

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

Veterans Affairs Canada  
Procurement & Contracting –  
Attn: Sine MacAdam  
[sine.macadam@veterans.gc.ca](mailto:sine.macadam@veterans.gc.ca)

**AMENDMENT - REQUEST FOR  
PROPOSAL**

**MODIFICATION - DEMANDE DE  
PROPOSITION**

*Proposal To: Veterans Affairs Canada*

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 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 la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et 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  
Charlottetown, PEI  
Canada

<b>Title – Sujet</b> ACCESSIBILITY ASSESSMENT – CANADA'S OVERSEAS MEMORIALS, FRANCE AND BELGIUM	
<b>Solicitation No. – N° de l'invitation</b> 3000760918	<b>Date</b> 2023-08-25
<b>AMENDMENT 004</b>	
<b>GETS Reference No. – N° de reference de SEAG</b> -	
<b>File No. – N° de dossier</b> 1000507727	<b>CCC No. / N° CCC - FMS No. / N° VME</b>
<b>Solicitation Closes – L'invitation prend fin</b> <b>at – à 14 :00 PM</b> <b>on – le 2023-09-06</b>	<b>Time Zone</b> Fuseau horaire Eastern Daylight Time EDT
<b>F.O.B. - F.A.B.</b> <i>Plant-Usine:</i> <input type="checkbox"/> <i>Destination:</i> <input type="checkbox"/> <i>Other-Autre:</i> <input type="checkbox"/>	
<b>Address Inquiries to : - Adresser toutes questions</b> à: Sine MacAdam	<b>Buyer Id – Id de l'acheteur</b> msmacada
<b>Telephone No. – N° de téléphone :</b> (902) 626-5288	<b>FAX No. – N° de FAX</b> N/A
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b>  See Herein	

<b>Delivery required - Livraison exigée</b> See Herein	<b>Delivered Offered – Livraison proposée</b>
<b>Vendor/firm Name and address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Facsimile No. – N° de télécopieur</b> <b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm</b> <b>(type or print)-</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de</b> <b>l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

## Solicitation Amendment

Title: Accessibility Assessment – Canada's Overseas Memorials France and Belgium

Solicitation Amendment 004

1. The solicitation is hereby amended to provide the following questions and answers and to update Annex A – Statement of Work.

### **Question 11**

Is there a reason that the assessment is not being completed using NBC 2020 and the CSA B651-23, as both are the most recent and up to date versions. The Treasury Board Directive on the Management of Real Property Appendix D requires using the latest version of CSA B651. Accessible Standards Canada coordinated with the CSA B651 technical committee on aligning some of the technical requirements that will be upcoming in the ASC Built Environment Standard. If we choose to, can we use the latest versions for the assessment?

### **Answer 11**

The most recent versions of both standards must be used. Please see the revised Statement of Work dated August 22, 2023, specifically section 2.3.1 Standards.

### **Question 12**

Are the current sites accessible to people using wheeled mobility devices ? Such as the main visitor areas, washrooms, etc. at Vimy and Beaumont-Hamel? Any of the trenches or subways ?

### **Answer 12**

The two visitor centres are relatively new and are accessible to those using wheeled mobility devices. The remaining 11 sites in Belgium and France are stand-alone memorials, with no infrastructure on site. It is anticipated that some of these sites could have barriers that limit visitors who use wheeled mobility devices or have mobility challenges in general.

It is also anticipated that the trenches and tunnels located at the Canadian National Vimy Memorial and/or the Beaumont-Hamel Newfoundland Memorial will prove to be barriers to those with mobility issues. In addition, it is also expected that all sites will have barriers to those with other accessibility issues, such as, but not limited to, vision, for example.

**DELETE:**

**ANNEX A – STATEMENT OF WORK**

**INSERT:**

**ANNEX A – STATEMENT OF WORK, Revised August 22, 2023**

All other terms and conditions remain unchanged.  
Inquiries are to be directed to:

Name: Sine MacAdam  
Telephone No.: 902 626 5288  
E-Mail Address: [sine.macadam@veterans.gc.ca](mailto:sine.macadam@veterans.gc.ca)

## **ANNEX “A”**

### **STATEMENT OF WORK**

**Revised August 22, 2023**

### **ACCESSIBILITY ASSESSMENT – CANADA’S OVERSEAS MEMORIALS, FRANCE AND BELGIUM**

#### **1. SCOPE**

##### **1.1. Objective:**

Veterans Affairs Canada’s (VAC) requires services to obtain an accessibility audit of Canada’s overseas memorials that will assist in understanding and addressing a diverse range of visitor and employee needs and barriers at its 13 overseas memorials in France and Belgium. This assessment should identify barriers encountered by visitors and employees—including anything physical, architectural, technological that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation. Additionally, other visitor needs should also be taken into account including those of families, 2SLGBTGI+ communities, among others. The key outcomes of these assessments are to provide an accessibility baseline and to flag areas and priorities for improvement.

