and holdings inventory updates.

#### 1.3.7 Retrieval Service Standards

Service Type	Request Cut-off Time	Guaranteed Pick-up/Delivery
Regular (next day)	3:00pm	3:00pm next business day
1/2 day service (morning)	11:00am	3:00pm same day
1/2 day service (afternoon)	3:00pm	12:00pm (noon) next business day

### 1.4 Client Service

The Contractor must provide:

1.4.1 One (1) Project Manager responsible for all communications and issues related to the Contract; and

1.4.2 Two (2) Customer Service point of contact and hotline contact(s) responsible for fulfilling requests on a daily basis from 7:30am to 3:30pm. Hotline is the contact number for services, inquiries or issues.

1.4.3 Portal website enabling CSC users to search for information, request files or services or both.

### 1.5 Warehouse

The Contractor's warehousing facility must meet the following requirements:

1.5.1 Above grade and completely free of leaks or other openings to protect against corrosion, contamination, sun exposure and unauthorized entry by individuals who do not have the required security clearance;

1.5.2 Monitored 24 hours a day, seven days a week for fire, floods and unauthorized entry;

1.5.3 Constructed of fire-resistant materials as per applicable building code;

1.5.4 Information holding storage areas must be windowless, climate controlled, secure, and protected from possible damage, (e.g. man-made or natural disasters, including, but not limited to storms);

1.5.5 Audit room on site at each of the warehouses must be available for Identified Users to examine the requested information made available for their inspection. The room must be equivalent to the Contractor's standard office environment, must be climate controlled, equipped with a workstation with 2 chairs, and able to accommodate two persons;

1.5.6 Protected by smoke detectors according to local fire codes and have appropriate fire extinguisher equipment positioned throughout the facility at well marked locations, a sprinkler system and an intrusion alarm system,

all monitored by the Contractor's own security resources or a security service company twenty-four (24) hours a day, seven (7) days a week. The contractor is responsible for subcontracting any security service company to provide this service. This company will need to meet the contract security requirements.

1.5.7 Up-to-date fire and flood response plans. The Contractor must hold fire and flood response exercises once a year;

1.5.8 All information holdings must be stored on clean fireproof shelving units, properly braced and at least three (3) inches off the floor, that meet local seismic and fire code regulations; and

1.5.9 Shipping and Receiving dock(s) adjacent to the records warehouse must be capable of accommodating vehicles up to and including semi-trailers.

## 1.6 Metadata Requirements

The Contractor must record and track the following minimum tombstone data:

- a) Locating and finding aids and data
- b) Bar code, unique identifier data
- c) Ownership data
- d) Description(s); and
- e) Dates

## 1.7 Destruction Standards

The Contractor's destruction standards must meet or exceed approved Royal Canadian Mounted Police (RCMP) or Public Works and Government Services Canada (PWGSC) standards, or both, as per [https://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/seg/html/list\\_0001\\_e.htm](https://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/seg/html/list_0001_e.htm)

Including:

- a) Closed loop destruction services (unbroken chain of custody, contractor is always with containers until final destruction from storage to certified confidential destruction);
- b) Storage and destruction facilities at the same security level;
- c) Secure on-site or mobile paper document destruction services or both in accordance with Government of Canada security specifications; RCMP Security Equipment Guide ([https://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/seg/html/home\\_e.htm](https://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/seg/html/home_e.htm));
- d) Provide Certificates of Destruction that include material destroyed, date of destruction, and signature of the Identified User who witnessed the destruction; and
- e) Provide Inventory holding reports updated to reflect permanent withdrawal.

## 1.8 Paper consumption:

- a) Should printed material be required, double sided printing in black and white format is the default unless otherwise specified by the Project Authority.
- b) The Contractor must ensure printed material is on paper with a minimum recycled content of 30% and/or certified as originating from a sustainably managed forest.
- c) The Contractor must recycle unneeded printed documents (in accordance with Security Requirements).

## 1.9 Constraints

### 1.9.1 Location of Work

- a. The Contractor must perform the work at the Contractor's place of business which must be within 30 kilometers of 340 Laurier Avenue, Ottawa ON.
- b. Travel

No travel is anticipated for performance of the work under this contract.

