



REQUEST FOR QUOTATIONS

Title: File Registry – Scanning & Archiving Services

Reference No.: 1220-040-2019-003

FOR THE SUPPLY OF GOODS AND SERVICES

(General Services)

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REQUEST FOR QUOTATIONS

1. INTRODUCTION

The City of Surrey (the "City") invites contractors to provide a quotation on the form attached as Schedule B to Attachment 1 (the "Quotation") for the supply of the goods (if any) and services described in Schedule A to Attachment 1 (the "Goods and Services"). The description of the Goods and Services sets out the minimum requirements of the City. A person that submits a Quotation (the "Contractor") should prepare a Quotation that meets the minimum requirements, and may as it may choose, in addition, also include goods, services or terms that exceed the minimum requirements.

This RFQ applies to and governs the preparation of Quotations in response to the RFQ.

2. ADDRESS FOR DELIVERY

A Quotation should be labelled with the Contractor's name, RFQ title and number. A Quotation should be submitted in the form attached to this RFQ as Schedule B – Form of Quotation.

The Contractor may submit a Quotation either by email or in a hard copy, as follows:

(a) Email

If the Contractor chooses to submit by email, the Contractor should submit the Quotation electronically in a single pdf file which must be delivered to the City by email at: purchasing@surrey.ca

PDF emailed Quotations are preferred and the City will confirm receipt of emails. Note that the maximum file size the City can receive is 10Mb. If sending large email attachments, Contractors should phone [604-590-7274] to confirm receipt. A Contractor bears all risk that the City's equipment functions properly so that the City receives the Quotation.

(b) Hard Copy

If the Contractor chooses NOT to submit by email, the Contractor should submit one (1) original unbound Quotation and one (1) copy (two (2) in total) which should be delivered to the City at the office of:

Name: Richard D. Oppelt
Purchasing Manager
at the following location:

Address: Surrey City Hall
Finance Department – Purchasing Section
Reception Counter 5th Floor West
13450 – 104th Avenue
Surrey, B.C., V3T1V8, Canada

3. DATE

The City would prefer to receive Quotations on or before May 1, 2019. The City's office hours are 8:30 a.m. to 4:00 p.m., Monday to Friday, except statutory holidays.

4. INQUIRIES

All inquiries related to this RFQ should be directed in writing to the person named below (the “**City Representative**”). Information obtained from any person or source other than the City Representative may not be relied upon.

Name: Richard D. Oppelt, Purchasing Manager
E-mail: purchasing@surrey.ca
Reference: 1220-040-2019-003

5. ADDENDA

If the City determines that an amendment is required to this RFQ, the City's Representative will issue a written addendum by posting it on the BC Bid Website at www.bcbid.gov.bc.ca (the “BC Bid Website”) and the City Website at www.surrey.ca (the “City Website”) that will form a part of this RFQ. It is the responsibility of Contractor to check the BC Bid Website and the City Website for addenda. The only way this RFQ may be added to, or amended in any way, is by a formal written addendum. No other communication, whether written or oral, from any person will affect or modify the terms of this RFQ or may be relied upon by any Contractor. By delivery of a Quotation, the Contractor is deemed to have received, accepted and understood the entire RFQ, including any and all addenda.

6. NO CONTRACT

This RFQ is simply an invitation for quotations (including prices and terms) for the convenience of all parties. It is not a tender and no obligations of any kind will arise from this RFQ or the submission of Quotations. The City may negotiate changes to any terms of a Quotation, including terms in Attachment 1 and Schedules A and B and including prices, and may negotiate with one or more Contractors or may at any time invite or permit the submission of quotations (including prices and terms) from other parties who have not submitted Quotations.

7. ACCEPTANCE

A Quotation will be an offer to the City which the City may accept at any time by signing the copy of the Quotation and delivering it to the Contractor. A Quotation is not accepted by the City unless and until both the authorized signatory of the Contractor and the authorized signatory of the City have signed. Delivery of the signed Agreement by the City may be by fax or pdf e-mail or hard copy. In that event, the contract will be comprised of the documents included in the definition of Agreement in Attachment No. 1 – Quotation Agreement – Goods and Services.

8. CONTRACTOR'S EXPENSES

Contractors are solely responsible for their own expenses in preparing and submitting Quotations, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from the RFQ. The City will not be liable to any Contractor for any claims, whether for costs, expenses, losses or damages, or loss of

anticipated profits, incurred by the Contractor in preparing and submitting a Quotation, or participating in negotiations for a contract, or other activity related to or arising out of this RFQ.

9. CONTRACTOR'S QUALIFICATIONS

By submitting a Quotation, a Contractor represents that it has the expertise, qualifications, resources, and relevant experience to supply the Goods and Services.

10. CONFLICT OF INTEREST

A Contractor should disclose in its Quotation any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure.

11. SOLICITATION OF COUNCIL MEMBERS, CITY STAFF AND CITY CONSULTANTS

Contractors and their agents will not contact any member of the City Council, City staff or City consultants with respect to this RFQ, other than the contact person named in Section 4, at any time prior to the award of a contract or the cancellation of this RFQ.

12. CONFIDENTIALITY

All Quotations become the property of the City and will not be returned to the Contractor. All Quotations will be held in confidence by the City unless otherwise required by law. Contractors should be aware the City is a "public body" defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

13. SIGNATURE

The legal name of the person or firm submitting the Quotation should be inserted in the Quotation. The Quotation should be signed by a person authorized to sign on behalf of the Contractor and include the following:

- (a) If the Contractor is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Quotation should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Quotation on behalf of the corporation is submitted;
- (b) If the Contractor is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venturer should be included, and each partner or joint venturer should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture, the partnership or joint venture should provide evidence to the satisfaction of the City that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then such corporation should sign as indicated in subsection (a) above; or
- (c) If the Contractor is an individual, including a sole proprietorship, the name of the individual should be included.

ATTACHMENT 1 – DRAFT QUOTATION AGREEMENT – GOODS AND SERVICES

Reference RFQ Title: File Registry – Scanning & Archiving Services

RFQ No.: 1220-040-2019-003

THIS AGREEMENT dated for reference this _____ day of _____, 201__.

BETWEEN:

CITY OF SURREY
13450 - 104 Avenue
Surrey, B.C., Canada, V3T 1V8
(the "**City**")

AND:

(Insert Full Legal Name and Address of Contractor)

(the "**Contractor**")

WHEREAS the City wishes to engage the Contractor to provide Goods and Services and the Contractor agrees to provide Goods and Services.

THEREFORE in consideration of the payment of one (\$1.00) dollar and other good and valuable consideration paid by each of the parties to the other (the receipt and sufficiency of which is hereby acknowledged) the City and the Contractor agree as follows:

1. DEFINITIONS AND INTERPRETATION

1.1 In these General Terms and Conditions:

- (a) "Agreement" means this agreement and all schedules attached hereto;
- (b) "City" means the City of Surrey;
- (c) "Contractor" means a contractor whose Quotation has been accepted by the City and who is providing the Goods and Services under this Agreement;
- (d) "Fees" means the price set out in Schedule B to Attachment 1, for the provision of the Goods and Services, unless otherwise agreed by the parties in writing, and includes all taxes;
- (e) "Goods" means the equipment or materials (if any) as described generally in Schedule A, to Attachment 1, including anything and everything required to be done for the fulfilment and completion of this Agreement;
- (f) "Indemnitees" has the meaning described in Section 11.2;
- (g) "RFQ" means the Request for Quotations;
- (h) "Services" means the services as described generally in Schedule A, to Attachment 1 including anything and everything required to be done for the fulfilment and completion of this Agreement; and
- (i) "Term" has the meaning described in Section 3.1.

- 1.2 This Agreement may be modified only by express and specific written agreement. In the event of a conflict between the provisions of any documents listed below, then the documents shall govern and take precedence in the following order:
- (a) this Agreement;
 - (b) Addenda (if any);
 - (c) the RFQ; and
 - (d) other terms, if any, that are agreed to by the parties in writing.

- 1.3 The following attached Schedules are a part of this Agreement:

Schedule A – Specifications of Goods & Scope of Services; and
Schedule B – Quotation.

2. GOODS AND SERVICES

- 2.1 The Contractor covenants and agrees with the City to provide the Goods and Services in accordance with this Agreement. The Goods and Services provided will meet the specifications and scope set out in Schedule A, to Attachment 1, and as described in Schedule B, to Attachment 1.
- 2.2 The City may from time to time, by written notice to the Contractor, make changes in the specifications of Goods and scope of Services. The Fees will be increased or decreased by written agreement of the City and the Contractor according to the rates set out in Schedule B, to Attachment 1.
- 2.3 The Contractor will, if requested in writing by the City, provide additional goods or services. The terms of this Agreement will apply to any additional goods or services, and the fees for additional goods or services will generally correspond to the fees as described in Schedule B, to Attachment 1. The Contractor will not provide any additional goods or services in excess of the specification of Goods and scope of Services requested in writing by the City.
- 2.4 The Contractor will perform the Services with that degree of care, skill and diligence normally provided by a qualified and experienced practitioner performing services similar to the Services, and on the understanding that the City is relying on the Contractor's experience and expertise. The Contractor represents that it has the expertise, qualifications, resources, and relevant experience to supply the Goods and Services.
- 2.5 The Contractor will deliver the Goods free and clear of all liens and encumbrances in the manner and to the destination stipulated. In the event of the Contractor's failure to meet this condition, the Contractor will, on written notice from the City, forthwith return all monies paid by the City on account of the Goods and in addition the City may by written notice terminate this Agreement without liability, and in such event, in addition to the above, the Contractor will be liable for any and all expenses or losses incurred by the City resulting from such failure.

3. TERM

- 3.1 The Contractor will provide the Goods and Services for the period commencing on May 20, 2019 (START DATE) and terminating on May 19, 2020 (END DATE) (the "Term").
- 3.2 The City may at any time prior to thirty (30) days before the end of the Term, by written notice to the Contractor, extend the Term for a period of time not to exceed four (4) twelve (12) month

periods. If the City elects to extend the Term, the provisions of this Agreement will remain in force, including the Fees, except where amended in writing by the parties.

4. TIME

4.1 Time is of the essence.

5. FEES

5.1 The City will pay the Fees to the Contractor in accordance with this Agreement. Payment by the City of the Fees will be full payment for the Goods and Services and the Contractor will not be entitled to receive any additional payment from the City.

5.2 For greater certainty, costs of general management, non-technical supporting services and general overhead are deemed to be covered by the Fees and will not be subject to additional payment by the City. The Fees shall also include without limitation all costs of boxing, packing, crating, and loading and unloading the Goods at the prescribed destination.

6. PAYMENT

6.1 Subject to any contrary provisions set out in Schedule B, to Attachment 1, the Contractor will submit a **monthly** invoice to the City requesting payment of the portion of the Fees relating to the Goods and Services provided in the **previous month**. Invoices should include the Contractor's name, address and telephone number, the City's purchase order number **<📄 insert purchase order or contract reference number>**, the Contractor's invoice number, the names, charge-out rates and number of hours worked in the **previous month** of all employees of the Contractor that have performed Services during the **previous month**; the percentage of Services completed and Goods delivered at the end of the previous month; the total budget for the Goods and Services and the amount of the budget expended to the date of the invoice; taxes (if any); and grand total of the invoice.

6.2 If the City reasonably determines that any portion of an invoice is not payable, then the City will so advise the Contractor.

6.3 The City will pay the portion of an invoice which the City determines is payable within 30 days of the receipt of the Invoice, except the City may hold back from payments 10% of the amount the City determines is payable to the Contractor until such time as the Contractor provides its final report to the City.

6.4 If the Contractor offers the City a cash discount for early payment, then the City may, at the City's sole discretion, pay the portion of an Invoice which the City determines is payable at any time after receipt of the Invoice.

Invoices will be submitted by the Contractor by mail to:

Name: _____

Address: _____

6.5 Unless otherwise provided, all dollar amounts referred to in this Agreement are in lawful money of Canada.

- 6.6 If the Contractor is a non-resident of Canada and does not provide to the City a waiver of regulation letter, the City will withhold and remit to the appropriate governmental authority the greater of:
- (a) 15% of each payment due to the Contractor; or
 - (b) the amount required under applicable tax legislation.

7. USE OF WORK PRODUCT

- 7.1 The Contractor hereby sells, assigns and transfers to the City the right, title and interest required for the City to use and receive the benefit of all the reports, drawings, plans, designs, models, specifications, computer software, concepts, products, designs or processes or other such work product produced by or resulting from the Services rendered by the Contractor. This Section does not give the City the right to sell any such work product to any third party and the City may sell the work product only with the prior approval of the Contractor. The Contractor may retain copies of the work product.

8. PERSONNEL AND SUBCONTRACTORS

- 8.1 The Contractor will provide only personnel who have the qualifications, experience and capabilities to provide the Goods and perform the Services.
- 8.2 The Contractor will provide the Goods and Services using the personnel and sub-contractors as may be listed in the Quotation, and the Contractor will not remove any such listed personnel or sub-contractors from the Services without the prior written approval of the City.
- 8.3 If the City reasonably objects to the performance, qualifications, experience or suitability of any of the Contractor's personnel or sub-contractors then the Contractor will, on written request from the City, replace such personnel or sub-contractors.
- 8.4 Except as provided for in Section 8.2, the Contractor will not engage any personnel or sub-contractors, or sub-contract or assign its obligations under this Agreement, in whole or in part, without the prior written approval of the City.
- 8.5 The Contractor will preserve and protect the rights of the City with respect to any Services performed under sub-contract and incorporate the conditions of this Agreement into all sub-contracts as necessary to preserve the rights of the City under this Agreement. The Contractor will be as fully responsible to the City for acts and omissions of sub-contractors and of persons directly or indirectly employed by them as for acts and omissions of persons directly employed by the Contractor.

9. LIMITED AUTHORITY

- 9.1 The Contractor is not and this Agreement does not render the Contractor an agent or employee of the City, and without limiting the above, the Contractor does not have authority to enter into any contract or reach any agreement on behalf of the City, except for the limited purposes as may be expressly set out in this Agreement, or as necessary in order to provide the Goods and Services. The Contractor will make such lack of authority clear to all persons with whom the Contractor deals in the course of providing the Goods and Services. Every vehicle used by the Contractor in the course of providing the Goods and Services shall identify the Contractor by name and telephone number.

