



RETURN BIDS TO:

Parks Canada Agency Bid Receiving Unit
National Contracting Services

Bid E-mail Address:

pc.receptiondessoumissionses-bidreceivingeast.pc@canada.ca

Attn: Céline Morin

This is the only acceptable email address for responses to the bid solicitation. Bids submitted by email directly to the Contracting Authority or to any other email address may not be accepted.

The maximum email file size is 15 megabytes. The Parks Canada Agency (PCA) is not responsible for any transmission errors. Emails with links to bid documents will not be accepted.

REQUEST FOR PROPOSAL

Proposal 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.

Issuing Office:

Parks Canada Agency
National Contracting Services
Cornwall ON

Title: Interpretation service at Cap-de-Bon-Désir Interpretation and Observation Centre and the Marine Environment Discovery Centre	
Solicitation No.: 5P300-20-0279-A	Date: February 11, 2021
Client Reference No.: 10201613	
GETS Reference No.:	

Solicitation Closes: At: 2:00 p.m. On: March 23, 2021	Time Zone: EDT
--	--------------------------

F.O.B.: Plant: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other: <input type="checkbox"/>	
Address Enquiries to: Céline Morin	
Telephone No.: 343-585-2927	Email : Celine.morin@canada.ca
Destination of Goods, Services, and Construction: Parks Canada Saguenay-Saint-Laurent Marine Park 13, chemin du Cap-de-Bon-Désir, Bergeronnes QC and 41, rue des Pilotes, Les Escoumins, QC	

TO BE COMPLETED BY THE BIDDER

Vendor/ Firm Name:	
Address:	
Telephone No.:	Fax No.:
Name of person authorized to sign on behalf of the Vendor/ Firm (type or print):	
Signature:	Date:

Solicitation No.:
5P300-20-0279-A

Amendment No.:
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Contracting Authority:
Céline Morin

Ver.12.03.20

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IMPORTANT NOTICE TO BIDDERS

BIDS RECEIVED BY FAX AND EMAIL WILL BE ACCEPTED AS OFFICIAL.

BIDS RECEIVED IN-PERSON OR BY COURIER MAY NOT BE ACCEPTED.

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The Bidder should be cognisant of the size of the email as a whole, and not only the attachments. Please take into consideration that some attachments, when sent, may be resized during the email transfer. If the email size is too large, the Bidder should send the bid in multiple emails properly labeled with the solicitation number, project name, and indicate how many emails are included (ex. 1 of 2).

Emails with links to bid documents will not be accepted. Bid documents must be sent as email attachments.

Security Requirements

There are security requirements associated with this requirement. For further instructions consult Part 1 – General Information and Part 6 – Resulting Contract Clauses.

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. In order to receive payment, new vendors that are awarded a contract will be required to complete a direct deposit enrolment form to register their direct deposit information with Parks Canada.

Additional information on this Government of Canada initiative is available at:
<http://www.directdeposit.gc.ca>

TABLE OF CONTENTS

PART 1 – INFORMATION AND INSTRUCTIONS	5
1.1. SECURITY REQUIREMENTS	5
1.2. STATEMENT OF WORK	5
1.3. OPTIONAL SITE VISIT	5
1.4. DEBRIEFINGS.....	6
1.5. TRADE AGREEMENTS	6
PART 2 – BIDDER INSTRUCTIONS	7
2.1. STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS	7
2.2. SUBMISSION OF BIDS	7
2.3. ENQUIRIES – BID SOLICITATION	8
2.4. APPLICABLE LAWS	8
2.5. BID CHALLENGE AND RECOURSE MECHANISMS	8
PART 3 – BID PREPARATION INSTRUCTIONS	9
3.1. BID PREPARATION INSTRUCTIONS.....	9
PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION	10
4.1. EVALUATION PROCEDURES	10
PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION	12
5.1. CERTIFICATIONS REQUIRED WITH THE BID.....	12
5.2. CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION.....	12
PART 6 – RESULTING CONTRACT CLAUSES	14
6.1. SECURITY REQUIREMENTS	14
6.2. STATEMENT OF WORK	14
6.3. TASK AUTHORIZATION PROCESS	14
6.4. CANADA’S OBLIGATION – PORTION OF THE WORK – TASK AUTHORIZATIONS.....	15
6.5. STANDARD CLAUSES AND CONDITIONS	15
6.6. TERM OF CONTRACT	15
6.7. AUTHORITIES.....	15
6.8. PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS.....	16
6.9. PAYMENT	17
6.10. INVOICING INSTRUCTIONS.....	18
6.11. CERTIFICATIONS AND ADDITIONAL INFORMATION	18
6.12. APPLICABLE LAWS	18
6.13. PRIORITY OF DOCUMENTS.....	18
6.14. INSURANCE REQUIREMENTS – SPECIFIC REQUIREMENTS.....	19
6.15. INSPECTION AND ACCEPTANCE.....	19
6.16. GOVERNMENT SITE REGULATIONS.....	19
ANNEX A	20
STATEMENT OF WORK.....	20
ANNEX B	50
BASIS OF PAYMENT	50
ANNEX C	53

Solicitation No.:
5P300-20-0279-A

Amendment No.:
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Ver.12.03.20

Client Reference No.:
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Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

INSURANCE REQUIREMENTS.....	53
ANNEX D	54
ATTESTATION AND PROOF OF COMPLIANCE WITH OCCUPATIONAL HEALTH AND SAFETY (OHS).....	54
ANNEX E TO PART 4 OF THE SOLICITATION.....	56
TECHNICAL EVALUATION.....	56
ANNEX F TO PART 5 OF THE BID SOLICITATION.....	60
LIST OF NAMES FOR INTEGRITY VERIFICATION FORM	60
ANNEX G TO PART 5 OF THE BID SOLICITATION	62
FORMER PUBLIC SERVANT	62
ANNEX H	64
PARKS CANADA AGENCY LOAN OF PUBLIC PROPERTY AGREEMENT	64
ANNEX I.....	68
TASK AUTHORIZATION	68

PART 1 – INFORMATION AND INSTRUCTIONS

1.1. Security Requirements

New personnel security clearance requests require the fingerprinting of individuals to conduct a criminal record check. The validity of an existing personnel security clearance issued by the Government of Canada is not affected by this requirement of the criminal record check process. Contractors who require personnel security clearances to perform a contract for the Government of Canada are responsible for all costs associated with obtaining the security clearances.

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

1.3. Optional Site Visit

It is recommended that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at the Marine Discovery Centre, located at 41, rue des Pilotes aux Escoumins, on February 23, 2021.

Bidders are requested to communicate with the Contracting Authority (celine.morin@canada.ca) no later than February 19, 2021 at 10:00 AM EST to confirm attendance and provide the name of the person who will attend. The time of the visit will be determined at that time. Bidders may be requested to sign an attendance sheet. Bidders who do not attend or do not send a representative will not be given an alternative appointment but they will not be precluded from submitting a bid. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

It is important to note that, due to COVID-19, a maximum of one representative per company may attend the site visit. If a large enough number of bidders are interested in attending, Parks Canada may decide to welcome bidders at pre-determined times in order to respect physical distancing protocols.

In accordance with provincial health and safety regulations, visitors must be free of symptoms, wear a mask and respect physical distancing principles when on site. The Project Authority will provide a project overview and lead a Questions and Answers session outside of the buildings. Only one bidder at a time will be allowed to enter the buildings in order to take measurements and photos

Solicitation No.:
5P300-20-0279-A

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Ver.12.03.20

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Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

1.4. 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.

1.5. Trade Agreements

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

Solicitation No.:
5P300-20-0279-A

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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) (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](#) (2020-05-28), Standard Instructions – Goods or Services – Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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.

Subsection 2. entitled epost Connect of section 08, Transmission by Facsimile or by epost Connect of the Standard Instructions [2003](#) incorporated by reference above is deleted in its entirety.

2.2. Submission of Bids

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

Bids submitted in-person, by fax or by courier will not be accepted.

The only acceptable email address for responses to bid solicitations is pc.receptiondessoumissionsest-bidreceivingeast.pc@canada.ca.

The maximum email file size that Parks Canada is capable of receiving is 15 megabytes. The Bidder is responsible for any failure attributable to the transmission or receipt of the emailed bid due to file size.

The Bidder should be cognisant of the size of the email as a whole, and not only the attachments. Please take into consideration that some attachments, when sent, may be resized during the email transfer. If the email size is too large, the Bidder should send the bid in multiple emails properly labeled with the solicitation number, project name, and indicate how many emails are included (ex. 1 of 2).

Emails with links to bid documents will not be accepted. Bid documents must be sent as email attachments.

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.

2.5. Bid Challenge and Recourse Mechanisms

2.5.1. Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.

2.5.2. Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell website](#), under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:

- Office of the Procurement Ombudsman (OPO)
- Canadian International Trade Tribunal (CITT)

2.5.3. Suppliers should note that there are strict deadlines for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

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5P300-20-0279-A

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PART 3 – BID PREPARATION INSTRUCTIONS

3.1. Bid Preparation Instructions

Canada requests that the bid be gathered per section and separated as follows:

Section I: Technical Bid
Section II: Financial Bid
Section III: Certifications

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

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 at Annex **B**.

Section III: Certifications

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

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 mandatory technical evaluation criteria at **Annex E to Part 4 of the Bid Solicitation**.

4.1.1.2. Point Rated Technical Criteria

Technical bids will be evaluated against the point rated technical evaluation criteria at **Annex E to Part 4 of the Bid Solicitation**.

4.1.2. Financial Evaluation

SACC *Manual* Clause [A0220T](#) (2014-06-26), Evaluation of Price – Bid

4.1.3. 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 52.5 points overall for the technical evaluation criteria which are subject to point rating.
The rating is performed on a scale of 95 points.
- 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.
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).

