



ANNEX A STATEMENT OF WORK

HOUSEKEEPING, GROUNDS-CARE and SNOW REMOVAL SERVICES PARKS CANADA PALISADES CENTRE JASPER NATIONAL PARK of CANADA, ALBERTA

1.0 SCOPE

1.1 OBJECTIVE

Parks Canada Agency (PCA) requires professional housekeeping, groundskeeping and snow removal services year-round at the Parks Canada Palisades Centre (hereinafter referred to as “the Palisades Centre”). These services are seen by guests as an extension of the face of Parks Canada Agency, therefore emphasis on professionalism and quality at all times is of the utmost importance.

1.2 BACKGROUND

The Palisades Centre is Parks Canada Agency owned and operated. It provides education programs, meals and accommodation to a wide range of visitors. A variety of functions and activities take place on site, including school programs, meetings, retreats, family reunions and workshops. Guests range from students and youth to adult groups. A number of the facilities are also available for rent by the public through the Parks Canada Reservation Service. It is located inside Jasper National Park, which is one member of a family of over 44 national parks in Canada.

The Palisades Centre operates year-round. There is a fairly even distribution of events throughout the year with lower occupancy occurring late November through mid-February, and the busiest months being April through October.

The Palisades Centre hosts approximately 3500 guests annually. It sleeps up to a maximum of 60 people in a combination of dorm-style facilities and private cabins, and 40 people can dine in the dining hall at one time.

The mandate of Parks Canada is to protect and present nationally significant examples of Canada's natural and cultural heritage, and foster public understanding, appreciation and enjoyment in ways that ensure their ecological and commemorative integrity for present and future generations.

The Palisades Centre helps to deliver on Parks Canada's mandate by connecting youth and adults with nature and by fostering future generations of environmental stewards.

The Palisades Centre is located 12 km east of the Municipality of Jasper, inside Jasper National Park (**See Appendix A: Location Map, Palisades Centre**). The site consists of approximately 15 historic buildings including accommodations, offices, a dining hall, commercial kitchen and meeting spaces.

For a detailed layout of the Palisades Centre, see **Appendix B: Site Map, Palisades Centre**.

2.0 CONTRACT REQUIREMENTS AND CONTRACTOR RESPONSIBILITIES

The Contractor is responsible for providing housekeeping, groundskeeping, snow removal and mouse control services year-round. Groundskeeping includes litter pickup and emptying of garbage and recycling bins, but does not include lawn mowing or weed control. These tasks range from daily, weekly, monthly, seasonally, biannually to year round, and on an as and when requested basis.

There is a fairly even distribution of events throughout the year with lower occupancy occurring late November through mid-February, and the busiest months being April through October.

The Palisades Centre tries to book groups in successive weeks and / or book more than one group at a time when possible. Current number of rooms is 21, with 41 single beds; 16 double or queen-sized beds; and 4 queen-sized hide-a-bed couches. Maximum overnight capacity of the Palisades Centre is approximately 60 people.

The minimum number of guests requiring housekeeping services could be as few as one (1) person, but could be as high as seventy (60), although it is uncommon. The average ranges between twelve (12) and fifty (50), staying for 1-4 days. This may be a combination of two or more groups, and individual members of the public, with separate check-in and check-out days.

Reservations through the Parks Canada Reservation Service may be made as late as midnight on the day before they arrive: therefore, last-minute bookings are common, especially June through September.

2.1 SCOPE OF WORK

The work areas include the following, and these can be found in most of the buildings on site:

- a. Bathrooms including shower stalls and bathtubs
- b. Kitchens
- c. Bedrooms
- d. Stairways / porches
- e. Common areas / living rooms / dining rooms
- f. Laundry / linen areas
- g. Meetings rooms
- h. Offices
- i. Hallways / corridors
- j. Common staff areas
- k. Basements
- l. All entry-ways and emergency exits
- a) All miscellaneous rooms such as equipment, furnace, first aid and utility rooms

The buildings specifically include the following (see **Appendix B: Site Map, Palisades Centre and Appendix C: Building Descriptions and Appendix D: Sample Room List**):

- a. Den
- b. Barn
- c. Smithy
- d. Machine Shed #1
- e. Machine Shed #2
- f. The House
- g. Ice House
- h. Bull Pen
- i. Garage

- j. Bunkhouse
- k. Saddle Shop / Palisades Office
- l. Recycle Shed
- m. Tipi
- n. Tool Shed
- o. Shed behind the House
- p. Midden (for mouse control only)
- q. Lodge (for mouse control only)

2.2 TASKS

The Contractor must:

Use the proper procedures identified herein for each task. The descriptions are in accordance with the items being serviced.

Materials must be applied as per manufacturers specifications, and equipment must be operated as per the respective operating manuals.

The Contractor must notify and obtain approval of the authorized PCA Project Authority prior to any intended changes to the procedures.

2.2.1 HOUSEKEEPING

For the tasks described below, the following schedules and standards must be strictly adhered to. Inspections will be made by Parks Canada for the contractor's adherence to the same. See Appendix E: Cleaning Schedule and Appendix F: Minimum Cleaning Standards.

Room Turn-Over Day: a day when entire room must be cleaned after a guest has checked out; room must be left in a condition suitable for renting to a new guest. This includes set up and cleanup of any meeting rooms and associated bathrooms that guests use including Bunkhouse as specified in 2.2.1.5; common areas set-up and take down, daily cleaning as described herein.

Room Stay-Over Day: Towels, bed linens, and consumables restocked if required. Common areas / bathrooms / kitchen / dining rooms spot cleaned, floors swept / mopped / vacuumed if required, and furniture straightened. Garbage and recycling are emptied. Bed linens and towels are not changed unless required. This includes set up and cleanup of any meeting rooms and associated bathrooms that guests use including Bunkhouse as specified in 2.2.1.5; common areas set-up and take down, daily straightening, tidying as described herein.

Room Refresh: A unit can require a refresh because it has not been occupied for a long time and needs cleaning to be in a condition suitable for renting. This can entail dusting, spot cleaning, toilet cleaning, polishing of sinks and faucets, and the floors may need to be swept, mopped and vacuumed. Front entrances and porches may need to be swept and windows or light fixtures cleaned of bird / bat feces, insects and cobwebs. A room refresh may also include a change of linen.

Meeting Room Day Use: Cleaning for day-use by guests who are not staying in-house. This will cover a meeting room set-up, take-down and cleaning, as well as for any associated bathrooms as described herein.

2.2.1.1 Bathrooms

There are a number of bathrooms at the Palisades Centre, both private and public. All bathrooms, public or private, must be cleaned as follows:

- a. Flush toilets and urinals to ensure good working condition.
- b. Clean toilet and urinal including all interior and exterior surfaces, base and floor / wall area.
- c. Occasional plunging of a plugged toilet, sink or tub may be required, but Parks Canada plumbers will attend to all serious plumbing issues. Alert Palisades staff if plugged drains are encountered as they may be symptomatic of larger plumbing issues.
- d. Clean and polish all mirrors, sinks, tub / shower, fixtures, walls and shelves.
- e. Dust all edges of the ceiling and down all corners of the room, all the light fixtures, ceiling fans, lampshades, under counters and cabinets, cabinet tops, around pictures on walls, blinds, windowsills, woodwork and trim, and any other place that there may be spider webs and dust.
- f. Sweep and mop the floor.
- g. Clean light switches and doorknobs.
- h. Empty wastebasket and replace bag as required.
- i. Spot clean smudges from windows.
- j. Restock consumables and towels / washcloths as required.

