



RETURN BIDS TO:

Parks Canada Agency Bid Receiving Unit
National Contracting Services

Bid Fax: 877-558-2349

Bid E-mail Address:

soumissionsest-bidseast@pc.gc.ca

Attention: Lorraine Fletcher

This is the only acceptable email address for responses to the bid solicitation. Bids submitted by email directly to the Contracting Authority or to any other email address will not be accepted.

The maximum email file size is 15 megabytes. The Parks Canada Agency (PCA) is not responsible for any transmission errors. Emails with links to bid documents will not be accepted.

REQUEST FOR QUOTATION

Quotation 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.

Issuing Office:

Parks Canada Agency
National Contracting Services
Cornwall, ON

Title: Housekeeping Services and Vending Machine Operation at the Cap-de-Bon-Desir Interpretation and Observation Centre and at the Marine Environment Discovery Centre – Saguenay-Saint-Laurent FU	
Solicitation No.: 5P300-21-0288-B	Date: May 19, 2022
Client Reference No.: 10211972	
GETS Reference No.: N/A	

Solicitation Closes: At: 2:00 pm On: June 21, 2022	Time Zone: EDT
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F.O.B.: Plant: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other: <input type="checkbox"/>	
Address Enquiries to: Lorraine Fletcher	
Telephone No.: 343-585-4712	Fax No.: N/A
Email Address: lorraine.fletcher@pc.gc.ca	
Destination of Goods, Services, and Construction: Parks Canada Agency 13 du Cap-de-Bon-Désir road and 41 des Pilotes street Les Bergeronnes, QC G0T 1K0 Les Escoumins, QC G0T 1G0	

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:

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Amendment No.:
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Contracting Authority:
Lorraine Fletcher

Ver.11.30.21

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IMPORTANT NOTICE TO BIDDERS

COVID-19 Vaccination Requirement

This requirement is subject to the *COVID-19 Vaccination Policy for Supplier Personnel*. Failure to complete and provide the COVID-19 Vaccination Requirement Certification as required precedent to contract award will render the bid non-responsive.

This requirement provides arrangements for a site visit that is subject to the *COVID-19 Vaccination Policy for Supplier Personnel*. Bidders who do not confirm attendance, provide the name(s) of the person(s) who will attend, or who do not complete and submit the requested certification as required will not be allowed access to the site.

BIDS RECEIVED BY FAX AND EMAIL WILL BE ACCEPTED AS OFFICIAL.

BIDS RECEIVED IN-PERSON OR BY COURIER MAY NOT BE ACCEPTED.

The only acceptable email address for responses to the bid solicitation is soumissionsest-bidseast@pc.gc.ca. Bids submitted by email directly to the Contracting Authority or to any email address other than soumissionsest-bidseast@pc.gc.ca will not be accepted.

The only acceptable facsimile for responses to bid solicitations is 877-558-2349.

The maximum email file size that Parks Canada is capable of receiving is 15 megabytes. The Bidder is responsible for any failure attributable to the transmission or receipt of the emailed bid due to file size.

The Bidder should be cognisant of the size of the email as a whole, and not only the attachments. Please take into consideration that some attachments, when sent, may be resized during the email transfer. If the email size is too large, the Bidder should send the bid in multiple emails properly labeled with the solicitation number, project name, and indicate how many emails are included (ex. 1 of 2).

Emails with links to bid documents will not be accepted. Bid documents must be sent as email attachments.

Security Requirements

There are security requirements associated with this requirement. For further instructions consult Part 1 – General Information and Part 6 – Resulting Contract Clauses.

Reissue of Bid Solicitation

This bid solicitation cancels and supersedes previous bid solicitation number 5P300-21-0288A dated February 3, 2022 with a closing date of March 15, 2022 at 2:00 pm EDT. A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation.

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. In order to receive payment, new vendors that are

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awarded a contract will be required to complete a direct deposit enrolment form to register their direct deposit information with Parks Canada.

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

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

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PART 1 – INFORMATION AND INSTRUCTIONS

1.1. COVID-19 Vaccination Requirement

This requirement is subject to the *COVID-19 Vaccination Policy for Supplier Personnel*. Failure to complete and provide the COVID-19 Vaccination Requirement Certification as required precedent to contract award will render the bid non-responsive.

1.2. Security Requirements

New personnel security clearance requests require the fingerprinting of individuals to conduct a criminal record check. The validity of an existing personnel security clearance issued by the Government of Canada is not affected by this requirement of the criminal record check process. Contractors who require personnel security clearances to perform a contract for the Government of Canada are responsible for all costs associated with obtaining the security clearances.

1.2.1. 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;

1.2.2. 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.

1.3. Statement of Work

The Work to be performed is detailed under Article 6.3 of the resulting contract clauses.

1.4. Optional Site Visit

It is recommended that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to be held at Cap-de-Bon-Desir Interpretation and Observation Centre, located at 13, chemin du Cap-de-de-Bon-Desir, Les Bergeronnes, QC, G0T 1G0 on **Monday, May 30, 2022**. The site visit will begin at 3:00 pm EDT, and will start in the parking lot and will continue to the Marine Environment Discovery Centre, located at 41, chemin des Pilotes, Les Escoumins, QC, G0T 1K0

This site visit is subject to the *COVID-19 Vaccination Policy for Supplier Personnel*. The person(s) who attend must be fully vaccinated against COVID-19, or, for personnel that are unable to be vaccinated due to a certified medical contraindication, religion or other prohibited grounds of discrimination under the *Canadian Human Rights Act*, subject to accommodation and mitigation measures that have been presented to and approved by Canada.

Bidders must communicate with the Contracting Authority no later than May 26, 2022 at 2:00 pm EST to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders must also complete and submit the certification at **Annex E to Part 1 of the Bid Solicitation**.

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Bidders who do not confirm attendance, provide the name(s) of the person(s) who will attend, or who do not complete and submit the above certification as required will not be allowed access to the site. Bidders will be requested to sign an attendance sheet. No alternative appointment will be given to bidders who do not attend or do not send a representative. Bidders who do not participate in the visit will not be precluded from submitting a bid. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

Due to COVID measures, we will have to limit the visit to 1 representative per company. Wearing a mask will be mandatory at all times as well as respect for distancing.

1.5. 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.

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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) (<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](#) (2022-03-29), Standard Instructions – Goods or Services – Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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.

Subsection 2. entitled epost Connect of section 08, Transmission by Facsimile or by epost Connect of the Standard Instructions [2003](#) incorporated by reference above is deleted in its entirety.

2.2. Submission of Bids

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

Bids submitted in-person or by courier may not be accepted.

The only acceptable facsimile for responses to bid solicitations is 877-558-2349.

The only acceptable email address for responses to bid solicitations is soumissionsest-bidseast@pc.gc.ca.

The maximum email file size that Parks Canada is capable of receiving is 15 megabytes. The Bidder is responsible for any failure attributable to the transmission or receipt of the emailed bid due to file size.

The Bidder should be cognisant of the size of the email as a whole, and not only the attachments. Please take into consideration that some attachments, when sent, may be resized during the email transfer. If the email size is too large, the Bidder should send the bid in multiple emails properly labeled with the solicitation number, project name, and indicate how many emails are included (ex. 1 of 2).

Emails with links to bid documents will not be accepted. Bid documents must be sent as email attachments.

2.3. Enquiries – Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) 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 Québec.

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

2.5. Bid Challenge and Recourse Mechanisms

2.5.1. Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.

2.5.2. Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell website](#), under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:

- Office of the Procurement Ombudsman (OPO)
- Canadian International Trade Tribunal (CITT)

2.5.3. Suppliers should note that there are strict deadlines for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

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PART 3 – BID PREPARATION INSTRUCTIONS

3.1. Bid Preparation Instructions

Canada requests that the bid be gathered per section and separated as follows:

Section I: Technical Bid
Section II: Financial Bid
Section III: Certifications

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

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 at Annex B.

Section III: Certifications

Bidders must submit the certifications and additional information 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

Technical bids will be evaluated against the mandatory technical evaluation criteria at **Annex F to Part 4 of the Bid Solicitation**.

4.1.1.2. Point Rated Technical Criteria

Technical bids will be evaluated against the point rated technical evaluation criteria at **Annex F to Part 4 of the Bid Solicitation**.

4.1.2. Financial Evaluation

SACC *Manual* Clause [A0220T](#) (2014-06-26), Evaluation of Price – Bid

4.1.3. Basis of Selection – 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 of 30 points overall for the technical evaluation criteria which are subject to point rating.
The rating is performed on a scale of 50 points.
2. Bids not meeting (a) or (b) or (c) 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 30 % for the technical merit and 70 % 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 30 %.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 70 %.
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.

