

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
PWGSC/TPSGC Acquisitions
1045 Main Street
1st Floor, Lobby C
Unit 108
Moncton, NB E1C 1H1
Bid Fax: (506) 851-6759

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

**Proposal To: Public Works and Government
Services Canada**

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 to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

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

Comments - Commentaires

This document contains a security requirement.
Ce document contient une condition de sécurité.

Title - Sujet Cemetery Caretaker & Maint. Svcs		
Solicitation No. - N° de l'invitation 51019-124006/A	Date 2012-10-26	
Client Reference No. - N° de référence du client 51019-124006		
GETS Reference No. - N° de référence de SEAG PW-\$MCT-006-4533		
File No. - N° de dossier MCT-2-35080 (006)	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-11-13		Time Zone Fuseau horaire Atlantic Standard Time AST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>		
Address Enquiries to: - Adresser toutes questions à: Bourque, Annette		Buyer Id - Id de l'acheteur mct006
Telephone No. - N° de téléphone (506) 851-2325 ()		FAX No. - N° de FAX (506) 851-6759
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF VETERANS AFFAIRS Cemetery Maintenance PO Box 7700 JCB IB 304 CHARLOTTETOWN Prince Edward Island C1A4L2 Canada		

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Delivery Required - Livraison exigée see herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Issuing Office - Bureau de distribution

NB / PEI Division - Moncton Acquisitions Office
1045 Main Street
1st Floor, Lobby C
Unit 108
Moncton, NB E1C 1H1

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PART 1 - GENERAL INFORMATION**1. Introduction**

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include:

Annex "A"	Statement of Work
Annex "B"	Basis of Payment
Annex "C"	Security Requirements Check List
Annex "D"	Technical Evaluation Criteria

2. Summary

- (i) The provision of a cemetery caretaker and maintenance services are required at Veterans Cemetery in Esquimalt, BC. The services will be provide to Veterans Affairs Canada during the period from 26 November 2012, or date of award to November 16, 2013, with 3 additional option periods of 1 year each.
- (ii) The Statement of Work is described at Annex A. The contractor will be paid costs reasonably and properly incurred for the performance of the work in accordance with the Basis of Payment at Annex B. The Security Requirement Check List is at Annex C, and bidders must meet the evaluation criteria described at Annex D.

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- (iii) There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "[Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders](http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the [Departmental Standard Procurement Documents](#) Web site."
 - (iv) Pursuant to section 01 of Standard Instructions 2003, Bidders must submit a complete list of names of all individuals who are currently directors of the Bidder. Furthermore, as determined by the Special Investigations Directorate, Departmental Oversight Branch, each individual named on the list may be requested to complete a Consent to a Criminal Record Verification form.
 - (v) The requirement is not subject to the provisions of the Trade Agreements.
 - (vi) The requirement is limited to Canadian goods and/or services.

3. Debriefings

After contract award, 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 of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

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 (2012/07/11) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

The text under Subsection 4 of Section 01 - Code of Conduct and Certifications - Bid of 2003 referenced above is replaced by:

Bidders should provide, with their bid or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has 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 provide such a list within the required time frame will render the bid non-responsive. Bidders must always submit the list of directors before contract award.

Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms ([Consent to a Criminal Record Verification form](http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaire-forms-eng.html) - PWGSC-TPSGC 229) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaire-forms-eng.html>) for any or all individuals named

in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

The text under Subsection 5 of Section 01 - Code of Conduct and Certifications - Bid of 2003 referenced above is replaced by:

The Bidder must diligently maintain the list up-to-date by informing Canada in writing of any change occurring during the validity period of the bid, and must also provide Canada, when requested, with the corresponding Consent Forms. The Bidder will also be required to diligently maintain the list and when requested, provide Consent Forms during the period of any contract arising from this bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one hundred twenty (120) days

2. Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

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

3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 5 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 questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

4. Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **Prince Edward Island**.

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.

5. Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least seven (7) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

Section I: Technical Bid (2 hard copies)
 Section II: Financial Bid (2 hard copies)
 Section III: Certifications (1 hard copy)

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

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

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

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to :

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

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B". The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

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.

1.1 Technical Evaluation

Mandatory technical evaluation criteria are included in Annex D.

1.2 Financial Evaluation

The evaluated cost/total bid price will be the total estimated cost detailed in Annex B, Basis of Payment. The total estimated cost will be the total of the initial period plus the option periods for an overall total.

2. Basis of Selection

Basis of Selection - Mandatory Technical Criteria

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

1. Code of Conduct Certifications - Certifications Required Precedent to Contract Award

Bidders should provide, with their bid or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has not been received by the time the evaluation of bids is completed, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Bidders must submit the list of directors before contract award, failure to provide such a list within the required time frame will render the bid non-responsive.

The Contracting Authority may, at any time, request that a Bidder provide properly completed and Signed Consent Forms ([Consent to a Criminal Record Verification form](http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaires-forms-eng.html) - PWGSC-TPSGC 229) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaires-forms-eng.html>) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

2. Certifications Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

2.1 Federal Contractors Program - over \$25,000 and below \$200,000

Suppliers who are subject to the Federal Contractors Program (FCP) and have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive federal government contracts over the threshold for solicitation of bids as set out in the Government Contracts Regulations. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

The Bidder, or, if the Bidder is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Bidder or the member of the joint venture

() is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada;

- () is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;
- () is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC, having not bid on requirements of \$200,000 or more;
- () has not been declared an ineligible contractor by HRSDC, and has a valid certificate number as follows: _____.

Further information on the FCP is available on the HRSDC Web site.

Signature

Date

2.2 Former Public Servant Certification

Contracts with 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 with FPS, bidders must provide the information required below.

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, in the context of the fee abatement formula, 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

Is the Bidder a FPS in receipt of a pension as defined above?

YES () **NO** ()

If so, the Bidder must provide the following information:

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

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program?

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 reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

Certification

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

Signature

Date

2.3 Canadian Content Certification

2.3.1. SACC Manual clause

A3050T (2010/01/11) Canadian Content Definition.

2.3.2 Canadian Content Certification

This procurement is limited to Canadian services.

The Bidder certifies that:

() the service offered is a Canadian service as defined in paragraph 2 of clause A3050T.

Signature

Date

2.4 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her rsum to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/ her availability. Failure to comply with the request may result in the bid being declared non-responsive.

Signature

Date

2.5 Education and Experience

The Bidder certifies that all the information provided in the rsums and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

 Signature

 Date

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

1. Security Requirement

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
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.
3. For additional information on security requirements, bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Web site.

2. Financial Capability

SACC Manual clause A9033T (2012/07/16) Financial Capability

3. Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Part 7, item 12.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

PART 7 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

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

2. 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.

2.1 General Conditions

2035 (2012/07/16), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

The text under Subsection 4 of Section 41 - Code of Conduct and Certifications - Contract of 2035 (2012/07/16), General Conditions - Higher Complexity - Services referenced above is replaced by:

During the entire period of the Contract, the Contractor must diligently update, by written notice to the Contracting Authority, the list of names of all individuals who are directors of the Contractor whenever there is a change. As well, whenever requested by Canada, the Contractor must provide the corresponding Consent Forms.

3. Security Requirement

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.
3. The Contractor MUST NOT remove any PROTECTED information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor must comply with the provisions of the:
 - (a) Security Requirements Check List, attached at Annex C
 - (b) Industrial Security Manual (Latest Edition).

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from 26 November 2012, or date of Contract to 16 November 2013 inclusive.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 3 additional periods of 1 year each 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 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.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Annette Bourque
Title: Supply Specialist

Public Works and Government Services Canada
Acquisitions Branch

Address: 1045 Main Street, Unit 108
Moncton, New Brunswick
E1C 1H1

Telephone: (506) 851-2325
Facsimile: (506) 851-6759

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.

5.2 Project Authority

The Project Authority for the Contract is:

Details will be provided in any resulting contract

Name: _____

Title: _____

Telephone: ____ - ____ - ____

Facsimile: ____ - ____ - ____

E-mail address: _____

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.

