



*STATEMENT OF WORK – VE Facilities Janitorial Services*

## 1 OBJECTIVES

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

Location	VE Facilities	Area
<b>Buildings</b>		
<b>Black Walnut Day Use Area:</b> 10725 Reesor Rd, Markham, ON	Public washrooms – 2	Universal - 7.5m <sup>2</sup> Barrier free – 4.8m <sup>2</sup>
<b>Black Walnut Day Use Area:</b> 10725 Reesor Rd, Markham, ON	Outdoor kitchen area <i>* Water will be shut off during winter months *</i>	9m <sup>2</sup>
<b>19th Ave Day Use Area:</b> 6994 19th Ave, Markham, ON	Public washrooms (vault toilets) - 2 <i>* There is no running water at that location *</i>	4m <sup>2</sup> x2

Detailed plans and pictures of those facilities are included in Annex-1.0 and 2.0 of this Statement of Work.

## 2 BACKGROUND:

Parks Canada Agency (PCA) manages Canada’s first national urban park – Rouge National Urban Park – in the heart of the Greater Toronto Area, Canada's largest and most diverse metropolitan region. Rouge National Urban Park (RNUP) is one of the largest and best protected urban park of its kind in the world, circumscribing about 80 square kilometers within the cities of Toronto, Markham, Pickering, and the Township of Uxbridge.

The park is comprised of a rich assemblage of natural, cultural, and agricultural landscapes with many remarkable features, including a rich biodiversity with over 1,700 species of plants and animals; some of the last remaining working farms in the Greater Toronto Area; Carolinian forests; Toronto’s only campground; one of the region’s largest marshes; unspoiled beaches; amazing hiking opportunities; and human history dating back over 10,000 years, including some of Canada's oldest known Indigenous Peoples’ sites and villages. The park is also home to a national historic event, the Toronto Carrying Place trail, an Indigenous travel route linking Lake Ontario in the south to Lake Simcoe to the north.



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### **3 SCOPE OF WORK**

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

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

#### **3.1 TASKS & FREQUENCIES - CLEANING**

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

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

- 3.1.1. The Black Walnut Washroom (10725 Reesor Road): clean completed and doors unlocked for the public by 8 am.
- 3.1.2. 19<sup>th</sup> Ave Washrooms (6994 19<sup>th</sup> Avenue): clean completed and doors unlocked for the public by 8 am.



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**Service Template**

<b>High Season (May 1-Oct 31)</b>			
<b>Tasks:</b>	<b>Black Walnut Washroom</b>	<b>Black Walnut Outdoor kitchen</b>	<b>19th Ave Washroom</b>
Open the Washroom in the morning – unlock the doors for the public	1x/day <b>8 am</b>		1x/day <b>8 am</b>
Clean and sanitize sinks, faucets, backsplash and counters	2x/day	2x/day	2x/day
Clean and sanitize toilets, urinals, sanitary dispensers, baby change tables and stall doors.	2x/day		2x/day
Spray and wipe mirrors.	2x/day		2x/day
Refill any hand soap dispensers and/or hand sanitizer stations and re-stock paper towel, toilet paper dispensers	2x/day		2x/day
Dust and clean washroom venting	1x/month		1x/month
Clean washroom tile grout	1x/month		1x/month
All indoor waste containers (garbage and recycling) emptied and the liners will be replaced.	2x/day		2x/day
Garbage, bins cleaned and washed inside and outside	1x/month		1x/month
Doors wiped, cleaned and disinfected inside and out.	2x/day		2x/day
All door handles and light switches will be wiped, cleaned and disinfected	2x/day		2x/day
All hard surfaced floors will be thoroughly swept, wet mopped and disinfected	2x/day	1x/week	2x/day
Clean and sanitize any exterior facility hard surfaces including but not limited to water filling stations, outside foot shower, sink areas, etc.	2x/day	2x/day	2x/day
Sweep out entry/access areas, remove litter	1x/day	1x/day	1x/day
Cobwebs wiped and removed (inside and outside)	1x/week	1x/week	1x/week
All surfaces wiped, cleaned and disinfected.			
All furniture wiped, cleaned and disinfected			



