

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
 Veterans Affairs Canada
 Procurement & Contracting –
 Attn: Lynn Paulin
 Lynn.Paulin@veterans.gc.ca

AMENDMENT - REQUEST FOR PROPOSAL

MODIFICATION - DEMANDE DE PROPOSITION

Proposal To: Veterans Affairs Canada

We hereby offer to sell to His Majesty the King in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

Proposition aux: Anciens Combattants Canada

Nous offrons par la présente de vendre à Sa Majesté le Roi du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

Instructions: See Herein

Instructions : Voir aux présentes

Comments - Commentaires

This requirement contains a security requirement

Vendor/Firm Name and address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office – Bureau de distribution
 Veterans Affairs Canada
 Procurement & Contracting

Title – Sujet Caretaker and maintenance services / services de gardien et d'entretien	
Solicitation No. – N° de l'invitation 3000771803	Date 2024-05-03
AMENDMENT 001	
GETS Reference No. – N° de reference de SEAG -	
File No. – N° de dossier 1000522035	CCC No. / N° CCC - FMS No. / N° VME
Solicitation Closes – L'invitation prend fin at – à 14 :00 ADT on – le 10 May 2024	Time Zone Fuseau horaire Atlantic Daylight Time / Heure avancée de l'Atlantique ADT / HAA
F.O.B. - F.A.B. <i>Plant-Usine:</i> <input type="checkbox"/> <i>Destination:</i> <input type="checkbox"/> <i>Other-Autre:</i> <input type="checkbox"/>	
Address INQUIRIES to : - Adresser toutes questions à: Lynn Paulin	Buyer Id – Id de l'acheteur KAPAYNTE
Telephone No. – N° de téléphone : (782) 377-4105	FAX No. – N° de FAX N/A
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein	
Delivery required - Livraison exigée See Herein	Delivered Offered – Livraison proposée
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print)- Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Solicitation Amendment

Title: Caretaker and maintenance services

Solicitation Amendment 001

This RFP is hereby amended as follows:

Delete:

“Annex A, Statement of Work” in its entirety.

Insert:

“Annex A, Statement of Work (May 2, 2024)” attached

Delete:

“Annex B, Basis of Payment” in its entirety.

Insert:

“Annex B, Basis of Payment (May 2, 2024)” attached

If your bid has already been forwarded and you wish to revise same, please advise.

All other terms and conditions of the solicitation document remain unchanged remain unchanged.

All enquiries concerning this amendment are to be forwarded to:

Name: Lynn Paulin

Telephone No: (782) 377-4105

Email: lynn.paulin@veterans.gc.ca

ANNEX A
STATEMENT OF WORK (May 2, 2024)

Title

Cemetery Caretaker and Maintenance Services for Veterans Affairs Canada (VAC) at Veterans Cemetery in Esquimalt, BC.

Objective

The objective of the contract is for the provision of caretaker and maintenance services at Veterans Cemetery in Esquimalt, BC. This includes the overall care and maintenance of the cemetery in the form of grass cutting, trimming, and general clean up of the cemetery including its buildings and other infrastructure. General care and maintenance of equipment and other cemetery assets is also required.

Services will also include the provision and/or coordination of other related duties including interments, and similar requests which must be handled in a timely and professional manner. Services may also include responding to questions from third party contractors providing services within the cemetery as and when requested by the Project Authority (PA).

Background

Veterans Cemetery in Esquimalt, British Columbia, has been an honoured final resting place for those who served at sea when the cemetery was established in 1868. Over the years, the cemetery was opened to anyone who served in Canada's military. Today, more than 2,500 military personnel and their family members are buried at God's Acre—as this beautiful place is commonly known. Veterans Cemetery covers nearly 3.32 acres of land is nestled between the 12th and 17th holes of the Gorge Vale Golf Club.

Affectionately referred to as God's Acres, Veteran's Affairs Canada assumed custodianship of Veterans Cemetery in 1947 and has been caring for the property, and those interred, since.

In 1995, on the recommendation of the Historic Sites and Monuments Board of Canada, the cemetery was designated as nationally significant by the Minister of Canadian Heritage with the chapel within the cemetery was designated as a recognized heritage building by the Federal Heritage Buildings Review Office in 1996.

Over decades, various upgrades and rehabilitation projects have been conducted with most recently an expansion completed in 2018 with a new Columbarium Garden created to provide approximately 500 columbarium niche and in-ground interment spaces for cremated remains (ashes), with future capacity for an additional 1,000 spaces. In 2022 a major infrastructure upgrade to the irrigation system was completed with focus on further improvements within the Forest Garden area.

