



NATIONAL CAPITAL COMMISSION
COMMISSION DE LA CAPITALE NATIONALE

Rideau Canal Skateway

*The Installation and Removal of
Stairs and Access Ramps*

Statement of Work

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1 Purpose

The National Capital Commission (NCC) requires services necessary for the transportation, handling, installation and removal of stairs, access ramps and small support structures necessary for the operation of the Rideau Canal Skateway. The NCC is contracting out the provision of these services with the objective of obtaining high standards of service excellence.

The Work required is summarized below, but not limited to the following:

- The handling, transportation, lifting, installation and removal of the Components described in section 4 of the Statement of Work.
- To supply qualified personnel as required in order executing the Work contained herein.
- To supply equipment, vehicles, materials and specialized tools as required by the tasks described herein.
- To provide detailed Predictive Maintenance reports as per section 5 of the Statement of Work.
- To provide Predictive, Preventive and Reactive Maintenance services as requested and approved by the NCC.

1.1 Term of Contract

This Contract is for a five (5) Year Term commencing on signing of the Contract and ending on May 30th, 2027.

1.2 Contract Boundaries

The Contractor shall provide all services within the geographic boundaries as summarized on the maps presented in Appendix 1 (GIS Maps). Although not included on the maps, it is understood that the NCC warehouse at Woodroffe is within the boundaries of this Contract.

2 Context

2.1 National Capital Commission

The National Capital Commission (NCC) is a Crown Corporation of the Government of Canada responsible for the planning, development, preservation, safeguarding and promotion of Canada's Capital.

2.2 Rideau Canal Skateway

The pride of Canada's Capital Region is the Rideau Canal, which stretches 202 kilometres from Ottawa to Kingston. It was designated as a World Heritage Site by UNESCO (United Nations Educational, Scientific and Cultural Organization) in June 2007. Each winter a portion of this historic waterway is transformed into the world's largest skating rink. Crowds of skaters and outdoor enthusiasts from all over Canada and the world, enjoy the 7.8-kilometre ice surface that winds through the heart of Ottawa. In 2005, Guinness World Records confirmed that the Rideau Canal Skateway (RCS) was indeed the "Largest Naturally Frozen Ice Rink in the World" with 165,621 square meters of skating surface.

The skating season may start in early January, weather permitting and when the ice thickness standards have been reached. The NCC Ice Safety Committee experts assess the ice thickness before the official opening of the RCS can be announced. This Committee continuously monitors ice conditions throughout the skating season and during special events.

3 Definitions and Typical Requirements

This section contains the definitions and typical requirements of this Statement of Work.

3.1 Definitions

In this Contract, the following words, when presented with the first letter in upper case shall have the corresponding meaning:

“Act” means the National Capital Act, R.S.C. 1985, c. N-4 as amended and the regulations enacted thereunder.

“Applicable Laws” means, at any time, with respect to any Person, property, transaction or event, all then applicable laws, by-laws, statutes, regulations, treaties, judgements, decrees and (whether or not they have the force of law) all then applicable official directives, rules, consents, approvals, authorizations, guidelines, orders and policies of any governmental authorities or Persons having authority over any of such Person, property, transaction or event and includes all Environmental Laws.

“Business Day” means Monday to Friday inclusive, except statutory holidays in the Province of Ontario. This definition applies to contract management, but is not applicable to the Work to be performed by the Contractor pursuant to this Contract.

“Business Hours” means the hours between 8 a.m. and 5 p.m. on any Business Day. This definition applies to contract management, but is not applicable to the Work to be performed by the Contractor pursuant to this Contract.

“CBD” means Colonel By Drive.

“Chalet(s)” means a building that is temporarily installed on the RCS to provide washroom and shelter facilities for skaters on the RCS.

“Component” means a constituent part of a System or a whole, which may or may not be part of an asset. Notwithstanding the aforementioned, a Component may also function on its own, independent of the System(s) in which it is a Component.

“Condition based monitoring” or **“CBM”** means observing and reporting (Monitoring, testing, etc.) the state of a System and its Components in order to determine when/if Maintenance is actually necessary.

“Contract Management Officer” or **“CMO”** means an NCC employee or delegate whose function is to monitor the Contract on behalf of the NCC.

“Contractor” means the proponent.

“Emergency Communication Services” means the NCC 24-hour Emergency Communication Service (24 HECS) available 365 days/year at 613-239-5353.

“Employees of the Contractor”, “Contractor’s Employees”, “Personnel of the Contractor” and **“Contractor’s Personnel”**, whether in upper or lower case, all mean any person employed by the Contractor and include dependent contractors and any subcontractors of the Contractor as well as their employees.

“Environmental Guidelines” means:

all federal, provincial, regional or municipal statutes and regulations with respect to environmental or occupational health and safety matters as they may be amended or replaced from time to time;

the jurisprudence with respect to environmental law and health and safety law; and

all environmental assessment procedures, rules, ordinances, policies (including, but not limited to, the NCC Environmental Protection Policies Statements set out in Appendix 6), guidelines, orders, approvals, notices, permits, judgements, directives, licences, decisions and requirements, with or without force of law, as they may be amended or replaced from time to time.

“Fixed Fee” means the dollar amount per annum payable by the NCC to the Contractor for each Year of the Term of the Contract.

“Freeboard” means the distance from the ice surface to the water level. Freeboard is created because when ice freezes it expands and leaves 10% of its mass above the water level.

“GIS” means the Geographic Information Systems.

“Ice Safety Committee” (ISC) means a group of NCC employees that provide their expertise in monitoring the ice thickness and Freeboard thus making recommendations as to opening and closing of the Rideau Canal Skateway or sections of it as well as special events that take place on the RCS.

