



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

By mail:

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

Bid Fax: 1-877-558-2349

Attn : Céline Morin

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

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 biens, services et travaux de construction énumérés ici et sur toute feuille ci-annexée, au(x) prix indiqué(s).

Issuing Office - Bureau de distribution :

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

Title - Sujet : Visitor and Housekeeping Services at the Pointe-Noire Interpretation and Observation Centre and Housekeeping Services at the Baie-Sainte-Catherine Wharf	
Solicitation No. - N° de l'invitation : 5P300-19-0421-A	Date : March 4, 2020
Client Reference No. - N° de référence du client : 10192145	
GETS Reference No. N° de référence du SEAG : To be confirmed	

Solicitation Closes - L'invitation prend fin : At - à : 2 :00 p.m. On - le : April 14, 2020	Time Zone - Fuseau horaire Eastern Daylight Savings 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 :
Insert name of Céline Morin

Telephone No. - N° de téléphone : 613-938-5940	Fax No. -N° de télécopieur : N/A	Email Address – Courriel : Celine.morin@canada.ca
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Destination of Goods, Services, and Construction - Destination des biens, services et travaux de construction :
Parks Canada
141 route 138 and 151 route 138
Baie-Sainte-Catherine QC G0T 1A0

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

Vendor/ Firm Name - Nom du fournisseur/de l'entrepreneur :

Address - Adresse :

Telephone No. - N° de téléphone :	Fax No. - N° de télécopieur :
--	--------------------------------------

Name of person authorized to sign on behalf of the Vendor/ Firm (type or print) - Nom de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie) :

Signature :	Date :
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Greeting and Housekeeping Services at the Pointe-Noire Interpretation and
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IMPORTANT NOTICE TO BIDDERS

Direct Deposit

The Government of Canada has replaced cheques with direct deposit payment(s), an electronic transfer of funds deposited directly into a bank account. New vendors who are awarded a contract will be required to complete a Direct Deposit enrolment form in order to register their direct deposit information with Parks Canada to receive payment.

Additional information on this Government of Canada initiative is available at:

<http://www.directdeposit.gc.ca>

Security Requirements

This document contains a security requirement. For further instructions consult Part 1 – General Information clause 1.1, Security Requirements, and Part 6 – Resulting Contract Clauses clause 6.1, Security Requirements.

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PART 1 – GENERAL INFORMATION

1.1 Security Requirements

New personnel security clearance requests will require mandatory fingerprints to initiate the criminal record check. The validity of an existing personnel security clearance issued by the Government of Canada is not affected by the change in the criminal record check process. Applicants who require a personnel security clearance are responsible for all costs associated with fingerprinting.

1.1.1 Before award of a contract, the following conditions must be met:

- (a) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 – Resulting Contract Clauses;
- (b) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;

1.1.2 Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

1.2 Statement of Work

The work consists in providing visitor and housekeeping services at the Pointe-Noire Interpretation and Observation Centre and Housekeeping Services at the Baie-Sainte-Catherine Wharf located in Baie-Sainte-Catherine QC.

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.

1.4 Trade Agreements

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

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PART 2 – BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) 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 (2019-03-04), 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 Agency Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

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

2.3 Enquiries – Bid Solicitation

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

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

2.4 Applicable Laws

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

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

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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 (1 copy by fax or one hard copy and one copy on USB key).

Section II: Financial Bid (1 copy by fax or one hard copy and one copy on USB key).

Section III: Certifications (1 copy by fax or one hard copy and one copy on USB key).

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft 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](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). 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.

Section III: Certifications

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

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PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Technical bids will be evaluated against the technical evaluation criteria at Annex F.

4.1.1.2 Point Rated Technical Criteria

Technical bids will be evaluated against the technical evaluation criteria at Annex F.

4.2 Basis of Selection

4.2.1 Highest Combined Rating of Technical Merit and Price

- a) To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of points for each of the technical evaluation criteria which are subject to point rating; and
 - d. obtain the required minimum of 66 points overall for the technical evaluation criteria which are subject to point rating.
The rating is performed on a scale of 125 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 75 % for the technical merit and 25 % 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 75 %.
- 5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 25 %.
- 6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

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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 75/25 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

EXAMPLE - Basis of Selection - Highest Combined Rating Technical Merit (75%) and Price (25%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/125	89/125	92/125
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/125 \times 75 = 69.00$	$89/125 \times 75 = 53.25$	$92/125 \times 75 = 55.50$
	Pricing Score	$45/55 \times 25 = 20.50$	$45/50 \times 25 = 22.50$	$45/45 \times 25 = 25.00$
Combined Rating		89.50	75.75	80.50
Overall Rating		1st	3rd	2nd

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PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, if applicable, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

5.2.1 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 at Annex D to Part 5 of the Bid Solicitation before contract award.

