



RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À :

Bid Receiving Unit
Parks Canada Agency
111 Water Street East
Cornwall ON K6H 6S3

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

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

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

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Title-Sujet Interpretation services, hospitality and housekeeping at the Pointe-Noire Interpretation and Observation Centre and the Baie Sainte-Catherine Wharf	
Solicitation No. - N° de l'invitation 10141542	Date 2015-01-15
GETS Reference No. - N° de référence de SEAG	
Client Reference No. - N° de référence du client	
Solicitation Closes L'invitation prend fin — at - à 2 :00 p.m. on - le February 25, 2015	Time Zone Fuseau horaire - Eastern Standard Time (EST)
Address Inquiries to: - Adresser toute demande de renseignements à : Céline Morin (celine.morin@pc.gc.ca)	
Telephone No. - No de téléphone 613-938-5940	Fax No. - N° de FAX:
Destination of Goods, Services, and Construction: Destinations des biens, services et construction : See Herein	
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 the 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)	
Name/Nom	Title/Titre
Signature	Date

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PART 1 - GENERAL INFORMATION

1.1 Security Requirements

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 6 - 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 requirements as indicated in Part 6 - 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 refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

1.2 Statement of Work

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

1.3 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The 2003 (2014-09-25) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2 Submission of Bids

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

Bids transmitted by mail and facsimile will be accepted. Bid fax number: 1-877-558-2349.

2.3 Former Public Servant

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

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? Yes () No ()

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes** () **No** ()

If so, the Bidder must provide the following information:

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

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

2.4 Enquiries - Bid Solicitation

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

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

2.5 Applicable Laws

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

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

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

Section I: Technical Bid (4 hard copies if sent by mail);

Section II: Financial Bid (1 hard copy)

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>). To assist Canada in reaching its objectives, bidders should:

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

Section I: Technical Bid

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

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment. The total amount of Applicable Taxes must be shown separately.

Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

O1	The maximum base budget of this project is \$ 246,800.00 + insurance(s), not including taxes . Any amount above this proposal will be automatically rejected.
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4.1.1.2 Point Rated Technical Criteria

		Maximum score	Minimum score
C1	<p>The Contractor will demonstrate he has the appropriate experience to offer the interpretation, visitor and household maintenance services by indicating :</p> <ul style="list-style-type: none"> a. The recent and appropriate years of experience; (20 pts) b. The similar appropriate projects led in the past (over the last five years); (20 pts) c. Appropriate experience in personnel management and team supervision; (10 pts) 	50	25
C2	The Contractor must demonstrate an understanding of the role of a marine area and knowledge of service standards for Parks Canada.	25	12.5
C3	The Contractor will demonstrate that he is able to offer the reception service in both official Canadian languages.	10	5
	Total	85	42.5

4.1.2 Financial Evaluation

SACC Manual Clause A0220T (2014-06-12), Evaluation of Price

4.2 Basis of Selection

4.2.1 Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum points specified for each criterion for the technical evaluation, and
 - d. obtain the required minimum of 42.5 points overall for the technical evaluation criteria which are subject to point rating.
The rating is performed on a scale of 85 points.
2. Bids not meeting (a) (b) (c) and (d) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 85 % for the technical merit and 15 % for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 85 %.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 15 %.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

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

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

		Bidder 1	Bidder 2	Bidder 3
Overall technical score		115/135	89/135	92/135
Bid Evaluated Price		55 000,00 \$	50 000,00 \$	45 000,00 \$
Calculations	Technical merit score	$115/135 \times 60 = 51.11$	$89/135 \times 60 = 39.56$	$92/135 \times 60 = 40.89$
	Pricing score	$45/55 \times 40 = 32.73$	$45/50 \times 40 = 36.00$	$45/45 \times 40 = 40.00$
Combined rating		83,84	75,56	80,89
overall rating		1	3	2

PART 5 - CERTIFICATIONS

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

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

5.1 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 inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certifications within the time frame provided will render the bid non-responsive.

5.1.1 Integrity Provisions - Associated Information

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions 2003. The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

5.1.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from Employment and Social Development Canada (ESDC) - Labour's website.

