



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À :**

**By mail to :**

Parks Canada Agency Bid Receiving Unit  
National Contracting Services  
111 Water Street East  
Cornwall ON K6H 6S2

Due to the nature of the bid solicitation, bids transmitted by facsimile or by email will not be accepted.

**REQUEST FOR PROPOSAL**

**DEMANDE DE PROPOSITION**

**Proposals to: Parks Canada Agency**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred or attached hereto, the goods, services and construction listed herein or on any attached sheets at the price(s) set out therefor.

**Proposition à : l'Agence Parcs Canada**

Nous offrons par la présente de vendre à sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et travaux de construction énumérés ici et sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Issuing Office - Bureau de distribution :**

Parks Canada Agency  
National Contracting Services  
111 Water Street East  
Cornwall ON K6H 6S2

<b>Title - Sujet :</b> Delivery of visitor and household maintenance services at the Cap-De-Bon-Désir Interpretation and Observation Centre	
<b>Solicitation No. - N° de l'invitation :</b> 5P300-18-0410-A	<b>Date :</b> March 20, 2019
<b>Client Reference No. - N° de référence du client :</b> 10183247	
<b>GETS Reference No.   N° de référence du SEAG :</b>	
<b>Solicitation Closes - L'invitation prend fin :</b> <b>At - à :</b> 2 :00 p.m. <b>On - le :</b> April 29, 2019	<b>Time Zone - Fuseau horaire</b>  Daylight Savings Time
<b>F.O.B. - F.A.B. :</b> <b>Plant - Usine :</b> <input type="checkbox"/> <b>Destination :</b> <input checked="" type="checkbox"/> <b>Other - Autre :</b> <input type="checkbox"/>	
<b>Address Enquiries to - Adresser toutes demande de renseignements à :</b> Céline Morin	
<b>Telephone No. - N° de téléphone :</b> 613-938-5940	<b>Fax No. -N° de télécopieur :</b>
<b>Email Address – Courriel :</b> Celine.morin@canada.ca	
<b>Destination of Goods, Services, and Construction - Destination des biens, services et travaux de construction :</b> Parks Canada 13, chemin du Cap-de-Bon-Désir Bergeronnes QC G0T 1G0	
<b>TO BE COMPLETED BY THE BIDDER - À REMPLIR PAR LE SOUMISSIONNAIRE</b>	
<b>Vendor/ Firm Name - Nom du fournisseur/de l'entrepreneur :</b>	
<b>Address - Adresse :</b>	
<b>Telephone No. - N° de téléphone :</b>	<b>Fax No. - N° de télécopieur :</b>
<b>Name of person authorized to sign on behalf of the Vendor/ Firm (type or print) - Nom de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie) :</b>	
<b>Signature :</b>	<b>Date :</b>

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**Amd. No. - N° de la modif. :** 00  
**Contracting Authority - Autorité contractante :** Céline Morin

**Client Ref. No. - N° de réf. du client :** 10183247  
**Title – Titre :** Visitor and household maintenance services at the Cap-De-Bon-Désir Interpretation and Observation Centre

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## **IMPORTANT NOTICE TO BIDDERS**

### **Direct Deposit**

The Government of Canada has replaced cheques with direct deposit payment(s), an electronic transfer of funds deposited directly into a bank account. New vendors who are awarded a contract will be required to complete a Direct Deposit enrolment form in order to register their direct deposit information with Parks Canada to receive payment.

Additional information on this Government of Canada initiative is available at:

<http://www.directdeposit.gc.ca>

### **Security Requirements**

This document contains a security requirement. For further instructions consult Part 1 – General Information clause 1.1, Security Requirements and Part 6 – Resulting Contract Clauses clause 6.1, Security Requirements.

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## **PART 1 – GENERAL INFORMATION**

### **1.1 Security Requirements**

New personnel security clearance requests will require mandatory fingerprints to initiate the criminal record check. The validity of an existing personnel security clearance issued by the Government of Canada is not affected by the change in the criminal record check process. Applicants who require a personnel security clearance are responsible for all costs associated with fingerprinting.

**1.1.1** Before award of a contract, the following conditions must be met:

- (a) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 – Resulting Contract Clauses;
- (b) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;

**1.1.2** Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

### **1.2 Statement of Work**

The work consists in providing visitor and housekeeping services at the Cap-de-Bon-Désir Interpretation and Observation Centre.

The work to be performed is detailed under Article 6.2 of the resulting contract clauses.

### **1.3 Debriefings**

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

### **1.4 Trade Agreements**

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA).

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## **PART 2 – BIDDER INSTRUCTIONS**

### **2.1 Standard Instructions, Clauses and Conditions**

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2018-05-22), Standard Instructions – Goods or Services – Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

### **2.2 Submission of Bids**

Bids must be submitted only to Parks Canada Agency Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile or by email will not be accepted.

### **2.3 Enquiries – Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

### **2.4 Applicable Laws**

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Quebec.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

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## **PART 3 – BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

Canada requests that Bidders provide their bid in separately bound sections as follows:

- Section I: Technical Bid (1 hard copy and 1 copy on a USB key)
- Section II: Financial Bid (1 hard copy and 1 copy on a USB key)
- Section III: Certifications (1 hard copy and 1 copy on a USB key)

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

#### **Section I: Technical Bid**

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

#### **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment.

#### **Section III: Certifications**

Bidders must submit the certifications and additional information required under Part 5.

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## **PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### **4.1.1 Technical Evaluation**

##### **4.1.1.1 Mandatory Technical Criteria**

Technical bids will be evaluated against the technical evaluation criteria at Annex F.

##### **4.1.1.2 Point Rated Technical Criteria**

Technical bids will be evaluated against the technical evaluation criteria at Annex F.

### **4.2 Basis of Selection**

#### **Highest Combined Rating of Technical Merit and Price**

- a) To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria; and
  - c. obtain the required minimum of points for each of the technical evaluation criteria which are subject to point rating; and
  - d. obtain the required minimum of 53 points overall for the technical evaluation criteria which are subject to point rating.  
The rating is performed on a scale of 110.
- 2. Bids not meeting (a), (b), (c) and (d) will be declared non-responsive.
- 3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60 % for the technical merit and 40 % for the price.
- 4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60 %.
- 5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40 %.
- 6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.



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7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates **an example** where all three bids are responsive and the selection of the Contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

**Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)**

		Bidder 1	Bidder 2	Bidder 3
<b>Overall Technical Score</b>		115/135	89/135	92/135
<b>Bid Evaluated Price</b>		\$55,000.00	\$50,000.00	\$45,000.00
<b>Calculations</b>	<b>Technical Merit Score</b>	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	<b>Pricing Score</b>	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
<b>Combined Rating</b>		83.84	75.56	80.89
<b>Overall Rating</b>		1st	3rd	2nd

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## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

### **5.1 Certifications Required with the Bid**

Bidders must submit the following duly completed certifications as part of their bid.