“Maintenance” means any action taken to keep an asset, a System and/or its Components, in a state where it may be safely utilized for its designed or designated purpose. Notwithstanding the generality of the aforementioned, Maintenance also includes:

“Predictive Maintenance” means the application of CBM (see definition) or testing (including Unaided Testing) of assets for the purpose of early detection and elimination of equipment defects that could lead to unplanned downtime or unnecessary expenditures. Generally speaking, this type of Maintenance is conducted while the equipment is in normal operation, with little or no process interruption. The purpose of this type of Maintenance is to determine the condition of in-service equipment in order to predict when Maintenance should be performed.

“Preventive Maintenance” means all systematic, predetermined Work performed to a schedule with the aim of preventing the wear and tear or sudden failure of assets or Components. This type of Maintenance is proactive and usually involves the planned replacement of parts or Components based on specifications provided by the manufacturer and/or the NCC and/or as specified in this Contract. For the purposes of this Contract, Preventive Maintenance shall include without limitation such activities as pre-season start-up procedures, regular inspections, Monitoring, etc.

“Reactive Maintenance” means Maintenance required after an event, malfunction or failure. This type of Maintenance is usually triggered by unforeseen events and/or equipment failure and requires immediate response and action from the Contractor as defined in this Contract.

“Monitor” or “Monitoring” means the systematic gathering of information and data through observation, Unaided Testing, Condition Based Monitoring or testing on a regular or scheduled basis in order to regulate, control and ensure the functionality of Component(s) and/or System(s). Monitoring can be Predictive and/or Preventive in nature. See Maintenance.

“NAC” means the National Art Centre

“National Capital Region” (NCR) has the meaning ascribed thereto in the Act.

“NCC” means the National Capital Commission and its successors and assigns.

“NCC Records” means any records in the custody of the NCC in existence on the commencement date of the Term, pertaining to the Subject Matter and all information, data and records prepared by the Contractor during the Term in relation to the Subject Matter and all reports of same including any correspondence, memorandum, book, plan, map, drawing, diagram, pictorial or graphic work, photograph, film, microfilm, sound recording, videotape, digitally recorded data, and any other documentary material, regardless of physical form or characteristics.

“Off-peak” (hours) designate times when traffic and recreational pathway users are least likely to be disrupted by RCS operations and Contractor activities. “Peak” hours are weekdays from 0700 to 0930 and from 1530 to 1800. Off-peak periods also include weekends and holidays.

“Person” means any individual, corporation, partnership, trust, other legal entity, other incorporated association or a government or political body.

“QED” means Queen Elizabeth Drive

“RCS” means the Rideau Canal Skateway.

“Subject Matter” means the Rideau Canal, lands, buildings, fixed and portable assets and all duties and/or services related thereto, to be performed pursuant to the Contract.

“Successful Contractor” means the Contractor, if any, to whom the NCC has awarded the Contract.

“**System**” means a set of interacting and/or inter-dependent Components forming an integrated whole.

“**Term**” means the period commencing upon the signing of this contract and terminating as per 1.2.1.

“**Unaided Testing**” or “**Unaided Inspection**” refers to methods of testing or inspection that involve the senses of sight, smell, sound and touch. Instruments that are used as part of Unaided Inspections generally augment the Contractors senses, as previously listed.

“**Winterlude**” means a winter festival held over a period of three weekends (Fridays, Saturdays and Sundays) usually beginning on the first Friday of February.

“**Woodroffe**” means the NCC warehouse facility located at the Greenbelt Research Farm, 1740 Woodroffe Avenue in Ottawa.

“**Work**” means the whole of the goods, services, materials, equipment, matters and things required to be done, or performed by the Contractor with respect to the Subject Matter in accordance with the terms of this Contract.

“**Year**” means for the first term, the period following the signature of the Contract and terminating on May 30th.

3.2 Governing Laws and Forum

This Agreement shall be governed by, construed and interpreted in accordance with the Applicable laws in force in the province of Ontario. Any dispute arising out of this Agreement shall be subject to the exclusive jurisdiction of the courts of the province of Ontario (Canada).

3.3 Currency

Except where expressly provided to the contrary herein, all monetary amounts in this Contract are stated and shall be paid in Canadian dollars.

3.4 Contractor’s Obligations

The Contractor agrees to use best practices, in compliance with the Terms and Conditions of this Contract and with any laws in effect during the Term. The Contractor agrees to take, or have taken, any steps required to fulfill his obligations under this Contract and to consider and comply with the terms of this Contract at all times, completely and faithfully. The scope of the Contract is established by the body of services required in each section. The Contractor will ensure that he provides the services required in each section of this Contract even though individual tasks are not specifically identified but are required to provide the services requested.

3.5 Payment Schedule

The Contractor is required to invoice the NCC for the operations conducted and approved by the NCC. The Contractor will have the right to receive payments within 30 days after the CMO has delivered a certificate indicating that the invoice is authentic and exact, that the Contractor has performed the said Work in a satisfactory manner during the mentioned period and has observed the terms of the Contract.

3.6 Identification

All personnel and company vehicles must be properly identified with its company logo. No other logo can be displayed without the written consent of the NCC. The Contractor may also need to identify the NCC as the service provider. If such is the case, the needed materials identifying the NCC as the service provider will be remitted to the Contractor for the Term.

3.7 Sponsorship, Communication and Marketing

During the skating season, the NCC reserves the right to assign certain sponsors to the activities related to the Contract. No compensation will be given to the Contractor for such sponsorship. Also, the Contractor shall not seek any sponsorship, marketing or communication agreement, in writing or otherwise, related to the Subject Matter without the prior written consent of the NCC. Furthermore, no agreement or partial agreement shall be signed before obtaining the written authorization of the NCC. All sponsorship, communication and marketing rights shall be retained solely by and with the NCC. No sponsorship or third party commercial visibility is to appear on any of the contractors assets.

3.8 Warranty

The Contractor warrants that he is competent to perform the Work required under this Contract in that he has the necessary qualifications including, without limitation any licensing or certification requirements imposed by the Applicable laws as well as the knowledge, skill and ability to perform the Work.

