

ANNEX A

STATEMENT OF WORK

Janitorial Services Fort Langley National Historic Site, BC

1. Scope of Work:

Provision of Janitorial Services at the Visitor Centre, Cooperage and Operations Building located at Fort Langley National Historic Site.

2. Contractor's Responsibilities:

- 2.1. Contractor possesses 2 consecutive years of janitorial services experience within the last 5 years on contracts of similar size and scope to the requirements identified herein.
- 2.2. The Contractor will execute the work with the minimum of inconvenience to Parks Canada personnel and the general public. The Contractor will comply with all directions of the Parks Canada Representative relative to the scheduling of the work, including the specific times during which it will be performed. The Contractor will take all necessary measures to avoid disruption of essential services or impedance, interruption or endangerment of pedestrian or other traffic by reason of the Contractor's activities here under.
- 2.3. The Contractor must inform the Parks Canada Representative immediately of any deficiency or damage that may render such building unserviceable for public use, discovered during performance of the Contract.
- 2.4. The contractor, as required, will perform minor unplugging of drains and toilets.
- 2.5. Upon arrival and completion of cleaning, the Contractor must ensure that the buildings are secure, i.e. windows closed and latched, doors locked, lights turned off and Security Alarms set.
- 2.6. The Contractor must ensure that all employees performing work under this contract are bonded. The Contractor must ensure that all employees performing work under this contract are over the age of nineteen (19) years. If any employee of the Contractor performing work on this contract, in the opinion of the Site & Visitor Experience Manager, presents a threat to security, the Contractor will ensure that the employee not perform any further work under this contract. The Contractor will provide the Parks Canada Representative with names for all employees who will be performing work under this contract.
- 2.7. The Contractor is responsible to supply all labour, tools, equipment and Green (biodegradable or environmentally friendly) supplies, including, but not limited to, cleaning materials, disinfectants, waxes, cleaning clothes and vacuum cleaners. The Contractor must submit a sample of all materials proposed to be used to the Parks Canada Representative for approval before use.
- 2.8. The Contractor must ensure that when substances classified as controlled products, under the Controlled Products Regulation, are used in Crown –Owned facilities that the following are met:

- That Contractor's employees receive appropriate training as per Provincial/Federal Regulations and the Workplace Hazardous Material Information System (WHMIS).
- That all controlled products to be used are brought to the attention of the Parks Canada Representative. All containers brought into Crown-Owned facilities containing controlled products must be labelled, stored and handled in accordance with WHMIS and Transport of Dangerous Goods Regulations.

2.9. The Contractor is responsible for following and signing an itemized Log Book for daily, weekly and bi-annually work schedule duties.

- Log Chart will be posted on the back of doors to indicate when cleaning has been done.

3. Parks Canada's Responsibilities:

3.1 Parks Canada will provide all electricity, hot and cold water required by the Contractor in connection with the work.

3.2 Parks Canada will provide a small storage area at the Visitor Centre and Operations Building.

3.3 Parks Canada Representative will provide all security access and keys required to access Parks Canada facilities.

3.4 Parks Canada Representative will provide all garbage and recycling bags, toilet tissue, paper hand towels, urinal blocks and hand soap.

3.5 Parks Canada Representative will provide an itemized chart for Contractors to follow and sign for daily, weekly and bi-annually work schedule duties.

4. Description of Work to be Performed

4.1. Operations Building and Visitor Centre

The following duties must be performed **daily** after 5:00 pm and completed before 7am of the next morning:

- (1) Vacuum all carpet in lobbies, hallways and public areas
- (2) Vacuum all mats inside and outside of doors
- (3) Vacuum and mop all hard surface floors (Include all Public Areas, Washrooms and Cafe)
- (4) Empty and clean trash and waste containers in Public Washrooms
- (5) Refill dispensers (Paper, soap) as needed in Public Washrooms
- (6) Clean mirrors and counter tops in Public and Staff Washrooms
- (7) Clean and sanitize sinks and fixtures in Public and Staff Washrooms
- (8) Clean and sanitize toilets and urinals in Public and Staff Washrooms
- (9) Clean janitor storage rooms
- (10) Clean Drinking Fountains and Water Dispensers (Visitor Centre outside Fountain and Ops. Lunchroom water dispenser)

4.2. Operations Building, Visitor Centre and Cooperage

The following duties must be performed **weekly** after 5:00 pm and completed before 7 am of the next morning:

- (1) Empty and clean garbage and recycling containers (making sure not to mix paper and bottles together) in all offices and Public Areas.
- (2) Spot clean walls in all Public Areas.
- (3) Clean and sanitize sinks and countertops in all common areas.
- (4) Clean exterior of all fridges, freezers and microwaves (Including inside of microwaves)
- (5) Damp wipe and sanitize Boardroom, Staff Lunchroom and Library Table Tops.
- (6) Damp wipe all handrails
- (7) Vacuum and spot clean all carpet in offices, boardroom and library.
- (8) Vacuum all stairs.
- (9) Dust and wipe down all office equipment in common area.
- (10) Clean and sanitize toilets in staff washrooms.
- (11) Vacuum and mop all hard surfaces floor (Include hallways, lunchroom, staff change rooms and staff washrooms).
- (12) Clean showers in Ops. Staff Washrooms Monday and Friday, May-October.
- (13) Damp wipe walls in Ops. Elevator, streak free
- (14) Damp wipe floor in Ops. Elevator

4.3 Operations Building, Visitor Centre and Cooperage

The following duties must be performed **two (2) times during each year of the contract** (March and September).