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

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

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

At all times during the performance of the contract, the following conditions must be met:

- a. The Contractor/Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the Parks Canada Agency.
- b. The Contractor will ensure that the personnel responsible for collecting the entrance fees have a valid RELIABILITY STATUS before the beginning of the season of operations, i.e. June 20th, 2015. To do so, the Contractor will fill in the *Personnel security, consent and authorization verification form* supplied in appendix VII for the personnel who do not already have a reliability rating. The form must be handed over on no later than June 8th, 2015.

6.2 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A" and the Contractor's technical bid entitled _____, dated _____. *(to be filled in at contract award)*

6.3 Standard Clauses and Conditions

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

6.3.1 General Conditions

2010C (2014-09-25), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract

The contract period is from May 15, 2015 to December 31, 2015 inclusive.

6.4.2 Option to Extend the Contract

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

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

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Céline Morin
Contract, Procurement and Materiel Management Officer
Parks Canada Agency
Contracting Operations
111 Water Street E.
Cornwall ON K6H 6S3

Telephone : 613-938-5940
Facsimile: 1-866-246-689 (inquiries only)
Celine.morin@pc.gc.ca

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

6.5.2 Project Authority

The Project Authority for the Contract is: *(will be filled in at contract award)*

Name: _____
Title: _____
Organization: _____
Address: _____

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.

6.5.3 Contractor's Representative (*Contractor please fill in*)

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone : _____

Facsimile: _____

Email address: _____

Procurement Business Number (PBN) : _____

Instruction on how to obtain a Procurement Business Number (PBN)

Canadian Bidders are required to have a Procurement Business Number (PBN) before Contract award. Bidders may register for a PBN in the Supplier Registration Information service on line at the Business Access Canada Website at: <https://buyandsell.gc.ca>. For non- Internet registration, Bidders may contact the Business Access Canada InfoLine at 1-800-811-1148 to obtain the telephone number of the nearest Supplier Registration Agent.

6.6 Proactive Disclosure of Contracts with Former Public Servants

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

6.7 Payment

6.7.1 Basis of Payment

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 \$_____ (*amount will be inserted at contract award*). Customs duties are excluded and Applicable Taxes are extra.

6.7.2 Payment Schedule

Payments will be made in accordance with the Contract and the following schedule upon submission of an invoice and approval by the Project Authority:

Payment No.	Date	% Payable
1	July 2, 2015	15% + actual cost of insurance
2	July 15, 2015	20 %
3	August 14, 2015	40 %
4	September 15, 2015	20 %
5	October 13, 2015	5 %

6.7.3 Limitation of Price

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

SACC Manual clause C6000C (2011-05-16) Limitation of Price

6.8 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.

The original must be forwarded to the address shown on page 1 of the Contract for certification and payment.

6.9 Certifications

6.9.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the associated information, or if 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.

6.10 Applicable Laws

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

6.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions 2010C(2014-09-25) Services (Medium Complexity);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) the Contractor's bid dated _____ (to be inserted at contract award).

6.13 SACC Manual Clauses

Commercial General Liability Insurance (2014-06-26) G2001C

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. The Contractor must provide a copy of the insurance policy. **Parks Canada will only refund the portion of the additional fees charged by our operations, if any, at the 1st payment identified in the contract (see Annex B). Proof must be provided to us.**
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)

- i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- j. Notice of Cancellation: The 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. All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.
- m. 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*

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.

3. The Contractor will underwrite, at his own expenses and to the benefit of Parks Canada and maintain throughout the time of this contract a **fire insurance** policy of a minimum amount of one million two hundred thousand dollars (\$1 200,000) for the premises used and occupied and content of the main house. The Contractor will provide the Manager with a proof of this fire insurance policy thirty (30) days before the start of their activities in the Premises occupied. **Parks Canada will refund the amount of these insurance policy in the 1st payment identified in the contract (see Appendix B) on presentation of the amount of the policy.**

7.0 Other Contractor Obligations

The Contractor commits to take up the defense and hold Parks Canada cleared and covered from any complaint or legal proceedings, issued from a third party, directed either against the Contractor, or their employees or agents for any damage of any nature whatsoever resulting directly or indirectly from the Contractor's operations in the use of the Premises used and occupied except any complaints or proceedings resulting from the intentional fault or severe fault of the Contractor, their employees and agents in the performance of their functions or job, and more particularly, but without restricting the generality of the above, resulting from any breach or lack of performance of the Contractor against the terms of this contract or any damageable accident or incident likely to occur during this contract on the Premises used and occupied and if required, will assume, to his expenses, the legal claim of such

complaint or proceedings and if applicable, will compensate Parks Canada, their employees or agents of any sentence in capital, interests and costs pronounced against one or the other, as if the sentence was against the Contractor himself.

