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REVISION 002 TO A REQUEST FOR PROPOSAL

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions remain the same.

Issuing Office:

Parks Canada Agency
National Contracting Services
Cornwall ON

Title: Interpretation service at Cap-de-Bon-Désir Interpretation and Observation Centre and the Marine Environment Discovery Centre	
Solicitation No.: 5P300-20-0279-B	Date: May 11, 2021
Amendment No.: 002	
Client Reference No.: 10210122	
GETS Reference No.: PW-21-00954931	
Solicitation Closes: At: 2:00 p.m. On: May 14, 2021	Time Zone: EDT
F.O.B.: Plant: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other: <input type="checkbox"/>	
Address Enquiries to: Céline Morin Telephone No.: 343-585-2927 Email : Celine.morin@canada.ca	
Destination of Goods, Services, and Construction: Parks Canada Saguenay-Saint-Laurent Marine Park 13, chemin du Cap-de-Bon-Désir, Bergeronnes QC and 41, rue des Pilotes, Les Escoumins, QC	

TO BE COMPLETED BY THE BIDDER

Vendor/ Firm Name:	
Address:	
Telephone No.:	Fax No.:
Name of person authorized to sign on behalf of the Vendor/ Firm (type or print):	
Signature:	Date:

Solicitation No. - N° de l'invitation :
5P300-20-0279-B

Amd. No. - N° de la modif. :
002

Contracting Authority - Autorité contractante :
Céline Morin

Client Ref. No. - N° de réf. du client :
20210122

Title – Titre :
Interpretation service at Cap-de-Bon-Désir Interpretation and Observation Centre and
the Marine Environment Discovery Centre

Amendment 002

This amendment is raised to answer questions posed by potential bidders.

QUESTION 1

In section 3.10 of Appendix A "Statement of Work", information regarding the prevention of COVID-19 is mentioned.

Concerning the protection of the Contractor's employees, can you specify who will provide and pay for the personal protective equipment and products (hand sanitizer, procedural masks, goggles or visors, gloves if needed)?

ANSWER:

The Contractor is required to ensure the health and safety of its employees, regardless of where they work, to train them and to provide them with the appropriate equipment. It is therefore the Contractor's responsibility to pay for and provide personal protective equipment and products (e.g.: procedure masks, hand sanitizer, glasses, etc.). The Parks Canada Agency may also impose specific procedures for the use of its sites or the activities that take place there. If this is the case, Parks Canada will ensure that the Contractor's employees are trained and equipped to follow this protocol (e.g. if Parks Canada's protocol requires that desks and work surfaces be disinfected between each user, some of whom are Contractor employees, Parks Canada will provide the surface disinfectant and train the Contractor's staff to meet the required standards). Protocols related to the prevention of COVID-19 will be provided to the Contractor at the beginning of the season, depending on the sanitation measures in place at that time.

QUESTION 2

In section 3.11 of Appendix A "Statement of Work", item b), you mention that the Contractor will be required to provide staff with previous skills in interpretation and/or animation with the public and able to interpret the themes of the marine park and to communicate effectively with the public.

Can you please clarify exactly what your expectations are for the training and education required for these staff?

Are you asking for specific partial or full academic training in marine biology or oceanography for example?

Would a student in such a program be eligible or are only graduates expected?

Would prior experience in marine, wildlife or nature interpretation in general suffice?

ANSWER:

It is the Contractor's responsibility to recruit competent personnel in order to fulfill the mandate. It is up to the Contractor to identify the training, diplomas, experience and/or skills that its employees must have in order to be hired and to enable it to fulfill the mandate entrusted to it.

QUESTION 3

In section 3.11 of Appendix A "Statement of Work", item c), you list the expected items of the dress code.

Please specify that these clothing and accessories will be the responsibility of the Contractor and will not be provided by Parks Canada.

ANSWER:

Parks Canada will provide a vest for each Contractor employee. Other clothing worn by Contractor personnel will not be provided by Parks Canada. They must, however, comply with the rules specified in the dress code in section 3.11 of the Statement of Work.

QUESTION 4

Section 4.1 of Appendix A "Statement of Work" states that coordination meetings will be held between the Contractor and the Parks Canada Project Manager.

Will the Contractor's Chief Interpreter/Chief Naturalist be able to represent the Contractor at these meetings or will Parks Canada request that another representative of the Contractor, who is a member of management, attend these meetings?

ANSWER: At the beginning and end of the season (and at other times if necessary), Parks Canada will arrange meetings with a member of the Contractor's management team and the Parks Canada manager to discuss the mandate. During the season, more operational meetings (phone calls, virtual meetings or in person) may be held between the Contractor's Chief Naturalist and the Parks Canada Team Leader. During these meetings, the presence of a member of the Contractor's management and the Parks Canada manager is not necessary.

Does Parks Canada require a project manager or director for the mandate? If so, to what extent (e.g., available remotely, on site for how many hours during the summer, etc.)?

ANSWER: The Contractor's responsibility is to provide the services required by the contract. It is the Contractor's responsibility to provide the human resources necessary to properly monitor and complete the mandate. Since each supplier has its own internal structure, Parks Canada cannot specify or require specific roles.

QUESTION 5

Section 6.2 of Appendix "A" Statement of Work states that the Contractor shall provide interpretation services in both official languages of Canada.

Invitation N° :
5P300-20-0279-B

Amendment No.:
002

Contracting Authority:
Céline Morin

Ver.12.03.20

Client Ref. No. :
10210122

Title :
Interpretation service at Cap-de-Bon-Désir Interpretation and Observation Centre and the Marine Environment Discovery Centre

Please clarify your expectations regarding bilingualism. Will functional bilingualism be accepted or is the expectation perfect bilingualism with perfect fluency in both official languages?

ANSWER:

Personnel provided by the Contractor must be able to answer visitors' questions and provide interpretation in both official languages on an equivalent basis.

QUESTION 6

As far as marine interpretation is concerned, in addition to the animation activities specified in the tender document, will the Contractor be required to coordinate any scuba diving activities related to interpretation or will this responsibility be assigned to another entity?

ANSWER:

No interpretive activities involving scuba diving will be offered at Parks Canada sites during the 2021 season. This task is therefore not part of this mandate and the Contractor will have no role to play in this regard.

ALL OTHER TERMS AND CONDITIONS OF THE SOLICITATION REMAIN THE SAME.