



## STATEMENT OF WORK – VE Facilities Janitorial Services

### 1 OBJECTIVES

To establish a Janitorial Services contract for 5 locations with Visitor Experience (VE) Facilities located within Rouge National Urban Park (RNUP) in the Greater Toronto Area (GTA):

Location	VE Facilities	Square Footage
<b>Rouge Beach:</b> 195 Rouge Hills Drive, Scarborough, ON	Public washrooms	27m2 x2
	Staff space	27m2
<b>Zoo Road Day Use Area:</b> Near 1749 Meadowvale Rd, Scarborough, ON	2 oTENTiks (Welcome centre)	23m2 x2
<b>Bob Hunter Memorial Park:</b> 7277 14th Ave, Markham, ON	1 oTENTik (Welcome centre)	23m2
<b>Black Walnut Day Use Area:</b> 10725 Reesor Rd, Markham, ON	Public washrooms	Universal - 7.5m2 Barrier free – 4.8m2
	Outdoor kitchen area <i>* Water will be shut off during winter months *</i>	9m2
	2 oTENTiks (Welcome centre)	23m2 x2
<b>19th Ave Day Use Area:</b> 6994 19th Ave, Markham, ON	Public washrooms (vault toilets) <i>* There is no running water at that location *</i>	4m2 x2

Detailed plans and pictures of those facilities are included in Annex-1.0 of this Statement of Work.

### 2 BACKGROUND:

Parks Canada Agency (PCA) manages Canada’s first national urban park – Rouge National Urban Park – in the heart of the Greater Toronto Area, Canada’s largest and most diverse metropolitan region. Rouge National Urban Park (RNUP) is one of the largest and best protected urban park of its kind in the world, circumscribing about 80 square kilometers within the cities of Toronto, Markham, Pickering, and the Township of Uxbridge. The park is comprised of a rich assemblage of natural, cultural, and agricultural landscapes with many remarkable features, including a rich biodiversity with over 1,700 species of plants and animals; some of the last remaining working farms in the Greater Toronto Area; Carolinian forests; Toronto’s only campground; one of the region’s largest marshes; unspoiled beaches; amazing hiking opportunities; and human history dating back over 10,000 years, including some of Canada’s oldest known Indigenous Peoples’ sites and villages. The park is also home to a national historic event, the Toronto Carrying Place trail, an Indigenous travel route linking Lake Ontario in the south to Lake Simcoe to the north.



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### 3 SCOPE OF WORK

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The Contractor will be responsible to provide a range of janitorial services including all labor, supervision, transportation, equipment and supplies within the VE washrooms and Welcome centers. The Contractor will also be responsible to open the public washrooms in the morning by unlocking the doors. Through the contract, the described janitorial services below are to be performed with care of the highest quality by the Contractor to ensure the health and safety of all employees and visitors.

The Contractor will be responsible for all planning, scheduling, administration and management necessary to provide the cleaning services including recruiting and retaining qualified staff, assuring quality control, ensuring staff are trained and equipped to perform their tasks and providing quality products and equipment as specified herein to quality completion of these services. The Contractor will ensure that all work provided meets the standards specified by RNUP below.

#### 3.1 TASKS & FREQUENCIES

RNUP operates year-round. There is a high season and a low season of operation. The level of services included in the Janitorial Contract will vary depending on the season of operation.

PCA will provide the Contractor with keys to access all the VE Facilities included in the contract. The Contractor will be responsible to open the Public Washrooms in the morning as per schedule. PCA will be responsible to close the Public Washrooms at the end of each day.

- Rouge Beach Washrooms: clean completed and doors unlocked for the public by 7 am
- The Black Walnut Washroom: clean completed and doors unlocked for the public by 8 am
- 19th Ave Washrooms: clean completed and doors unlocked for the public by 8 am
- All other VE facilities cleaned by 9 am and doors re-locked (unless there's staff on site)



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HIGH SEASON (April 1 – Oct 31) Level of Janitorial Services								
Tasks:	Rouge Beach Washroom	Rouge Beach Staff Space	Zoo Road 2 OTENTiks	Bob Hunter 1 OTENTik	Black Walnut Washroom	Black Walnut Outdoor kitchen	Black Walnut 2 OTENTiks	19th Ave Washroom
Open the Washroom in the morning – unlock the doors for the public	1x/day <b>7 am</b>				1x/day <b>8 am</b>			1x/day <b>8 am</b>
Clean and sanitize sinks, faucets, backsplash and counters	2x/day				2x/day	2x/day		2x/day
Clean and sanitize toilets, urinals, sanitary dispensers, baby change tables and stall doors.	2x/day				2x/day			2x/day
Spray and wipe mirrors.	2x/day				2x/day			2x/day
Refill any hand soap dispensers and/or hand sanitizer stations and re-stock paper towel, toilet paper dispensers	2x/day				2x/day			2x/day
Dust and clean washroom venting	1x/month				1x/month			1x/month
Clean washroom tile grout	1x/month				1x/month			1x/month
All waste containers (garbage and recycling) will be emptied and the liners will be replaced.	2x/day	1x/week	1x/week	1x/week	2x/day		1x/week	2x/day
Garbage, bins cleaned and washed inside and outside	1x/month	1x/month	1x/month	1x/month	1x/month		1x/month	1x/month
Front door wiped, cleaned and disinfected	2x/day	1x/week	1x/week	1x/week	2x/day		1x/week	2x/day