2.2.1.2 Kitchens

- a. Clean and polish sink and fixtures and dish rack.
- b. Clean and polish all countertops and surfaces.
- c. Clean the stove top and burners, inside and outside the oven.
- d. Clean outside of refrigerator, including door handles and top of fridge, and spot-clean inside of refrigerator including shelves and drawers.
- e. Clean all small appliances – toaster, coffee maker, microwave oven, etc.
- f. Dust all edges of the ceiling and down all corners of the room, all the light fixtures, ceiling fans, lampshades, around pictures on walls, windowsills, cabinet fronts and knobs, trim and wood-work and any other place that there may be spider webs and dust.
- g. Spot-clean pantries and cupboards, remove any leftover food, and reorganize items back onto shelves.
- h. Spot clean walls, door frames and walls around the stove.
- i. Spot check and clean smudges and fingerprints from all windows and glass.
- j. Empty the wastebasket and recycling and replace bag if required, and wipe the containers if needed.
- k. Clean light switches and doorknobs.
- l. Wash and put away any dishes and pots and pans that guests used.
- m. Restock kitchen with consumables, tea-towels, dish-clothes and appropriate numbers of dishes / utensils, pots and pans etc.
- n. Ensure that dirty tea-towels and dish-cloths are laundered.

2.2.1.3 Bedrooms

- a. Change the bed linens and make bed on turnover days.
- b. Dust all edges of the ceiling and down all corners of the room, furniture, all the light fixtures, ceiling fans, under counters and cabinets, around pictures on walls, windowsills, lampshades, baseboards, vents and any other place that there may be spider webs and dust.

- c. Vacuum or sweep including rugs, floors, under the bed and in closets, and blinds or drapes if required.
- d. Spot clean floor and / or carpet when required.
- e. Polish all mirrors.
- f. Clean light switches and door knobs.
- g. Empty wastebasket and replace bag if required.
- h. Spot clean smudges from any windows and glass.
- i. On turnover days, check drawers and under beds to ensure that guests have not left anything behind.

2.2.1.4 Stairways

- a. Vacuum or sweep.
- b. Clean and polish handrail.
- c. Spot clean walls.
- d. Dust around all edges of the ceiling and down all corners of the stairway, baseboards, light fixtures, ceiling fans, around pictures on walls, windowsills, lampshades, vents and any other place that there may be spider webs and dust.

2.2.1.5 Bunkhouse Dining Room, Kitchen and Public Bathroom

- a. Sweep and mop the floor.
- b. Vacuum carpets.
- c. Wipe dining room chairs.
- d. Dust all edges of the ceiling and down all corners of the rooms, trim and wood-work, cabinets and cabinet tops, baseboards, light fixtures, ceiling fans, lampshades, around pictures on walls, windowsills and any other place that there may be spider webs and dust.
- e. Spot clean walls and door frames.
- f. Spot check and clean smudges and fingerprints from all windows and glass.
- g. Empty the wastebaskets, empty kitchen organics into pail in the kitchen, empty recycling and replace all bags if required. Clean wastebaskets and recycling containers if required.
- h. Clean light switches and doorknobs.
- i. Clean toilet including all interior and exterior surfaces, base and floor / wall area.
- j. Occasional plunging of a plugged toilet, sink or tub may be required, but Parks Canada plumbers will attend to all serious plumbing issues. Alert Palisades staff if plugged drains are encountered as they may be symptomatic of larger plumbing issues.
- k. Clean and polish all mirrors.
- l. Clean and polish sink and sink fixtures.
- m. Restock consumables in the bathroom as required.

Note: Catering Contractor is responsible for ensuring that all surfaces in contact with food are cleaned and sanitized according to Alberta Health Services standards. This includes, but is not limited to, all tables, counters, dishes, pots, pans, utensils and equipment such as fountain juice dispenser, ice machine, fridges, coolers, ovens, grills, and stoves.

2.2.1.6 Common Areas / Living Rooms / Dining Rooms

- a. Dust all furniture, edges of the ceiling and down all corners of the room, all the light fixtures, ceiling fans, around pictures on walls, TV and AV equipment, windowsills, lampshades, accessories, telephones, vents and any other place that there may be spider webs and dust.

- b. Vacuum floor and rugs or mop floors and shake out rugs. Vacuum couches and chairs, and underneath edges of furniture.
- c. Clean fireplace, scrape andirons with wire brush, clean and polish glass doors and fixtures.
- d. Straighten magazines, books, other items on end-tables and coffee tables.
- e. On turnover days, ensure that books, games, magazines, lamps and furniture etc. are returned to their proper locations.
- f. Polish mirrors and glass.
- g. Spot clean all windows.
- h. Wipe tables. If there are table cloths, shake them free of crumbs or replace with a clean one if required.
- i. Sweep and tidy front / back porches and outdoor entrances / exits.
- j. Clean outside furniture.

2.2.1.7 Laundry / Linen / Furnace Rooms / Basements / Miscellaneous Rooms

- a. Clean the insides and outsides of washer and dryer including lint trap.
- b. Dust all edges of the ceiling and down all corners of the room, baseboards, light fixtures, ceiling fans, under counters and cabinets, around pictures on walls, lampshades, windowsills and any other place that there may be spider webs and dust.
- c. Sweep and mop floor and vacuum or shake out rugs.
- d. Clean and polish sinks and sink fixtures.
- e. Spot clean all windows.
- f. Polish mirrors and glass.
- g. Clean light switches and doorknobs.
- h. Clean fingerprints from doors, cabinets, and around all knobs and doorknobs.
- i. Wipe down shelves.

2.2.1.8 Meeting Room

Set Up

- a. Setup tables, chairs, furnishings and drinking glasses. Freshly laundered and pressed tablecloths may be required.
- b. Chairs and tables may need to be moved from one building to another depending on group requirements.
- c. Dust all edges of the ceiling and down all corners of the room, light fixtures, ceiling fans, under counters and cabinets, TV and AV equipment, telephones, furniture, baseboards, around pictures on walls, windowsills, lampshades, vents and any other place that there may be spider-webs and dust.
- d. Vacuum floor and rugs or sweep and mop floors.
- e. Clean chairs.
- f. Clean associated bathrooms.
- g. Spot clean all windows.
- h. Clean light switches and doorknobs.
- i. Clean fingerprints from doors, cabinets, and around all knobs and doorknobs.
- j. Empty wastebaskets and recyclables and replace bag if required.
- k. Sweep and tidy front / back porch or outdoor entrance.

Clean Up

- a. All tasks listed above under Set Up; and
- b. Reorganize all furniture to the standard floor plan or as required for the next event.
- c. Deliver dirty dishes to Bunkhouse kitchen for washing. Restock clean drinking glasses, consumables and tea-towels or dish-cloths if required.

2.2.1.9 Offices

- a. Dust all edges of the ceiling and down all corners of the room, all the light fixtures, ceiling fans, under counters and cabinets, telephones, accessories, desks, around pictures on walls, windowsills, lampshades, vents and any other place that there may be spider webs and dust.
- b. Wipe door handles and light switches with a disinfecting cleaner
- c. Vacuum floor and rugs, and mop plastic chair-mats under desks.
- d. Spot clean all windows.
- e. Sweep and tidy front entrance.
- f. Clean and polish outside of refrigerator, handles and top, and spot-clean inside of refrigerator including shelves and drawers.
- g. Wipe down all small appliances – toaster, kettle, coffee maker, microwave oven, etc.
- h. Empty wastebaskets, recycling, paper shredder and replace bags if required. Wipe containers if needed.

2.2.1.10 Spring and Fall Clean

Spring Cleaning is to begin on or about April 1 and must be completed by April 30 each year.

Fall Cleaning is to begin on or about October 15 and must be completed by November 15 each year.

Note: Housekeeping Contractor must consult with Catering Contractor to ensure that Bunkhouse Kitchen is cleaned appropriately, especially fridges, stoves, freezers, etc., and to coordinate the schedule.