Unless caused directly by the intentional fault or severe fault of Parks Canada, their employees and agents, Parks Canada will in no way be considered liable of damages, other than bodily or moral, regardless of their nature, which may be incurred by the Contractor, their employees and agents or by any other person likely to be found in the Premises.

The Contractor commits to compensate Parks Canada, their employees or agents for any damage, loss, injury or costs likely to result from the Contractor's operations in the use of the Premises used and occupied, and more particularly, but without limiting the generality of the above, following any breach or execution performance of the Contractor against the terms of this contract and following any damageable accident or likely to occur during this contract.

The Contractor waives herein any complaint or legal proceedings there could be, either against Parks Canada, or against the latter's employees or agents, for any damage of any nature whatsoever resulting either directly or indirectly from the Contractor's operations in the use and operation of the Marine Environment Discovery Centre, but without restricting the generality above, resulting from any activity lead in the Premises, as well as any action or omission of the Contractor, their employees, agents or contractors related in any way to all constructions or improvements or other activities led on the Premises used and occupied.

Notwithstanding any provision contrary to this contract, the Contractor's obligations in regard to the provisions of the previous four paragraphs, in the case of liability resulting from any event occurring during the course of this contract, will not expire due to the simple fact of expiry of this contract, and will persist after its expiry or termination for any cause or event initiated before its expiry or termination. No provision of this clause would result in creating or extending a right to the benefit of a third party.

The Contractor commits to inform immediately the Park Manager or his authorized representative of any anomalies, bodily injuries, material and other damages likely to impact the Tenant's clients in the Premises used and occupied. Parks Canada will provide the Contractor with the forms to be used to this end.

The Contractor will, with regard to the Premises used and occupied and to the equipment, insofar as these laws or regulations apply to the Premises used and occupied and to the equipment, comply with federal laws on the protection of the environment and their regulations. The Contractor also commits to comply with any rule or regulation relative to environmental protection issued by the provinces, territories, municipalities or local governments. The Contractor may not do, nor tolerate, nor allow any action or thing, in the Premises used and occupied, making up or likely to make up a nuisance. Without limiting the generality above, the Contractor commits specifically to fully clear the liability of Parks Canada for any nuisance impacting the occupants of any premises adjacent or near the Premises used and occupied or the public in general.

The Contractor will ensure, to his expenses, surveillance of his equipment located in the sites occupied, as well as safety of any persons located therein.

The Contractor acknowledges that Parks Canada has no obligation to ensure protection against fires or police services relative to the Premises used and occupied and the equipment.

All safety measures for the protection of personnel and equipment, and also to prevent fires, recommended by national or provincial codes or prescribed by competent authorities must be observed permanently.

Should the equipment located on the Premises used and occupied be partially or totally damaged, the Contractor may decide, to their discretion and expenses, to repair the damages, reinstall or reconstruct the equipment.

The Contractor commits to comply with and enforce the regulations of Parks Canada in the Premises used and occupied. He also commits to comply with and enforce the smoking ban inside federal buildings in the Premises used and occupied.

14. Guarantee

The Contractor will guarantee and protect Parks Canada against any damage caused to persons or properties, as well as against complaints, requests, actions, proceedings or other recourse likely to be filed by anyone and in any way relative to this contract.

Parks Canada waives any liability in case of loss, damages or other causes in any way either to property belonging to the Contractor or entrusted with them and located in the Premises.

