



Parks Canada

Saguenay–St. Lawrence Management Unit

Statement of requirements
for the interpretation services at the
Interpretation and Observation centre of
Cap-De-Bon-Désir
and
Marine Environment Discovery Centre

2014

File #: 14-0303

1. OBJECTIVES

This statement of requirements concerns the delivery of interpretation services at the Cap-de-Bon-Désir interpretation and observation centre and Marine Environment Discovery Centre for the 2014 operational season.

Parks Canada will authorize the Contractor to occupy and use the Premises and buildings as described in Article 9.1.

2. DEFINITIONS

The following words or expressions, when used in this document, will have the following meaning, unless the context indicates otherwise:

"Parks Canada" designates the Parks Canada Agency, Saguenay–St. Lawrence management unit;

"Premises used and occupied" or "Premises" designates the Premises described in Article 9.1 of this contract;

"Contractor" designates the tenderer who will be entrusted with the work tasks described in this statement of requirements;

"Park Manager" designates the Manager of the Saguenay–St. Lawrence management unit, Parks Canada Agency, or any other person authorized to act in his name;

3. NATURE OF THE WORK TO BE PERFORMED

In compliance with the commitment of Parks Canada:

***Protect**, in priority, the natural and cultural heritage of these exceptional premises and ensure their integrity;*

***Ensure discovery** of the beauty and wealth of our natural environments, and remember the courage and ingenuity of those who contributed to making Canada;*

***Commemorate** the invaluable heritage left by all these visionaries, whose knowledge and passion inspired the character and values of our country;*

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

The Contractor will ensure the reception and household maintenance services of the Cap-de-Bon-Désir interpretation and observation center.

3.1 Visitor service

As the site's manager, the Park's Manager remains the public's host; however, the Contractor will provide pleasant and polite welcome of this same public at the entrance point in compliance with Parks Canada's service standards:

a. Welcome

Greet in both official languages

Welcome with enthusiasm, courtesy and honesty

b. Evaluate

Anticipate, understand and meet expectations and needs

c. Process

Ensure effective transmission of accurate, precise and up-to-date information

Offer customized service focusing on evocative and unique experiences

Convey our passion by sharing captivating stories

d. Complete

Collect comments, take them into consideration and follow-up on them proactively

The Contractor will collect the entrance fees to the Cap-de-Bon-Désir interpretation and observation center according to the fee schedule approved by Parks Canada as well as the revenue from the sales of Parks Canada by-products and will deposit the amounts collected onto the account of Canada's Collector General according to the procedure defined by the Park Manager provided in appendix I.

The Contractor will be responsible for selling promotional products on the site. The Park Manager will provide the Contractor with the Parks Canada promotional products as a consignment stock before June 21st, 2014. The Contractor will be responsible for managing the equipment. The Contractor will receive a 25% commission over the total amount of sales upon receipt of an invoice. The Contractor may sell only the products authorized by Parks Canada.

The Contractor will ensure the principle of equality of all in accessibility to the programs and activities offered by him.

The Park manager may require the Contractor to dispense, at the entrance to the Site, leaflets or any publications related to the activities and programs performed. In any other case, the Park Manager will authorize the list of documents to be dispensed.

The Contractor will also inform the public at the entrance to the Premises used and occupied about the other activities and programs conducted on the Premises used and occupied and accessible to this public. This will also apply to the other Parks Canada sites, i.e. the Pointe-Noire Interpretation and observation centre and the Marine environment discovery centre.

Notwithstanding the above, the Park Manager reserves the right to welcome groups or individuals (journalists, students, VIP visitors, etc.) free of charge, visiting for specific purposes other than participating in the interpretation program. In this case, Parks Canada employees will accompany these visitors. Insofar as the Park Manager is informed in advance of the arrival of these visitors, he will notify the Contractor's representative within a reasonable time.

