



RETURN ARRANGEMENTS TO:

Parks Canada Agency Bid Receiving Unit
National Contracting Services

Supply Arrangement #5P047-21-0068

Arrangement E-mail Address:
soumissionsest-bidseast@pc.gc.ca

This is the only acceptable email address for responses to the Request for Supply Arrangement. Arrangements submitted by email directly to the Supply Arrangement 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 arrangement documents will not be accepted.

REQUEST FOR A SUPPLY ARRANGEMENT

Canada, as represented by the Minister of the Environment and Climate Change for the purposes of the Parks Canada Agency, hereby requests a Supply Arrangement on behalf on the Identified Users herein.

Comments:

Issuing Office:

Parks Canada Agency
National Contracting Services
Rocky Harbour, NL

Title: Request for Supply Arrangement - Accessibility Assessment Consultants – Parks Canada - Nationally	
Solicitation No.: 5P047-21-0068	Date: August 28, 2023
Client Reference No.: n/a	
GETS Reference No.: n/a	

Solicitation Closes: n/a	Time Zone: n/a
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F.O.B.: Plant: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other: <input type="checkbox"/>
Address Enquiries to: Bonnie Knott
Telephone No.: 709-636-4953
Email Address: Bonnie.knott@pc.gc.ca
Destination of Goods, Services, and Construction: Various locations across Canada

TO BE COMPLETED BY THE SUPPLIER

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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IMPORTANT NOTICE TO SUPPLIERS

ARRANGEMENTS RECEIVED BY EMAIL WILL BE ACCEPTED AS OFFICIAL.

ARRANGEMENTS RECEIVED IN-PERSON, FAX OR BY COURIER WILL NOT BE ACCEPTED.

The only acceptable email address for responses to the Request for Supply Arrangement (RFSA) is soumissionest-bidseast@pc.gc.ca.

Arrangements submitted by email directly to the Supply Arrangement Authority or to any email address other than soumissionest-bidseast@pc.gc.ca will not be accepted.

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

The Supplier 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 Supplier should send the arrangement 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 arrangement documents will not be accepted. Arrangement documents must be sent as email attachments.

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 awarded a Supply Arrangement 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 – GENERAL INFORMATION

1.1. Introduction

The Request for Supply Arrangements (RFSA) is divided into six parts plus attachments and annexes, as follows:

Part 1 General Information: provides a general description of the requirement;

Part 2 Supplier Instructions: provides the instructions applicable to the clauses and conditions of the RFSA;

Part 3 Arrangement Preparation Instructions: provides Suppliers with instructions on how to prepare the arrangement to address the evaluation criteria specified;

Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the arrangement, and the basis of selection;

Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided; and

Part 6 6A. Supply Arrangement, 6B. Bid Solicitation, and 6C. Resulting Contract Clauses:

6A. includes the Supply Arrangement (SA) with the applicable clauses and conditions;

6B. includes the instructions for the bid solicitation process within the scope of the SA;

6C. includes general information for the conditions which will apply to any contract entered into pursuant to the SA.

The Annexes include the Statement of Work, the Evaluation Criteria, and the list of names for integrity verification form.

1.2. Summary

Parks Canada Agency (PCA) is committed to ensuring that our places, services and programs are inclusive to all visitors. In addition, the recent adoption of the Accessible Canada Act (2019) mandates that our places be fully accessible by 2040.

The purpose of this supply arrangement is to invite qualified accessibility consultants to provide a submission of qualification in order for Parks Canada (PCA) to create a list of qualified firms to complete accessibility assessments in different regions across the country.

Contracts resulting from the SA will typically range anywhere between \$1,000.00 up to a maximum of \$500,000.00 (applicable taxes included).

The Supply Arrangement has no defined end-date and will remain valid until such time as Canada no longer considers it to be advantageous to use it.

- 1.2.1** The Request for Supply Arrangements (RFSA) is to establish Supply Arrangements for the requirement detailed in the RFSA, to the Identified Users, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs

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areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the resulting Supply Arrangements.