5.3 Contractor's Representative (bidder please complete)

Name: _____

Title: _____

Telephone: ____ ____ ____

Facsimile: ____ ____ ____

E-mail address: _____

6. Payment

6.1 Basis of Payment - Limitation of Expenditure

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Annex B, to a limitation of expenditure of \$ _____. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

6.2 SACC Manual clause

SACC Reference	Section	Date
A9113C	Handling of Personal Information	2008/12/12
A9117C	T1204 - Director Request by Customer Department	2007/11/30
C0711C	Time Verification	2008/05/12
D5328C	Inspection and Acceptance	2007/11/30
H1008C	Method of Payment - Monthly Payments	2008/05/12

7. Invoicing Instructions

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.

- Each invoice must be supported by:

- (a) a copy of time sheets to support the time claimed;
- (b) a copy of the release document and any other documents as specified in the Contract;
- (c) a copy of the invoices, receipts, vouchers for all direct expenses;
- (d) a copy of the monthly report.

2. Invoices must be distributed as follows:

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

8. Certifications

8.1 Compliance

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

8.2 SACC Manual Clauses

SACC Reference	Section	Date
A3060C	Canadian Content Certification	2008/05/12

9. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **Prince Edward Island**.

10. 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) 2035 (2012/07/16), General Conditions - Higher Complexity - Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List
- (f) the Contractor's bid dated _____ (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award.*), as clarified on _____ " **or** ", as amended on _____ " *and insert date(s) of clarification(s) or amendment(s)*).

11. SACC Manual Clauses

SACC Reference	Section	Date
A9068C	Government Site Regulations	2010/01/11

H9113C

Handling of Personal Information

2008/12/12

12. Insurance Requirements

The Contractor must comply with the insurance requirements specified herein. 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. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

12.1 Commercial General Liability Insurance

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.

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- (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 Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - (k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - (l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - (m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
 - (n) n/a
 - (o) n/a
 - (p) n/a
 - (q) Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
 - (r) Litigation Rights: Pursuant to subsection 5(d) of the *Department of Justice Act*, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any

action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

12.2 Automobile Liability Insurance

1. The Contractor must obtain Automobile 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.
2. The policy must include the following:
 - (a) Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
 - (b) Accident Benefits - all jurisdictional statutes
 - (c) Uninsured Motorist Protection
 - (d) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

Annex A

Statement of Work

Title

Cemetery Caretaker and Maintenance Services at Veterans Cemetery in Esquimalt, BC.

Objective

The provision of a cemetery caretaker and maintenance services are required at Veterans Cemetery in Esquimalt, BC. The caretaker will be responsible for the overall operations of the cemetery, ensuring that public requests for burials or tours are handled in a timely and professional fashion, responding to questions from contractors providing services within the cemetery, and the provision of maintenance in the form of grass cutting, trimming, and clean up of the cemetery. From November to May, services will be required for an estimated 20 hours per week to oversee and assist in the overall grounds maintenance of Veterans Cemetery. From May to November, services will be required for an estimated 40 hours per week to oversee and assist in the overall maintenance of Veterans Cemetery.

Background

Veterans Affairs Canada (VAC) is responsible for the care and maintenance of approximately 250,000 Veterans' graves and grave markers across Canada, including those located in two Departmental Cemeteries. These cemeteries are owned and operated by VAC and in addition to responsibility for interments, graves and grave markers, the Department is responsible for all operations and maintenance, including grass cutting and trimming, tree and shrub maintenance, fertilizing, snow removal, etc. as well as care and maintenance of on site buildings.

One of these two Departmental Cemeteries is Veterans Cemetery in Esquimalt, BC. Established in 1868, it is approximately 1.12 hectares and contains an estimated 2,500 grave markers. There is a small chapel on the site as well as two maintenance buildings. In 1995, on the recommendation of the Historic Sites and Monuments Board of Canada, the cemetery was designated as nationally significant by the Minister of Canadian Heritage. In addition, in 1996 the chapel within the cemetery was designated as a recognized heritage building by Federal Heritage Buildings Review Office.

Currently, only ash interments are done in Veterans Cemetery and it is anticipated that the cemetery will be at full capacity by 2013. The Department is looking at various options to acquire addition interment space for the cemetery; however with

Annex A

Statement of Work

limited interments occurring, the requirement for a caretaker varies depending on the season.

Scope of work

Tasks

The caretaker must perform the following tasks:

1. Respond to, and direct to the Project Authority, any questions from contractors working in the cemetery.
2. Ensure the safekeeping of the cemetery, the graves of those interred there, as well as the Chapel and other structures in or around the cemetery;
3. Complete all lawn maintenance including fertilizing, grass cutting and bagging as per Appendix B, and ensure all walkways and steps are free of debris after cutting;
4. Complete care and maintenance of the cemetery including
 - i. -Trim shrubs
 - ii. -Level graves with soil to offset any sinkage
 - iii. -Clean and level headstones, as per National Technical Maintenance Manual, Section 5.0 (Appendix D)
 - iv. -Ensure roadways and pathways are clear of any debris
 - v. - Lift various materials and supplies weighing approximately 23 kg
5. Ensure safety of visitors to the Chapel
6. Ensure that all floors of the Chapel are kept free of debris and dry to ensure the safety of visitors.
7. Ensure that a clean, non skid mat is located at the entry to the Chapel
8. Clean, maintain, and provide for the safekeeping of the sheds and other structures in and around the cemetery;
9. Clean, maintain, and provide for the safekeeping of all equipment;
10. Ensure all equipment and tools are maintained in good working order
11. Provide general cemetery information and informal tours to visitors;
12. Use a VAC computer for email and correspondence;
13. Receive inquiries and/or complaints from visitors and seek input from the Project Authority. All general inquiries must be responded to within 5 days. All inquiries from families regarding burials or urgent requests must be responded to within 24 hours if the inquiry is received between Monday and Friday during hours of operation, and 48 hours for weekend inquiries.

Annex A
Statement of Work

14. Contractor must conduct him/herself in a professional and courteous manner at all times and communicate effectively in all interaction with the Public.
15. Arrange scheduling with families or their representatives for burial of deceased Veterans, their spouse or other family member;
16. Update the cemetery records in hard copy mapping system to reflect any changes following the burial of deceased Veterans, their spouse or family member, or any change of markers.
17. Follow the procedures for burials as attached as Appendix C.
18. Serve as the point of contact for the alarm company in the event of security breaches. To respond to such an alarm in a timely manner, the responsible cemetery attendant must live within 30 km of the cemetery. Any alarms will be responded to immediately.
19. Determine requirements for additional supplies and services and submit such requests to the Project Authority for approval;
20. Consult with the Project Authority and implement any required changes with regards to the operations of the cemetery including hours of operation and maintenance.
21. Acquire all necessary supplies such as grass seed, fertilizer, gas, and oil. The Contractor must request prior approval for all purchases from Project Authority and submit invoice monthly for reimbursement. It is estimated that these costs will not exceed \$400 per month.
22. Ensure all garbage and debris is disposed of properly as per federal/provincial/municipal guidelines;
23. Ensure all snow and ice removal as per Appendix A Snow and Ice Removal Guidelines.

Work days are between four and eight hours, Monday to Friday and may or may not be consecutive, except the rare occasion where a burial is taking place on the weekend or if there is a special event (candlelight ceremony, etc.) which is scheduled to take place on a Monday. In these instances, the Contractor will be expected to have all grounds maintenance completed and cleaned up prior to the event. Amendments to the normal work days must have prior approval from the Project Authority.

A candlelight ceremony takes place at the end of every May and on Remembrance Day, November 11th, of each year.

Annex A Statement of Work

Volume of Work

See Annex B – Basis of Payment

VAC Support

All landscaping tools and equipment required for the work at Veterans Cemetery will be provided by VAC. Except for the purposes of repair and maintenance of the equipment, all equipment is to remain onsite at the cemetery and will be stored in the facility provided at the site. Contractor will have access to VAC computer, fax, and phone. Payment for all small purchases (gas, oil, fertilizer, seed) must be authorized by the Project Authority and acquired by the Contractor. VAC will reimburse the Contractor upon receipt of the original invoice and clearly indicate the purchased item(s). Estimated cost per month for these supplies \$400/month.

All grave marker maintenance must be completed in accordance with Section 5.0, National Technical Maintenance Manual attached as Appendix D.