The Contractor will apply Parks Canada prevention guidelines. To this effect, as part of the framework of the pre-season training offered by Canada from June 16 to 20, the personnel will be given level 2 prevention training. Upon completion of this training, the participants will be able to detect and report an incident and issue a courtesy reminder or formal notification according to the case. Parks Canada uses a proactive approach comprising communication and education to influence visitors in order to prevent most incidents related to conservation of resources and visitor experience.

3.2 Household maintenance service

The Contractor will ensure household maintenance of the buildings and certain elements on the land, i.e.:

- the gatehouse;
- the lighthouse guard house, including the exhibition room and the offices;
- the parking lot;
- the pathway leading to the river and its banks;
- the picnic area;
- sanitary facilities;
- maintenance of the compost toilet;
- the observation view-point (courtyard).

Before the site's opening on June 21st, 2014, the Contractor will carry out the major maintenance of the facilities, including inside and outside cleaning of windows and preparation of the compost toilet. The Parks Canada technical services will offer a training session to the maintenance supervisors and an instruction sheet will be handed over at the beginning of the season.

The Contractor will perform, according to the timetable indicated, all tasks listed in appendix II for the buildings and land elements.

The household maintenance service includes residual material management; the Contractor will dispose of these materials according to the collection schedule defined by the municipality.

- Outside bins will be emptied at least once a day, at the end of the day for preventive purposes, in order to avoid attracting wildlife.
- The bins and recycling containers will be cleaned if required.

The Contractor will provide a machine dispensing coffee as well as its content (coffee, milk and/or its substitute, sugar, cups, etc.). The contractor will ensure maintenance of the dispensing machine, which must be functional at all times throughout the premises opening period. The revenue generated by the dispensing machine will belong to the Contractor.

The Parks Canada electric car can be used outside operating hours for the maintenance service and must be returned in as clean a state as when it was taken.

Soap, paper towels, hygienic paper and cleaning products, etc. are provided by the Contractor.

3.3 Visitor and personnel safety

In case of any breakage found in the Premises (e.g. faulty staircase, broken showcase, broken picnic table, etc.) likely to endanger the well-being or life of visitors or his personnel, the Contractor will immediately notify the Park Manager of the prevailing situation, by filling in the *Equipment or infrastructure breakage report* form attached in appendix II.

The Contractor commits to ensure that during all opening hours, at least one employee is

present with the certifications required to administer first aid and cardiopulmonary resuscitation (CPR). He must be trained in using fire extinguishers as well as in safety and fire prevention rules.

3.4 Modifications to the interior fit-out of the Premises used and occupied

Parks Canada will have the exclusive charge of any modifications and improvements they intend to make to the interior fit-out of the Premises used and occupied, including exhibition and interpretation elements belonging to them. All modification and improvement situations resulting in repairs to the structures of the Premises used and occupied will be subject to prior approval by the Park Manager, and must comply with the standards related to fire and safety.

3.5 Access to the Premises used and occupied

The Contractor will also guarantee to the Park Manager the right, at all times, to enter the Premises used and occupied, and examine the condition in which the said Premises are maintained, repaired and kept in order. The Park Manager can provide the Contractor a note requiring the latter to perform this maintenance or repairs considered to be necessary following this inspection occurring should the Contractor have exceptionally altered the Premises.

3.6 Personnel health and safety

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

The Contractor will assess the risks and inform his employees of these risks.

4. EXPECTED RESULTS

4.1 Visitor service

The visitor service must be available to the public according to the following timetable:

For the summer period:

From Saturday, June 21st to Monday, September 1st, 2014 inclusively;

From 9 am to 6 pm.

For the fall period:

From Tuesday, September 2nd, to Sunday, September 7th, 2014, then from Wednesday to Sunday as of September 10th, until Thanksgiving inclusively, i.e. Monday, October 13th, 2014;

From 9 am to 5 pm.

As part of his assignment, the Contractor may offer to the public some activities and services at other times of the year, and then operate the Premises used and occupied, in compliance with the Parks Canada fee schedule. However, the Contractor will at all times meet all obligations or clauses of this document, and may not escape these obligations

because of financial loss at any time whatsoever.