#### **5.1.1 Integrity Provisions - Declaration of Convicted Offences**

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, if applicable, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### **5.2 Certifications Precedent to Contract Award and Additional Information**

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

#### **5.2.1 Former Public Servant**

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required at Annex D to Part 5 of the Bid Solicitation before contract award.

#### **5.2.2 Integrity Provisions – Required Documentation**

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

The Bidder, regardless of their status under the [Ineligibility and Suspension Policy](#), must submit a list of names prior to award of a contract. Bidders must provide the information requested at Annex E to Part 5 of the Bid Solicitation.

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### **5.2.3 Federal Contractors Program for Employment Equity – Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

### **5.2.4 Additional Certifications Precedent to Contract Award**

#### **5.2.4.1 Status and Availability of Resources**

SACC *Manual* clause [A3005T](#) (2010-08-16) Education and Experience

#### **5.2.4.2 Education and Experience**

SACC *Manual* clause [A3010T](#) (2010-08-16) Education and Experience

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## PART 6 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### 6.1 Security Requirements

6.1.1 The following security requirements apply to and form part of the Contract.

- The Contractor/Officer personnel requiring access to sensitive work site(s), assets or information must EACH hold a valid RELIABILITY STATUS, granted or approved by Parks Canada Agency Security Directorate (PCASD);
- The Contractor/Officer MUST NOT remove any PCA assets from the identified work site(s) without consent from a PCA employee, and the Contractor/Officer must ensure that its personnel are made aware of and comply with this restriction;

All screening requests for contractors must be sent to [pc.securite-security.pc@canada.ca](mailto:pc.securite-security.pc@canada.ca).

### 6.2 Statement of Work

The work consists in providing visitor and housekeeping services at the Cap-de-Bon-Désir Interpretation and Observation Centre.

The work to be performed is detailed under Annex A – Statement of Work.

### 6.3 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

#### 6.3.1 General Conditions

[2010C](#) (2018-06-21), General Conditions – Services (Medium Complexity), apply to and form part of the Contract.

All reference to the Minister of Public Works and Government Services Canada shall be deleted and replaced with the Minister of the Environment for the purposes of the Parks Canada Agency. All reference to the Department of Public Works and Government Services Canada shall be deleted and replaced with the Parks Canada Agency.

### 6.4 Term of Contract

#### 6.4.1 Period of the Contract

The period of the contract is from award of contract to March 31, 2020 inclusive.

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### 6.4.3 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

## 6.5 Authorities

### 6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Céline Morin  
Advisor, Contracting and Procurement

National Contracting Services  
Parks Canada Agency  
111 Water Street East  
Cornwall ON K6H 6S2

Telephone 613-938-5940  
[celine.morin@canada.ca](mailto:celine.morin@canada.ca)

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

### 6.5.2 Project Authority

The Project Authority for the Contract is:

\*\*\* to be provided at contract award \*\*\*

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

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### 6.5.3 Contractor's Representative

The Contractor's Representative for the Contract is:

<b>Representative's Name:</b>		
<b>Title:</b>		
<b>Vendor/ Firm Name:</b>		
<b>Address:</b>		
<b>City:</b>	<b>Province / Territory:</b>	<b>Postal Code / ZIP Code:</b>
<b>Telephone:</b>		<b>Facsimile:</b>
<b>Email Address:</b>		
<b>Procurement Business Number (PBN) or Goods and Services Tax (GST) Number:</b>		

### 6.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

### 6.7 Payment

#### 6.7.1 Basis of Payment - Firm Prices

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm prices as specified in Annex B – Basis of Payment for a cost of \$ \_\_\_\_\_ (*amount to be inserted upon contract award*). Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

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## 6.7.2 Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

## 6.8 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:

The original and one (1) copy must be forwarded to address on page 1 of the contract for certification and payment.

## 6.9 Certifications and Additional Information

### 6.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

## 6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Quebec

## 6.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2010C (2018-06-21), General Conditions - Services (Medium Complexity);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Attestation and Proof of Compliance with Occupational Health and Safety (OHS)
- (f) Annex D, Insurance Requirements;
- (g) the Contractor's bid dated \_\_\_\_\_ (will be inserted upon contract award) (If the bid was clarified or amended at the time of contract award: “, as clarified on \_\_\_\_\_” **or** “, as amended on \_\_\_\_\_”).

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## 6.12 SACC Manual Clauses

A9068C (2010-01-11), Government Site Regulations

B6802C (2007-11-30), Government Property

## 6.13 Insurance Requirements -Specific Requirements

The Contractor must comply with the insurance requirements specified in **Annex C**. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

## 6.14 Inspection and Acceptance (D5328C) 2014-06-26

The Project Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.



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## **ANNEX A**

### **STATEMENT OF WORK**

**Parks Canada**

**Saguenay–St. Lawrence Field Unit**

**Statement of Work  
for the delivery of visitor and  
housekeeping services at the  
Cap-De-Bon-Désir  
Interpretation and Observation Centre**

**2019**

**# Dossier : 19-0302**

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## 1. OBJECTIVES

This statement of work is for the execution of reception and housekeeping services at the Cap-de-Bon-Désir Interpretation and Observation Centre.

## 2. DEFINITIONS

When used in this document, the words or expressions below will have the following meaning unless the context indicates a contrary intention:

"Parks Canada" means the Parks Canada Agency, Saguenay-St. Lawrence Field Unit;

"Used and occupied Premises" or "Premises" means the premises described in Article 9.1 hereof;

"Contractor" means the bidder who will be awarded the responsibility of performing the work described in this statement of requirements;

"Project Authority" means the Director of the Saguenay-St. Lawrence Field Unit, Parks Canada Agency or any person authorized to act on his behalf.

## 3. NATURE OF THE WORK TO BE PERFORMED

### **In accordance with the commitment of Parks Canada:**

*As a priority, **protect** the natural and cultural heritage of these exceptional places and ensure their integrity.*

***Encourage the discovery** of the beauty and richness of our natural environment, and highlight the courage and ingenuity of those who helped create Canada.*

***Commemorate** the invaluable heritage that was left to us by all these visionaries, whose knowledge and passion have inspired the character and values of our country.*

***Serve** Canadians by working together to achieve excellence, guided by the values of competence, respect and fairness.*

The Contractor shall ensure the reception and housekeeping services at the Cap-de-Bon-Désir Interpretation and Observation Centre.