### 1.9.2 Language of Work

The Contractor must perform work, including Portal and Hotline, in both official languages of Canada, French and English.

### 1.9.3 Security Requirements

This contract includes the following security requirements:

**SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:  
PWGSC FILE No. 21120-23-4380761-REV01**

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), and obtain approved Document Safeguarding Capability at the level of PROTECTED B, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to PROTECTED information, assets, or sensitive site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. The Contractor MUST NOT utilize its facilities to process, produce, or store PROTECTED information or assets until the CSP, PWGSC has issued written approval.
4. Processing of PROTECTED materiel electronically at the Contractor site is NOT permitted under this Contract.
5. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
6. The Contractor must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex A
  - (b) *Contract Security Manual* (Latest Edition).

## 2. CRITERIA FOR ASSESSMENT OF THE STATEMENT OF CAPABILITIES (MINIMUM ESSENTIAL REQUIREMENTS)

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

### Experience:

2.1 The Supplier must have completed at least three (3) projects (projects may overlap) with a minimum duration of twenty-four (24) months each in the past ten (10) years prior to the ACAN closing date that included:

- a) Records storage and management services for a minimum of three (3) organizations;
- b) Management of over 200,000 cubic feet of containers;
- c) Processing a minimum of approximately 200 containers, or files, or both daily from the storage site; and
- d) Providing secure on-site and mobile paper document destruction services meeting Government of Canada security specifications (RCMP or PWGSC) or equivalent.

2.2 The Supplier must have completed at least three (3) projects with a minimum duration of twenty-four (24) months each in the past ten (10) years prior to the ACAN closing date providing the following reports within one (1) hour of request:

- a) Real-time holdings inventory list including any combination of metadata (see 2.5 Metadata Requirements);
- b) New boxes added for any period defined by the Client;
- c) Permanent withdrawal activity (indefinite removal of containers from the Suppliers holdings);
- d) Annual cost and activity to date;

- e) Up-to-date (within two (2) hours) data related to tracking, location, audit, and final disposition of hardcopy records;
- f) Up-to-date (within two (2) hours) authorized users list;
- g) List of pick-up, storage or delivery requests, or any combination of the three, received for a specific time period;
- h) Shredding: number of boxes destroyed by date and annual cost and activity to date;
- i) Providing reports in French or English, as per Client requests.

2.3 The Supplier must have completed at least three (3) projects with a minimum duration of twenty-four (24) months each in the past 10 (ten) years prior to the ACAN closing date providing the following resources:

- a) One (1) Project Manager responsible for large scale transfers, escalation events, and special projects;
- b) Two (2) Customer Service contact(s) (website or hotline, or both) responsible for fulfilling client requests on a daily basis.

Capacity:

2.4 The Supplier must have operated at least one (1) records storage warehouse within 30 km of 340 Laurier Ave West, Ottawa ON with available capacity for an initial intake of 90,000 cubic feet and an annual intake of approximately 5,000 boxes. The warehouse must also meet the following criteria:

- a) Above grade and completely free of leaks or other openings to protect against corrosion, contamination, sun exposure and unauthorized entry by individuals who do not have the required security clearance;
- b) Monitored 24 hours a day, seven days a week for fire, floods and unauthorized entry;
- c) Constructed of fire-resistant materials as per applicable building code;
- d) information holding storage areas must be windowless, climate controlled, secure, and protected from possible damage, (e.g. man-made or natural disasters such as storms);
- e) Audit room on site at each of the warehouses Identified Users may use to examine the requested information available for their inspection. The room must be equivalent to the Supplier's standard office environment, equipped with one worktable and two chairs, and able to accommodate two persons;
- f) Protected by smoke detectors according to local fire codes and have appropriate fire extinguisher equipment positioned throughout the facility at well marked locations, a sprinkler system and an intrusion alarm system, all monitored by the Supplier's own security resources or a security service company twenty-four (24) hours a day, seven (7) days a week;
- g) Have current fire and flood response plans including evidence that the supplier holds fire and flood response exercises once a year;
- h) All information holdings must be stored on clean fireproof shelving units, properly braced and at least three (3) inches off the floor, that meet local seismic and fire code regulations; and
- i) Shipping and Receiving dock(s) adjacent to the records warehouse must be capable of accommodating vehicles up to and including semi-trailers.