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

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing Score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined Rating		83.84	75.56	80.89
Overall Rating		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 specified will render the bid non-responsive.

5.2.1. Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property 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 provide the information requested at **Annex F to Part 5 of the Bid Solicitation** prior to contract award.

5.2.2. Former Public Servant

Contracts awarded to former public servants in receipt of a pension or 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 Former Public Servants, the Bidder must provide the information requested at **Annex G to Part 5 of the Bid Solicitation** prior to contract award.

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), Status and Availability of Resources

5.2.4.2. Education and Experience

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

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

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

- The Contractor/Offeror's personnel as well as their subcontractors that require unescorted access to work site(s) as well as access to sensitive assets or information must EACH hold and maintain a valid **RELIABILITY STATUS**, granted or approved by Parks Canada Agency Security Directorate (PCASD).

*Sensitive assets may include: Cash, artefacts, firearms, explosives, keys, vehicles, Historic sites and buildings, electronic equipment, IT networks, Critical installations and systems, etc.

- The Contractor/Offeror's personnel as well as their subcontractors **MUST NOT** remove any PCA information or assets from the identified work site(s) without consent from a PCA employee, and they must ensure that their personnel are made aware of and comply with this restriction.

6.2. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

6.3. Task Authorization Process

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

Task Authorization Process:

1. The Project Authority will provide the Contractor with a description of the task using the "Task Authorization" form specified in Annex I.
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis(bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the Project Authority, within five (5) calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

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6.4. Canada's Obligation – Portion of the Work – Task Authorizations

SACC *Manual* clause [B9031C](#) (2011-05-16), Portion of the Work – Task Authorizations

6.5. 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>) issued by Public Works and Government Services Canada.

6.5.1. General Conditions

[2010B](#) (2020-05-28), General Conditions – Professional 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.

6.6. Term of Contract

6.6.1. Period of the Contract

The period of the Contract is from April 1, 2021 to March 31, 2022.

6.6.2. Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) 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.

6.7. Authorities

6.7.1. Contracting Authority

The Contracting Authority for the Contract is:

Céline Morin
Contracting Advisor
National Contracting Service
111 Water Street E.
Cornwall ON K6H 6S2
Telephone: 343-585-2927
Email: Celine.morin@canada.ca

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5P300-20-0279-A

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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.

6.7.2. 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.

6.7.3. Contractor's Representative

The Contractor's Representative for the Contract is: ***please include in your proposal***

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

6.8. Proactive Disclosure of Contracts with Former Public Servants

***** SACC Manual clause A3025C to be inserted at contract award, if applicable *****

6.9. Payment

6.9.1. Basis of Payment – Basic Work

For the Work described in Annex A – Statement of Work that is not subject to a Task Authorization:

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid firm prices for a cost of \$_____ (*will be inserted at Contract award*). Customs duties are included and Applicable Taxes are extra.

For the firm price portion of the Work only, 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.

6.9.2. Basis of Payment – Firm Unit Price – Task Authorizations

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm unit price in accordance with the basis of payment in Annex B, as specified in the authorized TA. 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 authorized, in writing, by the Contracting Authority before their incorporation into the Work.

6.9.3. Task Authorization Limit

The Project Authority may authorize individual task authorizations up to a limit of \$9,999.99, Applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Contracting Authority before issuance.

6.9.4. Milestone Payments

Canada will make milestone payments in accordance with the Schedule of Milestones detailed in the Contract and the payment provisions of the Contract if:

- a. an accurate and complete claim for payment and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- c. all work associated with the milestone and as applicable any deliverable required has been completed and accepted by Canada.

6.9.5. Schedule of Milestones

The schedule of milestones for which payments will be made in accordance with the Contract is as follows:

Milestone No.	For work required during the previous work period Invoicing Date	Percentage of contract value
1	On the 3rd Monday of June	10 %
2	On the 2 nd Monday of July	15 %
3	On the 1st Monday of August	40 %
4	On the 4th Monday of August	20 %
5	On the 2 nd Monday of September	10 %
6	On the 4th Monday of October	5 %

6.10. 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 the address shown on page 1 of the Contract for certification and payment.

6.11. Certifications and Additional Information

6.11.1. 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.

6.12. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in ***** to be inserted at contract award *****.

6.13. 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 [2010B](#) (2020-05-28), General Conditions – Professional Services (Medium Complexity);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Insurance Requirements;
- (f) Annex D, Attestation and Proof of Compliance with Occupational Health and Safety (OHS);
- (g) The approved Task Authorization;
- (h) The Contractor's bid dated ***** to be inserted at contract award *****.

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

6.14. 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.

6.15. Inspection and Acceptance

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.

6.16. Government Site Regulations

The Contractor must comply with all regulations, instructions and directives in force on the site where the Work is performed.

Solicitation No. - N° de l'invitation :
5PXXX-XX-XXXX/X

Amd. No. - N° de la modif. :
00

Contracting Authority - Autorité contractante :
Insert name

Client Ref. No. - N° de réf. du client :
Insert client reference no.

Title – Titre :
Insert title & National Park/ Historic Site

ANNEX A

STATEMENT OF WORK

Parks Canada

Saguenay-St. Laurent Field Unit

Interpretation service at

Cap-de-Bon-Désir Interpretation and Observation Centre

and the Marine Environment Discovery Centre

January 2021

TABLES OF CONTENTS

- 1. Objectives**
- 2. Definitions**
- 3. Nature of the work to be carried out**
 - 3.1 General mandate**
 - 3.2 General information about the interpretation service**
 - 3.3 Cap-de-Bon-Désir Interpretation and Observation Centre**
 - 3.4 At the Marine Environment Discovery Centre**
 - 3.5 Trainings**
 - 3.6 Marine Festival and Special Event**
 - 3.7 Reception service**
 - 3.8 Security service**
 - 3.9 Modifications to the interior layout of the premises occupied**
 - 3.10 Access to premises occupied**
 - 3.11 Health and safety of the staff**
 - 3.11.1 Scuba diving**
- 4. Reports**
 - 4.1 Meetings**
- 5. Expenses borne by the Contractor**
- 6. Contractor obligations**
 - 6.1 Legislation and regulation**
 - 6.2 Bilingualism**
- 7. Necessary authorisations**
- 8. Permitted business activities**
- 9. Miscellaneous**
 - 9.1 Buildings and land**
 - 9.2 Equipment rental**
 - 9.3 Public relations and communications**
- 10. List of appendices**
 - Appendix I – Interpretation Service Evaluation Grid**
 - Appendix II – Interpretation Activities Schedule**
 - Appendix III – Interpretation Activities Schedule**
 - Appendix VII – Certificate and proof of compliance with occupational safety and health requirements**
 - Appendix V – General Incident Report**
 - Appendix VI – Waiver of Publicity and Privacy Rights**
 - Appendix VII – Equipment Rental Form**

1. Objectives

This Statement of Work is for the provision of interpretation services at the Cap-de-Bon-Désir Interpretation and Observation Centre and the Marine Environment Discovery Centre.

1.1 Work done outside of scheduled hours

The Contractor may charge up to a maximum of 12 hours at the rate of an interpreter/guide, for the following tasks:

- Closure of the site beyond the scheduled work day;
- Provision of interpretation services beyond scheduled hours.

If staff are working overtime due to a late site closure (e.g. car in the parking lot at closing time), the Contractor shall notify the Project Authority as soon as possible.

1.2 Work on request (task authorizations)

The Project Authority may hire the Contractor, through a task authorization, for additional services not included in this statement of work.

2. Definitions

In the present document, the following words or expressions have the following meanings, unless otherwise indicated by the context:

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

"Premises Occupied" or "Premises" means the locations described in Section 9.1 hereof;

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

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

"Operational Period" means the opening period from the Saturday preceding St. Jean-Baptiste Day or, if the holiday falls on a Monday, from the Saturday preceding the Saturday of the long holiday weekend up until Thanksgiving Monday. For the 2021 season, the operational period will be from June 19 to October 11, 2021.

3. Nature of the work to be carried out

3.1 General mandate

Consistent with Parks Canada's vision and commitment:

Canada's treasured natural and historic places will be a living legacy, connecting hearts and minds to a stronger, deeper understanding of the very essence of Canada.

Protect, as a first priority, the natural and cultural heritage of our special places and ensure that they remain healthy and whole.

Present the beauty and significance of our natural world and to chronicle the human determination and ingenuity which have shaped our nation.

Celebrate the legacy of visionary Canadians whose passion and knowledge have inspired the character and values of our country.

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

3.2 General information on the interpretation service

The Contractor shall provide a personalized interpretation service using the equipment provided and the Premises Occupied that are made available to them as described in Section 9.1.

Parks Canada shall provide the Contractor with scenarios for each of the activities at the signing of the contract. Parks Canada reserves the right to modify interpretation scenarios before and throughout the operational season. The Contractor shall be given a reasonable period of time to implement the changes. Any changes to the interpretation scenarios proposed by the Contractor will require the prior approval of the Project Authority.

The Contractor shall ensure that its staff has a minimum mastery of all the themes of the *Marine Park Training Guide* offered by Parks Canada. During the roving periods, discussions will be oriented on the presentation of the themes of the training guide and on the complementary themes presented during the training.

The Contractor shall ensure that staff begin their work day 15 minutes prior to opening to ensure that the premises are accessible to visitors and that the exhibits are operational for the 9 a.m. opening of the centres. Parks Canada shall communicate the procedures to be followed for each of the centres.