Training/Orientation:

Orientation on the required VAC computer systems will be provided. Orientation to the site will be provided at the start of the contract. Orientation and training time will be compensated as per the Basis of Payment.

Contract Period

From date of award to 16 November 2013, with 3 additional option periods of 1 year each.

Constraints

Execute the work to meet or exceed:

1. Part II of the Canada Labour Code.
2. Canada Occupational Safety and Health Section of Part II of the Canada Labour Code.
3. Canadian Environmental Protection Act.
4. Materials and workmanship must conform to or exceed applicable standards of Canadian Government Specifications Board (CGSB), Canadian Standards Association (CSA), American Society for Testing Materials (ASTM) and referenced organizations.

Annex A

Statement of Work

5. The contractor can obtain addresses for codes and standards from Departmental Representative upon request.
6. In the event of a conflict between any of the above codes or standards the most stringent shall apply.
7. These standards shall be considered an integral part of the specifications and shall be read in conjunction with the drawings and specifications. The contractor shall be fully familiar with their contents and requirements as related to the work and the material specified.

Compliance Requirements

1. Comply with the Canada Labour Code Part II and the Canada Occupational Health and Safety Regulations.
2. Comply with the Provincial Occupational Health and Safety Act and supporting Occupational General Safety Regulations as amended from time to time.
3. Observe and enforce construction safety measures required by the following statutes and authorities:
 1. The National Building Code of Canada, Part 8.
 2. The National Fire Code of Canada.
 3. Provincial Workers Compensation Board.
 4. Municipal Statutes and Ordinances.

Payment

Contractor will invoice VAC on the last working day of each month of the contract. In addition, the invoice will include a request for payment for all small purchases (gas, oil, fertilizer, seed) authorized by the Project Authority and completed by the Contractor. Any request for reimbursement must include the original invoice and clearly indicate the purchased item(s).

Security

The individual providing services under this contract must possess and maintain a valid security clearance as per attached Annex C – Security Requirement Check List.

The Contractor will:

- designate one staff member to Veterans Cemetery who will be responsible for all aspects of the work requirements.

Annex A
Statement of Work

Attachments

Appendix A- Snow and Ice Removal Guidelines

Appendix B- Grass Cutting Guidelines

Appendix C- Procedures for Burial

Appendix D-Section 5.0, National Technical Maintenance Manual

Appendix A - SNOW AND ICE REMOVAL GUIDELINES

General

Remove snow and ice, spread salt, a mixture of sand and salt, or ice melt to prevent slippery conditions on all roads and pathways within the Cemetery, including the walkway to the Chapel, the steps, catch basins, valve boxes, storm sewers, manholes, etc.

All work must be executed with the least possible interference or disturbance to the public and the normal use of premises.

A fire lane must be maintained to the building at all time and under all conditions.

Equipment

Employ snow blower to clear snow in required areas, cemetery sidewalks, walkways, and pathways and salt spreader to spread salt in same areas. Use shovel to remove snow from steps or for any other light snow removal.

All necessary equipment for snow removal will be provided by the Government of Canada. No additional equipment will be used in the removal of snow.

Equipment will be kept in good repair and provide safe operation.

Equipment will not be left running nor will keys be left in the ignition when unattended.

Guidelines

Snow clearing operating will commence when 5.0 cm of snow has accumulated, when drifting necessitates such action and/or when deemed necessary by the Departmental Representative.

De-icing and salting operations will commence when conditions are deemed necessary, that is surface becomes slippery.

Contractor will be responsible for monitoring the site and provide regular inspections of the premises to ensure that snow plowing, removal and de-icing activities occur, when required, in a timely manner and to prevent the formation of hazardous snow or ice conditions.

Snow and ice control will be carried out to a minimum width of paved or concrete area on pathways, walks and roads.

Ice melt will be used in the area directly in front of the Chapel as well as the steps into the Chapel. No salt or salt/sand mixture will be spread directly in front of or on the steps leading to the Chapel, however, salt or salt/sand mixture can be used in other areas of the cemetery.

APPENDIX B - GRASS CUTTING GUIDELINES

General

Contractor shall submit schedule for approval to Department Representative. Commence lawn mowing as per approved schedule. Lawn mowing operation must be continuous and completed within reasonable period. Area includes all the lawns within the fenced cemetery.

Lawn cutting operations include picking up and disposing of paper and refuse accumulated on landscaped areas within the cemetery prior to mowing or trimming.

Cut grass at height of between 40 millimetres - 50 millimetres using equipment provided by Veterans Affairs Canada. Remove grass clippings from lawn. Hand trim or use edger for grass adjacent to chapel and trees. A weed whacker can be used for grass adjacent to fences, mowing strips, maintenance buildings, and pavement.

Only environmentally friendly (green) product must be used for weed, pest and disease control.

All work must be executed with the least possible interference or disturbance to the public and the normal use of the premises.

Equipment

All equipment for lawn and shrub maintenance will be provided by the Government of Canada.

Contractor will use ride on lawn mower and push mower, to cut grass in open areas, including between rows of markers. Weed whacker must be used when cutting close to markers or monuments. Care must be taken not to strike markers or monuments.

Equipment will be kept in good repair with sharp blades and provide safe operation.

Equipment will not be left running or have keys left in the ignition unattended.

Guidelines

Grass will be cut and trimmed at height of 40 mm.

Dolomite will be applied in the the spring and fertilizer will be applied in spring and fall, both at a rate determined by product guidelines.

Remove grass clippings from lawn and walkways. Hand trim or use edger for grass adjacent to buildings, pavement, trees, fences, mowing strips, etc. Trim grass edges around shrub beds neatly in lines as in original layout.

Contractor will be responsible for monitoring the site and provide regular inspections of the premises to ensure that lawn maintenance occurs in a timely manner.

Walkway and steps to chapel shall be kept clear at all time to prevent tracking grass trimmings or branches into Chapel.

Appendix C

Procedures for Burial Veterans Cemetery, Esquimalt, BC

- The family or representative of the deceased must complete an Understanding of Interment and pay applicable fees at the Victoria District Office of Veterans Affairs Canada (VAC), located at:

320 - 1321 Blanshard Street
Victoria, BC
V8W 3B3
Toll Free: 1-877-228-2250
- The Victoria District Office will then fax the Understanding of Interment to the cemetery caretaker.
- Cemetery caretaker will contact the family representative to set up a date and time to select the burial site. The cemetery caretaker is responsible to show the representative what spaces are available for burial.
- Once the site is selected, the cemetery caretaker is responsible to dig the grave for the ash interment, ensuring that the sod on top is preserved and set aside to replace on top of the grave once it is filled in following the burial.
- Grave to be dug for an interment is 10" x 20" x 14" (L x W x H).
- Once grave is dug, it is to be covered with an appropriate green board (located on site) to ensure the safety of visitors. This will be removed just prior to the interment.
- Upon completion of burial or service, and after all those attending have departed the cemetery, the cemetery caretaker will complete the filling in of the grave and replace sod on top.

Instructions with regards to where a grave must be dug in relation to the grave marker or other graves will be transmitted to the successful contractor upon awarding.

5.0 THE CYCLE OF GENERAL MAINTENANCE FOR EXISTING GRAVESITES

5.0.1 Orientation for Gravesite Inspectors

This section presents a series of national standards for the maintenance of gravesite elements that will assist in ensuring that Veterans' graves across the country, for which VAC are responsible, are treated with the respect that they deserve. The section is entitled 'the cycle of general maintenance' because it is important to remember that successful maintenance of exterior resources is an ever-recurring system involving regular inspections, repetitive maintenance at appropriate intervals, and special measures as indicated by the results of inspections. After presenting the general maintenance activities appropriate to each gravesite resource, this section then proposes inspection schedules for VAC.

5.1 Marker Cleaning

Cleaning to remove staining or discoloration should only be performed when the staining or discoloration inhibits the legibility of the inscriptions. The recommended test for legibility is borrowed from the CWGC standards: inscriptions on grave markers are deemed to be legible if they can be read at a glance under normal light conditions from a distance of two metres (6½ feet).

