REQUEST FOR PROPOSALS

Title: LICENSED SECURITY GUARD SERVICES AND RELATED SERVICES – VARIOUS CIVIC CENTRE SITES

Reference No.: 1220-030-2019-006

FOR PROFESSIONAL SERVICES

[NO SUB-CONTRACTORS ARE TO BE USED IN THE PROVISION OF THESE SERVICES]
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1. INTRODUCTION

1.1 Purpose

The purpose of this request for proposals ("RFP") is to select a qualified and experienced service provider (or service providers) to provide Licensed Security Guard Services and Related Services to various Civic Sites ("Services") as described in Schedule A.

1.2 Definitions

In this RFP the following definitions shall apply:

"BC Bid Website" means www.bcbid.gov.bc.ca;

"City" means the City of Surrey;

"City Representative" has the meaning set out in section 2.5;

"City Website" means www.surrey.ca;

"Closing Time" has the meaning set out in section 2.1;

"Contract" means a formal written contract between the City and a Preferred Proponent to undertake the Services, the preferred form of which is attached as Schedule B;

"Evaluation Team" means the team appointed by the City;

"Information Meeting" has the meaning set out in section 2.2;

"Preferred Proponent(s)" means the Proponent(s) selected by the Evaluation Team to enter into negotiations for a Contract;

"Proponent" means an entity that submits a Proposal;

"Proposal" means a proposal submitted in response to this RFP;

"RFP" means this Request for Proposals;

"Services" has the meaning set out in Schedule A;

"Site" means the place or places where the Services are to be performed; and

"Statement of Departures" means Schedule C-1 to the form of Proposal attached as Schedule C.
2. INSTRUCTIONS TO PROPOUNTS

2.1 Closing Time and Address for Proposal Delivery

A Proposal should be labelled with the Proponent’s name, RFP title and reference number. A Proposal should be submitted in the form attached to this RFP as Schedule C – Form of Proposal.

The Proponent may submit a Proposal either by email or in a hard copy, as follows:

(a) Email

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

on or before the following date and time

Time: 3:00 p.m., local time
Date: May 10, 2019

(PDF emailed Proposals 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, Proponents should phone [604-590-7274] to confirm receipt. A Proponent bears all risk that the City’s equipment functions properly so that the Proposal is submitted on time.

(b) Hard Copy

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

Name: Richard D. Oppelt, Manager, Procurement Services
at the following location:
Address: Surrey City Hall
Finance Department – Procurement Services Section
Reception Counter, 5th Floor West
13450 – 104 Avenue, Surrey, B.C., Canada V3T 1V8

on or before the Closing Time.

2.2 Information Meeting

An information meeting may be hosted by the City Representative to discuss the City’s requirements under this RFP (the “Information Meeting”). While attendance is at the discretion of Proponents, Proponents who do not attend will be deemed to have attended
the Information Meeting and to have received all of the information given at the Information Meeting. **At the time of issuance of this RFP a meeting has not been scheduled.**

2.3 Late Proposals

Proposals submitted after the Closing Time will not be accepted or considered. Delays caused by any delivery, courier or mail service(s) will not be grounds for an extension of the Closing Time.

2.4 Amendments to Proposals

Proposals may be revised by written amendment, delivered to the location set out in Section 2.1, at any time before the Closing Time but not after. An amendment should be signed by an authorized signatory of the Proponent in the same manner as provided by section 3.3. E-mailed amendments are permitted, but such amendment should show only the change to the proposal price(s) and should not disclose the actual proposal price(s). A Proponent bears all risk that the City’s equipment functions properly so as to facilitate timely delivery of any amendment.

2.5 Inquiries

All inquiries related to this RFP 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, Manager, Procurement Services

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

Business Fax: 604-599-0956
Business E-mail: purchasing@surrey.ca


Inquiries should be made no later than seven (7) business days before Closing Time. The City reserves the right not to respond to inquiries made within seven (7) business days of the Closing Time. Inquiries and responses will be recorded and may be distributed to all Proponents at the discretion of the City.