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Windows to be cleaned inside and out. Window ledges wiped, cleaned and disinfected	1x/month		1x/month
Walls and baseboards will be spot wiped and cleaned	1x/week		1x/week
Wall hangings, and other reachable office accessories will be wiped, cleaned and disinfected.			
Dust and clean light fixtures	2x/year		2x/year



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<b>Low Season (Nov 1-April 30)</b>	<b>Black Walnut Washroom</b>	<b>Black Walnut Outdoor kitchen</b>	<b>19th Ave Washroom</b>
<b>Tasks:</b>			
Open the Washroom in the morning – unlock the doors for the public	1x/day <b>8 am</b>		1x/day <b>8 am</b>
Clean and sanitize sinks, faucets, backsplash and counters	1x/day		1x/day
Clean and sanitize toilets, urinals, sanitary dispensers and stall doors.	1x/day		1x/day
Spray and wipe mirrors.	1x/day		1x/day
Refill any hand soap dispensers and/or hand sanitizer stations and re-stock paper towel, toilet paper dispensers	1x/day		1x/day
Dust and clean washroom venting	1x/month		1x/month
Clean washroom tile grout	1x/month		1x/month
All waste containers (garbage and recycling) will be emptied and the liners will be replaced.	1x/day		1x/day
Garbage, bins cleaned and washed inside and outside	1x/month		1x/month
Front door wiped, cleaned and disinfected inside and out.	1x/day		1x/day
All door handles and light switches will be wiped, cleaned and disinfected	1x/day		1x/day
All hard surfaced floors will be thoroughly swept, wet mopped and disinfected	1x/day		1x/day
Cobwebs wiped and removed (inside)	1x/week		1x/week
Windows to be cleaned inside and out. Window ledges wiped, cleaned and disinfected	1x/month		1x/month
Walls and baseboards will be spot wiped and cleaned	1x/month		1x/month



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

<b>1x /day (daily) :</b>	To be completed and doors unlocked by 8am
<b>2x / day (twice daily) :</b>	To be completed morning (before 8 am) and afternoon (between 1:00 pm and 3:30 pm)
<b>1x/week (weekly) :</b>	To be completed on Mondays
<b>1x/month (monthly) :</b>	To be completed the first week of each month
<b>2x/year (twice annually) :</b>	To be completed in April and in October

## 4 LOGISTICS

### 4.1 WORK PLAN

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

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

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

### 4.2 LOG BOOK & INSPECTIONS

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

The Contractor will conduct inspections of a selection of facilities with the PCA Project Authority or their delegate at the request of PCA.



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

The Contractor must take corrective action of any deficiencies in the service of this Contract within one (1) hour of notification.

### 4.3 SUPPLIES, EQUIPMENT & STORAGE

#### 4.3.1 Supplies

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

Supplies	Model / Pictures	Specifications
Toilet paper	19th Ave & Black Walnut: Frost Jumbo roll double 9inch dispenser	2-ply White Made with 100% recycled fiber Biodegradable FSC and Eco Logo certified Scent-free
Paper towels	Black Walnut – air dryer and automated dispenser (8" width roll)  19th Ave: Tri-Fold dispenser	Made with 100% recycled fiber 1-ply FSC and Eco Logo certified
Sanitary Napkin Receptacles Liners	Black Walnut & 19th Ave: dispensers at each location	Natural, waxed paper bags
Garbage bags/liners	Black Walnut: Garbage cans are 9.5"x 14"x19"  19th Ave: Garbage cans are 8"x15"x19"	1.2 mil minimum Eco-friendly, made of 80% recycled resins. Scent-free
Liquid hand soap	Liquid dispensers	Lotion type soap Ecologo certified Clear – no dye Scent-free
Hand Sanitizer	Automated hand sanitizer stations	Gel type sanitizer "C" cell batteries



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### 4.3.2 Equipment

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

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

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

### 4.4 ONSITE STORAGE

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

Location	Storage Location	Square Footage
<b>Black Walnut Day Use Area:</b> 10725 Reesor Rd, Markham, ON	No storage available	N/A
<b>19th Ave Day Use Area:</b> 6994 19th Ave, Markham, ON	Storage closet behind washrooms, outside access.	Approx. 12m <sup>2</sup> ; not climate controlled

### 4.5 DAMAGES

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

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





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### 5 RESPONSIBILITIES

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#### 5.1.1 Contractor's Responsibilities