5.2.2 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

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The Bidder, regardless of their status under the [Ineligibility and Suspension Policy](#), must submit a list of names prior to award of a contract. Bidders must provide the information requested at Annex E to Part 5 of the Bid Solicitation.

5.2.3 Federal Contractors Program for Employment Equity – Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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

5.2.4 Additional Certifications Precedent to Contract Award

5.2.4.1 Status and Availability of Resources

SACC Manual clause [A3005T](#) (2010-08-16), Status and Availability of Resources

5.2.4.2 Education and Experience

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

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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 to and form part of the Contract.

- a) The Contractor/Offeror's personnel as well as his subcontractors that require access to unescorted work site(s), assets or sensitive information must EACH hold a valid RELIABILITY STATUS, granted or approved by Parks Canada Agency Security Directorate (PCASD).
- b) The Contractor/Offeror's personnel as well as his subcontractors MUST NOT remove any PCA information or assets from the identified work site(s) without consent from a PCA employee, and he must ensure that his personnel are made aware of and comply with this restriction.
- c) All screening requests for contractors must be sent to pc.securite-security.pc@canada.ca

6.2 Statement of Work

The work consists in providing visitor and housekeeping services at the Pointe-Noire Interpretation and Observation Centre and Housekeeping Services at the Baie-Sainte-Catherine Wharf at Baie-Sainte-Catherine QC. The work to be performed is detailed at Annex A Statement of Work.

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) (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](#) (2018-06-21), General Conditions – Services (Medium Complexity), apply to and form part of the Contract.

All reference to the Minister of Public Works and Government Services Canada shall be deleted and replaced with the Minister of the Environment for the purposes of the Parks Canada Agency. All reference to the Department of Public Works and Government Services Canada shall be deleted and replaced with the Parks Canada Agency.

6.4 Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from date of award to March 31, 2021 inclusive.

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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 two (2) additional one (1) year period under the same conditions.

The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Céline Morin
Advisor, National Contracting Services
Parks Canada Agency
111 Water Street East
Cornwall ON K6H 6S2

Telephone: 613-938-5940

Email: celine.morin@canada.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:

*** to be provided at contract award ***

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

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6.5.3 Contractor's Representative (please submit with your bid)

The Contractor's Representative for the Contract is:

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

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 – Firm Prices

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm prices as specified in Annex B for a cost of \$_____ (will be provided at contract award). Customs duties are included and Applicable Taxes are extra.

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

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6.7.2 Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

6.8 Invoicing Instructions

1. The Contractor must submit monthly invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:

The original invoice must be forwarded to the Project Authority identified in section 5.2 shown of the Contract for certification and payment.

6.9 Certifications and Additional Information

6.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

6.10 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 (2018-06-21), General Conditions – Services (Medium Complexity);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Attestation and Proof of Compliance with Occupational Health and Safety (OHS)

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- (f) Annex D, Insurance Requirements;
- (g) the Contractor's bid dated ***** to be inserted at contract award *****.

6.12 SACC Manual Clauses

[A9068C](#) (2010-01-11), Government Site Regulations
[B6802C](#) (2007-11-30), Government Property

6.13 Insurance – Specific Requirements

The Contractor must comply with the insurance requirements specified in Annex G. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

6.14 Inspection and Acceptance

The Project Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

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ANNEX A

STATEMENT OF WORK

Parks Canada

Saguenay-St. Lawrence Field Unit

Statement of Work
For Visitor and Housekeeping Services
At the Pointe-Noire Interpretation and Observation Centre
And Housekeeping Services
At the Baie-Sainte-Catherine Wharf

2020

File # 20-0302

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Title – Titre :
Greeting and Housekeeping Services at the Pointe-Noire Interpretation and Observation Centre and Housekeeping Services at the Baie-Sainte-Catherine Wharf

1. OBJECTIVES

This statement of work is for the execution of visitor and housekeeping services at the Pointe-Noire Interpretation and Observation Centre and housekeeping services at the Baie-Sainte-Catherine Wharf.