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### ***3.1 Visitor service***

As manager of the premises, the Project Authority remains the host to the public. However, the Contractor shall provide a warm and courteous reception to this same public at the point of entry in accordance with Parks Canada service standards:

a. Reception

Welcome in both official languages;  
Welcome with enthusiasm, courtesy and sincerity;

b. Evaluate

Anticipate, understand and satisfy expectations and needs;

c. Handle

Effectively convey information that is correct, accurate and current;  
Offer a personalized service promoting evocative and unique experiences;  
Communicate our passion by sharing compelling stories;

d. Complete

Collect comments, taking them into account and follow up on them proactively.

The Contractor shall collect the admission fees at the Cap-de-Bon-Désir Interpretation and Observation Centre according to the Parks Canada approved tariff schedule and deposit the amounts collected to the account of the Receiver General of Canada according to the procedure established by the Project Authority provided in Appendix I.

The Contractor will sell Parks Canada promotional material at the Cap-de-Bon-Désir Interpretation and Observation Centre from August 17 to October 14, 2019.

The Contractor must:

- a. Procure the inventory of promotional products from Parks Canada administrative offices situated at 182, rue de l'Église in Tadoussac;
- b. fill the displays situated in the guard house and in the assistant lighthouse keeper's house;
- c. collect revenue from the sale of Parks Canada products.

The Project Authority commits to give the Contractor the promotional products in confinement and the keys to the displays. The Contractor shall receive a commission of 25% of the sales total amount upon receipt of an invoice. The Contractor cannot sell other products than those authorized by the Project Authority.

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The Contractor is responsible for management of the brochures. He must fill the display cases and maintain an inventory of the brochures indicated in the list provided by the Project Authority. The Contractor shall, if necessary, order fliers for the period of June 15 to October 14, 2019. The order will be made to the attention of the Project Authority and may be done by telephone or email. A delivery period of 5 days is to be expected. The Contractor shall not distribute any brochures other than those indicated in the list. In any other case, the Project Authority shall authorize the list of documents to be distributed.

The Project Authority will be able to require from the Contractor the distribution, at the entrance to the Sites, of leaflets or of any other publication related to the activities and programs that take place therein. In any other case, the Project Authority must authorize the list of documents to be distributed.

The Contractor will ensure the principle of equality for all in accessibility to the activities it offers.

The Contractor shall also inform the public at the entrance to the Sites used and occupied about the other activities and programs that are taking place on the Sites used and occupied and that are available for this public. The same will be true for the other sites of Parks Canada, namely the Pointe-Noire Interpretation and Observation Centre and the Marine Environment Discovery Centre.

Notwithstanding the foregoing, the Project Authority reserves the right to host individuals or groups free of charge (journalists, students, distinguished visitors, etc.) who come for specific purposes other than to participate in interpretive activities. In this case, Parks Canada employees will accompany these visitors. To the extent that the Project Authority is informed in advance of the arrival of these visitors, he will notify the Contractor's representative within a reasonable time.

The Contractor shall apply the Parks Canada guidelines with regards to prevention. To do so, as part of the pre-season training offered by Parks Canada from June 11 to 14, 2019, personnel will receive level 2 prevention training. At the end of this training, participants will be able to detect and report an incident and provide a courtesy reminder or formal notice as appropriate. Parks Canada counts on a proactive approach which encompasses communications and education among other things to influence visitors with the objective of preventing the majority of incidents related to the conservation of resources and the visitor experience.

### ***3.2 Housekeeping service***

The Contractor shall ensure the housekeeping of the buildings and of certain elements on the site i.e.:

- the entrance kiosk;
- the lighthouse keeper's house, including the exhibition room and the offices;
- the assistant lighthouse keeper's house, including the reception area and the offices;
- the parking lot;
- the pedestrian path leading to the river and its banks;
- the red chairs on the rocks;
- the picnic area;
- the sanitary facilities;
- the maintenance of the composting toilet;
- the belvedere (courtyard).

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The Contractor will perform major maintenance on the facilities, including the exterior and interior cleaning of windows, before the site opens on June 15, 2019.

The Contractor shall perform, according to the indicated schedule, all the tasks listed in Appendix II for the buildings and the elements on the site. Dish cloths and tea towels must be cleaned on a daily basis

Site maintenance services include waste management (waste and recycling). The Contractor must dispose of materials in accordance with the municipal collection schedule.

- Trash and recycling bins must be emptied at least once a day, at the end of the day, as a preventative measure to avoid attracting local fauna.
- Trash and recycling bins must be cleaned as necessary.

The Contractor will supply two vending machines, one for warm beverages, including contents (coffee, milk and/or substitute, sugar, cups, etc.) and a second for cold beverages (a minimum of water). Vending machine maintenance is the responsibility of the Contractor. The machines must be functional at all times when the site is open. Revenue generated by the machines are the property the Contractor.

The electric cart provided by Parks Canada may be used outside of regular operating hours for maintenance services and must be returned in good working order to its point of origin.

Soap, paper hand towels, toilet paper and cleaning products, etc. are the Contractor's responsibility. Parks Canada recommends using environmentally friendly cleaning products.

### ***3.3 Visitor and Staff Safety***

In the event of breakage of any kind that he might observe on the Premises (e.g.: defective stairs, broken window, etc.) that could endanger the well-being or life of visitors or of his personnel, the Contractor will immediately notify the Project Authority of the prevailing situation by completing the Equipment or Infrastructure Breakage Report in the appended Appendix III.

The Contractor commits to have at all times on the site, during opening hours, at least one employee who has the certifications to administer first aid and cardiopulmonary resuscitation (CPR). He/she shall know the handling of fire extinguishers and the fire safety and prevention rules. The Project Authority will possibly require a certificate attesting that the personnel have CPR training.

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### ***3.4 Changes to the interior layout of the used and occupied Premises***

Parks Canada will have the sole responsibility for all changes and improvements that it intends to make to the interior layout of the used and occupied Premises, including the exhibition and interpretive items that it owns. All suggestions for changes and improvements that will result in repairs to the structures of the used and occupied Premises will require the prior approval of the Project Authority must be made in compliance with fire and safety standards.

### ***3.5 Access to the used and occupied Premises***

The Contractor shall also guarantee the Project Authority the right at any time to enter the used and occupied Premises and to examine the state in which the said Premises are maintained, repaired and kept in order. The Project Authority will have the right to send the Contractor a notice requiring that he perform this maintenance or make the repairs deemed necessary as a result of this examination in the event that Contractor has unusually altered the Premises.

### ***3.6 Health and safety of personnel***

The Contractor will ensure at his own expenses the safety of his personnel who will be present on the Premises used and occupied. The Contractor will inform promptly the Park Manager of any intervention performed by filling in the General incident report form attached in appendix IV.