Attempts at cleaning should always be carried out starting with the gentlest means possible and advancing to the next harshest method only if required. Cleaning methods should also always be first tested on a sample of the stain to determine their effectiveness and to identify whether they cause any unanticipated damage to the marker, its foundation, or the surrounding plantings.

Multiple stains can occur on a single marker or foundation. In such instances the cleaning approaches should again always begin with the gentlest method, and as the cleaning proceeds to the harsher methods for the more stubborn stains, the treated areas should be limited only to the remaining stained parts of the marker.

5.1.1 Simple Cleaning

The following are general guidelines that should be followed in any attempts at cleaning stains on granite or bronze markers:

- Wash and scrub markers and their foundations with clean water and a nylon brush.
- Do not undertake cleaning with water when freezing temperatures are expected. Ensure that there is sufficient time for the stone to dry before freezing will occur.
- Use clean water only. Test the water to determine if it contains impurities or minerals that

could produce staining such as salts and iron. If necessary, filter the water or use a chelating or complexing agent such as ethylene diamine tetra-acetic acid (EDTA) to make metallic ions inactive. Specialist technical advice should be sought to help in interpreting the results of any testing, to determine the most effective filtering method, and/or to determine the most effective additive to use to address any water quality issues.

- Do not add detergents to the water.
- Soaking stains and adhered materials with water for a short time prior to cleaning can often help to soften and loosen the materials to improve the effectiveness of the cleaning.
- Do not use steel brushes or metal tools such as spatulas, knives, or screwdrivers.
- Do not use household cleaners with abrasives such as Vim, Spic and Span, Fantastic etc.
- Do not use household cleaners such as Clorox, Borax, Comet or any cleaners with sodium hydroxide (NaOH).
- Do not use abrasive pads such as Brillo, steel wool or ScotchBrite.
- Do not use biocides to kill off plants, such as lichen.
- Do not use rotary grinders or sanders.
- Do not use abrasive "sandblasting" techniques on granite or bronze markers.
- Do not use acids as additives to the water when cleaning bronze markers.

In general, acidic cleaners are not recommended because of the potential for damage to the marker material, the environmental impact on nearby plants and soil, and the health concerns associated with their application and use.

Clean/Control	Surface	Method
Algae	Stable sandstone surfaces that have algae	Wash with water(no pressure); brush with a soft natural bristle brush; rinse with water
Lichen	Stable sandstone surfaces that have Lichen	Do not attempt to clean or control crustose lichen, particularly 'map lichen'. Foliose or leaf-like lichen may be controlled by gently removal by rubber scraper or soft brush.
Moss	Stable sandstone surfaces that have moss	Gentle removal by rubber scraper or by hand followed by water wash (no pressure).

Loose soil organic debris	Stable sandstone surfaces that have soil and debris, particularly near the marker base.	Wash with water (no pressure); brush with a natural bristle brush if necessary; and rinse with water. If surface and material is dry, brush off debris with a dry natural bristle brush.
All growth, soil and debris	Loose, unstable sandstone surfaces and markers that have bedding plane fractures	Do not clean near surfaces that are unstable or spalling. Avoid washing if water seeps into fractures. Dry brush with natural bristles for areas with bedding plane fractures
Soil and organic debris	Concrete bases	Wash or brush off with a broom. (Raising the base to prevent collection of debris is recommended.)

5.1.2 Pressure Washing

If washing with a nylon brush and water does not produce an acceptable degree of removal, use pressure-washing techniques. Pressure washing is acceptable, provided:

- the maximum pressure is below 400 psi,
- a fan type tip with a minimum 15° spread is used, and
- the nozzle is held perpendicular to the surface at a distance between 18" and 30" from the surface.

Use extreme care with pressure washing so as not to damage or degrade the softer materials of mortar joints between the marker and concrete foundation and the concrete foundation itself. Care must also be exercised when pressure washing the inscriptions as the pressure of the water can break off fragile parts of the inscription.

Pressure washing is not acceptable for use on flat markers with lead filled inscriptions as the water pressure can lift and blow off the lead filling. This is particularly pertinent if any of the lead lettering is already missing.

Do not use acids or other additives when pressure washing. To minimize potential damage, pressure washing should only be used to loosen and soften any adhered organic material. Once this material becomes loose, it should be scrubbed off using a nylon brush and water.

5.1.3 Sources of Staining

The stains occurring on Veterans' grave markers can be from several sources. Although the general principles of cleaning outlined above still apply, some additional steps may also be necessary depending of the source on the stain.

Lichen

- Prior to washing, remove any loose lichen using a spatula made of wood, plastic, or rubber. Do not use metal spatulas.
- Lichens will return. The schedule for cleaning lichens should be determined based on the rate of growth of the lichens and their impact on the legibility and presentation of the markers. Lichens that have been present on the marker for long periods of time can produce very stubborn stains that cannot be satisfactorily cleaned using the simple methods described above. If the inscription is still illegible after cleaning using simple methods, contact VAC to determine if the stone should be replaced.
- Stains from tree sap, backsplash, and standing water
- Organic stains, which have been present on the marker for long periods of time, can become very stubborn and will resist the simple cleaning methods described above. If the inscription is still illegible after cleaning using simple methods, contact VAC to determine if the stone should be replaced.

Efflorescence

- Efflorescence is caused by moisture that contains salts moving through the stone and evaporating on the face of the stone, leaving salt deposits on the face. Improving drainage around the marker, to reduce moisture absorption, will reduce the severity of the efflorescence. Efflorescence could also indicate problems with the soil or the local water supply. Sub-efflorescence may be occurring where efflorescence is observed. Sub-efflorescence is salts that are deposited just beneath the surface of the stone and can produce expansive forces that can lead to blistering, shaling and deterioration of the surface.
- Brush and water and pressure washing techniques will remove the efflorescence powder off of the marker, however, the cause of the efflorescence, soluble salts, will remain in the stone and the efflorescence will usually return unless steps are taken to address the source of the moisture.
- For severe efflorescence, poultices may be necessary. Poultices are stiff paste-like mixtures that are applied directly over the affected area of the stone. Poultice materials such as Fullers earth, kaolinite, or diatomaceous earth are used to create the thick paste to which salts are drawn to during evaporation. Shredded paper or paper towels can also be used as the inert poultice material. The following is the basic process to follow with poultices:
 - Wet the affected area of the marker with water and apply the poultice mixture in a layer that is about 12 mm (1/2") thick and allow it to dry naturally.
 - Once dry (the poultice mass will have cracked and cupped up), carefully remove the poultice material. Ensure that the poultice material does not fall onto and get mixed into the soil as this can return the soluble salts to the soil where they can be

transported back into the stone.

- Wash the treated area with clean water and a nylon brush.

Rust staining

- Washing with a brush and water or with a pressure washer will typically not remove moderate or heavy rust stains. Cleaning rust stains usually requires the use of harsh chemicals and is generally beyond the scope of simple cleaning or regular maintenance. If the inscription is still illegible after cleaning using simple methods, contact VAC to determine if the stone should be replaced.
- A water supply that is contaminated with metallic ions can lead to rust staining that appears as a uniform discoloration of the entire marker. This type of staining rarely will result in an inability to read an inscription and should not require cleaning. Weathering and rainfall may eventually rinse this type of staining off. To reduce the tendency for this type of staining to occur, treat the water supply through filtering or the use of chelating or complexing agents, to remove the metallic ions.

Tire-tread marks

- Pressure washing should typically remove tire-tread marks. If the inscription is still illegible after pressure washing, contact VAC to determine if the stone should be replaced.

Paint and graffiti

- Contact VAC to report incidents of graffiti and for recommendations on cleaning.

Other stains

- Other specific stains encountered, and not mentioned above, may require more than the simple cleaning methods. If the inscription is still illegible after cleaning using simple methods, contact VAC who will determine if the stone should be replaced or if more intensive environmentally challenging procedures are warranted.

5.2 Marker Realignment

Marker realignment should be carried out as part of the regular maintenance regime. One of the major causes of damage to flat markers is accidental impact from lawnmower blades hitting markers that have heaved or moved upwards. The alignment of the markers is also an important facet of the presentation of the grave.