Any Work and/or service provided by the Contractor must be consistent with the established and generally accepted standards for supplies and services of the type covered by this Contract, in full compliance with the requirements and free from defect in material and workmanship.

3.9 Work for Others

The Contractor shall obtain prior authorization in writing from the NCC before accepting and/or commencing any work for a third party on the RCS subject to this Contract. The NCC shall verify that the work contemplated is not already included under this Contract before providing its authorization.

3.10 Security Risks

The Contractor shall ensure that none of his Employees and others for whom the Contractor is responsible and who are to perform the Contractor's obligations under this Contract, constitute a security risk and shall ensure they all complete the NCC's security screening process so that the NCC may obtain a security assessment (Reliability level) of that person before he is given access to any site included in this Contract. See more related information in the attachment entitled 'Security Requirements'.

3.11 Notice

Any notice or other communication required or permitted to be given hereunder shall be in writing and shall be given by priority post, personal delivery, or electronic mail as hereinafter provided. Any such notice or other communication, if delivered by post at any time other than during a general discontinuance of postal service due to strike, lockout or otherwise, shall be deemed to have been received on the fifth Business Day following the day on which the notice was sent, if personally delivered shall be deemed to have been received at the time it is delivered to the applicable address noted below either to the individual designated below or to an individual at such address having apparent authority to accept deliveries on behalf of the addressee, and if transmitted by electronic mail on the next Business Day following the date of transmission. Notice of change of address shall also be governed by this section. In the event of a general discontinuance of postal service due to strike, lockout or otherwise, notices or other communications shall be personally delivered or sent by e-mail and shall be deemed to have been received in accordance with this section. Notices and other communications shall be addressed as follows:

a) if to the NCC:

National Capital Commission
202-40 Elgin Street,
Ottawa, Ontario
K1P 1C7
Attention: Director, Urban Lands and Transportation

b) if to the Contractor: At the address and to the person specified in the Contractor's Tender.

The word "notice" in this paragraph shall be deemed to include any request, statement or other writing in these Terms and Conditions provided or permitted to be given by the NCC to the Contractor or by the Contractor to the NCC.

3.12 Maintenance of Office & Records

The Contractor shall keep and maintain at the head or branch office of the Contractor, full and complete information, data and records of its activities and all financial transactions related to the management and operation of the Subject Matter.

3.13 Unresolved or Recurrent Issues

In the case of any unresolved or recurrent issues, the NCC may at its own discretion record the matter on an unsatisfactory performance report (UPR). The Contractor shall respect and implement all recommendations indicated on the UPR to the full satisfaction of the NCC. For any unresolved or recurrent issues, the NCC may also wish to exercise its rights and remedies under section 4 of the statement of work.

The NCC reminds the Contractor of the importance of compliance with all of the performance standards associated with each of the required services outlined in the Contract. The Contractor may submit to the NCC a written submission containing any information that the Contractor deems appropriate that the alleged failure or default is in no way the responsibility of the Contractor or of his representatives, of his employees, or of any subcontractor whom he has hired to perform Work, in which case the NCC may rescind the penalty.

3.14 Laws, Regulations, By-Laws

All Work pursuant to this Contract shall be performed in accordance with all existing and future federal, provincial and municipal laws, regulations and by-laws. The Contractor shall be responsible for any charges imposed by such laws, regulations and by-laws, and shall be unable to recover any amounts therefore from the NCC.

Without limiting the generality of the foregoing, the Contractor shall be registered and comply with all regulations related to work place health and safety and worker's insurance.

The NCC reserves the right to terminate this Contract if the Contractor does not have all the necessary permits and licenses for the execution of the Work. The Contractor shall also ensure that all Work accomplished to meet the requirements of this Contract is in accordance with the latest of the applicable codes and standards.

3.15 Art of Trade and Certification

Furthermore, the Contractor shall respect all trade certification when required by law. Any Work to be performed by the Contractor or by a subcontractor working on behalf of the Contractor must be done in accordance with the art of the trade and must follow any and all guidelines, requirements and specifications as set out by such trade. The Contractor will operate in accordance with all federal, provincial and municipal codes and standards. Proper safety precautions must be exercised at all times, with extra precautions taken to protect the general public.

3.16 Hours of Work

All applicable municipal by-laws with respect to hours of work, including those related to noise or other issues, must be followed except in emergency situations. Work on sites must be coordinated in consideration of visitors. Work hours on sites used for the staging of special events shall be coordinated with the NCC.

3.17 Road Closures

Should the closure of a roadway be required to perform the Work, the Contractor shall be responsible for obtaining the written approval (permits) from both the City of Ottawa and the NCC before proceeding with such road closure. Approval by the NCC and the City of Ottawa shall at no time be implied nor implicit in this Contract.

3.18 Vehicles

The Contractor shall provide all vehicles required to fulfill the contractual obligations of this Contract. This includes any vehicles required for transportation purposes and/or for providing control services as requested in this Contract. The Contractor shall assume all risks inherent to the use of general or specialized vehicles. All vehicles used by the Contractor shall be kept in a clean and presentable condition, have no major exterior blemishes or structural anomalies, be exempt of rust and mechanical problems (leaks, fumes, etc.), and shall meet all provincial safety standards. The company name shall be prominently displayed on all road and off-road vehicles (including personal vehicles used on Contract related business). The NCC may refuse access to the RCS to any vehicle that, in its opinion, may pose a threat to the environment (leaks and fumes) or the safety of the public. The NCC expects the Contractor to maintain the mechanical integrity and general appearance of his fleet. To this end, the Contractor should keep and maintain a service record for each vehicle, which the NCC may ask to consult at any point during the life of the Contract

Contractor vehicles shall be parked only in designated areas. Parking and driving vehicles on turf areas, snow areas, RCS and pathways must be kept at a minimum. Use of off-road motor vehicles is to be limited at all times exclusively to carrying out the Contractor's contractual responsibilities. No vehicles may be used by the Contractor or anyone acting on his behalf for recreational purposes or any other purposes not required by this Contract.