- a. Strip and wax all floors requiring this care.
- b. Clean all refrigerators and freezers, inside and out. Defrost all freezers and wipe down.
- c. Sweep or vacuum and mop behind and underneath fridge and wipe down walls.
- d. Clean all ovens and stovetops, including racks, door, drip-pans, knobs, etc.
- e. Clean and condition all leather furniture using suitable products.
- f. Wax the soapstone vanity in the bathroom of the House.
- g. Clean and polish light fixtures both inside and outside buildings.
- h. Shampoo carpets and upholstery.
- i. Clean window frames and sills.
- j. Vacuum and turn mattresses.
- k. Clean walls and floors of outdoor entryways / porch / decks.
- l. Clean baseboards / walls / detail clean corners of all rooms.
- m. Clean bathrooms including ceilings, removing all hard water stains / rust etc. from bathtubs, shower stalls, sinks, toilets, urinals and faucets.
- n. Pull out furniture and clean and vacuum exposed floor and walls.
- o. Remove all cushions from couches and chairs and thoroughly vacuum cracks and crevices of furniture. Steam clean the cushions.
- p. Gather and prepare for laundering: all drapes, blankets, duvet covers, bedspreads, quilts, mattress covers, bed-skirts, pillow protectors and shower curtains. will be washed or dry cleaned off-site by laundry contractor and returned to the Palisades. Housekeeping Contractor must fully remake all the beds with bed skirts, pillows, mattress covers etc., hang drapes in their proper

locations, and re-hang shower curtains in the bathrooms.

- q. Clean lint traps of all dryers. Clean wall and floor behind the dryer. Ensure dryers are safely returned to their original positions.

2.2.1.11 Windows, Inventory, and Other Items

Spring Cleaning:

- a. Remove storm windows. They do not need to be washed at this point, but they need to be stored safely out of the weather. Set aside and report any cracked/broken windows
- b. Wash all permanent windows inside and outside.
- c. Wash and install all the screens.
- d. Perform inventory of linen supplies owned by PCA, including but not limited to towels, linens, duvets, blankets, pillows, etc., using an inventory sheet provided by PCA.
- e. Clean the Lodge, including vacuum, sweep, mop (including the basement), dusting of dead insects etc. off window sills, wipe out tubs and sinks.

Fall Cleaning:

- a. Wash all permanent windows inside and outside.
- b. Wash inside and outside of storm windows and install for winter. **Note:** Contractor must perform the Fall Cleaning of the windows before it freezes.
- c. Perform inventory of supplies owned by PCA, including but not limited to towels, linens, duvets, blankets, pillows, etc., using an inventory sheet provided by PCA.
- d. Clean the Lodge including vacuum, sweep, mop (including the basement), dusting of dead insects etc. off window sills, wipe out tubs and sinks.

2.2.1.12 As and When Required

Stayover Service: Towels, bed linens, and consumables restocked if required. Common areas / bathrooms / kitchen / dining rooms spot cleaned, floors swept / mopped / vacuumed if required, and furniture straightened. Garbage and recycling are emptied. Bed linens and towels are not changed unless required. This includes set up and cleanup of any meeting rooms and associated bathrooms that guests use including Bunkhouse as specified in 2.2.1.5; common areas set-up and take down, daily straightening, tidying as described herein.

Room Refresh: A unit can require a refresh because it has not been occupied for a long time and needs cleaning to be in a condition suitable for renting. This can entail dusting, spot cleaning, toilet cleaning, polishing of sinks and faucets, and the floors can require to be swept, mopped and vacuumed. Front entrances and porches may need to be swept and windows or light fixtures cleaned of bird / bat feces, insects and cobwebs. A room refresh may also include a change of linen.

2.2.2 SNOW REMOVAL, GROUNDS CARE AND MOUSE CONTROL

2.2.2.1 Snow Removal

The Contractor must take action including weekends and holidays.

The Contractor must provide all shovels and brooms required for the snow removal work. Parks Canada will provide the sand, sand containers and snow blower.

Snow does not have to be removed from the site, however, snow must be piled in such a way so that it does not melt and present a slipping hazard for people, or so that it melts into or onto buildings.

De-icers are not to be used at the Palisades Centre.

- a. Snow removal must occur in such a manner as to ensure safe conditions and mobility for everyone at the Palisades Centre, including youth, elderly people, people in wheelchairs and / or with mobility issues.
- b. Snow must be removed with accumulation of no more than 20 mm of fallen snow from a single storm or multiple events.
- c. All surfaces must be completely cleared of snow up to the doorways of all buildings by 7:00 am in order to ensure safe access for the site.
- d. Snow must be removed down to bare pavement, concrete, gravel or wood, depending on the base material of buildings, porches, stairs, parking areas and paths.
- e. Snow must be manually removed from building entrances, exits, emergency accesses, porches and decks using shovels and / or sweepers.
- f. All hardened paths and parking areas must be cleared using appropriate equipment for the physical environment.
- g. Sand is to be used as an abrasive.

See Appendix H: Areas for Snow Clearing for a site map.

Order of Priority for Snow Removal from Buildings:

1. Palisades Office and Saddleshop
2. Bunkhouse
3. Occupied rooms and any booked meeting spaces
4. Midden entrance

Order of Priority for Snow Removal from Pathways:

1. Den pathway and emergency exit route
2. Pathway from Barn to Bunkhouse
3. Bull Pen path to Garage

Order of Priority for Snow Removal from Parking areas:

1. Parking spots in front of occupied buildings
2. Bunkhouse, main parking lot outside gate, Garage, Bull Pen, Machine Shed, Icehouse, House

2.2.2.2 Grounds-Care and Mouse Control

See also **section 2.4.4.8 Waste**

For the safety of all persons on-site at the Palisades Centre and surrounding area. Food, garbage, kitchen organics and recycling or waste of any kind must not be inappropriately stored / left outside unattended where it may become a wildlife attractant.

- a. Litter pickup must be completed 3 x / week, however, it can be required more often if garbage, litter, food or dishes are present, full, malodourous or creating a wildlife attractant. Litter pickup is required including the parking area outside the gate and the two Learning Stations.
- b. Waste containers both inside and outside buildings (with the exception of the main garbage bin) must be emptied 3 x / week or more often if they are full or have odours. Waste must be disposed of in the main bear-proof dumpster outside the Bunkhouse.
- c. Recycling containers both inside and outside buildings must be emptied 3 x / week and all

recyclables, including cardboard, taken to the Recycling Shed and sorted appropriately.

- d. Mouse traps must be checked 3 x / week or more often as required. Dead mice must be disposed of in a timely fashion and the traps reset. Alert PCA staff of mice caught and of any signs of mouse or rodent activity (ex: feces, nest material). All mouse feces must be cleaned up in a timely fashion. Add additional traps to problem areas and readjust locations of traps as necessary depending on mouse activity.
- e. Picnic tables must be swept free and washed free of cobwebs, insect cocoons, food, bird feces and other debris.
- f. Ashtrays outside of buildings must be emptied.
- g. The tipi must be checked for garbage, debris etc. It must be swept out and mopped 2 x / month, or more often as required.

2.2.3 ADDITIONAL CONTRACTOR RESPONSIBILITIES

The Contractor must:

2.2.3.1 Guest Services

- a. Assist guests regarding any housekeeping related concerns or problems they may have
- b. If guests arrive after the office has closed (5:00 pm, Monday to Friday), lights are left on and welcome handout is left on table where guests can find it.
- c. Close and lock windows when buildings are not in use
- d. Ensure that temperature of buildings is suitable for guest occupancy
- e. Ensure that room is thoroughly clean and ready to receive guests as set out under section 2.2.1 Housekeeping
- f. Replace light-bulbs as necessary
- g. Report any damaged furniture or equipment to the Palisades Centre in a timely fashion
- h. Deliver any property left behind by guests to the Palisades office in a timely manner

2.2.3.2 Contractor's Staff / Subcontractors

Ensure each staff and/or subcontractor(s) holds a valid Reliability security clearance, issued or approved by the Parks Canada Agency Security Directorate (PCASD) prior to access of the work site as per the contract terms and conditions.

