



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

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

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

**QUESTIONS & ANSWERS NO.1**

**QUESTIONS ET RÉPONSES NO 1**

<b>Title - Sujet :</b> Delivery of visitor and housekeeping services at the Marine Environment Discovery Centre	
<b>Solicitation No. - N° de l'invitation :</b> 5P300-18-0412-A	<b>Date :</b> March 26, 2019
<b>Amendment No. - N° de modification :</b>	
<b>Client Reference No. - N° de référence du client :</b> 10183262	
<b>GETS Reference No.   N° de reference de SEAG :</b> PW-19-00868615	

<b>Solicitation Closes - L'invitation prend fin : REVISED</b> <b>At - à : 2 :00 p.m.</b> <b>On - le : May 3, 2019</b>	<b>Time Zone - Fuseau horaire</b> Eastern Daylight Time
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**F.O.B. - F.A.B. :**  
**Plant - Usine :**     **Destination :**     **Other - Autre :**

**Address Enquiries to - Adresser toutes demande de renseignements à :** Céline Morin

<b>Telephone No. - N° de telephone :</b> 613-938-5940	<b>Fax No. -N° de télécopieur :</b> N/A	<b>Email Address – Courriel :</b> Celine.morin@canada.ca
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**Destination of Goods, Services, and Construction - Destination des biens, services, et construction :**  
 Parcs Canada  
 41, rue des Pilotes  
 Escoumins QC G0T 1K0

**TO BE COMPLETED BY THE BIDDER - À REMPLIR PAR LE SOUMISSIONNAIRE**

<b>Vendor/ Firm Name - Nom du fournisseur/ de l'entrepreneur :</b>	
<b>Address - Adresse :</b>	
<b>Telephone No. - N° de telephone :</b>	<b>Fax No. - N° de télécopieur :</b>
<b>Name of person authorized to sign on behalf of the Vendor/Firm Nom de la personne autorisée a signer au nom du fournisseur/ de l'entrepreneur</b>	
<b>Signature :</b>	<b>Date :</b>

**Issuing Office - Bureau de distribution :**  
 Parks Canada Agency  
 National Contracting Services  
 111 Water Street East  
 Cornwall ON K6H 6S2



## QUESTION 1

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Sections 3.1 and 4.1 of the Request for Proposal state that pre-season training will be offered by Parks Canada from June 11 to June 14, 2019 (total of 26 hours).

Can you please tell us if this training will be at the Contractor's expense?

**Answer:** The employer must ensure that their employees participate in the training.

## QUESTION 2

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Section 3.1 states that the Contractor shall receive a commission of 25% of the total amount of sales of promotional items upon receipt of an invoice.

Can you please tell us the total amount of sales annually so we can estimate the approximate portion of revenues that would be returned to the Contractor in our annual budget?

**Answer:** In 2018, total sales amounted to \$3 935.95 before taxes. Commission on sales in 2018 was \$983.99 + taxes = \$1131.34.

## QUESTION 3

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Section 3.2 of the Request for Proposal states that the Contractor must perform housekeeping tasks. Also, Section 6.1 states that 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.

Please clarify if this means that the Contractor must comply with the Decree respecting building service employees in the Québec region under the Act respecting collective agreement decrees and as such in accordance with The Parity Committee for the Building Services (Quebec region - Region No. 9 North Shore <https://cpeep.com/>).

**Answer:** Only if the Contractor is part of the housekeeping industry.

## QUESTION 4

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Section 3.2 of the Request for Proposal states that the contractor must wash hand towels and dish towels.

Will a washer and dryer be provided for this purpose or must the Contractor supply these?

**Answer:** There is no washer or dryer provided.



## QUESTION 5

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Section 3.2 of the Request for Proposal states that the Contractor must perform housekeeping tasks, which includes cleaning the interior and exterior of windows.

Can you specify if this includes work at height that requires an aerial lift basket or other specialized equipment?

**Answer:** To perform this task, you will only need a stepladder. The windows to be washed on the inside and outside are on the first floor of the keeper's and assistant keeper's houses and the foghorn building. For the other windows at height, the work is done by our property management department.

## QUESTION 6

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Section 3.3 of the Request for Proposal states that the Contractor agrees to have at least one employee on the site at all times who has the certifications required to use a defibrillator.

Will Parks Canada provide the defibrillator and first aid equipment or is the Contractor required to provide this equipment?

**Answer:** There is no mention of a defibrillator in the Statement of Work for the delivery of visitor and housekeeping services at the Marine Environment Discovery Centre.

As for first aid equipment, it is provided by Parks Canada.

## QUESTION 7

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Section 3.3 of the Request for Proposal states that the Contractor shall ensure the safety of visitors and staff.

Does this requirement mean that a security officer is expected for this work, or is this rather an expectation for reception, information and customer support staff with knowledge related to handling fire extinguishers as well as fire safety and prevention rules?

**Answer:** Article 3.3 means that while performing his duties, the Contractor must ensure that the safety of visitors and other employees is not endangered. Parks Canada does not ask for security officers.



## QUESTION 8

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Section 4.2 of the Request for Proposal states that the Contractor must always have sufficient personnel available to offer the proposed and authorized activities and services.

What are the expectations in terms of the number of employees required to perform each task? Is one employee expected to be at the reception at all times during opening hours and another employee available at all times during opening hours to perform maintenance duties, or is there no expectation regarding the number of employees required? For example, during low traffic, could the same employee perform reception duties and do some housekeeping tasks on the site?

**Answer:** For the position of reception attendant, at least one person must be present for the duration of the site's opening hours. That means that this person has to be replaced on their lunch break, for example. For maintenance, it is up to you to determine the number of employees based on our requirements; we invite you to consult the appendix which shows a list of the maintenance duties. The facilities must be maintained in a very satisfactory state for the entire duration of opening hours. We strongly recommend that maintenance employees work during opening hours to meet Parks Canada's requirements in terms of facility cleanliness standards.

## QUESTION 9

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Appendix 1 mentions the requirement for an appropriate safe box.

Will Parks Canada provide this safe or does the Contractor take care of it at his own expense?

**The safe box is provided by Parks Canada.**

Can you tell us what equipment will be provided by Parks Canada for visitor reception (computer station, telephone, photocopier or multifunction printer, office equipment, etc.)?

**All of the equipment needed to perform the required reception tasks is provided by Parks Canada: point of sale, telephone and portable radio.**

## QUESTION 10

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For the collection of access fees and the sale of articles, is the Contractor required to set up an electronic payment terminal?

**NO. Parks Canada takes care of this.**

If so, who will be responsible for the installation costs and the monthly usage charges for such a payment terminal?



## QUESTION 11

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Can you provide us with facility traffic statistics for one full year, both for daily visits and any other type of entry?

In 2018 there were 14,209 visitors.