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The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 30/70 ratio of technical merit and price, respectively. The total available points equals 50 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (30%) and Price (70%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		50/50	36/50	40/50
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$50/50 \times 30 = 30.00$	$36/50 \times 30 = 21.60$	$40/50 \times 30 = 24.00$
	Pricing Score	$45/55 \times 70 = 57.27$	$45/50 \times 70 = 63.00$	$45/45 \times 70 = 70.00$
Combined Rating		87.27	84.60	94.00
Overall Rating		2nd	3rd	1st

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 specified will render the bid non-responsive.

5.2.1. COVID-19 Vaccination Requirement and Certification

In accordance with the *COVID-19 Vaccination Policy for Supplier Personnel*, the Bidder must provide the COVID-19 Vaccination Requirement Certification at **Annex G to Part 5 of the Bid Solicitation** prior to contract award, to be given further consideration in this procurement process. This Certification is incorporated into, and forms a binding part of any resulting Contract.

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 property 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.

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

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5.2.3. Former Public Servant

Contracts awarded to former public servants in receipt of a pension or 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 Former Public Servants, the Bidder must provide the information requested at **Annex I to Part 5 of the Bid Solicitation** prior to contract award.

5.2.4. 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](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html) 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.

5.2.5. Additional Certifications Precedent to Contract Award

5.2.5.1. Status and Availability of Resources

Clause du *Guide des CCUA* [A3005T](#) (2010-08-16), Status and Availability of Resources

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. COVID-19 Vaccination Requirement

The *COVID-19 Vaccination Policy for Supplier Personnel* is applicable to the Contract.

6.2. Security Requirements

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

The Contractor/Offeror's personnel as well as their subcontractors that require unescorted access to work site(s) as well as access to sensitive assets or protected information must EACH hold and maintain a valid **RELIABILITY STATUS**, granted or approved by Parks Canada Agency Security Directorate (PCASD).

**Sensitive assets may include: Cash, artefacts, firearms, explosives, keys, vehicles, Historic sites and buildings, electronic equipment, IT networks, Critical installations and systems, etc.*

The Contractor/Offeror's personnel as well as their subcontractors MUST NOT remove any PCA information or assets from the identified work site(s) without consent from a PCA employee, and they must ensure that their personnel are made aware of and comply with this restriction.

6.3. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A.

6.3.1. Task Authorization Process

Task Authorization:

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

Task Authorization Process:

1. The Project Authority will provide the Contractor with a description of the task using the "Task Authorization Form for non-DND clients" or "DND 626, Task Authorization Form" or "Task Authorization" form specified in Annex J.
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis(bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the Project Authority, within two (2) calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.

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4. The Contractor must not commence work until a TA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

6.3.2. Canada's Obligation – Portion of the Work – Task Authorizations

SACC *Manual* clause [B9031C](#) (2011-05-16), Portion of the Work – Task Authorizations

6.4. 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.

6.4.1. General Conditions

[2010C](#) (2022-01-28), 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.

6.4.2. Supplemental General Conditions

[4013](#) (2021-11-29), Compliance with On-site Measures, Standing Orders, Policies, and Rules

The Contractor must comply and ensure that its employees and subcontractors comply with all security measures, standing orders, policies or other rules in force at the site where the Work is performed.

6.5. Term of Contract

6.5.1. Period of the Contract

The period of the Contract is from contract award to March 31, 2023 inclusive.

6.5.2. Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to one (1) 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.

Solicitation No.:
5P300-21-0288-B

Amendment No.:
00

Contracting Authority:
Lorraine Fletcher

Ver.11.30.21

Client Reference No.:
10211972

Title:
Housekeeping Services and Vending Machine Operation at the Cap-de-Bon-Desir Interpretation and Observation Centre and at the Marine Environment Discovery Centre – Saguenay-Saint-Laurent FU

6.6. Authorities

6.6.1. Contracting Authority

The Contracting Authority for the Contract is:

Lorraine Fletcher
Contracting Officer
Parks Canada Agency
National Contracting Services
Chief Financial Officer Directorate
111 Water Street East, Cornwall, Ontario, K6H 6S2

Telephone: 343-585-4712

E-mail address: lorraine.fletcher@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.

6.6.2. Project Authority

*** 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.

6.6.3. Contractor's Representative

The Contractor's Representative for the Contract is: (provide with bid)

Representative's Name:		
Representative's Title:		
Legal Vendor/ Firm Name:		
Operating Vendor/ Firm Name (if different than above):		
Physical Address:		
City:	Province/ Territory:	Postal Code:

Solicitation No.:
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Title:
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Telephone:	Facsimile:
Email Address:	
Procurement Business Number (PBN) or Goods and Services Tax (GST) Number:	

6.7. Proactive Disclosure of Contracts with Former Public Servants

*** SACC Manual clause A3025C to be inserted at contract award, if applicable ***

6.8. Payment

6.8.1. Basis of Payment – Firm Price

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price as specified in Annex B for a cost of \$ _____ *** to 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.

6.8.2. Basis of Payment – Firm Unit Prices – Task Authorizations

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm unit prices in accordance with the basis of payment, in Annex B, as specified in the authorized TA. 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 authorized, in writing, by the Contracting Authority before their incorporation into the Work.

6.8.3. Task Authorization Limit

The Project Authority may authorize individual task authorizations up to a limit of \$9,999.99, Applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the *the Contracting Authority before issuance*.

6.8.4. Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ *** to be provided at contract award ***. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being

exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75% committed, or
- b. four months before the contract expiry date, or
- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.8.5. 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.

6.9. Invoicing Instructions

1. 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.
2. Invoices must be distributed as follows:
 - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

6.10. Certifications and Additional Information

6.10.1. 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.

6.11. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in ***** to be inserted at contract award *****.

6.12. 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) Supplemental General Conditions [4013](#) (2021-11-29), Compliance with On-site Measures, Standing Orders, Policies, and Rules
- (c) The general conditions [2010C](#) (2022-01-28), General Conditions – Services (Medium Complexity);
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Insurance Requirements;
- (g) Annex D, Attestation and Proof of Compliance with Occupational Health and Safety (OHS);
- (h) The Contractor's bid dated *** to be inserted at contract award ***.

6.13. SACC Manual Clauses

6.13.1. Government Site Regulations

The Contractor must comply with all regulations, instructions and directives in force on the site where the Work is performed.

6.13.2. Government Property

Government Property must be used only for the purpose of performing the Contract.

6.14. Insurance Requirements

The Contractor must comply with the insurance requirements specified in Annex C. 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.

6.15. 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.

Solicitation No.:
5P300-21-0288-B

Amendment No.:
00

Contracting Authority:
Lorraine Fletcher

Ver.11.30.21

Client Reference No.:
10211972

Title:
Housekeeping Services and Vending Machine Operation at the Cap-de-Bon-Desir Interpretation and Observation Centre and at the Marine Environment Discovery Centre – Saguenay-Saint-Laurent FU

ANNEX A

STATEMENT OF WORK

Parks Canada

Saguenay-St. Lawrence Field Unit

Statement of Work

for Housekeeping Services and Vending Machine Operation
at the Cap-de-Bon-Desir Interpretation and Observation Centre
and at the Marine Environment Discovery Centre

2022-2023

Solicitation No.:
5P300-21-0288-B

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00

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1. 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 8.1 herein;

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

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

2. OBJECTIVES

This statement of work is for the execution of housekeeping services at the Cap-de-Bon-Desir Interpretation and Observation Centre and the Marine Environment Discovery Centre.

The term of this Statement of Requirement is for a maximum of 1 year, i.e., the 2022 operating season, with the possibility of an option year in 2023, granted at the discretion of the Project Manager by written notice. This renewal notice may include additional terms and conditions upon revision of the Statement of Requirement.

Please note that in the event of changes to existing health measures, in the context of the COVID-19 pandemic, some services may be delayed or reduced.

Additional work « on request » (Tasks authorizations)

The contractor may, at the request of the Project Manager and following his approval, via a Task Authorizations, perform additional housekeeping work not provided for in this contract.

3. NATURE OF THE WORK TO BE CARRIED OUT

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.*

The Contractor shall ensure the housekeeping services at the Cap-de-Bon-Desir Interpretation and Observation Centre and at the Marine Environment Discovery Centre.