## **4. EXPECTED RESULTS**

### ***4.1 Visitor Service***

Reception service will mandatorily be offered to the public according to the following schedule:

#### For the summer period:

Saturday, June 15 to Monday, September 2, 2019 inclusively;

From 9 am to 6 pm.

From July 20 to August 17, two people will offer reception services every Wednesday, Saturday and Sunday from 9 am to 12 pm during the Ocean Encounter activity.

#### For the fall period:

From Tuesday, September 3 to Sunday, September 8, 2019, then

from Wednesday to Sunday as of September 11 until Thanksgiving Day inclusively, that is to say Monday, October 14, 2019;

From 9 am to 5 pm.

Parks Canada offers pre-season training from June 11 to 14, 2019 for reception staff (6.5 hours per day for a total of 26 hours).

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As part of his mission, the Contractor will possibly offer to the public some activities and services during other periods of the year and operate then the Sites used and occupied, in accordance with Parks Canada's fee schedule. However, the Contractor will continue to be required to fulfill all the obligations or clauses in this document and will not be able to avoid these obligations because of financial losses incurred at any moment whatsoever.

Reception services will be evaluated throughout the season in accordance with criteria presented in the evaluation grid in Appendix V. The Contractor must correct any failings as soon as possible, as required.

#### **4.2 Personnel**

The Contractor shall:

- a) Provide personnel that are able to welcome visitors and to speak effectively with the public. The personnel shall offer the reception services in accordance with Parks Canada's service standards.
- b) Release his designated personnel and familiarize them with Parks Canada and the other activities that take place in the park as part of a 26-hour training which will be held, for reception attendants, from June 11 to June 14, 2019.
- c) Ensure that personnel, in their actions as well as their attire, do not create any confusion of identity with Parks Canada staff among the public by wearing a badge and a patch that clearly indicates their membership. These will be provided by Parks Canada. In addition, personnel must adhere to the dress code which provides for the wearing of closed shoes and a sweater or shirt of a colour approved by the Project Authority. The wearing of jeans, scarves and decorative items is prohibited.
- d) Ensure that the content of any communication is truthful and that personnel are courteous with visitors.
- e) Always have sufficient personnel available to offer the proposed and authorized activities and services.
- f) To be authorized to work on the site, personnel must have completed and signed waiver of advertising rights and the rights to the protection of personal information provided in Appendix VI. The forms must be submitted to Parks Canada no later than June 14, 2019.



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### ***4.3 Reports***

- a) The Contractor undertakes to inform the Project Authority or his authorized representative without delay of irregularities, bodily injury, material and other damage that could occur on the used and occupied Premises. Parks Canada will provide the Contractor with the form identified in Appendix IV.
- b) The Contractor shall complete the statistics forms on a daily basis. These forms will be submitted according to a pre-established schedule to the Project Authority or his authorized representative. The Project Authority will provide the Contractor with the necessary forms before the start of the season.
- b) The Contractor shall provide the end-of-day daily report as well as the supporting documents demonstrating the revenues from visitor entrance fees, according to the attached established procedure (Appendix I).

### ***4.4 Meetings***

The Contractor will participate in coordination meetings. These meetings will be held at the beginning and end of the season. The Project Authority and the Contractor will agree on the meeting dates. If necessary, additional meetings could take place at the request of one of the two parties.

The progress of activities, projects that the Contractor would like to implement and all matters relating to this contract will be discussed at these meetings.

These meetings will be held in the administrative office or in any other location determined in advance by the Contractor and Parks Canada.

The Project Authority reserves the right to convene any other meeting for special or urgent reasons.

A report will be prepared at each of these meetings and the Contractor undertakes to comply with the decisions made at the meeting. The Project Authority is responsible for the drafting and distribution of the proceedings of these meetings.

## **5. CHARGES ASSUMED BY THE CONTRACTOR**

The Contractor shall pay the income taxes, taxes and contributions of any kind whatsoever, and which may also be imposed on activities he will undertake on the used and occupied Premises or any part thereof.

## **6. CONTRACTOR'S OBLIGATIONS**

### ***6.1 Laws and regulations***

The Contractor shall comply with all laws and regulations enacted by the federal, provincial and municipal governments and other administrative authorities and intended in any way whatsoever for the used and occupied Premises as well as the activities that will be conducted there.

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## **6.2 *Bilingualism***

The Contractor shall provide interpretation services in Canada's two official languages. All documents, posters, or notices that the organization distributes or displays on the used and occupied Premises shall be written in both of Canada's official languages and be authorised in advance by the Project Authority.

## **7. NECESSARY AUTHORIZATIONS**

The Contractor shall obtain the prior approval of the Project Authority for the operating periods of the Premises, the programme content and publications, if applicable, prior to their release.

## **8. COMMERCIAL ACTIVITIES PERMITTED ON THE USED AND OCCUPIED PREMISES**

Only the sale of items approved by Parks Canada is permitted.

## **9. MISCELLANEOUS**

### **9.1 *Buildings and land***

The used and occupied Premises are:

- the lighthouse keeper's house;
- the assistant lighthouse keeper's house;
- the sanitary facilities;
- the garage and the electric car;
- the entrance kiosk;
- the foghorn hangar.

The used and occupied Premises will be used primarily to operate an interpretive and activities program authorized by the Project Authority. The right of access to the land adjacent to the used and occupied Premises, the trails, roads and parking lots, is not exclusive to the Contractor. In addition, the Project Authority reserves the right, after consultation with the Contractor, to grant permits authorizing holders to enjoy, for the duration of the contract, certain privileges on one or more of the parts of the used and occupied Premises and to the Premises subject to the access rights, provided that those privileges do not unduly impair the use made of the said used and occupied Premises by the Contractor. For the duration of the contract, the Contractor will not do anything or allow anything to be done at any time that may interfere with the enjoyment of the rights thus conferred on third parties.

### **9.2 *Equipment provided***

Upon expiry or termination of the contract, all loaned equipment must be returned to Parks Canada in good condition.

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### ***9.3 Public relations and communications***

All requests for information, interviews or advertising from the media (television, newspapers, magazines, radio, etc.) and concerning a Parks Canada activity or program shall be referred to the Project Authority.

In addition, the Contractor shall not give access to Parks Canada sites without the prior authorization of the Project Authority

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## ***APPENDIX I***

### ***Procedure for transferring the sums collected from site pricing***

#### **At start of season:**

The person in charge of the visitor service ensures: (✓ tick when done)

- The presence of an appropriate safe box to store cash received;
- Sends the names of users-cashiers to the Financial Clerk of the Saguenay–St. Lawrence Management Unit;
- Has the proper bank account and transit number to perform deposits;
- Dispenses training necessary to users-cashiers.