9.2 The Contractor is an independent contractor. This Agreement does not create the relationship of employer and employee, a partnership, or a joint venture. The City will not control or direct the details, means or process by which the Contractor performs the Services. The Contractor will determine the number of days and hours of work required to properly and completely perform the Services. The Contractor is primarily responsible for performance of the Goods and Services and may not delegate or assign any Services to any other person except as provided for in Section 8.4. The Contractor will be solely liable for the wages, fringe benefits, work schedules and work conditions of any partners, employees or sub-contractors.

10. CONFIDENTIALITY AND DISCLOSURE OF INFORMATION

10.1 Except as provided for by law or otherwise by this Agreement, the Contractor will keep strictly confidential any information supplied to, obtained by, or which comes to the knowledge of the Contractor as a result of the provision of the Goods or performance of the Services and this Agreement, and will not, without the prior express written consent of the City, publish, release, disclose or permit to be disclosed any such information to any person or corporation, either before, during or after termination of this Agreement, except as reasonably required to complete the Goods and Services.

10.2 The Contractor acknowledges that the City is subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia and agrees to any disclosure of information by the City required by law.

10.3 The Contractor agrees to return to the City all of the City's property at the completion of this Agreement, including any and all copies or originals of reports provided by the City.

11. WARRANTIES

11.1 The Contractor warrants that the Goods shall be free from defects in design, materials, workmanship and title, shall conform in all respects to the terms of this Agreement, shall be fit and suitable and perform satisfactorily for the purposes and under the conditions made known to the Contractor by the City or which were reasonably inferable. The Goods shall be at least equal to the higher of national standards or codes (such as, by way of illustration, CSA or ASTM), or standards and codes customarily applicable at the place where the City will use the Goods. The Goods shall be of the best quality, if no quality is specified. This general warranty is independent of and without prejudice to any specific warranty or service guarantee offered by the Contractor or third party manufacturer or supplier of the Goods in connection with the purpose for which the Goods were purchased. The Contractor shall assign to the City any warranty or service guarantee offered by a third party manufacturer or supplier of the Goods. Notwithstanding this assignment, if at any time up to one year from the date of delivery or installation (if applicable) the City determines the Goods or any part do not conform to these warranties, the City shall notify the Contractor within a reasonable time after such discovery, and the Contractor shall then promptly correct such nonconformity at the Contractor's expense. Goods used to correct a nonconformity shall be similarly warranted for one year from the date of installation. The Contractor's liability shall extend to all liabilities, losses, damages, claims and expenses incurred by the City caused by any breach of any of the above warranties.

11.2 The Contractor warrants and guarantees that Goods and Services delivered under this Agreement do not infringe any valid patent, copyright or trademark, foreign or domestic, owned or controlled by any other corporation, firm or person, and agrees to indemnify and save harmless the City and all of its elected and appointed officials, officers, employees, servants,

representatives and agents (collectively the "Indemnitees"), from and against any and all claims, demands, causes of action, suits, losses, damages and costs, liabilities, expenses and judgments (including all actual legal costs) by reason of any claim, action or litigation arising out of any alleged or actual infringement of any patent, copyright or trademark, foreign or domestic, relating to the Goods and Services supplied under this Agreement.

12. INSURANCE AND DAMAGES

- 12.1 The Contractor will indemnify and save harmless the Indemnitees from and against all claims, demands, causes of action, suits, losses, damages and costs, liabilities, expenses and judgments (including all actual legal costs) for damage to or destruction or loss of property, including loss of use, and injury to or death of any person or persons which any of the Indemnitees incur, suffer or are put to arising out of or in connection with any failure, breach or non-performance by the Contractor of any obligation of this Agreement, or any wrongful or negligent act or omission of the Contractor or any employee or agent of the Contractor.
- 12.2 The indemnities described in Sections 11.2, 12.1 and 18.4 will survive the termination or completion of this Agreement and, notwithstanding such termination or completion, will continue in full force and effect for the benefit of the Indemnitees.
- 12.3 The Contractor will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout this Agreement the following insurances in forms and amounts acceptable to the City from insurers licensed to conduct business in Canada:
- (a) commercial general liability insurance on an occurrence basis, in an amount not less than five million (\$5,000,000) dollars inclusive per occurrence against death, bodily injury and property damage arising directly or indirectly out of the work or operations of the Contractor, its employees and agents. The insurance will include cross liability and severability of interests such that the coverage shall apply in the same manner and to the same extent as though a separate policy had been issued to each insured. The insurance will include, but not be limited to: premises and operators liability, broad form products and completed operations, owners and contractors protective liability, blanket contractual, employees as additional insureds, broad form property damage, non-owned automobile, contingent employers liability, broad form loss of use, personal injury, and incidental medical malpractice. The City will be added as additional insured;
 - (b) automobile liability insurance on all vehicles owned, operated or licensed in the name of the Contractor in an amount not less than three million (\$3,000,000) dollars per occurrence for bodily injury, death and damage to property; and
 - (c) contractors' equipment insurance in an all risks form covering construction machinery and equipment used for the performance of the Services.
- 12.4 The Contractor will provide the City with evidence of the required insurance prior to the commencement of this Agreement. Such evidence will be in the form of a completed certificate of insurance acceptable to the City. The Contractor will, on request from the City, provide certified copies of all of the Contractor's insurance policies providing coverage relating to the Services, including without limitation any professional liability insurance policies. All required insurance will be endorsed to provide the City with thirty (30) days advance written notice of cancellation or material change restricting coverage. To the extent the City has an insurable interest, the builder's risk policy will have the City as first loss payee. The Contractor will be responsible for deductible amounts under the insurance policies. All of the Contractor's insurance policies will be primary and not require the sharing of any loss by the City or any insurer of the City.

- 12.5 The Contractor acknowledges that any requirement by the City as to the amount of coverage under any policy of insurance will not constitute a representation by the City that the amount required is adequate and the Contractor acknowledges and agrees that the Contractor is solely responsible for obtaining and maintaining policies of insurance in adequate amounts. The insurance policy coverage limits shall not be construed as relieving the Contractor from responsibility for any amounts which may exceed these limits, for which the Contractor may be legally liable.
- 12.6 The Contractor shall place and maintain, or cause any of its sub-contractors to place and maintain, such other insurance or amendments to the foregoing policies as the City may reasonably direct.
- 12.7 The Contractor hereby waives all rights of recourse against the City for loss or damage to the Contractor's property.

13. CITY RESPONSIBILITIES

- 13.1 The City will, in co-operation with the Contractor, make efforts to make available to the Contractor information, surveys, and reports which the City has in its files and records that relate to the Goods and Services. The Contractor will review any such material upon which the Contractor intends to rely and take reasonable steps to determine if that information is complete or accurate. The Contractor will assume all risks that the information is complete and accurate and the Contractor will advise the City in writing if in the Contractor's judgment the information is deficient or unreliable and undertake such new surveys and investigations as are necessary.
- 13.2 The City will in a timely manner make all decisions required under this Agreement, examine documents submitted by the Contractor and respond to all requests for approval made by the Contractor pursuant to this Agreement.
- 13.3 If the City observes or otherwise becomes aware of any fault or defect in the delivery of Goods or the provision of Services, it may notify the Contractor, but nothing in this Agreement will be interpreted as giving the City the obligation to inspect or review the Contractor's performance with regards to delivering Goods or the performance of the Services.

14. DEFICIENCIES

- 14.1 The City shall have a reasonable time to inspect and to accept the Goods and Services. The City may reject any Goods or Services not in accordance with this Agreement, whether due to damage resulting from improper packing, loading, unloading or otherwise. The City shall notify the Contractor of rejection of the Goods whereupon the Goods will be held subject to the disposition by the Contractor. Any costs or expenses incurred by the City as a result of the rejection of the Goods or Services are, immediately upon written demand by the City, payable by the Contractor, and may be set off against any payments owing by the City to the Contractor.
- 14.2 The City may hold back from payments otherwise due to the Contractor up to 150% of a reasonable estimate, as determined by the City, on account of deficient or defective Goods or Services. This holdback may be held, without interest, until replacement Goods are received or such deficiency or defect is remedied.

15. DEFAULT AND TERMINATION

- 15.1 In the event the Contractor does not deliver the Goods or perform the Services by the date specified in this Agreement, then:
- (a) the City reserves the right to terminate this Agreement, in whole or in part, and in the event of such termination no payment will be owing by the City on account of this Agreement and the Contractor will be liable for any and all expenses or loss resulting from such failure or delay and will return all monies paid by the City; or
 - (b) if the City does not terminate this Agreement for late delivery or performance, the City may deduct and setoff from any payments owing to the Contractor all additional costs the City reasonably incurs on account of the late delivery or performance.
- 15.2 The City may by written notice at any time cancel this Agreement with respect to Goods which, as of the date of cancellation, have not been shipped.
- 15.3 The City may at any time and for any reason by written notice to the Contractor terminate this Agreement before the completion of all the Goods and Services, such notice to be determined by the City at its sole discretion. Upon receipt of such notice, the Contractor will perform no further Goods and Services other than the work which is reasonably required to complete the Goods and Services. Despite any other provision of this Agreement, if the City terminates this Agreement before the completion of all the Goods and Services, the City will pay to the Contractor all amounts owing under this Agreement for Goods and Services provided by the Contractor up to and including the date of termination, plus reasonable termination costs in the amount as determined by the City in its sole discretion. Upon payment of such amounts no other or additional payment will be owed by the City to the Contractor, and, for certainty, no amount will be owing on account of lost profits relating to the portion of the Goods and Services not performed or other profit opportunities.
- 15.4 The City may terminate this Agreement for cause as follows:
- (a) If the Contractor is adjudged bankrupt, or makes a general assignment for the benefit of creditors because of its insolvency, or if a receiver is appointed because of its insolvency, the City may, without prejudice to any other right or remedy the City may have, terminate this Agreement by giving the Contractor or receiver or trustee in bankruptcy written notice; or
 - (b) If the Contractor is in breach of any term or condition of this Agreement, and such breach is not remedied to the reasonable satisfaction of the City within 5 days after delivery of written notice from the City to the Contractor, then the City may, without prejudice to any other right or remedy the City may have, terminate this Agreement by giving the Contractor further written notice.
- 15.5 If the City terminates this Agreement as provided by Section 15.4 then the City may:
- (c) enter into contracts, as it in its sole discretion sees fit, with other persons to complete the Goods and Services;
 - (d) withhold payment of any amount owing to the Contractor under this Agreement for the performance of the Goods and Services;
 - (e) set-off the total cost of completing the Goods and Services incurred by the City against any amounts owing to the Contractor under this Agreement, and at the completion of the Goods and Services pay to the Contractor any balance remaining; and
 - (f) if the total cost to complete the Goods and Services exceeds the amount owing to the Contractor, charge the Contractor the balance, which amount the Contractor will forthwith pay.

16. CURING DEFAULTS

- 16.1 If the Contractor is in default of any of its obligations under this Agreement, then the City may without terminating this Agreement, upon 5 days written notice to the Contractor, remedy the default and set-off all costs and expenses of such remedy against any amounts owing to the Contractor. Nothing in this Agreement will be interpreted or construed to mean that the City has any duty or obligation to remedy any default of the Contractor.

17. DISPUTE RESOLUTION

- 17.1 The parties will make reasonable efforts to resolve any dispute, claim, or controversy arising out of this Agreement or related to this Agreement (“Dispute”) using the dispute resolution procedures set out in this Section.
- 17.2 Negotiation: The parties will make reasonable efforts to resolve any Dispute by amicable negotiations and will provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate negotiations.
- 17.3 Mediation: If all or any portion of a Dispute cannot be resolved by good faith negotiations within 30 days, either party may by notice to the other party refer the matter to mediation. Within 7 days of delivery of the notice, the parties will mutually appoint a mediator. If the parties fail to agree on the appointment of the mediator, then either party may apply to the British Columbia International Commercial Arbitration Centre for appointment of a mediator. The parties will continue to negotiate in good faith to resolve the Dispute with the assistance of the mediator. The place of mediation will be Surrey, British Columbia. Each party will equally bear the costs of the mediator and other out-of-pocket costs, and each party will bear its own costs of participating in the mediation.
- 17.4 Litigation: If within 90 days of the request for mediation the Dispute is not settled, or if the mediator advises that there is no reasonable possibility of the parties reaching a negotiated resolution, then either party may without further notice commence litigation.

18. WCB AND OCCUPATIONAL HEALTH AND SAFETY

- 18.1 The Contractor agrees that it shall, at its own expense, procure and carry, or cause to be procured, carried and paid for, full Workers' Compensation Board coverage for itself and all workers, employees, servants and others engaged in the supply of the Goods and Services. The Contractor agrees that the City has the unfettered right to set off the amount of the unpaid premiums and assessments for the Workers' Compensation Board coverage against any monies owing by the City to the Contractor. The City will have the right to withhold payment under this Agreement until the Workers' Compensation Board premiums, assessments or penalties in respect of the Goods and Services have been paid in full.
- 18.2 The Contractor will provide the City with the Contractor's Workers' Compensation Board registration number and a letter from the Workers' Compensation Board confirming that the Contractor is registered in good standing with the Workers' Compensation Board and that all assessments have been paid to the date thereof prior to the City having any obligations to pay monies under this Agreement.
- 18.3 The Contractor agrees that it is the prime contractor for the Goods and Services as defined in the *Workers Compensation Act*. The Contractor will have a safety program in place that meets the

requirements of the Workers' Compensation Board Occupational Health and Safety Regulation and the *Workers Compensation Act*. As prime contractor, the Contractor will be responsible for appointing a qualified coordinator for insuring the health and safety activities for the location of the Goods and Services. That person will be the person so identified in Schedule B of this Agreement, and the Contractor will advise the City immediately in writing if the name or contact number of the qualified coordinator changes.