1.3. Security Requirements

1.3.1. There is no security requirement associated with the Request for Supply Arrangements.

1.4. Debriefings

Suppliers may request a debriefing on the results of the Request for Supply Arrangements process. Suppliers should make the request to the Supply Arrangement Authority within 15 working days of receipt of the results of the Request for Supply Arrangements process. The debriefing may be in writing, by telephone or in person.

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PART 2 – SUPPLIER INSTRUCTIONS

2.1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Supply Arrangements (RFSA) 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.

Suppliers who submit an arrangement agree to be bound by the instructions, clauses and conditions of the RFSA and accept the clauses and conditions of the Supply Arrangement and resulting contract(s).

The [2008](#) (2020-05-28), Standard Instructions – Request for Supply Arrangements – Goods or Services, are incorporated by reference into and form part of the RFSA.

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 [2008](#) incorporated by reference above is deleted in its entirety.

2.2. Submission of Arrangements

Arrangements must be submitted only to the Parks Canada Agency (PCA) Bid Receiving Unit by the date and time indicated on page 1 of the Request for Supply Arrangements (RFSA).

Arrangements submitted in-person, fax or by courier will not be accepted.

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

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

The Supplier 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 Supplier should send the arrangement 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 arrangement documents will not be accepted. Arrangement documents must be sent as email attachments.

2.3. Former Public Servant – Notification

Service 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. Therefore, the bid solicitation will require that you provide information that, were you to be the successful bidder, your status with respect to being a former public servant in receipt of a pension or a lump sum payment, will be required to report this information on the departmental websites as part of the published proactive disclosure reports generated in accordance with Treasury Board policies and directives on contracts with

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former public servants, [Contracting Policy Notice 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

2.4. Federal Contractors Program for Employment Equity – Notification

The Federal Contractors Program (FCP) for employment equity requires that some contractors make a formal commitment to Employment and Social Development Canada (ESDC) – Labour to implement employment equity. In the event that this Supply Arrangement would lead to a contract subject to the Federal Contractors Program (FCP) for employment equity, the bid solicitation and resulting contract templates would include such specific requirements. Further information on the Federal Contractors Program (FCP) for employment equity can be found on [Employment and Social Development Canada \(ESDC\) – Labour's](#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html>).

2.5. Enquiries – Request for Supply Arrangements

All enquiries must be submitted in writing to the Supply Arrangement Authority no later than five (5) calendar days before the Request for Supply Arrangements (RFSA) closing date. Enquiries received after that time may not be answered.

Suppliers should reference as accurately as possible the numbered item of the RFSA to which the enquiry relates. Care should be taken by Suppliers 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 Suppliers do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Suppliers. Enquiries not submitted in a form that can be distributed to all Suppliers may not be answered by Canada.

2.6. Applicable Laws

The Supply Arrangement and any contract awarded under the Supply Arrangement must be interpreted and governed, and the relations between the parties determined, by the laws in force in Quebec.

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

2.7. Bid Challenge and Recourse Mechanisms

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

2.7.2. 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)

2.7.3. 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 – ARRANGEMENT PREPARATION INSTRUCTIONS

3.1. Arrangement Preparation Instructions

The arrangement must be gathered per section and separated as follows:

Section I: Technical Arrangement
Section II: Certifications
Section III: Additional Information

Section I: Technical Arrangement

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

Section II: Certifications

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

Section III: Additional Information

Suppliers must submit the additional information required under Part 5.

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PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1. Evaluation Procedures

- (a) Arrangements will be assessed in accordance with the entire requirement of the Request for Supply Arrangements including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the arrangements.

4.1.1. Technical Evaluation

4.1.1.1. Mandatory Technical Criteria

Technical arrangements will be evaluated against the mandatory technical evaluation criteria specified at **Annex B to Part 4 of the Request for Supply Arrangements.**

4.1.1.2. Point Rated Technical Criteria

Technical arrangements will be evaluated against the point rated technical evaluation criteria specified at **Annex B to Part 4 of the Request for Supply Arrangements.**

4.1.2. Basis of Selection – Minimum Point Rating

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum of 70 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 100 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.