Flat markers should be regularly realigned to ensure that their top surface is level and flush with the soil surface. By levelling a percentage of the flat markers at the cemetery each year as part of the maintenance program, the entire holdings of the cemetery can be effectively managed over a several year cycle. The number of markers included in each year's maintenance program would depend on the total number of markers at the cemetery. Whenever a flat marker is re-levelled, it

is important to assess the condition of its foundation: flat markers that are founded directly on the soil should be reinstalled on proper foundations as described in **Section 4.0**, Standards for the Installation of New Gravesites.

Upright markers should be realigned whenever the misalignment makes it difficult to read the inscriptions on the marker, or when the misalignment detracts significantly from the presentation of the grave.

It is important to determine the cause of the misalignment. Most causes of marker misalignment can be determined by using the Problem Identification Sheets included in **Section 6.0**. These also include recommended corrective actions that fall within the scope of a general cycle of maintenance.

If misalignment of markers is a widespread problem throughout the site, it is recommended that a specialist engineering consultant be engaged to investigate and confirm the cause of the misalignment. This is particularly the case when the misaligned markers all utilize the same type of foundation design.

If a cluster of markers that are presently supported by individual foundations regularly fall out of alignment, consider introducing a new multiple marker beam-type foundation. In this instance it is recommended that a specialist engineering consultant be engaged to investigate the cause of the misalignment and the suitability of the multiple marker beam-type foundation design.

5.3 Marker Mounting

Regular maintenance of marker mounting connections is important to prevent premature failure of these connections. Of the five common connection types used, the grouted-in-pocket and grouted-in-slot are likely to most often require maintenance. Exposed grout used in these types of connections is particularly susceptible to moisture saturation and freeze-thaw damage. The grout should be inspected for signs of cracking or deterioration, and replaced as required.

Methods of inspecting the connections include the following:

- Lightly move the marker back and forth by hand to see if there is any evidence of looseness. Does the marker move back and forth easily? A loose marker indicates a possible failed connection; if the foundation for the marker is buried, some excavation should be carried out to expose the connection between the marker and the foundation.
- Check the grout for obvious signs of cracking or delamination (flaking of the surface of the grout). Cracks will allow moisture to enter into the pocket or slot which can lead to premature failure of the connection as a result of freeze thaw damage. Delaminated grout is also an indication of freeze thaw damage, and can also lead to premature failure of the

grout.

- For grouted-in-pocket connections, lightly drag the tip of a screwdriver or head of a hammer over the length of the grout joint. A hollow “popping” sound will indicate that the grout has de-bonded from the marker or foundation and should be replaced.
- For grouted-in-slot and grouted bumper connections, lightly tap the surface of the grout with a hammer. A hollow “popping” sound will indicate that the grout has de-bonded from the marker or foundation and should be replaced.

Failed, loose sections of grout should be removed and replaced. Remove the loose grout using a hammer and chisel. Replace the missing grout with the standard grout mix used for new installations.

If a significant amount of the grout requires removal, the repair operation is generally beyond the scope of a cycle of general maintenance, and is therefore presented in detail in **Section 7.5.3**.

It is also important to consider the role of excessive moisture saturation as a cause of the deterioration. Standing water regularly collecting around or over the marker foundation is an indicator that drainage of the soil is a problem and could lead to saturation of the grout. To improve drainage around marker foundations existing soil should be excavated and replaced with free-draining granular fill protected by a water-permeable geotextile fabric. This operation is generally beyond the scope of a cycle of general maintenance, and is therefore presented in detail in **Section 7.5.1**.

5.4 Grave Surfaces

In Canada, Veterans' gravesites are surfaced either by gravel, or more commonly, by turfgrass. Although the maintenance of turfgrass is more labour intensive, gravel surfacing also requires recurring maintenance.

5.4.1 Gravel-surfaced Graves

Gravel is used as a grave surfacing in areas of the country that are inhospitable for growing turfgrass. Local gravel is the common surface material for graves in northern Manitoba, in parts of Newfoundland and Labrador, and in the high North. Regular inspections of a gravel-surfaced grave should look for any deterioration of the concrete grave margin, irregularities in the level of the grave surface, and any signs of weed species growing within the boundaries of the grave.

Concrete grave margins

Deterioration of the concrete grave margin can include hairline or larger cracks, and chipping or staining of the concrete. The inspector should make a note of the type of deterioration and the extent to which it has advanced. If a concrete grave margin has deteriorated to such an extent that the dignity of the Veteran's grave has been impaired, the margin should be replaced.

Uneven grave surfaces

The surface planes of graves should be relatively horizontal. Tipped or uneven grave surfaces can result from three causes that are relatively easy to fix during general maintenance activities:

- Most graves will settle during the first two years after they have been dug. To prevent the concrete grave margin from settling, it is recommended that the grave margin material rest on undisturbed soil. However, a tipped grave margin can be re-levelled by raising the lower parts, and placing gravel underneath them. Care should be taken during this process that the tools used to raise the grave margin do not mark, crack or chip the concrete, and that these tools provide sufficient leverage that no worker is in danger of suffering muscle strain.
- The natural settlement of the grave during its first two years will cause the surface layer of gravel to be lowered below the top of the concrete grave margin. This creates a depression for water and ice to collect that could damage the grave margin during freeze-thaw cycles. Maintenance workers should expect to top up a new grave's surface with additional gravel immediately before freeze-up in the fall during each of its first two years, and occasionally thereafter.
- Burrowing animals or human vandals can also result in the unevenness of a grave's surface. Immediate and persistent replacement of gravel to ensure a level surface for the grave will eventually discourage two- and four-legged nuisances.

Weed growth

There are three recommended methods and one method to be avoided for dealing with weed growth on gravel surfaced Veterans' graves:

- The provision of a layer of landscape filter fabric (sometimes called landscape cloth) under the gravel of new graves, will cut down significantly on the amount of weed growth on the grave surface, while still allowing water to percolate into the soil.
- Cemeteries with gravel-surfaced Veterans' graves should be inspected twice a year, one month after spring thaw and just before freeze-up, for occasional weeds growing on top of graves. These occasional weeds can be pulled by hand using landscape forks to loosen plant roots. Every attempt should be made to remove the complete root, which should then be bagged to be composted elsewhere. If weeds are hard to remove, watering the grave surface will make the process easier. Where large numbers of Veterans' graves are involved, cemetery administration could turn a weeding day into a community event by offering refreshments to volunteers drawn from the local Royal Canadian Legion, Girl Guides and Boy Scouts or retiree groups. Increasingly, high school curricula include community service as a prerequisite for graduation, and such school programs are also a potential source of volunteer workers for simple tasks such as weeding graves.
- If regular inspections reveal a significant number of weeds appearing on grave surfaces, the layer of landscape filter fabric may be torn or absent. To replace the layer of filter fabric on an existing Veteran's grave, or to install it for the first time, remove all of the

gravel over the grave, down to the level of the lower side of the concrete grave margin. Set the gravel aside for easy replacement by placing it on filter fabric to separate it from the adjacent unexcavated ground material. Next level the sub-grade with a rake, and place the landscape filter fabric so that all of the area of ground within the grave margin is covered. Replace the gravel, previously removed, over top of the filter fabric. If need be, top up the grave with additional gravel so that its surface is level with the topside of the concrete grave margin. Because landscape filter fabric will deteriorate if exposed to sunlight for extended periods of time, it is important to cover it with a layer of gravel 125 to 150 cm (5" to 6") thick.

- The ecology of areas where gravel-surfaced Veterans' graves are likely to be installed is particularly fragile. At no time should chemical herbicides be used to remove weeds from gravel-surfaced graves.

5.4.2 Turfgrass

Grave Surfaces

By far the largest number of Veterans' graves in Canada are surfaced with turfgrass that is regularly mown to present a neat green carpet which serves to focus attention on the grave marker as the main visible feature of the gravesite. Turfgrass is intended to be a background element framing the marker. However, if badly maintained, the grass becomes the first thing that visitors perceive. In order to promote healthy and visually pleasing turfgrass surfacing, the table below presents several of grass mixtures that will do well under the many different climatic conditions that occur within Canada. Although there may be other mixtures that can also flourish in the conditions listed, those presented in the table are widely and successfully used under the specific light/shade conditions of their respective plant hardiness zones.