The Contractor shall also ensure that its staff closes the buildings and exhibits **after** closing hours, i.e. 6 p.m. or 5 p.m. according to the schedule provided. As a result, staff members will end their work day 15 minutes after site closure. Before leaving the site, the Contractor shall ensure that no automobiles remain in the parking lots beyond the opening periods of these sites. The barrier at each site must be locked every night. Parks Canada will send the procedures to follow for each of the sites at the beginning of the season.

For the fall period (see schedules according to the sites), the Contractor's staff must be able to take over from Parks Canada employees with visitors as early as 12 pm. Employees must therefore plan to arrive a few minutes early in order to receive the necessary equipment (e.g. vests, radios) and to be on duty by noon.

The interpretation service will be evaluated throughout the season; see the evaluation grids in Appendix I. If necessary, the Contractor shall ensure that areas of weaknesses are improved upon as quickly as possible.

The Contractor shall consider as an integral part of the Contract any verbal or written instructions, subsequent to the consultations, that do not increase the workload but improve the final product.

The Contractor shall assume the cost of filling the cylinders and the rental of all equipment necessary for interpretation activities, involving for scuba diving.

Appendices II and III present the schedules of interpretation activities at the Cap-de-Bon-Désir Interpretation and Observation Centre and the Marine Environment Discovery Centre.

The Contractor shall apply Parks Canada's prevention guidelines. As part of the pre-season training offered by Parks Canada, staff will be trained to ensure that participants are able to detect and report an incident and to provide a courtesy call or formal notification as appropriate. Parks Canada uses a proactive approach that includes communications and education to influence visitors in order to prevent the majority of resource conservation and visitor experience incidents.

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

Interpretation and roving service

The Contractor shall provide a roving and interpretation service, with a minimum of one interpreter/guide, during all public opening hours according to the schedule below:

Schedule for the 2021 season:

- June 19 to September 6, daily, 9 a.m. to 6 p.m.;
- September 7 to 12, Tuesday to Sunday, 9 a.m. to 5 p.m.;
- September 13 to October 10, Wednesday to Sunday and Monday, October 11, 12 pm to 5 p.m.

The Contractor shall provide the services of at least one additional interpreter/guide, for a total of at least two interpreter/guides, during peak hours from 10 a.m. to 5 p.m., according to the schedule below:

Schedule for the 2021 season:

- June 19 to September 6, daily, 10 a.m. to 5 p.m.;

** During the summer season (until mid-September), the interpreter/guides will take turns during their 30-minute lunch breaks, so that there will be only one interpreter/guide available to the public for a maximum period of one hour per day. As of mid-September, the Contractor is required to provide the services of an interpreter/guide at all times during the requested period, i.e. from 12 p.m. to 5 p.m.

The Contractor shall also offer the following activities according to the schedule provided in Appendix 2:

Ocean encounters

In 2021, the event will be offered from June 26 to August 14.

Frequency: 3 times a week, Saturday, Sunday and Wednesday at 10:30 a.m.

Duration: 2 hours

Activity objectives: to help discover a hidden side of the Saguenay-St. Lawrence Marine Park: the invertebrates.

For the start of the activity at 10:30 a.m., the mandatory organisms (see list below) must be available to the interpreter/guides who offer explanation on the various basins. Divers will have to make a second dive to complete the list of organisms. These are placed in salt water basins where ice has been added (Contractor's responsibility). At least one interpreter/guide per basin, i.e. a minimum of four interpreters, will introduce visitors to marine invertebrates.

The four basins are dedicated to different audiences:

- a) One basin for families with young children
- b) Two (2) basins for adults and adolescents
- c) One basin with interpretation services in English

Contractor's responsibilities:

- The Contractor shall ensure that sufficient ice is available for each activity.
- The Contractor shall clean and store all equipment required for the activity, according to the procedures included in the scenario to be handed over at the beginning of the season.
- The Contractor is responsible for providing fuel, at his or her own expense, for the water pump.

Parks Canada agrees to provide:

- freezers, containers, hoses and basins;
- a water pump to facilitate the filling of the basins. However, in case of breakage, the basins will have to be filled manually;
- a utility cart for transporting equipment (e.g. scuba diving equipment);
- a shed to store equipment belonging to the Contractor

(e.g. scuba diving equipment). Parks Canada shall not be held responsible for breakage or theft.

Unless weather conditions are bad, divers shall collect the following underwater organisms:

- **Mandatory:** 8 green sea urchins, 4 polar sea stars, 4 spider crabs (with at least one female and one male crab), at least 1 common crab , 4 scarlet psolus, 4 sea anemones, at least 1 sun star, 4 chitons, 4 brittle stars.
- **If possible:** blue mussels (2 per basin), a blood sea star, more common crabs (1 per basin), a sea cucumber, a jellyfish, Waved whelks, a hermit crab .
- **Any other** marine invertebrate organism not listed above and which offers good potential for interpretation.

At the end of the activity, the interpreter/guides will invite the children to join in on the *Postcards* activity. Children can create or colour a postcard under the supervision of at least one of the interpreter/guides (this could be one or more of the interpreter/guides who offered the *Ocean encounters* activity). The materials are provided by Parks Canada.

Before harvesting marine invertebrates, the Contractor shall ensure compliance with the legal requirements in force by obtaining a harvesting permit from Fisheries and Oceans Canada and a special activity permit from the Saguenay-St. Lawrence Marine Park.

The ups and downs of the sea shore

This activity takes place at low tide in the intertidal zone.

Possible times depending on the tides: at 10:30 a.m. or 2:30 p.m.

Activity schedule for the 2021 season:

- June 19 to June 25, 2021: daily
- June 26 to August 15, 2021: Monday, Tuesday, Thursday and Friday
- August 16 to September 6, 2021: daily

Duration: 1 hour

At least one interpreter/guide will offer this activity, which is intended to introduce the organisms of the intertidal zone.

Materials for this activity are provided by Parks Canada.

Other Parks Canada activities:

Interpreter/guides shall be responsible for promoting and supervising Parks Canada youth activities (e.g. Parka, Xplorers). The interpreter/guides will lead the medal award ceremonies, which is the reward given to young people for completing their booklets. These ceremonies must follow the protocol developed by Parks Canada and take place at the site provided for this purpose. The Contractor shall ensure that there are enough materials available at all times. The materials are provided by Parks Canada.

3.4 At the Marine Environment Discovery Centre

Interpretation and roving service

The Contractor shall provide a roving and interpretation service, with a minimum of one interpreter/guide, during all public opening hours according to the schedule below:

Schedule for the 2021 season:

- June 19 to September 6, daily, 9 a.m. to 6 p.m.
- September 7 to October 10, Friday to Sunday and Monday, October 11, 12 p.m. to 5 p.m.

The Contractor shall provide the services of at least one additional interpreter/guide, for a total of at least two interpreter/guides, during peak hours from 11 a.m. to 5 p.m. according to the schedule below:

Schedule for the 2021 season:

- June 19 to September 6, daily from 11 a.m. to 5 p.m.

** During the summer season (until mid-September), the interpreter/guides will take turns during their 30-minute lunch breaks, so that there will be only one interpreter/guide available to the public for a maximum period of one hour per day. As of mid-September, the Contractor is required to provide the services of an interpreter/guide at all times during the requested period, i.e. from 12 p.m. to 5 p.m.

The Contractor shall also offer the following activities according to the schedule provided in Appendix 3:

St. Lawrence Live

In 2021, the activity will be offered from June 26 to August 14 at 2:30 p.m.

Activity schedule for the 2021 season:

- June 26 to July 11, Thursday, Saturday and Sunday
- July 12 to August 8, Wednesday to Sunday
- August 9 to 15, Thursday, Saturday and Sunday

Duration: 1 hour. The presentation is given in the diving room (projection of live underwater images) and will last at least 30 minutes.

This activity allows visitors to discover the diversity and beauty of the underwater landscape in a live setting, while introducing them to a scuba diving experience. In addition to the visuals, the divers communicate live with the participants.

The Contractor will provide interpretation and scuba diving services. Parks Canada will provide the script and the technical equipment (camera, case, full face mask, etc.) for sound and image. Parks Canada will offer a one-day training session on the use of full face masks.

In the event of bad weather (e.g. strong waves, lightning storms), the Contractor shall offer the "*Le Saint-Laurent en différé*" activity. The decision to cancel the activity will be made according to the activity cancellation criteria and procedures presented in the scenario provided by Parks Canada. At least two interpreter/guides shall be available to provide indoor interpretation services.

The Contractor shall perform regular maintenance of the equipment, according to the manufacturer's recommendations, after each presentation, a maximum of five (5) times per week. Parks Canada shall be responsible for spot maintenance.

Action, protection! Whales in peril!

Activity schedule for the 2021 season:

June 19 to September 6, Tuesday, Thursday and Sunday at 2:30 p.m.

Technical: bilingual activity posted continuously

The activity must be offered for a minimum period of 90 minutes, but depending on the number of visitors, the interpreter/guide may continue to offer the activity until 4:45 p.m. at the latest.

At least one interpreter/guide will be present at the kiosk for the duration of the activity. The materials (reproduction of a beluga skull, sound box, historical photos, etc.) and key messages will be given to the Contractor.

The Contractor shall ensure that the batteries in the sound kit are recharged for the next activity.

St. Lawrence Sharks

Activity schedule for the 2021 season:

- June 19 to September 6, Monday, Wednesday, Friday and Saturday at 2:30 p.m.

Technical: bilingual activity posted continuously

The activity must be offered for a minimum period of 90 minutes, but depending on the number of visitors, the interpreter/guide may continue to offer the activity until 4:45 p.m. at the latest.

At least one interpreter/guide will be present at the kiosk for the duration of the activity. The material and key messages will be provided to the Contractor.

The Contractor shall ensure that the equipment is handled with care and that it is supervised in the presence of visitors.