ANNEX "A"
STATEMENT OF WORK



Parks Canada

Saguenay–St. Lawrence Field Unit

Statement of requirements
for the delivery of interpretation, visitor and household
maintenance services at the
Pointe-Noire Interpretation and Observation Centre
and Baie-Sainte-Catherine Wharf

2015

File # : 15-0304

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1. OBJECTIVES

This statement of requirements is for the execution of reception, interpretation and housekeeping services at the Pointe-Noire Interpretation and Observation Centre and the execution of housekeeping services at Baie-Sainte-Catherine Wharf.

The period covered by the present statement of requirement is for a maximum of 4 years, i.e., the 2015 operating season with a possibility of 3 option years at the rate of one extension year at a time, granted at the discretion of the Park Superintendent by written notice.

This renewal notice may include additional clauses and conditions in the revision of the statement of requirements.

2. DEFINITIONS

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

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

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

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

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

3. NATURE OF THE WORK TO BE PERFORMED

3.1 Interpretation service

In accordance with the commitment of Parks Canada:

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

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

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

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

Similarly, in agreement with the interpretation theme of the Pointe-Noire Interpretation and Observation Centre:

Pointe-Noire, a range light station at the heart of unique oceanographic phenomena at the confluence of the Saguenay fjord and the St. Lawrence estuary.

The Contractor shall provide an interpretation service for the public using the exhibition, buildings and land made available to him as described in Article 10.1.

This theme will be addressed in Canada's two official languages,

- by offering Parks Canada's youth activities (e.g. Parka, Xplorers and Xplorers II);
- by offering an observation service to the public during all opening hours on the dates set out in this statement of requirements.

3.2 Visitor service

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

a. Reception

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

b. Evaluate

Anticipate, understand and satisfy expectations and needs;

c. Handle

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

d. Complete

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

The Contractor shall collect the admission fees at the Pointe-Noire Interpretation and Observation Centre according to the Parks Canada approved tariff schedule and deposit the amounts collected to the account of the Receiver General of Canada according to the procedure established by the Park Superintendent provided in Appendix I. All personnel who will use the point of sale system (cash register) and who do not already possess a Federal government reliability status must complete the *Personnel Screening, Consent and Authorization Form* provided in Appendix VI no later than June 8, 2015. Personnel who have not obtained a reliability status will not be able to use point of sale system.

The Contractor is responsible for management of the brochures at the Pointe-Noire Interpretation and Observation Centre and the Baie-Sainte-Catherine Wharf. He must fill the display cases and maintain an inventory of the brochures indicated in the list provided by the Park Superintendent. The Contractor shall place an order for brochures every Wednesday before 10 a.m. from June 24 to October 7, 2015. The Contractor shall not distribute any brochures other than those indicated in

the list. In any other case, the Park Superintendent shall authorize the list of documents to be distributed.

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

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

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

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

The Contractor shall apply the Parks Canada guidelines with regards to prevention. To do so, as part of the pre-season training offered by Parks Canada from June 16 to 19, 2015, personnel will receive level 2 prevention training. At the end of this training, participants will be able to detect and report an incident and provide a courtesy reminder or formal notice as appropriate. Parks Canada counts on a proactive approach which encompasses communications and education among other things to influence visitors with the objective of preventing the majority of incidents related to the conservation of resources and the visitor experience.

3.3 Housekeeping service

At the Pointe-Noire Interpretation and Observation Centre, the contractor will provide housekeeping of the buildings and certain items on the ground, i.e.:

- the guardian's house (main building);
- the parking;
- the shelter;
- the access gangway;
- the picnic areas;
- the old heliport;
- the observation viewpoint.

At the Baie-Sainte-Catherine Wharf, the Contractor will provide housekeeping of the building including the collection of residual and recyclable materials in the parking lot.

Soap, paper hand towels, toilet paper, cleaning supplies, etc. are the responsibility of the Contractor.

3.4 Security service

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

The Contractor commits to have at all times on the site, during opening hours, at least one employee who has the certifications to administer first aid and cardiopulmonary resuscitation (CPR). He/she shall know the handling of fire extinguishers and the fire safety and prevention rules. The Superintendent will possibly require a certificate attesting that the personnel have CPR training. The Contractor shall beforehand fill out the Attestation and Proof of Compliance with Occupational Health and Safety Requirements (Appendix VII).