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PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Suppliers must provide the required certifications and additional information to be issued a Supply Arrangement.

The certifications provided by Suppliers to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an arrangement non-responsive, or will declare a contractor in default if any certification made by the Supplier is found to be untrue whether made knowingly or unknowingly during the arrangement evaluation period, or during the period of any Supply Arrangement arising from this RFSA and any resulting contracts.

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

5.1. Certifications Required with the Arrangement

Suppliers must submit the following duly completed certifications as part of their arrangement.

5.1.1. Integrity Provisions – Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all Suppliers must provide with their arrangement, 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 the Issuance of a Supply Arrangement and Additional Information

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

5.2.1. 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 Supplier must provide the required documentation, as applicable, to be given further consideration in the procurement process.

The Supplier, regardless of their status under the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), must provide the information requested at **Annex C to Part 5 of the Request for Supply Arrangements** prior to issuance of a Supply Arrangement.

5.2.2. Additional Certifications Precedent to Issuance of a Supply Arrangement

5.2.2.1. Status and Availability of Resources

SACC Manual clause [S3005T](#) (2008-12-12), Status and Availability of Resources

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The Supplier certifies that, should it be issued a supply arrangement as a result of the request for supply arrangements, every individual proposed in the arrangement or individuals with similar qualifications and experience will be available for the term of the supply arrangement.

If the Supplier has proposed any individual who is not an employee of the Supplier, the Supplier certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Supplier must, upon request from the Supply Arrangement Authority, provide a written confirmation, signed by the individual, of the permission given to the Supplier and of his/her availability.

5.3. Additional Information

Please indicate which Provinces or Territories you are available to provide the services:

Provinces or Territory	YES ✓	NO X
Alberta		
British Columbia		
Manitoba		
New-Brunswick		
Newfoundland and Labrador		
North-West Territories		
Nova Scotia		
Nunavut		
Ontario		
Prince Edward Island		
Quebec		
Saskatchewan		
Yukon		

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PART 6 – SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES

A. SUPPLY ARRANGEMENT

6.1. Arrangement

The Supply Arrangement covers the Work described in the Statement of Work at Annex A.

6.2. Security Requirements

6.2.1. There is no security requirement applicable to the Supply Arrangement.

6.3. Standard Clauses and Conditions

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

6.3.1. General Conditions

[2020](#) (2020-07-01), General Conditions – Supply Arrangement – Goods or Services, apply to and form part of the Supply Arrangement.

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

6.4. Term of Supply Arrangement

6.4.1. Period of the Supply Arrangement

The Supply Arrangement has no defined end-date and will remain valid until such time as Canada no longer considers it to be advantageous to use it.

The period for awarding contracts under the Supply Arrangements begins once a minimum of three (3) suppliers have been issued a Supply Arrangement.

6.4.2. Comprehensive Land Claims Agreements (CLCAs)

The Supply Arrangement (SA) is for the delivery of the requirement detailed in the SA to the Identified Users, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the Supply Arrangement.

6.5. Authorities

6.5.1. Supply Arrangement Authority

The Supply Arrangement Authority is:

Bonnie Knott

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Advisor, National Contracting Services
Chief Financial Officer Directorate
Rocky Harbour, NL
Cel: 709-636-4953
bonnie.knott@pc.gc.ca

The Supply Arrangement Authority is responsible for the issuance of the Supply Arrangement, its administration and its revision, if applicable.

6.5.2 Supplier's Representative

The Supplier's Representative for the Supply Arrangement is:

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

6.6. Identified Users

The Identified User is: All Parks Canada sites nationally.

6.7. On-going Opportunity for Qualification

A Notice will be posted for the duration of the arrangement on the Government Electronic Tendering Service (GETS) to allow new Suppliers to become qualified. Existing qualified Suppliers, who have been issued a supply arrangement, will not be required to submit a new arrangement.

Arrangements may be submitted at any time, however, due to the resources required to evaluate the arrangements, Canada has reserved the right to conduct the evaluation of arrangements in cycles, no less than quarterly. The schedule below outlines the closing dates for each quarterly evaluation.