- 18.4 Without limiting the generality of any other indemnities granted by the Contractor in this Agreement, the Contractor shall indemnify and save harmless the Indemnitees from and against all claims, demands, causes of action, suits, losses, damages, costs, liabilities, expenses, judgements, penalties and proceedings (including all actual legal costs) which any of the Indemnitees incur, suffer or are put to arising out of or in any way related to unpaid Workers' Compensation Board assessments owing from any person or corporation engaged in the performance of this Agreement or arising out of or in any way related to the failure to observe safety rules, regulations and practices of the Workers' Compensation Board, including penalties levied by the Workers' Compensation Board.
- 18.5 The Contractor will ensure compliance with and conform to all health and safety laws, by-laws or regulations of the Province of British Columbia, including without limitation the *Workers Compensations Act* and Regulations pursuant thereto.
- 18.6 The City may, on twenty-four (24) hours written notice to the Contractor, install devices or rectify any conditions creating an immediate hazard existing that would be likely to result in injury to any person. However, in no case will the City be responsible to ascertaining or discovering, through inspections or review of the operations of the Contractor or otherwise, any deficiency or immediate hazard.
- 18.7 The Contractor understands and undertakes to comply with all Workers' Compensation Board Occupational Health and Safety Regulations for hazardous materials and substances, and in particular with the "Workplace Hazardous Materials Information System (WHMIS)" Regulations. All "Material Safety Data Sheets (MSDS)" shall be shipped along with the Goods and any future MSDS updates will be forwarded.

19. BUSINESS LICENSE

- 19.1 The Contractor will obtain and maintain throughout the term of this Agreement a valid City of Surrey business license.

20. GENERAL PROVISIONS FOR GOODS

- 20.1 Documentation for shipments of Goods from outside Canada shall be provided by a Contractor by airmail and shall include all documents as required by law or customary practice. All packages shall be marked as follows:

“Upon arrival, please contact customs broker:
Livingston International Inc.
Telephone: 604-685-3555
Fax: 604-605-8231
Email: cst19@livingstonintl.com”

- 20.2 If this Agreement pertains to the fabrication, assembly or other processing of the Goods, representatives of the City shall be permitted free access at all reasonable times for the purpose of inspection, testing or obtaining information as to the progress of the fabrication, assembly or processing.
- 20.3 The City may require that shop drawings be submitted by the Contractor for review prior to the delivery of the Goods. The City may require that a qualified registered professional engineer stamp and approve a shop drawing prior to submission. Any review of shop drawings by the City will not relieve the Contractor from its obligation to deliver Goods in full compliance with all requirements of this Agreement.

21. COMPLIANCE

- 21.1 The Contractor will provide the Services in full compliance with all applicable laws, building codes and regulations.
- 21.2 The Contractor will, as a qualified and experienced practitioner, interpret applicable codes, laws and regulations applicable to the performance of the Services. If an authority having jurisdiction imposes an interpretation which the Contractor could not reasonably have verified or foreseen prior to entering into this Agreement, then the City will pay the additional costs, if any, of making alterations so as to conform to the required interpretation.

22. JURISDICTION OF COUNCIL AND NON-APPROPRIATION

- 22.1 Nothing in this Agreement limits or abrogates, or will be deemed to limit or abrogate, the jurisdiction of the Council of the City in the exercise of its powers, rights or obligations under any public or private statute, regulation or by-law or other enactment.
- 22.2 The Contractor recognizes and agrees that the City cannot make financial commitments beyond the City's current fiscal year. The City will annually make bonafide requests for appropriation of sufficient funds to cover all payments covered by this Agreement. If City Council does not appropriate funds, or appropriates insufficient funds, the City will notify the Contractor of its intention to terminate or reduce the services so affected within 30 days after the non-appropriation becomes final. Such termination shall take effect 30 days from the date of notification, shall not constitute an event of default and shall relieve the City, its officers and employees, from any responsibility or liability for the payment of any further amounts under this Agreement.

23. WAIVER

- 23.1 Any failure of the City at any time or from time to time to enforce or require the strict keeping or performance of any of the terms and conditions contained in this Agreement shall not constitute a waiver of the terms and conditions and shall not affect or impair the terms or conditions in any way or the City's right at any time to avail itself of any remedies as the City may have for any breach of the terms and conditions.

24. APPLICABLE LAW

- 24.1 This Agreement shall be governed by and construed in accordance with the laws of the Province of British Columbia. The City and the Contractor accept the jurisdiction of the courts of British Columbia and agree that any action under this Agreement shall be brought in such courts.

25. NOTICES

25.1 Any notice, report or other document that either party may be required or may wish to give to the other should be in writing, unless otherwise expressly provided for, and will be deemed to be validly given to and received by the addressee:

- (a) by hand, on delivery;
- (b) by facsimile, on transmission; or
- (c) by mail, five calendar days after posting.

25.2 The addresses for delivery will be as shown in the Quotation. In addition, the City may give notice to the Contractor by email at the Contractor's email address as shown in the Quotation, which email will be deemed to be validly given and received by the Contractor on transmission. The Contractor may not give notice to the City by email.

26. MERGER AND SURVIVAL

26.1 The representations, agreements, covenants and obligations set out in this Agreement shall survive the delivery of the Goods and performance of the Services and payment of the Fees and Disbursements.

27. ENTIRE AGREEMENT

27.1 This Agreement, including the Schedules and any other documents expressly included by reference in this Agreement, contains the entire agreement of the parties regarding the provision of the Goods and Services, and no understandings or agreements, oral or otherwise, exist between the parties except as expressly set out in this Agreement. This Agreement supersedes and cancels all previous agreements between the parties relating to the Goods and Services.

27.2 In the event that the Contractor issues an invoice, packing slip, sales receipt, or any like document to the City, the City accepts the document on the express condition that any terms and conditions in it which constitute terms and conditions which are in addition to or which establish conflicting terms and conditions to those set out in this Agreement are expressly rejected by the City.

28. SIGNATURE

28.1 This Agreement shall be signed by a person authorized to sign on behalf of the Contractor.

28.2 This Agreement may be executed in or one or more counterparts all of which when taken together will constitute one and the same Agreement, and one or more of the counterparts may be delivered by fax transmission or as a PDF file.

[END OF PAGE]

29. ENUREMENT

29.1 This Agreement shall enure to the benefit of and be binding upon the respective successors and permitted assigns of the City and the Contractor.

This Agreement is executed by the City of Surrey this _____ day of _____, 20__.

CITY OF SURREY

by its authorized signatory(ies):

(Signature of Authorized Signatory)

(Signature of Authorized Signatory)

(Print Name and Position of Authorized Signatory)

(Print Name and Position of Authorized Signatory)

This Agreement is executed by the Contractor this _____ day of _____, 20__.

<<NAME OF CONTRACTOR>>

I/We have the authority to bind the Contractor.

(Legal Name of Contractor)

(Signature of Authorized Signatory)

(Signature of Authorized Signatory)

(Print Name and Position of Authorized Signatory)

(Print Name and Position of Authorized Signatory)

SCHEDULE A – SPECIFICATIONS OF GOODS AND SCOPE OF SERVICES

1. PURPOSE

The City of Surrey (the “City”) requires an experienced and qualified Contractor for the provision of everything required including all skilled labour, tools, materials, equipment for File Registry – Scanning & Archiving and any other requirements.

2. SPECIFICATIONS OF GOODS AND SCOPE OF SERVICES

Services to be performed by the Contractor should include but are not limited to the following:

Services are to include pickup and return of record boxes and plans, scanning paper documents and plans (the “Input”) and uploading as digital records (the “Output”). Each document and plan type are to be assigned a record identifier (the “Profile Information”) to facilitate the City’s retrieval needs. Laserfiche is the software the City uses for digital records management and retrieval.

The objective in selecting a Contractor for these Services is to obtain a cost-effective digital copy of the records within the time and quality specified in this RFQ. The Contractor should have sufficient resources to be able to provide both scanning and digitization services in an efficient and accurate manner. The Contractor shall provide all labor, materials, tools and equipment required for the Services.

The Services will be required for these City departments/sections: Planning & Development Department, and Property and Payment Services Section.

The Planning and Development Department manages records pertaining to Building, Planning and Engineering projects in the City.

The Building Division is responsible for implementing Council-adopted bylaws and policies through residential and commercial building plan reviews, building, plumbing and electrical inspection services, and administration of the Tree Preservation By-law. The Department issues approximately 5,000 residential and commercial permits per year.

Planning and Engineering are responsible for implementing Council-adopted bylaws and policies in relation to the use and development of land in the City.

Property and Payment Services are responsible for collecting Home Owner Grant (HOGs) applications along with consent forms and supporting documentation regarding grant claims. Turnaround time is very important for these records as processing of the records is time sensitive.

Scanning output for the year of 2018 is as follows in the table below. Volumes are provided for information purposes only and are not a guarantee of work volume going forward.

Planning & Development	Number of Files Scanned	Number of Pages Scanned	Plans/Drawings Scanned
Commercial	6,360	157,956	20,606
Residential	5,809	21,927	-
Planning	758	104,919	40
Engineering	106	63,465	-

Property and Payment Services	Number of Files Scanned	Number of Pages Scanned
Home Owner Grant & Consent Forms	37,886	38,000

Scope of Services:

I. Handling and Receiving:

- Retrieve paper and Laserfiche documents and plans from the City each week or by schedule specified by City.
- Return paper records to City after completion of the scanning and uploading procedure with a turnaround time of one week.
- Return materials scanned back to sending department.
- These documents contain sensitive security and personal information such as building plans, intellectual property rights and other sensitive information.
- Contractor shall combine pickup and return of boxes and plans in one trip. The City and the contractor will mutually develop a procedure and pickup/return schedule. The City’s plan includes weekly pickups.
- The City may require the Contractor to retrieve and provide access to requested documents that have already been picked up for scanning on a rush basis (within 1 business day).

Description of Materials:

The following material descriptions are examples of the Input. The City reserves the right to change the Input.

Planning and Development:

- Letter and Legal-size documents (Anticipated largest is 11” x 17”)
- Plans/Drawings (letter, legal, 11” x 17” to 36” in depth with no limit to the width)
- Pictures (letter, legal, 11” x 17”)

Property and Payment Services:

- Letter and small letter size documents (Anticipated smallest are 8.5” x 3.5” and largest is 8.5” x 11”)

Source Documents:

- Estimated Quantity – per week: The following quantities are estimated. The City reserves the right to adjust them up or down as needed.
 - 1 box (Engineering Files)
 - 3 boxes (Building Files)
 - 2 boxes (Planning)
 - Plans/Drawings – (4 - 5 bags) number of plans per bag varies, it could contain anywhere from 5 – 15 plans
 - Each box is approximately 12” x 15” x 10”
- Estimated Quantities & Sizes for Property and Payment Services Section (HOG application, Consent Form, Supporting Documents): The City reserves the right to adjust them up or down accordingly.
 - 11 outer boxes (each box contains 2 smaller inner boxes) sent at various times throughout the year. Majority of boxes are sent weekly in July and August with remainder in December.
 - Each outer box is approximately 12.5” x 16” x 10”.
 - Each inner box is approximately 12” x 10” x 4.5”.

II. Transportation Services

- The Contractor will inventory and acknowledge the receipt of all items received.
- The Contractor will inventory and acknowledge the return of all items scanned.
- The Contractor must assume full responsibility for the secure transfer of City records to the Contractor's facility.
- All City records must be transported in closed, preferably climate controlled, vehicles. These records are irreplaceable and contain sensitive security and personal information, such as building plans, property rights and other sensitive information.
- Each department will arrange their own schedule of pickups and drop offs with Contractor.

III. Preparation of Records

- Planning and Development prepare records for scanning in accordance with File Registry Archiving Procedures, see **Schedule A-3**.
- Property and Payment Services documents are prepared for scanning in accordance with their guidelines and identified with Folio numbers, see **Schedule A-4**. Most documents are double sided. Grants are put into boxes by batch order.

IV. Quality and Production Requirements

- All data must be preserved in a form identical to, or functionally equal to, the original record.
- Input documents can be black and white, or in colour. The scanned Output shall reflect the Input's original colour.
- Proponent to have processes in place to ensure the quality and completeness of scanned records.
- Quality of scanned documents includes but is not limited to the Output being readable, in the correct orientation, free of any additional markings not already on the original, and printable.
- Each scanned image shall have a unique file name specified by the City in accordance with the City's file naming convention.
- Documents shall rotate to provide maximum readability (e.g. letters shall be in proper orientation when document is displayed without rotation.)
- The City may require the Contractor to provide Optical Character Recognition (OCR) Services in the future. At that time, all Output will be required to be in a searchable OCR PDF/PDF-A format.
- Contractor shall use minimum of 300 dpi. A higher resolution may be required on some documents in order to meet the quality requirements.
- Contractor shall not scan blank documents.
- A document may consist of one or many pages. If the document has more than one page this document must be scanned as a single file multi-page document.
- Contractor invoices shall denote the number of scanned pages being billed for the current invoice.

V. Scanning of Records

- The Contractor shall follow scanning standards as specified by the City, see **Schedule A-1**.
- Scan Input.
- Input documents can be black and white, or in colour, the Output shall reflect the original Input colour.
- For each Input, assign the associated record identifiers (Profile Information) as indicated in **Schedule A-3**.
- Input shall be saved with a unique file name specified by the City using the City's file naming convention.

- Verify quality of Output.
- Verify quality and completeness of each batch. Mark batch as scanned and completed on tracking sheet to be included in box.
- Ability to scan records and save scanned image in various file formats like PDF, PDF-A and TIF as specified by the City. The City's preference is TIF file type, but will move towards PDF/PDF-A format in the future.
- Documents are currently scanned and saved as a TIF file which is not text searchable but an accompanying TXT file is created for each scanned document containing metadata (where provided by the City). Metadata is used to describe the image so that they can be retrieved. See **Schedule A-1**.
- Property and Payment Services HOG metadata TXT file contains the following data:
 - Year (format YYYY)
 - Folio #
 - House Number
 - Street Number
 - Road Name
 - Unit
 - Document Type (“Home Owner Grant”)
 - Grant Status
 - Date Scanned
- Planning and Development metadata TXT file contains the following data:
 - Category,
 - Document Type
 - Plan Type
 - Road Code
 - House Number
 - Road Name
 - Building Number
 - Unit Number
 - Tenant
 - Permit Number
 - Project Number
 - Amanda Folder Number
 - Date Scanned
 - Permit Status
- Scanned files will be batched and saved as zip file per City department file guidelines, see **Schedule A-4**.
- After scanning paper documents, paper documents shall be returned to the same receiving container and batch.
- With each returned shipment, the Contractor shall provide to each department a reconciliation summary report. Report to contain at a minimum:
 - Scan Date
 - Total number of files collected from City
 - Total number of files processed
 - Total number of images scanned with each returned shipment
 - Total number of images successfully scanned
 - Total number of images which failed
- City will notify Contractor of errors identified from previously returned Output. Contractor will rescan original documents in next scanning cycle or within 1 week upon notification from City (turnaround of 1 week) at no cost to the City.