To the extent possible the Contractor will minimize unnecessary idling of vehicles which can result in the wastage of fuel and creation of greenhouse gases (refer to municipal by-laws). When replacing fleet vehicles, the NCC encourages the Contractor to select energy efficient and environmentally responsible equipment (small pick-ups, 4-stroke motors, alternate fuels, etc.). Any repairs or maintenance of vehicles and other assets must be done off NCC property.

3.19 Assets

The Contractor shall be responsible for the assets (Systems) while they are in his possession when being handled, transported, installed, removed or maintained by his Employees or subcontractors. The Contractor shall be financially responsible for any repairs to the Systems that are required as a result of damage occurring while such assets (Components) are in the Contractor's possession. The Contractor accepts all Systems "as is" unless he notifies the NCC that a particular asset is in need of Maintenance **and** the NCC acknowledges that fact.

The Contractor shall follow all of the NCC's asset guidelines and procedures when he/she is required to pick-up assets and material stored at the NCC's main storage facilities (Woodroffe or Bayview).

3.20 Communications and Monitoring

The Contractor must identify a supervisor and/or team leader who shall be equipped with a cellular phone and be available to take all calls from the NCC during Business Hours and any time when Work is taking place.

The Contractor will allow the NCC, its officers and agents, to inspect and monitor the Work being performed at all times.

3.21 Contract Management Officer (CMO)

The NCC shall provide a Contract Management Officer (CMO) for this Contract who shall be the Contractor's principal contact at the NCC. The CMO shall make random inspections to ensure that all Contractual obligations are met. The CMO shall inform the Contractor of his/her observations. A formal evaluation shall be conducted twice yearly by the NCC. The purpose of the evaluation is to identify areas of improvement.

3.22 Change of Dates

The NCC may, at its sole discretion, change deadlines for any operational requirements which are contained in this Contract. The NCC shall notify the Contractor in advance of any changes of deadlines. The Contractor shall modify his/her work plan accordingly and then provide all operational services (the Work) respecting the revised deadlines as determined by the NCC.

3.23 Public Safety

The Contractor shall take all necessary precautions and/or measures to provide a safe RCS for the public. This includes ensuring that all Work, activities or operations undertaken by the Contractor to fulfil the obligations of this Contract are accomplished in a manner that does not compromise public safety. Furthermore, the Contractor shall secure any area within the RCS that might (or has) become a safety hazard. Any such incident shall be reported to the NCC in a timely fashion. The Contractor must also adhere to all Occupational Health & Safety requirements. Refer to the OH&S attachment for additional information.

3.24 Damage Caused by Contractor

The Contractor shall be responsible for any damages that he/she causes to NCC property. Any damage is to be reported immediately to the NCC on an occurrence report.

3.25 Deadlines

Repairs and replacements required as a result of damage caused by the Contractor shall be completed within 48 hours of the occurrence unless otherwise approved by the NCC. If not, the NCC shall conduct the repairs or Replacements at the Contractor's expense. In cases where the safety of the public is threatened (e.g. broken assets, etc.), the Contractor shall rectify the situation immediately.

3.26 Environmental Requirements

The Contractor shall comply with all relevant federal, provincial and municipal environmental legislation. The Contractor shall also comply with the additional environmental requirements as listed in NCC Environmental Guidelines (Appendix 6). In the event of a toxic spill the Contractor will immediately call the NCC Emergency Service (available 24 hours a day) at 613-239-5353.

3.27 Media Relations

The Contractor shall not act as a spokesperson for the NCC in dealing with the media. All requests for interviews or information on NCC matters made by the media must be forwarded to the NCC. The Contractor shall not give interviews without prior written approval from the NCC. The Contractor shall not allow for interviews and/or media events not related to NCC matters to take place on the RCS within the boundaries of this Contract without prior approval from the NCC.

3.28 Site Accessibility

The Contractor must ensure that his/her staff follows all of the access guidelines printed on the vehicle access passes that will have been issued to him by the NCC.

3.29 Volunteers

The contractor will not be permitted to recruit volunteers to complete the deliverables of this Contract.

4 Operational Requirements

This section provides a detailed description of the operational requirements. Although certain inter-related tasks have been grouped together, such groupings may be arbitrary from an operational perspective. The groupings are meant to facilitate the drafting of the solicitation and not necessarily to dictate the operational sequence of tasks.

4.1 Installation and Removal of Vehicle Ramps

4.1.1 Description

There are two (2) vehicle access ramps that are to be installed and removed every season. One is located at the Concord rest area (CBD side) and one at the Fifth Ave rest area (QED side). Each ramp has 4 sections: 2 main ramps and 2 aprons. Pictures and illustrations of the ramps are provided in Appendix 10.

4.1.2 Installation

The installation takes place in mid-October, once Parks Canada has lowered water levels in the Canal. For reasons of safety and in order to minimize impacts on traffic, the ramps are installed during Off-peak hours. The leveling of these ramps may be required.

4.1.3 Removal

The removal of the ramps takes place in late April. For reasons of safety and in order to minimize impacts on traffic, the ramps are removed during Off-peak hours.