3.1 Visitor and Staff Safety

In the event of any breakage observed on the premises (e.g., damaged staircase, broken window, etc.) that could endanger the well-being or life of visitors or staff, the Contractor is responsible for immediately notifying the Project Manager of the prevailing situation. This is done by filling out the *General Incident Report* form attached in Appendix I.

The Contractor shall ensure that its employees are familiar with the handling of fire extinguishers and with fire safety and prevention rules.

3.2 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 Manager and must be made in compliance with fire and safety standards.

3.3 Access to the Used and Occupied Premises

Contractor shall also guarantee The Project Manager 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 Manager 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.

3.4 Staff Health and Safety

The Contractor shall at his own expense provide for the safety of his personnel who will be present on the Premises used and occupied. The Contractor shall promptly notify the Park Superintendent of any work performed by completing the General Incident Report form attached as Appendix I.

The Contractor shall ensure that a risk assessment is conducted and that employees are informed of the risks

3.5 Responsibilities

1. The Contractor shall comply with all applicable Parks Canada regulations, including but not limited to fire safety, environmental protection, parking, etc.
 2. The Contractor shall assume full responsibility for the allocation and coordination of the work of its workforce. Maintenance work shall not interfere with the operation of the buildings.
 3. The Contractor shall not allow any person, other than authorized personnel, to enter the buildings outside the permitted hours of operation.
 4. The Contractor shall keep the entrances or accesses to the buildings clear at all times.
 5. The Contractor is responsible for the keys entrusted to him. These keys shall be returned to the Parks Canada representative at the end of the contract and shall not be duplicated at any time.
 6. At the end of each work day, the Contractor shall ensure that all buildings are locked.
-

4. EXPECTED RESULTS

4.1 Housekeeping Service

Once the contract is awarded, a meeting will be held with the Project Manager to plan housekeeping at the Cap-de-Bon-Desir Interpretation and Observation Centre and the Marine Environment Discovery Centre.

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

4.1.1 Locations to be maintained

a) Cap-de-Bon-Desir Interpretation and Observation Centre :

- the entrance kiosks ;
- the lighthouse keeper's house, including the exhibition room and the offices;
- the assistant lighthouse keeper's house, including the reception area;
- the parking lot;
- the foghorn hangar ;
- the picnic area ;
- the sanitary facilities ;
- the belvedere (courtyard).

b) Marine Environment Discovery Centre :

- the entrance kiosk
- the parking lot;
- the picnic area ;
- the main building (except for the diving base and the garage).

The main building includes the reception area, the two exhibition halls, the break room, the projection room, the offices, the corridors, the kitchen, the toilets and the showers, including the drain cleaning.

4.1.2 Major maintenance prior to the opening (spring cleaning)

Prior to the opening, the Contractor shall carry out major maintenance of the facilities at the Cap-de-Bon-Desir Interpretation and Observation Centre and the Marine Environment Discovery Centre. This spring cleaning includes regular cleaning tasks, as well as interior and exterior window washing and floor waxing (or polishing) where applicable (see Appendix II for details of tasks).

This major cleaning shall be performed Mid-June, before the opening date of the sites, according to a schedule established by the Contractor. The Contractor shall submit this schedule to the Project Manager prior to the commencement of major maintenance to ensure proper coordination of the use of the site by both parties.

At the Marine Environment Discovery Centre, it is important to wait until the very end of the spring cleaning tasks to polish and wax the floors (see the schedule in Appendix II). This task must be done after 5:00 p.m. so that no one walks on the freshly polished or waxed floors. In addition, the Contractor shall notify the Project Manager a few days prior to this task so that a mutually convenient date can be identified and preparations (removal of furniture or equipment) can be made.

4.1.3 Schedules for regular housekeeping services

a) Cap-de-Bon-Desir Interpretation and Observation Centre

Summer Period:

Regular maintenance will be performed daily from the Saturday before Quebec's National Holiday to Mid-September.

In 2022: Saturday, June 18 to Sunday, September 11 inclusive, every day.

In 2023: Saturday, June 17 to Sunday, September 10 inclusive, every day.

Here are the tasks that can be executed:

- During business hours: the outdoor garbage round, the offices on the second floor of the lighthouse keeper's house and the housekeeping blitz* in the sanitary buildings at the top and bottom of the site;
- After 4 :00 p.m.: the first floor (if low traffic) of the assistant lighthouse keeper's house (except for floor maintenance, which must be done after hours), the belvedere near the rocks;
- After business hours (before 9:00 a.m. or after 6:00 p.m.): the sanitary buildings at the top and bottom of the site, the first floor of the lighthouse keeper's house, and the floor maintenance of the assistant lighthouse keeper's house.

*Housekeeping blitz: every day, **from the opening of the sites until Labour Day**, the contractor shall schedule at least one maintenance person to be on site **from noon** to do a housekeeping blitz of the washrooms in the upstairs and downstairs washroom buildings. This blitz consists of the following tasks:

- refilling toilet paper and hand paper dispensers;
- cleaning counters;
- replacing garbage bags if they are full;
- cleaning up spills if necessary.

Fall Period:

To the mid-September through Thanksgiving in October, regular maintenance must be done daily, from Wednesday to Sunday, including Thanksgiving Monday.

In 2022: From September 12 through October 10, inclusive, from Wednesday to Sunday.

In 2023: From September 11 through October 9, inclusive, from Wednesday to Sunday.

Here are the tasks that can be executed:

- During business hours: the outdoor garbage round and maintenance of the offices on the second floors of the lighthouse keeper's house;
 - After 4:00 p.m.: the first floor (if low traffic) of the assistant lighthouse keeper's house (except for floor maintenance, which must be done after hours), the belvedere near the rocks;
 - After business hours (before 9:00 a.m. or after 5:00 p.m.): the sanitary buildings at the top and bottom of the site, the first floor of the lighthouse keeper's house and the floor maintenance of the assistant lighthouse keeper's house.
-

b) Marine Environment Discovery Centre

Summer Period :

Regular maintenance will be performed daily from the Saturday before Quebec's National Holiday to the Labour Day.

In 2022: Saturday, June 18 to Monday, September 5 inclusive, every day.

In 2023: Saturday, June 17 to Monday, September 4 inclusive, every day.

Here are the tasks that can be carried out:

- During business hours: the outdoor garbage round, the housekeeping blitz* of the washrooms and maintenance inside the building (in less busy areas);
- After business hours (before 9 :00 a.m. or after 5:00 p.m.): washrooms maintenance, including showers and all the other tasks.

*Housekeeping blitz: every day, **from the opening of the sites until the 2nd Saturday in August**, the contractor shall schedule at least one maintenance person to be on site **from noon** to do a housekeeping blitz of the washrooms in the upstairs and downstairs washroom buildings. This blitz consists of the following tasks:

- refilling toilet paper and hand paper dispensers;
- cleaning counters;
- replacing garbage bags if they are full;
- cleaning up spills if necessary.

Fall Period:

To the Tuesday after the Labour Day through Thanksgiving in October, regular maintenance must be done daily on Fridays, Saturdays and Sundays, including Thanksgiving Monday.

In 2022: From September 6 through October 10, inclusive, from Friday to Sunday.

In 2023: From September 5 through October 9, inclusive, from Friday to Sunday.

Here are the tasks that can be executed:

- During business hours: the outdoor garbage round and maintenance inside the building (in less busy areas);
- After business hours (before 9 :00 a.m. or after 5:00 p.m.): washrooms maintenance and all the other tasks.

4.1.4 Other tasks included in housekeeping services

Wipes and dishcloths shall be replaced as required (see Appendix III). It is the Contractor's responsibility to machine wash them (not available on site).

The housekeeping service includes the collection of residual and recyclable materials in the buildings, on the outside grounds and in the parking lot. The Contractor shall dispose of these materials, in the appropriate bins, in accordance with the collection schedule established by the Municipality.

Soap, hand paper, toilet paper and cleaning products, etc. are the responsibility of the Contractor and be available in sufficient quantity on both sites. Parks Canada requires to use environmentally friendly cleaning products. The Contractor must provide necessary accessories for the maintenance of the

buildings (i.e. broom, mop, garbage bags, floor polisher, etc.). Parks Canada will provide sweepers in each of the buildings. The Contractor may borrow them for the duration of the mandate.

At the Cap-de-Bon-Desir Interpretation and Observation Centre, a Parks Canada electric cart may be used by the Contractor, outside of operating hours, for maintenance service and must be returned to its original location in good condition.