##### **1.2. Background:**

Through PCO Order 1965-688, responsibility has been assigned to the Minister of Veterans Affairs Canada by virtue of Section 5 of the Department of Veterans Affairs Act for Canadian Overseas Memorials and Vimy Park.

Through its Commemoration Division, Veterans Affairs Canada has assigned the responsibility to its International Operations (IO) Directorate which oversees the stewardship and operation of 15 memorials in Europe (UK, Belgium, France and Türkiye).

With regard to Canada’s overseas memorials, International Operations is responsible, among others, for the following:

- asset and cultural resource management
- visitor experience
- outreach and education
- maintenance and improvements

Additionally, the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial, both National Historic Sites, together receive approximately 900,000 visitors annually and more than 45 Canadian post-secondary students provide interpretive services as guides at memorial sites in France.

#### **2. REQUIREMENT:**

The Contractor is required to visit and assess the 13 memorials in France and Belgium for accessibility. The Contractor will be required to view the memorials from the perspective of Visitor Experience and Employee Experience.

##### **2.1. Scope of Work:**

VAC will provide the Contractor with the background information about Canada’s overseas memorials, range of activities, primary audiences, and visitor experience goals. The Contractor is responsible for reviewing, researching and understanding the material provided and the accessibility standards (See section 2.3.1 Standards below).

Table 1 is a summary of the sites and an estimated visit timeframe. The Contractor will undertake Site Visits suggested as follows (TBD between the Project Authority, VAC International Operations (IO) Directorate and Contractor).

**Table 1: Sites**

Serial	Location	Number of Sites	Estimated Days/ Nights	Site
1	Belgium	4	2 days	<ul style="list-style-type: none"> <li>• Courtrai Newfoundland Memorial</li> <li>• Hill 62 (Sanctuary Wood) Canadian Memorial</li> <li>• Passchendaele Canadian Memorial</li> <li>• St Julien Canadian Memorial</li> </ul>
2	France	7	4 days	<ul style="list-style-type: none"> <li>• Bourlon Wood Canadian Memorial</li> <li>• Courcellette Canadian Memorial</li> <li>• Dury Canadian Memorial</li> <li>• Guedecourt Newfoundland Memorial</li> <li>• Le Quesnel Canadian Memorial</li> <li>• Masnières Newfoundland Memorial</li> <li>• Monchy-le-Preux Newfoundland Memorial</li> </ul>
3	France	2	2 days per site 4 days total	<ul style="list-style-type: none"> <li>• Canadian National Vimy Memorial</li> <li>• Beaumont-Hamel Newfoundland Memorial</li> </ul>

The Contractor will conduct on-site evaluation of each memorial site and deliver one report to VAC. In the report, each site will identify, in table format, accessibility barriers specific to visitors, and a second table that identifies barriers specific to employees.

With regard to visitor experience the Contractor is required to convey for each site:

- The standards against which the sites were assessed
- Barriers encountered by visitors including but not limited to language, mobility and sensory abilities (hearing, vision), flexibility and dexterity, developmental levels and mental/psychological needs
- Visitor barriers, gaps, encountered throughout the visitor experience cycle (i.e., from arrival, the visit, and departure)
- Opportunities and/or recommendations for improved access
- Prioritized list of proposed action items for the short and longer term
- Presentation of the findings, proposed actions and priorities back to the International Operations Directorate team

With regard to employee accessibility at Vimy and Beaumont-Hamel, the Contractor is required to convey for each site:

- The standards against which the sites were assessed
- Barriers encountered by employees including but not limited to language, mobility and sensory abilities (hearing, vision), flexibility and dexterity, developmental levels and mental/psychological needs
- Opportunities and recommendations for improved access
- Prioritized list of proposed action items for the short and longer term
- Presentation of the findings, proposed actions and priorities back to the International Operations Directorate team

## **2.2. Deliverables and Acceptance Criteria:**

### **2.2.1. Visitor Experience Accessibility Assessment**

For the Visitor Experience assessment, the audit will begin from the point of arrival at the site. Transportation must be considered by bus, car, motorcycle, bicycle or on foot, as applicable.

A typical visit to any of the memorials includes the following key elements:

- Arrival experience
  - Arrival at the site by motorized vehicle (bus, car, motorcycle), bicycle or on foot.
  - Independent activities:
    - As most memorials serve to mark historic events in Canada and Newfoundland's First World War (FWW) experiences, the sites do not contain visitor centres (VC's) or any amenities. As such, independent activities at some sites are limited to interpretive panels or downloaded narratives of the battle. However, visitors can choose to conduct independent activities at both the Canadian National Vimy Memorial (with the exception of tours of the tunnels (subways)) and at the Beaumont-Hamel Newfoundland Memorial.
  - Visitor Services (Applicable only to the two National Historic Sites (NHS): the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial)
    - Visitor Centre (including exhibits and displays)
    - Guided Tours: A guided tour through preserved First World War (FWW) trenches and tunnels (subways) which can be adapted to the group's needs and desires.
    - An independent tour of the Vimy memorial itself; self-guided tours/brochures are available for the memorial and the trenches.