Proponents finding discrepancies or omissions in the Contract or RFP, or having doubts as to the meaning or intent of any provision, should immediately notify the City Representative. If the City determines that an amendment is required to this RFP, the City Representative will issue an addendum in accordance with section 2.6. No oral conversation will affect or modify the terms of this RFP or may be relied upon by any Proponent.
2.6 Addenda

If the City determines that an amendment is required to this RFP, the City 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 part of this RFP. No amendment of any kind to the RFP is effective unless it is posted in a formal written addendum on the City Website. Upon submitting a Proposal, Proponents will be deemed to have received notice of all addenda that are posted on the City Website.

2.7 Examination of Contract Documents and Site

Proponents will be deemed to have carefully examined the RFP, including all attached Schedules, the Contract and the Site (as applicable) prior to preparing and submitting a Proposal with respect to any and all facts which may influence a Proposal.

2.8 Opening of Proposals

The City intends to open Proposals in private but reserves the right to open Proposals in public at its sole discretion.

2.9 Status Inquiries

All inquiries related to the status of this RFP, including whether or not a Contract has been awarded, should be directed to the City Website and not to the City Representative.

2.10 Optional Sites

A Proponent should include prices for optional sites, if any, as called for in Schedule C – Form of Proposal. The optional site prices will only apply if the City elects to proceed with the optional sites.

Notwithstanding that the City may elect not to proceed with an optional site, the prices for any optional sites, including the extended totals for any optional sites unit prices, will be included in the Proposal price for the purpose of any price comparisons between Proposals.

3. PROPOSAL SUBMISSION FORM AND CONTENTS

3.1 Package (Hard Copy)

If the Proponent chooses NOT to submit by email, the Proponent should submit a Proposal in a particular submittal format, to reduce paper, encourage our recycled product expectations, and reduce package bulk. Bulk from binders and large packages are unwanted. Vinyl plastic products are unwanted. The City also has an environmentally-preferable purchasing commitment, and seeks a package format to support the green expectations and initiatives of the City.

Please do not use any plastic or vinyl binders or folders. The City prefers simple, stapled paper copies. If a binder or folder is essential due to the size of your Proposal, they should be fully 100% recycled stock.
The City seeks and prefers submittals on 100% Post Consumer Fibre (PCF) paper, consistent with the City’s policy and the City environmental practices.

Please double-side your Proposal.

3.2 Form of Proposal

Proponents should complete the form of Proposal attached as Schedule C, including Schedules C-1 to C-5. Proponents are encouraged to respond to the items listed in Schedules C-1 to C-5 in the order listed. Proponents are encouraged to use the forms provided and attach additional pages as necessary.

This RFP sets out the City’s requirements, desired options and additional considerations. Proponents should prepare their Proposals providing a straightforward and detailed description of their ability to satisfy the requirements set out in this RFP. Emphasis in each Proposal should be on completeness and clarity of content, and should correspond to the section numbering set out. Proposals that do not clearly address the requested requirements and/or do not reference the applicable section numbers may be refused for evaluation purposes. All Proposals must be submitted in English.

3.3 Signature

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

(a) If the Proponent is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Proposal 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 Proposal on behalf of the corporation is submitted;

(b) If the Proponent 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 Proponent is an individual, including a sole proprietorship, the name of the individual should be included.
4. EVALUATION AND SELECTION

4.1 Evaluation Team

The evaluation of Proposals will be undertaken on behalf of the City by the Evaluation Team. The Evaluation Team may consult with others including City staff members, third party consultants and references, as the Evaluation Team may in its discretion decide is required. The Evaluation Team will give a written recommendation for the selection of a Preferred Proponent or Preferred Proponents to the City.