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inside and out.								
All door handles and light switches will be wiped, cleaned and disinfected	2x/day	1x/week	1x/week	1x/week	2x/day		1x/week	2x/day
All hard surfaced floors will be thoroughly swept, wet mopped and disinfected	2x/day	1x/week	1x/week	1x/week	2x/day		1x/week	2x/day
Clean and sanitize any exterior facility hard surfaces including but not limited to water filling stations, outside foot shower, sink areas, etc.	2x/day					2x/day		
Sweep out basin area for foot shower	2x/day							
Cobwebs wiped and removed (inside and outside)	1x/week	1x/week	1x/week	1x/week	1x/week	1x/week	1x/week	1x/week
Microwave and mini refrigerator cleaned inside and out		1x/week						
All desks wiped, cleaned and disinfected.		1x/week	1x/week	1x/week			1x/week	
All furniture will be wiped, cleaned and disinfected		1x/week	1x/week	1x/week			1x/week	
Windows to be cleaned inside and out. Window ledges wiped, cleaned and disinfected	1x/month				1x/month			1x/month
Walls and baseboards will be spot wiped and cleaned	1x/month	1x/month			1x/month			1x/month
Wall hangings, and other reachable office accessories will be wiped, cleaned and disinfected.		1x/month	1x/month	1x/month			1x/month	
Dust and clean light fixtures	2x/year	2x/year	2x/year	2x/year	2x/year		2x/year	2x/year



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LOW SEASON (Nov 1 – March 31) Level of Janitorial Services								
Tasks:	Rouge Beach Washroom	Rouge Beach Staff Space	Zoo Road 2 OTENTiks	Bob Hunter 1 OTENTik	Black Walnut Washroom	Black Walnut Outdoor kitchen	Black Walnut 2 OTENTiks	19th Ave Washroom
Open the Washroom in the morning – unlock the doors for the public	Facility is closed during low season	Facility is closed during low season	Facility is closed during low season	Facility is closed during low season	1x/day <b>8 am</b>		Facility is closed during low season	1x/day <b>8 am</b>
Clean and sanitize sinks, faucets, backsplash and counters					1x/day	1x/day		1x/day
Clean and sanitize toilets, urinals, sanitary dispensers and stall doors.					1x/day			1x/day
Spray and wipe mirrors.					1x/day			1x/day
Refill any hand soap dispensers and/or hand sanitizer stations and re-stock paper towel, toilet paper dispensers					1x/day			1x/day
Dust and clean washroom venting					1x/month			1x/month
Clean washroom tile grout					1x/month			1x/month
All waste containers (garbage and recycling) will be emptied and the liners will be replaced.					1x/day			1x/day
Garbage, bins cleaned and washed inside and outside					1x/month			1x/month
Front door wiped, cleaned and disinfected inside and out.					1x/day			1x/day



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All door handles and light switches will be wiped, cleaned and disinfected					1x/day			1x/day
All hard surfaced floors will be thoroughly swept, wet mopped and disinfected					1x/day			1x/day
Cobwebs wiped and removed (inside)					1x/week			1x/week
Windows to be cleaned inside and out. Window ledges wiped, cleaned and disinfected					1x/month			1x/month
Walls and baseboards will be spot wiped and cleaned					1x/month			1x/month

**Tasks are to be completed as per the following schedules:**

<b>1x /day (daily) :</b>	To be completed before 9 am, except for Washrooms that need to be opened to the public by 7 am or 8 am
<b>2x / day (twice daily) :</b>	To be completed morning (before 8 am) and afternoon (between 1:00 pm and 3:30 pm)
<b>1x/week (weekly) :</b>	To be completed on Mondays
<b>1x/month (monthly) :</b>	To be completed the first week of each month
<b>2x/year (twice annually) :</b>	To be completed in April and in October



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### 3 LOGISTICS

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#### 3.1 WORK PLAN

Prior to beginning the work, the Contractor must present a Work Plan and review it with PCA's Project Authority at the pre-commencement meeting. Approval by PCA's Project Authority is required. The Work must include the following:

- Description of methodologies, equipment and supplies to be used
- Staff for each site
- Work Schedule
- Health & Safety Plan
- Quality control methods and inspections schedule
- How labour shortages will be addressed.
- Contact information and availabilities of: Supervisor, and Administrative staff (billing)

The PCA Project Authority must be notified of any changes to the Work Plan during the course of the contract.

#### 3.2 LOG BOOK & INSPECTIONS

A log book or log sheets with tasks completed each day and staff name is to be kept and signed by the supervisor. A copy of it must be sent electronically to the PCA Project Authority at the end of each month with the invoice.

The Contractor will provide monthly inspection of a selection of facilities with the PCA Project Authority or their delegate. It is the responsibility of the Contractor to facilitate and maintain regular communications with RNUP and to immediately notify the PCA Project Authority or delegate, verbally and then by follow up email of any issues, problems or areas of concern in relation to any work under this contract.

The Contractor must take corrective action of any deficiencies in the service of this Contract within three (3) hours of notification.



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### 3.3 SUPPLIES, EQUIPMENT & STORAGE

#### 3.3.1 Supplies

The Contractor is to provide the following supplies in the facilities:

Supplies	Model	Specifications
Toilet paper	Rouge Beach: Tork Jumbo roll 9inch dispenser  19th Ave & Black Walnut: Frost Jumbo roll double 9inch dispenser	2-ply White Made with 100% recycled fiber Biodegradable FSC and Eco Logo certified Scent-free
Paper towels	Rouge beach – air dryers only  Black Walnut – air dryer and automated dispenser (8” width roll)  19th Ave: Regular dispenser (tri-fold)	Made with 100% recycled fiber 1-ply FSC and Eco Logo certified
Sanitary Napkin Receptacles Liners	Rouge Beach: none  Black Walnut & 19th Ave: dispensers at each location	Natural, waxed paper bags
Garbage bags/liners	Rouge Beach: Current garbage cans are 24” x 24”x30”  Black Walnut: Garbage cans are 9.5”x 14”x19”  19th Ave: Garbage cans are 8”x15”x19”	1.2 mil minimum Eco-friendly, made of 80% recycled resins. Scent-free
Liquid hand soap	Liquid dispensers	Lotion type soap Ecologo certified Clear – no dye Scent-free
Hand Sanitizer	Automated hand sanitizer stations	Gel type sanitizer Scent-free “C” cell batteries