4.2 Food sales to visitors – opportunity to generate revenues

The Contractor who will obtain the contract must take into account that he also gets the opportunity to generate revenues. At Cap-de-Bon-Desir Interpretation and Observation Centre and at the Marine Environment Discovery Centre, the Contractor will provide minimally two vending machines, one for hot drinks and its contents (coffee, milk and/or its substitute, sugar, cups, etc.) and a second one for cold beverages (at least water). The maintenance of vending machines is the responsibility of the Contractor, they must be functional at all times during the opening period of the place. **Revenues generated by the vending machines will belong to the Contractor.** In addition, Parks Canada Agency will study any proposals from the Contractor to expand the food offer to visitors. Parks Canada provides a refrigerator for each site to store milk.

4.3 Training

Parks Canada will provide a four hours training (2 h per site) to all Contractor's staff, before the start of the spring cleaning. The date of the training will be chosen jointly with the Contractor, according to the schedule maintenance work. The Contractor must schedule this training in the work schedule of all its employees assigned to this contract and ensure that they are able to travel to the two training locations (Les Bergeronnes, Les Escoumins).

4.4 Staff

Contractor must:

- a) Provide qualified personnel to perform the required tasks. Each staff member provided by the Contractor to perform this work will be required to obtain a Reliability Status from the Parks Canada Safety Department.
- b) Free up its staff for a four hours training (2 h per site) before the start of the spring cleaning for a presentation of the site, basic operating rules, security measures and the main tasks provided for in the contract.
- 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-colored sweaters or shirts with no designs or illustrations. Wearing of jeans, scarves and decorative items other than those proposed by Parks Canada is prohibited.
- 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 three business days before the opening of the sites.

4.5 Meetings

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

5. CHARGES ASSUMED BY THE CONTRACTOR

A deposit of twenty-five (\$25.00) dollars for each of the keys required for the operations of the Cap-de-Bon-Desir Interpretation and Observation Centre and the Marine Discovery Centre will be required at the time the keys are returned to the Contractor. At the end of the operational season, the keys must be returned to the Project Authority by November 30th before Parks Canada will refund the deposit to the Contractor. In the event that the Contractor retains a key or keys, the deposit for those keys will not be refunded by Parks Canada.

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

All documents, posters or notices that the organization distributes or exhibits in the premises occupied must be written in both official languages of Canada and must be authorized in advance by the Project Manager.

7. BUSINESS ACTIVITIES PERMITTED ON THE PREMISES USED AND OCCUPIED

Only the sale of Parks Canada approved vending machine products is permitted.

8. MISCELLANEOUS

8.1 Buildings and lands

The Used and Occupied Premises are:

- a) **Cap-de-Bon-Desir Interpretation and Observation Centre :**
 - the entrance kiosks ;

- the lighthouse keeper's house, including the exhibition room and the offices;
- the assistant lighthouse keeper's house, including the reception area;
- the parking lot;
- the foghorn hangar;
- the picnic area;
- the sanitary facilities;
- the belvedere (courtyard).

b) Marine Environment Discovery Centre :

- the entrance kiosk ;
- the parking lot;
- the picnic area;
- the main building (except for the diving base and the garage).

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 Manager 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 provided

Upon expiry or termination of the contract, all equipment provided (ex.: the vacuum, golf cart) to the Contractor must be returned to Parks Canada in good condition.

8.3 Public relations and communications

Contractor shall keep The Project Manager informed of any communication with the media. In addition, all requests for information, interviews or publicity from the media (television, newspapers, magazines, radio, etc.) concerning a Parks Canada activity or service must be forwarded to the Project Manager. The Contractor shall not give access to Parks Canada sites without the prior authorization of The Project Manager for requests for interviews or advertising from the media (television, news papers, magazines, radio, etc.)

9. List of appendices

Appendice 1: General incident report

Appendice 2: Task list for major maintenance before opening

Appendice 3: Task list for regular housekeeping

Appendice 4: Waiver of publicity and privacy rights

Solicitation No.:
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Centre – Saguenay-Saint-Laurent FU

APPENDIX I

General incident report (in French only)

Rapport d'incident général

d'incident _____

Date : _____

Heure : _____

Lieu : _____

Type d'incident	
Situation urgente (mort, blessé grave, feu...)	<input type="checkbox"/> Infraction Règlement d'activité en mer <input type="checkbox"/>
Premiers soins <input type="checkbox"/>	Animal en difficulté ou mort <input type="checkbox"/>
Personne perdue ou manquante	<input type="checkbox"/> Faune terrestre conflictuelle <input type="checkbox"/>
Accident de plongée	<input type="checkbox"/> Pollution/déversement <input type="checkbox"/>
Chute à l'eau	<input type="checkbox"/> Bris d'équipement-perdu ou manquant <input type="checkbox"/>
Embarcation en détresse	<input type="checkbox"/> Autre, spécifiez : _____

Personne impliquée 1

Nom : _____ Refus de répondre
Téléphone : _____ Refus de répondre
Adresse : _____ Refus de répondre
Visiteur Employé PC Autre , spécifiez : _____
Rôle dans l'incident :
Témoin Personne qui a rapportée l'incident Personne qui a provoqué l'incident
Blessé Conducteur Plaignant

Personne impliquée 2

Nom : _____ Refus de répondre
Téléphone : _____ Refus de répondre
Adresse : _____ Refus de répondre
Visiteur Employé PC Explos-Nature GREMM DEMSIS Autre, spécifiez : _____
Rôle dans l'incident :
Témoin Personne qui a rapportée l'incident Personne qui a provoqué l'incident
Blessé Conducteur Plaignant

Véhicule/embarcation impliqué(e) 1

Nom du conducteur/capitaine : _____ Refus de répondre
Description du conducteur/capitaine (s'il y a lieu) : _____
Nom du propriétaire (véhicule) : _____ Refus de répondre
Nom de la compagnie (embarcation, s'il y a lieu) : _____
Type : _____ Immatriculation/NIC/nom de l'embarcation : _____
Modèle : _____ Année : _____ Couleur : _____

Véhicule/embarcation impliqué(e) 2

Nom du conducteur/capitaine : _____ Refus de répondre
Description du conducteur/capitaine (s'il y a lieu) : _____
Nom du propriétaire (véhicule) : _____ Refus de répondre

Solicitation No.:
5P300-21-0288-B

Amendment No.:
00

Contracting Authority:
Lorraine Fletcher

Ver.11.30.21

Client Reference No.:
10211972

Title:
Housekeeping Services and Vending Machine Operation at the Cap-de-Bon-Desir
Interpretation and Observation Centre and at the Marine Environment Discovery
Centre – Saguenay-Saint-Laurent FU

Nom de la compagnie (embarcation, s'il y a lieu) : _____

Type : _____ Immatriculation/NIC/nom de l'embarcation : _____

Modèle : _____ Année : _____ Couleur : _____

***Si personnes, véhicules ou embarcations impliqués additionnels
compléter le complément de rapport d'incident***

Conditions environnementales

Température, degré Celsius : _____ Marée : Haute Basse

Climat : Ensoleillé Passage nuageux Orageux Brumeux Couvert Pluvieux Venteux

Description chronologique de l'incident et actions entreprises

Heure	Chronologie de l'événement (QUI-QUOI-QUAND-COMMENT-OÙ)

Photos ou croquis sont annexé(s) Complément d'information annexé

Si des actions ou événements additionnels sont nécessaires, compléter le complément de rapport d'incident

Personne qui a complété le rapport

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Centre – Saguenay-Saint-Laurent FU

Date du rapport : _____ Date d'envoi : _____

Rapport envoyé ou remis à : _____

Nom : _____ Signature : _____

Réservé à
l'administration

Date de réception : _____ Nom : _____

Signature : _____

Suivi à faire avec : DIR EV GB LOI ADM CONS RE

Mesures prises : _____

Envoyer le rapport le jour même de l'incident par courriel ou en format papier au superviseur immédiat ou gestionnaire de votre service. Prioriser de compléter le rapport d'incident en format électronique.