3.5 Changes to the interior layout of the used and occupied Premises

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

3.6 Access to the used and occupied Premises

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

3.7 Health and safety of personnel

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

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

4. EXPECTED RESULTS

4.1 Reception and interpretation services

Reception and interpretation services in the form of observation will be provided to the public:

At the Pointe-Noire Interpretation and Observation Centre:

For the summer period:

From Saturday, June 20 until Monday, September 7, 2015 inclusive,

Reception and interpretation: 7 days per week from 10 a.m. until 5 p.m.

For the fall period:

Reception and interpretation (1 person): From Friday to Sunday, starting from Friday, September 11 until Monday, October 12 inclusive, from 10 a.m to 5 p.m.

The "Au courant des courants" (keeping abreast of the currents) interpretation activity will be offered to business groups at the request of the Park Superintendent. The Park Superintendent agrees to notify the Contractor 5 days in advance.

The Contractor can offer the public activities and services at other times of the year and thus operate the used and occupied Premises in accordance with the Parks Canada fee schedule. However, the Contractor shall still fulfil all the obligations or clauses of these presents and will not evade these obligations due to financial losses incurred at any time whatsoever.

The reception, interpretation and housekeeping services will be assessed throughout the season according to the criteria set out in Appendix V. If applicable, the Contractor shall correct any weaknesses as soon as possible.

4.2 Housekeeping service

The Contractor will provide the housekeeping of buildings and of certain items, i.e.:

At the Pointe-Noire Interpretation and Observation Centre

- the guardian's house (Main building);
- the shelter;
- the access gateway and the stairs between the two houses;
- the heliport and the red chairs;
- the observation viewpoint;
- the parking;
- the foghorn hangar;
- the observation tower;
- the adjacent lands, property of Parks Canada.

Before the opening of the site on June 20, 2015, the Contractor will perform major maintenance on the facilities. Preventive maintenance will be done from June 20 to October 12, 2015.

The Contractor shall perform, according to the indicated schedule, all the tasks listed in Appendix II for the buildings and the elements on the site.

The housekeeping service includes the management of residual materials. The Contractor shall dispose of these materials in compliance with the collection schedule established by the municipality.

Soap, paper hand towels, toilet paper, cleaning supplies, etc. are the responsibility of the Contractor.

At the Baie-Sainte-Catherine Wharf

- the main building;
- the parking;
- the wharf area.

Before the opening of the site on 19 mai 2015, the Contractor will perform major maintenance on the facilities. Preventive maintenance will be done from May 19 to October 12, 2015.

The housekeeping service includes the management of residual materials. The Contractor shall dispose of these materials in compliance with the collection schedule established by the municipality.

Soap, paper hand towels, toilet paper, cleaning supplies, etc. are the responsibility of the Contractor.

4.3 Personnel

The Contractor shall:

- a) Provide qualified personnel who apply Parks Canada service standards with regards to interpretation, reception and communication with the public.
- b) Identify his personnel appointed as guide-interpreters to familiarize them with Parks Canada and the other activities that take place in the Park as part of 45.5 hours of training which will be held from June 8 to 19, 2015.
- c) Release his designated personnel and familiarize them with Parks Canada and the other activities that take place in the park as part of a 26-hour training which will be held, for reception attendants, from June 16 to June 19, 2015. Ensure that personnel, in their actions as well as their attire, do not create any confusion of identity with Parks Canada staff among the public by wearing a badge and a patch that clearly indicates their membership. These will be provided by Parks Canada. In addition, personnel must adhere to the dress code which provides for the wearing of closed shoes and a sweater or shirt of a colour approved by the Park Superintendent. The wearing of jeans, scarves and decorative items is prohibited.
- d) Ensure that the content of any communication is truthful and that personnel are courteous with visitors.
- e) Always have sufficient personnel available to offer the proposed and authorized activities and services.
- f) To be authorized to work on the site, personnel must have completed and signed the Release and waiver of advertising rights and the rights to the protection of personal information provided in Appendix IV. The forms must be submitted to Parks Canada no later than June 16, 2015.

4.4 Reports

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

4.5 Meetings

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

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

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

The Park Superintendent reserves the right to convene any other meeting for special or urgent reasons.