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### 3.3.2 Equipment

The Contractor is to provide all the cleaning and disinfecting products required to perform the tasks. Those are to be:

- ❖ Cleaning Products are to be Ecologo certified
- ❖ Scent free
- ❖ Disinfectants must have a drug identification number (DIN)
- ❖ Disinfectants must be on Health Canada list of “*Desinfectants for Use Against SARS-CoV-2 (COVID-19)*”: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1>
- ❖ All products to be labeled as per WHMIS

As well, Contractor is to provide all necessary equipment to perform the tasks. The Contractor must use colour coded micro-fibre cloths to avoid cross-contamination.

### 3.3.3 Onsite Storage

There is onsite storage at some locations but not everywhere. It is the Contractor’s responsibility to ensure that his staff carry the required equipment and supplies from one site to another. Here is a list of the storage spaces Parks Canada Agency can make available to the Contractor :

Location	Storage Location	Square Footage
<b>Rouge Beach:</b> 195 Rouge Hills Drive, Scarborough, ON	Existing electrical room	6 m <sup>2</sup>
<b>Zoo Road Day Use Area:</b> Near 1749 Meadowvale Rd, Scarborough, ON	no storage available	N/A
<b>Bob Hunter Memorial Park:</b> 7277 14th Ave, Markham, ON	no storage available	N/A
<b>Black Walnut Day Use Area:</b> 10725 Reesor Rd, Markham, ON	Space can be made available in storage room	Can allocate shelves for storage and additional floor space if needed; climate controlled
<b>19th Ave Day Use Area:</b> 6994 19th Ave, Markham, ON	Storage closet behind washrooms, outside access.	Approx. 12m <sup>2</sup> ; not climate controlled



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### 3.4 DAMAGES

The Contractor must tour the sites with the PCA Project Authority prior to the start of the contract. The Contractor is to request pictures of all existing damages on-site from the PCA Project Authority. At the end of each season, another joint inspection will be carried out.

The Contractor must immediately report to PCA Project Authority all damages on-site caused by the Contractor's personnel, equipment or by a third party.

### 3.5 PERIODICAL AND EXTRA/ON-CALL SERVICES

Periodical and extra or on-call services may be required that cannot be specified by RNUP in advance. These services will be performed by the Contractor on an “as and when requested” basis through the issuance of authorized Task Authorizations. The types of cleaning that may be required include (but are not limited to) the following:

- a) Emergency cleaning such as flooding water from pipe burst
- b) General cleaning tasks of an unforeseen nature – e.g. extra cleaning prior to events

This portion of the service may be required outside of regular business or scheduled hours and/or on statutory holidays as specified by the PCA Project Authority. The PCA Project Authority or delegate will notify the Contractor as soon as a requirement is known, but will endeavor to provide no less than 24-hours prior notice and will attempt to schedule during normal contract work hours.

## 4 RESPONSIBILITIES

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### 4.1 CONTRACTOR'S RESPONSIBILITIES

- The Contractor will be responsible for providing janitorial services at VE facilities as per PCA's Quality Standards described in Annexe 2.0.
- The Contractor will be responsible to open the Public Washrooms in the morning as per schedule.
- The Contractor shall provide all labour, transportation and supervision necessary to complete the janitorial services for the Rouge National Urban Park Facilities.
- The Contractor will supply all cleaning supplies, materials and equipment necessary for the proper performance of the janitorial service. All items belonging to the Contractor to be marked and easily identified as being their property.
- The Contractor will submit a Work Plan at the pre-commencement meeting.
- The Contractor will submit electronically a copy of the Log Book along with his invoice at the end of each month.



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- The Contractor's supervisor will perform periodic site inspections to ensure all tasks are completed as per contract.
- The Contractor will participate in teleconferences or meet PCA Project Authority on site, as needed.
- All personnel employed by the Contractor is required to wear company identification, procedural masks and disposable gloves when entering into PCA Facilities.

### 4.1.1 HEALTH AND SAFETY CONTRACTOR'S RESPONSIBILITIES

- The Contractor must ensure their employees and/or subcontractors adhere to Canada Labour Code and Canada Occupational Health and Safety Regulations while performing the work.
- The Contractor is responsible for health and safety of persons on site, safety of property on site and for protection of persons adjacent to site and environment to extent that they may be affected by conduct of Work.
- The Contractor will develop a written site-specific Health and Safety Plan based on hazard assessment and the COVID pandemic prior to beginning site work.

## 4.2 PARKS CANADA RESPONSIBILITIES

- Ensuring a PCA Representative is available when needed.
- PCA will provide the Contractor with keys to access all the VE Facilities included in the contract.
- PCA will be responsible to close the Public Washrooms at the end of each day.
- Providing on-site storage for the Contractor's equipment, supplies and materials where space is available.