Rapport d'incident — Complément d'information

Personne impliquée additionnelle

Nom : _____ Refus de répondre

Téléphone : _____ Refus de répondre

Adresse : _____ Refus de répondre

Visiteur Employé PC Explos-Nature GREMM DEMSIS Autre, spécifiez : _____

Rôle dans l'incident :

Témoin Personne qui a rapporté l'incident Personne qui a provoqué l'incident

Blessé Conducteur Plaignant

Véhicule/embarcation impliqué(e) additionnel (le)

Nom du conducteur/capitaine : _____ Refus de répondre

Description du conducteur/capitaine (s'il y a lieu) : _____

Nom du propriétaire (véhicule) : _____ Refus de répondre

Nom de la compagnie (embarcation, s'il y a lieu) : _____

Type : _____ Immatriculation/NIC/nom de l'embarcation : _____

Modèle : _____ Année : _____ Couleur : _____

Complément de description chronologique de l'incident et actions entreprises

Heure	Chronologie de l'événement (QUI-QUOI-QUAND-COMMENT-OU)

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Title:
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Photos ou croquis sont annexé(e)s

Envoyer ce complément d'information le jour même de l'incident par courriel ou en format papier au superviseur immédiat ou gestionnaire de votre service. Prioriser de compléter le rapport d'incident en format électronique.

APPENDIX II
Task list for major maintenance before opening

Cap-de-Bon-Desir Interpretation and Observation Centre
Great spring cleaning

ENTRANCE KIOSKS

Vacuum and wash the floors
Wash frequently touched surfaces (e.g. desks, chairs, counters, fridge, microwave, shelves, drawers and baseboards) and areas of walls where stains are visible
Wash interior and exterior windows and window frames
Empty and wash all garbage cans and put extra bags at the bottom

PARKING

Ensure parking is clean, free of waste (cigarette butts, etc.), debris or dirt
Empty all trash cans and put new bags in them
Empty and clean ashtrays

THE LIGHTHOUSE KEEPER'S HOUSE (1)

Exhibition room (first floor)
Vacuum the floors
Wash the floors
Empty and wash the trash cans and put new bags in them
Wash interior and exterior windows and window frames (when easily accessible)
Clean the brochure rack
Clean window edges, heaters, doors and moldings
Wash frequently touched surfaces (e.g. door handle, containers, dispensers, switches, baseboards) and areas of walls where stains are visible
Game : Pilote à la barre
<ul style="list-style-type: none">• Clean with a soft (lint-free), slightly damp cloth. Wipe with a dry cloth. Do not use ammonia-based products.• For stubborn stains, rub the stain with a soft cloth on which you have put a little lighter fluid.
The 3 television screens
Clean with a soft (lint-free), slightly damp cloth. Wipe with a dry cloth.
The entrance scenography
Clean with a soft (lint-free), slightly damp cloth. Wipe with a dry cloth. Clean the plexi surface on the top with NOVUS product of which we left a bottle on site.
The whales
<ul style="list-style-type: none">• Clean with a soft (lint-free), slightly damp cloth. Wipe with a dry cloth.• The base can be washed with a cloth soaked in warm water. Wipe with a dry cloth.
The model of the Native American scene
At the moment, the bell which covers it is in plexi. For the moment, it must be cleaned with the product NOVUS or BON AMI.
Graphic surfaces (interpretation panels)
Clean with a soft (lint-free), slightly damp cloth. Wipe with a dry cloth
Display cases containing artifacts
Clean with BON AMI by putting the product on a soft cloth and rubbing the glass surface. Avoid spraying directly on the glass.

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All laminate surfaces (around screens)
Clean with warm, slightly soapy water and a soft, lint-free cloth. If necessary, you can also add a little white vinegar to the warm water.
2nd floor (kitchen, office, washroom)
Vacuum the floors
Wash the floors
Clean furniture and surfaces as well as wall sections where stains are visible
Clean window edges, heaters, doors, moldings, light switches
Wash the kitchenette surfaces (tables, counter, sink, fridge, microwave)
Wash the toilet, sink and bathroom mirror
Fill paper dispensers (toilet paper, hand paper)
Wash the bathtub
Put in place clean dish towels and hand towels (kitchenette and bathroom)
Empty and wash all garbage cans
Wash frequently touched surfaces (door handles, handrails, etc.)
Wash interior windows
Staircase and entrance area (back)
Sweep the stairs
Wash the stairs
Empty and wash the garbage can
Wash interior and outside windows

ASSISTANT LIGHTHOUSE KEEPER'S HOUSE (2)

Ground Floor (gift shop and coffee area)
Vacuum the floors
Wash the floors
Wash tables, chairs and kitchen counters
Empty and wash all garbage cans, including the one under the coffee machine
Wash the toilet, sink and bathroom mirror
Fill paper dispensers (toilet paper, hand paper)
Wash the fridge, the coffee machine, the walls around the coffee machine
Vacuum the floor and the stairs
Clean window sills, heaters, doors and moldings
Wash frequently touched surfaces (door handles, containers, dispensers) and surfaces as well as wall sections where stains are visible
Wash windows, interior and exterior (when easily accessible)
2nd floor
Vacuum the floors
Wash the floors
Clean furniture and surfaces (ex.: desks, chairs, furniture, etc.)
Empty and wash all garbage cans
Wash interior windows
Sweep the stairs leading to the basement
Clean the entrance in general

SANITARY FACILITIES AT THE TOP OF THE SITE

Inside
Clean the change table
Wash the toilets
Fill paper (toilet paper, hand paper) and soap dispensers

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Wash sinks and sink surfaces
Clean mirrors
Vacuum the floors
Wash the floors
Empty and wash all garbage cans and sanitary containers
Wash other surfaces (walls, toilet door, etc.)
Wash frequently touched surfaces (door handles, containers, dispensers)

FOGHORN HANGAR

Sweep cement floor
Dust compressors and motors
Clean interpretation panels (interior and outside the building)
Wash windows, interior and exterior

OUTSIDE AT THE TOP OF THE SITE (picnic area, grass area, around the houses)

Clean interpretation panels on lighthouses
Empty all garbage cans

PEDESTRIAN PATH

Pick up trash on the ground (cigarette butts, debris, etc.)
Empty all garbage cans

BELVEDERE NEAR THE ROCKS

Sweep interior floor
Wash the plexiglass on the gallery
Wash windows, interior and exterior
Empty and wash all garbage cans
Clean the interpretation wall

SANITARY FACILITIES AT THE BOTTOM OF THE SITE

Inside

Wash the toilets
Wash sinks and sink surfaces
Clean mirrors
Sweep the floors
Wash the floors
Refill paper dispensers (toilet paper, hand paper)
Empty and wash all garbage cans and sanitary containers
Wash other surfaces (walls, toilet door, containers, dispensers, etc.)
Wash windows, interior and exterior
Wash frequently touched surfaces (door handles, containers, dispensers)
Clean the change table

ROCKY SHORE

Empty all garbage cans and put an empty bag

URBAN FURNITURE

Clean: ashtray, garbage can, recycling bin
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Title:
Housekeeping Services and Vending Machine Operation at the Cap-de-Bon-Desir Interpretation and Observation Centre and at the Marine Environment Discovery Centre – Saguenay-Saint-Laurent FU

JANITORIAL ROOM

Organize the work space in a clean, tidy and accessible manner at all times
Wash and replace cloths, mop heads and dish cloths
Wash the floor
Clean shelves and equipment

Marine Environment Discovery Centre Great spring cleaning

ENTRANCE KIOSK

Vacuum the floor and wash the floor
Wash frequently touched surfaces (e.g. door handle, desks, chairs, fridge, microwave, etc.) and areas of walls where stains are visible
Wash interior and exterior windows
Empty and wash all garbage cans

PARKING AND OUTSIDE AREAS

Empty and wash all garbage cans
Empty and clean ashtrays
Clean the glass of the « scriptam » panel

BUILDING

1 st floor
Main hall
Vacuum the floor
Wash the floor
Polish the floor (**do not wax)
Empty and wash all garbage cans
Wash windows, interior and exterior
Wash frequently touched surfaces (door handles, switches, shelves, glass displays, etc.) wall sections where stains are visible
Clean doors and frames
Screening room
Vacuum the floor
Wash the floor
Wax the floor
Wash armrests, seats, booster seats
Wash frequently touched surfaces (door handles, switches, shelves, displays) and wall sections where stains are visible
Wipe down electronic equipment with a dry cloth
Exhibition room
Wipe down electronic equipment and on interpretation panels with a dry cloth
Erase and clean the day's observations panel with a magic eraser only with water.
Wash frequently touched surfaces (door handles, switches, shelves, displays) and and surfaces as well as wall sections where stains are visible
Dust the scale model
Wash the windows behind the scale model, interior and exterior

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Title:
Housekeeping Services and Vending Machine Operation at the Cap-de-Bon-Desir Interpretation and Observation Centre and at the Marine Environment Discovery Centre – Saguenay-Saint-Laurent FU