Estuary Soup

Frequency: Daily at 1:30 p.m. in French and 2 p.m. in English

At the request of Parks Canada, additional services may need to be provided by the Contractor. The Contractor shall be notified in advance if this is the case.

Schedule for the 2021 season:

June 19 to September 6, daily at 1:30 p.m. and 2 p.m.

Duration: 20 minutes

An interpreter/guide will be on hand to offer the activity. The scenario will be provided by Parks Canada.

Movie showings

The movie "Immersion in the Heart of the Marine Park" is shown all day long as soon as visitors show interest. An interpreter/guide will have to make an introduction and final remarks about the short film. Key messages will be provided to the Contractor.

On days when *St. Lawrence Live* is offered, the last showing of the movie before the diving activity will be at 1:15 p.m. Movie showings can resume after *St. Lawrence Live*.

Other Parks Canada activities

Interpreter/guides shall be responsible for promoting and supervising Parks Canada youth activities (e.g. Parka, Xplorers). The interpreter/guides will lead the medal award ceremonies, which is the reward given to young people for completing their booklets. These ceremonies must follow the protocol developed by Parks Canada and take place at the site provided for this purpose. The Contractor shall ensure that there are enough materials available at all times. The materials are provided by Parks Canada.

3.4.1 Aquarium

Salt water aquarium

Aquarium dimensions: 20 inches x 72 inches x 23 inches, with a capacity of 543 litres.

Objective: to present certain organisms that represent the fauna and flora of the St. Lawrence Estuary.

Parks Canada shall be responsible for filling the salt water aquarium tank. This tank will be filled by mid-May at the latest.

The Contractor shall make the necessary number of dives to fill the aquarium to the full satisfaction of the Project Authority. The aquarium must be ready for the site's first opening day.

The Contractor must update the list of organisms (accessible to visitors in front of the aquarium) as soon as changes or replacements of organisms are made.

Aquarium maintenance, including feeding of the organisms, shall be carried out by the Contractor until the aquarium is shut down after 5 p.m. on Thanksgiving Monday. The Contractor shall be responsible for providing the equipment necessary to perform standard checks and maintenance of the said aquarium.

Short demonstration on feeding habits

- June 26 to August 14, 2021: every Thursday, at a time that has been deemed appropriate, staff will invite visitors to the nearby aquarium for a short impromptu demonstration on the feeding habits and conditions conducive to the survival of underwater organisms in the aquarium.
- June 19 to 25 and after August 14, 2021: if the situation is favourable and feeding is done during opening hours in the presence of visitors, staff will invite nearby visitors over for a short impromptu demonstration on the feeding habits and conditions conducive to the survival of underwater organisms in the aquarium.

The Contractor will have approximately two weeks to stock the aquarium for the winter season: the system must be deactivated after Thanksgiving Monday and no later than October 30 of each year.

3.5 Training

Parks Canada will provide training to all of the Contractor's staff two weeks prior to the opening of the sites. A detailed schedule of the training week will be provided to the Contractor the week before the training. Training locations may vary. The Contractor must ensure that its staff is able to travel to the various training locations (Baie-Sainte-Catherine, Tadoussac, Bergeronnes, Les Escoumins).

Training schedule in 2021: June 8 to 18.

A two (2) day training course will be offered to divers prior to the start of diving activities. The first day of training will be devoted to the use of full face masks, while the second day will be devoted to the maintenance of equipment for St. Lawrence Live and the use of audio equipment. The dates of these two days of training will be chosen after discussion between Parks Canada and the Contractor and according to the availability of the trainer and the training site.

3.6 Marine Festival and Special Event

The Contractor will offer two presentations of the *Ocean encounters* activity at the Marine Environment Discovery Centre. One presentation will take place as part of the Festival marin des Escoumins, which takes place on the Saturday and Sunday of the long Labour Day weekend. The second presentation will take place as a special event at a time agreed to by Parks Canada (date to be specified).

Also, as part of the Festival marin, the Contractor shall be required to offer a special presentation of the *St. Lawrence Live at Night* activity.

Parks Canada will inform the Contractor of the schedule of activities once the programming for the Festival marin des Escoumins and the second event is known.

For the *Ocean encounters* activity, the mandatory organisms (see list below) will have to be available to the interpreter/guides who are offering explanation on the various basins at the beginning of the activity. Divers will have to make a second dive to complete the list of organisms. The organisms are placed in salt water basins where ice has been added (Contractor's responsibility). At least one interpreter/guide per basin, i.e. a minimum of three interpreter/guides, will introduce visitors to marine invertebrates.

The three basins are dedicated to different audiences:

- a) One basin for families with young children
- b) A pool with interpretation services in French
- c) One basin with interpretation services in English

Contractor's responsibilities:

- The Contractor shall ensure that sufficient ice is available for each activity.
- The Contractor shall clean and store all equipment required for the activity, according to the procedures included in the scenario to be handed over at the beginning of the season.
- The Contractor is responsible for providing fuel, at his or her own expense, for the water pump.

Parks Canada agrees to provide:

- freezers, containers, hoses and basins;
- a water pump to facilitate the filling of the basins. However, in case of breakage, the basins will have to be filled manually;
- a utility cart for transporting equipment (e.g. scuba diving equipment);
- a shed to store equipment belonging to the Contractor

(e.g. scuba diving equipment). Parks Canada shall not be held responsible for breakage or theft.

Unless weather conditions are bad, divers shall collect the following underwater organisms:

- **Mandatory:** 8 green sea urchins, 4 polar sea stars, 4 spider crabs (with at least one female and one male crab), at least 1 common crab, 4 scarlet psolus, 4 sea anemones, at least 1 sun star, 4 chitons, 4 brittle stars.

- **If possible:** blue mussels (2 per basin), a blood sea star, more common crabs (1 per basin), a sea cucumber, a jellyfish, Waved whelks, a hermit crab .
- **Any other** marine invertebrate organism not listed above and which offers good potential for interpretation.

Before harvesting underwater invertebrates, the Contractor shall ensure compliance with the legal requirements in force by obtaining a harvesting permit from Fisheries and Oceans Canada and a special activity permit from the Saguenay-St. Lawrence Marine Park.

3.7 Reception service

The Contractor shall ensure the principle of equality for all in terms of the accessibility of the activities offered.

The Contractor is responsible for the management of the brochures at the Marine Environment Discovery Centre. He/she must fill the display and make sure that the pamphlets indicated on the list provided by the Project Authority are included. The Contractor may not distribute any pamphlets other than those listed. In any other case, the Project Authority must authorize the list of documents to be distributed.

The Contractor shall also inform the public of other activities taking place on the premises occupied that are accessible to the public. The same will be true at the Pointe-Noire Interpretation and Observation Centre, another Parks Canada site.

The Project Authority reserves the right to host groups or individuals (journalists, students, distinguished visitors, etc.) free of charge who come for specific purposes other than to participate in interpretation activities. In this case, Parks Canada employees shall accompany these visitors. To the extent that the Project Authority is informed in advance of the arrival of such visitors, it shall notify the Contractor within a reasonable period of time.

3.8 Security service

In the event of any breakage observed on the premises (e.g., damaged staircase, broken window, etc.) that could endanger the well-being or life of visitors or staff, the Contractor is responsible for immediately notifying the Project Authority of the prevailing situation. This is done by filling out the *General Incident Report* form attached in Appendix V.

The Contractor agrees to have at least one employee with the certifications to administer first aid and cardiopulmonary resuscitation (CPR) at all times on site during business hours. Prior to the start of the operational season, the Contractor shall provide the Project Authority with proof of valid certification of its employees.

When an incident occurs, the Contractor must follow the protocol established according to the type of event (see the emergency procedures guide that will have been presented during the training period, a copy of which is available at each site).

Parks Canada will provide portable radios for interpretation staff. These radios must be worn at all times.

3.9 Changes to the interior layout of the Premises Occupied

Parks Canada will be solely responsible for any changes and improvements it intends to make to the interior layout of the premises occupied, including the exhibits and interpretive elements it owns.

3.10 Access to Premises Occupied

The Contractor shall also guarantee to the Project Authority the right, at all times, to enter the premises occupied and to examine the state in which the premises are maintained and kept in order. The Project Authority may send the Contractor a notice requiring the Contractor to carry out the maintenance or repairs deemed necessary in the event that the Contractor has exceptionally altered the premises.

3.11 Safety and health of staff

The Contractor shall ensure—at its own expense—the safety of its staff who will be present at the premises occupied.

The Contractor shall conduct a risk assessment and shall inform its employees of these risks. The measures put in place by the Contractor to ensure the safety of its staff shall be at its own expense.

The Contractor must first complete the Certificate and proof of compliance with occupational safety and health (OSH) requirements (Appendix D).

3.11.1 Scuba diving

Any interpretive activity involving scuba diving will be the responsibility of the Contractor, who shall operate in accordance with the applicable CSA or Canadian Association for Underwater Science standards. The Contractor shall be responsible for coordinating activities, providing the required scuba diving equipment, verifying compliance, and notifying the Project Authority of any cancellations due to equipment, weather or staffing reasons.

The Contractor shall keep the scuba diving equipment in a safe condition at all times. Maintenance and repairs shall be the responsibility of the Contractor. The Contractor shall waive all claims against either Parks Canada or its employees and agents for any damage arising directly from the Contractor's activities.

The Contractor shall arrange for the transportation of the cylinders required for the delivery of the interpretive program.

At the Cap-de-Bon-Désir Interpretation and Observation Centre, the Contractor shall be responsible for providing—at its own expense—an oxygen administration kit for the *Ocean encounters* activity. The Contractor shall ensure that there is enough staff trained and certified on the use of the said kit.