Provide 24-hours advance notice of any changes to key staff, to include but is not limited to the onsite contractor representative for Contractor. This is to ensure that any of Parks Canada property / assets or access to assets (such as keys) are accounted for and retained by the PCA Project Authority.

2.2.3.2.1 On-site Contractor Representative

At all times the Contractor must have in place an identified contractor representative and an alternate who are qualified and physically present onsite at the Palisades Centre, this representative and their alternate must be made known to the PCA Project Authority at the commencement of the Contract.

This representative is responsible for the following:

- a. Acting as a single point of contact for the PCA Project Authority.
- b. This representative is responsible to act as an on-site supervisor and as a liaison between the PCA Project Authority and all other contractor staff and/or subcontractor(s) onsite carrying out work under this contract.
- c. This representative must have the authority to receive, on behalf of the Contractor, any request,

direction or other communication from the PCA Project Authority in relation to the work being performed under the contract.

- d. The contractor representative must be experienced and trained in all aspects of the work and terms and conditions of the contract and is responsible for the training, orientation and proper performance of the contractor staff and/or subcontractor(s). This includes daily inspection of the work performed and completed.
- e. The contractor representative is responsible for orienting any new contractor staff and/or subcontractor(s) onsite carrying out work of the contract requirements and obligations, the site, facilities and any equipment (i.e. operation and maintenance of lawn mowers).
- f. The contractor must inspect and monitor the quality of the work on a daily basis to ensure satisfaction and compliance to the contract terms and conditions.
- g. The onsite contractor representative must be able to communicate in a clear, effective and efficient manner in disseminating information to ensure a high degree of quality service is maintained by the contractor throughout the duration of the contract

Communications and Availability

The contractor representative or their alternate must be accessible at all times during the Palisades Centre office hours (8:00 am – 5:00 pm MST/MDT) by telephone or and must be able to respond within one hour in the event of an emergency.

The line of communication must be as follows:

- a) **Emergency**: In the event of a janitorial emergency, the PCA Project Authority or their alternate will contact the Contractor Representative and/or their alternate.

The contractor representative must meet once each week at a mutually agreeable day and time with the PCA Project Authority.

The contractor representative or their alternate must be accessible at all times during contract operations at The Palisades Centre.

2.2.3.2.2 Support Staff and/or subcontractor(s)

- a. Provide and maintain sufficient staffing at all times to ensure no disruption or quality of service occurs.
- b. Plan and organize staff duties in advance so that the operational and maintenance needs of the Palisades Centre are met in a professional, efficient and cost-effective manner.
- c. At all times maintain the continuity of operation of the facility systems as herein specified. For that purpose, make available back-up staff for immediate replacement in the event of any type of absence of any of the regular staff.
- d. Provide a list of all their staff onsite at the Palisades Centre, their positions and a description of the responsibilities/duties designated to them at the Palisades Centre.

List to be provided to the PCA Project Authority within five business days from contract award date.

An updated list must be provided on the 1st day of each and every month thereafter for the duration of the contract.

- a. Ensure all its staff on site are familiar with and follow the emergency fire procedures.
- b. Provide and enforce the use of protective clothing and equipment for their staff and any other

items deemed necessary.

- c. Ensure all its staff performing work under this contract present themselves in a clean, tidy and well-groomed manner. Neatly clothed, wearing identifier clothing or identifier badges

2.2.3.2.3 Required Qualifications

- a. All staff must be qualified to do the task for which they are responsible
- b. All staff members must have a good command of the English or French language to ensure that they can read labels and instructions, as well as demonstrate an understanding of verbal or written instructions, otherwise, they must work only with a person that meets these criteria.

2.2.3.3 General

- a. All work must be done to meet or exceed the set standard for the industry and to satisfy the Statements of Work for all facilities.
- b. The Contractor must not incur any other costs without prior approval from the authorized PCA Project Authority.
- c. All staff on site must be familiar with and follow emergency procedures.
- d. All staff performing work under this contract must be neatly clothed and groomed, have the appropriate safety clothing and equipment, and wear identifier clothing or identifier badges.
- e. Orientate all staff to the site, facilities and equipment, including any time there is staff turnover (i.e. operation and maintenance of equipment, meeting room equipment and setup, and guest services procedures).
- f. Ensure the safety of guests on site by immediately notifying staff of risks or hazards (i.e. wildlife in area, broken furnishings or equipment, etc.).
- g. All lights must be turned off when finished performing work responsibilities in any area unless otherwise in use by authorized personnel or guests.

2.2.3.3.1 Door and Window Security

- a. All doors must be checked and locked upon entry and exit into and out of buildings.
- b. Windows must be checked and secured during the janitorial activities.

2.2.4.4 Health and Safety

- a. The Contractor must adhere to Federal, Provincial and Municipal regulations and codes concerning the equipment, materials, work habits and procedures.
- b. The Contractor must perform his work in accordance with the rules and regulations of the Canada Labour Code and the Worker's Compensation Board.
- c. All staff must be trained in Workplace Hazardous Materials Information System (WHMIS) and in the safe handling and operation of all equipment and supplies and all appropriate safety precautions. The Contractor is responsible for ensuring the training of their staff in the WHMIS Program.
- d. The Contractor must store, dispense and use all solutions, solvents, and other products in accordance with the WHMIS Program. All such products must be securely stored and out of public reach.
- e. The Contractor must dispose of all containers, solutions, etc. in accordance with applicable rules and regulations of the Province of Alberta.
- f. All costs must be borne by the Contractor.
- g. The Contractor must provide and assure the use of protective clothing and equipment for their staff including hard hats, protective shoes or boots, goggles, gloves and any other items deemed

necessary, to be worn in the areas where applicable.

- h. The Contractor must perform their work so as not to jeopardize the health and safety of the public.
- i. The Contractor must provide and use the appropriate "Caution" signage and ropes as necessary to protect the public from hazardous conditions (i.e.: wet floors).
- j. Must provide copy of up to date Safety Data Sheets for all solutions, solvents and other products used onsite to PCA staff.

2.4.4.5 Equipment and Supplies

- a. All equipment required to do the prescribed work must be of the type suited for the size of the facility and must at all times be in good and safe operating condition.
- b. Mouse control must NOT employ poison bait stations, glue traps, live traps or ultrasonic traps. The Contractor must supply electronic traps or snap traps to control mice. Traps selected must be effective. Whenever practicable, mouse traps should not be placed in guest areas.
- c. All equipment and supplies must be supplied and maintained by the Contractor with the exception of the sand cans used to store sand for snow removal operations.
- d. Supplies and solutions used to perform the work required must be:
 - in efficient working order
 - Appropriate for task
 - Environmentally-friendly
 - Non-aerosol
- e. The PCA Project Authority may at any time request that a product be changed or it may be mutually decided upon that the product intended is not doing the job and, therefore, must be changed.

2.4.4.6 Storage

- a. PCA will provide a central storage space for a small stock of janitorial daily supplies and equipment.
- b. Bulk supplies and any large equipment owned by the Contractor but not used on a frequent basis must be stored by the Contractor at an off-site storage at their own cost.
- c. Storage of materials must be in accordance with the WHMIS guidelines.

2.4.4.7 Consumable Supplies and Environmental Best Practices

The Palisades Centre is dedicated to reducing the use of single-use plastic waste, food waste and unnecessary packaging through the duration of this contract.

The Contractor must:

- a. Purchase and supply all consumables.
- b. Supplies and solutions used to perform the work must be environmentally friendly where appropriate, and packaging must be minimal when purchasing materials and supplies. Unbleached products are also required when available
- c. Consumable supplies must be purchased in bulk by the Contractor and must, as much as possible, be recycled product (i.e. mid or higher grade paper towels, 2-ply (or equivalent) toilet paper, garbage bags, soaps, deodorizers, fragrance fresheners, urinal blocks if applicable, etc.).
- d. A small supply can be stored in the on-site storage spaces. The bulk of supplies must be stored in
- e. the Contractor's own off-site bulk storage area.