Clean shelves and wooden steps in room behind aquarium
Vacuum and wash the floor
Wax the floor
Washrooms
Wash toilets, sink, sink surfaces and mirrors
Fill paper dispensers (toilet paper, hand paper) and soap dispensers
Empty and wash all garbage cans (including sanitary containers)
Clean the change table
Wash all surfaces (dispensers, switches, lighting, etc.)
Wash other surfaces (walls, toilet doors, etc.)
Vacuum and wash the floors
Coffee and rest area
Wash the fridge, the microwave, the coffee machine, the counters and the walls around the coffee machine
Clean furniture and surfaces as well as wall sections where stains are visible
Empty and wash all garbage cans, including under the coffee machine
Vacuum the floors and wash the floors
Polish the floors (**do not wax)
Offices
Vacuum and wash the floors
Clean all surfaces (ex.: desks, chairs, furniture, cabinet doors, shelves, drawers, etc.) as well as wall sections where stains are visible
Empty and wash all garbage cans
Wash windows, interior and exterior
BASEMENT
Hallway and kitchen
Sweep and wash the stairs leading to the basement
Vacuum and wash the hallway floors
Clean all surfaces (ex.: tables, chairs, furniture, cabinet doors, etc.) as well as wall sections where stains are visible
Wash fridge and microwave, interior and exterior
Washrooms, showers and locker room
Fill paper dispensers (toilet paper, hand paper) and soap dispensers
Empty and wash all garbage cans (including sanitary containers)
Empty shower drains
Wash showers
Clean and polish stainless steel surfaces (under dryers, garbage can)
Vacuum and wash the floors
Wash toilets, sink, sink surfaces and mirrors
Wash all surfaces (door handles, containers, dispensers, switches, lighting, doors, etc.)
Wash lockers, interior and exterior
Wash other surfaces (walls, toilet door, etc.)

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Janitorial Room
Wash and replace cloths, mop heads and dish cloths
Organize the work space in a clean, tidy and accessible manner at all times
Vacuum the floor
Wash the floor
Clean shelves and sink

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APPENDIX III

Task list for regular housekeeping

Cap-de-Bon-Desir Interpretation and Observation Centre Regular housekeeping

ENTRANCE KIOSKS

Clean and disinfect surfaces (counters, refrigerator, microwave)	Each Sunday
Wash interior and exterior windows and window frames	Each Sunday every two weeks
Empty the trash	Each Sunday
Sweep and wash the floors	Each Sunday every two weeks

PARKING

Pick up trash on the ground (cigarette butts, debris, etc.)	Every day
Empty all garbage cans	Every day
Empty and clean all ashtrays	As needed

THE LIGHTHOUSE KEEPER'S HOUSE (1)

Exhibition room (ground floor)	
Vacuum the floor	Every day
Wash the floor	Every day
Empty the trash	As needed
Wash windows, interior and exterior	As needed
Clean and disinfect the brochure rack	Every day
Clean window edges, heaters, doors and moldings	As needed
Clean and disinfect frequently touched surfaces (e.g. buttons in the exhibition, door handles, containers, dispensers)	Every day
Wipe down all the elements in place with a dry cloth	Every day
Game : <i>Pilote à la barre</i>	
<ul style="list-style-type: none"> • Clean with a soft (lint-free), slightly damp cloth. Wipe with a dry cloth. Do not use ammonia-based products. • For stubborn stains, rub the stain with a soft cloth on which you have put a little lighter fluid. 	Each Tuesday
The 3 television screens	
Clean with a soft (lint-free), slightly damp cloth. Wipe with a dry cloth.	Each Tuesday
The entrance scenography	
Clean with a soft (lint-free), slightly damp cloth. Wipe with a dry cloth. Clean the plexi surface on the top with NOVUS product of which we left a bottle on site.	Each Tuesday
The whales	
<ul style="list-style-type: none"> • Clean with a soft (lint-free), slightly damp cloth. Wipe with a dry cloth. • The base can be washed with a cloth soaked in warm water. Wipe with a dry cloth. 	Each Tuesday

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The scale model of the Native American scene	
• For the moment, the bell which covers it is in plexi. For the moment, it must be cleaned with the product NOVUS or BON AMI.	Each Tuesday
Graphic surfaces (interpretation panels)	
Clean with a soft (lint-free), slightly damp cloth. Wipe with a dry cloth	Each Tuesday
Display cases containing artifacts	
Clean with BON AMI by putting the product on a soft cloth and rubbing the glass surface. Avoid spraying directly on the glass.	Each Tuesday
All laminate surfaces (around screens)	
Clean with warm, slightly soapy water and a soft, lint-free cloth. If necessary, you can also add a little white vinegar to the warm water.	Each Tuesday
2nd floor (kitchen, office, washroom)	
Sweep the floors	Every Monday and Friday
Wash the floors	Every Wednesday every two weeks
Dust furniture	As needed
Clean window edges, heaters, doors	As needed
Clean and disinfect the kitchenette surfaces (tables, counter, sink, fridge, microwave)	Every day
Wash and disinfect the toilet, sink and bathroom mirror	Every day
Fill paper dispensers (toilet paper, hand paper)	Every day
Wash the bathtub	As needed
Put in place clean dish towels and hand towels (kitchenette and bathroom)	Every Monday and Thursday
Empty all garbage cans	Every Monday and Thursday
Clean and disinfect frequently touched surfaces (door handles, handrails, etc.)	Every day
Wash interior windows	As needed
Wash interior of the fridge	As needed
Staircase and entrance area (back)	
Sweep the stairs	Every Monday, Wednesday and Saturday
Wash the stairs	Every Wednesday every two weeks
Empty the garbage can	Every Monday et vendredi
Wash interior and outside windows	As needed

ASSISTANT LIGHTHOUSE KEEPER'S HOUSE (2)

Floor (gift shop and coffee area)	
Vacuum the floors	Every Monday, Wednesday and Saturday
Wash the floors	Every Wednesday
Clean and disinfect tables and kitchen counters	Every day
Empty all garbage cans, including the one under the coffee machine	Every day
Clean and disinfect the toilet, sink and bathroom mirror	Every day
Fill paper dispensers (toilet paper, hand paper)	Every day
Clean and disinfect the fridge's exterior and handle, the coffee machine, the walls around the coffee machine	Every day
Vacuum the stairs	As needed
Clean window sills, heaters, doors and moldings	As needed

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Wash interior of frigde	As needed
Clean and disinfect frequently touched surfaces (door handles, containers, dispensers)	Every day
Staircase and rear entrance	
Sweep the stairs leading to the basement	As needed
Clean the entrance in general	As needed

SANITARY FACILITIES AT THE TOP OF THE SITE¹

Inside	
Clean and disinfect the change table	Every day
Clean and disinfect the toilets	Every day
Fill paper (toilet paper, hand paper) and soap dispensers	Every day, 2 times a day during the summer season
Clean and disinfect sinks and sink surfaces	Every day, 2 times a day during the summer season
Clean mirrors	Every day, 2 times a day during the summer season
Sweep the floor	Every day
Wash the floor	Every day
Empty and wash all garbage cans and sanitary containers	Every day, 2 times a day during the summer season
Wash other surfaces (walls, toilet door, etc.)	As needed
Clean and disinfect frequently touched surfaces (door handles, containers, dispensers, garbage can covers, etc.)	Every day

FOGHORN HANGAR

Sweep cement floor	Every day
Dust compressors and motors	Every day
Clean interpretation panels (interior and outside the building)	As needed
Wash windows, interior and exterior	As needed

OUTSIDE AT THE TOP OF THE SITE (PICNIC AREA, GRASS AREA, AROUND THE HOUSES)

Pick up trash on the ground (cigarette butts, debris, etc.)	Every day
Empty all garbage cans	Every day

PEDESTRIAN PATH LEADING

Pick up trash on the ground (cigarette butts, debris, etc.)	Every day
Empty all garbage cans	Every day

BELVEDERE

Sweep interior floor	Every Thursday
Wash the plexiglass on the gallery	Every Thursday

¹ Reminder: every day, **from the opening of the sites until Labour Day**, the contractor shall schedule at least one maintenance person to be on site **from noon** to do a housekeeping blitz of the washrooms in the upstairs and downstairs washroom buildings. This blitz consists of the following tasks:

- refilling toilet paper and hand paper dispensers;
- cleaning counters;
- replacing garbage bags if they are full;
- cleaning up spills if necessary.