Quarterly Refresh Periods:

- June 30
- Sept 30

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- Dec 30
- March 30

Bids must be submitted on or before the quarterly refresh dates.

6.8. 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 the Supply Arrangement;
- (b) The general conditions [2020](#) (2020-07-01), General Conditions – Supply Arrangement – Goods or Services;
- (c) Annex A, Statement of Work;
- (d) The Supplier's arrangement dated ***** to be inserted at issuance of a Supply Arrangement *****.

6.9. Certifications and Additional Information

6.9.1. Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Supplier in its arrangement or precedent to issuance of the Supply Arrangement (SA), and the ongoing cooperation in providing additional information are conditions of issuance of the SA and failure to comply will constitute the Supplier in default. Certifications are subject to verification by Canada during the entire period of the SA and of any resulting contract that would continue beyond the period of the SA.

6.10. Applicable Laws

The Supply Arrangement (SA) and any contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in ***** to be inserted at issuance of a Supply Arrangement *****.

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B. BID SOLCITATION

6.1. Bid Solicitation Documents

Canada will use the following bid solicitation templates based on the estimated dollar value and complexity of the requirement:

- Simple, for low dollar value requirements; or
- Medium Complexity (MC) for medium complexity requirements.

A copy of the standard procurement template(s) can be requested by Suppliers from the Supply Arrangement Authority or the Contracting Authority, as applicable.

Note: References to the Simple and MC templates in Parks Canada Agency Requests for Supply Arrangements are provided as examples only. The latest versions of the template and terms and conditions will be used at time of bid solicitation.

The bid solicitation will contain as a minimum the following:

- (a) Security requirements;
- (b) A complete description of the Work to be performed;
- (c) [2003](#), Standard Instructions – Goods or Services – Competitive Requirements **OR** [2004](#), Standard Instructions – Goods or Services – Non-competitive Requirements;

Subsection 3.a. of Section 01, Integrity Provisions – Bid of the Standard Instructions **“2003” OR “2004”** incorporated by reference above is deleted in its entirety and replaced with the following:

- a. at the time of submitting an arrangement under the Request for Supply Arrangements (RFSA), the Bidder has already provided a list of names, as requested under the [Ineligibility and Suspension Policy](#). During this procurement process, the Bidder must immediately inform Canada in writing of any changes affecting the list of names.
- (d) Bid preparation instructions;
 - (e) Instructions for the submission of bids (address for submission of bids, bid closing date and time);
 - (f) Evaluation procedures and basis of selection;
 - (g) Certifications;
 - **Federal Contractors Program (FCP) for Employment Equity – Notification**
 - SACC Manual [A3005T](#), for service requirements when specific individuals will be proposed for the work;
 - **Integrity Provisions – Declaration of Convicted Offences**
 - (h) Conditions of the resulting contract.
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6.2. Bid Solicitation Process

6.2.1. Bids will be solicited for specific requirements within the scope of the Supply Arrangement (SA) from Suppliers who have been issued a SA.

6.2.2. The bid solicitation will be sent directly to Suppliers.

Solicitation Procedure Matrix

The length of the solicitation period, the minimum number of suppliers that must receive a bid solicitation, and the notification obligations are determined by the value of each specific requirement.

The following matrix outlines the responsibilities of the Identified User when conducting the bid solicitation process.

	Estimated Requirement Value Threshold (includes tax)	Solicitation Period	Minimum Number of Suppliers Solicited
Tier 1	Up to and including \$10,000	No minimum	1 supplier
Tier 2	Between \$10,001 and \$40,000	5 calendar days	3 suppliers
Tier 3	Between \$40,001 and \$100,000	10 calendar days	All suppliers
Tier 4	Over \$100,000	15 calendar days	All suppliers

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C. RESULTING CONTRACT CLAUSES

6.1. General

The conditions of any contract awarded under the Supply Arrangement will be in accordance with the resulting contract clauses of the template used for the bid solicitation.