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 7.1 herein;

“Contractor” means the Bidder who will be awarded the responsibility of performing the work described in this statement of requirements;

“Project Authority” means the person representing the Saguenay-St. Lawrence Field Unit who is responsible for carrying out this project and ensuring its smooth progress

3. NATURE OF THE WORK TO BE PERFORMED

3.1 Visitor Services

The Pointe-Noire Interpretation and Observation Centre as well as the Baie-Sainte-Catherine Wharf are located in the Charlevoix tourist region.

3.1.1 Description of Visitor Services

At the point of entry, at the Pointe-Noire Interpretation and Observation Centre, there is a gatehouse where a visitor services attendant welcomes visitors. The visitor services attendant must perform the following tasks:

- Inform visitors of activities being offered at the site in order to encourage them to visit the area;
- Collect admission fees and gather statistical data;
- Guide visitors during their stay in Saguenay-St. Lawrence Marine Park region;
- Promote other Parks Canada sites in the Saguenay-St. Lawrence Marine Park.

Staff must have experience with and knowledge of visitor services and demonstrate they are capable of communicating in an articulate manner in order to inform and guide visitors.

The Contractor will provide courteous and polite visitor services in accordance with Parks Canada service standards.

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Reception:

- a. Welcome visitors in both official languages
- b. Welcome visitors with enthusiasm, courtesy and sincerity

Evaluate:

- c. Anticipate, understand and satisfy the expectations and needs of visitors

Provide quality service:

- d. Offer personalized service promoting evocative and unique experiences
- e. Effectively convey information that is correct, accurate and current
- f. Communicate with passion and share compelling stories

Feedback:

- g. Collect comments and make sure to satisfy visitor expectations

The Contractor shall collect the admission fees at Pointe-Noire Interpretation and Observation Centre according to Parks Canada approved tariff schedule and deposit amounts collected to the account of the Receiver General of Canada according to procedures established by the Project Authority in Appendix I.

Contractor shall also inform the public at the entrance to the Used and Occupied Premises about other activities and programs that are taking place on the Premises and that are available to the public. Same goes for other Parks Canada sites, namely Cap-de-Bon-Désir Interpretation and Observation Centre and Marine Environment Discovery Centre.

Notwithstanding the foregoing, the Project Authority 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 Project Authority is informed in advance of the arrival of these visitors, he/she will notify the Contractor within a reasonable timeframe.

3.2 Visitor and Staff Safety

In the event of breakage of any kind that might be observed on the Premises (e.g. defective stairs, broken window, broken picnic table, etc.) that could endanger the well-being or life of visitors or staff, the Contractor will immediately notify the Project Authority of the situation by completing the *General incident report* in Appendix II.

Contractor shall be familiar with handling of fire extinguishers and fire safety and prevention rules.

3.3 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 Project Authority and must be made in compliance with fire and safety standards.

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3.4 Access to the Used and Occupied Premises

Contractor shall also guarantee the Project Authority the right at any time to enter the Used and Occupied Premises and to examine the state in which said Premises are maintained, repaired and kept in order. The Project Authority will have the right to send the Contractor a notice requiring that it 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.

3.5 Staff Health and Safety

Contractor will ensure at its own expense the safety of its staff that will be present on the Used and Occupied Premises. Contractor will promptly inform the Project Authority of any intervention performed by filling in the *General Incident Report* form included in Appendix II.

Contractor will assess the risks and inform its employees of these risks.

4. EXPECTED RESULTS

4.1.1 Visitor Services

Visitor services at Pointe-Noire Interpretation and Observation Centre will be provided to the public:

For summer period:

Services will be provided every day from 10:00 am to 5:00 pm from the Saturday prior to Fête nationale du Québec to Labour Day inclusively.

Specifically for 2020:

Saturday, June 20 to Monday, September 7, inclusively, every day, from 10:00 am to 5:00 pm.

For the fall period:

No visitor services are required.

4.1.2 Mandatory Training Before the Opening of Parks Canada Centres

Parks Canada will offer 4 days of mandatory training before the opening of Parks Canada centres for visitor services attendants:

In 2020, the training will take place from June 16 to 19.