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Wash windows, interior and exterior	As needed
Empty all garbage cans	Every day
Clean the interpretation wall	Every Thursday

SANITARY FACILITIES AT THE BOTTOM OF THE SITE²

Interior	
Clean and disinfect the toilets	Every day
Clean and disinfect sinks and sink surfaces	Every day
Clean mirrors	Every day, 2 times a day during the summer season
Sweep the floors	Every day, 2 times a day during the summer season
Wash the floors	Every day
Refill paper dispensers (toilet paper, hand paper)	Every day, 2 times a day during the summer season
Empty all garbage cans and sanitary containers	Every day, 2 times a day during the summer season
Wash and disinfect other surfaces (walls, toilet door, containers, dispensers, etc.)	As needed
Wash windows, interior and exterior	As needed
Clean and disinfect frequently touched surfaces (door handles, containers, dispensers, garbage can covers, etc.)	Every day
Clean and disinfect the change table	Every day

ROCKY SHORE

Pick up trash on the ground (cigarette butts, debris, etc.)	Every day
Empty all garbage cans	Every day

URBAN FURNITURE

Clean: garbage can, recycling bin	As needed
-----------------------------------	-----------

JANITORIAL ROOM

Organize the work space in a clean, tidy and accessible manner	All times
Wash and replace cloths, mop heads and dish cloths	Every Thursday
Wash the floor	As needed
Clean shelves and equipment	As needed

Clarification :

- ² Reminder: every day, **from the opening of the sites until Labour Day**, the contractor shall schedule at least one maintenance person to be on site **from noon** to do a housekeeping blitz of the washrooms in the upstairs and downstairs washroom buildings. This blitz consists of the following tasks:
- refilling toilet paper and hand paper dispensers;
 - cleaning counters;
 - replacing garbage bags if they are full;
 - cleaning up spills if necessary.

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- Definition of "As needed": means that if stains or dust are apparent, maintenance should be performed as soon as it is noticed.
- When a frequency is specified, the tasks must be performed systematically according to the requested frequency without judging the degree of cleanliness.

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**Marine Environment Discovery Centre
Regular housekeeping**

ENTRANCE KIOSK

Sweep and wash the floor	Every day
Wash surfaces (e.g. counters,-fridge, microwave, etc.)	Every Monday
Wash interior and exterior windows	Every Monday
Empty all garbage cans	Every Monday

PARKING AND OUTSIDE AREAS

Pick up trash on the ground (cigarette butts, debris, etc.)	Every day
Empty all garbage cans	Every day
Empty ashtrays	Each Tuesday every two weeks
Clean the glass of the « scriptam » panel	Every Friday every two weeks
Place garbage and recycling garbage cans at the curb and put them back as soon as they are emptied	Every week, according to the municipal schedule

BUILDING

First floor	
Main Hall	
Vacuum the floor	Every day
Wash the floor	Every day
Empty all garbage cans	Every day
Wash windows, interior and exterior (including the windows in the entrance doors.	Every Thursday
Clean and disinfect frequently touched surfaces (door handles, stair railings, etc.)	Every day
Clean stains on walls and doors	As needed
Clean glass displays	Every Thursday
Clean the brochure rack	Every day
Screening room	
Vacuum the floor	Every day
Wash the floor	Every Wednesday
Wash armrests, seats, booster seats	As needed
Wipe down electronic equipment with a dry cloth (screens and computers)	Every Wednesday
Exhibition Room	
In general, wipe a dry cloth over all the elements in place (edges of windows, interpretive panels and frames, thermostats and light fixtures)	Every Wednesday and Saturday

Erase and clean the day's observations panel with a magic eraser only with water.	Every day
Dust the scale model	Every Wednesday
Washrooms³	
Clean and disinfect toilets, sinks, counters and mirrors	Every day
Fill paper dispensers (toilet paper, hand paper) and soap dispensers	Every day, 2 times a day until mid-August
Empty all garbage cans (including sanitary containers)	Every day, 2 times a day until mid-August
Clean and disinfect the changing table	Every day
Clean and disinfect frequently touched surfaces (door handles, containers, dispensers, garbage can covers, etc.)	Every day
Coffee and rest area	
Wash the fridge, the microwave, the counters and the walls around the coffee machine	Each Friday
Clean the interior of the fridge	As needed
Clean the coffee machine	Every day
Clean and disinfect chairs and tables	Every day
Empty garbage cans, including under the coffee machine	Every day
Offices	
Empty the garbage cans	Each day
Sweep and wash the floors	Every two weeks
BASEMENT	
Hallway and kitchen	
Sweep the stairs leading to the basement	Each Tuesday every two weeks
Sweep the stairs	Each Tuesday
Dust furniture	Every day
Clean kitchenette's furniture and surfaces (ex.: tables, chairs, counter, sink, fridge, micro-wave)	Every day

³ Reminder: every day, **from the opening of the sites until the 2nd Saturday in August**, the contractor shall schedule at least one maintenance person to be on site **from noon** to do a housekeeping blitz of the washrooms in the upstairs and downstairs washroom buildings.

This blitz consists of the following tasks:

- refilling toilet paper and hand paper dispensers;
- cleaning counters;
- replacing garbage bags if they are full;
- cleaning up spills if necessary.

Change dish towels and hand towels	Every Monday and Thursday
Washrooms³, showers and locker room	
Empty shower drains	Every day
Wash and disinfect the showers	Every day
Clean the lockers	Every day
Clean and polish stainless steel surfaces (under dryers, garbage can)	Every day
Sweep the floors	Every Monday, Tuesday, Wednesday, Thursday and Saturday
Wash the floors	Every day
Clean the heaters	Every day
Wash the toilet doors	Every day
Wash the exterior door	As needed
Wash the walls, benches and the doors	As needed
Clean and disinfect toilets, sink, sink surfaces and mirrors	Every day
Fill paper dispensers (toilet paper, hand paper) and soap dispenser	Every day
Empty all garbage cans (including sanitary containers)	Every day
Clean and disinfect the changing table	Every day
Wash and disinfect frequently touched surfaces (door handles, containers, dispensers, garbage can covers, etc.)	Every day

Janitorial room	
Wash and replace cloths, mop heads and dish cloths	Every Thursday
Organize the work space in a clean, tidy and accessible manner	All times
Vacuum the floor	Every Friday
Wash the floor	As needed
Clean shelves, sink and the equipment	As needed

Clarification :

- Definition of "As needed": means that if stains or dust are apparent, maintenance should be performed as soon as it is noticed.
- When a frequency is specified, the tasks must be performed systematically according to the requested frequency without judging the degree of cleanliness.

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APPENDIX IV

Waiver of Publicity and Privacy Rights

I, _____, authorize the use of my portrait or a representation of my portrait (such as a drawing or photographic adaptation) for materials designed by, on behalf of, or approved by Parks Canada, including posters, photographs, videos, films and multimedia products.

I release Parks Canada and its licensees from any liability for any claim of infringement of publicity or privacy rights that I may have with respect to the use of my portrait or a representation of my portrait.

I also permit my portrait or a representation of my portrait to be displayed, shown or reproduced in any form, in Canada or elsewhere.

Name (please print)

Name (signature)

Signature of parent or guardian
(if the person is under 18 years old)

Date _____

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ANNEX B

BASIS OF PAYMENT

Housekeeping services at the Cap-de-Bon-Désir Interpretation and Observation Centre and the Marine Environment Discovery Centre, Saguenay-St. Lawrence Field Unit.

1. Bidders must submit prices in the format indicated in this Annex "B" - Basis of Payment, **failing will render their bid non-responsive.**
2. Bidders must submit prices in accordance with the requirements set out in Annex "A" - Statement of Work. Unit and/or total prices and hourly rates shall include: labour, equipment, materials, permits, transportation, as well as all company overheads, such as: administration, liability insurance and other incidental expenses.

***The inclusion of estimates in this document does not imply any commitment by Canada to use the services described in the solicitation in accordance with those estimates.**

TABLE A – YEAR 1 From contract award to NOVEMBER 30, 2022				
No	Description			Lump Sum Prices
1	Housekeeping services at the Cap-de-Bon-Désir			_____ \$
2	Housekeeping services at the Marine Environment Discovery Centre			_____ \$
3	Materials			_____ \$
4	Task Authorizations Additional Work - Service on Demand	Estimated number 12 h	Hourly Rates _____ \$/h	_____ \$
TOTAL – TABLE A YEAR 1 (before taxes)				_____ \$

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TABLE B – OPTION YEAR FROM APRIL 1st, 2023 to NOVEMBER 30, 2023				
No	Description			Lump Sum Prices
1	Housekeeping services at the Cap-de-Bon-Désir			_____ \$
2	Housekeeping services at the Marine Environment Discovery Centre			_____ \$
3	Materials			_____ \$
4	Task Authorizations Additional Work - Service on Demand	Estimated number 12 h	Hourly Rates _____ \$/h	_____ \$
TOTAL – TABLE B OPTION YEAR (before taxes)				_____ \$

SUMMARY

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

Company Name

Date

ANNEX C

INSURANCE REQUIREMENTS

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.

