



NOTICE TO PROPONENTS

AMENDMENT TO THE NUNATSIAVUT GOVERNMENT’S REQUEST FOR PROPOSALS – OPERATOR FOR THE TORNGAT MOUNTAINS BASE CAMP / RESEARCH STATION & HEBRON NATIONAL HISTORIC SITE

Response to Enquiries & Extension of Submission Deadline

November 20, 2024

Please be advised of the following amendment and response to enquiries to the Request for Proposals – Operator for the Torngat Mountains Base Camp /Research Station & Hebron National Historic Site.

Extension of Submission Deadline

The new deadline to submit a proposal in response to the Nunatsiavut Government’s Request for Proposals – Operator for the Torngat Mountains Base Camp / Research Station & Hebron National Historic Site has been extended from December 1, 2024, to December 6, 2024 at 4:00pm AST. All proposals must be submitted to Jenna Gilbride, Deputy Minister of Language, Culture and Tourism at jenna.gilbride@nunatsiavut.com, cc Jillian Larkham, Director of Tourism at jillian.larkham@nunatsiavut.com on or before the deadline.

The Nunatsiavut Government received the following enquiries from prospective proponents, to which the following answers are provided to the public:

1. The RFP states that the Nunatsiavut Government reserves the right to make amendments/changes to the contract at any point in time during the duration of the contract. What are the service securities being offered the future Operator in light of the possibility of the Contract change orders? What are possible example of circumstances in which the Operator could anticipate a Contract change order?

A: The formal Contract negotiated and signed between the Nunatsiavut Government and the successful proponent shall include a clear Contract Change Order/amendment provision. This provision will allow for the Parties to negotiate and agree upon proposed Contract Change Orders prior to their execution.

Contract Change Orders can be requested and implemented for a variety of reasons, including but not limited to unforeseen conditions or situations that necessitate an agreed upon amendment to the pre-existing scope of work. Depending on their nature, Contract Change Orders may result in changes to Contract time and price.”

2. Hebron holds significant cultural/historical importance – Are there guidelines that will be provided to the Operator to be followed to ensure it is executing the program appropriately in alignment with the owner?

A: Yes, there will be guidelines provided to ensure the Operator is executing the program appropriately in alignment with the owner.

3. The RFP states that the Operator is responsible to provide the staff – training, professional development, employment, and apprenticeship opportunities, as well as training in project management, accommodations and visitor services, research programs. Can you please outline the purposes for the RFP response, what training, education, cultural awareness will be required?

A: There will be hospitality training required as well as any training that is required of positions such as but not limited to Bear Guard Training, Possession and Acquisition License (PAL) and food and beverage training. Training specific to cultural awareness of Labrador Inuit will also be required.

4. The Nunatsiavut Government is offering a 5-year contract. What are the mechanisms that will be in place to ensure the long-term profitability of the Operator against the investment required to meet the requirements outlined in the RFP. What supports, financial or otherwise will NG and its Departments provide in assisting the Operator to meet the requirements. The RFP has a stated requirement for training, professional development and other aspects directly related to the Operations. What supports will be put in place by NG to allow the Operator to meet the requirements for appropriate levels of training?

A: The Operator can outline the supports that they require to operate the Torngat Mountains Base Camp and Research Station. The NG has provided financial contribution in the past, however, this contribution is to be determined between the Parties prior to finalizing a contract between.

5. Will the owner (NG) offer any supports to the Operator intended as support to the staff such as Rotational Schedules or Family Visitation? Is it the owners intention that such cost be built into the response to the RFP.

A: No, this is an operational cost to be determined and facilitated by the Operator. Any intention to provide for rotational schedules or family visitation is the Operators responsibility.

6. Researchers are under a different rate per day, to date they avail of Parks Canada tents. Their house keeping items are also referred to in the RFP to be viewed as if they are Tourist visitors. The RFP outlines that the Operator recruit Researchers, explore new researching programs etc. Is it the full intention of the Owner that the Operator shoulder all responsibility for Researchers, including attracting researchers to do work at Base Camp?

A: No, the Operator will work with the Owner to determine a division of responsibility as it relates to researchers, including attracting them to conduct their work at Base Camp.

7. Parks Canada contributes 200K per season of the new five (5) year contract, is there a funding guideline to accommodate inflation, real cost escalations or an acknowledgement that this number is far lower than the costs to the project?

A: The Operator will have to have this discussion with Parks Canada.

8. The RFP states that different divisions of NG will operate out of the Base Camp – Is there a known number of individuals identified who will make up these divisions? It is intended that these personnel from NG will pay a daily rate while at Base Camp or will there be a separate line of funding from the Owner to suppose these costs which will be expected to be borne by the Operator including transportation, meals and lodging of these parties including Logistics support?

A: The number of NG staff at Base Camp will vary. The Operator can include options for rates for NG personnel within their proposal.