There is 6.5 hours of training per day over 4 days, providing a total of 26 hours.

The purpose of the training is to provide specific information regarding Parks Canada sites. The objective of the training is not to train staff on basic principles of visitor services. Staff must have experience with and knowledge of visitor services and demonstrate they are capable of communicating in an articulate manner in order to inform and guide visitors before the beginning of training.

Contractor must apply Parks Canada guidelines with respect to prevention. As part of the training offered by Parks Canada, staff will receive Level 2 prevention training. On completion of this training, participants will be able to detect and report an incident and complete a courtesy notice or a formal notice, as appropriate. Parks Canada emphasizes a proactive approach that includes, among other things,

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communication and education to influence visitors in preventing most incidents related to resource conservation and visitor experience.

Contractor can offer activities and services to the public 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 fulfill all the obligations or clauses herein and will not be released from these obligations due to financial losses incurred at any time whatsoever.

The visitor and housekeeping services will be provided in accordance with the *Visitor and Housekeeping Services Evaluation Grid* presented in Appendix III. If applicable, the Contractor shall correct any weaknesses as soon as possible.

4.2 Housekeeping Services

There will be a meeting with the Project Authority before May 1 to plan housekeeping services at Pointe-Noire Interpretation and Observation Centre and Baie-Sainte-Catherine Wharf. (See Appendixes II, V and VI provided separately).

Contractor will provide housekeeping services in the buildings and for certain elements, i.e.:

4.2.1 At Pointe-Noire Interpretation and Observation Centre

- Lightkeeper's house (main building); (in blue on plan – includes 2 washrooms, a small kitchen, 3 offices, an exhibit room and a stairwell);
- Gatehouse; (in blue on plan);
- Access way and the stairs between the two houses;
- Heliport and the red chairs;
- Lookout;
- Parking lots;
- Observation tower;
- Adjacent lands, property of Parks Canada

For the Summer Period at Pointe-Noire Interpretation and Observation Centre:

Before opening, Contractor will perform major maintenance on the facilities.

Regular housekeeping services will be performed everyday starting the Saturday prior to Fête nationale du Québec until Labour Day.

In 2020:

From Saturday, June 20 to Monday, September 7 inclusively, every day.

For the Fall Period at Pointe-Noire Interpretation and Observation Centre:

After Labour Day until Thanksgiving Day, regular housekeeping services must be performed every Friday, Saturday and Sunday, including Thanksgiving Monday.

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In 2020:

From Tuesday, September 8 to Monday, October 12 inclusively.

4.2.2 At the Baie-Sainte-Catherine Wharf

- Main building; (the red sections on plan are excluded)
- Parking lot;
- Wharf area.

For the Entire Season at Baie-Sainte-Catherine Wharf:

Before opening the main building on May 1, Contractor will perform major maintenance on the facilities. Regular housekeeping services will be performed from May 1 to October 31.

Due to frost, running water may not be available when the building is first opened. The Project Authority and Contractor will come to an agreement regarding the housekeeping services that can be performed during this period.

4.2.3 At Pointe-Noire Interpretation and Observation Centre and Baie-Sainte-Catherine Wharf

Cloths and dishcloths must be cleaned on a daily basis.

Housekeeping services include the collection of residual materials and recyclables in the parking lot. Contractor shall dispose of these materials in compliance with the collection schedule established by the municipality.

Soap, paper hand towels, toilet paper and cleaning products, etc. will be supplied by the Contractor. Parks Canada recommends using environmentally friendly cleaning products.

4.3 Contractor's personnel

Contractor must:

- a) Provide qualified staff who apply Parks Canada service standards with regards to reception and communication with the public.
- b) Contractor will free up staff designated as visitor services attendants and familiarize them with Parks Canada and other programs and activities taking place in the park as part of 4 days of training that will be held before the opening.
- c) Ensure staff wear an ID badge and a vest clearly indicating their status; these will be provided by Parks Canada. In addition, staff must adhere to the dress code which stipulates the wearing of closed shoes, neutral-coloured sweaters or shirts with no designs or illustrations. Wearing of jeans, scarves and decorative items other than those proposed by Parks Canada is prohibited.

