



ASL

SECURITY - VIDEO - FIRE - NETWORKING

Response to Security RFP

SECURITY ALARM MONITORING

Executive Summary

Access Security Logistix (ASL) is pleased to submit this proposal to XYZ Inc. for your Request for Proposal (RFP) for professional alarm monitoring services. We understand that for a multi-site enterprise like XYZ, security does more than protect assets; it ensures business continuity, safeguards your reputation, and provides peace of mind for your employees and customers.

For over 25 years, ASL's Owner and Lead Technician has served as a trusted security partner for businesses across Ontario. We build our core philosophy on a foundation of reliability, responsiveness, and deep integration. Unlike one-size-fits-all monitoring providers, we leverage our exclusive partnership with a dealer-oriented central station certified with the **Underwriters Laboratories of Canada (ULC)** that operates entirely within Ontario. This strategic advantage allows us to deliver scalable, compliant services that we tailor specifically to the unique requirements of each site.

Our solution directly addresses the specific challenges outlined in the security RFP:

1. **Proactive site security** that moves beyond simple signal reception. Our team customizes monitoring protocols for petroleum industry assets and retail applications, ensuring that alarms for intrusion, environmental hazards, or system tampering receive priority and prompt, precise action.
2. **Seamless integration and operational continuity** integrating with your existing security infrastructure. This approach minimizes disruption and maximizes your current investment. Our technology-agnostic stance ensures a smooth transition and consistent performance.
3. **Scalable actionable intelligence and transparency** when using the Alarm.com user-friendly interface, giving you access to real-time event history and detailed reporting. This transparency supports your audit needs, and the actionable data empowers your team to make informed decisions.
4. **Unwavering compliance and rapid response** from a central station, which operates to the highest industry standards. This commitment, combined with our dedicated dealer relationship, guarantees that their trained personnel can handle every alarm according to strict protocols, ensuring the fastest possible response from emergency services when needed.

At ASL, we see ourselves as an extension of your team. We commit to a partnership that delivers not just on its promises, but exceeds expectations. We confidently offer our proven track record, Ontario-based operational excellence, and client-focused approach as the ideal choice to support XYZ Petroleum's safety, security, and operational goals.

We look forward to discussing how ASL can become your long-term security solutions partner.

Proposal

Table of Contents

Executive Summary.....	i
Proponent Background	1
Company Profile	1
Monitoring Capabilities	1
Proposal Value Proposition.....	3
Service Delivery Model.....	3
Client Support and Maintenance	4
Pricing Structure	5
Cost Breakdown per Site	5
Rollout Costing	5
Implementation Plan	6
Security Alarm Monitoring Transition Proposal	6
Alarm System Transfers	7
Mobile Transfer Requirements	8
Conflict of Interest Attestation	9
Certificate of No Conflict of Interest	9
Relevant Experience.....	10
References	11
Annexes.....	12
Annex A: Connection Agreement	12
Annex B: Account Holder Information and Keyholder List	14

Proponent Background

Company Profile

Access Security Logistix (ASL) is a leading provider of integrated security services, headquartered in Eastern Ontario. We specialize in intrusion alarm installation and monitoring, access control, intercom, video surveillance, structured cabling, and fire alarm installations and inspections for residential, commercial, industrial and institutional clients. Our team commits to delivering high-performance solutions that meet each client's operational needs.

Monitoring Capabilities

ASL provides professional alarm monitoring services through a dealer-oriented partnership with a ULC-listed central station located in Sarnia, Ontario. This centre operates a secondary ULC-listed facility in Belleville, Ontario ensuring uninterrupted service and full redundancy.

This dealer-based model allows ASL to maintain direct client relationships while leveraging the infrastructure and reliability of a certified monitoring partner. Our clients benefit from personalized service, transparent reporting, and the assurance of industry-standard compliance, all backed by a trusted third-party monitoring station.

As an authorized alarm service partner, we offer advanced integration capabilities with smart security platforms. This includes remote system management, real-time alerts, mobile access, and enhanced automation features. Our partnership allows us to deliver a seamless user experience while maintaining robust backend monitoring and support.

Our monitoring infrastructure supports a wide range of alarm types, including:

- intrusion detection
- fire and life safety
- panic and duress alarms
- environmental alerts (e.g., temperature, flood, gas)

Key features of our monitoring service include:

- 24/7 coverage
- ULC certification for both primary and backup stations
- multiple communication protocols: internet protocol (IP), cellular, and landline
- rapid response and dispatch coordination
- customizable escalation procedures based on client preferences

This approach ensures rapid response, detailed reporting, and a high level of service continuity. It allows ASL to deliver scalable, responsive, and fully compliant monitoring solutions tailored to multi-site environments.