- 5.1.1.1 The Contractor will be responsible for providing janitorial services at VE facilities as per PCA's Quality Standards described in Appendix 3.0.
- 5.1.1.2 The Contractor will be responsible to open the Public Washrooms in the morning as per schedule.
- 5.1.1.3 The Contractor shall provide all labour, transportation and supervision necessary to complete the janitorial services for the Rouge National Urban Park Facilities.
- 5.1.1.4 The Contractor will supply all cleaning supplies, materials and equipment necessary for the proper performance of the janitorial service. All items belonging to the Contractor to be marked and easily identified as being their property.
- 5.1.1.5 The Contractor will submit a Work Plan at the pre-commencement meeting.
- 5.1.1.6 The Contractor will submit electronically a copy of the Log Book along with his invoice at the end of each month.
- 5.1.1.7 The Contractor's supervisor will perform periodic site inspections to ensure all tasks are completed as per contract.
- 5.1.1.8 The Contractor will participate in teleconferences or meet PCA Project Authority on site, as needed.
- 5.1.1.9 All personnel employed by the Contractor is required to wear company identification, procedurals masks and disposable gloves when entering into PCA Facilities.

#### 5.1.2 Health and Safety Contractor's Responsibilities

- 5.1.2.1 The Contractor must ensure their employees and/or subcontractors adhere to Canada Labour Code and Canada Occupational Health and Safety Regulations while performing the work.
- 5.1.2.2 The Contractor is responsible for health and safety of persons on site, safety of property on site and for protection of persons adjacent to site and environment to extent that they may be affected by conduct of Work.



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### **5.1.3 Parks Canada responsibilities**

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



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**APPENDIX 1.0 – PLANS & PICTURES: VE FACILITIES**

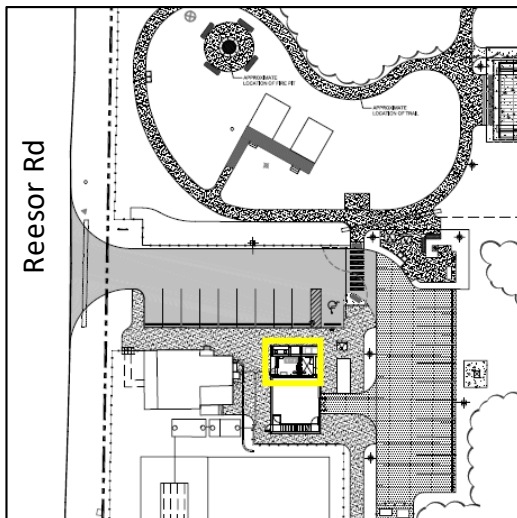
**Black Walnut Day Use Area**

Public washrooms, outdoor kitchen area

**10725 Reesor Rd, Markham, ON**

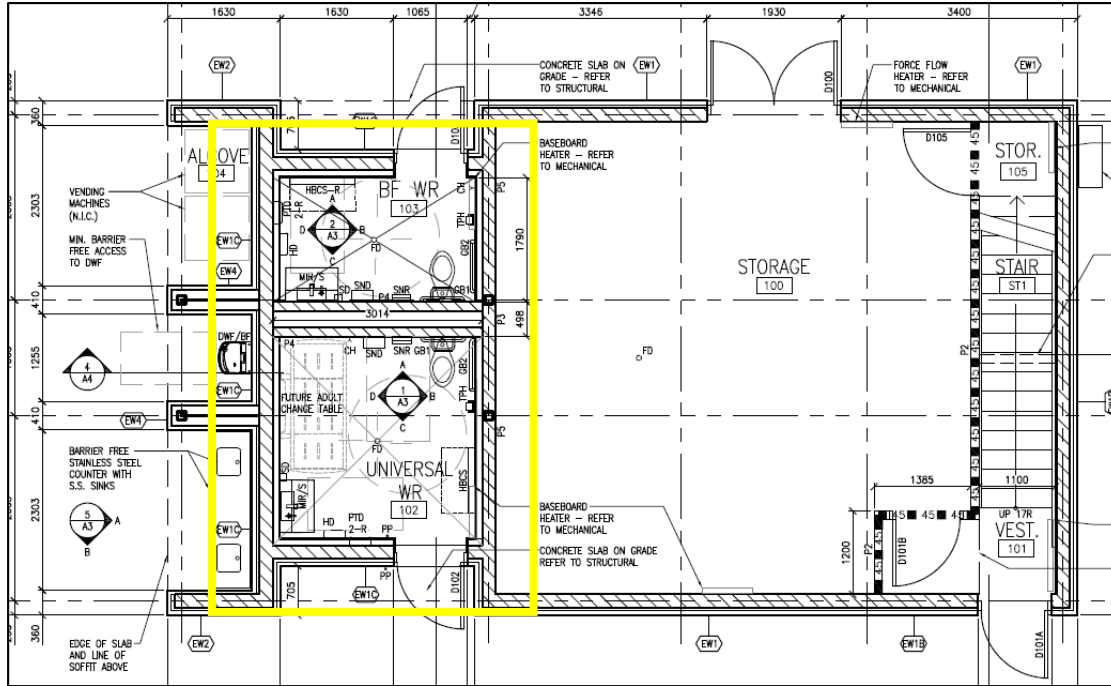
Overview:

- One universal washroom (west side) and one barrier-free washroom (east side) on lower level of new building
- Outdoor kitchen area on north side of building
- NOTE: Washrooms are open year-round, locked overnight



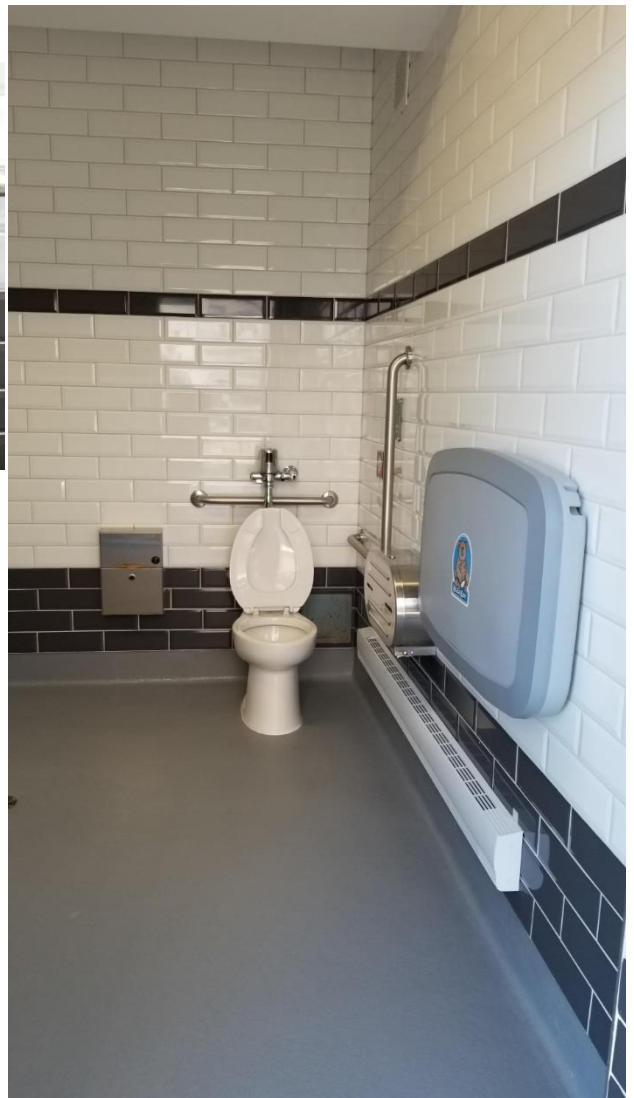


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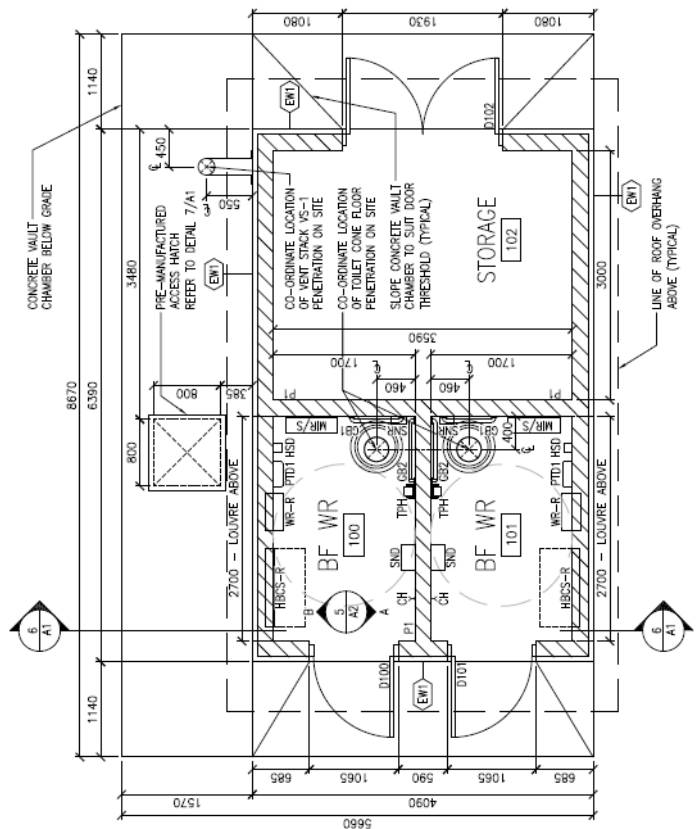
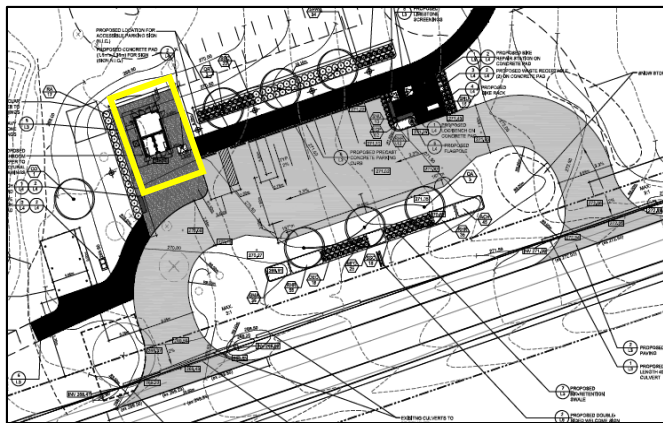


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**19<sup>th</sup> Ave Day Use Area,  