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- d) Ensure contents of any communication is truthful and staff are courteous with visitors.
- e) Always have sufficient staff available to offer the proposed and authorized activities and services.
- f) To be authorized to work on the site, staff 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 3 business days before the beginning of training.

4.4 Reports

- a) Contractor agrees to inform the Project Authority without delay of any irregularities, bodily injuries, material damages and other damages that could occur on the Used and Occupied Premises. Parks Canada will provide the Contractor with the form identified in Appendix II.
- b) Contractor shall complete the statistics forms on a daily basis. These forms will be submitted according to a pre-established schedule to the Project Authority. The Project Authority will provide the Contractor with the necessary forms before the start of the season.
- c) 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

Contractor will participate in coordination meetings. These meetings will be held at the beginning and end of the season. The Project Authority 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 Project Authority reserves the right to convene any other meeting for special or urgent reasons.

Contractor agrees to comply with the decisions made at these meetings.

5. CHARGES ASSUMED BY THE CONTRACTOR

Contractor shall pay the income taxes, taxes and contributions of any kind whatsoever, and which may also be imposed on activities it will undertake in the Used and Occupied Premises or any part thereof.

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6. CONTRACTOR RESPONSIBILITIES

6.1 Laws and Regulations

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

Contractor shall provide visitor and 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 authorized in advance by the Project Authority.

For the positions of visitor services attendants, the Project Authority could ask the Contractor to replace staff if they are unable to offer services in both official languages.

7. MISCELLANEOUS

7.1 Buildings and Lands

The Used and Occupied Premises are:

Pointe-Noire Interpretation and Observation Centre:

- Lightkeeper's house (main building);
- Gatehouse;
- Access way and the stairs between the two houses;
- Heliport;
- Lookout;
- Parking lots;
- Observation tower;
- Adjacent lands, property of Parks Canada

Baie-Sainte-Catherine Wharf:

- Main building (except for the two commercial spaces) as well as the outside space.

The Used and Occupied Premises will be used primarily to provide the visitor and housekeeping services authorized by the Project Authority. 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 Project Authority 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

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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.

7.2 Equipment Provided

Upon expiry or termination of the contract, all equipment provided to the Contractor must be returned to Parks Canada in good condition.

7.3 Public Relations and Communications

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 Project Authority.

In addition, the Contractor shall not give access to Parks Canada sites without the prior authorization of the Project Authority

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Appendix I

Procedure for Transferring the Sums Collected from Site Pricing

Beginning of season:

The Contractor will:

- Ensure the presence of an appropriate safe for storing cash received and secure the combination and/or key;
- Send the names of users-cashiers to the Finance Officer at the Saguenay–St. Lawrence Field Unit;
- Have the proper bank account and transit numbers to complete the deposits;
- Make the users-cashiers have received the necessary training and are capable of completing the end-of-day reporting.

During the season:

Note: The amounts must include taxes

1. The user-cashier prints the end-of-day reports on a daily basis for the till (sales report and ZZ Report) and point-of-sale terminal (batch closing). He/she tabulates everything and places the revenues collected in a deposit envelope in the safe, before being deposited at the bank. In another envelope, he/she must place all justification items: POS batch closing (point of sale), till sales report, ZZ report, copies of POS receipts and all other documents (free passes, coupons, etc.). This envelope must be placed in the safe.
2. The Contractor must complete the deposits twice per week or when the amount of revenue reaches \$1,000.
3. Every week, the Contractor submits the envelopes containing all the reports and deposit slips to the Parks Canada team leader or mails them to the Finance Officer at the Parks Canada administration office in Tadoussac.
4. Any correction or refund **must be signed by the user-cashier and the client**. The reason for the refund or correction must be indicated on our copy of the receipt.
5. The Finance Officer or her/his supervisor must be informed quickly of any problem related with the end-of-day reports as well as any till deficits exceeding \$5.