Scope of work

Tasks and Services

The Contractor must provide, a minimum of one dedicated resource for the provision of the following caretaker tasks and services:

1. Ensure the safekeeping of the cemetery, the graves of those interred there, including the Chapel and other structures in or around the cemetery;
2. Interment and related services – working in collaboration with the VAC – Cemetery Maintenance (CM) team within the parameters of developed practices and procedures. VAC is responsible for the administrative portion of the interment program at Veterans Cemetery and will coordinate these services with the Contractor and/or its resources.
3. Preparation of plots and niches for interment.
4. Complete care and maintenance of the cemetery (please refer to Appendices A, B, C, and D for additional details) including but not limited to the following:

Grounds Maintenance:

- a. Mowing of all turfgrass lawns.
- b. Trimming and pruning of trees, hedges, shrubs, and similar flora as required.
- c. Pest and disease control as required (must be completed in accordance with local and provincial laws in regards to use of any fertilizers, pesticides, etc.).
- d. Weeding of areas along walkways, sitting areas, columbaria, Forest Garden area etc. (weeding must ensure that the entire root is removed.)
- e. Identify any repair, levelling and seeding of any sinkholes, rippled or lumpy areas and similar ground movements especially around graves and markers. Such items must be brought to the attention of the Project Authority for approval.
- f. Identify any requirements for the cleaning and leveling of grave markers (all grave marker maintenance must be completed in accordance with the National Technical Maintenance Manual, Section 5 (Appendix D). Such items must be brought to the attention of the Project Authority for approval.
- g. Ensure roadways and pathways are clear of any debris.
- h. Watering of all lawns, shrubs, trees etc. as required to promote vigorous health of the grounds via irrigation system, sprinklers and other means.
- i. Spring clean-up and preparation of grounds following winter months.
- j. Coordinate maintenance inspection of trees as required. (The PA will arrange for this service with PSPC facility maintenance manager.)
- k. Ensure all walkways, paths, grates, catch basins and roadways are free and clean of debris (snow, ice, weeds, grass clippings, etc.)
- l. Ensure all garbage and debris is collected and disposed of properly as per federal/provincial/municipal guidelines.
- m. Ensure all snow and ice removal is completed in a timely manner.

Property, Buildings and Systems:

- a. Ensure the safety of visitors to the Cemetery and use of its public facilities.
- b. The site is equipped with a video surveillance system. General monitoring of entire site and assets and report any damages, vandalism etc. first to local authorities (if warranted) and provision of a written report to the PA within 48 hours of the incident. (If damage or vandalism creates an immediate unsafe condition, the Contractor must take appropriate measures to secure the area until it can be repaired.)
- c. Regular garbage collection and removal in accordance with local waste disposal requirements.
- d. Clean, maintain, and provide for the safekeeping of the caretaker building, columbaria areas, public washroom and Chapel. (Access and use of the Chapel is limited and will be reviewed on a case by case basis by the Project Authority or the National Manager as to limit unnecessary traffic that can impact the heritage value of this important building.)
- e. Ensure cleanliness and adequate stocking of consumables in public restroom. Restrooms must be checked daily.
- f. Onsite coordination of annual fall maintenance and winterization of cemetery irrigation system. (The PA will arrange for this service with PSPC facility maintenance manager.)
- g. Onsite coordination of annual spring flush and testing of cemetery irrigation system. (The PA will arrange for this service with PSPC facility maintenance manager.)
- h. Additional grounds preparation for events and flag lowering/raising as requested by the PA. (A minimum of 5 days advanced notice will be provided for events and a minimum of 24 hour notice for flag lowering/ raising.)
- i. Clean, maintain, and provide for the safekeeping of all equipment and tools. All maintenance assets are to be kept in good working order.
- j. Acquire all necessary supplies required for full maintenance of the cemetery and its assets.
- k. Respond to, and/or direct to the PA, any questions from third party contractors working in the cemetery as well as providing requested access as required. May be required to attend site meetings to provide information etc.
- l. Inspect flagpole and mechanisms to ensure they are in good functioning order once per season. If any repairs are required, the Contractor will advise the Project Authority (PA).

- m. If at any time the flag needs to be replaced at the cemetery, the Contractor will advise the PA who will send a new flag for replacement.
- n. If the flag at the cemetery needs to be lowered, the PA will provide a minimum of 24 hour notice for the flag to be lowered as well as when it is to be raised.
- o. Secure all buildings at end of each work day.