4.2 Evaluation Criteria

The Evaluation Team will compare and evaluate all Proposals to determine the Proponent's strength and ability to provide the Services in order to determine the Proposal which is most advantageous to the City, using the following criteria:

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience, Reputation and Resources</td>
</tr>
<tr>
<td>The Evaluation Team will consider the Proponent's responses to items in Schedule C-2.</td>
</tr>
<tr>
<td>Technical</td>
</tr>
<tr>
<td>The Evaluation Team will consider the Proponent's responses to items in Schedule C-3 and Schedule C-4.</td>
</tr>
<tr>
<td>Financial</td>
</tr>
<tr>
<td>The Evaluation Team will consider the Proponent's response to Schedule C-5.</td>
</tr>
<tr>
<td>Statement of Departures</td>
</tr>
<tr>
<td>The Evaluation Team will consider the Proponent's response to Schedule C-1.</td>
</tr>
</tbody>
</table>

The Evaluation Team will not be limited to the criteria referred to above, and the Evaluation Team may consider other criteria that the team identifies as relevant during the evaluation process. The Evaluation Team may apply the evaluation criteria on a comparative basis, evaluating the Proposals by comparing one Proponent's Proposal to another Proponent's Proposal. All criteria considered will be applied evenly and fairly to all Proposals.

4.3 Discrepancies in Proponent's Financial Proposal

If there are any obvious discrepancies, errors or omissions in Schedule C-5 of a Proposal (Proponent's Financial Proposal), then the City shall be entitled to make obvious corrections, but only if, and to the extent, the corrections are apparent from the Proposal as submitted, and in particular:

(a) if there is a discrepancy between a unit price and the extended total, then the unit prices shall be deemed to be correct, and corresponding corrections will be made to the extended totals;

(b) if a unit price has been given but the corresponding extended total has been omitted, then the extended total will be calculated from the unit price and the estimated quantity;
(c) if an extended total has been given but the corresponding unit price has been omitted, then the unit price will be calculated from the extended total and the estimated quantity.

4.4 Litigation

In addition to any other provision of this RFP, the City may, in its absolute discretion, reject a Proposal if the Proponent, or any officer or director of the Proponent submitting the Proposal, is or has been engaged directly or indirectly in a legal action against the City, its elected or appointed officers, representatives or employees in relation to any matter, or if the City has initiated legal action against any officers or directors of the Proponent.

In determining whether or not to reject a Proposal under this section, the City will consider whether the litigation is likely to affect the Proponent’s ability to work with the City, its consultants and representatives and whether the City’s experience with the Proponent indicates that there is a risk the City will incur increased staff and legal costs in the administration of the Contract if it is awarded to the Proponent.

4.5 Additional Information

The Evaluation Team may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and the Evaluation Team may make such requests to only selected Proponents. The Evaluation Team may consider such clarifications or additional information in evaluating a Proposal.

4.6 Interviews

The Evaluation Team may, at its discretion, invite some or all of the Proponents to appear before the Evaluation Team to provide clarifications of their Proposals. In such event, the Evaluation Team will be entitled to consider the answers received in evaluating Proposals.

4.7 Multiple Preferred Proponents

The City reserves the right and discretion to divide up the Services, either by scope, geographic area, or other basis as the City may decide, and to select one or more Preferred Proponents to enter into discussions with the City for one or more Contracts to perform a portion or portions of the Services. If the City exercises its discretion to divide up the Services, the City will do so reasonably having regard for the RFP and the basis of Proposals.

In addition to any other provision of this RFP, Proposals may be evaluated on the basis of advantages and disadvantages to the City that might result or be achieved from the City dividing up the Services and entering into one or more Contracts with one or more Proponents.