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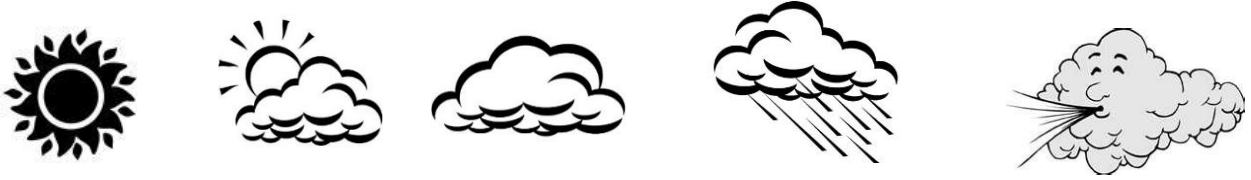
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Appendix II General incident report

Violation	
Pollution / spill	<input type="checkbox"/>
Person lost or disappeared	<input type="checkbox"/>
Accident / first aid	<input type="checkbox"/>
Craft in distress	<input type="checkbox"/>
Fall in the water	<input type="checkbox"/>
Diving accident	<input type="checkbox"/>
Animal in difficulty or dead	<input type="checkbox"/>
Bear present	<input type="checkbox"/>
Equipment or infrastructure failure	<input type="checkbox"/>
Others _____	<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

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Appendix III

Evaluation Grid – Visitor and Housekeeping Services

Pointe-Noire Interpretation and Observation Centre

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

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					

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 _____

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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 _____

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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 _____

Housekeeping Services
Baie-Sainte-Catherine Wharf

PARKING LOTS AND OUTSIDE AREAS

Pick up garbage on ground (cigarette butts, debris, etc.)	Everyday
Empty the garbage and recycling containers / clean the facilities	Everyday/when necessary
Sweep the sidewalks	Everyday/when necessary
Empty the ashtrays	Everyday
Clean the benches	When necessary
Move the garbage/recycling containers to the edge of the parking lot the day before collection and put them back the same day.	Once a week: waste; once a week: recycling.

BUILDING

MAIN ROOM	
Mop the floor	Everyday
Wash the floor	Everyday
Clean the windows	When necessary
Clean the doorknobs	When necessary
Clean the doors	When necessary
Empty the garbage cans	Everyday
Empty the recycling	Everyday
OFFICE (FLOOR)	
Mop the floor	Once a week
Wash the floor	Once a week
Clean the window edges	When necessary
Clean the windows	When necessary
Clean the baseboard heaters	When necessary
Clean the surfaces	When necessary
Empty the garbage cans	Everyday
Empty the recycling	Everyday
Clean the microwave (inside/outside)	Everyday
Clean the refrigerator (inside/outside)	Everyday

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BATHROOM men/women	
Mop the floor	Everyday
Wash the floor	Everyday
Empty the garbage cans/clean the garbage cans	Everyday
Clean the toilets/urinals	Everyday
Clean the mirrors	Everyday
Clean the sinks	Everyday
Replace the toilet paper	Everyday
Replace the paper towels	Everyday
Fill the soap dispensers	Everyday
Dust the dispensers	Everyday
Clean the doorknobs	Everyday
Clean the doors	Everyday
Empty the sanitary garbage cans (women's bathroom)	Everyday
Clean the change tables	Everyday
KITCHEN SPACE	
Clean the counter	Everyday
Clean the microwave (inside/outside)	Everyday
Clean the refrigerator (inside/outside)	Everyday
JANITORIAL ROOM	
Wash the cloths/dish towels, mop heads	Once a week
Wash the sink	Everyday
Wash the shelves	When necessary
Fill the bottles with products	When necessary
Keep an inventory of the products	When necessary

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Appendix V - Pointe-Noire Site Plan – provided separately

Appendix VI - Baie Ste-Catherine Wharf Plan – provided separately

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ANNEX B

BASIS OF PAYMENT

Greeting and Housekeeping Services at the Pointe-Noire Interpretation and Observation Centre and Housekeeping Services at the Baie-Sainte-Catherine Dock

- 1. Bidders must provide pricing in the format specified in this Annex B – Basis of Payment. Failure to provide prices in the format specified will render the quotation non-responsive.**
2. Bidders must provide pricing for services described in Annex A Statement of Work. They must provide all-inclusive prices.
3. The prices must include, but not be limited to, specialized labour, equipment, material, cleaning products, permits, transportation costs and time, administration and insurance costs, insurance and other incidentals for the completion of the work.