The visitor service will be assessed throughout the season according to the criteria presented in appendix IV. If required, the Contractor will correct weak points as soon as possible.

4.2 Personnel

The Contractor will:

- a) Provide personnel able to welcome visitors and ensure effective communication with the public. The personnel will offer the visitor services in compliance with the Parks Canada service standards.
- b) Free up his designated personnel and familiarize them with Parks Canada and the other programs and activities conducted in the park through a 37.5-hour training session, for reception staff, from June 16th to 20th, 2014.
- c) Ensure that the personnel, in their actions and clothing, avoid any confusion with Parks Canada personnel by wearing a badge and a bib indicating clearly their affiliation; the latter will be supplied by Parks Canada. In addition, the personnel will apply the dress code, which requires wearing closed shoes, a white sweater or a white shirt. Blue jeans, scarves and decorative items are forbidden.
- d) Ensure that the content of any communication is accurate and that the personnel are polite with visitors.
- e) Ensure sufficient personnel are allocated to offer the activities and services proposed and authorized.
- f) Ensure the personnel fills in the *Waiver of publicity rights and rights of protection on personal information form* supplied in appendix V. The forms will be returned to Parks Canada before the start of this contract.

4.3 Reports

- a) The Contractor commits to inform immediately the Park Manager of any anomalies, bodily injuries, material and other damages likely to arise in the Premises used and occupied. Parks Canada will provide the Contractor with the form identified to this end (appendix III).
- b) The Contractor will fill in the statistical forms on a daily basis. These forms will be transmitted, according to a predefined schedule, to the Park Manager. The Park Manager will provide the Contractor with the necessary forms before the start of the season.

4.4 Meetings

The Contractor will attend coordination meetings. These meetings will be held at the beginning and end of season. The Park Manager and Contractor will agree on meeting dates. If required, other meetings may be held upon request from both parties.

These meetings will allow discussing the evolution of the activities, the projects the Contractor would like to pursue and any items relating to this contract.

These meetings will be held in the administrative office of the Saguenay-St. Lawrence marine park or any other location determined in advance by the Contractor and Parks Canada.

The Park Manager reserves the right to summon any other meeting for special or urgent purposes. Minutes will be prepared at each of these meetings and the Contractor commits to comply with their decisions. The Park Manager will write and distribute them.

5. EXPENSES INCURRED BY THE CONTRACTOR

The Contractor will meet all income taxes, taxes and fees, of any nature whatsoever, and which may be imposed legally on the activities held in the Premises used and occupied or any part of the latter.

6. CONTRACTOR OBLIGATIONS

6.1 Laws and regulations

The Contractor will comply with all laws and regulations issued by the federal, provincial and municipal governments and other administrative authorities, and pertaining in any way to the Premises used and occupied, as well as the activities conducted therein.

6.2 Bilingualism

The Contractor will provide the visitor services in both official languages of Canada. All documents, posters or notes the organization distributes or exposes in the Premises used and occupied will be written in both official languages of Canada and be authorized by the Park Manager beforehand.

7. AUTHORIZATIONS REQUIRED

The Contractor will obtain prior approval from the Park Manager on the periods of operation of the Premises, content of the program and publications, if applicable, before their distribution.

8. COMMERCIAL ACTIVITIES AUTHORIZED IN THE PREMISES USED AND OCCUPIED

The Park Manager may not authorize an item sales service in the Premises.

9. MISCELLANEOUS

9.1 Buildings and land

The Premises used and occupied are:

- the lighthouse guard house;

- the deputy guard house;
- the parking lot;
- pathways to the river;
- the garage and electric car;
- the gatehouse.

The Premises used and occupied will be mainly used for operating a visitor program and activities authorized by the Park Manager. Access right to the plots adjacent to the Premises used and occupied, to the paths, roads and parking lots, is not exclusive to the Contractor. In addition, the Park Manager reserves the right, after consultation with the Contractor, to issue permits providing the holders, throughout the contract time, with certain privileges on one or several parts of the Premises used and occupied and the Premises subject to access rights, provided these privileges have no unduly impact on the use made of the said Premises used and occupied by the Contractor. At no time will the latter, throughout the contract time, do or allow someone to do, anything likely to impact the rights offered to third parties.