At the Marine Environment Discovery Centre, as part of the *St. Lawrence Live* event, Parks Canada shall provide an oxygen administration kit and shall ensure its replacement, if necessary, as well as its compliance. The Contractor shall ensure that sufficient personnel are available, trained and certified in the use of an oxygen administration kit.

The Contractor shall promptly inform the Project Authority of any intervention made with the said kit by completing the *General Incident Report* form attached in Appendix V. The form must be sent to the Project Authority on the same day, or the day following the incident.

3.12 Contractor's Employees

The Contractor shall:

- a) provide the services of at least one person with knowledge of aquarium keeping;
- b) release staff designated as interpreter/guides to familiarize them with Parks Canada and other activities in the park during a 54-hour training session to be held two weeks prior to the opening of the sites;
- c) release staff designated as divers for a two-day training session before the start of diving activities (dates to be confirmed).
- d) provide staff with prior skills in interpretation and/or public outreach leadership and who are able to interpret the themes of the Marine Park and communicate effectively with the public. Staff shall provide welcome and interpretation services in accordance with Parks Canada service standards:
 - a. Welcome
Greeting in both official languages (Bonjour, Hello).
Welcome with enthusiasm, courtesy and sincerity.
 - b. Evaluate
Anticipate, understand and meet expectations and needs.
 - c. Discuss
Effectively portray accurate, precise and up-to-date information
Offer a personalised service that promotes unique and evocative experiences
Communicate our passion by sharing compelling stories
 - d. Conclude
Proactively collect, consider and respond to feedback.
- e) Ensure that staff—in terms of how they act and how they dress—do not cause public misunderstanding of Parks Canada. Staff should wear a badge and vest that clearly indicates their affiliation; these will be provided by Parks Canada. The Contractor agrees to return the vests in good condition at the end of the season as indicated in the loan form in Appendix VII. In addition, the staff will be required to respect the following dress code:
 - shoes or closed boots;
 - a blue or white sweater, shirt or coat;
 - neutral-coloured trousers (beige, grey, blue, brown or black); jeans are not allowed;

- scarves, headwear, mittens and gloves in plain and neutral colours (beige, grey, blue, brown or black), without patterns, are permitted;
- subtle jewellery is permitted.

At any time, the Project Authority may refuse an item if he or she deems that it does not conform to the prescribed dress code.

- f) Ensure that the content of all communications is truthful and that staff are courteous to visitors.
- g) Every three weeks, an operational meeting of a maximum of one hour will be held at 8 a.m. (for a total of four meetings during the season). The Contractor shall ensure the presence of all staff assigned to this contract. The dates of these meetings shall be confirmed to the Contractor at the beginning of the season.
- h) To be authorized to work on the site, staff must have completed and signed the *Publicity and Privacy Rights Waiver Form* provided in Appendix VI. Forms must be submitted to Parks Canada annually, no later than the first day of interpreter/guide training.

4. Reports

- a) The Contractor agrees to promptly inform the Project Authority or his/her authorised representative about any discrepancies, physical injuries, material damages and any other issues that might occur on the premises occupied. Parks Canada shall provide the Contractor with the General Incident Form identified in Appendix V.
- b) The Contractor shall be required to complete statistical forms on a daily basis. These forms will be sent to the Project Authority according to a pre-established schedule. The Project Authority shall provide the Contractor with the necessary forms prior to the start of the season.

4.1 Meetings

The Contractor shall participate in coordination meetings. These meetings shall be held at the beginning and end of the season. The Project Authority and the Contractor shall agree on meeting dates. At these meetings all matters relating to this contract shall be discussed. The Project Authority reserves the right to convene any other meeting for special or urgent reasons. These meetings shall be held at the administrative office or at any other location determined in advance by the Contractor and Parks Canada.

Weekly operational meetings shall be held between the Contractor's Naturalist leader and a Parks Canada team leader. These meetings can take place in person, on site, or remotely. The schedule will be established at the beginning of the season in agreement with both parties.

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

5. Expenses borne by the Contractor

The Contractor shall pay all taxes, levies and assessments, of any nature whatsoever, which may also be imposed on the activities he or she will carry out in the premises occupied or any part thereof.

A deposit of twenty (\$20) dollars for each of the keys required for operations at the Cap-de-Bon-Désir Interpretation and Observation Centre and the Marine Environment Discovery Centre will be required upon delivery of the keys to the Contractor. At the end of each operational season, for the duration of the Contract, the keys shall be returned to the Project Authority by November 30 of each year before Parks Canada reimburses the deposit to the Contractor. In the event that the Contractor keeps a key or keys, the deposit for these keys will not be refunded by Parks Canada and the Contractor shall be required to pay a new deposit for these keys before the start of the next operational season.

6. Contractor obligations

6.1 Legislation and regulations

The Contractor shall comply with all legislation and regulations enacted by the federal, provincial and municipal governments and other administrative authorities and in any way affecting the premises occupied and the activities to be conducted therein.

6.2 Bilingualism

The Contractor shall provide interpretation services in both of Canada's official languages. All documents, posters or notices that the organisation distributes or exhibits in the premises occupied must be written in both official languages of Canada and must be authorised in advance by the Project Authority.

7. Necessary authorisations

The Contractor shall obtain the prior agreement of the Project Authority on the periods of operation of the sites, the use of Parks Canada-owned material and the content of the program and publications, if any, prior to their release.

8. Permitted business activities

The Project Authority shall not be able to authorize a service for selling items on the premises.

9. Miscellaneous

9.1 Buildings and land

At the Cap-de-Bon-Désir Interpretation and Observation Centre, the premises occupied include:

- the caretaker's house;
- the assistant caretaker's house;
- the foghorn's house;
- the garage and the utility cart;
- the shed behind the lighthouse keeper's house;
- staff quarters and storage for interpretation equipment;
- the two paths leading to the river;
- the small buildings near the observation deck;
- the observation lookout deck on the shoreline;
- the diving bridge;
- adjacent lands owned by Parks Canada or Fisheries and Oceans Canada.

At the Marine Environment Discovery Centre, the premises occupied include:

- the entire main building;
- the adjacent land;
- the outdoor amphitheatre as well as the storage spaces (sheds);
- the access gateways;
- staff quarters and storage for interpretation equipment;

Premises occupied shall be used primarily for the purpose of providing interpretation services and for activities authorized by the Project Authority. The right of access to lands adjacent to the premises occupied, trails, roads and parking lots is not exclusive to the Contractor. In addition, the Project Authority reserves the right to grant leases authorizing the holders to enjoy certain privileges, during the term of the contract, on one or more parts of the premises occupied and on the premises subject to access rights, provided that these privileges do not unduly interfere with the use made of the said premises occupied by the Contractor. At no time during the term of the contract will the latter do or allow to be done anything that may affect the enjoyment of the rights thus conferred on third parties.

9.2 Equipment rental

The equipment to be rented to the Contractor shall be used only for the interpretation program and activities authorized by the Project Authority. See Annex I.

Use of equipment and access to Parks Canada premises outside of working hours must be requested in writing to the Project Authority.

All rented equipment must be returned to Parks Canada at the expiry or termination of the contract in satisfactory condition.

The Contractor may not use the leased premises occupied outside business hours. The keys provided to the Contractor shall be used exclusively to provide interpretation services as stipulated in this statement.

9.3 Public relations and communications

In addition, all requests for information, interviews or publicity from the media (television, newspapers, magazines, radio, etc.) concerning a Parks Canada activity or program must be referred to the Project Authority. The Contractor shall not grant access to Parks Canada sites (without prior authorization from the Project Authority) for requests for interviews, or advertising from the media (television, newspapers, magazines, radio, etc.).

The Contractor shall keep the Project Authority informed of all media communications in conjunction with Parks Canada sites. To this end, all press releases and other communication products will have to be presented and authorised by the Project Authority before any distribution. All media interviews shall be reported to the Project Authority the day following the interview(s). In addition, all requests for information, interviews or publicity from the media (television, newspapers, magazines, radio, etc.) concerning a Parks Canada activity or service must be referred to the Project Authority.

10. List of appendices

- Appendix 1: Interpretation Service Evaluation Grid**
- Appendix 2: Interpretation Activities Schedule at the Cap-de-Bon-Désir Interpretation and Observation Centre**
- Appendix 3: Interpretation Activities Schedule at the Marine Environment Discovery Centre**
- Appendix 4: Certificate and proof of compliance with occupational safety and health (OSH) requirements**
- Appendix 5: General Incident Report**
- Appendix 6: Waiver of Publicity and Privacy Rights**
- Appendix 7: Equipment Rental Form**

Appendix I

Interpretation Service Evaluation Grid

An evaluation of the work carried out will be done throughout the season according to the following criteria:

Interpretation service

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

Marine Environment Discovery Centre

Professional conduct



Understanding of the scope of the service offered: the interpreter is aware that he or she represents Parks Canada, the Saguenay-St. Lawrence Marine Park and your company.					
A warm and welcoming attitude showed toward visitors at all times, e.g., avoiding staff gatherings and personal conversations in the presence of visitors, using positive body language, making eye contact during interactions.					
Dealing with issues, such as the seal hunt, in a fair manner, citing sources as much as possible and allowing visitors to express their opinions in a non-judgemental manner.					
Structured organisation of work, e.g., preparing all necessary materials before the arrival of the participants.					
Arriving on time, e.g., starting activities or service on the rocks at the scheduled times.					
Better to move around than to shout when communicating between team members, e.g. when preparing <i>Ocean encounters</i> .					
Use of the LEAPS method to deal with grievances and complaints: listen, empathies, ask, paraphrase, summarize (ask the Visitor Services team leader for help if necessary).					
Use of radio transmitters reserved for the needs of the service should be done in consideration of the presence of visitors who can hear the communication: concise messages, tasteful humour, etc.					
Promptness in performing various administrative tasks: statistical data, courtesy reminders, incident reports, etc.					
Use, handling and maintenance of equipment according to the instructions provided and recognized good practise.					