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Annex B – Basis of Payment (cont'd)

TABLE A – YEAR 1 – FROM CONTRACT AWARD TO MARCH 31, 2021

No	Description	All-Inclusive Price
1	Labour – Visitor Service	\$ _____
2	Labour – Housekeeping	\$ _____
3	Material	\$ _____
TOTAL – TABLE A YEAR 1 (before taxes)		\$ _____

TABLE B – OPTION YEAR 1 – FROM APRIL 1ST, 2021 TO MARCH 31, 2022

No	Description	All-inclusive Prices
1	Labour – Visitor Service	\$ _____
2	Labour – Housekeeping	\$ _____
3	Material	\$ _____
TOTAL – TABLE B OPTION YEAR 1 (before taxes)		\$ _____

TABLE C – OPTION YEAR 2 – FROM APRIL 1, 2022 TO MARCH 31, 2023

No	Description	All-inclusive Prices
1	Labour – Visitor Service	\$ _____
2	Labour - Housekeeping	\$ _____
3	Material	\$ _____
TOTAL – TABLE C OPTION YEAR 2 (before taxes)		\$ _____

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SUMMARY

Total – TABLE A Year 1	\$ _____
Total – TABLE B Option Year 1	\$ _____
Total – TABLE C Option Year 2	\$ _____
GRAND TOTAL OF BID (excluding taxes)	\$ _____

Company

Date

Name of Representative

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

The following form must be completed and signed prior to commencing work on Parks Canada Sites.

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

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

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

Location of Work

General Description of Work to be Completed
--

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Mark “Yes” where applicable.

	A meeting has been held to discuss hazards and access to the work place and all known and foreseeable hazards have been identified to the contractor and/or subcontractor(s)
	The contractor and/or its subcontractor(s) will comply with all federal and provincial/territorial legislation and Parks Canada's policies and procedures, regarding occupational health and safety.
	The contractor and/or its subcontractor(s) will provide all prescribed safety materials, equipment, devices and clothing.
	The contractor and/or its subcontractor(s) will ensure that its employees are familiar with and use all prescribed safety materials, equipment, devices and clothing at all times.
	The contractor and/or its subcontractor(s) will ensure that its activities do not endanger the health and safety of Parks Canada employees.
	The contractor and/or its subcontractor(s) has inspected the site and has carried out a hazard assessment and has put in place a health and safety plan and informed its employees accordingly, prior to the commencement of the work.
	Where a contractor and/or its subcontractor(s) will be storing, handling or using hazardous substances in the work place, it will place warning signs at access points warning persons of the presence of the substances and any precautions to be taken to prevent or reduce any hazard of injury or death.
	The contractor and/or its subcontractor(s) will ensure that its employees are instructed in respect of any emergency procedures applicable to the site.

I, _____ (contractor), certify that I have read, understood and attest that my firm, employees and all sub-contractors will comply with the requirements set out in this document and the terms and conditions of the contract.

Name

Signature

Date

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ANNEX D to PART 5 OF THE BID SOLICITATION

FORMER PUBLIC SERVANT

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

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

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

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

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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.

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ANNEX E to PART 5 OF THE BID SOLICITATION

LIST OF NAMES FOR INTEGRITY VERIFICATION FORM

Requirements

Section 17 of the [Ineligibility and Suspension Policy](#) (the Policy) requires suppliers, regardless of their status under the Policy, to submit a list of names when participating in a procurement process. The required list differs depending on the bidder or offeror's organizational structure:

- Suppliers including those bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all current directors.
- Privately owned corporations must provide a list of the owners' names.
- Suppliers bidding as sole proprietors, including sole proprietors bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all owners.
- Suppliers that are a partnership do not need to provide a list of names.

Suppliers may use this form to provide the required list of names with their bid or offer submission. Failure to submit this information with a bid or offer, where required, will render a bid or offer non-responsive, or the supplier otherwise disqualified for award of a contract or real property agreement. Please refer to [Information Bulletin: Required information to submit a bid or offer](#) for additional details.

Supplier Information

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

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List of Names

Name	Title

Declaration

I, (name) _____, (position) _____, of
(supplier's name) _____, declare that the information provided in this
Form is, to the best of my knowledge and belief, true, accurate and complete. I am aware that failing to
provide the list of names will render a bid or offer non-responsive, or I will be otherwise disqualified for
award of a contract or real property agreement. I am aware that during the bid or offer evaluation stage, I
must, within 10 working days, inform the contracting authority in writing of any changes affecting the list of
names submitted. I am also aware that after contract award I must inform the Registrar of Ineligibility and
Suspension within 10 working days of any changes to the list of names submitted.