For any contract to be awarded using the template:

- (a) **Simple** (for low dollar value requirements), General Conditions [2029](#) will apply to the resulting contract;
- (b) **MC** (for medium complexity requirements), General Conditions [2010B](#) will apply to the resulting contract;

A copy of the template(s) can be provided upon request by the Supply Arrangement Authority.

Note: References to the Simple and MC templates in Parks Canada Agency Requests for Supply Arrangements are provided as examples only. The latest versions of the template and terms and conditions will be used at time of bid solicitation.

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ANNEX A

STATEMENT OF WORK (Generic)

1. Title

Supply Arrangement for Accessibility Assessment Consultants

2. Objectives

The purpose of this supply arrangement is to invite qualified accessibility consultants to provide a submission of qualification in order for Parks Canada (PCA) to create a list of qualified firms to complete accessibility assessments in different regions across the country.

In order to improve accessibility and inclusion within the Visitor Experience (VE) Cycle (see 3.0 below) PCA is seeking qualified consultants to undertake accessibility assessments of the facilities, trip planning tools (brochures and websites), services and programs throughout the VE cycle.

The accessibility assessments of PCA places should identify barriers encountered by visitors and staff related to language, mobility and sensory abilities (hearing, vision), flexibility and dexterity, developmental levels, mental/psychological needs and memory. Other visitor needs should also be taken into account including those of families, transgender people, among others. The key outcomes of these assessments are to provide an accessibility baseline and to flag areas and priorities for improvement.

Parks Canada Operations Field Units across the agency may issue separate requests for proposals, with detailed statements of work at a later date, to approved consultants. Consultants will be asked to provide accessibility assessment services, ranging in scope, based on the needs and context of each field unit.

The scope of the assessments may include facilities such as campgrounds, visitor centers, day use areas, historic buildings, administration buildings, signage, exhibits, boardwalks etc. Trip planning tools (maps, websites and brochures), programs and services may also be included. The trip planning tool assessment includes a review of content, wording and information omissions that may deter visitors from visiting our places due to uncertainty regarding accessibility.

3. Background

Parks Canada Agency (PCA) is committed to ensuring that our places, services and programs are inclusive to all visitors. In addition, the recent adoption of the Accessible Canada Act (2019) mandates that our places be fully accessible by 2040. The VE Cycle below outlines the interactions visitors have with our places and should be considered during the accessibility assessment.

The VE cycle consists of 7 steps:

Step 1 Wishing: The potential visitor begins by `wishing` to travel to our places. PCA needs to understand the potential visitor and promote awareness of opportunities for visitor experiences.

Step 2 Planning: The potential visitor is deciding on the destination that best meets their interests, needs and expectations. To help decision making the visitor would use the PCA website and other trip planning tools.

Step 3 Travelling: The potential visitor is on their way to a destination. Wayfinding needs to be simple and straightforward.

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Step 4 Arriving: The visitor enters one of our places. They are welcomed and receive orientation information and further details of the opportunities available.

Step 5 Visiting: The visitor participates in, enjoys and learns from the products, programs and services offered. This stage also includes include facilities, amenities and trails.

Step 6 Departing: The visitor has clear directions for leaving the site, has an incentive to return and an opportunity to leave feedback.

Step 7 Remembering: the visitor recalls and shares the details of their visit.

4. Schedule and Deliverables

Consultants will be asked to prepare for the assessment by reviewing background information, travel to sites, meet with PCA staff, conduct site accessibility assessments, and evaluate programs, services and products.

The work also includes completing a findings report including observations of gaps and barriers encountered throughout the VE cycle, and providing recommendations for improvements and proposed priority actions for short and longer term upgrades.

Deliverables of accessibility assessments may include a written report including annotated photographs and a spreadsheet of data/observations and recommendations. Consultants will be asked to provide a draft report and presentation of findings for review as well as a final presentation to the PCA site team. Schedules and deadlines for reporting and presentations will be outlined in the statement of work provided by Field Units for specific assessment projects.

