

**STATEMENT OF REQUIREMENT
for the
Supply and Installation
of an
Intrusion Detection and Alarm System,
Technical Support,
and
Alarm Monitoring Services**

1.0 SUMMARY

1.1 Requirement

Canada has a requirement for the supply and installation of an **Intrusion Detection and Alarm System** as outlined herein.

The following goods and services also form part of this requirement:

- i. After-installation Technical Support;
- ii. Alarm Monitoring Services; and
- iii. As-and-When required Supply and Installation of Spare Parts.

1.1.1 Overview

PSPC requires the supply and installation of the Intrusion Detection and Alarm System, After-Installation Alarm Monitoring Services, and as-and-when-required Technical Support and Spare Parts as outlined herein.

The requirement is described in two parts as follows:

Part I – Supply and Installation of the Intrusion Detection and Alarm System and Technical Support;

Part II – Provision of Alarm Monitoring Services

Part III – Spare Parts (Supply and Installation)

1.2 Abbreviations and Acronyms

GOC	Government of Canada
GSM	Global System for Mobile Communication
PSPC	Public Services and Procurement Canada
SPMD	Seized Property Management Directorate

PART 1 – SUPPLY AND INSTALLATION OF THE INTRUSION DETECTION AND ALARM SYSTEM

2.0 SCOPE OF WORK

The Contractor must provide all required tools, equipment, software, Resources; and conduct all work required to provide the deliverables described at **section 2.1**.

A blueprint of the building plan (Bid Package) and precise location of installation will be provided to qualified Bidders.

2.1 Deliverables

The Contractor must supply all equipment, materials and management software required for the installation and operation of the Intrusion Detection and Alarm System as identified herein and in

accordance with the Technical Requirements outlined at Appendix I. The Contractor must conduct all work to meet the requirement as detailed at **Section 2.2.**

2.1.1 Intrusion Detection and Alarm System – COMPONENTS

The Intrusion Detection and Alarm System requirement includes the following components in accordance with the Technical Specifications outlined at Appendix I:

- i. Control Panel (Primary)
- ii. Battery Back-up
- iii. Sensors
- iv. Keypads

2.2 Intrusion Detection and Alarm System – INSTALLATION TASKS

The Contractor must perform and complete the following tasks:

- i. **Site Visit:** Arrange with the Project Authority, and conduct a minimum of one (1) site visit to assess all accessible areas and determine optimum installation plans and details. The survey should consider the structural and electrical distribution Systems.
- ii. Evaluate installation options and identify any impairments that may have a bearing on the installing process of the Intrusion Detection and Alarm System.
- iii. Provide a written report including installation option, plans and potential impairments to the PSPC Project Authority, identifying any preliminary work that must be completed in order to proceed with the actual installation.
- iv. Provide a written installation plan to the PSPC Project Authority. detailing sensor, keypad, control panel and other equipment locations and all relevant installation details.
- v. Supply all materials, equipment and Resources required for Intrusion Detection and Alarm Systems identified herein.
- vi. Conduct all tasks necessary for the installation, testing and operation of the Intrusion Detection and Alarm Systems.
- vii. Provide on-site training to PSPC personnel for the operation and maintenance of the Intrusion Alarm System.
- viii. Provide immediate multi level in-service support as and when requested by the PSPC Project Authority, including remote guidance and assistance and any required on-site support service to Canada.

2.3 Installation – CONSTRAINTS

- 2.3.1** The site visit and submission of the written installation plan including any options as applicable must be completed **within one (1) week (seven calendar days) of contract award unless otherwise agreed by the Project Authority.**
- 2.3.2** The final installation plan, including any changes requested by the Project Authority must be provided (electronic copy) to the Project Authority **within two (2) business** days following change request or approval of the final Installation plan by the Project Authority.
- 2.3.3** The work must not commence until the Contractor has received in writing, (via email) full approval from the Project Authority.
- 2.2.4** The installation must be completed **within two (2) weeks** following written approval of the installation plan by the Project Authority.
- 2.2.5** All work is subject to the approval of the Project Authority.

2.4. TECHNICAL SUPPORT AND ON-SITE SERVICE

The Contractor must, following full delivery and installation of the alarm system, provide (24/7) twenty-four (24) hour, seven (7) days a week technical support service as and when required including:

- i. Technical support via telephone or e-mail
- ii. On-site technical support.
- iii. Provision of temporary equipment in the event of equipment failure in accordance with **section 2.3.2.**

2.4.1 Technical Support Response Time and Service Levels.

The telephone or e-mail response time for technical support must be a maximum of **one (1) hour or less**; **For Systems failure not resolved by troubleshooting by phone or e-mail**, the on-site response time must consist of the Contractor's arrival onsite within a maximum of **4 hours or less** from the time of telephone response.

The total response time for any service interruption must be a maximum of **six (6) hours** from Canada's report of any service interruption event.

2.4.2 Equipment Failure

In the event of any equipment failure not including a power interruption ("blackout") :

If the event is not resolvable within the same business day, the Contractor must provide alternate temporary equipment meeting the performance and specification requirements at no extra cost to Canada, to ensure the operational integrity of the Intrusion Detection and Alarm Systems. The temporary equipment provided must remain in situ until the equipment failure is resolved.

PART II – INTRUSION DETECTION AND ALARM SYSTEM – MONITORING SERVICES

2.5 The Contractor must provide 24/7 (twenty-four (24) hour, seven (7) days a week) Alarm Monitoring Services.

2.5.1 The Monitoring Service must:

- i. Provide a guaranteed alarm response time of one (1) minute or less to all triggered events and a response time of six (6) minutes or less to all **verified** triggered events.
- ii. Dispatch Police, Fire, Medical, Panic & Environmental Emergency Response as indicated;
- iii. Dispatch event alerts to the Authorized Project Authority via electronic push (e-mail and text); and
- iv. Provide fluent Customer Service in at least English.

PART III – SPARE PARTS (SUPPLY AND INSTALLATION)

2.6 The Contractor must provide spare parts and installation of spare parts* on an "**as-and-when-required**" basis in accordance with the Technical Specifications outlined herein.

Any spare parts and installation of spare parts required will be requested in writing by the Project Authority.

*** For the purpose of this requirement, spare parts can be understood as duplicate equipment for purchase separately from the quantities required for the initial installation.**

2.7 Canada's support to the Contractor

- i. Canada will provide all required infrastructure necessary for the Intrusion Detection and Alarm System prior to installation.
- ii. Canada will provide any necessary furniture required for the placement of monitors or auxiliary equipment as deemed necessary by the Technical Authority.

3.0 Constraints

3.1 Canada will retain sole rights as Administrators of the Intrusion Detection and Alarm Systems.

The Vendor will not retain administrative rights or have access to the Intrusion Detection and Alarm Systems except in the case of requested assistance from Canada in the event of a technical failure. **All such requests will be issued in writing by the PSPC Project Authority and must be limited to the duration of the in-service support event.**

3.2 The Monitoring Service must be approved by the Underwriters Laboratories of Canada (ULC)

4.0 Location of Work

The location of work is Bedford Commons, Nova Scotia. The Civic address and contract information will be provided at contract award.