

NO: R053

COUNCIL DATE: April 9, 2018

REGULAR COUNCIL

TO: Mayor & Council **DATE: April 3, 2018**

FROM: General Manager, Engineering **FILE: 1218-006/00**

**SUBJECT: Award of Contract No. 1218-006-00 and Contract No. 1218-006-01
2018 City of Surrey Water Conservation Program**

RECOMMENDATION

The Engineering Department recommends that Council:

1. Award Contract No. 1218-006-00 to Dillon Consulting Limited (“Dillon”) in the amount of \$57,118.00 (including GST), for planning and managing the 2018 Water Conservation Program;
2. Award Contract No. 1218-006-01 to Dillon Consulting Limited in the amount of \$78,675.00 (including GST), for the student salary component of the 2018 Water Conservation Program; and
3. Authorize the General Manager, Engineering to execute Contract No. 1218-006-00 and Contract No. 1218-006-01.

BACKGROUND

The Engineering Department conducted the Operation Save H₂O Program between 2008 and 2014 to promote water conservation in Surrey. In 2015 and 2016, the Engineering Department, together with the Sustainability Office, provided water conservation education to elementary and high school students by qualified professionals, with over 125 classroom courses conducted each year.

The 2015 and 2016 programs did not specifically target water conservation education on Single-Family (“SF”), Multi-Family (“MF”), and Industrial, Commercial and Institutional (“ICI”) properties. A review of water consumption in the City indicates that unmetered SF properties have a very high (up to four times higher) seasonal demand compared to that of metered homes. As most MF and ICI properties water their lawns at the same time, their irrigation demand has a significant impact on the capacity of the water network. While the seasonal demand of metered SF homes has been decreasing over the last 10 years, the seasonal demand of unmetered homes has remained steady or increased slightly.

In 2017, the scope of the Water Conservation Program (the “Program”) was revised to provide water conservation information to the occupants of SF, MF, and ICI properties and attend community events including the Surrey Canada Day and the Fusion Festival in an effort to reduce both seasonal and peak water demands.

Reductions of seasonal water demand help to reduce the amount of bulk water purchased from Metro Vancouver and reductions in the peak hourly demand help to defer infrastructure upgrades.

Similar to the Salmon Habitat Restoration Program (“SHaRP”) and the Operation Save H₂O, the 2017 Program was managed by a consultant and delivered by teams of four post-secondary students. These teams visited 9,250 properties in the Crescent/Elgin, Ocean Park and Sunnyside areas and provided water conservation information on a door-to-door basis, answered questions raised by residents regarding water usage and lawn care, and offered information to assist residents in reducing their outdoor water usage.

SCOPE OF WORK

Following completion of the 2017 Program, staff completed a review of water consumption in the Crescent/Elgin, Ocean Park and Sunnyside areas and found that the 2017 summer water demand in these areas decreased by 5% from that of 2016, compared to a citywide decrease of 3%. The 2017 peak hour demand in these areas also decreased by 3% from that of 2016, while the 2017 peak hour demand citywide increased by 3%.

Following the success of the 2017 Program, it is proposed that the 2018 Program continue the delivery of water conservation information by visiting all SF, MF and ICI properties, with particular emphasis on reducing seasonal demand and attending community events in the Cloverdale area using a door-to-door campaign by four post-secondary students. It is anticipated that at least 10,000 properties will be visited.

The 2018 Program will also advise customers of the recent changes to the City’s Drinking Water Conservation Plan.

The consulting services for the 2018 Program are comprised of two parts: Contract No. 1218-006-00 for Program Management and Contract No. 1218-006-01 for the Student Component (collectively referred to as the “Contracts”).

The Program Management Contract consists of planning and developing a program that is consistent with the goals and objectives of the City; the recruitment, training and supervising of post-secondary students; technical support and office space for the students; creating and purchasing educational material; and managing the program.

The Student Component Contract consists of student organization, including any disbursements that are associated with this work.

The consultant work is expected to start in April 2018, and be completed by October 2018. The student door-to-door campaign will start in May and finish in August 2018.

TENDER RESULTS

A Request for Proposal (“RFP”) was issued via the BC Bid website by the Engineering Department in January 2018, with an expectation to hire a consultant to provide management services for the Program. One consultant submitted a proposal on or before February 20, 2018. Similar to last year, there appears to be limited interest and experience in the marketplace for a consultant for this type of assignment.

The bid, excluding taxes, from the proposal response is documented in the following tables.

Table 1: Quote Provided by Consultant Proposal in Response to RFP

Proponent	Program Management Component Bid	Student Component Bid
Dillon Consulting Limited	\$54,874.00	\$74,929.00

The bid for the Program Management Component above includes \$10,000 reserved for the creation and purchase of educational materials. This breakdown can be seen in the table below.

Table 2: A breakdown of the Quote Provided by Consultant Proposal

2018 Water Conservation Program	Quote Provided
Management Component	
Program Management and Disbursement	\$44,874.00
Educational Materials	\$10,000.00
Student Component	
Student Salaries and Disbursement	\$74,929.00
Total Program Cost	\$129,803.00

EVALUATION

The proposal was evaluated based on cost and the information provided in the proposal. Dillon showed a good understanding of the terms of reference and has extensive experience with community education programs within the City, including the City’s former Operation Save H₂O Program, the 2017 Program, and currently for SHaRP.

It is recommended that Dillon be awarded the Contracts to manage the 2018 Program given their experience with the City and similar programs in the past.

SUSTAINABILITY CONSIDERATIONS

The work of these Contracts supports the objectives of the City's Sustainability Charter 2.0. In particular this work relates to the Sustainability Charter 2.0 themes of Infrastructure and Education and Culture. Specifically it supports the following Desired Outcomes and Strategic Directions:

- All Infrastructure DO15: All water is used efficiently and per capita water use is decreasing year over year;
- All Infrastructure SD12: Continue to explore, develop and implement policies and tools to support water conservation and recovery; and
- Learning SD6: Cultivate a culture of sustainability through community education and engagement.

FUNDING

Funding for the Contracts is available in the approved 2018 Utilities Budget.

Fraser Smith, P. Eng., MBA
General Manager, Engineering

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