4.8 Negotiation of Contract and Award

If the City selects a Preferred Proponent or Preferred Proponents, then it may:
(a) enter into a Contract with the Preferred Proponent(s); or
(b) enter into discussions with the Preferred Proponent(s) to attempt to finalize the
   terms of the Contract(s), including financial terms, and such discussions may
   include:
   (1) clarification of any outstanding issues arising from the Preferred Proponent's
       Proposal;
   (2) negotiation of amendments to the departures to the draft Contract, if any,
       proposed by the Preferred Proponent as set in Schedule C-1 to the
       Preferred Proponent's Proposal; and
   (3) negotiation of amendments to the Preferred Proponent's price(s) as set out
       in Schedule C-5 to the Preferred Proponent's Proposal and/or scope of
       Services if:
       (A) the Preferred Proponent's financial Proposal exceeds the City's
           approved budget, or
       (B) the City reasonably concludes the Preferred Proponent's financial
           proposal includes a price(s) that is unbalanced, or
       (C) a knowledgeable third party would judge that the Preferred
           Proponent's price(s) materially exceed a fair market price(s) for
           services similar to the Services offered by the Preferred Proponent
           as described in the Preferred Proponent's Proposal; or
(c) if at any time the City reasonably forms the opinion that a mutually acceptable
   agreement is not likely to be reached within a reasonable time, give the Preferred
   Proponent(s) written notice to terminate discussions, in which event the City may
   then either open discussions with another Proponent or terminate this RFP and
   retain or obtain the Services in some other manner.

5. GENERAL CONDITIONS

5.1 No City Obligation

This RFP is not a tender and does not commit the City in any way to select a Preferred
Proponent, or to proceed to negotiations for a Contract, or to award any agreement, and
the City reserves the complete right to at any time reject all Proposals, and to terminate
this RFP process.

5.2 Proponent’s Expenses

Proponents are solely responsible for their own expenses in preparing, and submitting
Proposals, and for any meetings, negotiations or discussions with the City or its
representatives and consultants, relating to or arising from this RFP. The City and its
representatives, agents, consultants and advisors will not be liable to any Proponent for
any claims, whether for costs, expenses, losses or damages, or loss of anticipated
profits, or for any other matter whatsoever, incurred by the Proponent in preparing and
submitting a Proposal, or participating in negotiations for a Contract, or other activity
related to or arising out of this RFP.

5.3 No Contract

By submitting a Proposal and participating in the process as outlined in this RFP,
Proponents expressly agree that no contract of any kind is formed under, or arises from,
this RFP, prior to the signing of a formal written Contract.
5.4 **Conflict of Interest**

A Proponent shall disclose in its Proposal 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.

5.5 **Solicitation of Council Members and City Staff**

Proponents and their agents will not contact any member of the City Council or City staff with respect to this RFP, other than the City Representative named in section 2.5, at any time prior to the award of a contract or the cancellation of this RFP.

5.6 **Confidentiality**

All submissions become the property of the City and will not be returned to the Proponent. All submissions will be held in confidence by the City unless otherwise required by law. Proponents 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.

5.7 **Reservation of Rights**

The City reserves the right, in its sole and absolute discretion, to:

(a) amend the scope of Services, modify, cancel or suspend the competitive selection process at any time for any reason;
(b) accept or reject any Proposal, based on the evaluation criteria;
(c) waive a defect or irregularity in a Proposals, and accept that Proposal;
(d) reject or disqualify or not accept any or all Proposals, without any obligation compensation or reimbursement to any Proponent or any of its team members;
(e) re-advertise for new Proposals, or enter into negotiations for the Services or for Services of a similar nature;
(f) make any changes to the terms of the business opportunity described in this RFP;
(g) negotiate any and all aspects of Proposals; and
(h) extend, from time to time, and date, time period or deadline provided in this RFP, upon written notice to all Proponents.

5.8 **Acceptance of Proposals**

Notwithstanding anything to the contrary contained in the RFP or any other document, material or communication:

(a) The City will not necessarily accept the Proposal with the lowest Proposal Price, or any Proposal, and the City reserves the right to reject any and all Proposals at any time, or cancel the RFP process, without further explanation and to accept any Proposal the City considers to be in any way advantageous to it. The City’s acceptance of any Proposal is contingent on having sufficient funding for the solution and a Contract with a Proponent. Proposals containing qualifications will be considered to be non-conforming Proposals in that they will fail to conform to the requirements of the RFP documents and on that basis they may be disqualified or rejected. Nevertheless, the City may waive any non-compliance with the requirements of the RFP documents, specifications or any conditions,
including, without limitation, the timing of delivery of anything required by these RFP documents, and the City, at its discretion, may consider non-conforming Proposals and accept a non-conforming Proposal.