Parks Canada    Parcs  
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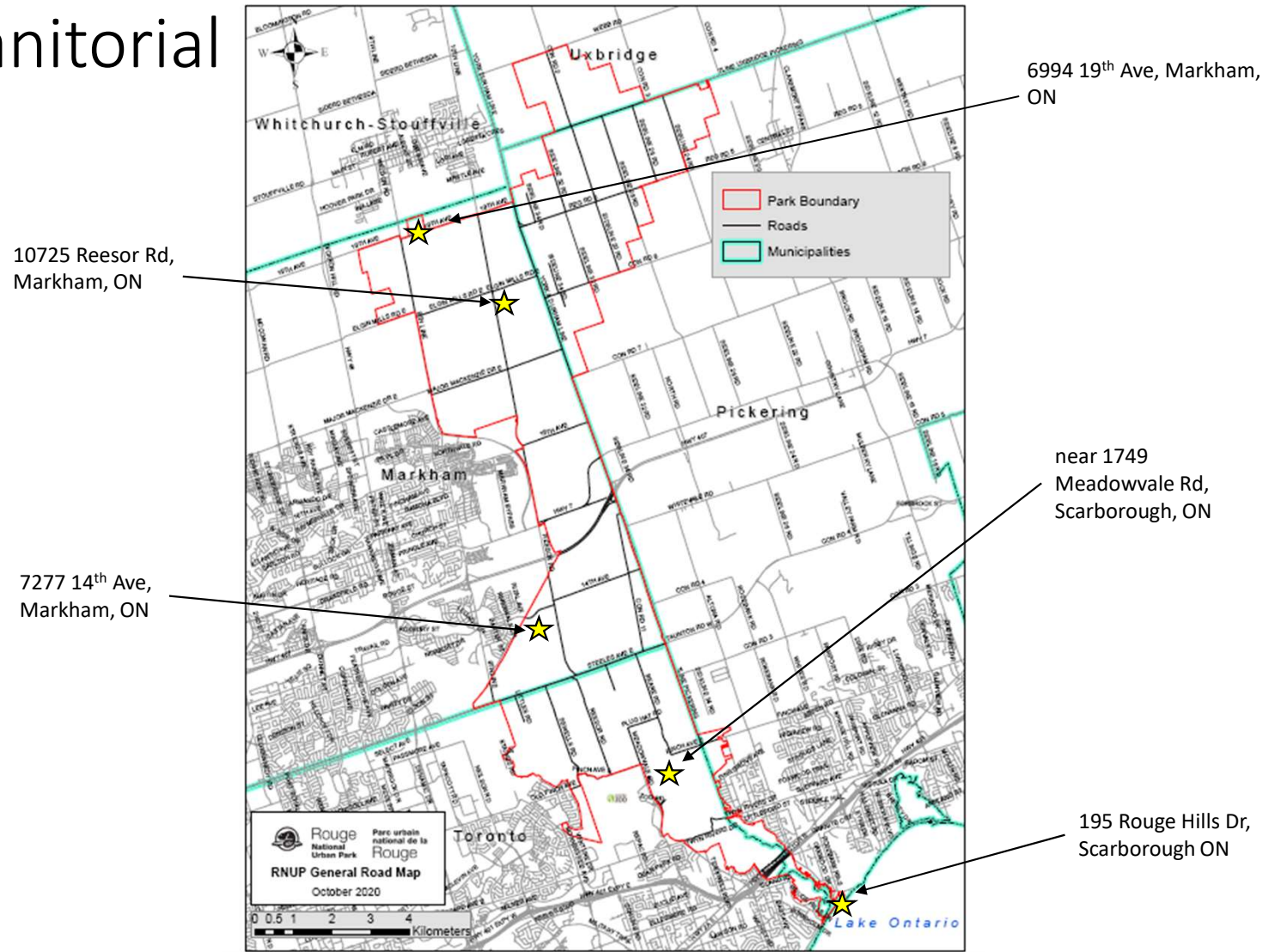
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## **ANNEXE 1.0 – PLANS & PICTURES, VE FACILITIES**

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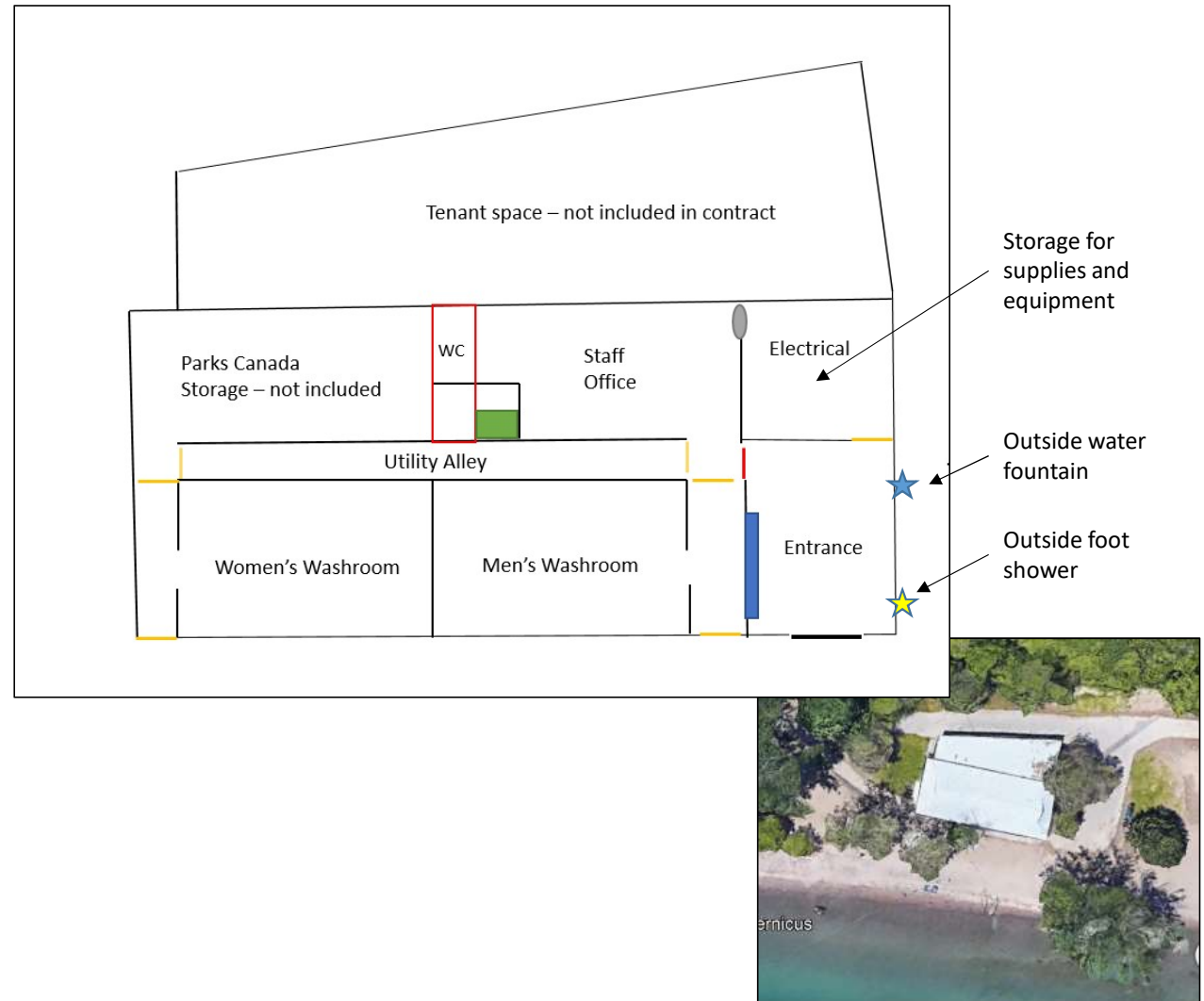
# Map of Janitorial Locations