Inspectors should ask the head groundskeeper for each cemetery in their territory for the type of grass mixture that is used for both over-seeding and for new sod in the areas used for Veterans' burials. The information about these grass mixtures should be kept with the inspectors' records for each cemetery.

Plant Hardiness Zone	Other Conditions	Grass Mix
Zones 1a to 2a	Sunny	50% Kentucky bluegrass (<i>Poa pratensis</i>) 40% creeping red fescue (<i>Festuca rubra rubra</i>) 10% annual ryegrass (<i>Lolium multiflorum</i>) Note: Annual ryegrass serves as a nurse crop for the first year until other grasses are established.

Zones 2b to 5b	Sunny	60% Kentucky bluegrass (<i>Poa pratensis</i>) 30% creeping red fescue (<i>Festuca rubra rubra</i>) 10% perennial ryegrass (<i>Lolium perenne</i>)
Zones 2b to 5b	Shade	70% creeping red fescue (<i>Festuca rubra rubra</i>) 20% Kentucky bluegrass (<i>Poa pratensis</i>) 10% perennial ryegrass (<i>Lolium perenne</i>)
Zones 6a to 8a	Sunny	60% perennial ryegrass (<i>Lolium perenne</i>) 30% creeping red fescue (<i>Festuca rubra rubra</i>) 10% Kentucky bluegrass (<i>Poa pratensis</i>)
Zones 6a to 8a	Shade	70% chewing fescue (<i>Festuca rubra commutata</i>) 30% perennial ryegrass (<i>Lolium perenne</i>)

Inspectors of Veterans' gravesites should know the plant hardiness zones of the particular cemeteries they cover. Regular inspections of cemeteries with Veterans' graves surfaced in turfgrass should look for a neat appearance resulting from regular mowing. They should record any deterioration of the plant material that could result in bare patches of soil or infestations of broad-leafed weeds.

Soil samples

Even if a cemetery displays flourishing turfgrass, once every six years inspectors should take a soil sample from the Veterans' area of every cemetery in their inspection territory for testing as to soil pH and nutrient requirements. Results of the soil tests should be kept on file to consult if problems arise, and should be shared with cemetery administrations.

Grass mowing

Although well-mown turfgrass is a pleasing surface treatment for any gravesite, the quality of the mowing is particularly important for Veterans' graves marked by flat stones. If grass mowing is done correctly it can also head off a lot of potential horticultural and resource conservation problems.

- Before mowing, the graves should be cleared of all debris such as paper or sticks.
- Frequency of mowing will vary throughout the growing season, so that only one-third of the grass blade is removed at any one cutting. The easy solution is to set a regular interval of mowing, for example once a week, or once every two weeks. However, a better end result is obtained, with greater economy of effort, when an observant grounds manager determines each time to mow according to the height of the grass.
- In order to discourage the growth of broad leaf weeds and to conserve moisture in the soil, the grass should not be cut shorter than 65 mm (2.5").
- Mower blades should be kept sharp throughout the growing season in order to cut cleanly.

- Grass clippings may be left on the surface of the turf unless their accumulation becomes thick enough to prevent air and water from reaching the soil.
- The grass around grave markers should be cut with string trimmers with nylon filaments, for approximately 150 mm (6") on all sides of the stones. The trimmers should be held on such an angle that the rotating nylon filament does not lash the surface of the grave marker. Similar care should be taken around the trunks of trees and shrubs.
- The wheels of mowers should never drive directly over flat grave markers. This applies to both ride-on and push mowers.
- Similarly, care should be taken that mowers do not bump into upright grave markers.
- Cemeteries with large numbers of flat markers often pass the cutting-decks of their ride-on mowers directly over the markers in order to cut grass immediately surrounding the stones without the need for string trimming. This is most likely to work without damaging the grave markers if two precautions are followed:
 - Before cutting, the area to be mown should be inspected for any stones that rise above the surface of the ground, and these should then be levelled and re-set to be flush with the ground surface.
 - Ride-on mowers with cutting decks that are connected to the mower tractor with a flexible attachment that permits movement of the deck on the vertical plane, independent of the mower, are less likely to scratch or gouge grave markers.

Fertilization

All living plant material requires nutrients to survive and flourish. Soil testing at five year intervals should be used to determine the need for grass fertilizers. However, the yearly application of top-dressing can be the primary means by which cemetery turfgrass receives nutriment.

- In early spring after raking and thatch removal, spread an even 12 mm layer of 1 part coarse sand to 2 parts manure or humus lightly over the surface of the lawn as a top-dressing. Composted humus is preferable to manure as a top dressing as it is less likely to burn roots or to give off unpleasant odours. Nevertheless, whichever source of nutrient is used the top dressing will be washed into the surface of the soil after one or two rainfalls, and will gradually penetrate to the active layer of the soil.
- In cemeteries with sandy soil, it may be necessary to provide a second application of top-dressing to the turfgrass in mid-summer.
- The soil tests will reveal any further nutrient requirements needed to produce healthy

turfgrass.

- As a general rule it is better for the grass, and more economical to rely on slow release fertilizers to meet any nutrient requirements beyond top-dressing.
- Because cemeteries are often frequented by small children and pets, 'weed and feed' chemical fertilizers should be avoided.

Watering

Throughout much of Canada the months of July and August are accompanied by dry hot weather with little rainfall. In Western Canada it is common for lawns to be left to dry out, go dormant and turn brown, with the full knowledge that the autumn rains will cause the Kentucky blue grass to break its dormancy and turn green again. Because watering turfgrass in cemeteries will also accelerate the growth of biotic material on the grave markers, it is recommended that Veterans' gravesites adopt the Western Canadian tradition of lawn care, and water as little as possible. The only exception to this approach may be in cemeteries where perennial rye grass forms more than 50% of the turfgrass mix, because of that grass's high water requirements.

If a proposed water source has not been used before for landscape maintenance, it should be tested for potability and pH value by a water-testing laboratory, and the results kept on file with the other inspection results for the cemetery. If problems arise in the turfgrass that cannot be explained by other means, the source of irrigation water should again be tested by a laboratory, and those results kept on file.

In general, if the subsoil of turfgrass areas receives a thorough soaking at least once a week during the growing season the grass will not enter dormancy and turn brown. A thorough soaking means that the soil under the grass receives moisture to a depth of 150 mm. If periods with dormant grass are not acceptable to cemetery administration, additional watering should only be instituted when natural rainfall does not provide this soaking. Sprinklers can deliver this additional watering, but care should be taken to try to wet the grave markers as little as possible. A simple tin can should be set out under the sprinkler to gauge the amount of precipitation the watering is actually supplying. By the time about 25 mm of water has accumulated in the tin can, the moisture should have penetrated the required 150 mm into the subsoil. A soil probe can be used to check the rate of penetration and the watering regime can be fine tuned from the results of the probe.

Weeding and over-seeding

Rather than using herbicides, broad-leaf weeds should be removed from the turfgrass surfaces by mechanical means. Avoiding the use of herbicides will protect grave markers from potential chemical damage, and will protect visitors and cemetery groundskeepers from potential health problems. The procedure for removing broad-leaf weeds from turfgrass is as follows:

- The turfgrass in areas of Veterans' burials should be checked for weeds before each mowing, and weed removal should be done before the mowing takes place.

- Weeds should be removed by hand using a gardening fork to loosen the soil before pulling. Care should be taken to ensure that the entire weed root is removed.
- If weed removal creates a noticeable bald spot in the lawn, this area can be over-seeded with a grass mixture to match the mixture of the surrounding turfgrass.
- Cover the seeded area with a 12 mm layer of peat moss, water daily, and protect from pedestrian traffic until the seeded area has sprouted and is ready to be mown.

Uneven grave surfaces

The surface planes of Veterans' graves covered with turfgrass should be relatively flat to enable the grass to be cut to the recommended height without creating bald patches in the turf. The natural settlement of a grave during its first two years will cause the surface layer of soil and grass to sink. This creates a saucer that allows water to accumulate and makes it difficult to provide a neat cutting for the grass covering the grave. Maintenance workers should expect to top up a new grave's surface with additional soil and to re-seed the surface in the spring and fall during each of its first two years, and occasionally thereafter. If older graves show settlement, they should also be topped up with soil and resurfaced with grass.