9.2 Equipment lending

All lent equipment will be returned to Parks Canada in satisfactory condition upon contract expiry or termination.

9.3 Public relations and communications

The Contractor will keep the Park Manager informed of any communication with the media. To this effect, all press releases will be presented beforehand and authorized by the Park Manager before any issuing. All interviews granted to the media will be subject to a report transmitted to the Park Manager on the day after the interview(s). In addition, any request for information, interviews or advertising from the media (television, newspapers, magazines, radio, etc.) and related to an activity or program of Parks Canada will be referred to the Park Manager.

Appendix I

Service et programme d'interprétation

Centre d'interprétation et d'observation de Cap-de-Bon-Désir /

Cap-de-Bon-Désir Interpretation and Observation Centre

Horaire des activités d'interprétation / Interpretation Activities Schedule

	Dimanche / Sunday	Lundi / Monday	Mardi / Tuesday	Mercredi / Wednesday	Jeudi / Thursday	Vendredi / Friday	Samedi / Saturday
10h30	30 pieds chez Neptune / Ocean Encounter	Les hauts et les bas du bord de mer ou Naviguer sur le Saint-Laurent *	Les hauts et les bas du bord de mer ou Naviguer sur le Saint-Laurent *	30 pieds chez Neptune / Ocean Encounter	Les hauts et les bas du bord de mer ou Naviguer sur le Saint-Laurent *	Les hauts et les bas du bord de mer ou Naviguer sur le Saint-Laurent *	30 pieds chez Neptune / Ocean Encounter
11h15	Cartes postales/ Postcards			Cartes postales/ Postcards			Cartes postales/ Postcards
14h30	Naviguer sur le Saint-Laurent	Les hauts et les bas du bord de mer ou Naviguer sur le Saint-Laurent *	Les hauts et les bas du bord de mer ou Naviguer sur le Saint-Laurent *	Naviguer sur le Saint-Laurent	Les hauts et les bas du bord de mer ou Naviguer sur le Saint-Laurent *	Les hauts et les bas du bord de mer ou Naviguer sur le Saint-Laurent *	Naviguer sur le Saint-Laurent
16h	Navigating on the St. Lawrence						

* Varie selon les marées / depending of the tide

Horaire des activités d'interprétation / Interpretation Activities Schedule

	Dimanche / Sunday	Lundi / Monday	Mardi / Tuesday	Mercredi / Wednesday	Jeudi / Thursday	Vendredi / Friday	Samedi / Saturday
11 h 00	Les requins du Saint-Laurent : bouffeurs de plancton ou mangeur d'hommes?	Le punch de l'estuaire	Comme un poisson dans l'eau	Les requins du Saint-Laurent : bouffeurs de plancton ou mangeur d'hommes?	Le punch de l'estuaire	Comme un poisson dans l'eau	Le punch de l'estuaire
13 h 30	Film / Movie	Film / Movie	Film / Movie	Comme un poisson dans l'eau	Les requins du Saint-Laurent : bouffeurs de plancton ou mangeur d'hommes?	Les requins du Saint-Laurent : bouffeurs de plancton ou mangeur d'hommes?	Comme un poisson dans l'eau
14 h 30	Comme un poisson dans l'eau	Les requins du Saint-Laurent : bouffeurs de plancton ou mangeur d'hommes?	Le punch de l'estuaire	Le Saint-Laurent en direct	Le Saint-Laurent en direct	Le Saint-Laurent en direct	Le Saint-Laurent en direct
16 h 00	Film / Movie						

Appendix II

Equipment or infrastructure breakage report

Observation point: _____

Observation date: _____

Equipment or infrastructure concerned:

Description of the breakage:

Filled in by: (capital letters) _____

Signature: _____ Date: _____



Appendix III
General incident report

Violation			
Pollution / spill	<input type="checkbox"/>	Diving accident	<input type="checkbox"/>
Person lost or disappeared	<input type="checkbox"/>	Animal in difficulty or dead	<input type="checkbox"/>
Accident / first aid	<input type="checkbox"/>	Bear present	<input type="checkbox"/>
Craft in distress	<input type="checkbox"/>	Others	<input type="checkbox"/>
Fall in the water	<input type="checkbox"/>	_____	
Date: _____		Time: _____	
Location: _____			
Contact person			
Name: _____			
Telephone number to reach contact person: _____			
Incident and intervention summary			

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

Vehicle(s) involved			



Type: _____ Registration: _____
Model: _____ Color: _____
Description: _____

Animal(s) involved

Species: _____ Number: _____
Comments _____

Environmental conditions (weather, visibility, luminosity, etc.)



Information on the person having filled in the report

Name: _____
Date: _____ Time: _____
Signature: _____

Fax number for sending the report: 418 235-4192

EMERGENCY: 1 866 508-9888



Appendix V

Visitor service evaluation grid

The work will be evaluated throughout the season according to the following criteria

Interpretation service

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

Professional behavior



Understanding of the importance of quality hospitality services : the agent is aware that represents Parks Canada, the Saguenay–St. Lawrence Marine Park and our compagny.					
Warm and welcoming attitude shown at all times to visitors, ex. : Avoiding employee groups and personal conversations in the presence of visitors, show positive body language, eye contact during interactions					
Processing issues, such as the seal hunt, fairly, citing sources as much as possible and allowing the visitor to express his opinion without judgment against him					
Autonomy : Control of current transactions, otherwise first refer to the manuel attendants to find information.					
Punctual					
<input checked="" type="checkbox"/> Prefer to travel cries in communication between team members, ex. : During the preparation of 30 feet at Neptune					
Using the method EQRR to adress grievances and complains: listening, empathy, questions, paraphrasing, summary (request assistance from the Visitor Service Team Leader if required)					
Use of radio transmitters reserved service needs by considering the presence of visitors can hear communications: ex. short messages.					
Readiness to perform various administrative tasks: statitical data, reminders of courtesies, incident reports, etc.					

Commentaires: _____



The work will be evaluated throughout the season according to the following criteria

Interpretation service

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

Professional look



Compliance with the dress code and uniform appearance: clean, repaired and carefully ironed, pin well fixed and straight, few additional clothing accessories (decorative scarf, jewels, etc.)					
Positive and engaging attitude: open and smiling face, sunglasses showing the eyes, visual contact, straight posture					
No smoking or chewing gum					

Commentaires: _____

Team spirit



Cooperation with members of the reception team, maintenance service, and others, for example by transmitting information pertaining to their work					
Ability to accept and offer constructive comments					
Be courteous and polite in communications between colleagues					
Observe common life or work space, e.g. clean and store dishes after the meal					

Commentaires: _____



The work will be evaluated throughout the season according to the following criteria

Interpretation service

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

Communication strategies



Ability to seize opportunities to make connections between observations of wildlife and park					
Ability to present activities to reach the objectives set out in scenarios					
Ability to adapt its communications by the audience (age, education, culture)					
Use appropriate vocabulary and grammar and good diction					
Avoid expressing opinions or negative attitudes					
Avoid the use of acronyms, such as "Le St-Lo" otherwise explain					
Ability to listen, ex. be on the lookout for non-verbal language, avoid interrupting, etc.					

Commentaires: _____

Prevention



Prompt reporting of all breakages and anomalies to facilities					
Transmission of ideas and suggestions likely to improve service to the Visitor Service team supervisor					
Courtesy in all communication with visitors, especially about opinions					
Ensure your own safety before intervening					

Commentaires: _____





Appendix VI

Attestation and Proof of Compliance with Occupational Health and Safety (OHS)

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

Instructions:

Prime contractor must sign this form for all projects undertaken at Parks Canada work places.

This form is to be administered by the Project Manager and completed by the Prime Contractor AFTER contract award.

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

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



General Description of Work to be completed