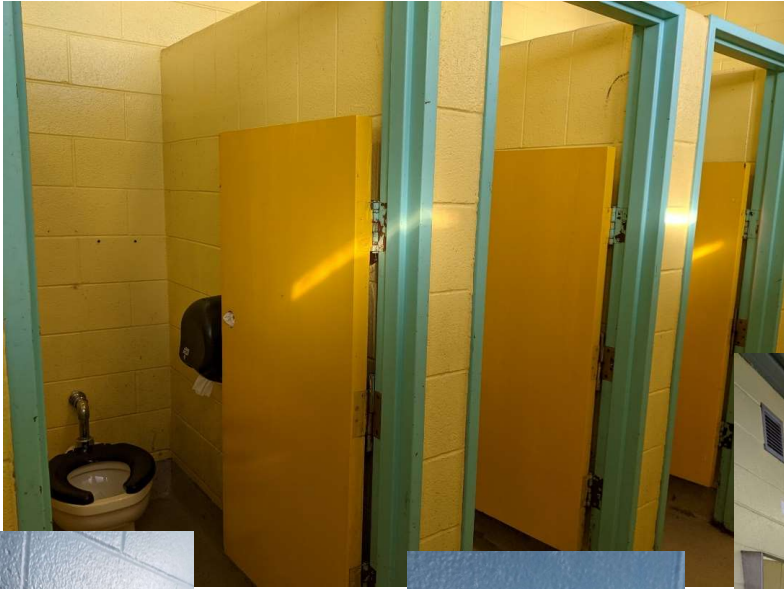


Rouge Beach Janitorial – Public Washrooms & Staff Office space  
195 Rouge Hills Drive, Scarborough, ON

Overview:

- Public washrooms – twice daily
- Staff office space/washroom – weekly
- Dispose of garbage and recycling in outdoor bins near washroom building
- Washroom building to be locked overnight (hours of operation TBD)
- Washroom building is closed for the winter (Nov – Mar)
- Storage available in electrical room (approx. 2m x 3m of space)

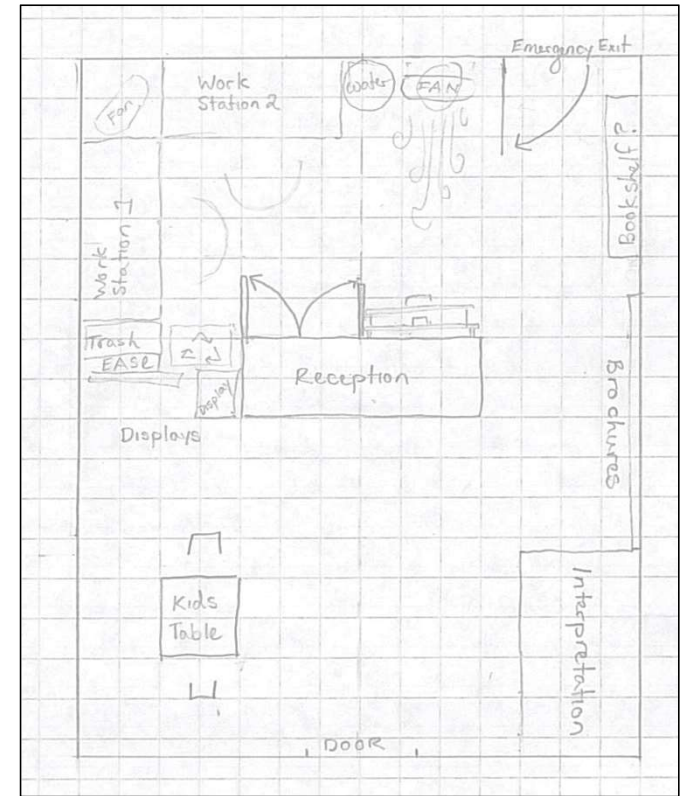




Zoo Road Day Use Area,  
 Janitorial - oTENTiks  
 Near 1749 Meadowvale Rd, Scarborough, ON