Tree roots Tree roots can grow large enough, particularly in the area near the base of the trunk known very descriptively as the root flare, to move grave markers out of alignment. Because the cutting of such main roots will damage large portions of the canopy and perhaps even kill the tree, the best maintenance for this problem is prevention. When installing graves, care should be taken that they are not located within a two metre (6 ½ foot) radius of the tree trunk.

5.5 Inspection Schedules, Checklists and Procedures

All Veterans' gravesites in Canada should be inspected at least once every six years for the general conditions of their individual markers and foundations, and for their grave surfaces. Local conditions at some cemeteries, however, may result in the need to carry out inspections on a more frequent basis. Cemetery-wide conditions should also be noted as part of the inspection because larger scale problems such as site drainage, soil quality, and conditions of trees and shrubs can affect the durability of marker installations, the legibility of their inscriptions, and the dignity of Veterans' gravesites.

Individual marker conditions that should be noted as part of these recommended inspections include: problems with the legibility of the inscriptions, misalignment of the markers, damage to the markers and their foundations, and staining of the markers.

Grave surfacing conditions that should be noted include: any problems with the grave margin (for gravel-surfaced graves), settlement of the surface plane, grass mixes used for seeding and new sod, cutting height for grass, presence of broad-leafed weeds, and overall presentation of the gravesite.

Once every six years the inspectors should also take a soil sample from the VAC departmental plots and cemeteries in their inspection territory for testing for the following:

- soil pH,
- soil nutrient requirements,
- level of sulphates in soil (SO₄), and
- level of chlorides, nitrates, alkalies, iron and other minerals in soil.

VAC should encourage private sector gravesite providers to follow the same testing regime.

5.5.1 Inspection Checklists

Two checklists have been developed to assist inspectors in the collection of information:

- *Cemetery and Grave Surface Inspection Checklist*
- *Grave Marker Inspection Checklist.*

Both checklists are included in **Appendix B**. Photocopies should be made of these checklists for use during the inspections.

Cemetery and Grave Surface Inspection Checklist

The *Cemetery and Grave Surface Inspection Checklist* is intended to be used in examining the parts of cemeteries that contain Veterans' gravesites, as well as for examining the surface conditions of individual graves. It permits the recording of data relevant to the cemetery wide problems, as well as landscape problems at individual graves. The *Cemetery and Grave Surface Inspection Checklist* is divided into three main parts:

- Part One provides space to record general data about the area of the cemetery where Veterans' graves are located, and about how they are surfaced. This information will typically remain unchanged from year to year as the inspections are completed, though some changes may be necessary if new grave markers are installed or changes are made to the cemetery. If information is available on the location of any unmarked graves this should also be noted as this knowledge would be beneficial for restoration work.
- Part Two provides space to record data specific to the symptoms of drainage, soil-related, and grave surface problems. This information may change from year to year as these areas of the cemetery are treated to solve the problems related to these symptoms.
- Part Three of the checklist is a series of information notes that provide additional data on the types of responses expected for parts one and two.

Grave Marker Inspection Checklist

The *Grave Marker Inspection Checklist* permits the recording of data related to the problems of a specific marker. This checklist should be completed for each marker installation that has

problems associated with the legibility of the inscriptions, misalignment of the marker, damage to the marker or its foundation, or staining. The *Grave Marker Inspection Checklist* is divided into three main parts:

- Part One provides space to record general information about the marker. The collection of this information will require some investigative work including minor excavation as required to determine the connection type, foundation type, and the condition and size of the foundation.
- Part Two provides space to record data specific to symptoms present for the five main problem types: inscription legibility, marker misalignment, marker damage, staining, and general presentation of the marker. The symptoms were selected based on their visibility and relative ease of identification. After each symptom the Problem Identification Sheet [Pr/id] where this symptom is discussed is listed to aid the inspector in completing the problem identification.
- Part Three of the checklist is an area where the repair steps taken to treat the symptoms should be recorded with the date of the repair.

5.5.2 Inspection Procedures

In carrying out the inspection of the area within a cemetery with Veterans' gravesites, the *Cemetery and Grave Surface Inspection Checklist* should be completed for each of the areas.

In preparation for the first inspection of a cemetery, and when possible, the inspector should interview cemetery staff to obtain information on the maintenance history of the cemetery and to identify any significant issues or features of the cemetery that may not be obvious to the eye. On subsequent inspections, the inspector should review any records of repairs and maintenance activities for the intervening years between the current and the last inspection. The *Grave Marker Inspection Checklist* has been developed in such a way that the pertinent information on maintenance history of an individual marker can be recorded for just such a review.

For the inspection of the grave markers, the inspector should visually review each marker for evidence of problems with the legibility of its inscription, its alignment, damage to the marker or its foundation, staining, and foundation defects. As part of this review, all upright markers should be checked to determine if the marker / foundation connection is loose by pushing the marker back and forth by hand. When a marker is identified as having any of these problems to a degree that requires repair, the inspector should note these observations on the *Grave Marker Inspection Checklist*, completing a new checklist for each "problem" marker.

Most of the symptoms to be identified on the checklists are visual and require no further investigation. Misalignment, however, requires some additional investigation. If misalignment is an identified problem, the inspector should perform the following quick tests:

- For upright markers, determine if the marker / foundation connection is loose by pushing the

marker back and forth by hand. If the marker moves easily, it should be considered loose.

- To acquire data about the foundation, carry out some minor excavation over and around the foundation to determine:
 - ❖ its condition (the extent of cracking and fracturing if any);
 - ❖ its type:
 - single marker foundation (a foundation that supports only one marker);
 - multiple marker (beam-on-grade) foundation (a foundation that is a concrete beam supported directly by the soil and which supports more than 1 marker); or
 - multiple marker (beam-on-piles) foundation (a foundation that is a concrete beam supported on concrete piles located at each end of the beam and which supports more than 1 marker); and
 - ❖ its approximate size.
- Determine the type of connection detail used between the marker and its foundation, and the condition of this connection. Common connections to the foundation include:
 - marker cast-in-place (the marker set directly into the concrete of the foundation);
 - marker set into a pocket or slot in the concrete foundation, and grouted in place;
 - marker grouted between concrete bumpers of the foundation (the marker grouted or mortared into place between raised bumpers that have been cast onto the concrete foundation); and
 - marker pinned to the concrete (metal rods connect the marker to its foundation).

After completing the inspection, the information on the *Grave Marker Inspection Checklist* should be compared with the problem identification sheets contained in **Section 6.0**. This will enable the inspector to identify the problems and the recommended repairs to treat them. To aid in this step, the Problem Identification Sheet [Pr/id] relevant to each symptom is identified by its number beside the symptom for quick reference.

All checklists should be retained and filed after the completion of the inspection, and reviewed prior to the start of each subsequent inspection. This will permit an accurate tracking of the problem types and repairs common at the cemetery, and will assist in the identification of long-term trends of specific problem types and the success or failure of specific repair techniques.

ANNEX "B"
BASIS OF PAYMENT

You will be paid your costs reasonably and properly incurred for the performance of the work as follows;

For the period from 26 November 2012 to 16 November 2013

1) Labour. at the following hourly rates-

1.1 \$ _____ per hour for an estimated 20 hours per week x 25 weeks from 26 November 2012 to 18 May 2013. \$ _____

1.2 \$ _____ per hour for an estimated 40 hours per week x 26 weeks from 19 May 2013 to 16 November 2013 \$ _____

TOTAL ESTIMATED LABOUR \$ _____

2) Other direct charges, at cost without mark-up as follows;

All necessary supplies such as grass seed, fertilizer, gas, and oil. To a maximum of \$400.00 per month x 12 months \$ 4,800.00

Note: The Contractor must request prior approval for all purchases from VAC Project Authority.