VI. Uploading Records

- Contractor will be required to transfer files to the City's secure file upload service using an SFTP (Secure File Transfer Protocol) client, transmitting over SSH (Secure Shell). e.g. WS-FTP
- The scanned image files must have the ability to be imported into Laserfiche.
- For Planning and Development, upload documents and plans using secure content management software, such as but not limited to OpenText Tempo Box and MFT (Managed File Transfer), which is the City's current tools. The City's current tool may change in the future.
- When files are loaded into the secure content management software or sent via SFTP, it must be configured into a specific file tree structure as specified by the City.
 - Property and Payment Services:
E.g. Computer Archives Retrieval System (CARS)/Tax Department/Home Owner Grant/2017

Level	Type	Folder Values
1	CARS	CARS
2	Tax Department	Tax Department
3	Home Owner Grant	Home Owner Grant
4	Grant year	<year>

- Planning and Development File Tree Structure, see **Schedule A-2**.
- Send the scanned output and profile information to the City as zip files.
- For Property and Payment Services, send the Output to the City as zip files using SFTP.
 - Create zip file for each box. Each zip file will contain images of HOGs from box. An example of this zip file could be "Box XXXXX YYYY Home Owner Grants". XXXXX is the box number and YYYY is the HOG year. The package will indicate the year of the HOGs, and the box numbers of HOGs on that transfer.

VII. Reporting

The Contractor must compile and maintain records on its provision of Goods and Services, or both, to the City resulting from this Agreement.

This data should be submitted on or a quarterly basis to each individual department or section. The quarterly reporting periods are:

- 1st Quarter: July 1 to September 30
- 2nd Quarter: October 1 to December 31
- 3rd Quarter: January 1 to March 31
- 4th Quarter: April 1 to June 30

This data should be submitted to the department/section no later than fifteen (15) calendar days after the end of the reporting period.

For example, all data fields of the report should be completed as requested. Should some of the data not be available, the reason should be included in the report. If no Goods or Services are provided during a given reporting period, the Contractor should indicate "none".

Sample Report:

Contractor's Name:					
Purchase Order No.					
Contract No.					
Reporting Period					
Total Value of Orders for the Reporting Period (\$)					
Total Value of Order to Date					
Department	Date	Description	Qty	\$/Unit	Total

This information should be e-mailed to: purchasing@surrey.ca.

VIII. Delivery/Service Standard

Urgent Service will require the document(s) to be picked up, processed and delivered to the department/section the same day upon notification by the City.

SCHEDULE A-1 - CITY OF SURREY INTRODUCTION TO SCANNING STANDARD TOOLKIT

1. PURPOSE

The purpose of this Scanning Standard Toolkit is to provide guidance to those who would like to convert paper or hard copy documents into a digital format. For the purposes of this toolkit, once a document has been scanned, it is then referred to as an image.

These procedures will help ensure that images are accurate reproduction of source records and are:

- Created as part of the business unit's usual and ordinary course of business
- Have demonstrated reliability
- Are legally admissible in the place of source documents
- Are in compliance with Canada General Standards Board (CGSB)-72.34-2017, *Electronic Records as Documentary Evidence* standard. This standard defines the criteria for establishing the electronic imaging program, and also describes the preparation, capture, indexing and quality assurance processes that should be in place.
- Are classified and retained according to the City of Surrey's Corporate File Plan

2. ENSURING THAT SCANNED RECORDS ARE LEGALLY ADMISSIBLE

The concepts of authenticity, reliability, integrity, usability and metadata are critical to the validity of electronic records. Electronic records require different measures and controls from those in the paper or conventional hard copy formats.

For electronic records to be admissible as evidence in a court of law, the City of Surrey must be able to demonstrate that the record:

- **Was created following a recognized digitization standard;**
- **Was authentic and reliable.** An authentic and reliable record is a reproduction of a document received by the City and digitized following an authorized digitization process and can be depended upon to be an accurate representation of the original document.
- **Was produced from and stored in an electronic system that has integrity.** This means the records are protected against unauthorized alteration, use, or destruction. There are documented procedures around the creation, maintenance and disposition of these electronic records.
- **Was made in the ordinary course of City business and documents actions, activities or decisions made by the City.**
- **Are classified according to the Corporate Plan.** This also means that the destruction of paper originals has been documented and signed off on by Records Management.

3. ESTABLISHING AND MAINTAINING A CHAIN OF CUSTODY

Chain of custody refers to tracking where documents are and who has had access to them. This is important because it helps to ensure the credibility of both the original documents and the electronic copies made when scanning.

When scanning documents to be used as the business record, one of the most important factors is the credibility of the electronic record, which is dependent on the credibility of the original record. Being able to show that the original records were kept safe and secure while being stored and/or transported helps to prove that the electronic records are a credible and authentic representation of the original record collection. And, being able to prove that the electronic records were kept safe and secure while being stored and/or transferred also helps to prove that they are credible and authentic.

A record of the chain of custody includes:

- What records are being packed, what's in each box, etc.
- When was it packed, when did it leave, when did it arrive, etc.
- Where is it being stored, where is it going, etc.
- Who packed it, who transported it, who received it, etc.

All of this applies to both the original records (paper, microform, etc.) and the electronic records. Whether you are scanning, or you have hired a vendor to do the scanning, you need to know where all of your electronic records are at all times and how they will be transferred to their final destination.

Before a scanning project begins, a chain of custody process should be planned and documented. Things to think about include:

- Review inventories and decide how they will be shared with the recipient.
- Decide who will have the authority to send and receive records.
- Decide how the records will be transported/transferred.
- Review standards, policies and procedures (e.g. security policy, FOIPPA, etc.). Pay attention to security requirements. For example: when do you need to use locked boxes to ship records and what are the requirements for secure transfer of electronic files.
- Pay attention to privacy requirements. For example: do you need to ask workers to sign a confidentiality agreement to protect information that may be in the records.

Information about the chain of custody records (logs, authorizations, etc.) must be kept for at least as long as the electronic records are kept because they help to demonstrate the credibility of the electronic records.

4. NAMING STANDARDS

What naming standard will be used to label digital files? Consistency in naming conventions make records easy to sort and aids retrieval. Inconsistent naming of files and images can make locating files and images difficult and can lead to and frustrating searches and wasted time, and may result in information being unavailable when it is needed.

In general, file and image names should:

- Be unique.
- Be consistently structured.

- Avoid special characters (e.g. Tabs or symbols), including spaces (use underscores as an alternative) as they can cause problems across operating platforms.

5. QUALITY ASSURANCE

Quality Assurance is the process of verifying whether image quality meets or exceeds expectations. It is a process-driven approach with specific steps and is vital to the success of any scanning initiative. If quality checks are not performed on the scanned documents, the result may be that the images you scan are unusable and will not meet the standard required to replace original paper records in litigation. Quality Assurance must be implemented throughout the digitization process: Specific checks, standards and processes must be documented.

5.1 QUALITY ASSURANCE AND THE MARGIN OF ERROR

The quality assurance ratio is the number of errors acceptable per subset of records. The City of Surrey standard is 99.9%, or 1 error within 1000 documents.

1. Define what constitutes an error. Errors may arise from:
 - Image completeness (All pages have been captured in their entirety)
 - Legibility (Printed text is readable and images are clear)
 - Colour fidelity (Colours are correct)
 - Output file format (e.g. PDF)
2. When the original document is of very poor physical quality, then the digitized image will also be of very poor quality. Images generated from poor quality originals must be identified as such (e.g. marked as poor quality prior to digitization in the scanning log or form).

Perform quality assurance at a ratio of 1:1 (e.g. checking 100% of images against the original records) for a subset of the documents. The recommended subset size should include all document types. The benchmark incorporates checks for both image and indexing/meta-data and confirms the error criteria. All margins of error criteria must be documented.

5.2 PERFORMING QUALITY ASSURANCE ON A SAMPLE

To test for quality, take a random sample of the documents and check to see if they are satisfactory. This test helps in determining if there may be special handling requirements or more stringent quality assurance checks that need to be implemented.

- Perform an initial image capture and 100% quality assurance test with a sample of all types and sizes of records and media types present in the records collection.
- Follow established procedures to evaluate the quality of the sample, for example, review each image in the sample either on screen.
- Record the results.

5.3 QUALITY ASSURANCE AFTER SCANNING (IMAGE CAPTURE)

After a batch has been scanned, the images are checked to ensure that:

- All pages intended for scanning were captured. (To verify that all of the pages were scanned, check the count of the number of pages in the scanned batch against what was documented on the scanning form or log).
- All pages have the correct orientation, are not skewed, and are rotated correctly. (Images that are oriented the wrong way may be rotated using the scanning software or another program).
- The image captured is accurate and complete (e.g. the full page was captured).
- The captured document is readable and legible (e.g. check for clarity of punctuation and font size).
- The output format (e.g. PDF, TIFF etc.) is correct.
- To ensure objectivity, quality assurance:
 - Should be done by someone who is not involved with scanning the documents. This provides the scanned material with a “*second set of eyes*”.
- Should be completed in a short period of time after the records are scanned.
- Must be done while the original source documents are still available so that they may be rescanned if necessary.

5.4 WHEN IMAGES FAIL THE QUALITY ASSURANCE CHECKS

Image re-capture (re-scanning) is implemented only when the quality fails the Quality Assurance checks. Images must be re-captured using the original scanning specifications and processes. Save the rescanned images separately from the original set of scanned images. Give unique identifiers or file names to the rescanned images to distinguish them from the rejected images.

6 INDEXING/APPLYING META-DATA

Indexing or applying meta-data is one of the most important parts of a scanning initiative. If images are not tagged appropriately, end users may not be able to find a specific document easily and managing the collection becomes more challenging over time.

Indexing or applying meta-data has three main functions:

1. **IDENTIFY** content - By File Name or File Reference Number, Creator, or Title.
2. **MANAGE** content - By applying security and access permissions, retention schedule and version date
3. **RETRIEVE** content – By helping users find and retrieve content/images using file classification, keywords, or document descriptions.

SCHEDULE A-2 –

CITY OF SURREY TEMPOBOX FILE TREE STRUCTURE FOR SCANNING AND UPLOADING

1. PURPOSE

The purpose of this document is to provide guideline/information about the file directory structure and how the scanned files are to be prepared by Contractor for uploading onto TempoBox. The file directory structure is setup to be compatible with importing the files into Laserfiche.

2. DIRECTORY STRUCTURE

The following describes the TempoBox folder structure with each level representing one level on the tree structure. The City reserves the right to change the structure in the future. Not all folder levels will appear, folders are only created based on what is received and scanned.

For Building, Planning and Engineering the directory structure is the same on the top levels.

Level	Type	Folder Values
0	Vendor Folder	<vendor folder> e.g. Vendor - File Registry – Batch Scans (EIM_TBFileReg)
1	Date Scanned	<yyyy-mm-dd> e.g. 2018-08-15
2	Department Category	<department> Department <month scanned mmm> <day scanned dd> e.g. Building Department Aug 15 e.g. Engineering Department Aug 15
3	Department Category	<department> Department <month scanned mmm> <day scanned dd> e.g. Building Department Aug 15 e.g. Engineering Department Aug 15

2.1 Building

e.g. \\Vendor - File Registry – Batch Scans (EIM_TBFileReg)\2018-08-15\Building Department Aug 15\Building Department Aug 15\Commercial\M 18-56\Surrey\CARS\Building & Planning\Building\Multi-Family\15001 – 20000\16200\2228 162 St\Documentation\Drawings

Level	Type	Folder Values
4	Zoning	Commercial Residential Updates
5	Batch #	<batch #>

		e.g. M 18-56
6	City	Surrey
7	CARS	CARS
8	Building & Planning Template	Building & Planning
9	Template	Building
10	Category	Residential Single-family Dwellings Duplexes Multi-Family Commercial Industrial Institutional Other
11	Road Code Group	00001 – 05000 05001 – 10000 10001 – 15000 15001 – 20000 20000 +
12	Road Code	<Road Code> e.g. 162000
13	Civic Address	<Street #> <Street address> <Unit #> e.g. 2228 162 St
13	Engineering	Engineering Correspondence Engineering Plans
14	Documentation	Documentation
15	Documentation Type	All Tenant Improvements Application Forms Correspondences Drawings Fees Fiche Inspection Cards Letter of Assurance

		Permits Photos Plans Reports & Legal Documents Engineering Correspondence Engineering Plans Unit-Correspondences Unit-Fiche Unit-Plans
14	Plans	Plans
15	Plan Type	Architectural Civil & Lot Grading Electrical Fiche Landscaping Legal Survey & Site Plan Mechanical Plumbing Structural Architectural-Unit Civil & Lot Grading Unit Electrical-Unit Fiche-Unit Landscaping-Unit Legal Survey & Site Plan Unit Mechanical-Unit Plumbing-Unit Structural-Unit
15	Building Number, Unit Number	<Building Number, Unit Number> e.g. 0015232, 0010
16	Documentation-Unit	Unit-Correspondences
16	Plans-Unit	Architectural-Unit Civil & Lot Grading-Unit Electrical-Unit

		Fiche-Unit Landscaping-Unit Legal Survey & Site Plan-Unit Mechanical-Unit Plumbing-Unit Structural-Unit
15	All Tenant Improvements	All Tenant Improvements
16	Building Number, Unit Number	<Building Number, Unit Number> e.g. 0015232, 0010
17	Correspondence	Correspondence
17	Plans	Plans

2.2 Planning and Engineering

e.g. \\Vendor - File Registry – Batch Scans (EIM_TBFileReg)\2019-03-06\Engineering Department Mar 06\Engineering Department Mar 06\Engineering\ENG 19-004\Surrey\CARS\Planning & Engineering\070371\00\Engineering – Land Development\Construction

Level	Type	Folder Values
4	Template	Planning Engineering
5	Batch #	<batch #> e.g. ENG 19-004
6	City	Surrey
7	CARS	CARS
8	Planning & Engineering Template	Planning & Engineering
9	Project #	<project #> e.g. 070371
10	Strata Phase (only exists for Planning)	<strata phase> e.g. 00
11	Document Types	Application Council Legal Documents Permits Photos