4.1.4 Contractor's Responsibilities

1. Prepare a detailed installation schedule clearly showing the sequence and timing of the installations. Once completed, the schedule must be reviewed and approved by the CMO.
2. Plan and execute the Work in a way that minimizes the impact on traffic, residents and recreational pathway users. Where dictated by safety concerns or operational requirements, traffic and pedestrians can be re-directed or detoured for short periods of time.
3. Provide the staff and all equipment necessary to secure the work site e.g. barricades, cones, stop signs, caution tape, etc.
4. If road closures are necessary as part of the operation(s), the Contractor must obtain all the necessary approvals in writing from the City of Ottawa and the NCC. Approval by the NCC and/or the City of Ottawa is neither implied nor implicit in this Contract.
5. Install and remove ramps as per the requirements of this Contract.
6. Ensure the swing gates at the top of each ramp are closed and locked and that the appropriate signage is installed on the gates.
7. Ensure the ramps are installed tight to the canal wall and level with the top of the coping of the canal wall. Each section of the ramp is to be fitted tightly to the next in order to avoid gaps.
8. Remove the ramps in reverse order of installation.
9. Ensure the Gravel pad on the canal bottom is level and spread out evenly every spring.
10. Ensure the gravel at the bottom of the Dow's Lake ramp (which is a permanent ramp and not contained in this Contract) is spread out evenly every spring. Every fall, the gravel is to be reworked to allow for a smooth vehicle access to the ice surface.
11. Perform inspections and complete Predictive Maintenance reports per the requirements of section 5 of this Contract.

4.1.5 NCC's Responsibilities

1. Provide vehicle ramps.
2. Provide all necessary signage for gate closures.
3. Provide locks.
4. Review and approve the installation schedule.

4.1.6 Typical Resources Required

1. One crane, float and pick-up trucks, lifting cables, hardware, ladders, barricades and signage for road and pathway detours.
2. The necessary staff to perform the Work.
3. Cement blocks, wood, clamps, etc.

4.2 Installation and Removal of Control Kiosks

4.2.1 Description

The NCC controls access to the ice surface and to the Bronson parking during the skating season. It does so by staffing vehicular access points during weekends and during other peak periods. In order to provide shelter for its staff, the NCC installs two (2) kiosks at two separate locations; one at the 5th Avenue ramp, one at the Dows Lake ramp.

4.2.2 Installation

Early to mid-January, or as directed by the NCC.

4.2.3 Removal

One week after the end of Winterlude (end of February), or as directed by the NCC.

4.2.4 Contractor's Responsibilities

1. Prepare a detailed installation schedule clearly showing the sequence and timing of the installations. Once completed, the schedule must be reviewed and approved by the CMO.
2. Plan and execute the Work in a way that minimizes the impact on traffic, residents and recreational pathway users. Where dictated by safety concerns or operational requirements, traffic and pedestrians can be re-directed or detoured for short periods of time.
3. Provide the staff and all equipment necessary to secure the work site e.g. barricades, cones, stop signs, caution tape, etc.
4. Transport kiosks from the Woodroffe Warehouse to the three locations designated by the NCC.
5. Position the kiosk as per NCC's specific instructions.
6. Level the kiosks and ensure door opens and closes properly.
7. Clean the inside and the outside of each kiosk on the day of the installation.
8. Perform inspections and complete Predictive Maintenance reports per the requirements of this Statement of Work.

4.2.5 NCC's Responsibilities

1. Provide the kiosks.
2. Provide direction and/or site plans to clearly indicate the location of the kiosks.

4.2.6 Typical Resources Required

1. "Tilt-n-load" float or tow chain or crane.
2. The necessary staff to perform the Work.

4.3 Installation and Removal of Information Kiosks

4.3.1 Description

During the three Winterlude weekends, the Canadian Heritage (Winterlude) provides tourist information and visitor services at two locations on the RCS. In order to offer this service and to shelter its employees, the NCC positions two (2) kiosks on the ice. The exact locations may vary from year to year and will be provided by the NCC prior to their installation. The kiosks weigh approximately one thousand eight hundred (1,800) pounds each and measure 70" x 96" x 98". The kiosks are built of aluminum and fibreglass on a metal frame.

Note: As this item is subject to Winterlude programming, the NCC reserves the right to cancel or change the description of these services as needed.

4.3.2 Installation

Early to mid-January, or as directed by the NCC.

4.3.3 Removal

Immediately after the official closing of Winterlude, or as directed by the NCC.

4.3.4 Contractor’s Responsibilities

1. Prepare a detailed installation schedule clearly showing the sequence and timing of the installations. Once completed, the schedule must be reviewed and approved by the CMO.
2. Plan and execute the Work in a way that minimizes the impact on traffic, residents and recreational pathway users. Where dictated by safety concerns or operational requirements, traffic and pedestrians can be re-directed or detoured for short periods of time.
3. Provide the staff and all equipment necessary to secure the work site e.g. barricades, cones, stop signs, caution tape, etc.
4. Transport the kiosks from the Bayview facility and deliver them to the ice surface of the RCS.
5. Carefully slide (e.g. tilt and load, flatbed, float), lift (e.g. crane) or forklift (using 6’ fork extensions) the kiosks from the transport vehicle onto the ice surface.
6. If using a crane, the roof signage must be protected by the Contractor in order to avoid any damage from the lifting straps and hardware.
7. Upon ice conditions, pull the kiosks using a 4x4 in order to position them at their final location on the ice.
8. Level the kiosks once on site.
9. Perform inspections and complete Predictive Maintenance reports per the requirements of section 5 of this Statement of Work.

4.3.5 NCC’s Responsibilities

1. Provide the kiosks.
2. Provide direction and/or site plans to clearly indicate the location of the kiosks.

4.3.6 Typical Resources Required

1. “Tilt-n-load”, flatbed, zoom boom or float.
2. Tow chains and/or cables.
3. A crane may be required.
4. The necessary staff to perform the Work

4.4 Installation and Removal of Stairs

4.4.1 Description

Stairs can be installed and removed by crews working from the ice surface, or from land by using ground-based lifting equipment (crane). There are approximately 47 stair units installed on the RCS each year. Stair units are configured as singles or doubles, depending on the access requirements of the particular location. In order to adapt to the varying heights at each location, stair units come in 10, 11, 12, 13 and 14 step units. See Appendix 1 for a detailed distribution list. Also refer to Appendix 3 for stair unit assembly details and specifications. Each stair unit rests on a gravel pad. The exact location of stairs and RCS access points may vary slightly from year to year.