Overview:

- Two oTENTiks – one is office space, the other is a demonstration site - weekly
- Has stairs and accessible ramp as well as elevated walkway between the two tents
- Closed in winter

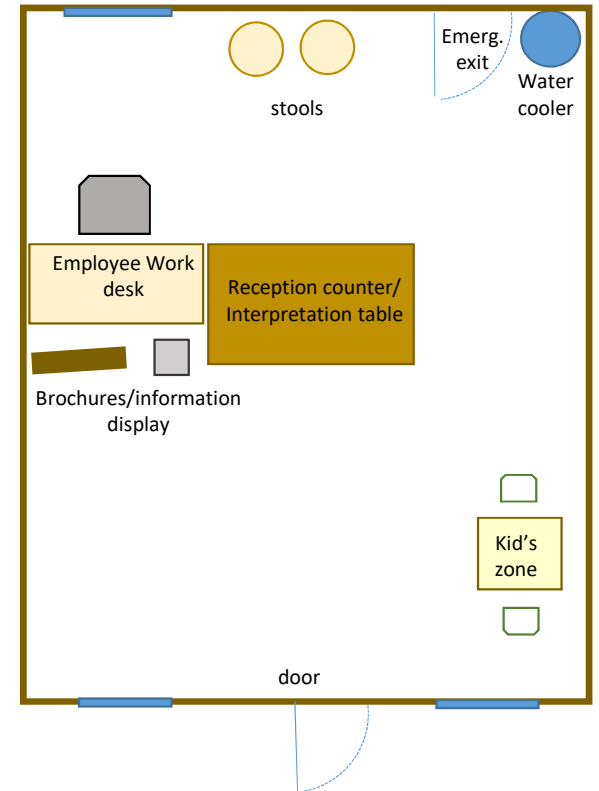
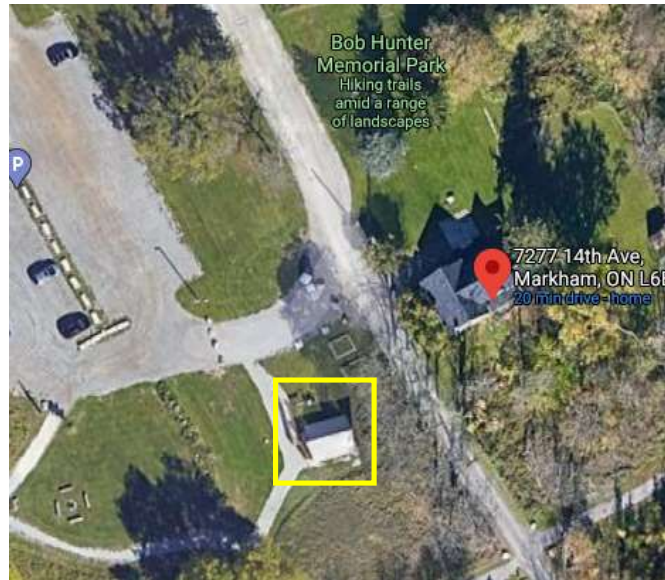




Bob Hunter Memorial Park  
Janitorial - oTENTik  
7277 14<sup>th</sup> Ave, Markham

Overview:

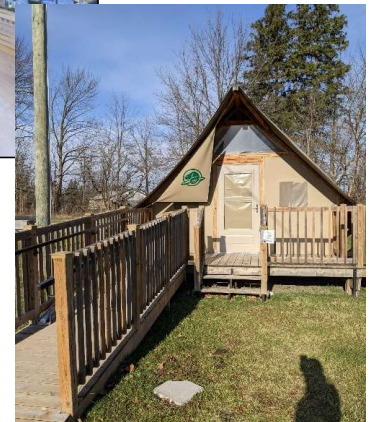
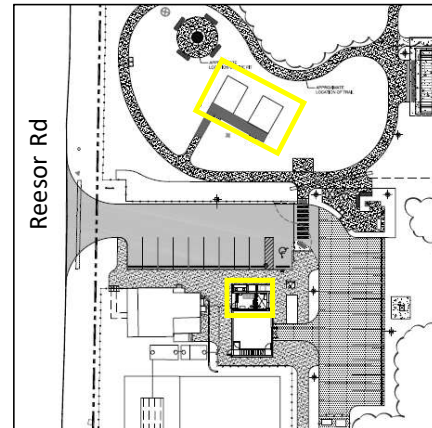
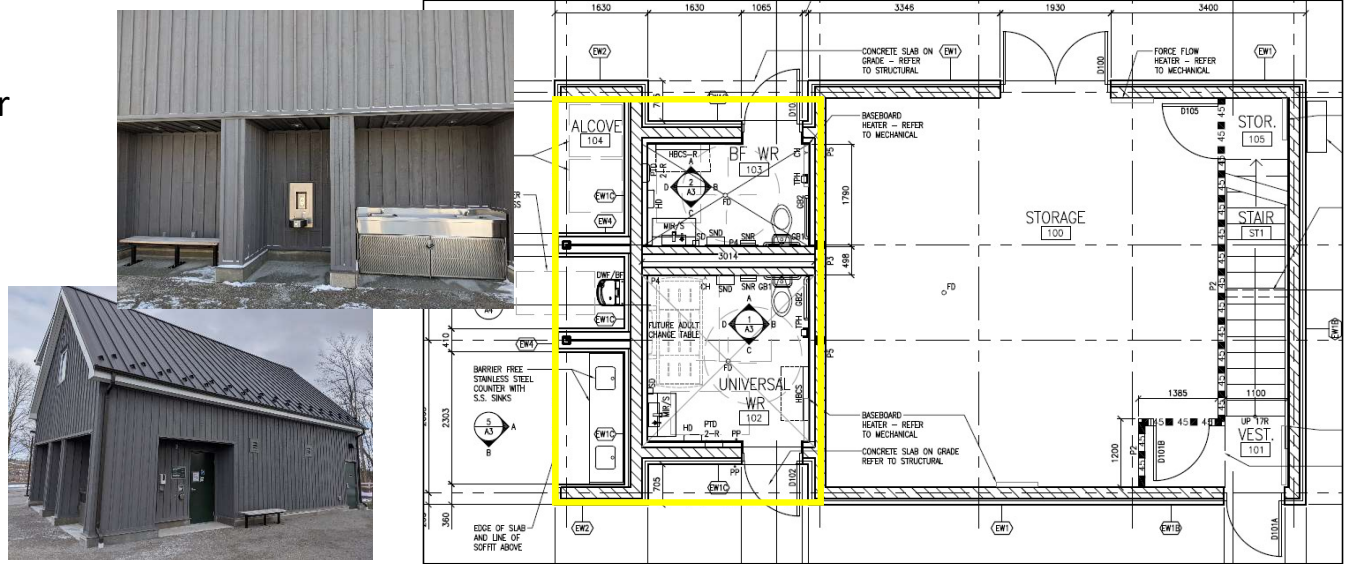
- Single oTENTik - weekly
- Has accessible ramp and stairs
- Closed in winter