(b) Where the City is of the view, in its sole discretion, that there is an ambiguity or other discrepancy which cannot be discerned or resolved from examining the contents of the Proposal, then whether or not such an ambiguity or discrepancy actually exists on the face of the Proposal, the City may, prior to Contract award, solicit clarification from the Proponent or accept clarification from the Proponent on any aspect of its Proposal. Such clarification may include the acceptance of any further documents or information which will then form part of the Proposal. The soliciting or accepting of such clarification (whether or not solicited) by the City will be without any duty or obligation on the City to advise any other Proponents or to allow them to vary their Proposal Prices as a result of the acceptance of clarification from any one or more Proponents and the City will have no liability to any other Proponent(s) as a result of such acceptance of clarification.

(c) If the City considers that all Proposals are priced too high, it may reject them all.

(d) The City, prior to awarding of any Contract, may negotiate with the Proponent presenting the lowest priced Proposal, or any Proponent, for changes in the solution, the materials, the specifications or any conditions, without having any duty or obligation to advise any other Proponents or to allow them to modify their Proposal, and the City will have no liability to any Proponent as a result of such negotiations or modifications.

(e) The City and its representatives, agents, consultants and advisors will not be liable to any Proponent for any claims, whether for costs, expenses, losses, damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by a Proponent in preparing and submitting a Proposal, or participating in negotiations for a final Contract, or other activity related to or arising out of this RFP, including in the event the City accepts a non-compliant Proposal or otherwise breaches the terms of this RFP.

(f) A pre-award meeting may be conducted with the preferred Proponent prior to award to confirm project details and expectations of the City.

(g) Proponents are solely responsible for their own expenses in preparing and submitting a Proposal, and for any meetings, negotiations or discussions with the City, or its representatives and consultants, relating to or arising from the RFP. The City will not be liable to any Proponent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, incurred by the Proponent in preparing and submitting a Proposal, or participating in negotiations for a contract, or other activity related to or arising out of this RFP.

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SCHEDULE A - SCOPE OF SERVICES

1. DESCRIPTION OF SCOPE OF SERVICES

1.1 The Scope of Services described in this Schedule A (the “Services”) is a general guide and is not intended to be a complete list of all work and materials necessary to complete the project. The Services contains works tasks believed necessary for providing security guard services that meet the City’s needs. The Contractor is to provide unarmed uniformed licensed security guard services, including emergency mobile alarm response and Supervisor support.

1.2 This RFP is to support the established corporate security programs at the civic facilities listed in 1.4. The requested Services will be required to cover the front desk duties, security operations centre, facility patrols, access card and identification management and provide oversight for public offices.

1.3 There are multiple entrances and a high flow of traffic at each civic facility. Access control and customer service are the primary duties of the security guard during publicly accessible hours as indicated for each civic facility. The security guards are responsible for maintaining security databases, monitoring surveillance cameras at various facilities (as necessary) and ensuring the ongoing protection of personnel and building assets through frequent patrols (interior and exterior) as well as following prescribed escalation procedures. These Services provide support to multiple internal departments to ensure the various civic facilities continues to operate in a safe and secure manner.

1.4 Core Sites:

The Contractor must provide the Services for the following core sites subject to 1.8:

Package 1: City of Surrey Civic Centre Complex, which includes but is not limited to:

Site 1: Surrey City Hall – 13450 104 Avenue;
Site 2: City Centre Library – 10350 University Drive;
Site 3: North Surrey Recreation Centre – 10275 City Parkway; and
Site 4: Surrey Operations Centre (Surrey Works Yard) – 6651 148 Street.