Comments: _____

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

**An evaluation of the work carried out will be done throughout the season according to the following criteria:
Interpretation service**

Cap-de-Bon-Désir Interpretation and Observation Centre and Marine Environment Discovery Centre

Professional appearance



Adherence to the dress code and appearance of the uniform: clean, in tact and ironed as needed, pin firmly attached and straight, few clothing accessories added (decorative scarf, jewellery, etc.).					
Positive and engaging attitude: clear, smiling face, sunglasses only if the eyes can be seen, eye contact, upright posture.					
Refrain from smoking or chewing gum.					

Comments:

Team spirit



Collaboration with members of the reception team, the maintenance department, and others, for example by passing on information relevant to their work.					
Ability to accept and offer constructive feedback.					
Demonstrate courtesy and politeness when communicating with colleagues.					
Respect for the common living or working space, e.g.: clean and put away your dishes as soon as you finish eating.					

Comments:

An evaluation of the work carried out will be done throughout the season according to the following criteria:
Interpretation service

Cap-de-Bon-Désir Interpretation and Observation Centre and Marine Environment Discovery Centre

Communication strategies



Ability to seize opportunities to link fauna sightings to the park.					
Ability to target the discourse to get visitors thinking about a particular key message.					
Ability to present activities in a way that meets the objectives of the scenarios.					
Ability to adapt communications to the audience (age, education, culture).					
Use of appropriate vocabulary and grammar and good elocution.					
Avoid expression of negative opinions or attitudes.					
Avoid the use of acronyms such as "Le St-Lo" or explain them.					
Ability to listen well, e.g., be aware of non-verbal language, avoid interruptions, etc.					

Comments:

Prevention



Promptness to report any breakdowns and defects on the installations.					
Providing ideas and suggestions to the Visitor Services team leader for improving service.					
Courtesy in all communication with visitors, especially regarding notices.					
Ensure one's own safety before intervening.					

Comments:

Appendix II

Interpretation Activities Schedule

Cap-de-Bon-Désir Interpretation and Observation Centre

Interpretation Activities Schedule

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10:30 a.m.	The ups and downs of the sea shore*	The ups and downs of the sea shore*	The ups and downs of the sea shore*	The ups and downs of the sea shore*	The ups and downs of the sea shore	The ups and downs of the sea shore*	The ups and downs of the sea shore*
2:30 p.m.	The ups and downs of the sea shore*	The ups and downs of the sea shore	The ups and downs of the sea shore*	The ups and downs of the sea shore*	The ups and downs of the sea shore*	The ups and downs of the sea shore*	The ups and downs of the sea shore*

* Activity offered only once a day. Choose one of two time slots depending on the tides.

* Schedule from June 19 to 25, 2021 and from August 15 to September 6, 2021

Cap-de-Bon-Désir Interpretation and Observation Centre

Interpretation Activities Schedule

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10:30 a.m.	Ocean Encounters	The ups and downs of the sea shore*	The ups and downs of the sea shore*	Ocean Encounters	The ups and downs of the sea shore*	The ups and downs of the sea shore*	Ocean Encounters
11:15 a.m.	Postcards			Postcards			Postcards
2:30 p.m.		The ups and downs of the sea shore*	The ups and downs of the sea shore*		The ups and downs of the sea shore*	The ups and downs of the sea shore*	

* Activity offered only once a day. Choose one of the two time slots according to the tides /

* Schedule from June 26 to August 14, 2021

Appendix III

Interpretation Activities Schedule

Marine Environment Discovery Centre

Interpretation Activities Schedule

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1:30 p.m.	Le punch de l'estuaire!*	Le punch de l'estuaire!*	Le punch de l'estuaire!*	Le punch de l'estuaire!*	Le punch de l'estuaire!*	Le punch de l'estuaire!*	Le punch de l'estuaire!*
2 p.m.	The Estuary's Punch!	The Estuary's Punch!	The Estuary's Punch!	The Estuary's Punch!	The Estuary's Punch!	The Estuary's Punch!	The Estuary's Punch!
2:30 p.m.	Action, protection! Whales in peril!	St. Lawrence Sharks	Action, protection! Whales in peril!	St. Lawrence Sharks	Action, protection! Whales in peril!	St. Lawrence Sharks	St. Lawrence Sharks

*Offered also on request

From June 19 to 25, 2021 and from August 16 to September 6, 2021

Interpretation service and program

Marine Environment Discovery Centre

Interpretation Activities Schedule

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1:30 p.m.	Le punch de l'estuaire!*	Le punch de l'estuaire!*	Le punch de l'estuaire!*	Le punch de l'estuaire!*	Le punch de l'estuaire!*	Le punch de l'estuaire!*	Le punch de l'estuaire!*
2 p.m.	The Estuary's Punch!	The Estuary's Punch!	The Estuary's Punch!	The Estuary's Punch!	The Estuary's Punch!	The Estuary's Punch!	The Estuary's Punch!
2:30 p.m.	Action, protection! Whales in peril!	St. Lawrence Sharks	Action, protection! Whales in peril!	St. Lawrence Sharks	Action, protection! Whales in peril!	St. Lawrence Sharks	St. Lawrence Sharks
2:30 p.m.	St. Lawrence Live				St. Lawrence Live		St. Lawrence Live

* Also available on request
June 26 to July 11, 2021 and from August 9 to 15, 2021

Additional presentations of the St. Lawrence Live event:

- From July 12 to August 8, 2021: Wednesdays, Thursdays, Fridays, Saturdays and Sundays.

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

Appendix IV
Certificate and proof of compliance with
occupational safety and health (OSH) requirements

See Appendix D attached to the Request for Proposal.

Appendix V

General Incident Report

(Note that this form will be modified in the spring of 2021. The new version will be forwarded to the Contractor at the appropriate time along with instructions).

Nature of the incident			
Pollution/spill	<input type="checkbox"/>	Diving accident	<input type="checkbox"/>
Lost or missing person	<input type="checkbox"/>	Animal in trouble or dead	<input type="checkbox"/>
Accident/first aid	<input type="checkbox"/>	Presence of bears	<input type="checkbox"/>
Offshore regulations	<input type="checkbox"/>	Fall into the water	<input type="checkbox"/>
Boat in distress	<input type="checkbox"/>	Other (specify)	<input type="checkbox"/>
<hr style="width: 30%; margin-left: 0;"/>			
Date: _____		Time: _____	
Name of the location: _____ Area: _____			
Contact person			
First and last name: _____			
Phone number: _____			
Summary of the incident and response			

Effect on visitor experience (e.g. number of visitors, reactions of other visitors, time needed before return to normal activities)			

Person(s) involved			
Name: _____		Phone: _____	
Role in the incident (witness, driver, offender, etc.):			

Vehicle(s) involved			
Type: _____		Registration: _____	
Model: _____		Colour: _____	
Description: _____			

Solicitation No.:
5P300-20-0279-A


Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

Animal(s) involved	
Species: _____	Number: _____
Comments: _____	
Environmental conditions (weather, visibility, brightness, etc.)	
	
Information on the person who completed the report	
Name: _____	Date: _____
Signature: _____	Time: _____
Fax the report to this number: 418-235-4192	
EMERGENCY: 1-866-508-9888	

Appendix VI
Waiver of Publicity and Privacy Rights

I, _____, authorize the use of my portrait or a representation of my portrait (such as a drawing or photographic adaptation) for materials designed by, on behalf of, or approved by Parks Canada, including posters, photographs, videos, films and multimedia products.

I release Parks Canada and its licensees from any liability for any claim of infringement of publicity or privacy rights that I may have with respect to the use of my portrait or a representation of my portrait.

I also permit my portrait or a representation of my portrait to be displayed, shown or reproduced in any form, in Canada or elsewhere.

Name (please print)

Name (signature)

Signature of parent or guardian
(if the person is under 18 years old)

Date

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

Appendix VII

Equipment Rental Form (PC may use Annex H as well)

Materials	Number and size
Jackets (women)	
Jackets (men)	
Ribbons	

Others	Number

Signature of the Contractor: _____
First name, last name

Signature of the Director or his or her representative: _____
First name, last name

ANNEX B

BASIS OF PAYMENT

1. Bidders must submit prices in the format indicated in this Appendix "B" – Basis of Payment, failing which their bid will be deemed non-compliant.
2. Bidders must provide their prices based on the requirements presented in Appendix "A" – Statement of Work. They must submit all-inclusive prices.
3. The amounts tendered must include, but are not limited to, specialized labour, equipment, materials, permits, transportation, administration fees and any other incidental expenses related to the execution of this mandate.
4. *The inclusion of estimated amounts in this document does not in any way indicate that Canada intends to use the services described in this submission in accordance with these estimated amounts.