		Plans Planning Correspondence Subdivisions Fiche Strata
11	Engineering – Land Development	Engineering – Land Development
12	Land Development Document Types	Construction DCC Frontenders Development Works Agreements Engineering Correspondence Latecomers Pocket Items Project Detailing Project Scoping
11	Latecomers	Water Sanitary Storm Roads
11	DCC (Development Cost Charges) Frontenders	Water Sanitary Storm Roads
11	Development Works Agreements	Water Sanitary Storm Roads
11	Engineering Drawings	Mark Ups Design Drawings
8	Planning Archived Maps	Planning Archived Maps
9	Document Type	Official Community Plan Official Regional Plan Development Permit Area City Wide Zoning Maps

		<p>Archived Zoning Map Books</p> <p>Archived Aerial Photos</p> <p>Agricultural Land Reserve from GVRD</p>
10	Official Community Plan	<p><official community plans></p> <p><i>OCP Schedule A 1966</i></p> <p><i>Urban Growth Area May 11, 1977</i></p> <p><i>Land Uses As Proposed In The Surrey Official Community Plan 1966 June 1978</i></p> <p><i>Land Uses As Proposed In The Surrey Official Community Plan 1966 July 1978</i></p> <p>Page 5 of 14</p> <p><i>Official Community Plan November 1983</i></p> <p><i>Official Community Plan Designations (PRELIMINARY) 1983</i></p> <p><i>Official Community Plan Designations (PRELIMINARY) Proposed Amendments to By-Law # 7600 1983</i></p> <p><i>Official Community Plan Designations March 19, 1984(PRELIMINARY) Revised June 18, 1984</i></p> <p><i>Official Community Plan Designations March 25, 1985</i></p> <p><i>Official Community Plan Designations June 21, 1985</i></p> <p><i>Official Community Plan Designations February 3, 1985</i></p> <p><i>Official Community Plan final Adopted Feb.3, 1986 Revised 96-09-20</i></p>
10	Official Regional Plan	<p><official regional plans></p> <p><i>Regional Plan Schedule C Current Stage June 1972</i></p> <p><i>O.R.P. 'C' 1977</i></p> <p><i>Official Regional Plan Schedule 'C' February 1977</i></p> <p><i>Official Regional Plan Schedule 'B' Long Range April 1978</i></p> <p><i>Official Regional Plan Amendments August 1978</i></p> <p><i>Schedule 'A' Official Regional Plan Area Description Plan Map 11-07-1980</i></p> <p><i>Official Regional Plan 05-14-1982</i></p> <p><i>O.R.P. July 1983</i></p>
10	Development Permit Area	<p><development permit areas></p> <p><i>Development Areas 16-11-1970</i></p> <p><i>Mandatory Development Permit Areas Adopted By Council 29-05-1980</i></p> <p><i>Mandatory Development Permit Areas By-Law No. 6178 Adopted By Council on May 26, 1980</i></p> <p><i>SUR-LEG-86 Development Permit Areas 1986</i></p> <p><i>Development Permit Areas Designations 20-09-1996</i></p>
10	City Wide Zoning Maps	<p><city wide zoning maps></p> <p><i>Zoning Map 1956</i></p> <p><i>Zoning Map January 1966</i></p> <p><i>Zoning Map November 1967</i></p> <p><i>Zoning Map August 1969</i></p> <p><i>Zoning Map September 1971</i></p> <p><i>Zoning Map September 1973</i></p> <p><i>Zoning Map September 1976</i></p>
10	Archived Aerial Photos	<p><archived aerial photos></p>
11	Year	<p><year></p> <p>e.g. 2017</p> <p><photos></p>
10	Agricultural Land	<p><agricultural land reserve documents></p>

	Reserve from GVRD	<p><i>Base Sheet #1 July 27, 1993</i></p> <p><i>92-G-006-4 July 7, 1981</i></p> <p><i>92-G-007-1 July 7, 1981</i></p> <p><i>92-G-007-3 July 7, 1981</i></p> <p><i>92-G-016-2 July 7, 1981</i></p> <p><i>92-G-017-1 July 7, 1981</i></p> <p><i>92-G-017-3 July 7, 1981</i></p> <p><i>92-G-026-2 July 7, 1981</i></p> <p><i>92-G-027-1 July 7, 1981</i></p>
10	Archived Zoning Map Books	<p><archived zoning map books></p> <p>Zoning with Legal April 21, 1980</p> <p><i>Map Index</i></p> <p><i>Map Page 1</i></p> <p><i>Map Page 2</i></p> <p>...</p> <p><i>Map Page 149</i></p> <p>Zoning with Legal January 1981</p> <p><i>Map Index</i></p> <p><i>Map Page 1</i></p> <p><i>Map Page 2</i></p> <p>...</p> <p><i>Map Page 149</i></p> <p>Zoning with Legal 1981-10-01</p> <p><i>Map Index</i></p> <p><i>Map Page 1</i></p> <p><i>Map Page 2</i></p> <p>...</p> <p><i>Map Page 149</i></p> <p>Zoning with Legal 1984</p> <p><i>Map Index</i></p> <p><i>Map Page 1</i></p> <p><i>Map Page 2</i></p> <p>...</p> <p><i>Map Page 149</i></p> <p>Zoning with Legal 1986</p> <p><i>Map Index</i></p> <p><i>Map Page 1</i></p> <p><i>Map Page 2</i></p> <p>...</p> <p><i>Map Page 149</i></p> <p>Zoning with Legal 1990</p> <p><i>Map Index</i></p> <p><i>Map Page 1</i></p> <p><i>Map Page 2</i></p> <p>...</p> <p><i>Map Page 149</i></p> <p>Zoning with Legal April 30, 1992</p>

		<p><i>Map Index</i> <i>Map Page 1</i> <i>Map Page 2</i> ... <i>Map Page 149</i></p> <p>Zoning with Addresses June 1, 1993 <i>Map Index</i> <i>Map Page 1</i> <i>Map Page 2</i> ... <i>Map Page 149</i></p> <p>Zoning with Legal September 1993 <i>Map Index</i> <i>Map Page 1</i> <i>Map Page 2</i> ... <i>Map Page 149</i></p> <p>Zoning with Legal October 1993 <i>Map Index</i> <i>Map Page 1</i> <i>Map Page 2</i> ... <i>Map Page 149</i></p> <p>Zoning with Legal March 1994 <i>Map Index</i> <i>Map Page 1</i> <i>Map Page 2</i> ... <i>Map Page 149</i></p>
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**SCHEDULE A-3 –
CITY OF SURREY CENTRAL FILE REGISTRY ARCHIVING PROCEDURES**

1. PURPOSE

The purpose of this document is to provide guideline/information about how Planning and Development Department files are prepared internally and provide some background. How they are prepared directly affects how files are scanned and prepared by Contractor for uploading onto TempoBox.

OVERVIEW

Central File Registry manages records for the Planning and Development Department. This includes records pertaining to Building, Planning and Engineering projects in the City.

The Building Division is responsible for implementing Council-adopted bylaws and policies through residential and commercial building plan reviews, building, plumbing and electrical inspection services, and administration of the Tree Preservation By-law.

Planning and Engineering are responsible for implementing Council-adopted bylaws and policies in relation to the use and development of land in the City. This is accomplished through the process of reviewing applications for land development and engineering projects, as well as making appropriate recommendations to Council.

ARCHIVAL SYSTEM

Files with new or recent activity are considered “active” files and are stored in file folders and file sorters in-house. When File Registry receives new documentation, it is either placed in the active folder or sent off-site for scanning.

Archived documents from 1955 to 2003 are stored on microfilm/microfiche. Residential building plans submitted to the City between 1970 and 1980 are stored on reels. File Registry retains a copy of all microfiche, however, original microfiche and reels are stored in the City’s Record Centre.

Laserfiche is the software the Department uses for digital records management. Files that have been finalized/concluded are sent off-site for scanning into *Laserfiche*.

AMANDA the software used by the City to track the status, fees, and property information associated with a particular address, permit or file. Document uploads to *AMANDA* are done exclusively in-house.

2. RECORDS SYSTEM

Each area of File Registry follows its own records system.

BUILDING

Building files are organized by civic address: first by building/house number (and unit number, if applicable), followed by the road code. Each road in Surrey has a five-digit road code. The code assigned to each road is based on its location in the existing grid system. Grid roads which fall on grid lines are assigned the number of the grid plus two zeroes (e.g. 15200 = 152 St). Roads paralleling the grid lines are assigned a code indicating their position in the grid. Roads ending in “A” always end in “50”, which reflects their usual location halfway between grid roads (e.g. 15250 = 152A St). “B” roads always ended in “70”, which approximates their usual location two-thirds of the way between grid roads (e.g. 15270 = 152B St). All road names (e.g. King George Blvd) have been assigned a road code and are recorded in the Surrey Road Code Index.

There is a separate file for each civic address in the City. Duplex buildings or buildings with more than one address under one roof are retained within one file. Alternatively, there is often more than one structure under the same address that is in one file. Building Files are also organized by Residential and Commercial zoning.

Residential includes:

- Single-family Dwellings
- Duplexes

Commercial includes:

- Commercial (e.g. Retail)
- Multi-family (e.g. Townhouses)
- Industrial (e.g. Warehouses)
- Institutional (e.g. Schools)
- Other (e.g. Agricultural)

Tenant Improvements (TIP) apply to any new construction, change of use or alteration proposed *within* a Commercial building (excluding Multi-family properties). A unit number may or may not be present.

Range Addresses

In the case of range addresses, a Range Sheet is used to indicate the first address in the range as the "main file" (unless there is clearly another address in the range that has been used as a main file).

When breaking down a file, all addresses are sorted out separately. If documentation references two addresses, a copy is made and placed under each address. If a package of documents is too large, it is placed under the main file (even if neither of the addresses are in the main file).

If the Range has already been identified, a green "R" will be written on the microfiche or will be noted on the inside of the folder beside the fiche. In this case, there is no Range sheet, but there may still be papers for different addresses in the range.

Addresses on the North and West sides of the street are odd numbers. Addresses on the South and East are even. For instance, house numbers 12422 and 12423 on 104 Ave are not next door to each other, but actually across the street. Therefore, when we create ranges, if we don't know all of the addresses in between, we add every second address to the range. For example, if we see a range 15310 to 15218 - 70 Ave, we would assume that the range would include each of: 15310, 15312, 15314, 15316, 15318. Similarly, the range 12301 to 12307 would be: 12301, 12303, 12305, 12307.

Cross-References

Properties with two addresses that are connected, but are not a clear range, require a Cross-Reference sheet so that each address can easily be referenced. For unclear addresses (e.g. a multi-family building on a corner with two addresses), discretion is used to separate the two addresses. However, discerning which one is the main file is always the objective (often the one that will say "Building A" or "Phase 1").

In some cases, both a Cross-Reference AND Range Sheet may need to be used.

PLANNING

Planning files are organized by project number or subject file. Planning project files always begin with "79" followed by the year of application and application number. The final two digits indicate whether or

not it is the main file. Most project files end in “-00”, however, add-on files may end in “-01” (e.g. 7918-0115-00).

Some project files have corresponding strata files. These files always begin with “65” followed by the year, application and phase (e.g. 6518-0115-04).

Subject file numbers follow the City of Surrey’s Corporate File Plan. Subject files and Land Use Contract (LUC) files are stored in-house and *do not* get digitally archived.

ENGINEERING

Engineering files are organized by project number or subject file. Engineering project files always begin with “78” followed by the year of application, and application number. The final two digits indicate whether or not it is the main file (e.g. 7916-0345-00).

Subject files follow the City of Surrey Corporate File Plan and include Street files, Latecomer files and Development Cost Charges (DCC) files. Subject files are stored in-house and *do not* get digitally archived.

3. FILE REGISTRY BUSINESS

UPDATING

Updating is completed when there is no longer an active file on the shelf, thus, requiring the address or project to be “updated” in *Laserfiche*. If the documents received are under 30 pages, they are prepared by File Registry using the Updating and Reversal Guidelines (see section IV). Once a batch of 25 has been completed, prepared documents are logged in a spreadsheet, boxed and sent off-site to be scanned into *Laserfiche* under document categories. This procedure is referred to as “updating” to indicate the updating of an address or project.

Residential and Commercial Updating is sent off-site for scanning every week. Planning and Engineering updating is sent off-site for scanning once every few months.

REVERSALS

Reversals refer to the process of breaking down a file into document categories. Similar to updating, this procedure only applies to finalized files, that is, files that are no longer “active”. For example, in the Building section, building permits that have received final occupancy approval from the Building Inspections section can be pulled from the shelf to be sent off-site for prepping and scanning. In the Planning section, it is the responsibility of the assigned Planner to authorize the scanning of a project file.

Files with over 30 pages are sent in their respective folders to be prepared off-site. Once a box is full of files, they are logged in a spreadsheet and sent off-site. Off-site prep follows the same Updating and Reversals Guidelines (Section IV). Prepared documents are then scanned into *Laserfiche* under document categories.

Building, Planning and Engineering Reversals are only sent off-site for scanning when a box becomes full.

NEW (PLAN CHECKS)

Each week, File Registry receives packages of Commercial “Plan Checks”, i.e. documents and drawings pertaining to the issuance of a commercial permit. Packages are prepared by File Registry

staff, then are logged, boxed and sent off-site for scanning as “New”. Unlike updating, documents do not get separated into document categories and do not include residential documents.

New is sent off-site for scanning every week.

COMMERCIAL PLANS

Commercial Plan Checks are also accompanied by plans (generally 24x36). Plans are logged in an internal spreadsheet, bagged and sent off-site for scanning. When preparing commercial plans for scanning, File Registry separates each plan into its zoning category: Commercial, Industrial, Institutional, Multi-Family, and Other. From those five broad categories, the plans are then separated further into three categories:

1. No Unit
2. With Unit, i.e. Tenant Improvement (TIP)
Note: All Tenant Improvements will be specified in the spreadsheet
3. Multi-family with Unit

The *type* of plan should be specified in the spreadsheet for all non-TIP and Multi-family plans:

- Architectural
- Civil & Lot Grading
- Electrical
- Landscaping
- Legal Survey & Site Plan
- Mechanical
- Plumbing
- Structural

Commercial Plans are sent off-site for scanning every week.

MICROFILM/MICROFICHE

Although the majority of microfiche have been scanned into *Laserfiche*, there are cases when microfiche have not yet been scanned. In this case, File Registry sends the microfiche off-site for scanning.