1.5 Optional Sites

The City may request the Contractor to provide the Services for the following optional sites which may be included in the agreement if the City exercises its option to add optional sites prior to the agreement being executed. If the City exercises the option to add optional sites after the agreement is executed, the parties will execute an amending agreement to the agreement at the prices submitted in Schedule C-5 of the Proposal.

Package 2: The former City of Surrey Civic Centre Complex, which includes but is not limited to:

Site 5: Former City of Surrey Civic Centre Complex and North Annex and the associated perimeters and grounds of City Buildings – 14245 56 Avenue.
Package 3: Surrey Libraries, which includes but is not limited to:

Site 6: Guildford Library – 15105 105 Avenue;
Site 7: Newton Library – 13795 70 Avenue;
Site 8: Strawberry Hills Library – 7399 122 Street; and
Site 9: Semiahmoo Library – 1852 152 Street.

Package 4: Surrey Rec Centres and Civic Facilities which include but is not limited to:

Site 10: Newton Recreation Centre – 13730 72 Avenue;
Site 11: Newton Seniors Centre – 13775 70 Avenue;
Site 12: Newton Arena – 7120 136B Street; and
Site 13: Guildford Recreation Centre - 15105 105 Avenue.

1.6 Additional City sites may be added during the Term, as required/on-demand, not detailed above. The Contractor will, if requested in writing from the City, extend the same Services, hourly rate(s) and terms and conditions to any existing or future City facilities.

1.7 During the 2019 service year, the sites and locations listed above may begin requiring the Services at various times throughout the calendar year. The City will notify the Contractor with thirty (30) days in advance, on a best effort basis, prior to the beginning of the Services at any site or location. Any fees payable will be adjusted during the 2019 calendar year to reflect actual Services performed at each site or location.

1.8 The City does not guarantee the assignment of any work or quantity of work. Quantities of work will be determined based on the requirements of the City. The Contractor is to provide the Services at the hourly rate(s) as described Schedule C only for the hours that the City requests the Services and the Contractor provides the Services. The City may change, reduce, eliminate the overall need for security guard Services subject to seasonal need, long term facility needs (e.g., closure of the facility), or any other requirement at the City’s sole discretion providing a minimum two (2) months written notice.

1.9 Only employees of the Contractor specifically assigned to perform the Services will be allowed to enter City facilities. Where required by the City, the Contractor will ensure that all contractors, suppliers and service representatives that enter the facilities report to the facility coordinator so that the facility coordinator will be aware of who is on the site and the duration of the site visit. The Contractor will comply with all of the City’s policies relating to building keys and card access systems and will be held responsible for any loss of security due to the misuse or loss of keys and/or access cards.

1.10 The Contractor must provide a direct support representative(s) that the City can contact. It is expected that the City will be able to correspond with this individual(s) and have concerns/questions answered within a reasonably expeditious timeframe.

1.11 The Contractor must provide continuous and uninterrupted Services in accordance with the Service standards, requirements, and terms and conditions of the agreement. Such Services will be performed to a standard of care, skill and diligence maintained by persons providing the highest commercial standard, for similar services. Should any
services or materials be required for the proper performance of the agreement which are not expressly or completely described in the Services and are reasonably associated with or necessary for the proper and timely performance and provision of the Services, then such services or materials will be deemed to be implied and required by the Services and the Contractor will furnish them as if they were specifically described in and as part of the Services.

1.12 In providing the Services, as described in this Schedule A the Contractor is to at all times meet or exceed the standards of the industry, the standards described in the agreement, and the Service levels and quality standards provided by the service model(s) currently in place at each of the facilities. The City will have the right at any time throughout the term to revise such Service standards by amendment and the Contractor will promptly make all required adjustments to its operations to accommodate such revised Service standards. All Services will be provided to the complete satisfaction of the City and will be conducted in such a manner as not to interrupt or interfere with the City’s operations.