Interments:

- a. On occasion, the Contractor may receive direct inquiries from families regarding interments at Veterans Cemetery. The Contractor will obtain the contact information of the family member and advise that a representative from the Cemetery Maintenance (CM) team will provide all necessary information and coordinate services with the family. The Contractor will provide the contact information and any other pertinent details to the PA with a copy to the CM team. (The CM Team will respond to inquiries within 24 hours if received between Monday and Friday during local hours of operation, and 48 hours if received during the weekend. 72 hours in the case of statutory holidays etc.)
- b. Once an interment has been confirmed, the PA or a CM employee will advise the Contractor to coordinate with the family in selecting an in-ground plot or niche in the columbaria.
- c. The Contractor will be responsible for preparing the area for in-ground burial (excavation, placement of urn, backfill and seeding etc.) For columbaria, removing the niche plate, placement of the urn and replacing the niche plate.
- d. The Contractor will be responsible for coordinating installation of the in-ground marker or niche plate once available from the provider.
- e. Upon request, the Contractor may be required to disinter cremated remains.

Supplemental Information

- All interments are coordinated through the Cemetery Maintenance (CM) group at Veterans Affairs Canada. (See Appendix "C")
- Veterans Cemetery only accepts interment of cremated remains of Veterans and spouse (or family member). (A Veteran must first be interred at Veterans Cemetery before a spouse or family member can be interred with them. There are no fees for interment.)
- In ground plots or niches in the columbaria are the only options available at Veterans Cemetery.

Special Events, Security and Other Items:

- a. The Contractor and its resources must conduct themselves in a professional and courteous manner at all times and communicate effectively in all interactions with the Public.
- b. Ensure that all grounds maintenance is completed prior to special/annual events, (i.e. Candlelight Ceremony (May) and Remembrance Day Ceremony (November)).
- c. Consult with the Project Authority and implement any required changes with regards to the operations of the cemetery including hours of operation and maintenance.
- d. Serve as the point of contact for the alarm company in the event of security breaches. Alarms must be responded to immediately; to ensure this, the Contractor's resource must be able to be on-site within 60-minutes of an alert.
- e. Acquire all necessary supplies such as seed, fertilizer, gas, oil, etc. The Contractor must request prior approval for all purchases from Project Authority and submit invoices monthly for reimbursement.
- f. Determine requirements for additional supplies and services and submit such requests to the Project Authority for approval.
- g. Receive inquiries and/or complaints from visitors and seek input from the PA. All general inquiries (non interment) must be responded to within 5 days.
- h. Determine requirements for additional supplies and services and submit such requests to the PA for review; (example - removal of a dead tree, repair to damaged fence, repainting etc.)
- i. The Contractor must advise and provide recommendations to the PA if additional requirements/ services exceed contractual obligations for the care and maintenance of the cemetery.

Volume and Hours of Work

Cemetery operating hours are 0900h – 1700h Pacific, Monday to Friday.

Caretaker services are required as follows:

Regular Services: Regular services are to be provided Monday through Friday. The volume of hours is up to a maximum of 45hrs per week. A minimum of one resource must be onsite during cemetery operating hours.

Additional Services:

Additional services include:

- Hours exceeding the maximum 45hrs of regular service per week.
- Evenings and weekends as requested by the Project Authority.
- Approximately 10 hours per month, up to a maximum of 120 additional hours per year.
- Exceptional circumstances such as an interment required on a weekend or if there is a special event/ceremony which is scheduled to take place on a weekday outside of core business hours, etc.

Any identified requirements for additional services must have the prior approval of the Project Authority. Requests for additional services must be made a minimum of 24 hours in advance.

Work Environment

The Work Environment consists mainly of outdoor physical tasks consistent with the care and maintenance of cemetery grounds on a daily basis through seasonal temperatures and weather patterns. The Contractor must ensure that proper attire and support equipment (rain wear, cold weather wear etc.) are readily available to address changes in weather and temperatures.

The Contractor's resource(s) must be familiar with tools and equipment that are used to maintain grounds and other areas. The work can be labour intensive at times and therefore the Contractor and/or its resources must be physically able to operate tools and machinery (both manual and powered) and lift items in excess of 23kg.

The Contractor's resource(s) must be in possession of a valid driver's license for the duration of the contract.

Some administrative and indoor work is required as needed.

VAC Support

All landscaping tools and equipment required for work at Veterans Cemetery will be provided by VAC. Except for the purposes of repair and maintenance of the equipment, all equipment is to remain on-site and must be securely stored.

VAC will reimburse the Contractor for supplies/small purchases (i.e. gas, oil, fertilizer, seed etc.) upon receipt of the original invoice clearly indicating the purchased item(s). All supplies/small purchases must be authorized in advance by the Project Authority or designated other. Budget for supplies/small purchases is up to \$600 per month.