Proposal Value Proposition

Service Delivery Model

ASL delivers alarm monitoring services through a streamlined, client-focused model that combines direct relationship management with the reliability of a certified central station. Our approach ensures that each site receives tailored service, rapid response, and full transparency. Our value proposition derives from our unique approach to onboarding and integration, monitoring and response, reporting and analytics, and support and communication.

Onboarding and integration:

- begins with a site assessment to confirm alarm panel compatibility, communication protocols, and escalation preferences
- our technicians handle system setup, testing, and integration with the Security Response Centre monitoring station
- for clients using our alarm service partner, we offer seamless integration with smart security platforms, enabling remote access, mobile alerts, and real-time system management

Monitoring and response:

- all signals are routed to the ULC-listed central station, with full failover to its backup
- operators respond to alarms based on pre-defined protocols, including dispatching emergency services or contacting designated personnel
- upon request, clients can receive incident reports and activity logs as part of their service

Reporting and analytics:

- monthly summaries of alarm activity, response times, and system health (when requested)
- optional real-time dashboards via our alarm partner for clients with smart-enabled systems

Support and Communication:

- 24/7 technical support and monitoring coverage
- dedicated account manager for service coordination and updates
- emergency contact protocols tailored to each site

This delivery model allows ASL to maintain high service standards while offering the flexibility and customization that multi-site clients require.

Client Support and Maintenance

ASL commits to providing responsive, reliable support to ensure the ongoing performance and integrity of each monitored site. Our support model minimizes downtime, streamlines communication, and delivers peace of mind.

Included Support Services:

- 24/7 technical support for alarm-related issues and signal troubleshooting
- dedicated account manager for service coordination, updates, and escalations
- emergency contact protocols tailored to each client's operational structure
- remote diagnostics and system health checks (where supported)
- annual system reviews to ensure optimal performance and compliance

Maintenance services:

- signal testing and verification during onboarding and as needed
- firmware updates and system optimization for alarm partner-enabled platforms
- hardware inspections and service calls available upon request
- documentation and reporting for all service activity

Our goal is to ensure that every client site remains secure, compliant, and fully supported with clear communication and proactive service at every stage.

Pricing Structure

ASL offers transparent and scalable pricing for alarm monitoring services, tailored to the needs of multi-site clients. Our pricing model is competitive, easy to understand, and adaptable to your operational requirements.

Standard site monitoring package (\$XX per/month or \$YY per/year)

- continuous monitoring for intrusion, fire, panic, and environmental alarms
- signal reception via telephone, IP, global system for mobile communications (GSM), or hybrid configurations
- additional reporting of openings, closings and daily system test transmissions
- customized call lists and escalation protocols

Commercial site monitoring package with alarm partner (\$XX per/month or \$YY per/year)

- continuous monitoring for intrusion, fire, panic, and environmental alarms
- signal transmission via IP or GSM, with optional dual-path redundancy
- additional reporting for openings and closings
- commercial app and website interface
- commercial activity reports with business insights
- enterprise dashboard for multiple locations
- 6-hour security panel supervision
- mobile and website user code management

Cost Breakdown per Site

The accompanying Excel spreadsheet provides ASL's detailed costing for each site based on the information provided by XYZ.

Rollout Costing

The following costing applies to all services rendered during the rollout period:

- Hourly travel rate: \$XX per/hour
- On-site work rate: \$YY per /hour

These rates are subject to standard billing practices; site-specific invoices will reflect this costing upon completion of each site.

Please note that the scope, duration, and cost of services may be impacted due to unforeseen conditions related to existing services or equipment including missing installer codes or panel programming lockouts.

Any deviations from the original plan will be communicated promptly, and additional costs will be documented and approved prior to implementation. An XYZ point-of-contact(s) must be identified prior to the proposed rollout.

Implementation Plan

Security Alarm Monitoring Transition Proposal

We propose a phased, strategic transition of the sites listed within the RFP to our alarm monitoring service. This plan ensures minimal disruption, maximum reliability, and full transparency throughout the process.