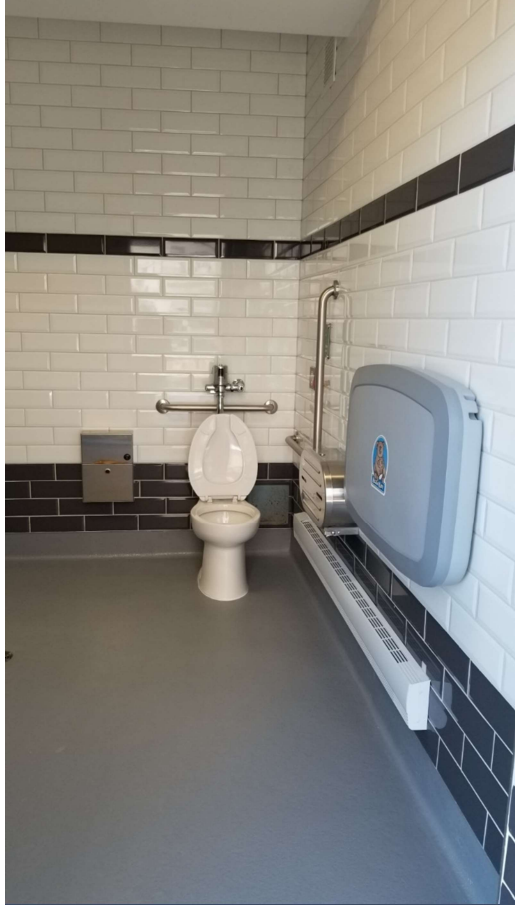
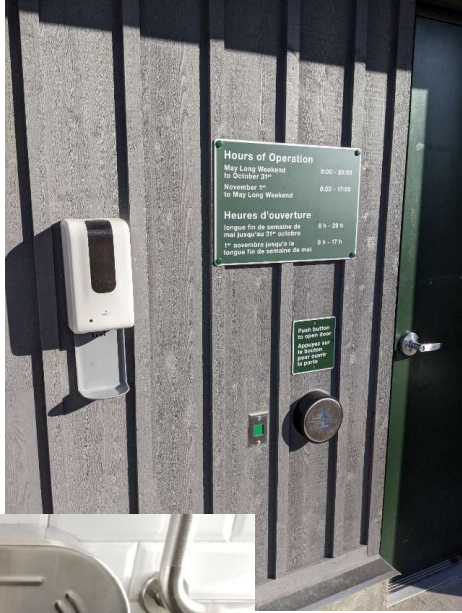


**Black Walnut Day Use Area,  
Janitorial – Public washrooms, outdoor  
kitchen area, oTENTiks  
10725 Reesor Rd, Markham, ON**

**Overview:**

- One universal washroom (west side) and one barrier-free washroom (east side) on lower level of new building – twice daily
- Outdoor kitchen area on north side of building – twice daily
- Two oTENTiks - one is office space, the other is a demonstration site - weekly
- Storage space available in storage area (climate controlled)
- NOTE: Washrooms are open year-round, locked overnight
- oTENTiks closed in winter