#### **During the season:**

#### **N. B. The amounts must include taxes**

1. The user-cashier print in the end of day reports on a daily basis and hands the envelope containing all justification items (cash, checks, TPV closing with copies of all daily transactions and till roll) to the person in charge of reception. The latter stores the envelope in the safe box.
2. The person in charge checks the end of day reports, and makes the deposits twice per week or when the amount of revenue reaches \$1,000.00.
3. Every week, the person in charge hands the copies of the deposit slips, end of day reports, TPV closings as well as the till rollers of the previous week to the Financial Clerk of the management unit or through the postal service.
4. Any correction or refund must be approved by the manager of the visitor service or that person's substitute. The reasons must be indicated and the amount circled on the cashier slip.
5. The Financial Clerk or her supervisor will be informed of any problem related with the end of day reports.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name in block letters: \_\_\_\_\_

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Céline Morin

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**APPENDIX II**  
**List of tasks for the maintenance of the site**

**ACCESS ROAD**

Sweep the edges of the road to remove gravel	If necessary
Keep the road clean, free of dirt, rubbish or debris	Every day

**SHELTER**

Sweep the floor	Every second day
Clean surfaces (countertops, fridge, microwave)	If necessary
Wash the windows, interior and exterior	If necessary
Empty all trashcans	If necessary

**PARKING**

Keep the parking lot clean, free of dirt, rubbish or debris	Every day
Empty all trashcans	Every day

**GUARDHOUSE (1)**

<b>First floor (exhibition)</b>	
Vacuum	Every day
Wash the floor	Every day
Empty all trashcans	Every day
Wash the windows, interior and exterior	If necessary
Fill the display case with brochures (Exhibition guide and other brochures)	Every day
<b>Exhibition</b>	
In general, pass a feather duster over all the items in place	If necessary
<b>The game: Pilot at the helm</b>	
Clean with a soft, damp, lint-free cloth. Wipe with a dry cloth. In particular, do not use an ammonia-based product. For stubborn stains, rub the stain with a soft cloth with a little lighter fluid on it.	If necessary
<b>The 3 television screens</b>	
Clean with a soft, damp, lint-free cloth. Wipe with a dry cloth.	If necessary
<b>The entrance scenography</b>	
Clean with a soft, damp, lint-free cloth. Wipe with a dry cloth. Clean the Plexiglas surface on the top with the NOVUS product, a bottle of which we have left for you on site.	If necessary
<b>The whales</b>	
Clean with a soft, damp, lint-free cloth. Wipe with a dry cloth. The base can be washed with a cloth dampened with hot water. Wipe with a dry cloth.	If necessary

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<b>The Amerindian scene model</b>	
For now, the bell enclosure that covers it is made of Plexiglas. For now, it must be cleaned with the NOVUS product, a bottle of which we have left on site. The bell enclosure will be changed by the Ébénisterie René Daigle Company in August. The new enclosure will be made of glass and can be cleaned with BON AMI product.	If necessary
<b>The graphic surfaces</b>	
Clean with a soft, damp, lint-free cloth. Wipe with a dry cloth.	If necessary
<b>The showcases containing artifacts</b>	
Clean with BON AMI product by putting the product on a soft cloth and rubbing the glazed surface. Avoid spraying it directly on the glass.	If necessary
<b>All "Arborite" laminated surfaces.</b>	
Clean with slightly soapy warm water and a soft, lint-free cloth. If necessary, a little white vinegar can be added to the warm water.	If necessary
<b>Second floor (kitchenette, office, bathroom)</b>	
Sweep the floor	Every second day
Wash the floor	If necessary
Dust the furniture	If necessary
Wash the kitchenette surfaces (tables, counter, sink, fridge, microwave)	Every second day
Wash the bathroom toilet, sink and mirror	Every second day
Fill the paper dispensers (hygienic, hand)	Every day
Wash the bath	If necessary
Change the dish towels and hand towels (kitchenette and bathroom)	Every second day
Empty all trashcans	If necessary
<b>Stair and entrance corner (rear)</b>	
Sweep the stairs	Every second day
Wash the stairs	If necessary
Empty the entrance trash can	If necessary
Wash the entrance windows, interior and exterior	If necessary
<b>Exterior</b>	
Sweep the front stairs and gallery	Every day
Empty the ashtray	Every day
Clean the Scriptam table glass in front of the house	If necessary

## **KEEPER'S ASSISTANT'S HOUSE (2)**

<b>1st floor (shop &amp; coffee corner)</b>	
Sweep the floors	Every second day
Wash the floors	If necessary
Wash the tables	Every day/if necessary
Wash the kitchen counter	Every day/if necessary
Empty all trashcans	Every day/if necessary
Wash the bathroom toilet, sink and mirror	Every day/if necessary
Fill the paper dispensers (hygienic, hand)	Every day
Vacuum the stairs	If necessary

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<b>Second floor</b>	
Sweep the floors	Every second day
Wash the floors	If necessary
Dust the furniture	If necessary
Wash the kitchen surfaces (tables, counter, sink)	Every second day
Wash the bathroom toilet, sink and mirror	Every second day
Fill the paper dispensers (hygienic, hand)	Every day
Wash the bath	If necessary
Change the dish towels and hand towels (kitchenette and bathroom)	Every second day
Empty all trashcans	If necessary
Wash the windows, interior and exterior	If necessary
<b>Stair and entrance corner (rear)</b>	
Sweep the stairs to the basement	If necessary
Clean the entrance in general	If necessary
Wash the windows, interior and exterior	If necessary
<b>Exterior</b>	
Sweep the front stairs and gallery	If necessary

### **PUBLIC TOILET BUILDINGS**

<b>Interior</b>	
Wash the toilets	Every day
Wash the sinks and sink surfaces	Every day
Clean the mirrors	Every day
Sweep the floors	Every day
Wash the floors	Every day
Fill the paper dispensers (hygienic, hand)	Every day
Empty all the trash cans and sanitary containers	Every day
Wash the other surfaces (toilet doors, walls, containers, distributors)	If necessary
<b>Exterior</b>	
Sweep the entrance	Every day
Empty the ashtray	Every day

### **FOGHORN HANGAR**

Sweep the concrete floor	Every day
Dust the compressors and motors	Every day
Clean the interpretation panels on the horn (Interior and exterior)	If necessary
Wash the windows, interior and exterior	If necessary

### **UPPER SECTOR picnic area, grassed areas, houses tower**

Clean the picnic table surfaces	Every day
Clean the benches	If necessary
Keep the site clean, free of dirt, trash, debris, butts	Every day
Clean the interpretation panels on the lighthouses	If necessary
Empty all trashcans	Every day
Cut the grass	Once per week
Cut the grass around the houses and borders with the edger	Once per week