TABLE A – PERIOD 1 – FROM APRIL 1, 2021 TO MARCH 31, 2022

No	Description of the expenditure item			Price
1	Labour charges for CBD			\$
2	Labour charges for MEDC			\$
3	Aquarium (equipment)			\$
4	Diving (equipment)			\$
	SUBTOTAL (before taxes)			\$
5	Work on request (task authorisations)	*Estimated number of hours 12	Firm unit price: Hourly salary for an interpreter/guide \$	\$
GRAND TOTAL – TABLE A YEAR 1 No. 1-5 (before taxes)				\$

TABLE B – 1st OPTION YEAR – FROM APRIL 1, 2022 TO MARCH 31, 2023

No	Description of the expenditure item			Price
1	Labour charges for CBD			\$
2	Labour charges for MEDC			\$
3	Aquarium (equipment)			\$
4	Diving (equipment)			\$
	SUBTOTAL (before taxes)			\$
5	Work on request (task authorisations)	Estimated number of hours 12	Firm unit price Hourly salary for an interpreter/guide \$	\$
GRAND TOTAL – TABLE B YEAR 2 – No. 1-5 (before taxes)				\$

TABLE C – 2nd OPTION YEAR – FROM APRIL 1, 2023 TO MARCH 31, 2024

No	Description of the expenditure item			Price
1	Labour charges for CBD			\$
2	Labour charges for MEDC			\$
3	Aquarium (equipment)			\$
4	Diving (equipment)			\$
	SUBTOTAL (before taxes)			\$
5	Work on request (task authorisations)	Estimated number of hours 12	Firm unit price: Hourly salary for an interpreter/guide \$	\$
GRAND TOTAL – TABLE C YEAR 3 No. 1-5 (before taxes)				\$

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
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Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

SUMMARY

Total – TABLE A Initial year – 2021 season	\$ _____
Total – TABLE B 1st option year – 2022 season	\$ _____
Total – TABLE C 2nd option year – 2023 season	\$ _____
GRAND TOTAL OF THE BID (taxes not included) FOR EVALUATION PURPOSES	\$ _____

Name of company

Date

ANNEX C

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.

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
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Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

ANNEX D

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

*** to be completed after contract award ***

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.

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

Location of Work

General Description of Work to be Completed
--

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
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Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

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

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
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Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

ANNEX E TO PART 4 OF THE SOLICITATION

TECHNICAL EVALUATION

1. Mandatory technical criteria

Bids must meet the mandatory technical assessment criteria specified below. The bidder must provide in its submission the necessary documentation to demonstrate that they comply with these requirements.

Bids that fail to meet the mandatory technical assessment criteria will be declared non-compliant. Each mandatory technical evaluation criterion should be addressed separately.

M1	The maximum budget base for this project is \$592 000,00, excluding taxes . Any financial proposal with a total which exceeds this amount will be automatically rejected. Disclosure of funds does not obligate Canada to disburse this amount.
M2	O2 The bidder must demonstrate in its proposal that it has experience in the following area: provision of bilingual services for interpretation services. In order to demonstrate this, the following information must be provided: <ol style="list-style-type: none">1. contact information for the client(s), including an email address;2. a brief description of the work;3. the duration of the contract (start and end date). Clients provided as references may be contacted to confirm the information.

2 Rated Technical Criteria

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

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

	Rated criteria	Maximum score	Minimum score required
RC1	<p>Experience</p> <p>In its proposal, the bidder must explicitly demonstrate that it has acquired, <u>within the last 10 years, a minimum of 30 months of relevant experience*</u> required to provide the services described in the Statement of Work. These months are not required to be consecutive.</p> <p>a) Months of experience *relevant to marine interpretation, i.e. interpretation related to marine mammals (biology, prey, habitat, etc.), species at risk, oceanographic currents, maritime history, the St. Lawrence River, etc.</p> <p>0 to 12 months – between 0 and 4 points 13 to 24 months – between 5 and 9 points 25 to 29 months – between 10 and 14 points 30 months – 15 points 31 to 49 months – 16 points 50 to 69 months – 17 points 70 to 89 months – 18 points 90 to 109 months – 19 points 110 months and over – 20 points</p> <p><u>*Definition of relevant experience:</u> experience providing interpretation services in a tourism context, acquired in a setting similar to that requested in the Statement of Work (Annex A).</p> <p>b) In order to demonstrate that the required experience has been acquired and that it is relevant, the bidder must include the following information:</p> <ul style="list-style-type: none"> - contact information for the client(s), including an email address; - the duration of the contracts (start and end date of each work period); 	20	15

	<p>- a detailed description of the roles, responsibilities and functions that he/she has performed, clearly demonstrating that he/she meet the needs identified in Appendix A – Statement of Work.</p> <p>NOTE – experience deemed irrelevant will not be considered in the calculation of the score.</p> <p>Clients provided as a reference may be contacted for confirmation of the information.</p>		
RC2	<p>Understanding the requirements</p> <p>a) The bidder must present, in one page, its vision of the role that interpreter/guides can play in the conservation mandate of a national marine protected area. Any additional pages will not be evaluated.</p> <p>b) The bidder must explain how they will provide training prior to the start of operations and on an on-going basis throughout the season to ensure that the interpreters/guides on site are qualified, that they can offer various interpretive services (for example, roving, leading activities, etc.) and that their work is done in both official languages while meeting Parks Canada service standards.</p> <p>c) The bidder must outline a contingency plan that demonstrates that it will be able to ensure operational continuity and have qualified resources available in the event that employees are absent on an ad hoc basis, leave their duties during the season, or need to be replaced for performance or other reasons.</p> <p><u>Rating scale for a), b) and c) above:</u></p> <p>Excellent Excellent, thorough and precise explanation. All necessary details are provided. There are no discrepancies. The bidder demonstrates an ability to respond perfectly to all elements. (21-25 points)</p> <p>Very good Good explanation. Most of the essential elements are covered. There are a few discrepancies. The bidder demonstrates an ability to respond appropriately to all elements (16 to 20 points).</p>	<p>25</p> <p>25</p> <p>25</p>	<p>12.5</p> <p>12.5</p> <p>12.5</p>

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

	<p>Good Acceptable and adequate explanation. Most of the necessary details are provided; there are several minor deficiencies. Some of the elements are not clearly addressed. The bidder demonstrates a minimum acceptable ability to meet most elements. (11 to 15 points)</p> <p>Low Explanation lacks clarity and detail to allow for a complete assessment. There are several significant discrepancies and elements missing. Some of the main elements are not clearly addressed. The bidder does not demonstrate the ability to address all of the main elements (6-10 points).</p> <p>Limited Incomplete, limited or no explanation of how the bidder will meet the requirement (0-5 points).</p>		
	TOTAL	95	52.5

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

ANNEX F 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's 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

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

List of Names

Name	Title

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

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

ANNEX G 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 ()
--

If so, the Bidder must provide the following information, for all FPS 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.

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

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 published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-1](#) 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? Yes () No ()

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.

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

ANNEX H

Parks Canada Agency Loan of Public Property Agreement

This Loan Agreement made by and between: The Minister of the Environment for the purposes of the Parks Canada Agency (PCA) (the "Lender"), and

 Full Legal Name (the "Borrower")

In consideration of the performance of the Terms and Conditions contained in and referred to in this agreement, the parties hereto agree as follows:

1. The Lender grants to the Borrower all the public property and assets listed in Schedule "B" of this agreement, hereafter referred to as "the Asset", under the Terms and Conditions contained in Schedule "A" of this agreement, applicable to the type of work to be performed by the Borrower pursuant to this Loan Agreement.

2. Schedules "A", "B" and "C" (if applicable) form an integral part of this Loan Agreement.

Lender (PCA)	Borrower
<p>Approved by:</p> <p>_____ Full Name and Title (Level 3 Manager, or above)</p> <p>_____ _____ Signature Date</p>	<p>Per:</p> <p>_____ Full Name and Title</p> <p>_____ _____ Signature Date</p>
<p>PCA Contact</p> <p>Name: _____</p> <p>Title: _____</p> <p>Address: _____</p> <p>Tel: _____ Fax: _____</p> <p>E-mail: _____</p>	<p>Borrower Contact</p> <p>Name: _____</p> <p>Title: _____</p> <p>Address: _____</p> <p>Tel: _____ Fax: _____</p> <p>E-mail: _____</p>

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

Loan start date: _____ Loan end date: _____

Consideration provided in exchange for the lender's assets (if required): _____

Contract/Loan No. (if applicable): _____

Additional security, e.g. surety bond or security deposit (if required): _____

Schedule "A"
Terms of Loan Agreement

1. The Asset is to be used solely for the purpose of performing the work or for the activities identified in this agreement (Schedule "B"), or other work or activities as may be authorized in writing by the Lender from time to time.
2. Commercial work shall not be carried out using the Asset.
3. The Borrower shall ensure at all times that each asset bears, in a clearly visible way, a property of Government of Canada inscription and an identification number corresponding to that shown on the Notice to Ship, or other issue document issued in respect thereof, and shall be responsible for making any changes in that number that may be notified from time to time by the Lender.
4. The Lender's representative shall have the right to inspect the asset at the location where it is stored or used at any time and the Borrower shall provide any reasonable assistance required therefor.
5. Unless the Lender otherwise authorizes the Borrower in writing, the Borrower shall return the asset to the destination designated in writing below by PCA upon the completion of its use in performing the work, or at the specified date. In the absence of such designation in writing, the Borrower shall request instructions from PCA. When the asset is ready to be returned to PCA, the Borrower shall prepare a condition report and arrange for the cognizant PCA Project Authority to inspect and evaluate the condition of the asset.
6. The Lender may terminate the loan or any part thereof at any time, and recall the asset concerned with that termination within a reasonable timeframe.
7. The Borrower agrees that the asset loaned pursuant to this Agreement is furnished "as is" by the Lender. To that end, PCA, its Minister, officers, servants, agents, and employees shall not, by virtue of having loaned the asset to the Borrower, have made or be deemed to have made any representations, warranties or guarantees as to the condition, quality or fitness for a particular purpose of the loaned asset, including, without limitation, performance of the loaned asset at its delivery to the Borrower or after nor does PCA, its Minister, officers, servants, agents and

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

employees assume any liability for the results achieved or the ability or inability of the Borrower to use the loaned asset arising from any cause.