Objectives

- seamless migration of all sites to our monitoring service and platform
- uninterrupted security coverage
- documentation of site equipment and zone listings
- consistent communication and support throughout rollout
- optimization of system performance post-deployment

Phase 1: Discovery and planning (weeks 1 to 2)

- XYZ to provide installer codes to ASL for each system
- initiate the system transfers for sites equipped with alarm partner service
- conduct site audits to assess current systems and their status
- prioritize sites based on risk level, complexity, and operational hours
- finalize deployment schedule and resource allocation

Phase 2: Pilot program (weeks 3 to 4)

- select 5 to 10 representative sites for initial deployment
- program and activate monitoring systems
- evaluate performance and gather client feedback
- refine installation and support processes

Phase 3: Full rollout (weeks 5 to 16)

- deploy in weekly batches of 8 to 10 sites
- use standardized installation protocols to ensure consistency
- confirm live monitoring activation before site handoff
- maintain real-time progress tracking dashboard

Phase 4: Post-Deployment Support (weeks 17 to 20)

- optimize system settings based on usage data
- conduct final review and performance audit

Alarm System Transfers

ASL requires the following before beginning transfers:

- Releasing dealer's alarm representative's registered email address (to be provided by XYZ)
- a **Transfer PIN** (ASL generates the **Receiving Dealer PIN** from Alarm.com partner portal)

The following procedure outlines the transfer process:

1. The receiving dealer (ASL) generates a **Transfer PIN** to provide to the releasing dealer to begin the transfer process using the Partner Portal.
2. The releasing dealer enters the **Transfer PIN** to begin the transfer process. For subsequent transfers a **Transfer PIN** is not required.
3. XYZ provides ASL with the Releasing Dealer email.
4. ASL sends the **Transfer PIN** to the releasing dealer.
5. After the releasing dealer receives a **Transfer PIN** from the Receiving Dealer (ASL), the releasing dealer sends a transfer request using the **Partner Portal**.
6. When the releasing dealer (Telus/ADT) submits a **Transfer Request**, the receiving dealer (ASL) receives an email notification that a transfer is pending their approval.
7. The receiving dealer (ASL) approves the transfer request.
8. When the releasing dealer and the receiving dealer (ASL) approve the transfer, the request(s) enters the **Awaiting Approval** status.
9. Allow 2 to 3 business days for the transfer process to complete; large transfers may require additional processing time. The system sends a notification email once the transfer is complete.

Once the transfer is complete, the receiving dealer (ASL) will:

- make any necessary updates to the account's monitoring station information (account number, receiver number, etc.)
- verify that the customer information (service package, primary email address, etc.) is correct

Mobile Transfer Requirements

The releasing dealer must send an email to **aslsales.on@gmail.com** directly from the releasing central station containing the following:

- a list of the accounts in the body of the email or as an attachment
- all 20 digits of the **SIM numbers** (must have all 20 digits)
- a deadline date for when the current **Monitoring Station** will stop monitoring the accounts

The receiving dealer (ASL) must send formal acceptance of the accounts directly from the receiving central station containing the following:

- all 20 digits of the **SIM numbers** (must have all 20 digits)
- a deadline date for when the current **Monitoring Station** will stop monitoring the accounts
- the **Installer ID** under which the accounts should be moved and the **Profile Number** (Receiver IP info)

Note: To complete the transfer, the releasing dealer must provide these 2 pieces of information.

The receiving dealer must transfer the account(s) to their new monitoring station before this date, or XYZ risks losing monitoring and protection.

Conflict of Interest Attestation

Certificate of No Conflict of Interest

In response to the Security RFP for security alarm monitoring, Access Security Logistix (ASL) certifies that it has conducted a thorough review of all relevant circumstances and affirms that no actual or potential conflict of interest exists pertaining to this proposal.

This affirmation includes, but is not limited to, the following:

1. ASL has no financial interest, direct or indirect, that would conflict with the faithful and impartial performance of the proposed services.
2. No principal, officer, or proposed key personnel of ASL has any existing or anticipated future interest that could compromise their judgment or objectivity in performing the required work.
3. ASL is not aware of any existing relationships, circumstances, or activities that could impair our ability to provide unbiased services under the resulting contract.

ASL agrees to promptly disclose in writing to XYZ Petroleum Inc. any situation that may arise during the bidding process or the term of any subsequent contract that could constitute a real or perceived conflict of interest.

Relevant Experience

ASL delivers reliable alarm monitoring services based on system responsiveness and seamless integration to residential, retail, and commercial clients across Eastern Ontario. Our team manages a diverse portfolio, upgrades and services legacy systems using modern solutions, and integrates smart platforms that use various communication protocols.