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

5. CHARGES ASSUMED BY THE CONTRACTOR

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

A deposit of twenty dollars (\$20.00) for each of the keys required for the operations on the site of the Pointe-noire interpretation and observation centre and Baie Sainte-Catherine Wharf will be required upon handing of said keys to the Contractor.

6. CONTRACTOR'S OBLIGATIONS

6.1 Laws and regulations

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

6.2 Bilingualism

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

7. NECESSARY AUTHORIZATIONS

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

8. MISCELLANEOUS

8.1 Buildings and land

The used and occupied Premises are:

- the guardian's house (Main Building);
- the shelter;
- the access gateway and the stairs between the two houses;
- the heliport;
- the observation viewpoint;
- the parking;
- the foghorn hangar;
- the observation tower;
- the adjacent lands, property of Parks Canada.

The used and occupied Premises will be used primarily to operate an interpretive and activities program authorized by the Park Superintendent. The right of access to the land adjacent to the used and occupied Premises, the trails, roads and parking lots, is not exclusive to the Contractor. In addition, the Park Superintendent reserves the right, after consultation with the Contractor, to grant permits authorizing holders to enjoy, for the duration of the contract, certain privileges on one or more of the parts of the used and occupied Premises and to the Premises subject to the access rights, provided that those privileges do not unduly impair the use made of the said used and occupied Premises by the

Contractor. For the duration of the contract, the Contractor will not do anything or allow anything to be done at any time that may interfere with the enjoyment of the rights thus conferred on third parties.

8.2 Equipment loan

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

8.3 Public relations and communications

The Contractor shall keep the Park Superintendent informed of any communication with the media. For this purpose, all press releases shall be submitted to and authorized by the Park Superintendent prior to any release. All interviews granted to the media shall be the subject of a report which will be submitted to the Park Superintendent the day following the interview or interviews. In addition, all requests for information, interviews or advertising from the media (television, newspapers, magazines, radio, etc.) and concerning a Parks Canada activity or program shall be referred to the Park Superintendent. The Contractor shall not give access to Parks Canada sites without the prior authorization of the Park Superintendent for requests for interviews or advertising from the media (television, newspapers, magazines, radio, etc.).

Appendix I
Procedure for transferring the sums collected from site pricing

At start of season:

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

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

During the season:

N. B. The amounts must include taxes

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

Signature: _____ Date: _____

Name in block letters: _____

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

Visitor Service
Pointe-Noire Interpretation and Observation Centre

Professional Behaviour



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

Comments _____

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

Visitor Service
Pointe-Noire Interpretation and Observation Centre

Professional appearance



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

Comments _____

Team spirit



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

Comments _____

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

Visitor Service
Pointe-Noire Interpretation and Observation Centre

Communications strategy

☺ ☹ ☹

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

Comments _____

Prevention

☺ ☹ ☹

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

Comments _____



PERSONNEL SCREENING, CONSENT AND AUTHORIZATION FORM

PROTECTED (when completed)

Surname and full given names	Date of birth	Y	M	D
------------------------------	---------------	---	---	---

C CONSENT AND VERIFICATION (To be completed by the applicant and authorized Departmental/Agency/Organizational Official)				
Checks Required (See Instructions)	Applicant's initials	Name of official (print)	Official's initials	Official's Telephone number
1. <input type="checkbox"/> Date of birth, address, education, professional qualifications, employment history, personal character references				()
2. <input type="checkbox"/> Criminal record check				()
3. <input type="checkbox"/> Credit check (financial assessment, including credit records check)				()
4. <input type="checkbox"/> Loyalty (security assessment only)				()
5. <input type="checkbox"/> Other (specify, see instructions)				()