8. The Borrower shall indemnify and save harmless the PCA, its Ministers, officers, servants, agents and employees from and against all claims, demands, damages, loss, costs, expenses, actions, causes of action, suits or other proceedings by whomsoever made, arising out of any injury to persons (including injuries resulting in death) or loss of or damage to property of others that may be caused by or suffered as a result of the operation, use, transportation of the asset by the Borrower or any action taken or things done by virtue of this loan.

9. The Borrower shall take reasonable and proper care of the asset at its own expenses, including the maintenance thereof during the term of this loan and shall be responsible for any loss or damage resulting from its failure to do so other than loss or damage caused by fire or by ordinary wear and tear. The maintenance of the asset shall be in accordance with the Lender's standards, a copy of which will be included in Schedule "C", if applicable. In the event of loss or damage and where the Minister so directs, the Borrower shall repair or replace or have replaced the asset to the satisfaction of the Minister, or reimburse the Lender to the full value of the asset as indicated in Schedule "B".

10. The Borrower may insure the asset against loss or damage by fire or supplemental perils or any other risks while the asset is in its care, custody or control but no portion of the premium cost will be assumed by the Lender.

11. Should the asset consist of or include one or more vehicles, the Borrower shall obtain vehicle liability insurance with respect to each such vehicle in an aggregate amount of not less than \$2,000,000 for each occurrence against claims arising from loss of life, bodily injury and property damage. The vehicle, vessel or aircraft insurance policy shall include a cross liability clause naming the Lender as an insured party. The interest of Canada should read as follows: Canada, as represented by the Minister of the Environment for the purposes of the Parks Canada Agency.

Schedule "B"
Assets

Date: _____
Loan No: _____

#	Quantity	Serial Number/ Material Control Number	Description	Unit Value (\$)
1				
2				
3				
4				

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

Project description or purpose for which assets are to be used:

Further restrictions (identify the asset #, if application to a specific asset):

The Asset is to be returned to the Lender on (date):

The Asset is to be returned to the Lender at (location):

Schedule "C"
Applicable Maintenance Standards

IF APPLICABLE, ADD APPLICABLE MAINTENANCE STANDARDS HERE

Solicitation No.:
5P300-20-0279-A

Amendment No.:
00

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Reference No.:
10201613.

Title:
Interpretation service at Cap-de-Bon-Désir Interpretation and
Observation Centre and the Marine Environment Discovery Centre

ANNEX I

TASK AUTHORIZATION

Task Authorization Autorisation de tâche

Instruction for completing the form PC - T5 - Task Authorization

Instruction pour compléter le formulaire PC - T5 - Autorisation de tâche

Contract Number

Enter the PC contract number.

Numéro du contrat

Inscrire le numéro du contrat de PC.

Contractor's Name and Address

Enter the applicable information

Nom et adresse de l'entrepreneur

Inscrire les informations pertinentes

Security Requirements

Enter the applicable requirements

Exigences relatives à la sécurité

Inscrire les exigences pertinentes

Total estimated cost of Task (GST/HST extra)

Enter the amount

Coût total estimatif de la tâche (TPS/TVH en sus)

Inscrire le montant

For revision only

Aux fins de révision seulement

TA Revision Number

Enter the revision number to the task, if applicable.

Numéro de la révision de l'AT

Inscrire le numéro de révision de la tâche, s'il y a lieu.

Total Estimated Cost of Task (GST/HST Extra) before the revision

Enter the amount of the task indicated in the authorized TA or, if the task was previously revised, in the last TA revision.

Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision

Inscrire le montant de la tâche indiquée dans l'AT autorisée ou, si la tâche a été révisée précédemment, dans la dernière révision de l'AT.

Increase or Decrease (GST/HST Extra), as applicable

As applicable, enter the amount of the increase or decrease to the Total Estimated Cost of Task (GST/HST Extra) before the revision.

Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu

S'il y a lieu, inscrire le montant de l'augmentation ou de la réduction du Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision.

1. Required Work: Complete sections A, B, C, and D, as required.

1. Travaux requis : Remplir les sections A, B, C et D, au besoin.

A. Task Description of the Work required:

Complete the following paragraphs, if applicable. Paragraph (a) applies only if there is a revision to an authorized task.

(a) Reason for revision of TA, if applicable: Include the reason for the revision; i.e. revised activities; delivery/completion dates; revised costs. Revisions to TAs must be in accordance with the conditions of the contract. See Supply Manual 3.35.1.50 or paragraph 6 of the Guide to Preparing and Administering Task Authorizations.

(b) Details of the activities to be performed (include as an attachment, if applicable)

(c) Description of the deliverables to be submitted (include as an attachment, if applicable).

(d) Completion dates for the major activities and/or submission dates for the deliverables (include as an attachment, if applicable).

A. Description de tâche des travaux requis :

Remplir les alinéas suivants, s'il y a lieu : L'alinéa (a) s'applique seulement s'il y a révision à une tâche autorisée.

(a) Motif de la révision de l'AT, s'il y a lieu : Inclure le motif de la révision c.-à.-d., les activités révisées, les dates de livraison ou d'achèvement, les coûts révisés. Les révisions apportées aux AT doivent respecter les conditions du contrat. Voir l'article 3.35.1.50 du Guide des approvisionnements ou l'alinéa 6 du Guide sur la préparation et l'administration des autorisations de tâches.

(b) Détails des activités à exécuter (joindre comme annexe, s'il y a lieu).

(c) Description des produits à livrer (joindre comme annexe, s'il y a lieu).

(d) Les dates d'achèvement des activités principales et (ou) les dates de livraison des produits (joindre comme annexe, s'il y a lieu).

B. Basis of Payment:

Insert the basis of payment or bases of payment that form part of the contract that are applicable to the task description of the work; e.g. firm lot price, limitation of expenditure, firm unit price

C. Cost of Task:**(a) Insert Option 1 or 2:****Option 1:**

Total estimated cost of Task (GST/HST extra): Insert the applicable cost elements for the task determined in accordance with the contract basis of payment; e.g. Labour categories and rates, level of effort, Travel and living expenses, and other direct costs.

Option 2:

Total cost of Task (GST/HST extra): Insert the firm unit price in accordance with the contract basis of payment and the total estimated cost of the task.

(b) Insert GST/HST as a separate item under the Basis of Payment**D. Method of Payment**

Insert the method(s) of payment determined in accordance with the contract that are applicable to the task; i.e. single payment, multiple payments, progress payments or milestone payments. For milestone payments, include a schedule of milestones.

2. Authorization(s):

The client and/or PC must authorize the task by signing the Task Authorization in accordance with the conditions of the contract. The applicable signatures and the date of the signatures is subject to the TA limits set in the contract. When the estimate of cost exceeds the client Task Authorization's limits, the task must be referred to PC.

3. Contractor's Signature

The individual authorized to sign on behalf of the Contractor must sign and date the TA authorized by the client and/or PC and provide the signed original and a copy as detailed in the contract.

B. Base de paiement :

Insérer la base ou les bases de paiement qui font partie du contrat qui sont applicables à la description du travail à exécuter : p. ex., prix de lot ferme, limitation des dépenses et prix unitaire ferme.

C. Coût de la tâche :**(a) Insérer l'option 1 ou 2****Option 1 :**

Coût total estimatif de la tâche (TPS/TVH en sus) Insérer les éléments applicables du coût de la tâche établies conformément à la base de paiement du contrat. p. ex., les catégories de main d'œuvre, le niveau d'effort, les frais de déplacement et de séjour et autres coûts directs.

Option 2 :

Coût total de la tâche (TPS/TVH en sus) : Insérer le prix unitaire ferme conformément à la base de paiement du contrat et le coût estimatif de la tâche.

(b) Insérer la TPS/TVH comme élément distinct sous la Base de paiement**D. Méthode de paiement**

Insérer la ou les méthode(s) de paiement établit conformément au contrat et qui sont applicable(s) à la tâche; c.-à.-d., paiement unique, paiements multiples, paiements progressifs ou paiements d'étape. Pour ces derniers, joindre un calendrier des étapes.

2. Autorisation(s) :

Le client et (ou) PC doivent autoriser la tâche en signant l'autorisation de tâche conformément aux conditions du contrat. Les signatures et la date des signatures appropriées sont assujetties aux limites d'autorisation de tâche établies dans le contrat . Lorsque l'estimation du coût dépasse les limites d'autorisation de tâches du client, la tâche doit être renvoyée à PC.

3. Signature de l'entrepreneur

La personne autorisée à signer au nom de l'entrepreneur doit signer et dater l'AT, autorisée par le client et (ou) PC et soumettre l'original signé de l'autorisation et une copie tel que décrit au contrat.

Task Authorization Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu
	Total Estimated Cost of Task (GST/HST extra) Coût total estimatif de la tâche (TPS/TVH en sus) \$

Security Requirements: This task includes security requirements

Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité

No - Non

Yes - Oui

If YES, refer to the Security Requirements Checklist (SCRL) included in the Contract

Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat



For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (GST/HST Extra) before the revision Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision \$	Increase or Decrease (GST/HST Extra), as applicable Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu \$
--	---	--

Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.

Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.

1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis	See Attached - Ci-joint
B. Basis of Payment - Base de paiement	See Attached - Ci-joint
C. Cost of Task - Coût de la tâche	See Attached - Ci-joint
D. Method of Payment - Méthode de paiement	See Attached - Ci-joint

Contract Number - Numéro du contrat

2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de PC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PC Contracting Authority for authorization.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de PC pour autorisation.

Name and title of authorized client - Nom et titre du client autorisé à signer

Signature

Date

PC Contracting Authority - Autorité contractante de PC

Signature

Date

3. Contractor's Signature - Signature de l'entrepreneur

Name and title of individual authorized - to sign for the Contractor
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

Signature

Date