### **Key Visitor Experience Nodes (Vimy)**

Visitor Centre (Vimy): Visitors arriving via a variety of transportation methods can tour the exhibits and displays housed in the VC independently or guided, and/or proceed to either independent tours of the trench systems.

- Grange Subway: Tours of the tunnels (subways) must be guided.
- Vimy Memorial: Visitors can visit the memorial, as well as other memorials in location, either independently or with a guide present during some rotations in the day.
- Cemeteries: Although there are a number of cemeteries on and surrounding the sites, they are the responsibility of and maintained by the Commonwealth War Graves Commission (CWGC) and, as such, are not part of this accessibility assessment.

Infrastructure elements supporting Visitor Experience (Vimy)

- Visitor Centre
- Exhibits and Displays
- Washrooms
- Pathways
- Signage
- Preserved trenches and tunnels (subways)

### **Key Visitor Experience Nodes (Beaumont-Hamel)**

- Visitor Centre (Beaumont-Hamel): Visitors arriving via a variety of transportation methods can tour the exhibits and displays housed in the VC independently or guided, and/or proceed to either independent tours of the trench systems and battlefield.
- Beaumont-Hamel Memorial: Visitors can visit the memorial, as well as other memorials in location, either independently or guided.
- Cemeteries: Although there are a number of cemeteries on and surrounding the sites, they are the responsibility of and maintained by the Commonwealth War Graves Commission (CWGC) and, as such, are not part of this accessibility assessment.

Infrastructure elements supporting Visitor Experience (Beaumont-Hamel)

- Visitor Centre

- Exhibits and Displays
- Washrooms
- Pathways
- Signage
- Preserved trenches

An accessibility assessment will identify barriers that prevent visitors from fully experiencing Canada’s overseas memorials and Veterans Affairs Canada Visitor Experience program.

**2.2.2. Employee Accessibility Assessment**

In addition to the Visitor Experience Accessibility Assessment, there is a requirement to assess the infrastructure at the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial from an employee accessibility perspective.

Table 2 is a summary of the infrastructure and buildings located at the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial. Between these two sites, Veterans Affairs Canada is responsible for 17 buildings.

**Table 2: Infrastructure and Buildings, Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial**

Serial	Building Type	Vimy	Beaumont-Hamel (BH)	Remarks
1	Visitor Centre (VC)	X	X	Additional offices located on 2 <sup>nd</sup> floor of VC at Vimy. The offices are located on the main floor at Beaumont-Hamel.
2	Administration Building	X		Beaumont-Hamel offices co-located in Visitor Centre
3	Residence		X	
4	Garage	X	X	
5	Gardener base site facilities	X	X	
6	Workshop	X		
7	Guide Kiosk		X	
8	Security Post	X		
9	Electrical Building	X	X	
10	Storage Building/Training Facility	X		
11	Hangar/Storage shed	X		
12	Monument Toilet Block	X		
13	Trenches Toilet Block and guide kiosk	X		

While the Visitor Centres would need to be assessed from both a visitor and employee perspective, the remaining buildings would need to be assessed only from an accessibility perspective for employees and contracted resources .

**2.3. Tasks:**

The Contractor is responsible for the following:

- Conduct an assessment of the accessibility of the arrival experience, the key service delivery elements (reception & guided tours), the independent experiences, the visitor centre experience

(including exhibits and displays), the memorials, the trenches and tunnels experience (Vimy), trenches experience (Beaumont-Hamel) and of supporting amenities.

- Conduct an assessment of Veterans Affairs Canada's infrastructure at the Canadian National Vimy Memorial, including preserved trenches and tunnels (subways) and the infrastructure located at the Beaumont-Hamel Newfoundland Memorial, including preserved trenches.
- The Contractor will deliver the draft report (reflecting both the visitor experience and the employee experience) in MS Word for input prior to submitting a final report. The draft reports are due February 29, 2024. All reports must be in English and follow accessible guidelines for reporting [Guidelines on Making Information Technology Usable by All](#) and [Accessible PowerPoint presentations - Digital Accessibility Toolkit / Sharing space \(canada.ca\)](#).
- The Contractor will deliver a comprehensive annotated report in MS Word of the assessment complete with photos and key recommendations for each of the assessed components of the visitor and employee experiences mentioned above. Any recommendations made should be assigned a priority rating in order to assist with work planning that will ensue. The final report is due by March 29, 2024.
- The Contractor will virtually present findings and recommendations to VAC via MS Teams. The virtual presentation must utilize accessible presentation best practices. The virtual presentation must include an executive summary, delineated (tabbed) by site, highlighting barriers from both visitor and employee perspectives to the International Operations staff team during a team meeting with a Q&A to finish. The virtual presentation must occur by March 29, 2024.
- The Contractor is responsible to arrange their own airfare, accommodations, meals, ground transportation and travel insurance.
- The Contractor must ensure they have the appropriate personnel and materials to complete this contract.