- (1) Dust tops of desks in all office areas.
- (2) Dust and wipe clean telephones in all office areas.
- (3) Dust tops of cabinets, doors and picture frames in Operations Building and Visitor Centre.
- (4) Damp wipe all office desk tops
- (5) Damp wipe all vertical surfaces, shelves, tables and desks
- (6) Damp wipe furniture in Staff Lunchroom.
- (7) High dusting of lights, ledges and fans.
- (8) Vacuum and damp wipe all vents and grills
- (9) Clean and sanitize Washroom Showers in the Cooperage and Operation's Building.
- (10) All linoleum floors (Main floor Washrooms, Hallway and Cafe Kitchen in the Operation's Building, Basement Staff Washrooms, Staff Lunchroom and Hallway in the Operation's Building, Staff Washrooms, Hallways and Laundry Area in the Cooperage) are to be stripped, completely removing the existing floor finish, washed with mild detergent solution, then apply and buff one coat of liquid wax.
- (11) Clean all carpets with professional carpet cleaning machine in the following areas (All offices in the Operation's Building, Library Area and Carpeted Hallways in the Operation's Building.

5. Level of Service

The Contractor will meet quality standards as described below. The following are to be performed at each scheduled cleaning, unless otherwise noted.

5.1 Washrooms

- (1) Vacuum and mop all floors
- (2) Toilet seats (both sides), bowls, washbasins to be cleaned and disinfected.
- (3) Body contact points in washrooms such as water taps, receptacles, dispensers and flush valves to be disinfected.
- (4) Toilet tanks, dispensers, receptacles and mirrors cleaned and free of streak marks
- (5) Waste paper to be removed to refuse containers at maintenance compound (Lower Parking Lot)
- (6) All toilet bowls, urinals and sinks to be descaled **monthly**.
- (7) Replace hand soap, paper towel and toilet paper as needed.

5.2 Floors (Hard Surface and Carpets)

- (1) Hard Surface Floors to be vacuumed and mopped thoroughly with special attention to remove marks from any spillages smudges or other stains.
- (2) Remove all gum spots.
- (3) Vacuum all carpets and mats, spot clean as needed.

5.3 Countertops

- (1) Clean and sanitize all countertops in all common areas leaving free of streak marks.
- (2) Damp wipe and sanitize Boardroom, Staff Lunchroom and Library Tabletops leaving free of streak marks.

5.4 Vacuuming

- (1) Weekly vacuuming of the (6) Historic Buildings on a rotating basis.
 - (a) Cooperage main floor
 - (b) Storehouse main floor
 - (c) Theatre main floor
 - (d) Exhibits hardwood area, children play area (mop)
 - (e) Big House, main floor area, upstairs area
 - (f) Servants Quarters main floor area

6. As-and-when Required Services

The Contractor may be requested, through a work authorization, to provide additional cleaning services on an as-and-when required basis. All other aspects of this Statement of Work apply to the following work:

6.1 Otentik's

The following duties will be performed as needed from May-October between 11am and 2pm.

- (1) Vacuum all bed frames (Dirt free)
- (2) Spray all mattresses with Disinfectant and wipe down.

Solicitation No.:
5P420-20-0378/A

Amendment No.:
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Contracting Authority:
Andrea McGraw-Alcock

Client Reference No.:

Title:
Janitorial Services Fort Langley National Historic Site, BC

- (3) Vacuum/sweep all areas of floor, lift beds with hook and clean under.
- (4) Make sure all curtains are well attached
- (5) Wipe counter top and refrigerator, inside and outside
- (6) Clean glass on table top and mirror (Streak free)
- (7) Wipe down chairs
- (8) Remove garbage from Otentik, replace bag
- (9) Wipe down Front Door, inside and outside.
- (10) Sweep deck and vacuum/sweep rug
- (11) Wash floor
- (12) Place all dirty/used dishes, dish clothes and tea towels in tote, leave just inside the Otentik door (on the rug)
- (13) Items left behind from Guests may also be added to the tote.
- (14) Turn off lights, make sure the refrigerator door is closed and lock front door.
- (15) Use and initial cleaning chart provided by Parks Canada

6.2 Additional Cleanings – Historic Buildings: Thursdays, Fridays, Saturdays, and Sundays during the summer months from May long weekend to September long weekend, the contractor may be requested to complete additional disinfecting, wiping/dusting vacuuming, mopping, washing windows on demand of (6) Historic Buildings, Cooperage, Storehouse, Theatre, Exhibits, Big House, Servants Quarters. This cleaning may be required up to twice a day on busy weekends.

6.3 Additional Cleanings – Children’s Play Area: Thursdays, Fridays, Saturdays, and Sundays during the summer months from May long weekend to September long weekend, the contractor may be requested to complete additional disinfecting, wiping and cleaning the touchable surfaces of the Children’s play area on demand (separate and in addition to the mopping of the Children’s play area as identified above in section 6). This cleaning may be required up to twice a day on busy weekends.

6.4 Other as-and-when required cleaning services to be determined in discussion with the Project Authority and the Contractor.