Contractor Supplied Equipment

The Contractor must provide an email address and contact phone number that VAC can use for communication. This email address and/or phone number may be shared with a Veteran's family representative in the effort to arrange date and time for an approved interment or onsite contact for an approved event at the cemetery.

The Contractor and its resource(s) must have ability to attend online meetings with VAC (via MS Teams) as required.

Veterans Affairs Canada will not reimburse the Contractor for any communication equipment or services including associated data plans and cellular costs.

Compliances with Rules, Acts, and Regulations

The Contractor must carry out the work in compliance with all federal, provincial, or local codes, standards or directives. In case of omissions or conflict among these standards, the most stringent standard shall apply.

Security

The Contractor and its resources must possess and maintain a valid security clearance at the level of Reliability Status for the duration of the Contract period.

Appendices

Appendix A - Snow and Ice Removal

Appendix B – Lawn Cutting and Care

Appendix C - Burial Procedures

Appendix D - Section 5, National Technical Maintenance Manual

Ownership and Control

All information (personal or otherwise) which is used, processed, handled, stored, and recorded by the Contractor for the purposes of fulfilling the requirements of the Contract, regardless of the format, medium, and physical characteristics, remains under the ownership and control of VAC. All applicable Federal legislations apply under all circumstances, even when such information is in the sole custody of the Contractor.

In accepting this contract, the Contractor acknowledges that VAC maintains ownership and control over all personal information and any other information that is collected, created, captured, received, used, processed, handled, stored, and recorded by the Contractor when fulfilling the requirements outlined in the Contract.

ANNEX B

BASIS OF PAYMENT (May 2, 2024)

Initial Contract Period: Date of Contract Award – March 31, 2026

Regular Services	Hourly Rate	Estimated Quantity (hours per week)	Total
Regular Services – up to a maximum of 45 hours per week.	\$	45	
Total Cost – Regular Services			

Additional Services	Hourly Rate	Estimated Quantity	Total
Additional Services – up to a maximum of 120 hours per year.	\$	240	
Total Cost – Additional Services			

Direct Charges	Fixed Amount	Estimated Quantity	Total
Other direct charges, at cost and without mark-up as follows for supplies and consumables: All necessary supplies for cemetery and grounds maintenance (i.e. grass seed, fertilizer, gas and oil etc.)		N/A	\$14,400.00

1st Option Year: April 1, 2026 – March 31, 2027

Regular Services	Hourly Rate	Estimated Quantity (hours per week)	Total
Regular Services – up to a maximum of 45 hours per week.	\$	45	
Total Cost – Regular Services			

Additional Services	Hourly Rate	Estimated Quantity	Total
Additional Services – up to a maximum of 120 hours per year.	\$	120	
Total Cost – Additional Services			

Direct Charges	Fixed Amount	Estimated Quantity	Total
Other direct charges, at cost and without mark-up as follows for supplies and consumables: All necessary supplies for cemetery and grounds maintenance (i.e. grass seed, fertilizer, gas and oil etc.)		N/A	\$7,200.00

2nd Option Year: April 1, 2027 – March 31, 2028

Regular Services	Hourly Rate	Estimated Quantity (hours per week)	Total
Regular Services – up to a maximum of 45 hours per week.	\$	45	
Total Cost – Regular Services			

Additional Services	Hourly Rate	Estimated Quantity	Total
Additional Services – up to a maximum of 120 hours per year.	\$	120	
Total Cost – Additional Services			

Direct Charges	Fixed Amount	Estimated Quantity	Total
Other direct charges, at cost and without mark-up as follows for supplies and consumables: All necessary supplies for cemetery and grounds maintenance (i.e. grass seed, fertilizer, gas and oil etc.)		N/A	\$7,200.00

3rd Option Year: April 1, 2028 – March 31, 2029

Regular Services	Hourly Rate	Estimated Quantity (hours per week)	Total
Regular Services – up to a maximum of 45 hours per week.	\$	45	
Total Cost – Regular Services			

Additional Services	Hourly Rate	Estimated Quantity	Total
Additional Services – up to a maximum of 120 hours per year.	\$	120	
Total Cost – Additional Services			

Direct Charges	Fixed Amount	Estimated Quantity	Total
Other direct charges, at cost and without mark-up as follows for supplies and consumables: All necessary supplies for cemetery and grounds maintenance (i.e. grass seed, fertilizer, gas and oil etc.)		N/A	\$7,200.00