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ANNEX B TO PART 4 OF THE REQUEST FOR SUPPLY ARRANGEMENTS

TECHNICAL EVALUATION

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

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

Mandatory Technical Requirements	Met/Not Met	Cross Reference
M1. Cover letter must include date, company/resource address, phone number and email address. (max 1 page)		
M2. Organizational overview and experience- Describe who you are – include an overview description of your organization (max 1 page), identify the project manager and members of your team (if applicable) and their relevant experience. Describe any accessibility assessment qualifications, experience and training of key team members who would be conducting the access audit. (Max 1 page per person). Project managers must have at least 3 years of demonstrated accessibility assessment experience, preferably with outdoor assessment experience within the last 5 years.		
M3. Accessibility Assessment Project list: Provide a list of relevant audit projects completed by each team member – title of audit, date and client.		
M4. Previous Work Detailed: Provide a detailed description of 3 completed accessibility audits within the last 5 years that reflect the breadth of requirements described in Section 2.0. of Annex A - Statement of Work, (max 3 pages or max 1 page per project). The audit examples should include relevant indoor and outdoor audits. Provide a description of the project (objectives, scope, methodology and deliverables). Provide a description of how the team members listed above were involved.		
M5. Excerpt Provide at least one example excerpt (up to 5 pages) of a recently completed accessibility assessment report (within the last 5 years) by the personnel outlined above. Provide a brief description of its relevance to the Parks Canada National Historic Site and National Parks context.		
M6. Methodology Provide a summary of your proposed approach and methodology for undertaking accessibility assessments. Describe how you incorporate the spectrum of user needs in your assessments, and how you organize and conduct your site audits. Describe if you or your team have lived experience with disability and if not, how you incorporate this perspective in your work. (Max 2 pages).		
M7. Coverage List provinces and territories (or regions within) you are willing and able to cover.		
M8. Language List language(s) in which you are able to provide your services (English and/or French)		

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Point Rated Criteria

A minimum overall score of 70 must be achieved to be considered.

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

Point Rated Criteria	Evaluation		Weight	Max score	Cross Reference in Proposal
R1. (Evaluation of M2) Experience of the proposed project manager responsible for leading the accessibility audit (training, background, years of experience) * A college or university training course or other certification from a recognized training body.	Background	Points	1	10	
	Audit experience (min 3 years), minimal training, informal/formal	5			
	Some formal training* (at least one course) and moderate experience (more than 3 but less than 5 years)	8			
	Highly trained and experienced (over 5 years)	10			
R2. (Evaluation of M3) Audit Project List	Experience	Points	1	20	
	5 audits or fewer (limited outdoor experience)	10			
	at least three park or outdoor audits and at least 3 indoor audits	15			
More than 5 outdoor audits, at least 3 indoor audits and at least one program or service audit	20				
R3. (Evaluation of M4) Previous Work Detailed	Experience	Points	2	40	
	Limited audit experience with parks and/or historic sites.	10			
	Relevant audit experience (at least one example was with Parks agency or department, and has demonstrated experience with most aspects in Section 2.0 Objectives)	15			
Highly relevant (has worked with Parks Canada or other Parks agency)	20				

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	previously, audit examples cover all aspects of Section 2.0 Objectives)				
R3.(evaluation of M5) Quality of Excerpt The previous audit project is clearly written, contains significant detail, insightful recommendations, and an organized format	Audit Report		Points		1.5 15
	Limited detail in report	5			
	Good detail, some limitations, good recommendations	8			
	Well written report, high level of detail, clear and concise recommendations	10			
R4. (evaluation of M6) Proposed approach and methodology The organization`s audit methodology meets Parks Canada`s expectations of being thorough, addresses the spectrum of visitor (and staff) needs, and addresses the Visitor Experience Cycle.	Methodology		Points		1.5 15
	Some limitations and omissions	5			
	Good understanding of audit process	8			
	Exceptional understanding of process	10			
Pass mark is 70	Total Points			/ 100	

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ANNEX C TO PART 5 OF THE REQUEST FOR SUPPLY ARRANGEMENTS

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: () Corporate Entity () Privately Owned Corporation () Sole Proprietor () 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