Representative Experience:

1. ASL's owner (and lead technician) offers a range of services based on 25 years experience in the industry.
2. At present we monitor and support numerous sites throughout Eastern Ontario including retail locations, professional offices, recreational centres, places of worship, and multi-tenant residential buildings.
3. Our technicians seamlessly integrate IP and GSM-based alarm systems into our monitoring network.
4. As alarm partners, we offer commercial solutions that provide clients with remote access, automation, and valuable business insights.

References

In accordance with our strict confidentiality protocols, we can provide a selection of relevant client references subsequent to initial review of this proposal.

This measured approach ensures we disclose specific client information only to serious prospective partners and, most importantly, safeguards the sensitive nature of our work and the security of the critical assets we are entrusted to protect.

Each reference we provide will be selected for its relevance and will attest directly to our commitment to service quality, responsiveness, and our proven record of long-term client satisfaction.

Annexes

Annex A: Connection Agreement



AGREEMENT FOR A CONNECTION TO A CENTRAL MONITORING STATION

☐ (needs to be signed by Subscriber)

Project : _____ Fees included ☐ Revision ☐ Date : _____

Subscriber's account : _____ MAC n° : _____

Billing address			Installation address		
Name			Name		
Address			Address		
City			City		
Province			Province		
Postal Code			Postal Code		
Phone		Ext.:	Phone		Ext.:
Fax			Fax		
Email			Email		
Contact			Contact		

ACKNOWLEDGMENT

1. I understand that the monitoring service will begin 24 hours after the keyholders list and zone descriptions have been received by the monitoring station.
2. I have read and understand the terms of this agreement and agree to abide by it.
3. I understand that I must register my alarm system with the local municipality or policing services if required by law.

DURATION AND FEES

1. The initial term of this Agreement is _____ and will be automatically renewed upon its expiration for the same period as well as for subsequent periods, unless either party has provided written notice to the other party to the contrary, at least sixty (60) days before the end of the contract.
2. Any termination of this Agreement must be in writing. In the event that the Subscriber terminates this agreement before its term for a reason that does not result solely from the performance or inability of Access Security Logistix or the monitoring station, the Subscriber must send a notice of sixty (60) days and acknowledges and agrees that there is no refund of monitoring fees.
3. Annual contracts - An invoice covering this agreement will be sent to the Subscriber, who agrees to pay the full amount within thirty (30) days of the date of the invoice. Monthly PAD contracts - PAD payments will be withdrawn as per the signed PAD agreement. Failure of which, the Subscriber agrees to pay all collection fees including legal fees plus an annual interest of 24% (2% per month) applicable on invoices due.
4. In the event of non-payment following a final notice of collection, the service will be disconnected within thirty (30) days following this notice and this agreement will end.
5. The Subscriber agrees to pay communication and connection fees corresponding to any telephone circuit used to transmit signals to the monitoring station.
6. In addition to these agreement fees, the Subscriber agrees to pay the taxes, fees and expenses related to the service offered under this agreement, which are authorized or imposed by a government agency.

TERMS AND RESPONSABILITIES

1. The monitoring station shall provide the signal reception service of the Subscriber's system and respond to it in accordance with the keyholder direction provided. Upon receipt of a signal from a Subscriber's system, the monitoring station will make every effort to transmit the alert to the appropriate person or persons whose contact details appear on the keyholders list and / or appropriate authorities and / or notification instructions received by the Monitoring Station from the Subscriber.
2. The monitoring station will contact the resource persons indicated on the keyholders list and if no one answers, the responsibility will be transferred to the Subscriber who has the obligation to promptly notify ASL of any changes that must be made to the said Call List.
3. In the event that the Subscriber's equipment generates an unreasonable and excessive number of false alarms at the central monitoring station following a fault or a breakdown and that these adversely affect the operation of the central monitoring station, the Subscriber will be disconnected temporarily until this equipment is repaired.