### 2.3.1 Standards

Veterans Affairs Canada is developing and updating standards and guidelines for visitor experience products, services and amenities. In addition, we would appreciate the identification of opportunities that may not be covered in the standards below:

- National Building Code of Canada (2020): [National Building Code of Canada 2020 - National Research Council Canada](#)
- Treasury Board Directive on the Management of Real Property (2021): [Directive on the Management of Real Property- Canada.ca](#)
- CSA Accessible Design for the Built Environment (2023): [CSA/ASC B651:23, Accessible design for the built environment \(csagroup.org\)](#)
- Standards and Guidelines for the Conservation of Historic Places in Canada (2<sup>nd</sup> Edition)
- Canadian Environmental Assessment Act (2012): [81468-parks-s+g-eng-web2.pdf \(historicplaces.ca\)](#)
- EN 17210, Accessibility and usability of the built environment – Functional requirements [BS EN 17210:2021 Accessibility and usability of the built environment. Functional requirements - European Standards \(en-standard.eu\)](#)
- Accessible Tourism (EU): [Accessibility \(europa.eu\)](#)

As per the TBS Directive on the Management of Real Property, the contractor must ensure that all work aligns with the requirements of the local jurisdiction. Accordingly, host nation national and/or regulatory standards regarding building codes, environmental standards and cultural/heritage standards, for example, must also be met. This includes EN 17210, Accessibility and usability of the built environment – Functional requirements as well as the Accessible Tourism (EU Standard).

### 2.3.2 Language Requirements

The Contractor will deliver the reports, templates and presentation in English.

### 2.3.3 Travel Requirements

The Contractor is responsible to arrange their own airfare, accommodations, meals, ground transportation and travel insurance for their time in France and Belgium to conduct the accessibility assessment at the sites listed in Table 1 of the SOW.

### 2.4. Support Provided by Veterans Affairs Canada:

VAC will provide and be responsible for the following under the contract,

- Provision of a visitor orientation and complete guided tours at the Canadian National Vimy Memorial and the Beaumont-Hamel Newfoundland Memorial
- Provision of available staff to answer questions
- Provision of maps and any requested supporting documents
- Final approval of all work.

### 2.5. Timeframe and Delivery Dates:

The work must be completed by March 29, 2024, or earlier.

**Table 3: Deliverables Timeline**

Deliverable	Timeline	Notes
Research	Summer 2023	To begin within two weeks of contract award.
Site Visits <ul style="list-style-type: none"><li>• Location: Belgium, 4 memorials</li><li>• Location: France, 9 memorials</li></ul>	Summer/ Fall 2023	<ul style="list-style-type: none"><li>• On-site accessibility assessments.</li><li>• 2 sites in France are NHS and have 17 buildings as well as preserved battlefield terrain, including trenches and tunnels.</li></ul>
Draft Report and Draft Site Evaluation	Completed by February 29, 2024	For comments and review by VAC. VAC will provide response within 5 business days.
Final Report, Final Site Evaluation and Presentation	Completed by March 29, 2024	

## 3.0 PRIVACY AND INFORMATION MANAGEMENT

### Requests for Information

Should the Contractor receive a request for information from a third party the Contractor will advise the Project Authority. Following consultation with the VAC Access to Information and Privacy Coordinator, the Project Authority will provide the Contractor with guidance and direction on handling the request.

### Ownership of Information

The Contractor must ensure that all records which are collected, used, processed, handled, stored, and created for the purposes of fulfilling the requirements of the contract, regardless of the format, remain under the ownership and control of Veterans Affairs Canada (VAC).

The Contractor acknowledges that all records belonging to VAC are managed in accordance with all applicable Government of Canada legislation.



Upon delivery of the final requirements of the contract, the Contractor will ensure that all information belonging to VAC is transferred or disposed of, following a process approved by the Project Authority and VAC Information Management.

**Non-Disclosure of Veterans Affairs Canada Information**

The Contractor agrees that all information, created or used to fulfill the requirements of this contract, remains under the ownership and control of Veterans Affairs Canada (VAC). The Contractor will not disclose information belonging to VAC to any third party for any reason or purpose whatsoever. This applies to both during and after the contract period.