TOTAL ESTIMATED OTHER DIRECT CHARGES \$ 4,800.00

TOTAL ESTIMATED COST \$ _____

For the option period from 17 November 2013 to 15 November 2014;

1) Labour. at the following hourly rates-

1.1 \$ _____ per hour for an estimated 20 hours per week x 26 weeks from 17 November 2013 to 17 May 2014. \$ _____

1.2 \$ _____ per hour for an estimated 40 hours per week x 26 weeks from 18 May 2014 to 15 November 2014 \$ _____

TOTAL ESTIMATED LABOUR \$ _____

2) Other direct charges, at cost without mark-up as follows;

ANNEX "B"
BASIS OF PAYMENT

All necessary supplies such as grass seed, fertilizer, gas, and oil. To a maximum of \$400.00 per month x 12 months	\$ 4,800.00
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Note: The Contractor must request prior approval for all purchases from VAC Project Authority.

<i>TOTAL ESTIMATED OTHER DIRECT CHARGES</i>	\$ 4,800.00
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TOTAL ESTIMATED COST	\$ _____
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For the option period from 16 November 2014 to 14 November 2015;

1) Labour. at the following hourly rates-

1.1 \$ _____ per hour for an estimated 20 hours per week x 26 weeks from 16 November 2014 to 16 May 2015.	\$ _____
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1.2 \$ _____ per hour for an estimated 40 hours per week x 26 weeks from 17 May 2015 to 14 November 2015	\$ _____
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<i>TOTAL ESTIMATED LABOUR</i>	\$ _____
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2) Other direct charges, at cost without mark-up as follows;

All necessary supplies such as grass seed, fertilizer, gas, and oil. To a maximum of \$400.00 per month x 12 months	\$ 4,800.00
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Note: The Contractor must request prior approval for all purchases from VAC Project Authority.

<i>TOTAL ESTIMATED OTHER DIRECT CHARGES</i>	\$ 4,800.00
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TOTAL ESTIMATED COST	\$ _____
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ANNEX "B"
BASIS OF PAYMENT

For the option period from 15 November 2015 to 12 November 2016;

1) Labour. at the following hourly rates-

1.1 \$ _____ per hour for an estimated 20 hours per week x 26 weeks from 15 November 2015 to 14 May 2016. \$ _____

1.2 \$ _____ per hour for an estimated 40 hours per week x 26 weeks from 15 May 2016 to 12 November 2016 \$ _____

TOTAL ESTIMATED LABOUR \$ _____

2) Other direct charges, at cost without mark-up as follows;

All necessary supplies such as grass seed, fertilizer, gas, and oil. To a maximum of \$400.00 per month x 12 months \$ 4,800.00

Note: The Contractor must request prior approval for all purchases from VAC Project Authority.

TOTAL ESTIMATED OTHER DIRECT CHARGES \$ 4,800.00

TOTAL ESTIMATED COST \$ _____

Grand Total

(the sum of all periods will be used for evaluation purposes) \$ _____

Annex "C"



Government
of Canada

Gouvernement
du Canada

51019-12-4006

Contract Number/Numéro du contrat

Security Classification/Classification de sécurité

SECURITY REQUIREMENTS CHECK-LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION/PARTIE A - INFORMATION CONTRACTUELLE	
1. Originating Government Department or Organization/ Ministère ou organisme gouvernemental d'origine Veterans Affairs Canada	2. Branch or Directorate/Direction générale ou Direction PCC Branch, Commemoration Division
3. a) Subcontract Number/Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor/Nom et adresse du sous-traitant
4. Brief description of work/Breve description du travail Contract for caretaker at Veterans Cemetery, Esquimalt BC.	
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
5. b) Will the supplier require access to unclassified military Technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
6. Indicate the type of access required/Indiquer le type d'accès requis.	
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
7. a) Indicate the type of information that the supplier will be required to access/Indiquer le type d'information auquel le fournisseur devra avoir accès.	
Canada <input checked="" type="checkbox"/>	NATO/OTAN <input type="checkbox"/>
Foreign/Etranger <input type="checkbox"/>	
7. b) Release restrictions/Réstrictions relatives à la diffusion	
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Restricted to/Limité à : <input type="checkbox"/>	Restricted to/Limité à : <input type="checkbox"/>
Specify country(ies)/Préciser le(s) pays :	Specify country(ies)/Préciser le(s) pays :
7. c) Level of information/Niveau d'information	
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	
	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
	SECRET SECRET <input type="checkbox"/>
	TOP SECRET TRÈS SECRET <input type="checkbox"/>
	TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

TDS/SCT 330-103 (2004/12)

Security Classification/Classification de sécurité

Canada



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PART A - (continued)/PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
If yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité: ☒ No ☐ Yes
Non Oui
9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?
Short Titles of material/Titre(s) abrégé(s) du matériel:
Document Number/Numéro du document: ☒ No ☐ Yes
Non Oui

PART B - PERSONNEL (SUPPLIER)/PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required/Niveau de contrôle de la sécurité du personnel requis
- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITE | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |
- Special comments:
Commentaires spéciaux: -

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
Non Oui
- If yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? ☐ No ☐ Yes
Non Oui

PART C - SAFEGUARDS (SUPPLIER)/PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION/ASSETS - RENSEIGNEMENTS/Biens

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes
Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☒ No ☐ Yes
Non Oui

INFORMATION TECHNOLOGY (IT) MEDIA/SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes
Non Oui



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PART C - (continued)/PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART/TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information/Assets Renseignements/ Biens																
Production																
IT Media/ Support TI																
IT Link/ Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



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51019-12-4006

Contract Number/Numéro du contrat

Security Classification/Classification de sécurité

PART D - AUTHORIZATION/PARTIE D - AUTORISATION

13. Organization Project Authority/Chargé de projet de l'organisme

Name (print) - Nom (en lettres majuscules)

Derek Sullivan

Title - Titre

DG, Commemoration Division

Signature

Derek Sullivan

Telephone No. - N° de téléphone

902-566-8026

Facsimile No. - N° de télécopieur

902-566-7056

E-mail address - Adresse courriel

Date

11/21/12

14. Organization Security Authority/Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres majuscules)

Michael Longaphie

Title - Titre

Peris Secur O / Agent secur
VAC / ACC

Signature

Michael Longaphie

Telephone No. - N° de téléphone

368-0089

Facsimile No. - N° de télécopieur

368-0517

E-mail address - Adresse courriel

Date

AUG 21 2012

15. Are there additional instruction (e.g. Security Guide, Security Classification Guide) attached?

Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

☒ No

☐ Yes

Non

Oui

16. Procurement Officer/Agent d'approvisionnement

Name (print) - Nom (en lettres majuscules)

Annette Bourque

Title - Titre

Supply Specialist

Signature

Annette Bourque

Telephone No. - N° de téléphone

(506) 851-2325

Facsimile No. - N° de télécopieur

(506) 851-6759

E-mail address - Adresse courriel

annette.bourque@pwc.gc.ca

Date

08/21/2012

17. Contracting Security Authority/Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres majuscules)

Anna Kulycka

Title - Titre

Contract Security Officer

Signature

Anna Kulycka

Telephone No. - N° de téléphone

(613) 957-1258

Facsimile No. - N° de télécopieur

(613) 954-4171

E-mail address - Adresse courriel

anna.kulycka@pwc.ca

Date

Oct 4. 2012

ANNEX "D"
TECHNICAL EVALUATION CRITERIA

Mandatory Evaluation Criteria

1. Proposals **MUST** meet all of the following mandatory requirements. Proposals must be supported by proper and adequate detail, particularly where a mandatory item requires supporting evidence. Those not meeting all of these mandatory requirements will be given no further consideration.
2. The mandatory evaluation criteria are:

ATTENTION BIDDERS: WRITE THE RELEVANT PAGE NUMBER(S) FROM YOUR PROPOSAL WHICH ADDRESSES THE ISSUE BESIDE THE CRITERIA BELOW.

<u>Criteria</u>		Cross Reference to Technical Offer (page #)	FOR EVALUATION PURPOSES	
			MET/NOT MET	COMMENTS
The individual providing services under the contract:				
1	Must have a background in horticulture by demonstrating a minimum of 5 years experience as a contractor or employee responsible for ground/lawn maintenance, tree trimmers, handling of assorted equipment, such as pruning sheers, lawn mowers, weed trimmers, etc.			
2	Must have experience in providing horticultural services in a cemetery, park or historic site.			
3	Must have experience working in a cemetery or similar type of environment involving dealing with bereaved individuals or interments.			
4	Must live within a 30km radius of Veterans Cemetery, Esquimalt, BC.			