- f. All consumables, paper towels, toilet paper, hand sanitizers, soap, urine blocks, garbage bags, etc. in all areas are to be replenished by the Contractor as and when required.
- g. Follow sustainable environmental practices for the performance of this contract. The Contractor is required to participate fully in the Palisades Centre's efforts to reduce waste and recycle.

2.4.4.8 Waste

For the safety of all persons on-site at the Palisades Centre and surrounding area. Food, garbage, kitchen organics, recycling or other waste must not be inappropriately stored / left outside unattended where it may become a wildlife attractant.

- a. Contractor must properly sort and deliver all recyclables from the facilities to the Recycling Shed at the Palisades Centre for secure storage until they are delivered to the Municipality of Jasper's recycling receptacles.
- b. Contractor must deliver all recyclables and the kitchen organics pail to the Municipality of Jasper three (3) times / week so as to ensure they do not become a health problem or wildlife attractant. If the Recycling Shed has any objectionable odours or becomes a wildlife attractant, or if the kitchen pail is full, the Contractor must deliver more often, as needed.
- c. Recycling includes:
 - Cardboard and boxboard
 - Paper and newsprint, including mixed paper, books and newspaper
 - Plastic (numbers 1, 2, 5) household bottles and containers
 - Beverage containers
 - Tin and aluminum
 - Glass
 - Batteries
- d. Kitchen organics (compost) include:
 - Fruit and vegetable peels
 - Coffee grounds and filters
 - Tea bags and leaves
 - Egg shells
 - Dairy and meat

NO animal waste or bones is to be included.

- e. The Catering Contractor is responsible for ensuring that the kitchen organics pail is kept in a clean and sanitary condition so as to meet Alberta Health Regulations. They will clean the pail when it is returned by the Housekeeping Contractor.
- f. Parks Canada regularly empties the main garbage bin outside the Bunkhouse.

3.0 PARKS CANADA'S RESPONSIBILITIES

- a. At the commencement of the contract provide an initial general orientation and training session for the Contractor, the onsite contractor representative and support staff of the Palisades Centre site, facilities and equipment (i.e. operation and maintenance of grounds keeping equipment).
- b. Provide the Contractor notice of each event requiring service at the Palisades Centre, indicating check-in date and approximate time, check-out date and approximate time, meeting rooms to be used and required set-ups, and the estimated number of people staying on site.
- c. Provide the Contractor, whenever possible, confirmation of the above notice one day (1) day prior to each event.

Note: Parks Canada will make every effort to provide precise numbers of guests, however, the Contractor will only be paid for number of guests that accommodation service is provided for.

- d. Provide enough bed linens and towels for a complete turnover of the facility.
- e. Provide grounds keeping equipment. **See Appendix I: List of Equipment and Supplies Owned / Supplied by Parks Canada**
- f. Empty the main garbage bin outside the Bunkhouse on a regular basis.
- g. Repairs, renovations and general maintenance for the Palisades Centre.
- h. Inspect and monitor the quality of the work and food on a regular basis to ensure satisfaction and compliance to the contract terms and conditions. Any non-performance will be brought to the attention On-site Contractor Representative for immediate address.

4.0 CONTRACTOR STAFF ACCOMMODATION

Parks Canada may (based upon availability) provide accommodation at no charge to staff of the Contractor while working onsite. This accommodation consists of two bedrooms, shared common area and two shared washrooms. The terms, use / availability of accommodation may be negotiated within this contract.

The Contractor must not charge its staff any rent or other monies for this accommodation.

If use of accommodation is negotiated, the Contractor is responsible to ensure this area is used only by its staff and is maintained in a tidy and sanitary condition.

The Contractor is responsible for the safekeeping of any and all items brought on the premises by its staff.

The common area and laundry facilities can be shared with Catering Contractor/staff. Bedrooms must not be shared.

Guests are not permitted on the premises without prior authorization of the PCA Project Authority.

PCA access may be required at times. Under such circumstances 24 hours' notice will be provided to the accommodation users unless the circumstance is urgent in nature, such as plumbing matters or emergency situations.

Please note: there are no garages at the Palisades Centre for vehicles.

5.0 CONSTRAINTS

5.1 Drugs and Alcohol

The contractor, their staff and any subcontractor are required to conduct themselves in an appropriate manner to ensure that the integrity, professionalism and safety of all persons and entities is maintained. The contractor, their staff and any subcontractor must behave in an appropriate manner and be able to perform their responsibilities at all times. Being under the influence of any substance impairing their ability and performance of the work under the contract is not permitted at any time.

5.1.1 Cannabis Ban

The Palisades Centre hosts many school students and youth. Therefore, the Field Unit Superintendent has issued a Restricted Activity Order for all cannabis products including growing, smoking, vaping and

Solicitation No.:
5P420-21-0169/A

Amendment No.:
00

Contracting Authority:
Ryan Taylor

Ver.07.07.21

Client Reference No.:
n/a

Title:
Housekeeping, Grounds-care and Snow Removal Services - Parks Canada Palisades
Centre Jasper National Park

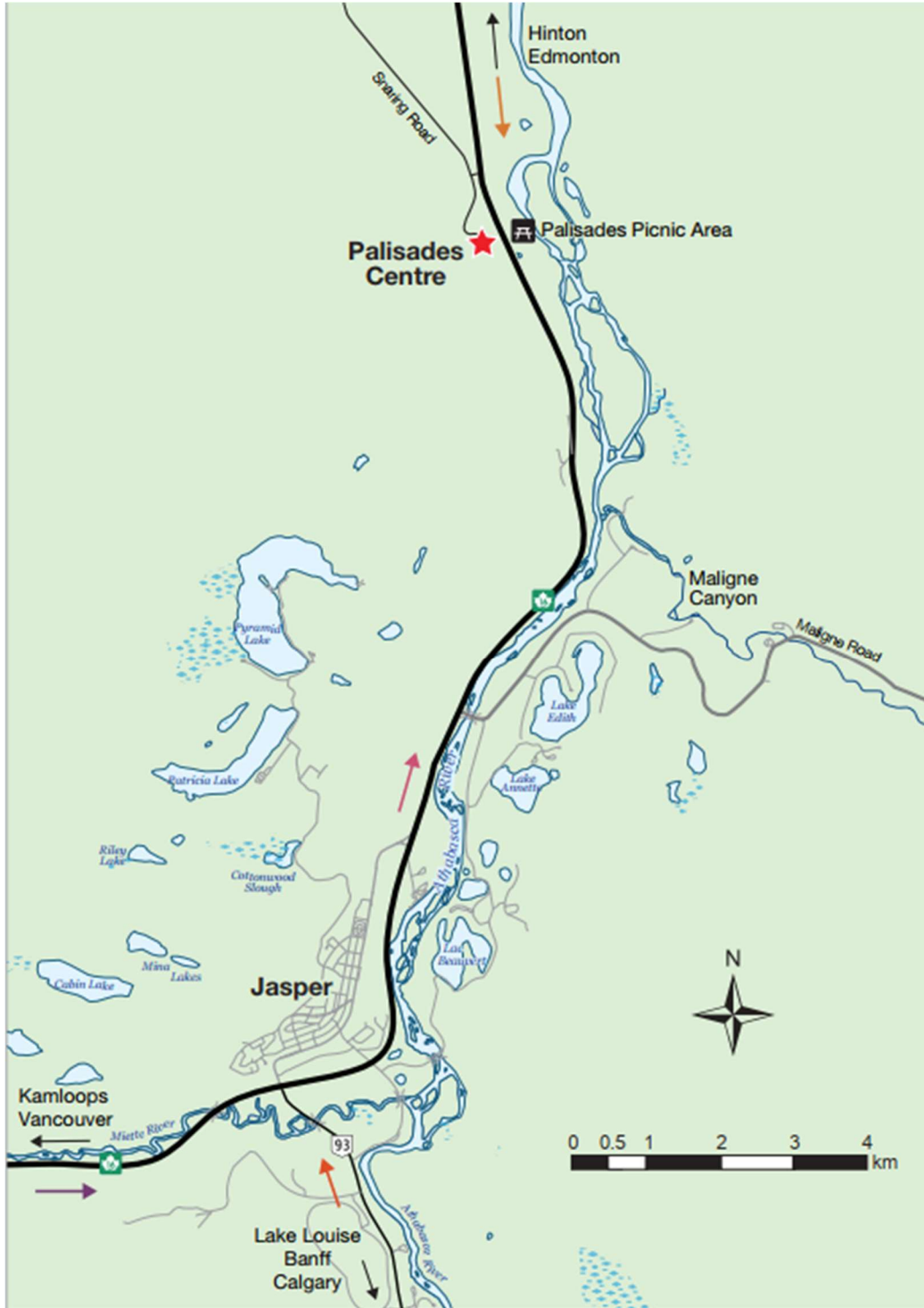
consuming edibles within the grounds of the Palisades Centre. This is an effort to protect children and limit second-hand exposure at an educational facility. The Restricted Activity Order applies to all guests, PCA staff and contractors.