Services / Capabilities

2.5 The Supplier must have completed at least three (3) projects with a minimum duration of twenty-four (24) months each in the past 10 (ten) years prior to the ACAN closing date providing the following services:

- a) Bar code inventory system;
- b) Labelling system;
- c) Material management system;

- d) 24/7 web-based tracking system for on-line inventory, control, retrieval, disposal, and delivery services;
- e) Monday to Friday 7:30am to 3:30pm bilingual (French and English) toll-free customer service.
- f) 24/7 building and perimeter security;
- g) Site and building access control;
- h) Temperature and climate controls;

### **3. APPLICABILITY OF THE TRADE AGREEMENT(S) TO THE PROCUREMENT**

This procurement is subject to the following trade agreement(s):

Canada Chile Free Trade Agreement (CCFTA);

Canadian Free Trade Agreement (CFTA);

The procedural requirements of the other international trade agreements will be fulfilled following compliance to the procedural requirements of the CCFTA and/or the CFTA.

### **4. SET-ASIDE UNDER THE PROCUREMENT STRATEGY FOR INDIGENOUS BUSINESS**

This procurement is not subject to any set-asides for Indigenous Suppliers.

### **5. COMPREHENSIVE LAND CLAIMS AGREEMENT(S)**

This procurement is not subject to a Comprehensive Land Claims Agreement.

### **6. JUSTIFICATION FOR THE PRE-IDENTIFIED SUPPLIER**

The supplier is the only company located in Ottawa that currently meets all requirements including the ability to store and manage 90,000 containers immediately at contract award.

The pre-identified supplier meets all of the minimum essential requirements described in this ACAN.

### **7. GOVERNMENT CONTRACTS REGULATIONS EXCEPTION(S)**

The following exception to the Government Contracts Regulations is invoked for this procurement under subsection:

- (d) Only one person is capable of performing the contract.

### **8. EXCLUSIONS AND/OR LIMITED TENDERING REASONS**

The following exclusion(s) and/or limited tendering reasons are invoked under the section of the trade agreement(s) specified:

Canada Chile Free Trade Agreement (CCFTA) Article Kbis-09

- b. where, for works of art, or for reasons connected with the protection of patents, copyrights or other exclusive rights, or proprietary information or where there is an absence of competition for technical reasons, the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute exists.

Canadian Free Trade Agreement (CFTA), Article 513

- b. if the goods or services can be supplied only by a particular supplier and no reasonable alternative or substitute goods or services exist for any of the following reasons:

- (iii) due to an absence of competition for technical reasons;

### **9. OWNERSHIP OF INTELLECTUAL PROPERTY**

There are no intellectual property terms in the contract.

### **10. PERIOD OF THE PROPOSED CONTRACT OR DELIVERY DATE**

The proposed contract is for a period of one (1) year, from 2023-07-01 to 2024-06-30.

### **11. COST ESTIMATE OF THE PROPOSED CONTRACT**

The estimated value of the contract, including option(s), is \$824,640.91 (GST/HST extra).

## **12. NAME AND ADDRESS OF THE PRE-IDENTIFIED SUPPLIER**

Iron Mountain

1171 Kenaston St, Gloucester, ON K1B 3M1

## **13. SUPPLIERS' RIGHT TO SUBMIT A STATEMENT OF CAPABILITIES**

Suppliers who consider themselves fully qualified and available to provide the goods, services or construction services described in the ACAN, may submit a statement of capabilities in writing 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.

## **14. CLOSING DATE AND TIME FOR A SUBMISSION OF A STATEMENT OF CAPABILITIES**

The closing date and time for accepting statements of capabilities is **26 June 2023 at 2:00pm EST**.

## **15. INQUIRIES AND SUBMISSION OF STATEMENTS OF CAPABILITIES**

Inquiries and statement of capabilities are to be directed to:

Darryl Singh

Procurement Officer

340 Laurier Avenue West, Ottawa Ontario, K1A 0P9

Telephone: 343-573-5918

E-mail: [darryl.singh@csc-scc.gc.ca](mailto:darryl.singh@csc-scc.gc.ca)