Microfiche are sent off-site for scanning intermittently once every few months.

UPLOADING

Once off-site prepping and scanning has been completed, and the physical documents and plans have returned to City Hall, File Registry receives zip files of all scanned documents via *OpenText Tempo Box*. File Registry unzips the files using *Wind Zip 7* – this process is also referred to as “extracting” the file. Once files are extracted they are moved over to the *MD5 Checker* for File Registry to cross reference the number of documents scanned with the number of documents received. Using the *Building Utility Upload* program, files are uploaded into *Laserfiche*.

CHECKING

When uploading is completed, a Reconciliation Report will automatically generate. The Reconciliation Report is used as a reference to “quality check” the recently uploaded documents for possible errors. This step is to ensure that the count matches what was logged in the spreadsheet and that prepping has been completed according to our Guidelines. Small discrepancies in the scanning and uploading process can be corrected in-house using *Laserfiche Client*. Typically, errors are sent off-site for re-scanning.

File Registry then checks the boxes and bags of returned documents and plans. This step is to ensure that all documents and plans listed return in the same box or bag, and that no stray documents or misfiles are left behind.

DESTRUCTION

Once all returned documents have been uploaded and checked, boxes and bags are brought to the City's Records Centre. The Records Centre then coordinates the transport of files to an off-site records storage facility (Note: physical records are no longer "destroyed").

4. UPDATING AND REVERSALS GUIDELINES

Each area of File Registry follows its own Guidelines for Updating and Reversals. The current prepping procedure uses barcode sheets that correspond with the document category they will be scanned under in *Laserfiche*. The document categories are outline below.

RESIDENTIAL GUIDELINES

Residential categories are organized alphabetically, with all documents following in date order (from OLDEST to NEWEST).

APPLICATION FORMS

1. Cancelled building permit application
2. Demolition permit application
3. Single-family dwelling (SFD) building permit application
4. Accessory buildings and additions applications (permit number order)
5. Plumbing permit applications
6. Electrical permit applications

CORRESPONDENCE

1. FAR card
2. Damage Deposit
3. Mechanical Ventilation Checklist
4. Remaining Correspondence
 - o Tree cutting permit application (Schedule C)
 - o Residential building permit revision application
 - o Boulevard/building/fire damage report
 - o Field Report Review

DRAWINGS

1. Survey certificate (if there are 2, put most recently date first)
2. Tree survey
3. Other drawings
4. Truss cover sheet (recycle the rest of the package)
 - Keep plumbing drawings, even if hand-drawn

FICHE

1. Document fiche
2. Plans fiche

INSPECTION CARDS

1. Final building approval (1. demolition 2. SFD 3. additions/accessory buildings)
2. Building inspection cards (I.e. foundation, framing, footing, insulation)
3. Plumbing inspection cards

4. Electrical inspection cards
5. Tree inspection cards

LETTERS OF ASSURANCE

1. Schedule B
2. Schedule A
3. Schedule C-B
4. Schedule C-A

Note: If multiple schedules, place in date order

PERMITS

1. Demolition (1. yellow 2. field card)
2. Single-family dwelling (1. yellow 2. field card)
 - Note: Revision permits go in order behind the original (i.e. original, revision 1, revision 2)
3. Additions and accessory building (permit number order)
4. Plumbing (all paperwork behind permit stays behind, except *Inspection Cards* and *Letters of Assurance*)
5. Electrical (all paperwork behind permit (e.g. Contractor Authorization Form) stays behind, except *Inspection Cards* and *Letters of Assurance*)
6. Tree cutting permit (Appendix A stays behind)
7. Development Variance Permit
8. Development Permit
 - Note: If more than one, group the DVP and DPs that have the same file number, and then put in file number order.

PHOTOS

- If dates available, put in date order. Otherwise, place in logical order.

REPORTS & LEGAL DOCUMENTS

- Geotechnical Report
- Restrictive Covenant
- Land Title Act
- Arborist Report
- Survey Plan Certificate/State of Title Certificate

Discards

- Duplicates/*Laserfiche* print-outs (unless additional writing)
- Title Searches
- COSMOS print-outs (unless additional writing)
- AMANDA print-outs (unless additional writing)
- Carbon copies (only if final copy is there)

COMMERCIAL GUIDELINES

Commercial categories are organized alphabetically, with all documents following in date order (from OLDEST to NEWEST).

APPLICATION FORMS

1. Cancelled building permit application
2. Building permit application
3. Sign permit application

4. Plumbing permit application
5. Electrical permit application

CORRESPONDENCE

1. Range, Cross-Reference, or Address Change sheets
 - Note: Address Change is usually a printed e-mail or City document that states that the address has been changed, and includes the former and new address
2. Damage Deposit Form
3. Letters of documents approving final building inspection, in date order
4. Remaining correspondence in date order (oldest to newest)
 - E.g. Development Data Sheets, Comfort Letters, Bonds

DRAWINGS

1. Address and/or unit layout maps
 - "Confirmed Civics" map first, then others in date order or other logical order
2. Survey certificate
3. Site Plan or Site Layout
4. Tree survey
5. Drawings or plans from the architect or engineer (if there is a numbering system on them, put in that order, otherwise do date order)
6. Other building- or engineering-related drawings (if there is a numbering system on them, put in that order, otherwise do date order)
7. Trees or Landscape-related drawings (if there is a numbering system on them, put in that order, otherwise do date order)
8. Other drawings, such as aerial views, etc. (date order, oldest to newest)
9. Truss Layout (only keep the first page, discard the rest) (date order, oldest to newest)
- Keep plumbing drawings, even if hand-drawn

FEES

1. Building Permit Fee Summary
2. DCC Information
3. GVS and DD DCC for sewer
4. Fees Calculation
5. Building floor calculations
6. Letters of Credit
7. Cost Estimates
8. Cheque requisition form
9. Receipts and copies of cheques
- Cover sheets referencing fees, payments etc. go under Correspondence

FICHE

1. Document fiche
2. Plans fiche

INSPECTION CARDS

1. Final building approval
2. Building inspection cards
3. Sign inspection cards
4. Plumbing inspection cards
5. Electrical inspection cards
6. Tree inspection cards

LETTERS OF ASSURANCE

1. Schedule B-1
2. Schedule B-2
3. Schedule B
4. Schedule A
5. Schedule C
6. Schedule C-A
7. Schedule C-B
8. Remaining Schedules in alphabetical/numerical order (E.g. CP-1, CP-2, L-1, L-2, etc.)

PERMITS

1. Building (1. yellow 2. field card)
 2. Sign (1. yellow 2. field card)
 - Note: all sign photos/drawings stay behind
 3. Plumbing
 - Note: all paperwork behind permit stays behind, except *Inspection Cards* and *Letters of Assurance*
 4. Permit to Construct a Sewage Disposal System
 - Note: these are rare, but they are usually on pink carbon paper and do not look like the rest of the permits; if an application is included, keep the app on top
 5. Electrical
 - Note: all paperwork (e.g. Contractor Authorization Form) behind permit stays behind, except *Inspection Cards* and *Letters of Assurance*
 6. Trees
 - Note: Appendix A stays behind Tree Cutting permit
 7. Soil Permit
 8. Development Variance Permit
 9. Development Permit
 - Note: if more than one, group the DVP and DPs that have the same file number, and then put in file number order.
- Department Copy first, followed by Inspection Copy.
 - Do not scan the backside of yellow copies.
 - Discard yellow copies of Plumbing and Electrical permits ONLY IF there is a final inspection copy. If there is no final copy but the permit has received Final Acceptance, write the Final date at the top of the yellow copy.

PHOTOS

- If dates available, put in date order.
- If no dates are available, try to put them into a logical order (e.g. all photos of trees together)
- If anything is written on the back of the photo, copy it down beside the photo on the paper you will tape the photo to (or just photocopy the back and tape the picture to that).

REPORTS & LEGAL DOCUMENTS

- Restrictive Covenant
- Legal documents with Affidavits, court records, Reports to Crown Counsel
- Geotechnical Reports
- Soil Reports
- Field Density Reports
- Arborist Report
- Hydraulic Calculations

- Fire Safety Reports
- Underground/Aboveground Piping Reports
- Gas Inspection Reports
- Survey Plan Certificate/State of Title Certificate
- Land Title Act

Unit Numbers

For unit numbers, documents *do not* get separated into different barcode sheets. For **MULTI-FAMILY** units, use the **UNIT-CORRESPONDENCE** barcode sheet and follow the guidelines above for each category. For all other categories, use the **ALL TENANT IMPROVEMENTS** barcode sheet and follow the guidelines above for each category. The order is as follows:

1. **Range, Cross-reference of Address Change sheets**
 2. **Letters of documents approving final building inspection** (usually a letter on City of Surrey letterhead)
 3. **Permits**
 - follow guidelines above, except *Applications* go in front of their respective permits
 4. **Inspection Cards**
 - follow guidelines above
 5. **Letters of Assurance**
 - follow guidelines above
 6. **Reports and Legal Documents**
 - follow guidelines above
 7. **Fees**
 - follow guidelines above
 8. **Correspondence**
 - follow guidelines above
 9. **Drawings**
 - follow guidelines above
 10. **Photos**
 - follow guidelines above
- Always follow the unit number on the building permit, not what's on the folder.

Labelling Units

We use 4 digits in labelling the unit, regardless of the unit number. For instance: Unit 1 would be Unit 0001, Unit 10 would be Unit 0010, Unit 100 would be Unit 0100, etc. If there is a letter anywhere in the Unit name, we use zeros and then the letter. For instance: Unit A would be Unit 0000A, Unit 1A would be Unit 0001A, Unit A-1 would also be Unit 0001A.

Discards:

- Duplicates/*Laserfiche* print-outs (unless additional writing)
- Title Searches
- City-provided information packages
- COSMOS print-outs (unless additional writing)
- AMANDA print-outs (unless additional writing)
- Carbon copies (only if final copy is there)

PLANNING GUIDELINES

Planning categories are organized in a particular order, with all documents following in date order (from OLDEST to NEWEST).

PROJECT FILES

COUNCIL

1. Report to Council
2. Council Minutes (usually on yellow paper, put in date order based on Council date; if more than one for the same date, put in alphabetical order by the Item Number)
3. Corporate Report
4. Heritage Advisory Committee Minutes (in date order)
5. Advisory Design Panel Minutes (in date order)
6. By-Laws (keep cover sheet before the by-law; put in numerical order by by-law number)

SUBDIVISIONS

1. Preliminary Layout Approval (PLA) (make sure the drawing with the red section coloured in is scanned in colour)
2. Final Subdivision Plans Record Sheet
3. Form P/Strata Plan Record Sheet
4. Subdivision Batch Info Sheet & Addressing Map (sometimes the map is larger than 11x17)
5. Statement of Taxes and attached Receipts
6. Subdivision Data Sheet (this looks like the Development Data Sheet in Applications, but will say "Subdivision" on it)
7. Checklist for Final Subdivision Plan Approval

PERMITS

1. Development Variance Permit and Plans/Drawings
2. Development Permit and Plans/Drawings
3. City Road and Right of Way (these are very rare)
4. Tree Cutting Permit (Schedule H)
5. Application for Tree Cutting Permit
6. Ministry of Transportation (MOT) permits and approvals (these look like ordinary Correspondence, but they have the Ministry of Transportation header)
7. Temporary Use Permit (this looks like a Development Permit, but it will say "Temporary Use")

APPLICATION

1. Application form
2. Authorization letter
3. Sign letter (this is often in with the Correspondence section and is easy to miss)
4. Pre-notification letter and map (followed by any print-out of the list of names and addresses on the mailing list)
5. Application fee and receipts (including any miscellaneous receipts, cheques and letters of credit found elsewhere in the file)
6. Development Data Sheet
7. Soil Contamination Questionnaire
8. Site Profile (these are rare)

PHOTOS

1. Picture of development sign
2. Site picture (aerial view)
3. Other photos, in date order (if applicable)

LEGAL DOCUMENTS

1. Restrictive Covenants (in date order)

2. Building Character Study (these are usually large packages; they are hard to miss)
3. Building Design Guidelines (these are usually large packages; they are hard to miss)
4. Letters of Undertaking (in date order, are often in with the rest of Correspondence, and can usually be identified by the Lawyer's letterhead and wording within the letter that state something to the effect of "We undertake as follows")
5. Other legal documents (similar ones grouped together, then in date order)

CORRESPONDENCE

1. Authorization to Scan File form (if present)
2. Date order (OLDEST to NEWEST)

Note: Correspondence includes, but is not limited to: Tree Cutting Application, Arborist Report, Internal Memos, internal external referral comments, consulting reports, public correspondence, telephone conversation notes, Letter of Credit estimate, other correspondence (including revised Engineering comments)

PLANS

1. Preliminary Lot Grading Plan
2. Lot Grading Plan
3. Key Plan
4. Concept Plan (Preliminary Layout with roads, etc.)
5. Survey Certificate
6. DP plans, most recent revision first (these are most common; there will usually be multiple copies, but often many with different revision numbers; discard duplicates, but use the "revision #" information box to help sort them out; otherwise, in date order)
7. Tree plans (i.e. Legal Plans from LTO, preliminary plans, site plans, bldg. layout, tree plans and 2 zoning maps)
8. Other plans: "official-looking" plans (in date order), sketches and drawings, computer-generated zoning maps and aerial layouts

STRATA

Strata files are the thin, white folders which sometimes accompany a planning file if it has a phased subdivision. They have the same file number as the main green folder, but have a different appendix number.

The -00 file falls under the main file number, whereas the different phases use a different phase number. Where main files and the -00 phases use 00, the other phases will use their appendix number (01, 02, etc.). These different phases are also prepared in a slightly different way.

-00 File:

- Authorization to Scan sheet
- Form P (if there are more than one Form P, put in date order)
- Any other lettered forms (e.g. Form Z, etc. put in alphabetical order)
- Company's Certificate of Director form
- Correspondence (in date order)
- Plans (usually there will be minimal plans with the -00 files)

Phases (-01, -02, -03...):

- Form P form (if there are more than one Form P, put in date order)
- Tax Form
- All other lettered forms in alphabetical order

- Certificate of Company
- Receipts & fees
- Correspondence (in date order)
- Plans

Notes:

There are usually two copies of the plans. One copy has a red stamp on it, the other does not. Keep **one entire set without** the stamp (make sure you have the copy with all of the signatures), and keep the **first page** of the copy **with** the stamp plus **any pages that show addresses or unit numbers** (they will be written in each unit on the plans). There will be several pages. Put the pages together, both page 1's, then both page 3's etc.