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### **PATH**

Sweep the wooden staircase at the top of the path	Every day
Keep the path clean, free of dirt, trash, debris, butts, etc.	Every day
Clean the benches	If necessary
Clean the archaeology interpretation panels	If necessary
Empty all trashcans	Every day
Cut and/or pick up tree branches that interfere with passage	If necessary

### **LOOKOUTS NEAR THE ROCKS**

Sweep the interior floor	If necessary
Sweep the exterior gallery	If necessary
Sweep the stairs and the universal access ramp	If necessary
Wash the gallery Plexiglas	Every day
Wash the windows, interior and exterior	If necessary
Empty and wash all the trash cans and ashtrays	Every day
Clean the interpretation wall	If necessary
Clean the benches	If necessary

### **OUTHOUSES**

Wash the bowl	Every day
Fill the paper dispensers (hygienic, hand)	Every day
Sweep the floor	Every day
Follow the instruction manual	

### **ROCK LEDGES**

Clean the Scriptam table glass	If necessary
Sweep the granite descent near the Scriptam table	Every day
Clean the marine environment interpretation panel	If necessary
	Every day
Empty the trash cans	Every day



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## **STREET FURNITURE**

Clean: picnic table, bench, chair, ashtray, trash can, recovery tray	If necessary
--	--------------

### **Legend:**

- Every day:** The task must be performed **systematically every day** without assessing the degree of cleanliness.
- Every second day:** The task must be carried out **systematically every second day** or more frequently according to the attendant's assessment of cleanliness.
- Once per week:** The task must be performed about **once per week**, according to the judgment of the attendant and the site manager.
- Every two weeks:** The task must be performed about **every two weeks** or according to the judgment of the attendant and the site manager.
- If necessary:** The task must be accomplished **if necessary** in the judgment of the attendant in order to maintain an appropriate level of cleanliness.

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***Appendix III***  
***Equipment or infrastructure breakage report***

Observation point: \_\_\_\_\_

Observation date: \_\_\_\_\_

Equipment or infrastructure concerned:

\_\_\_\_\_

Description of the breakage:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Completed by: (capital letters) \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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### **Appendix IV** **General incident report**

Violation	
Pollution / spill <input type="checkbox"/>	Diving accident <input type="checkbox"/>
Person lost or disappeared <input type="checkbox"/>	Animal in difficulty or dead <input type="checkbox"/>
Accident / first aid <input type="checkbox"/>	Bear present <input type="checkbox"/>
Craft in distress <input type="checkbox"/>	Others <input type="checkbox"/>
Fall in the water <input type="checkbox"/>	_____ <input type="checkbox"/>
Date: _____ Time: _____	
Location: _____	
Contact person	
Name: _____	
Telephone number to reach contact person: _____	
Incident and intervention summary _____ _____ _____	
Person(s) involved	
Name: _____ Telephone: _____	
Role in the incident (witness, driver, breacher, etc.): _____	
Vehicle(s) involved	
Type: _____	Registration: _____
Model: _____	Color: _____
Description: _____	
Animal(s) involved	
Species: _____	Number: _____
Comments _____	
Environmental conditions (weather, visibility, luminosity, etc.)	
	
Information on the person having filled in the report	
Name: _____	
Date: _____	Time: _____
Signature: _____	
<b>Fax number for sending the report: 418 235-4192</b>	

EMERGENCY: 1 866 508-9888

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## Appendix V

### **Visitor Service Evaluation Grid**

The evaluation of work performed will be done throughout the season according to the following criteria

#### **Visitor Service**

Cap-de-Bon-Désir Interpretation and observation Centre

<b>Professional Behaviour</b>					
Understanding the scope of the service offered: the interpreter is aware of simultaneously representing Parks Canada, the Saguenay-St. Lawrence Marine Park and your Company.					
Structured organization of work: to have brochures and other relevant documents to hand, know the information covered in the manual attendants and quickly refer to it as needed					
Autonomy: manage current transactions, otherwise refer to the attendant's manual to find the information					
Using the LEAPS method in handling grievances and complaints: listening, empathizing, asking, paraphrasing, solving (ask the head of the Visitors' Service Team for help if needed)					
Using the radio transmitters reserved for the needs of the service considering the presence of visitors that can hear the communications: concise messages, humour in good taste, etc.					
Promptness in performing various administrative tasks: statistical data, courtesy reminders, incident reports, etc.					
Be punctual					

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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The evaluation of work performed will be done throughout the season according to the following criteria

### Visitor Service

Cap-de-Bon-Désir Interpretation and Observation Centre

#### Professional appearance

	☺	☹	☹	☹	☹
Complying with the dress code and appearance of the uniform: clean, repaired and pressed as required, properly affixed and straight lapel pin, few clothing accessories added (decorative scarf, jewelry, etc.)					
Displaying a positive and engaging attitude: clear and smiling face, sunglasses allowing the eyes to be seen, eye contact, erect posture					
Abstaining from smoking or chewing gum					

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### Team spirit

	☺	☹	☹	☹	☹
Collaborating with the members of the reception team, maintenance service and others, for example by passing on information that is relevant to their work					
Displaying an ability to accept and offer constructive comments					
Demonstrating courtesy and politeness in communications with colleagues					
Respecting common living or work space, e.g.: washing and putting dishes away once the meal is over					

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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The evaluation of work performed will be done throughout the season according to the following criteria

### Visitor Service

#### Cap-de-Bon-Désir Interpretation and Observation Centre

#### Communications strategy



Observation of Parks Canada service standards to greet visitors (Bonjour, Hello)					
Observation of Parks Canada service standards to answer the telephone (Bonjour, Hello)					
When on the phone, demonstrate to visitors that you are aware of their presence by a nod, a smile					
Welcome visitors with enthusiasm, e.g.: smile, tone of voice, eye contact					
Apologize to the visitor when answering the phone, offer to call back and call back quickly if necessary					
Consider the interests and needs of visitors in the transmission of information to enable them to enjoy the most exceptional experience possible					
Conclude the intervention with a friendly expression, e.g.: Enjoy your visit!					

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### Prevention



Showing promptness in reporting all damage to and irregularities in the facilities					
Transmitting ideas and suggestions to improve the service to the Visitors' Service team leader					
Displaying courtesy in any communication with visitors, especially concerning notices					
Ensuring your own safety before intervening					

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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*Appendix VI*

*Parks Canada*

*Release and Waiver of rights of publicity and Privacy*

I, \_\_\_\_\_, authorize the use of my likeness or representation (like a drawing or photographic adaptation) designed by Parks Canada, on behalf of Parks Canada or approved by Parks Canada, which includes posters, photographs, videos, movies and multimedia products.