The weight of a completely assembled stair unit may vary by ± 90 kg (200 lbs.). The information below is provided as an example;

Rideau Canal Skateway – Installation and Removal of Stairs and Access Ramps

A typical 12 step unit weighs 545 kg (1,200 lbs.)

Individual guardrail assemblies weigh 50kg (110 lbs.)

- a double wide, 12 step unit complete with guardrails would weigh 1,290 kg (2,840 lbs.)
- 545 kg (one 12 step unit)
- 545 kg (one 12 step unit)
- 50 kg (outside railing)
- 50 kg (inside railing)
- 50 kg (inside railing)
- 50 kg (outside railing)

4.4.2 Installation

The installation can take place anytime between mid-October and the opening of the skating season. For reasons of safety and in order to minimize impacts on traffic, the ramps are installed during Off-peak hours.

4.4.3 Removal

The removal of the stairs must be completed prior to March 31st. For reasons of safety and in order to minimize impacts on traffic, the ramps are removed during Off-peak hours.

4.4.4 Contractor's Responsibilities

1. Prepare a detailed installation schedule clearly showing the sequence and timing of the installations. Once completed, the schedule must be reviewed and approved by the CMO.
2. Plan and execute the Work in a way that minimizes the impact on traffic, residents and recreational pathway users. Where dictated by safety concerns or operational requirements, traffic and pedestrians can be re-directed or detoured for short periods of time.
3. Provide the staff and all equipment necessary to secure the work site e.g. barricades, cones, stop signs, caution tape, etc.
4. Level gravel pads as necessary.
5. Install/remove 47 stair units as per the distribution list provided by the CMO. See Appendix 1 for example of a typical distribution list.
6. Use the lifting frame(s) supplied by the NCC to perform the Work. The Contractor to lift the stair unit as one piece with the railings attached.
7. Ensure all stairs are installed so that there is 2" to 3" of space between the ice-level waterline and the bottom of the lower landing frame, by carefully adjusting the removable legs provided (treads may not necessarily be exactly level: $\pm 2^\circ$).
8. Removable, height-adjustable, socketing legs in modular lengths (4x4 posts) for convenient stair installation and adjustment, are to be provided and painted by the contractor (provide 12"x12" plywood or concrete pads for leg to rest on where gravel is inadequate).
9. Ensure all stair units are solidly affixed to the canal wall coping, using the materials provided.
10. Install/remove the Dows Lake Pavilion handrail (1) which is located at the top of the cement steps in front of the Dows Lake Pavilion. The handrails are affixed using lag bolts which insert into existing shields in the concrete steps. Should the shields be unusable (i.e., plugged, stripped, etc.), it may be necessary for the Contractor to install new ones. If such were the case, the Contractor shall supply the staff and specialized tools to perform the Work. The NCC will supply the materials.

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11. Once a staircase is installed, ensure it cannot be accessed by the public, by using the signage and materials provided by the NCC (e.g., metal swing gate, lock and chain, wooden barricade, etc.).
12. Once a staircase has been removed, ensure the canal railings or swing gates are properly closed and secured, using the material provided by the NCC.
13. Ensure all legs and materials used to level the stairs are removed from the canal bottom. Although most of this can be done as the staircases are being removed (prior to March 31st), some of the material may still be frozen in ice at the time of removal and therefore require the Contractor to send staff at a later date, once the ice has completely melted, usually in early to mid-April.
14. Perform inspections and complete Predictive Maintenance reports per the requirements of section 5 of this Statement of Work.

4.4.5 NCC's Responsibilities

1. Provide the stairs.
2. Provide removable legs that allow you to adjust the lower landing of the stairs
3. Provide the material required to secure the stairs to the coping of the Canal.
4. Provide the swing gates, chains, locks and barricades necessary to secure the access to the stairs once they have been installed.
5. Provide the regulator signage required at the top of each access point.

4.4.6 Typical Resources Required

1. Specialized tools as required or dictated by the Work.
2. Crane(s), float(s) and pick-up truck(s), lifting cables & chains, span sets and shackles, ladders, barricades and signage for road and pathway detours.
3. The necessary staff to perform the Work.
4. Cement blocks, wood, clamps, etc.

4.5 Installation and Removal of Universal Access Ramps

4.5.1 Description

The Rideau Canal Skateway is a universally accessible facility. Five (5) UA ramps are installed to allow mobility reduced patrons to access the ice surface and the services that are located there. See Appendix 1 for UA ramp locations. Also refer to Appendices 4, 8 and 14 for UA ramp assembly details and specifications. Each UA ramp rests on a gravel pad and concrete tiles.

The weight of individual UA ramp components can be referenced in Appendices 4 and 8 and 14.

4.5.2 Installation

The installation can take place anytime between in mid-October (after Parks Canada has lowered water levels in the Canal) and the opening of the skating season. For reasons of safety and in order to minimize impacts on traffic, the ramps are installed during Off-peak hours.

4.5.3 Removal

The base of the UA ramps is usually encased in ice. Therefore, the removal takes place once the ice has melted, generally the last Monday in April.