The Privacy Act Statement
 The information on this form is required for the purpose of providing a security screening assessment. It is collected under the authority of subsection 7(1) of the *Financial Administration Act* and the *Government Security Policy (GSP)* of the Government of Canada, and is protected by the provisions of the *Privacy Act* in institutions that are covered by the *Privacy Act*. Its collection is mandatory. A refusal to provide information will lead to a review of whether the person is eligible to hold the position or perform the contract that is associated with this Personal Screening Request. Depending on the level of security screening required, the information collected by the government institution may be disclosed to the Royal Canadian Mounted Police (RCMP) and the Canadian Security Intelligence Service (CSIS), which conduct the requisite checks and/or investigation in accordance with the GSP and to entities outside the federal government (e.g. credit bureaus). It is used to support decisions on individuals working or applying to work through appointment, assignment or contract, transfers or promotions. It may also be used in the context of updating, or reviewing for cause, the reliability status, security clearance or site access, all of which may lead to a re-assessment of the applicable type of security screening. Information collected by the government institution, and information gathered from the requisite checks and/or investigation, may be used to support decisions, which may lead to discipline and/or termination of employment or contractual agreements. The personal information collected is described in Standard PIB PSU 817 (Personnel Security Screening) which is used by all government agencies, except the Department of National Defence PIB DND/PE 834 (Personnel Security Investigation File), RCMP PIB CMP PPU 005 (Security/Reliability Screening Records), CSIS PIB SIS PPE 818 (Employee Security), and PWGSC PIB PWGSC PPU 815 (Personnel Clearance and Reliability Records) used for Canadian Industry Personnel. Personal information related to security assessments is also described in the CSIS PIB SIS PPU 005 (Security Assessments/Advice).

I, the undersigned, do consent to the disclosure of the preceding information including my photograph for its subsequent verification and/or use in an investigation for the purpose of providing a security screening assessment. By consenting to the above, I acknowledge that the verification and/or use in an investigation of the preceding information may also occur when the reliability status, security clearance or site access are updated or otherwise reviewed for cause under the Government Security Policy. My consent will remain valid until I no longer require a reliability status, a security clearance or a site access clearance, my employment or contract is terminated, or until I otherwise revoke my consent, in writing, to the authorized security official.

Signature _____ Date (Y/M/D) _____

D REVIEW (To be completed by the authorized Departmental/Agency/Organizational Official responsible for ensuring the completion of sections A, B and C)

Name and title	Telephone number
Address	Facsimile number

E APPROVAL (To be completed by authorized Departmental/Agency/Organizational Security Official only)

I, the undersigned, as the authorized security official, do hereby approve the following level of screening.

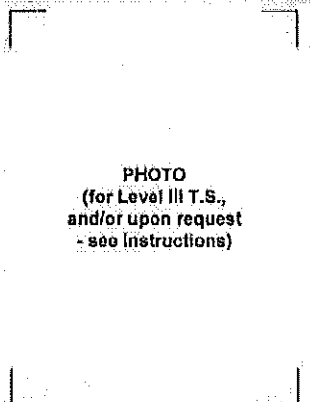
Reliability Status
 Approved Reliability Status Not approved

Name and title _____
 Signature _____ Date (Y/M/D) _____

Security Clearance (if applicable)
 Level I Level II Level III Not recommended

Name and title _____
 Signature _____ Date (Y/M/D) _____

Comments _____





INSTRUCTIONS FOR PERSONNEL SCREENING CONSENT AND AUTHORIZATION FORM TBS/SCT 330-23E (Rev. 2002/02)
Once completed, this form shall be safeguarded and handled at the level of Protected A.

General:

If space allotted in any portion is insufficient please use separate sheet using same format.

1. Section A (Administrative Information) Authorized Departmental/Agency/Organizational Official

The Official, based on instructions issued by the Departmental Security Officer, may be responsible for determining, based on five year background history, what constitutes sufficient verification of personal data, educational and professional qualifications, and employment history. References are to be limited to those provided on the application for employment or equivalent forms.

SUPPLEMENTAL INFORMATION REQUIREMENTS

Persons who presently hold a SECURITY CLEARANCE and subsequently marry, remarry or commence a common-law partnership, in addition to having to update sections of the Security Clearance Form (TBS/SCT 330-60), are required to submit an original Personnel Screening, Consent and Authorization Form, with the following parts completed:

- Part A - As set forth in each question
Part B - As set forth in each question, excluding CRIMINAL CONVICTIONS IN AND OUTSIDE OF CANADA.
Part C - Applicant's signature and date only are required

"Other". This should be used to identify if the security screening is for Site Access, NATO, SIGINT etc.