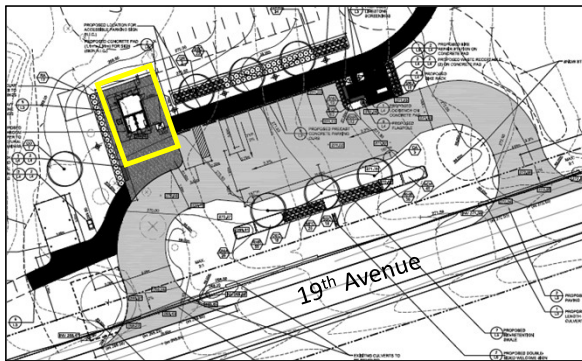
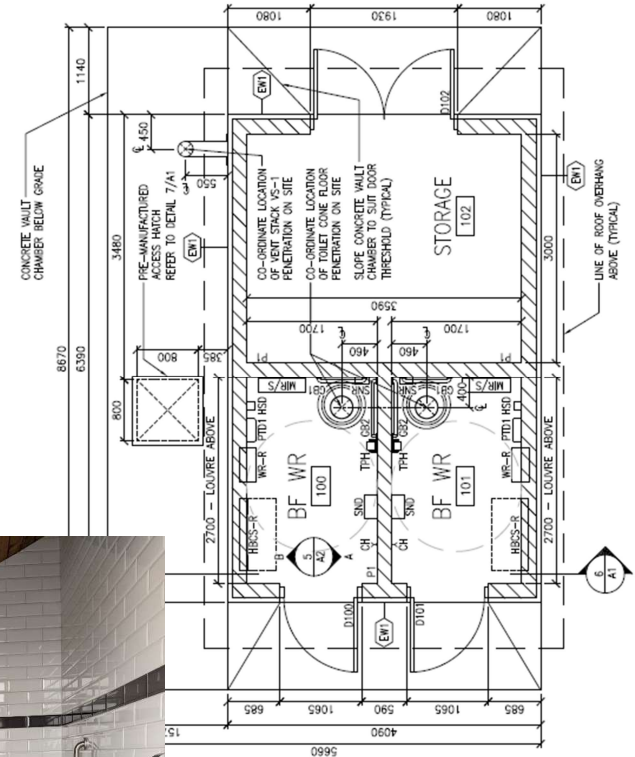




19<sup>th</sup> Ave Day Use Area,  
 Janitorial – public washrooms  
 6994 19<sup>th</sup> Ave, Markham, ON

Overview:

- Two universal washrooms (vault toilets)
- No running water at this site
- Hand sanitizer units only
- Storage available in back of building;
- not climate controlled
- NOTE: Open year round, locked overnight







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## **ANNEXE 2.0 – PCA QUALITY STANDARDS**

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**The quality standards described below must be strictly adhered to. All inspections made by Parks Canada Agency will be rated according to these quality standards.**

### **Cleaning: General:**

- (a) All surfaces and objects specified must be free of dust, stains, spills, debris and soil immediately after cleaning operation.
- (b) Machinery and equipment must not block a passageway or present a trip hazard.
- (c) Furnishings moved by cleaners must be relocated to their original location.

### **Damp Wiping:**

- (a) Surfaces must be free of dust, stains, streaks and water spotting following damp wiping.
- (b) Wiping cloths must be rinsed frequently and free of stains and odours.
- (c) Feather dusters are not acceptable.

### **Spot Cleaning:**

- (a) All affected areas must be clear of stains, fingerprints, streaks, and soil.
- (b) All over-spray from spray applicators must be wiped clean from all surfaces.

### **Cleaning and Disinfecting:**

- (a) Client-approved, commercial disinfectant cleaner must be used.
- (b) Manufacturer's instructions must be followed for best results.
- (c) All surfaces cleaned and disinfected must be rinsed clean of residual disinfectant.

### **Cleaning and Descaling:**

- (a) All surfaces cleaned of accumulated mineral deposits.

### **Dusting:**

- (a) All surfaces must be free of dust (and cobwebs).
- (b) Surface must be dusted using damp rag wiping or vacuuming as appropriate.
- (c) Dust must be contained and prevented from floating freely in the air during operation.

### **Glass/Mirror Cleaning:**

- (a) All glass must be clean on both sides and free of streaks and finger marks.
- (b) Adjacent areas including frames, casing and ledges must be free of water spotting, splash marks and streaks.



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### **Sweeping:**

- (a) All floor areas including open areas and flooring around furniture legs and into corners be free of dirt and litter.

### **Vacuuming:**

- (a) All surfaces, including difficult to reach areas, must have an overall appearance of cleanliness and must be free of visible dust, dirt and grit.
- (b) A power head must be used. Vacuums must be two motor design (one for suction, one for power head).

### **Dust Mopping:**

- (a) All floor areas including open areas and flooring around furniture legs and into corners must be free of debris and dust film.

### **Damp Mopping:**

- (a) Floor areas including open areas and flooring around furniture legs and into corners must be clean and free of surface stains, soil, gum marks, mop streaks, loose mop strands and water spotting.
- (b) The Contractor must sweep or dry mop the area immediately before damp mopping.
- (c) The Contractor must start damp mopping with clean water and mop.
- (d) Walls, baseboards and other surfaces must be free of splash marks. (e) Caution signs must be in place around the affected work area

### **Scrubbing and Refinishing:**

- (a) Floor areas including open areas and flooring around furniture legs and into corners must be cleaned using a mild detergent.
- (b) All areas must be free of dirt, stains, scuff marks, splashing, cleaning chemical and water accumulations.
- (c) The Contractor must apply one coat of finish compatible with existing finish (wax) if applicable.
- (d) All areas must present an overall appearance of cleanliness free of scuffs and stains, have a bright shine, and be free of debris and dust once the “Scrub and Refinish” is complete.

### **Washing Floors:**

- (a) All standards outlined in “Damp Mopping” apply.
- (b) In addition, surfaces must be rinsed free of cleaning solution after floors are washed.
- (c) All areas must be free of dirt, stains, splashing, cleaning chemical and water accumulations as well as scuff marks.



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**Hot Water Extraction:**

- (a) All carpets and walk-away mats must be clean and free of accumulated dust and dirt and stains as a result of Hot Water Extraction.
- (b) Areas must be cleaned to walls and corners.

**Stain Removal:**

- (a) All carpets, walk-away mats and hard surface floors must have no visible stains or discoloration after stain removal operation.
- (b) Where stain removal involves wetting of a hard surface floor, caution signs must be in place around the affected work area.