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ANNEX D

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

*** to be completed after contract award ***

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		
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 E TO PART 1 OF THE BID SOLICITATION

SITE VISIT

I, _____ (*first and last name*), as the representative of
_____ (*name of business*) pursuant to
_____ (*insert solicitation number*), warrant and certify that
all personnel that will attend this site visit on the business' behalf are:

- (a) fully vaccinated against COVID-19; or
- (b) for personnel that are unable to be vaccinated due to a certified medical contraindication, religion or other prohibited grounds of discrimination under the Canadian Human Rights Act, subject to accommodation and mitigation measures that have been presented to and approved by Canada.

I certify that all personnel that will attend on behalf of _____
(*name of business*) have been notified of the vaccination requirements of the Government of Canada's COVID-19 Vaccination Policy for Supplier Personnel, and that the

_____ (*name of business*) has certified to their compliance
with this requirement.

I certify that the information provided is true as of the date indicated below and will continue to be true for the duration of the site visit. I understand that the certifications provided to Canada are subject to verification at all times. Canada reserves the right to request additional information to verify the certifications at all times. I also understand that Canada will declare a bid non-responsive or a contractor in default, if a certification is found to be untrue, whether made knowingly or unknowingly.

Signature: _____

Date: _____

Information you provide on this Certification Form and in accordance with the Government of Canada's COVID-19 Vaccination Policy for Supplier Personnel will be protected, used, stored and disclosed in accordance with the Privacy Act. Please note that you have a right to access and correct any information on your file, and you have a right to file a complaint with the Office of the Privacy Commissioner regarding the handling of your personal information. These rights also apply to all individuals who are deemed to be personnel for the purpose for the Contract and who require access to federal government workplaces where they may come into contact with public servants.

ANNEX F TO PART 4 OF THE BID SOLICITATION

TECHNICAL EVALUATION

Mandatory Technical Criteria (MC)

Bids must meet all mandatory technical criteria listed below. The bidder must provide the necessary documentation to demonstrate compliance with this requirement.

Bids that do not meet all mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

MC1	The bidder shall submit an organization chart of the personnel required for the performance of this mandate, including a list of the main tasks for each position.
MC2	The bidder shall submit standard schedules for all housekeeping staff at Cap-de-Bon-Desir and the Marine Environment Discovery Centre for a series of 7 days during the summer period, as well as a summary schedule for administrative staff.

Rated Technical Criteria (RC)

Bids that meet all mandatory technical criteria will be evaluated and rated as indicated in the tables inserted below.

Bids that do not achieve the minimum required points specified will be declared non-responsive. Each technical criterion scored should be treated separately.

No	DESCRIPTION	Maximum number of points	Passing Score
RC1	<p>Organizational chart and main tasks per position</p> <p>The bidder shall submit an organizational chart of the personnel required to carry out this mandate.</p> <ul style="list-style-type: none"> - The exact number of employees required for each position must be specified as well as the hierarchical relationships between employees. - The main tasks of each position presented in the organization chart must be listed. 	25	15
RC2	<p>Standard Schedules</p> <p>The bidder shall submit standard schedules for all housekeeping staff at Cap-de-Bon-Desir and the Marine Environment Discovery Centre for a series of 7 days during the summer period, as well as a summary schedule for administrative staff.</p> <p>1. For the maintenance staff assigned to the Cap-de-Bon-Desir and Marine Discovery Centre, the bidder shall submit their standard schedules to cover a 7-day period (Sunday to Saturday) during the summer period.</p>	25	15

No	DESCRIPTION	Maximum number of points	Passing Score
	<p>These schedules must include the following for each day:</p> <ul style="list-style-type: none"> - start and end of their shifts; - work location(s); - sequence of tasks to be performed during the shift, as per the statement of work; - meal periods and breaks. <p>2. For all other employees assigned to this mandate (e.g. supervisor, manager and/or administrative staff), the bidder must submit a summary schedule, over the course of the week, indicating the hours allocated to tasks related to this mandate (e.g. supervision, follow-up meetings with Parks Canada, site visits, etc.).</p> <p><u>Rating scale for above RC1 and RC2 :</u></p> <p>Excellent Excellent, thorough and accurate explanation. All necessary details are provided. There are no gaps. The bidder demonstrates an ability to fully address all elements. (25 points)</p> <p>Very good Good explanation. Most essential details are covered. There are minor gaps. Bidder demonstrates an ability to respond appropriately to all elements. (20 points)</p> <p>Good Acceptable and adequate explanation. Most of the necessary details are provided; there are several minor gaps. Some of the elements are not clearly addressed. Bidder demonstrates a minimally acceptable ability to respond to most elements. (15 points)</p> <p>Poor Weak, often disorganized explanation. There are several significant deficiencies. Some of the major elements are not clearly addressed. Bidder does not demonstrate the ability to meet all major elements. (11 points)</p> <p>Limited Incomplete, limited or absent explanation of how the bidder will meet the requirement. (0 points)</p>		
	TOTAL POINTS	Maximum number of points 50	Passing Score 30

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ANNEX G TO PART 5 OF THE BID SOLICITATION

COVID-19 VACCINATION REQUIREMENT CERTIFICATION

I, _____ (*first and last name*), as the representative of

_____ (*name of business*) pursuant to
_____ (*insert solicitation number*), warrant and certify that
all personnel that

_____ (*name of business*) will provide on the resulting
Contract who access federal government workplaces where they may come into contact with public servants will be:

(check the applicable option[s] below)

- (a) fully vaccinated against COVID-19;
- (b) for personnel that are unable to be vaccinated due to a certified medical contraindication, religion or other prohibited grounds of discrimination under the *Canadian Human Rights Act*, subject to accommodation and mitigation measures that have been presented to and approved by Canada;
or
- (c) partially vaccinated against COVID-19 for a period of up to 10 weeks from the date of their first dose and subject to temporary measures that have been presented to and approved by Canada, immediately after which period the personnel will meet the conditions of (a) or (b) or will no longer access federal government workplaces where they may come into contact with public servants under this Contract;

until such time that Canada indicates that the vaccination requirements of the COVID-19 Vaccination Policy for Supplier Personnel are no longer in effect.

I certify that all personnel provided by _____ (*name of business*) have been notified of the vaccination requirements of the Government of Canada's COVID-19 Vaccination Policy for Supplier Personnel, and that the

_____ (*name of business*) has certified to their compliance with this requirement.

I certify that the information provided is true as of the date indicated below and will continue to be true for the duration of the Contract. I understand that the certifications provided to Canada are subject to verification at all times. I also understand that Canada will declare a contractor in default, if a certification is found to be untrue, whether made knowingly or unknowingly, during the bid or contract period. Canada reserves the right to ask for additional information to verify the certifications. Failure to comply with any request or requirement imposed by Canada will constitute a default under the Contract.

Signature: _____

Date: _____

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Optional

For data purposes only, initial below if your business already has its own mandatory vaccination policy or requirements for employees in place. Initialing below **is not** a substitute for completing the mandatory certification above.

Initials: _____

Information you provide on this Certification Form and in accordance with the Government of Canada's COVID-19 Vaccination Policy for Supplier Personnel will be protected, used, stored and disclosed in accordance with the Privacy Act. Please note that you have a right to access and correct any information on your file, and you have a right to file a complaint with the Office of the Privacy Commissioner regarding the handling of your personal information. These rights also apply to all individuals who are deemed to be personnel for the purpose for the Contract and who require access to federal government workplaces where they may come into contact with public servants.

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ANNEX H 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's 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: <input type="checkbox"/> Corporate Entity <input type="checkbox"/> Privately Owned Corporation <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Partnership		
Supplier's Legal Address:		
City:	Province / Territory:	Postal Code:
Supplier's Procurement Business Number (optional):		

List of Names

Name	Title

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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: _____

ANNEX I 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 (<input type="checkbox"/>) No (<input type="checkbox"/>)

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

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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: 2019-1](#) 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

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ANNEX J

TASK AUTHORIZATIONS