4.5.4 Contractor's Responsibilities

1. Prepare a detailed installation schedule clearly showing the sequence and timing of the installations. Once completed, the schedule must be reviewed and approved by the CMO.
2. Plan and execute the Work in a way that minimizes the impact on traffic, residents and recreational pathway users. Where dictated by safety concerns or operational requirements, traffic and pedestrians can be re-directed or detoured for short periods of time.
3. Provide the staff and all equipment necessary to secure the work site e.g. barricades, cones, stop signs, caution tape, etc.
4. Level gravel pads and compact as necessary.
5. Install/remove five (5) UA ramps as per the distribution list provided by the NCC. See Appendix 1 for example of a typical distribution list.
6. Install the UA ramps to CSA guidelines, which stipulate the ramp slope must be between 12:1 and 15:1 ratio.
7. Ensure each section is handled with care during the installation and removal. The use of a spreader is mandatory in order to ensure guardrails are not damaged.
8. Supply and use cement blocks, shims and/or 2x4 to level the ramps.
9. Once a ramp is installed, ensure it cannot be accessed by the public, by using the signage and materials provided by the NCC (e.g., metal swing gate, lock and chain, wooden barricade, etc.).
10. Once a ramp has been removed, ensure the canal railings or swing gates are properly closed and secured, using the material provided by the NCC.
11. Ensure all materials used to level the ramps are removed from the canal bottom.
12. Perform inspections and complete Predictive Maintenance reports per the requirements of section 5 of this Statement of Work.
13. Ensure that access to ramps is prevented with gates or barricade and ensure that appropriate signage is installed at each access points while the Skateway is closed to the public (if signage is missing, install). From the time of installation of ramps in the fall, until their removal in the spring, locks are to be present on all access gates. Gates will be locked whenever Skateway is not open. Once ramps are removed, clamps are to be installed to close all gates.

4.5.5 NCC's Responsibilities

1. Provide the UA ramps
2. Provide the bolts, washers and hardware required to assemble the ramps.
3. Provide the swing gates, chains, locks and barricades necessary to secure the access to the UA ramps once they have been installed.
4. Provide the regulator signage required at the top of each access point.

4.5.6 Typical Resources Required

1. Crane(s), float(s) and pick-up truck(s), spreader(s), lifting cables & chains, span sets and shackles, ladders, barricades and signage for road and pathway detours.
2. The necessary staff to perform the Work.
3. Cement blocks, wood, clamps, etc.

4.6 Installation and Removal of Bridge Banners.

4.6.1 Description

There are four (4) bridge banners to be installed, inspected, maintained, and removed, at two (2) separate locations; Mackenzie King Bridge and Bronson Bridge. Each bridge banner has a frame made of aluminum box truss frame, over which a PVC or scrim banner is stretched. Each frame measures 2.75 m (9') x 12.2 m (40'). Banners are affixed to specialized brackets which are permanently installed on the upstream and downstream sides of the aforementioned bridges. See Appendix 12.

Note: The NCC reserves the right to cancel the installation of these banners, as this item is subject to sponsoring. The NCC reserves the right to cancel or change the description of these services as needed.

4.6.2 Installation

The installation typically takes place in early January, two weeks prior to the opening of the RCS, or as directed by the NCC.

4.6.3 Removal

The banners are removed as soon as possible after the official closing of the RCS, or as directed by the NCC.

4.6.4 Contractor's Responsibilities

1. Prepare a detailed installation schedule clearly showing the sequence and timing of the installations. Once completed, the schedule must be reviewed and approved by the CMO.
2. Prepare a detailed road closure plan. The plan must be approved by the City of Ottawa and the NCC, no later than two (2) weeks prior to the installation/removal of the banners.
3. Plan and execute the Work in a way that minimizes the impact on traffic, residents and pedestrians. Where dictated by safety concerns or operational requirements, traffic and pedestrians are to be re-directed or detoured as required.
4. Provide the staff and all equipment necessary to secure the work site and execute the road closures e.g. barricades, cones, stop signs, caution tape, etc.
5. Prior to their transport and installation, ensure the banners are securely affixed to the aluminum frame. The Contractors will be asked to re-install or re-fasten at his cost any elements that have been compromised because the fasteners have broken or come apart.
6. Ensure that all cable ties and rope ends are cut and not visible from the front of any structures. The Contractor will ensure the cleanliness of all installations by removing any loose dirt and dust with a damp cloth and a mild soap. The contractor must pick up all debris caused by the installation/removal of the elements (i.e. cable tie ends, rope, etc.).

4.6.5 NCC's Responsibilities

1. Provide the bridge banner frames.
2. Provide the bridge banners.
3. Ensure the integrity and functionality of the bridge banner supports.

4.6.6 Typical resources required

1. Crane(s), float(s) and pick-up truck(s), lifting cables & chains, span sets and shackles, barricades and signage for road and pathway detours and closures.
2. The necessary staff to perform the Work.

4.7 Installation and Removal of Chalet’s Facility Access Ramps

4.7.1 Description

The RCS Chalets facilities are universally accessible. Each facility is fitted with a series of inter-locking platforms which, when assembled and installed, allow patron to access the facilities from the ice surface. See Appendix 1 for Chalets distribution and Appendix 15 for photos of the ramps.

4.7.2 Installation

The installation takes place during the week prior to the opening of the RCS, or as directed by the NCC.

4.7.3 Removal

The removal of the ramps occurs during the week immediately after the official closing of the RCS season or, as directed by the NCC.

4.7.4 Contractor’s Responsibilities

1. Before installation, manually and/or mechanically level the ice surface on which the ramps will rest.
2. Transport, handle and install/remove the ramps necessary at each of the NCC’s Chalets facilities.
3. Perform inspections and complete Predictive Maintenance reports per the requirements of section 5 of this Statement of work.

4.7.5 NCC’s Responsibilities

1. Provide the ramps.

4.7.6 Typical Resources Required

1. Float(s) and/or pick-up truck(s), light tractor.
2. Small tools, pry bars, etc.
3. The necessary staff to perform the Work.

4.8 Installation and Removal of 5th Avenue’s Facility Access Ramps.

4.8.1 Description

The 5th Avenue washroom facility is contained in a trailer specifically outfitted for this purpose. The access ramp and stairs for this facility are unique and not like the ramps described elsewhere in the Contract. The ramp and stairs rest on adjustable screw jacks (to level) directly on the ice surface. Please refer to Appendix 15 for photos of the ramp. The installation of this ramp requires the use of a crane and is similar in scope to the installation of the Dows and Rideau ramps.

4.8.2 Installation

The installation takes place during the week prior to the opening of the RCS, or as directed by the NCC.

4.8.3 Removal

The removal of the ramps occurs during the week immediately after the official closing of the RCS season or, as directed by the NCC.