9. What marketing support will NG provide to the Operator? Will this Marketing be funded, managed or be controlled by NG or the Operator?

A: The NG will lead marketing of Base Camp in partnership with the Operator and Parks Canada.

10. The RFP indicated a relationship expected with NG to ensure presence at tourism and research trade shows and conferences. What support will NG provide to the operator?

A: The details of supports will be finalized with the successful proponent.

11. What improvements are guaranteed to occur with infrastructure, and will these improvements be discussed inline with what the operator feels is important and crucial to providing a guest experience?

A: There are no guarantees for specific infrastructure upgrades, as these will depend on approved budgets and the outcomes of tendering processes for the projects. However, the operator will have the opportunity to provide input into the budgeting and tendering packages for capital asset upgrades at Basecamp facilities and assets. This ensures that their priorities and insights, particularly those crucial for enhancing the guest experience, are considered during the planning stages.

12. The RFP indicated that NG is responsible for the delivery of visitor experience in the Park, how much of the experience will be Operator controlled?

A: Parks Canada is responsible for delivery of visitor experiences in the Park. The Operator is expected to arrange for guests/tourist to excursion locations, provide hospitality, including food and beverages, and to facilitate programming, amongst other experiences at the Base Camp, etc.

13. How can we ensure, that any visiting beneficiaries are aware ahead of time, of any costs involved with visiting base camp, such as meals and overnight rest in the accommodations?

A: It is up to the Operator to ensure that visiting Beneficiaries are aware ahead of time of any costs involved with visiting Base Camp.

14. What access and control will the Operator have over the website www.torngats.com intended as the booking engine for the operation and success of the project.

A: The Operator will have full access to the website www.thetorngats.com and will work closely with the NG on maintenance and upkeep of the information. The NG shall retain ownership of the domain at all times.

15. How can we ensure that the Operator/NC/Parks is not overlapping with programming? Can you please explain how collaboration with Parks Canada and NG will look with an intent of ensuring appropriate programming to benefit the project? What latitude does the operator in the management of these programs? How should costs related to this support be reflected in the RFP?

A: The Operator will be required to communicate clearly with the NG and Parks Canada regarding programming. The Operator responsibilities will include arranging and leading programming meetings with all three parties involved. The cost to support this should be included in the overall budget of operations.

16. The medical aspect of Basecamp is drastically modified in the RFP with a large request. The amendments will carry exorbitant costs that will be new to the program. Is there a possibility for alleviation from this requirement to reflect the Medical Care program that was in place prior to the RFP?

A: The medical aspect of Basecamp will need to be implemented as stated in the RFP.

17. The expectation of using CMMS for maintenance tracking will add a workload to the operator maintenance personnel, should NG not use their own maintenance staff for infrastructure related concerns that would warrant CMMS?

A: The Nunatsiavut Government acknowledges that using a CMMS will require additional effort, and proponents should ensure these costs are factored into their proposals. NG's maintenance staff will continue to utilize the CMMS system, and it is expected that the operator will also use it to document any maintenance performed or maintenance required on NG assets.

18. The requirement to oversee all aspects of visitors for tourism, including the time visitors spend at Goose Bay while on route to Base Camp this requirement will add new costs to the operations. Weather delayed guests at Goose Bay form part of these new costs. Is it the intention of the Program to absorb these unknown yet anticipated costs in the budget of the program to be followed to the owner?

A: The expectation was always for the Operator to oversee all aspect of visitors for tourism, including the time the visitors spend at Goose Bay and if there is a weather delay. This is an operational cost that any tourism operator should plan and budget for.

19. The RFP has a requirement that the Operator utilize renewable resources, supplying and removing propane, developing a garbage management plan along with sourcing sustainable materials. These are admirable goals for the site but seem to match best with the policy developers and line departments of NG. Will the Operators be compelled to develop these processes as required in the RFP?

A: The Nunatsiavut Government considers these goals to be straightforward and achievable without the need for additional policies or processes from NG. These tasks are expected to be managed directly by the operator as part of their routine operations and logistics, aligning with the shared objective of greening the operations.

20. The RFP has a requirement for field equipment be available to loan to researchers, is there a standard list?

A: The list will be discussed and reviewed by the NG and successful proponent.

21. The RFP identifies NG should be immediately notified of need for repairs and repairs should be performed by operator. Can this statement be clarified on what is expected of Operator and what is expected of NG infrastructure?

A: The operator is expected to handle routine maintenance and minor repairs for day-to-day functionality, while notifying NG immediately of significant issues beyond their scope. Operational maintenance covers, but not limited to, tasks like inspections, preventive upkeep, and minor fixes. Owner maintenance involves, but is not limited to, major infrastructure repairs, system replacements, and structural work. This ensures the operator addresses daily needs, with NG focusing on long-term asset integrity.