2. Section B (Biographical Information)

To be completed by the applicant. If more space is required use a separate sheet of paper. Each sheet must be signed.

Country of Birth - For "NEW" requests, if born abroad of Canadian parents, please provide a copy of your Certificate of Registration of Birth Abroad. If you arrived in Canada less than five years ago, provide a copy of the Immigration Visa, Record of Landing document or a copy of passport.

- List only criminal convictions for which a pardon has NOT been granted. Include on a separate attached sheet of paper, if more than one conviction. Applicant must include those convictions outside Canada.
- Offences under the National Defence Act are to be included as well as convictions by courts-martial are to be recorded.

3. Section C (Consent and Verification)

A copy of Section "C" may be released to institutions to provide acknowledgement of consent.

Criminal record checks (fingerprints may be required) and credit checks are to be arranged through the Departmental Security Office or the delegated Officer.

Consent: may be given only by an applicant who has reached the age of majority, otherwise, the signature of a parent or guardian is mandatory.

The age of majority is:

- 19 years in Nfld., N.S., N.B., B.C., Yukon, Northwest Territories and Nunavut;
18 years in P.E.I., Que., Ont., Man., Sask. and Alta.

The applicant will provide initials in the "applicant's initials box".

The official who carried out the verification of the information will print their name, insert their initials and telephone number in the required space.

- Reliability Screening (for all types of screening identified within Section A): complete numbers 1 and 2 and 3 if applicable.
- Security Clearance (for all types of screening identified within Section A): complete numbers 1 to 4 and 5 where applicable.
- Other: number 5 is used only where prior Treasury Board of Canada Secretariat approval has been obtained.

4. Section D (Review)

To be completed by authorized Departmental/Agency/Organizational Official who is responsible for ensuring the completion of sections A to C as requested.

5. Section E (Approval)

Authorized Departmental/Agency/Organizational Security Official refers to the individuals as determined by departments, agencies, and organizations that may verify reliability information and/or approve/not approve reliability status and/or security clearances. Approved Reliability Status and Level I, II and III, as well as the signature of the authorized security official or manager are added for Government of Canada use only. Applicants are to be briefed, acknowledge, and be provided with a copy of the "Security Screening Certificate and Briefing Form (TBS/SCT 330-47)". Note: Private sector organizations do not have the authority to approve any level of security screening.

Photographs: Departments/Agencies/Organizations are responsible for ensuring that three colour photographs of passport size are attached to the form for the investigating agency. Maximum dimensions are 50mm x 70mm and minimum are 43mm x 54mm. The face length from chin to crown of head must be between 25mm x 35mm. The photographs must be signed by the applicant and an authorized security official. The photographs must have been taken within the last six months. It is required for new or upgrade Level III security clearances for identification of the applicant during the security screening investigation by the investigating agency. The investigating agency may in specific incidents request a photograph for a Level I or II clearances when an investigation is required.

Appendix VII

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

ANNEX B BASIS OF PAYMENT

Interpretation, visitor and household maintenance services at the Pointe-Noire Interpretation and Observation Centre (PN) and Baie Sainte-Catherine Wharf

Expenditure items	Costs 1st year	Costs 1st Option	Costs 2nd Option	Costs 3rd Option Year
Salary & payroll - interpretation				
Salary & payroll - Visitor				
Salary & payroll - household maintenance				
Material				
Tax (TPS 5%)				
Tax (TVQ 9,975%)				
Sub-total				
* Insurances				
Total per year				
Grand total for 4 years :				

* Insurances : estimated costs requested. Proof of insurance(s), indicating the actual(s) costs must be provided a maximum of 30 days before the start of the contract.

I hereby declare that:

Having carefully considered the request for proposals and statement of requirements related to the present tender;

Having obtained in Canada, all the information necessary for the preparation of this submission;

Having considered all local conditions and having carefully examined all the items that can potentially affect the execution of this project work;

Hereby, I offer to execute, on behalf of Parks Canada all work described in the statement of requirements of this submission and request for proposals, according to the requirements of the said statement of requirements and all the work involved in the project, but not specified in said statement of requirements and RFP and this, according to the price detailed on the bid form.

Signature

Name of bidder

Adress

Phone number

Authorized signature

Date