You may also have the set of plans with the red stamp where the unit numbers are not indicated on the plans at all, but rather on the small strata info sheets stapled to it. Tape these pages to a sheet of paper and put in front of the red stamped page 1 of the set of plans. You should end up with two copies of page 1, one with a red stamp and one without, and one entire copy of the rest of the plans.

Discards:

- Laserfiche print-outs (unless additional writing)
- AMANDA print-outs (unless additional writing)
- Information packages given to the public (e.g. "Light Industrial Impact Zone" or "Handbook for Developers" etc.)
- Title searches
- Barcode sheets from scanning receipts
- Duplications that are the exact copies (keep faxes, copies with notes, etc.)
- Anything marked "draft" or "superseded" **ONLY IF** you have the final copy

ENGINEERING GUIDELINES

Engineering categories are organized in a particular order, with all documents following in date order (from OLDEST to NEWEST).

COUNCIL

1. Report to Council
2. Staff Reports to Council
3. Council Minutes
4. Corporate Report
5. Public Hearing Minutes
6. Regular Council Land Use Minutes
7. Advisory Design Panel Minutes
8. Planning Development Report
9. Land Development RCLU/RCPH Summary
10. Council Authority

SUBDIVISIONS

1. Preliminary Layout Approval
2. Final Subdivision Plans Record Sheet
3. Subdivision Plan
4. Strata Plan

PERMITS

1. Development Variance Permit

2. Development Permit
3. Traffic Obstruction Permit (TOP)
4. City Road and Right of Way Permit
5. Sprinkler Permits
6. Tree Cutting Permits
7. Special Gas Permit
8. Special Fisheries Permit
9. Ministry of Transportation Permits and Approvals
10. Temporary Use Permit
11. Shoring and Hoarding Permit
12. GVS & DD Permits
13. Building Permits

APPLICATION

1. Application Form
2. Authorization Letter
3. Sign Letter
4. Pre-notification Letter and Map
5. Photo of Sign
6. Application Fee and Receipts
7. Site Photo
8. Development Data Sheet
9. Soil Contamination Questionnaire
10. Site Profile

PHOTOS

- If dates available, put in date order.

LEGAL DOCUMENTS

1. Restrictive Covenants
2. Letter of Undertaking
3. Easements
4. Releases and Discharges
5. Anything from Lawyer's offices

PLANS

1. Preliminary Lot Grading Plan
2. Key Plan
3. Streetlights
4. Storm Water Control Plan
5. Planning Lot Grading Plan
6. Lot Grading Plan
7. Hydro, Telus, Cable & Gas
8. Concept Plan
9. Survey Certificate

PROJECT SCOPING

1. Pre-design Checklist
2. Pre-design Minutes Package
3. Letter stating Pre-design & Fire Flow
4. Fire Flow Analysis City Review

5. Project Scoping Correspondence

PROJECT DETAILING

1. KPC Enclosure Letter, Responses (Key Plan Circular)/Pre-Design Circular
2. FDP (Formal Design Package)
3. Street Lighting, Signing Checklist
4. Drawing Package Enclosure Letter
5. S/A Input Enclosure Letter
6. Traffic Operations Reviews Forms

CONSTRUCTION

1. Pre-Construction Minutes
2. Inspection Sheets
3. Special Notes for Construction Inspector
4. Asphalt & Concrete Reports
5. Line Testing Reports
6. Field Density Reports
7. Sanitary Air Test Reports
8. Siltation Testing Reports
9. Video Inspection Letter and Results
10. Final Construction Inspection Checklist & Letters
11. Maintenance Inspection Letters
12. Construction Correspondence
13. Releases
14. Certificate of Completion
15. Cash in Lieu Interim Reports
16. Interim Statement for Release of Funds and Enclosure Letter
17. Reimbursements, Refunds, Request for Reduction to LOC
18. Pavement Cut Forms

POCKET ITEMS

1. Certificate of Acceptance
2. Service Agreement
3. Proforma Worksheet
4. Development Coordinated Works Funding Report
5. Development Cost Charges (DCCs)
6. Approved SDR Report and Reimbursement Table (Subdivision Related)
7. Soils and Geotechnical Reports
8. Environmental Review Committee
9. Letters of Credit
10. Tie-in and Connection Summary (Water and Sanitary Sewer)
11. Impact Statements – Checklist (Temporary Encroachment Letters)
12. Work Orders
13. Upsizing of Water-main Extensions
14. Latecomer Agreements
15. Certificate of Insurance
16. Prime Contractor Designation Form
17. Construction Cost Estimate
18. Receipts
19. Authorization for Works Affecting Fish Habitat

ENGINEERING CORRESPONDENCE

1. Engineering Comments
2. Road Right of Way and Comments Requirements
3. Road Closures
4. Cover Letters for S/A and Checklist
5. Cost Estimate Servicing Agreement
6. Bylaw Correspondence
7. Road of Right of Way Acquisitions Forms
8. Latecomer Enquiry
9. Anything to do with Latecomers
10. Notification of Final for Hydro, Shaw, Terasen and Telus
11. Tender Documents Information
12. General Project Correspondence including Memo's and Faxes (Stapled Together)
13. Documents that don't fit anywhere else

**Schedule A-4 –
CITY OF SURREY PROPERTY TAX HOG SCANNING AND UPLOADING**

1. PURPOSE

The purpose of this document is to provide guideline/information about handling/filing paper HOG forms and their supporting documents received, preparing the boxes for scanning by Contractor and uploading the scanned files onto Laserfiche.

General Information on Paper HOG Processing

For HOG applications forms and their supporting documents received in paper, an external contractor is used to scan the documents. Once the scanned image files are received back from the contractor, they are uploaded onto Laserfiche (document management website) for record keeping and easy browsing. The City also keeps the original scanned forms and documents in the off-site storage managed by Iron Mountain for 7 years per the statutory requirement.

2. STEPS

Step 1: Preparing/Filing HOG Batch (Done by City of Surrey Cashier/Processor)

1. HOGS to be separated from the rest of the Batch (Batch work must be kept in a separate Brown Envelope with the Batch number and Name).
2. HOG Batch must be put together with the white slip in front that contains the Batch Number and Initials of the cashier who processed those HOGS along with the following requirements;
 - All grants must be facing the same direction (barcodes facing up) and only the necessary pages should be included (consent form, death certificate copy, late envelope). If a full tax notice was sent in, staff are to discard the top portion and only keep the HOG stub.
 - Supporting documents for a specific HOG should be placed immediately behind the associated HOG. Even if the folio number is contained within the document, each support page must have a folio number written on the upper right corner.
 - ✓ Additional pages can be folded.
 - ✓ Any page not associated with a specific HOG will be pulled out of the batch and not scanned.
 - HOGs that do not have a barcode, but need to be indexed, should have a folio number written on the upper right corner of the page.
 - Batch must not have any staples or paper clips, just an elastic band to keep it together.
3. Cashiers must be filing this batch in numerical order by batch number in the vault.

Step 2: Handling Blank and Denied HOGs (Done by City of Surrey staff)

1. When opening mail or sorting through HOGs, if staff come across a HOG that is blank, it must be placed inside the bin that is marked as '**Blank Hogs**'. These get sorted through and placed in a RC box for scanning separate from the other Batches.
2. If staff come across a HOG that is a duplicate or filled out by the owner that is not eligible for a HOG, staff may place this HOG in the bin that is marked as '**Denied Hogs**'.

3. These HOGs get placed in RC boxes separately as they are not a part of any batch and they get scanned based on their status (Denied/Blank).
4. Blank and Denied HOGs do not have batch numbers. Separate these HOGs, use a separate box for each or if there is not enough to fill up 2 envelope boxes then use a white paper to separate denied and blank (label the white paper, denied for denied and blank for blanks).

Step 3: Preparing Boxes for Scanning

Preparing Documents (Done by City of Surrey clerk responsible for scanning)

- All documents should be;
 - ✓Free of staples or paper clips.
 - ✓Facing the same way.
 - ✓Full page documents must have the folio on the top right corner in red pen.
 - ✓Placed in Batch Number order (the white paper blends in with the HOG, make sure to zig zag the batches in the box so it is easier to see the separate batches.

Preparing Boxes (Done by City of Surrey staff)

- *****Important: Tax years must be separated into separate boxes for Laserfiche*****
- Iron Mountain boxes are to be used, box is supplied by records. See <staff member>, they will be able to order a box.
- Two small envelope boxes are to be prepared and placed in the Iron Mountain box. Small Envelope boxes should contain no writing. Documents that need to be scanned (batches, denied/blank hogs) should be placed in these boxes correctly.
- These boxes are then placed in the Iron Mountain box. Envelope box should be labelled with the following information (labels can be printed out):
 - ✓Box 1 of 2 and 2 of 2
 - ✓Iron Mountain box number is to be labelled on each box

PLEASE RETURN TO RECORDS CENTRE	
BOX NO. Enter in Iron Mountain Box Number in this box For example: 29439	CONTROL NO. Enter in 1 of 2 or 2 of 2
RECORD SERIES #	LOCATION

Recording in Spreadsheet and Printing (Done by City of Surrey staff)

1. Once the box has been labelled, record the information that is being sent for scanning (Box number, what it contains (denied, blanks, and batch numbers), year of HOGS, and initials of clerk who prepared the box) in the Excel Spreadsheet.
 - a. Example of **Denied/Blanks** information on the spreadsheet:

Contractor Scanning- Uploaded & Complete	
Box 29439 Contains	
Date Prepared: July 13, 2017--K43	
1-2017 HOGS	2-2017 HOGS
DENIED/BLANKS	DENIED/BLANKS

b. Example of **Batch Box** on the spreadsheet:

Contractor Scanning- Uploaded & Complete	
Box 29457 Contains	
Date Prepared: July 17, 2017--K43	
1-2017 HOGS	2-2017 HOGS
DENIED/BLANKS	127011
	127252
	127349
	127455
	127801

On the left side, 1-2017 HOGS contains Denied

and Blanks from 2017 and on the right side, 2-2017 HOGS contains batches from 2017. The 1 and 2 in this case is the control no. that are filled out on the labels. This would let the Contractor scanning staff know that box number 29457 (1 of 2) contains Denied/Blanks and box 29457 (2 of 2) contains Batches that are listed on the spreadsheet.

PLEASE RETURN TO RECORDS CENTRE	
BOX NO. 29457	CONTROL NO 1 of 2
RECORD SERIES #	LOCATION

2. This sheet of the Iron

is then to be printed and placed inside Mountain Box.

Step 4: Sending Boxes to Contractor for Scanning (Done by City of Surrey staff)

1. Iron Mountain box needs to be labelled (to and from). On the outside of the box, the 'to:' should be taped on the top left hand side of the box and the 'from:' on the right bottom.

To: <Contractor Contact>
(Home Owner Grants)
<Contractor Name>
<Address>
<City, Province>
<Postal Code>

From: City of Surrey (Taxes)
13450 104 Avenue
Surrey, BC
V3T 1V8

2. The Property Tax department sends out approximately 3 Iron Mountain boxes per week. Property Tax must contact Contractor (preferably by e-mail) to let them know when they have boxes ready. Property Tax contacts Contractor on Monday as their preferred pick-up date for City of Surrey is on Tuesdays.

a. The main contact person from Contractor is:

<Contractor Contact>
Tel: nnn-xxx-xxxx
Email: xxx@xxx.com

3. Once Contractor is notified that boxes are ready for pick up, place these boxes on the ledge where incoming and outgoing mail bins are placed.
 - a. The Denied/Blanks are sent out first as those are the ones that get call backs or visits from owners for once the reminder notices are sent out.

Step 5: Uploading Scanned HOGs (*Done by Contractor*)

1. Once boxes are scanned, Contractor will deliver the boxes to Property & Payment Services department. Each box should have a bright scanned sticker on them.
2. Contractor will also transfer all the scanned files to the City's secure file upload service using an SFTP client, transmitting over SSH. The scanned documents are to be uploaded into the City's Laserfiche by city staff.
 - a. Create zip file for each box. Each zip file will contain images of HOGS from box. An example of this zip file could be "RC Box XXXXX YYYY Home Owner Grants". XXXXX is the box number and YYYY is the HOG year. The transferred package will indicate the year of the Hogs, and the RC Box numbers of HOGs on that transfer.



SCHEDULE B - QUOTATION

RFQ Title: File Registry – Scanning & Archiving

RFQ No: 1220-040-2019-003

CONTRACTOR

Legal Name: _____

Contact Person and Title: _____

Business Address: _____

Business Telephone: _____

Business Fax: _____

Business E-Mail Address: _____

CITY OF SURREY

City Representative: Richard D. Oppelt, Purchasing Manager

Address: Surrey City Hall
Finance Department – Purchasing Section
Reception Counter – 5th Floor West
13450 - 104 Avenue, Surrey, B.C., Canada, V3T 1V8

E-mail for PDF Files: purchasing@surrey.ca

1. If this Quotation is accepted by the City, a contract will be created as described in:
 - (a) the Agreement;
 - (b) the RFQ; and
 - (c) other terms, if any, that are agreed to by the parties in writing.
2. Capitalized terms used and not defined in this Quotation will have the meanings given to them in the Agreement and RFQ. Except as specifically modified by this Quotation, all terms, conditions, representations, warranties and covenants as set out in the Agreement and RFQ will remain in full force and effect.
3. I/We have reviewed the RFQ Attachment 1 – Draft Agreement. If requested by the City, I/we would be prepared to enter into that Agreement, amended by the following departures (list, if any):

Section

Requested Departure(s) / Alternative(s)

4. The City requires that the successful Contractor have the following in place **before providing the Goods and Services:**

- (a) Workers' Compensation Board coverage in good standing and further, if an "Owner Operator" is involved, personal operator protection (P.O.P.) will be provided, Workers' Compensation Registration Number _____;
- (b) Prime Contractor qualified coordinator is Name: _____ and Contact Number: _____;
- (c) Insurance coverage for the amounts required in the proposed Agreement as a minimum, naming the City as additional insured and generally in compliance with the City's sample insurance certificate form available on the City's Website [Standard Certificate of Insurance](#);
- (d) City of Surrey or Intermunicipal Business License: Number _____;
- (e) If the Contractor's Goods and Services are subject to GST, the Contractor's GST Number is _____; and
- (f) If the Contractor is a company, the company name indicated above is registered with the Registrar of Companies in the Province of British Columbia, Canada, Incorporation Number _____.