List of Appendices:

- Appendix A: Location Map, Palisades Centre
- Appendix B: Site Map, Palisades Centre
- Appendix C: Building Descriptions
- Appendix D: Sample Room List
- Appendix E: Cleaning Schedule
- Appendix F: Minimum Cleaning Standards
- Appendix G: Item Details
- Appendix H: Areas for Snow Clearing
- Appendix I: List of Equipment and Supplies Owned / Supplied by Parks Canada Agency

APPENDIX A: LOCATION MAP, PALISADES CENTRE

Directions to the Palisades Centre



Solicitation No.:
5P420-21-0169/A

Amendment No.:
00

Contracting Authority:
Ryan Taylor

Ver.07.07.21

Client Reference No.:
n/a

Title:
Housekeeping, Grounds-care and Snow Removal Services - Parks Canada Palisades Centre Jasper National Park

From Lake Louise & Banff via the Icefields Parkway, Highway 93

Before entering the Town of Jasper, you will see traffic lights at the intersection with Yellowhead Highway 16. Turn right and proceed east on Highway 16. The Palisades Centre is approximately 12 km from town. As you follow Highway 16, you will see a sign for the Palisades Picnic Area on the right side of the road – please do not turn in there. Continue along the highway for another 0.5 km and turn left towards the Palisades Centre and Snaring Road. Drive under the train tracks, take the next left and follow this road for 0.5 km to the Palisades Centre.

From Vancouver or Prince George via Yellowhead Highway 16

As you approach the Town of Jasper, proceed through the traffic lights at the intersection with the Icefields Parkway, Highway 93. Please do not turn left into the Town of Jasper. Continue east on Highway 16. The Palisades Centre is approximately 12 km from town. As you follow Highway 16, you will see a sign for the Palisades Picnic Area on the right side of the road – please do not turn in there. Continue along the highway for another 0.5 km and turn left towards the Palisades Centre and Snaring Road. Drive under the train tracks, take the next left and follow this road for 0.5 km to the Palisades Centre.

From Edmonton or Hinton via Yellowhead Highway 16

From the east gate of Jasper National Park, continue west for 45 km. Turn right at the sign for the Palisades Centre and Snaring Road. Drive under the train tracks, take the next left and follow this road for 0.5 km to the Palisades Centre.

From Municipality of Jasper via Yellowhead Highway 16

Travel east from town on Yellowhead Highway 16. The Palisades Centre is approximately 12 km from town. As you follow Highway 16, you will see a sign for the Palisades Picnic Area on the right side of the road – please do not turn in there. Continue along the highway for another 0.5 km and turn left towards the Palisades Centre and Snaring Road. Drive under the train tracks, take the next left and follow this road for 0.5 km to the Palisades Centre.



APPENDIX C: BUILDING DESCRIPTIONS

Palisades Building Descriptions											
Building	Bedrooms	Beds	Bathrooms	Kitchen	Common Area / Living /Dining Room	Meeting Room	Office	Basement	Laundry/ Linen	Misc. Rooms	Notes
Den	8	28	3	1	1	1			2	1	This building has a furnace room. Kitchen has no oven.
Barn	6	21	8			1	2			4	This building houses 2 Equipment Rooms, 1 First Aid Room, and a Furnace Room.
Smithy	1	2	1	1	1						
Machine Shed #1	1	2	1		1						
Machine Shed #2	1	2	1		1						
The House	3	4	2	1	1			1			This building has a fireplace
Ice House	1	2	1	1	1			1		1	Basement has a furnace room
Bull Pen			2	1		1			1	1	This building has a furnace room
Garage			1			1			1	2	This building houses a water purification room and has a furnace room.
Bunkhouse Dining Room / Kitchen - First floor			1	1	1			1		4	Kitchen has a walk-in cooler and pantry. Basement houses a furnace room and a water softening system.
Bunkhouse - Second floor	4		2		1				1		Second floor of bunkhouse is for contractors' accommodation
Saddle Shop / Palisades Office - Main Floor and Second Floor			4				7			4	First Floor: 4 offices and 2 bathrooms Second Floor: 3 offices, 2 bathrooms, and 3 storage rooms Back Exterior Entry: Storage / furnace room
Recycle Shed										1	This building houses recycling
Midden											This building is used for storage and is not included for cleaning, but is included for mouse control.
Lodge											This building is not in use, but is included in mouse control and is cleaned during the spring and fall cleans

APPENDIX D: SAMPLE ROOM LIST

Date Range: TEMPLATE, 2021

current as of: October 20, 2021 2:25:53 PM

BUILDINGS	# of BEDS	ROOM	BED TYPES	(O) or (P) GROUP and NAME of GUESTS	ARR. Date	DEP. Date	ARR. Time	DEP. Time
BARN Max. people: 27 Total # of beds: 22 Dormitory style with bunk beds Private bathroom in each room Meeting room on 2nd floor	2	Room #12 one bathroom(left side)	Single Single					
	4	Room #14 one bathroom (left side)	Top Bunk Double Bottom Bunk Top Bunk Double Bottom Bunk					
	2	Room #15 one bathroom (left side)	Top Bunk Double Bottom Bunk					
	4	Room #19 one bathroom(right side)	Top Bunk Single Bottom Bunk Top Bunk Single Bottom Bunk					
	4	Room #18 one bathroom (right side)	Top Bunk Double Bottom Bunk Top Bunk Single Bottom Bunk					
	6	Room #17 one bathroom (right side)	Top Bunk Double Bottom Bunk Top Bunk Single Bottom Bunk Single Bed Single Bed					
HOUSE Max. people: 8 Total # of beds: 4Kitchen 2 bathrooms	1	Room #1 (Main Floor)	Queen Bed					
	2	Room #2 (2nd Floor)	Queen Bed Queen Bed					
	1	Room #3 (2nd Floor)	Double Bed					
ICE HOUSE Max. people: 4 Total # of beds: 2 Kitchen / 1 bathroom	2	one bathroom	Double Bed Queen Sofa Bed					
MACHINE SHED Max. people: 8 Total # of beds: 4 1 bathroom on each side	2	Room #1 one bathroom (right side)	Double Bed Queen Sofa Bed					
	2	Room #2 one bathroom (left side)	Double Bed Queen Sofa Bed					