I discharge Parks Canada and its licensees from liability in respect of a claim for violation of rights of publicity or privacy that I may have regarding the use of my likeness or representation.

I also allow my picture or representation is displayed, shown or reproduced in any form, in Canada or elsewhere.

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Name (Signature)

\_\_\_\_\_  
Signature of Parent or Guardian      Date  
( if the model is under 18 years)

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## ANNEX B

### BASIS OF PAYMENT

#### Visitor and housekeeping services at the Cap-De-Bon-Désir Interpretation and Observation Centre

1. Bidders must provide pricing in the format specified in this Annex B – Basis of Payment. Failure to provide prices in the format specified will render the quotation non-responsive.
2. Bidders must provide pricing for services described in Annex A Statement of Work. They must provide all-inclusive prices.
3. The prices must include (without being limited to) : specialized labour, equipment, material, cleaning products, permits, transportation costs and time and all other expenses related to the execution of the contract.

#### **TABLE A**

Period of Contract – from award of contract to March 31, 2020		
No.	Description	All-Inclusive Price
1	Salary & payroll –Visitor Services	\$
2	Salary & payroll - Housekeeping	\$
3	Material	\$
	<b>TOTAL – TABLE A YEAR 1 (before taxes)</b>	\$



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## **TABLE B**

<b>OPTION YEAR 1 – APRIL 1, 2020 – MARCH 31, 2021</b>		
<b>No.</b>	<b>Description</b>	<b>All-Inclusive Price</b>
1	Salary & payroll –Visitor Services	\$
2	Salary & payroll - Housekeeping	\$
3	Material	\$
<b>TOTAL TABLE B- OPTION YEAR 1 (before taxes)</b>		\$

## **TABLE C**

<b>OPTION YEAR 2 – APRIL 1, 2021 – MARCH 31, 2022</b>		
<b>No.</b>	<b>Description</b>	<b>All-Inclusive Price</b>
1	Salary & payroll –Visitor Services	\$
2	Salary & payroll – Housekeeping	\$
3	Material	\$
<b>TOTAL TABLE C - OPTION YEAR 2 (before taxes)</b>		\$

## **TABLE D**

<b>OPTION YEAR 3 – APRIL 1, 2022 – MARCH 31, 2023</b>		
<b>No.</b>	<b>Description</b>	<b>All-Inclusive Price</b>
1	Salary & payroll –Visitor Services	\$
2	Salary & payroll - Housekeeping	\$
3	Material	\$
<b>TOTAL TABLE D - OPTION YEAR 3 (before taxes)</b>		\$

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ANNEX B – BASIS OF PAYMENT (continued)

**SUMMARY – totals from previous tables**

<b>Total – TABLE A Year 1</b>	\$ _____
<b>Total – TABLE B Option Year 1</b>	\$ _____
<b>Total - TABLE C Option Year 2</b>	\$ _____
<b>Total – TABLE D Option Year 3</b>	\$ _____
<b>GRAND TOTAL OF BID (before taxes)</b>	\$ _____

\_\_\_\_\_  
Name of company

\_\_\_\_\_  
Date

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## ANNEX C

### ATTESTATION AND PROOF OF COMPLIANCE WITH OCCUPATIONAL HEALTH AND SAFETY (OHS)

***The following form must be completed and signed prior to commencing work on Parks Canada Sites.***

**Submission of this completed form, satisfactory to Parks Canada, is a condition of gaining access to the work place.**

Parks Canada recognizes that federal OHS legislation places certain specific responsibilities upon Parks Canada as owner of the work place. In order to meet those responsibilities, Parks Canada is implementing a contractor safety regime that will ensure that roles and responsibilities assigned under Part II of the *Canada Labour Code* and the *Canada Occupational Health and Safety Regulations* are implemented and observed when involving contractor(s) to undertake works in Parks Canada work places.

<b>Parks Canada Responsible Authority/Project Lead</b>	<b>Address</b>	<b>Contact Information</b>
<b>Project Manager/Contracting Authority</b>		
<b>Prime Contractor</b>		
<b>Subcontractor(s)</b> (add additional fields as required)		

**Location of Work**

**General Description of Work to be Completed**

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**Mark “Yes” where applicable.**

	A meeting has been held to discuss hazards and access to the work place and all known and foreseeable hazards have been identified to the contractor and/or subcontractor(s)
	The contractor and/or its subcontractor(s) will comply with all federal and provincial/territorial legislation and Parks Canada's policies and procedures, regarding occupational health and safety.
	The contractor and/or its subcontractor(s) will provide all prescribed safety materials, equipment, devices and clothing.
	The contractor and/or its subcontractor(s) will ensure that its employees are familiar with and use all prescribed safety materials, equipment, devices and clothing at all times.
	The contractor and/or its subcontractor(s) will ensure that its activities do not endanger the health and safety of Parks Canada employees.
	The contractor and/or its subcontractor(s) has inspected the site and has carried out a hazard assessment and has put in place a health and safety plan and informed its employees accordingly, prior to the commencement of the work.
	Where a contractor and/or its subcontractor(s) will be storing, handling or using hazardous substances in the work place, it will place warning signs at access points warning persons of the presence of the substances and any precautions to be taken to prevent or reduce any hazard of injury or death.
	The contractor and/or its subcontractor(s) will ensure that its employees are instructed in respect of any emergency procedures applicable to the site.

I, \_\_\_\_\_ (contractor), certify that I have read, understood and attest that my firm, employees and all sub-contractors will comply with the requirements set out in this document and the terms and conditions of the contract.

**Name**

**Signature**

**Date**

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## ANNEX D to PART 5 OF THE BID SOLICITATION

### FORMER PUBLIC SERVANT

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

#### Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- (a) an individual;
- (b) an individual who has incorporated;
- (c) a partnership made of former public servants; or
- (d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c. C-17, the *Defence Services Pension Continuation Act*, 1970, c. D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c. R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c. R-11, the *Members of Parliament Retiring Allowances Act*, R.S. 1985, c. M-5, and that portion of pension payable to the *Canada Pension Plan Act*, R.S., 1985, c. C-8.

#### Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension?	Yes ( ) No ( )
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If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- (a) name of former public servant;
- (b) date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the

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Céline Morin

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10183247

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published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

### **Work Force Adjustment Directive**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?	<b>Yes ( ) No ( )</b>
---	-----------------------

If so, the Bidder must provide the following information:

- (a) name of former public servant;
- (b) conditions of the lump sum payment incentive;
- (c) date of termination of employment;
- (d) amount of lump sum payment;
- (e) rate of pay on which lump sum payment is based;
- (f) period of lump sum payment including start date, end date and number of weeks;
- (g) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

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## ANNEX E to PART 5 OF THE BID SOLICITATION

### LIST OF NAMES FOR INTEGRITY VERIFICATION FORM

#### Requirements

Section 17 of the [Ineligibility and Suspension Policy](#) (the Policy) requires suppliers, regardless of their status under the Policy, to submit a list of names when participating in a procurement process. The required list differs depending on the bidder or offeror's organizational structure:

- Suppliers including those bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all current directors.
- Privately owned corporations must provide a list of the owners' names.
- Suppliers bidding as sole proprietors, including sole proprietors bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all owners.
- Suppliers that are a partnership do not need to provide a list of names.

Suppliers may use this form to provide the required list of names with their bid or offer submission. Failure to submit this information with a bid or offer, where required, will render a bid or offer non-responsive, or the supplier otherwise disqualified for award of a contract or real property agreement. Please refer to [Information Bulletin: Required information to submit a bid or offer](#) for additional details.

#### Supplier Information

<b>Supplier's Legal Name:</b>		
<b>Organizational Structure:</b> ( ) Corporate Entity ( ) Privately Owned Corporation ( ) Sole Proprietor ( ) Partnership		
<b>Supplier's Legal Address:</b>		
<b>City:</b>	<b>Province / Territory:</b>	<b>Postal Code / ZIP Code:</b>
<b>Supplier's Procurement Business Number (optional):</b>		

#### List of Names

Name	Title

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**Declaration**

I, (name) \_\_\_\_\_, (position) \_\_\_\_\_, of

(supplier's name) \_\_\_\_\_, declare that the information provided in this Form is, to the best of my knowledge and belief, true, accurate and complete. I am aware that failing to provide the list of names will render a bid or offer non-responsive, or I will be otherwise disqualified for award of a contract or real property agreement. I am aware that during the bid or offer evaluation stage, I must, within 10 working days, inform the contracting authority in writing of any changes affecting the list of names submitted. I am also aware that after contract award I must inform the Registrar of Ineligibility and Suspension within 10 working days of any changes to the list of names submitted.

**Signature**

**Date**

Please include with your bid or offer.



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## ANNEX F

### TECHNICAL EVALUATION

#### Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Any bid which fails to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion must be addressed separately.

O1	The maximum base budget of this project is <b>\$ 182,000, not including taxes</b> . Any amount above this proposal will be automatically rejected.
O2	<p>Bidders must show in their proposal that they have acquired experience in the following three areas: <b>providing bilingual visitor services, housekeeping services and staff management and supervision</b>.</p> <p>To show this, the Bidders <u>must</u> provide the following information with their bid:</p> <ol style="list-style-type: none"><li>1. The names and contact information of clients, including their email address;</li><li>2. A brief description of the work;</li><li>3. The duration of the contract (beginning and end dates).</li></ol> <p>Note: The contacts provided by the Contractor may be contacted to confirm the information provided.</p>

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### Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points will be declared non-responsive. Each point rated technical criterion should be addressed separately.

No		Max.score	Min.score
TC1	<p><b>The Bidder must demonstrate that he has acquired, in the last ten (10) years, the required experience to offer the services described in the Statement of Work.</b></p> <p>a) Relevant experience in providing visitor services (20 points) <b><u>Number of years of experience</u></b></p> <p>1 year – 10 points 2 years – 12 points 3 years - 14 points 4 years – 16 points 5 years – 18 points 6 years or more – 20 points</p> <p>b) Relevant experience in providing housekeeping services (20 points) <b><u>Number of years of experience</u></b></p> <p>3 years– 10 points 4 years – 12 points 5 years – 14 points 6 years – 16 points 7 years – 18 points 8 years or more – 20 points</p> <p>c) Experience in Staff Management and Supervision (10 points) <b><u>Number of years of experience</u></b></p> <p>1 year – 2 points 2 years - 4 points 3 years – 6 points 4 years – 8 points 5 years or more – 10 points</p> <p>The Bidders must provide the following information with their bid: the names and contact information of clients, including their email address; a brief description of the work; the duration of the contract (beginning and end dates).</p>	20	109
		20	12
		10	4

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TC2	<p><b>COMPREHENSION</b></p> <p><b>The Bidder must demonstrate</b></p> <p><b>1. their knowledge of Parks Canada by answering the following questions :</b></p> <p><b>a) What is Parks Canada’s mandate?</b></p> <p><b>b) What are Parks Canada’s roles?</b></p> <p><b>(25 points)</b></p> <p><b>2. their understanding of national marine conservation areas by answering the following questions:</b></p> <p><b>a) What is the goal of Canada’s national marine conservation areas (NMCA)?</b></p> <p><b>b) What are the objectives of Parks Canada’s NMCA Program?</b></p> <p><b>(25 points)</b></p> <p><b>Excellent</b> Excellent explanation, complete and precise. All necessary details are provided. There are no deficiencies. The bidder demonstrates the ability to perfectly meet all of the elements. <b>(21-25 points)</b></p> <p><b>Very good</b> Good explanation. Most of the essential details are covered. Some minor deficiencies. The bidder demonstrates the ability to appropriately meet all of the elements. <b>(16-20 points)</b></p> <p><b>Good</b> Acceptable, adequate explanation. Most of the necessary details are provided. Several minor deficiencies. Some elements are not clearly addressed. The bidder demonstrate an acceptable minimum ability to meet most of the elements. <b>(11-15 points)</b></p> <p><b>Weak</b> Weak explanation, often disorganized. Several important deficiencies. Some of the main elements are not clearly addressed The bidder does not demonstrate the ability to respect all of the main elements. <b>(6-10 points)</b></p> <p><b>Limited</b> Incomplete, limited or missing explanation of the way that the bidder will meet the requirement. <b>(0-5 points)</b></p>	25	11
		25	11

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C3	<p><b>The Contractor will demonstrate that they are able to offer the reception service in both official Canadian languages.</b></p> <p>The Bidder demonstrates that all of their staff will be bilingual. <b>(10 points)</b></p> <p>The Bidder demonstrates that there will always be bilingual staff on site. <b>(5 points)</b></p> <p>The Bidder cannot demonstrate that they are able to offer services in both official languages. <b>(0 points)</b></p>	10	5
	<b>Total Points</b>	<b>Maximum Points 110</b>	<b>Minimum Score 53</b>

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## ANNEX G

### INSURANCE REQUIREMENTS

#### Commercial General Liability Insurance (G2001C) 2018-06-21

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
  - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
  - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
  - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
  - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
  - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
  - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
  - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
  - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
  - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
  - j. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
  - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
  - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
  - m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.