As of the date of this Quotation, we advise that we have the ability to meet all of the above requirements **except as follows** (list, if any):

Requested Departure(s) / Alternative(s)

5. The Contractor acknowledges that the departures it has requested in Sections 3 and 4 of this Quotation will not form part of the Agreement unless and until the City agrees to them in writing by initialing or otherwise specifically consenting in writing to be bound by any of them.

SECTION B-1

Changes and Additions to Specifications:

6. In addition to the warranties provided in the Agreement, this Quotation includes the following warranties:

7. I/We have reviewed the RFQ Attachment 1, Schedule A – Specifications of Goods and Scope of Services, to Attachment 1. If requested by the City, I/we would be prepared to meet those requirements, amended by the following departures and additions (list, if any):

Requested Departure(s) / Alternative(s) / Addition(s)

SECTION B-2

Fees and Payments

8. The Contractor offers to supply to the City of Surrey the Goods and Services for the prices plus applicable taxes as follows:

Table A: Pricing Based on 300 dpi

F.O.B. Destination Freight Prepaid	Payment Terms: A cash discount of ____% will be allowed if invoices are paid within ____ days, or the ____ day of the month following, or net 30 days, on a best effort basis.	Ship Via:
Item #	Item Name	Unit Price
	Planning & Development Department:	
	Pickup/Drop Off	\$ _____
	Document Scanning – Black & White	\$ _____
	Document Scanning – Colour	\$ _____
	Large Format – Black & White	\$ _____
	Large Format – Colour	\$ _____
	Other	\$ _____
	Property & Payment Services:	
	Pickup/Drop Off	\$ _____
	Document Scanning – Black & White	\$ _____
	Document Scanning – Colour	\$ _____
	Large Format – Black & White	\$ _____
	Large Format – Colour	\$ _____
	Other	\$ _____
	Note: Overheads, General Conditions and Profit are to be included in the above amounts.	
CURRENCY: Canadian		

Table C: (Optional) Pricing Based on 600 dpi

F.O.B. Destination Freight Prepaid	Payment Terms: A cash discount of ____% will be allowed if invoices are paid within ____ days, or the ____ day of the month following, or net 30 days, on a best effort basis.	Ship Via:
Item #	Item Name	Unit Price
	Planning & Development Department:	
	Pickup/Drop Off	\$ _____
	Document Scanning – Black & White	\$ _____
	Document Scanning – Colour	\$ _____
	Large Format – Black & White	\$ _____
	Large Format – Colour	\$ _____
	Other	\$ _____
	Property & Payment Services:	
	Pickup/Drop Off	\$ _____
	Document Scanning – Black & White	\$ _____
	Document Scanning – Colour	\$ _____
	Large Format – Black & White	\$ _____
	Large Format – Colour	\$ _____
	Other	\$ _____
	Note: Overheads, General Conditions and Profit are to be included in the above amounts.	
CURRENCY: Canadian		

Force Account Labour and Equipment Rates:

- Contractors should complete the following tables setting out the all-inclusive hourly labour rates including overhead and profit for approved extras/credits for all applicable categories of labour (use the spaces provided and/or attach additional pages, if necessary):

Table 1 – Hourly Labour Rate Schedule For Services:

Labour Category	Straight Time/hr (plus GST)	Overtime Rate/hr (plus GST)
.1 Superintendent	\$	\$
.2 Foreman	\$	\$
.3 Journeyman	\$	\$
.4 Apprentice	\$	\$
.5 Skilled Labourer	\$	\$
.6	\$	\$
.7	\$	\$

Table 2 – Hourly Equipment Rate Schedule:

No.	Equipment Description (<i>State</i>)	Hourly Equipment Rate
		\$
		\$

SECTION B-3

Time Schedule:

- Contractors should provide an estimated schedule, with major item descriptions and times indicating a commitment to provide the Goods and perform the Services within the time specified (use the spaces provided and/or attach additional pages, if necessary).

MILESTONE DATES _____

ACTIVITY	SCHEDULE									
	1	2	3	4	5	6	7	8	9	10

SAMPLE

SECTION B-4

Key Personnel & Sub-Contractors:

11. Contractors should provide information on the background and experience of all key personnel proposed to provide the Goods and Services (use the spaces provided and/or attach additional pages, if necessary):

Key Personnel

Name: _____
Experience: _____
Dates: _____
Project Name: _____
Responsibility: _____

12. Contractors should provide the following information on the background and experience of all sub-contractors and material suppliers proposed to undertake a portion of the Goods and Services (use the spaces provided and/or attach additional pages, if necessary):

<i>Description Of Goods & Services</i>	<i>Sub-Contractors & Material Suppliers Names</i>	<i>Years Of Working With Contractor</i>	<i>Telephone Number And Email</i>

SECTION B-5

Experience and References:

13. Contractor's should provide information on their relevant experience and qualifications in delivering Goods and Services similar to those required by the Agreement (use the spaces provided and/or attach additional pages, if necessary):

14. Contractor's should provide information on their relevant references (name and telephone number). The City's preference is to have a minimum of three references. Previous clients of the Contractor may be contacted at the City's discretion (use the spaces provided and/or attach additional pages, if necessary):

15. I/We the undersigned duly authorized representatives of the Contractor, having received and carefully reviewed the RFQ and the Agreement, submit this Quotation in response to the RFQ.

This Quotation is offered by the Contractor this _____ day of _____, 201__.

CONTRACTOR

I/We have the authority to bind the Contractor

(Legal Name of Contractor)

(Signature of Authorized Signatory)

(Signature of Authorized Signatory)

(Print Name and Position of Authorized Signatory)

(Print Name and Position of Authorized Signatory)

Updated: August 11, 2017
RDO

APPENDIX 1 – PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between _____
(the "Public Body") and _____ (the "Contractor") respecting
_____ (the "Agreement").

Definitions

1. In this Schedule,
 - (a) "access" means disclosure by the provision of access;
 - (b) "Act" means the Freedom of Information and Protection of Privacy Act (British Columbia), as amended from time to time;
 - (c) "contact information" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
 - (d) "personal information" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Public Body and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:
 - (a) enable the Public Body to comply with its statutory obligations under the Act with respect to personal information; and
 - (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor may only collect or create personal information that

is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

4. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
 - (a) the purpose for collecting it;
 - (b) the legal authority for collecting it; and
 - (c) the title, business address and business telephone number of the person designated by the Public Body to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Public Body to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Public Body, the Contractor must promptly advise the person to make the request to the Public Body unless the Agreement expressly requires the Contractor to provide such access and, if the Public Body has advised the Contractor of the name or title and contact information of an official of the Public Body to whom such

requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Public Body to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.
9. When issuing a written direction under section 8, the Public Body must advise the Contractor of the date the correction request to which the direction relates was received by the Public Body in order that the Contractor may comply with section 10.
10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Public Body, the Contractor disclosed the information being corrected or annotated.
11. If the Contractor receives a request for correction of personal information from a person other than the Public Body, the Contractor must promptly advise the person to make the request to the Public Body and, if the Public Body has advised the Contractor of the name or title and contact information of an official of the Public Body to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Public Body otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Public Body in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Public Body otherwise directs in writing, the Contractor may only use personal information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of personal information

16. Unless the Public Body otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Public Body if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
17. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Notice of foreign demands for disclosure

18. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.2 of the Act, if in relation to personal information in its custody or under its control the Contractor:
 - (a) receives a foreign demand for disclosure;
 - (b) receives a request to disclose, produce or provide access that the Contractor knows or has reason to suspect is for the purpose of responding to a foreign demand for disclosure; or

(c) has reason to suspect that an unauthorized disclosure of personal information has occurred in response to a foreign demand for disclosure the Contractor must immediately notify the Public Body and, in so doing, provide the information described in section 30.2(3) of the Act. In this section, the phrases "foreign demand for disclosure" and "unauthorized disclosure of personal information" will bear the same meanings as in section 30.2 of the Act.

Notice of unauthorized disclosure

19. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.5 of the Act, if the Contractor knows that there has been an unauthorized disclosure of personal information in its custody or under its control, the Contractor must immediately notify the Public Body. In this section, the phrase "unauthorized disclosure of personal information" will bear the same meaning as in section 30.5 of the Act.

Inspection of personal information

20. In addition to any other rights of inspection the Public Body may have under the Agreement or under statute, the Public Body may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

21. The Contractor must in relation to personal information comply with:
(a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and

(b) any direction given by the Public Body under this Schedule.

22. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

23. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Public Body of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

24. In addition to any other rights of termination which the Public Body may have under the Agreement or otherwise at law, the Public Body may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

25. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

26. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

27. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

28. If a provision of the Agreement (including any direction given by the Public Body under this Schedule)

conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

29. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 30, the law of any jurisdiction outside Canada.

30. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

APPENDIX 2 – CONFIDENTIALITY AGREEMENT

WHEREAS:

- A. The Contractor and the City acknowledge that the process of the Contractor having access to information or software will involve the verbal, electronic, written, or other disclosure of information, and documentation to the Contractor. In this Agreement “Confidential Information” means any information, technical data, or know how, including, but not limited to that which relates to services, processes, designs, drawings, diagrams, specifications, business strategies, finances whether communicated orally or in writing, specifications and associated documentation, and any equipment, machinery, or other property all of which owned by the City.
- B. The Contractor has agreed to maintain the Confidential Information as confidential and to the non-disclosure of same, all in accordance with the following terms:

THEREFORE, IN CONSIDERATION OF THE PREMISES AND OF THE MUTUAL COVENANTS SET FORTH HEREIN, THE PARTIES AGREE AS FOLLOWS:

1. The Contractor shall hold the Confidential Information in strict confidence recognizing that the Confidential Information, or any portion thereof, is comprised of highly sensitive information. The Contractor acknowledges that the disclosure or use of the Confidential Information, or any portion thereof, will cause the City substantial and irreparable harm and injury and the City shall have the right to equitable and injunctive relief to prevent the unauthorized use or disclosure, and to such damages as there are occasioned by such unauthorized use or disclosure, and the Contractor hereby consents to the granting of such equitable and injunctive relief.
2. The Contractor shall not divulge or allow disclosure of the Confidential Information, or any part thereof, to any person or entity for any purpose except as described in this Agreement, unless expressly authorized in writing to do so by the City, provided however, the Contractor may permit the limited disclosure of the Confidential Information or portion thereof only to those of the Contractor’s directors, officers, employees, and sub-contractors who have a clear and *bonafide* need to know the Confidential Information, and provided further that, before the Contractor divulges or discloses any of the Confidential Information to such directors, officers, employees, and sub-contractors, the Contractor shall inform each of the said directors, officers, employees, and sub-contractors of the provisions of this Agreement and shall issue appropriate instructions to them to satisfy the obligations of the Contractor set out in this Agreement and shall, at the request of the City, cause each of the said directors, officers, employees, and sub-contractors to execute a confidentiality agreement in a form satisfactory to the City, in its sole discretion.
3. The Contractor agrees not to use any of the Confidential Information disclosed to it by the City for its own use or for any purpose except to carry out the specific purposes designated by this Agreement.
4. The Contractor shall take all necessary precautions to prevent unauthorized disclosure of the Confidential Information or any portion thereof to any person, or entity in order to prevent it from falling into the public domain or the possession of persons other than those persons authorized hereunder to have any such information, which measures shall

include the highest degree of care that the Contractor utilizes to protect its own confidential information of a similar nature.

5. The Contractor shall notify the City in writing of any misuse or misappropriation of Confidential Information which may come to its attention.
6. The Contractor shall not mechanically or electronically copy or otherwise reproduce the Confidential Information, or any portion thereof, without the express advance written permission of the City, except for such copies as the Contractor may require pursuant to this Agreement in order to prepare the Report. All copies of the Confidential Information shall, upon reproduction by the Contractor, contain the same the City proprietary and confidential notices and legends that appear on the original Confidential Information provided by the City unless authorized otherwise by the City. All copies shall be returned to the City upon request.
7. The Confidential Information received by the Contractor and all formatting of the Confidential Information, including any alterations to the Confidential Information, shall remain the exclusive property of the City, and shall be delivered to the City by the Contractor forthwith upon demand by the City.
8. The Contractor acknowledges that the City is a public body subject to the *Freedom of Information and Protection of Privacy Act ("FIPPA")* and as such the Confidential Information is protected pursuant to the provisions of FIPPA. The Contractor further acknowledges that the collection, use, storage, access, and disposal of the Confidential Information shall be performed in compliance with the requirements of FIPPA. Information which is sent to the City by the Contractor in performance of this Agreement is subject to FIPPA and may be disclosed as required by FIPPA. The Contractor shall allow the City to disclose any of the information in accordance with FIPPA, and where it is alleged that disclosure of the information, or portion thereof, may cause harm to the Contractor, the Contractor shall provide details of such harm in accordance with section 21 of FIPPA.
9. The Contractor acknowledges and agrees that nothing in this Agreement does or is intended to grant any rights to the Contractor under any patent, copyright, or other proprietary right, either directly or indirectly, nor shall this Agreement grant any rights in or to the Confidential Information.
10. Disclosure of the Confidential Information to the Contractor the terms of this Agreement shall not constitute public disclosure of the Confidential Information for the purposes of section 28.2 of the *Patent Act*, R.S.C. 1985, c. p-4.
11. This Agreement shall be binding upon and for the benefit of the undersigned parties, their successors, and assigns and the Contractor hereby acknowledges that the obligations imposed on the Contractor hereunder shall survive the termination of the Contractor's dealings or engagement with the City.
12. The Contractor represents that is not now a party to, and shall not enter into any agreement or assignment in conflict with this Agreement.
13. This Agreement shall be governed and construed in accordance with the laws of the Province of British Columbia and the Contractor and the City irrevocably attorns to the

exclusive jurisdiction of the courts of the Province of British Columbia to adjudicate any dispute arising out of this Agreement.

14. No provision of this Agreement shall be deemed to be waived by the City and no breach of this Agreement shall be deemed to be excused by the City unless such waiver or consent excusing such breach is in writing and duly executed by the City.