Solicitation No.:
5P420-21-0169/A

Amendment No.:
00

Contracting Authority:
Ryan Taylor

Ver.07.07.21

Client Reference No.:
n/a

Title:
Housekeeping, Grounds-care and Snow Removal Services - Parks Canada Palisades Centre Jasper National Park

SMITHY Max. people: 4 Total # of beds: 2 Kitchen / 1 bathroom	2	one bathroom	Double Bed Queen Sofa Bed					
	2	Room #2C Chaperone (Left)	Single bed Double bed					
DEN Max. people 30 Total # of beds: 28 Dormitory style with bunk beds2 shared bathrooms 1 private accessible bathrooms Large common room with mini fridge & sink Wheelchair accessible	2	Room #1C Chaperone (Right)	Single bed Double bed					
	4	Room #1 (Right Front)	Top Bunk Bottom Bunk Top Bunk Bottom Bunk					
	4	Room #2 (Right Middle)	Top Bunk Bottom Bunk Top Bunk Bottom Bunk					
	4	Room #3 (Right Back)	Top Bunk Bottom BunkTop Bunk Bottom Bunk					
	4	Room #4 (Left Back)	Top Bunk Bottom Bunk Top Bunk Bottom Bunk					
	4	Room #5 (Left Middle)	Top Bunk Bottom Bunk Top Bunk Bottom Bunk					
	4	Room #6 (Left Front)	Top Bunk Bottom Bunk Top Bunk Bottom Bunk					

Meeting Room & Group Details

DATE	GROUP NAME	# OF PEOPLE	MEETING ROOM	SETUP	NOTES

APPENDIX E: CLEANING SCHEDULE

Legend

Daily	D
Weekly	W
Monthly	M
Biannually	BA
On Demand	OD
Annually	A
Year Round	YR

Items	Requirements	Frequency
Turnover Service	Begins when guests check out at 11:00 am (may begin earlier if guests have departed), completed by the time new guests check in at 3:00 pm the same day, or by 9:00 am the following day, whichever comes first	D, YR, or OD
Stayover Service	Begins when guests vacate rooms in the morning, completed by 3:00 pm	OD
Accommodation Buildings (Den, Barn, Smithy, Machine Shed #1 & #2, The House, Icehouse)	Turnover or stayover service provided as described above	D, YR or OD
Laundry, linen, furnace rooms, First Aid Room, equipment rooms, water purification room and basements, Recycle shed	Cleaning completed by the last day of every month, or OD	M, YR or OD
Bunkhouse Dining Room and associated washroom	Begins when guests vacate the space after the dinner hour (normally around 7:00 pm) and is completed by the time breakfast is served the following day, or by 8:00 am the following day, whichever comes first	D, YR, or OD
Meeting rooms (Den, Barn, Bull Pen, Garage) and associated washrooms	Begins when guests vacate the room, completed by the time it is next required to be used, or by 8:00 am the following day, whichever comes first	D, YR, or OD
Recycling and Kitchen Organics (Compost)	Delivered to the Municipality of Jasper	3 days / week, on Mondays, Wednesdays and Fridays, YR, or OD
Office Cleaning (Saddleshop Offices, Bull Pen kitchen and meeting room, Barn office, including all associated washrooms, and Garage washroom/lobby)	Takes place on weekends between 5:00 pm on Friday night, to be completed by 8:00 am Monday, on Wednesdays between 5:00 pm and 8:00 am on Thursday morning.	2 x / W YR
Spring Clean	Begins April 1, completed by May 1	A

Solicitation No.:
5P420-21-0169/A

Amendment No.:
00

Contracting Authority:
Ryan Taylor

Ver.07.07.21

Client Reference No.:
n/a

Title:
Housekeeping, Grounds-care and Snow Removal Services - Parks Canada Palisades Centre
Jasper National Park

Fall Clean	Begins Oct 15, completed by Nov 15	A
Customer Service	Provided between 7:00 am and 10:00 pm	D, YR or OD
Snow Removal:	Shovel, sand and sweep all buildings, pathways and parking areas	D or OD, within 24 hours of a snow fall event of no more than 20 mm, and by 7:00 am – including weekends and holidays, Oct 1 to May 1
Grounds Care:	Litter pickup, ashtrays emptied, waste and recycling containers emptied, picnic tables wiped down, tipi checked for garbage, etc.	3 x / week on Monday, Wednesday and Friday, YR or OD
	Tipi floor swept and mopped	2 x / month or OD, May to Oct
	Entrances and porches swept and windows or light fixtures cleaned of bird / bat feces, insects, and cobwebs	OD
	Mouse traps checked	3 x / week, YR or OD

APPENDIX F: MINIMUM CLEANING STANDARDS

The standards described below must be strictly adhered to.

All inspections made by PCA Project Authority will be rated according to these standards.

Item No.	Cleaning Terms	Quality Standards/Definitions
1.	General	<ul style="list-style-type: none"> 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) Caution signs must be placed adjacent to the affected area on all approaches. d) Furnishings moved by the contractor must be relocated to their original location.
2.	Damp Wiping	<ul style="list-style-type: none"> 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
3.	Spot Cleaning	<ul style="list-style-type: none"> a) All affected areas must be clear of stains, fingerprints, streaks, and soil. b) If spot cleaning leaves streaks, wash the entire surface. c) All over-spray from spray applicators must be wiped clean from all surfaces.
4.	Wash (Cleaning and Disinfecting)	<ul style="list-style-type: none"> a) PCA Project Authority approved, commercial disinfectant cleaner must be used. b) Manufacturer's instructions for product must be followed for best results. c) All surfaces cleaned and disinfected must be rinsed clean of residual disinfectant.
5.	Cleaning and Descaling	<ul style="list-style-type: none"> a) PCA Project authority approved, commercial disinfectant cleaner must be used. b) Manufacturer's instructions for project must be followed for best results. c) All surfaces must be cleaned of accumulated mineral deposits. d) All surfaces cleaned and disinfected must be rinsed clean of residual disinfectant.
6.	Litter Pickup	<ul style="list-style-type: none"> a) All areas cleaned of waste, litter, debris, etc. See Annex A – Statement of Work sections 2.2.2. Grounds Care and 2.4.4.8 Waste
7.	Dusting	<ul style="list-style-type: none"> 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. d) Feather dusters are not acceptable.
8.	Glass/Mirror Cleaning	<ul style="list-style-type: none"> a) All glass must be clean on both sides and free of streaks and finger marks.

		<ul style="list-style-type: none"> b) Using a suitable glass cleaner, wash and wipe dry all glazing inside and outside of windows surfaces, including storm windows, which are installed and removed in the fall and spring. c) Adjacent areas including frames, casings and ledges must be free of dust, debris, cobwebs, water spotting, splash marks and streaks. d) Identify any broken glass, or damages/defects in the operation of doors and windows to the PCA Project Authority.
9.	Polish	<ul style="list-style-type: none"> a) Using a suitable cleaning agent, spot clean the surfaces for smudges, fingerprints, spots or stains. b) Close attention must be paid to kick plates. c) Using a suitable polish agent, polish surfaces and wipe dry. d) Polish all dry surfaces of fixtures and chrome handles to a shining quality.
10.	Sweeping	<ul style="list-style-type: none"> a) All floor areas including open areas and flooring around furniture legs and into corners must be free of dirt and litter.
11.	Vacuuming	<ul style="list-style-type: none"> 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 for carpets, and an upholstery brush used for drapery unless it is being washed. Vacuums must be two motor design (one for suction, one for power head).
12.	Dry Mopping	<ul style="list-style-type: none"> a) All floor areas including open areas and flooring around furniture legs and into corners must be free of debris and dust film.
13.	Damp Mopping	<ul style="list-style-type: none"> 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.
14.	Scrubbing, Stripping and Refinishing	<ul style="list-style-type: none"> 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) Using commercially approved environmentally friendly cleaning agents and techniques, strip and finish all linoleum/marmoleum and composite flooring in