Signature

Date

Please include with your bid or offer.

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ANNEX F

TECHNICAL EVALUATION

1. MANDATORY TECHNICAL CRITERIA

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Any bid which fails to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion must be addressed separately.

M1	The maximum funding available for the Contract resulting from the bid solicitation is \$387,000.00 (Year 1 and two option years), applicable taxes extra . Bids valued in excess of this amount will be considered non-responsive. This disclosure does not commit Canada to pay the maximum funding available.
M2	In their proposal, the bidder must ensure that they respond accurately to each of the criteria described in the Rated Technical Criteria table that follows. Parks Canada may choose to contact the clients provided as references to confirm the information submitted.

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1. Point Rated Technical Criteria

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

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

No	DESCRIPTION	Maximum Score	Minimum Score
C1	<p>In its bid, the Bidder must explicitly demonstrate that they have the relevant experience*</p> <ul style="list-style-type: none">- In the delivery of visitor services in a tourism context and- In housekeeping services in public places, <p><u>in order to offer visitor and housekeeping services in accordance with the statement of work (Annex A) by indicating the following:</u></p> <p>a) Years of relevant experience in the area of visitor services in a tourism context</p> <p>No experience – 0 points 1 year – 5 points 4 year – 20 points 2 years – 10 points 5 years or more – 25 points 3 years – 15 points</p> <p>(Are included in the definition of one year, operational seasons of 3 months and more.)</p> <p>b) Years of relevant experience in housekeeping services in public places</p> <p>No experience – 0 points 1 year – 5 points 4 years – 20 points 2 years – 10 points 5 years or more – 25 points 3 years – 15 points</p> <p>(Are included in the definition of one year, operational seasons of 3 months and more.)</p> <p>The Bidder must also provide the following information:</p> <ol style="list-style-type: none">1. Contact information of clients, including their email address;2. Description of the work;3. Duration of the contract (start and end dates).	<p>25</p> <p>25</p>	<p>15</p> <p>15</p>

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No	DESCRIPTION	Maximum Score	Minimum Score
	<p>*Definition of relevant experience: experience with visitor services in a tourism context acquired in a framework that is similar to what is being requested in the statement of work (Annex A).</p> <p>The clients listed as references may be contacted to confirm the information provided.</p>		
C2	<p>Understanding of Requirements</p> <p>a. The bidder must demonstrate, in one page, their understanding of the services that must be offered at the Pointe-Noire Interpretation and Observation Centre;</p> <p>b. They must explain how they will provide pre-season training and throughout the operating season in order to ensure that the visitor services attendants in place are qualified and offer high-quality services;</p> <p>c. They must present the major components of a contingency plan that demonstrates that they will be able to ensure operational continuity and will have qualified resources available if employees must absent themselves or leave their positions during the season or must be replaced for performance or other reasons.</p> <p><u>Scoring Grid for a), b), and c) above:</u></p> <p>Excellent Excellent explanation, complete and precise. All necessary details are provided. There are no deficiencies. The Bidder demonstrates the ability to perfectly meet all of the elements. (21-25 points)</p> <p>Very good Good explanation. Most of the essential details are covered. Some minor deficiencies. The Bidder demonstrates the ability to appropriately meet all of the elements. (16-20 points)</p> <p>Good Acceptable, adequate explanation. Most of the necessary details are provided. Several minor deficiencies. Some elements are not clearly addressed. The Bidder demonstrates an acceptable minimum ability to meet most of the elements. (12-15 points)</p>	<p>25</p> <p>25</p> <p>25</p>	<p>12</p> <p>12</p> <p>12</p>

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No	DESCRIPTION	Maximum Score	Minimum Score
	<p>Weak Weak explanation, often disorganized. Several important deficiencies. Some of the main elements are not clearly addressed. The Bidder does not demonstrate the ability to respect all of the main elements. (6-11 points)</p> <p>Limited Incomplete, limited or missing explanation of the way that the Bidder will meet the requirement. (0-5 points)</p>		
	TOTAL POINTS	Maximum Score 125	Minimum Score 66

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ANNEX G INSURANCE REQUIREMENTS

Commercial General Liability Insurance (G2001C) 2018-06-21

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.