AGREEMENT FOR A CONNECTION TO A CENTRAL MONITORING STATION

4. Access Security Logistix assumes no liability for loss, damage or bodily injury to the Subscriber in the event that the Police Department, Fire Department or Private Emergency Response Agency does not respond to a reported alarm by the monitoring station.
5. Access Security Logistix and the monitoring station do not assume any liability in case of force majeure, acts or omissions of the Subscriber, acts or omissions of civil or military authorities, governmental regulations or priorities, fires, epidemics, quarantines, restrictions, wars, riots, civil disobedience, civil strife or strikes.
6. Access Security Logistix is not responsible for communication failures occurring between the Subscriber's premises and the monitoring station or in case of non-detection resulting from a communication problem or any failure or non-detection or non-verification of an alarm signal received for reasons beyond the control of Access Security Logistix, including, among other things, lightning, snow, rain, wind or other cataclysm.
7. Access Security Logistix and the monitoring station do not assume any liability for interruptions or delays in telephone services. The monitoring station is not required to provide surveillance services during periods when the telephone company's circuits or equipment are not operational.
8. Access Security Logistix is not responsible for fines imposed due to false alarms, fines are solely the responsibility of the Subscriber. In the event that Access Security Logistix receives a false alarm dispatch fine for the Subscriber's property the Subscriber agrees to pay the amount of said fine within 15 calendar days.
9. When the transmission of the alarm signals to the monitoring station is effected by means of a digital dialer, it is understood and agreed that there is no practical method for checking the transmission capacity of said dialer.
10. The surveillance station strives to provide the highest quality service. The Subscriber recognizes that breakdowns are possible, regardless of the quality of the system, its installation or maintenance. In this regard, the Subscriber acknowledges that Access Security Logistix and the monitoring station are not insurers. Subscriber's annual fee only covers the monitoring service and does not constitute an insurance premium. Access Security Logistix assumes no responsibility for any claims, losses, damages or expenses, including, but not limited to, any damages, claims, loss or expenses resulting from bodily injury to the Subscriber or an employee, agent or independent contractor of the Subscriber or accompanying the Subscriber, on whose behalf the Subscriber hereby signs this Agreement as an agent and is attributable, directly or indirectly, to the products and services offered under such contract. In addition, Access Security Logistix cannot guarantee that no loss will occur.
11. Should Access Security Logistix be found liable for any loss, damage or injury resulting from a failure of the equipment or service in any respect, liability of Access Security Logistix is limited to an amount equal to the amount disbursed under the agreement (including the price of additional work). When the agreement relates to multiple sites, the liability is limited to the amount of the payments attributable to the site where the incident occurred. This sum will be considered as being complete and exclusive.
12. Subscriber agrees to indemnify Access Security Logistix and the monitoring station in the event of a claim, loss, damage or expense, including, among others, any claim by a third party. Access Security Logistix recommends that the Subscriber subscribes to a separate insurance policy to cover bodily injury, loss or damage to property.

ACCEPTANCE OF THE AGREEMENT

1. The parties agree that this agreement constitutes a faithful, complete and exclusive description of the agreement. This agreement cancels and replaces all prior statements or understandings between the parties, whether written or oral, and constitutes the sole terms of sale of services. Any waiver, change or modification of the terms of the agreement does not bind Access Security Logistix unless it is in writing and signed by a duly authorized representative of Access Security Logistix. In the event that this agreement is not signed by a Subscriber's authorized representative, the Subscriber acknowledges that payment of invoices related to this agreement constitutes proof of acceptance of the terms and conditions of this agreement.
2. This agreement is governed by the laws of the province where it is signed.
3. It is understood and agreed that once this agreement is completed, the monitoring station will have the right, after having given 24-hour notice to the Subscriber, to interrupt the transmission of the alarm signals between the installations of the Subscriber and the monitoring station.


Access Security Logistix Authorized Representative	Signature	Date
Initial Agreement: (The Subscriber <u>must</u> check the appropriate box) <input type="checkbox"/> Accepted <input type="checkbox"/> Declined	Agreement termination: <input type="checkbox"/> I wish to terminate this Agreement as of: _____ 20 ____	

Subscriber Name (Duly Authorized Person)	Signature	Date

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Page 2 of 2

Annex B: Account Holder Information and Keyholder List


ASL
SECURITY - VIDEO - FIRE - NETWORKING
 DEALER #: _____ ACCOUNT #: _____
☐ New ☐ Update

ACCOUNT HOLDER INFORMATION INSTALLATION ADDRESS

Full Name	
Street Address	
City	
Province	
Postal Code	
Phone Number	
Email	

BILLING ADDRESS IF DIFFERENT FROM ABOVE

Street Address	
City	
Province	
Postal Code	
Phone Number	
Email	

AUTHORIZED ENTRY AND KEYHOLDERS LIST

	Full Name	Phone 1	Phone 2	Password
1				
2				
3				
4				
5				
6				
7				
8				

Date: _____ Authorized Signature: _____