		<p>accordance with manufacturers recommended specifications.</p> <p>d) The Contractor must apply one coat of finish compatible with existing finish (wax) if applicable.</p> <p>e) 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.</p> <p>f) Identify any defects, damages or badly worn areas to the PCA Project Authority.</p>
15.	Replenish Supplies	<p>a) As required, refill supplies (i.e. toilet paper, paper towels, soap, etc.)</p> <p>b) Replenish all deodorizing devices (if applicable) to keep the area fresh smelling.</p>
16.	Waste Containers/Ashtrays/Recycling Bins	<p>a) Empty all waste containers. Plastic garbage bag liners can be re-used and replenished as needed.</p> <p>b) Waste must not accumulate for more than 24 hours and must be disposed of in the bear proof "Hide-a-bag" or larger "Haul-All" dumpsters.</p> <p>c) All standards outlined in spot cleaning, cleaning and disinfecting apply. Close attention must be paid to the waste container opening panels.</p> <p>d) Cigarette butts and other debris must be removed from the exterior ash trays and placed in a temporary "butt can" so as not to throw possible embers into the garbage can. Silica sand must be sifted to clean. Enclosed stainless steel ashtrays must be emptied on a regular basis. Using a suitable cleaning and disinfecting agent, wash the interior and exterior surfaces of both the waste container and liner.</p> <p>e) Hide-a-bag bins (exterior) to be emptied twice weekly or as needed. Bags of trash will be disposed of into the large "Haul-All" dumpsters. Any recycle items must be disposed of at the local Jasper Recycle Depot or such similar facility.</p>
17.	Washing Walls	<p>a) All standards outlined in spot cleaning, dusting, damp washing and vacuuming apply.</p> <p>b) In addition, using the proper agent (ensure that it does not deteriorate or affect the surface finishing) wash the entire vertical surface and all elements that constitute. Wash once using an agent, rinse the second time using only water and then wipe dry. Ensure the surface is free of streaks.</p> <p>c) Vacuum ceiling vents.</p>
18.	Washing Floors	<p>a) All standards outlined in "Damp Mopping" apply.</p> <p>b) In addition, surfaces must be rinsed free of cleaning solution after floors are washed.</p> <p>c) All areas must be free of dirt, stains, splashing, cleaning chemical and water accumulations as well as scuff marks.</p>

19.	Steam Clean Carpets	<ul style="list-style-type: none">a) All carpets and walk-away mats must be clean and free of accumulated dust, dirt and stains as a result of Steam Cleaning.b) Areas must be cleaned to walls and corners.c) Using commercially approved environmentally friendly cleaning agents and techniques steam clean and shampoo carpets and area mats in accordance with the manufacturers recommended specifications.d) Identify any defects, damages or badly worn areas to the PCA Project Authority.e) Provide a minimum of two weeks' notice to the PCA Project Authority of when the work will take place.
20.	Stain Removal	<ul style="list-style-type: none">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.
21.	Spray Buff	<ul style="list-style-type: none">a) Following spray buffing, all areas must present an overall appearance of cleanliness, have a bright shine throughout and be free of debris and dust.b) Spills, scuffs and stains must be removed prior to spray buffing.

APPENDIX G: ITEM DETAILS

The descriptions of the janitorial tasks to be performed are in accordance with the items being serviced and appear below.

Item No.	Item	Description
1.	Floors	Applies to all floor areas and includes stairways and stairwells.
2.	Walls, Doors and Ceilings	Applies to all vertical surfaces adjoining horizontal surfaces, such as walls complete with attached moulding, screens, including tops and moulding, interior walls, door frames, baseboards, casings, ledges and sills, pictures, fixtures on the walls, radiators, clocks, etc. These vertical and respective surfaces vary in type of finish (i.e. painted drywall, flat paint, semi-gloss or high gloss paint, finished metal or aluminums, wood surfaces, cloth finishes, brick and stucco finishes).
3.	Washroom Partitions, Accessories, Fixtures and Showers	Applies to all pre-finished toilet partitions, all wall mounted dispensing devices, washroom tiles, grab bars, etc. Fixtures include toilet stalls, urinals, sinks, wash tubs, water fountains, etc. Showers include men's and ladies showers located in the Den.
4.	Interior Glass and Mirrors	Applies to all interior glazing panels, showcase glass, cabinets, doors and mirrors. It applies to both faces of the exterior doors in entrances, lobbies, stairwells, etc.
5.	Exterior Glass	Applies to all exterior doors and windows.
6.	Brass Hardware	Applies to all interior and exterior brass hardware such as but not limited to, door/window handles, door/window hinges, latches, panic hardware, kick plates, push plates, etc.
7.	Waste Containers, Ashtrays, Hide-a-bag Bins and Recycle Bins	Applies to all interior and exterior waste containers, hide-a-bag bins, recycling bins and exterior ashtrays.
8.	Furniture	Applies to all wood, simulated wood, plastic, metal and fabric covered furniture, such as, but not limited to, couches, desks, chairs, tables, work surfaces, cabinets, beds, dressers and public seating benches.
9.	Pavement/Pathways, Porches, Picnic Tables, Learning Centres	<ul style="list-style-type: none"> • Applies to all hardened pathways at the Palisades Centre • Applies to all areas including the front and side porches/verandas, stairs from porches to ground level, and stairs to the basement, the two learning centres at the West Corral and Snaring Field and their benches. • Applies to all the picnic tables at the Palisades Centre grounds.
10.	Light Fixtures	Applies to all light fixtures.
11.	Air Vents/Heat Grills	Applies to all air vents and heating grills. They are located in a variety of places such as the ceiling, along the walls and window sills, etc.
12.	Turnover Service	Entire room must be cleaned after a guest has checked out; room must be left in a condition suitable for renting to a new guest. This includes set up and cleanup of any meeting rooms and associated bathrooms that guests use; common areas set-up and take down, daily straightening, tidying as described in ANNEX A – Statement Of Work

Solicitation No.:
5P420-21-0169/A

Amendment No.:
00

Contracting Authority:
Ryan Taylor

Ver.07.07.21

Client Reference No.:
n/a

Title:
Housekeeping, Grounds-care and Snow Removal Services - Parks Canada Palisades Centre
Jasper National Park

13.	Stayover Service	<p>The room requires less cleaning because the guest is staying another night; bathroom and spot cleaning/tidying, towels and consumables restocked. Common areas/kitchen/dining rooms spot cleaned, floors swept/mopped/vacuumed and furniture straightened. Dirty dishes, utensils, pots, pans etc. cleaned and restocked. Bed linens and towels are not changed unless required.</p> <p>This includes set up and clean up of any meeting rooms and associated bathrooms that guests use; common areas set-up and take down, daily straightening, tidying, as described in ANNEX A – Statement of Work, and set up and clean up of any dining facilities that the guests use.</p>
-----	------------------	---

APPENDIX H: AREAS FOR SNOW CLEARING

Appendix H: Areas for Snow Clearing



Areas for hand-shovelling and small paths and parking lots. Includes all buildings - entrances and exits.

Solicitation No.:
5P420-21-0169/A

Amendment No.:
00

Contracting Authority:
Ryan Taylor

Ver.07.07.21

Client Reference No.:
n/a

Title:
Housekeeping, Grounds-care and Snow Removal Services - Parks Canada Palisades
Centre Jasper National Park

**APPENDIX I: LIST OF EQUIPMENT AND SUPPLIES OWNED / SUPPLIED BY
PARKS CANADA AGENCY**

- a. Two (2) commercial washers and two (2) dryers (approximately triple-load capacity)
- b. Two sets residential washers / dryers
- c. Tablecloths for meeting rooms (approx. 40)
- d. Linens, bedding, towels, and bathmats sufficient for a complete turnover of facility
- e. Two (2) Ironing boards
- f. Two (2) Irons (residential use)
- g. One (1) Snow blower