4.8.4 Contractor's Responsibilities

1. Prepare a detailed installation schedule clearly showing the sequence and timing of the installation. Once completed, the schedule must be reviewed and approved by the CMO.
2. Plan and execute the Work in a way that minimizes the impact on traffic, residents and recreational pathway users. Where dictated by safety concerns or operational requirements, traffic and pedestrians can be re-directed or detoured for short periods of time.
3. Provide the staff and all equipment necessary to secure the work site e.g. barricades, cones, stop signs, caution tape, etc.
4. Transport the necessary Components from the Woodroffe Warehouse to the location designated by the NCC.
5. Perform inspections and complete Predictive Maintenance reports per the requirements of this Statement of Work.

4.8.5 NCC's Responsibilities

1. Provide the ramp and stair Components.

4.8.6 Typical Resources Required

1. Crane(s), float(s) and pick-up truck(s), lifting cables & chains, span sets and shackles, barricades and signage for road and pathway detours and closures.
2. The necessary staff to perform the Work.

4.9 Installation and Removal First Aid trailer access Ramps and Storage Box.

4.9.1 Description

The platforms rest on adjustable screw jacks (to level) directly on the ice surface. The storage box measures 140 cm x 305 cm x 190 cm and weighs approximately 680 kg (1,500 lbs).

4.9.2 Installation

The installation takes place in early November, or as directed by the NCC.

4.9.3 Removal

The removal of the ramps occurs in April, once the ice has thawed sufficiently to allow their removal, or as directed by the NCC.

4.9.4 Contractor's Responsibilities

1. Transport, handle and install/remove two (2) ramps, one at each of the entrances to the First Aid trailer and the storage box.
2. Perform inspections and complete Predictive Maintenance reports per the requirements of section 5 of this Statement of Work.

4.9.5 NCC's Responsibilities

1. Provide the ramps and the storage box.

4.9.6 Typical Resources Required

1. Float(s) and/or pick-up truck(s), crane.
2. Small tools, pry bars, etc.
3. The necessary staff to perform the Work.

5 Administrative and Operational Reports

The following section describes all administrative, financial and operational reporting requirements of this Contract. The Contractor must prepare and deliver the reports indicated below, on the dates specified. All reports shall be electronically mailed to the NCC on or before their respective deadline. The Contractor shall be required to make corrections or prepare a new report in cases where the initial report does not meet NCC requirements. The Contractor shall have an extension of the (10) Business Days after the deadline to provide a revised or new report satisfactory to the NCC. The following is a list and brief description of the reports that are required:

5.1 Predictive Maintenance Reports

Predictive Maintenance reports must be completed for the following Components: stairs, UA ramps, vehicle ramps and kiosks. Decisions about maintenance, decommissioning and lifecycle replacement will be made by the NCC based on the fieldwork and reports submitted by the Contractor. The reports are to be co-signed by the Contractor and the NCC. All reports are to be submitted, in English to the CMO on or before April 15th of each Contract year. The Contractor is to use Unaided Testing and Condition Based Monitoring techniques (see definitions) in order to assess the condition of the Components and their constituent parts.

Each Component is to be assessed and given a rating of 1 to 5. A rating of 1 indicates all or part of the Component needs to be replaced and a rating of 5 indicates it is like new. Pictures are to accompany the reports, where and when these are necessary or helpful. See Appendix 7.

5.2 Occurrence Report

The occurrence report (see Appendix 5) is to be submitted by the Contractor for situations that may affect the overall health and safety of staff and patrons on the RCS (e.g. injuries, accidents, etc.). Occurrence reports must be forwarded preferably by electronic mail (e-mail) to the NCC within 24 hours of the observation.

The response to an incident report will require some judgment on the part of the Contractor. When deemed significant, they will be prioritized in the following order: public safety, environmental impacts, publicly visible areas, and other sites. When in doubt the Contractor should consult with the NCC.

5.3 Unsatisfactory Performance Report

The unsatisfactory performance report is to be commented on by the Contractor each time the NCC completes one for any work included in the Contract that has not been provided or has been provided in an unsatisfactory manner.

5.4 Carbon Footprint

At the end of each season, the Contractor must provide the NCC with details of its contract-related activities that contribute to the carbon footprint of the RCS. These data include, but may not be limited to, the following: types of vehicles and total fuel consumed for activities related to the Contract.

5.5 Operational Schedules

The Contractor must prepare and submit detailed operational schedules for approval by the NCC. The schedules must contain information that clearly communicates to the NCC the sequence and timing of the services being delivered by the Contractor. The information must be presented in a format that allows its distribution internally (NCC) and externally (City of Ottawa, other NCC contractors, Ottawa Police, etc.).

6 As needed 'Reactive Services' requested by the NCC (table 2)

In table 2 of the Tender Form, the NCC intends to allocate certain estimated hours per year at the submitted rates for unforeseen additional work (reactive services) that may arise throughout the term of the contract. NCC's CMO must request and approve the hours performed for the additional work per year prior to commencing the additional work. Once the additional services are approved and performed, the Contractor may invoice (table 2 to be invoiced once a month) to Accounts Payable (payables@ncc-ccn.ca). The 'estimated quantities' used in table 2 are for bid evaluation purposes only and do not constitute a commitment by the NCC. Only quantities approved by the CMO and performed by the Contractor (and not to exceed the NCC approved quantities) will be paid.

ANNEX 1

EVALUATION CRITERIA

A bid must comply with the requirements of the bid solicitation and meet the 3 mandatory technical evaluation criteria by providing supporting documentation for each to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

#	Mandatory Technical Criteria	Compliant Yes/No	Reference to tender offer page number
MTC 1	The Bidder must have a minimum of 5 years' experience working with small-large craning operations within the last 10 years from bid closing.		
MTC 2	The Bidder must have a minimum of 5 years' experience transporting large items.		
MTC 3	The Bidder must have an equipment operator license		