Janitorial – Public Washrooms  
6994 19<sup>th</sup> Ave, Markham, ON**

**Overview:**

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

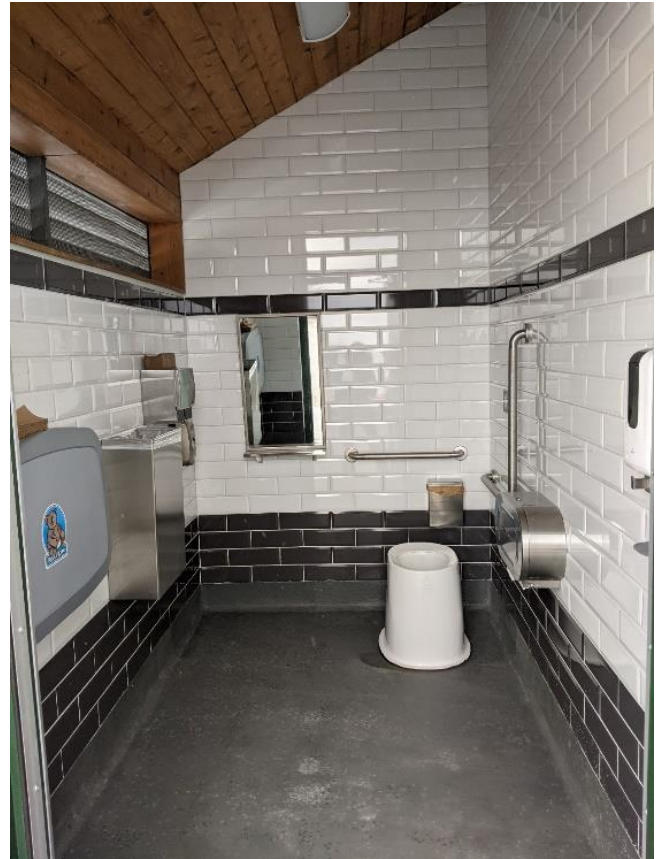




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## **6 APPENDIX 2.0**

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Parks Canada Janitorial Standards Document to be provided at pre-commencement meeting.