2. PERFORMANCE DESCRIPTION

2.1 It will be the responsibility of the Contractor to determine the proposed level and type of service for each of the sites set out above through a review process such as a risk assessment. At least three types of security services are contemplated:

(a) Security and protection services at City civic complex sites, facilities and on-site staff;
(b) Use of, monitoring of, and provision of some security systems and equipment necessary to protect the assets of City sites, including intrusion detection systems and related monitoring and response functions, closed circuit television systems, and access control systems; and
(c) Provision of mobile patrol services to City sites requiring this service, including scheduled patrols and related functions and emergency response.

2.2 The primary goal for the security guard Services is to avoid violence in any crisis situation while affording maximum protection to City sites, personnel, visitors and property.

2.3 Special Provision – City Rights

2.3.1 Although specific enforcement areas will be highlighted to the Contractor, day-to-day security guard Services requirement are a changing dynamic. Therefore, the City retains the right to make changes to the Services. The Contractor will coordinate security guard assignments with the City.

2.3.2 Further, the City retains the right without limitation to any combination of the following:

(d) Establish, modify, add or delete Services or hours of Services. Any change which results in fewer hours of Services will be credited to the City. Any Service area
addition that result in additional hours will be addressed at the City’s discretion; and/or 
(e) Reorganization of Service areas at a lower Services frequency; and/or 
(f) Increase Services to maintain the requirements of the agreement; and/or 
(g) Set all hours of Services operations and approve daily and weekly assignment schedules; and/or 
(h) Modify, alter, add, delete or replace any City supplied forms and or equipment; and/or 
(i) Procedures, instructions and codes during the agreement terms; and/or 
(j) Services areas, level of performance, placement of Services effort and type of Services; and/or 
(k) Approve or disapprove of any new hire and to test all new hires before issuing security guard authority and to withdraw the security guard authority of any Contractor’s personnel permanently or temporarily when such action is in the best interest of the City; and/or 
(l) Request removal of any employee of the Contractor when continual employment is detrimental to the best interest of the City. The City shall provide such request in writing.

3. SECURITY GUARD SERVICE PERFORMANCE EXPECTATIONS

3.1 The assigned security guards shall be courteous, refrain from loud, inappropriate or obscene language, exercise due care, perform their work without delay, minimize noise, and avoid damage to public, private or City property.

3.2 The routines of security guard Services required include, but may not be limited to, the following:

(a) Manning one (1) security guard post in City Hall building lobby at all times;
(b) Manning/operating the security operations centre within the City Hall, as required;
(c) Manning one (1) security guard post in the City Centre Library;
(d) Providing a physical presence in City libraries;
(e) Conducting premise perimeter patrols of all sites, including sites that have parking lots, by foot, by bicycle or by vehicle;
(f) Responding to crisis and alarms by a guard immediately; and
(g) Providing a security guard to a post in an emergency situation immediately and provide site assistance.
(h) Additional guards may be required during an emergency situation or crisis.

3.3 The Contractor and its security guards should be able to demonstrate the following:

(a) Considerable knowledge of the geography of the sites including road networks;
(b) Knowledge of modern security practices, and techniques;
(c) Knowledge of the policies, regulations and procedures used in protecting and patrolling special civic buildings;
(d) Basic ability to use MS Office software (Word, Excel and Outlook for email);
(e) Ability to enforce security policies, regulations and procedures firmly and impartially;
(f) Ability to establish and maintain effective working relationships with City of Surrey staff, subordinates, superiors and police officials;
(g) Ability to understand and follow verbal and written instructions;
(h) Ability to react promptly and correctly in emergency situations;
(i) Ability to prepare and maintain routine records and reports;
(j) Display good interpersonal skills and common sense; and
(k) Must display an excellent work ethic as well as the ability/willingness to learn new approaches and concepts.

3.4 Roles and Tasks of Security Manager

3.4.1 The roles and tasks of the Security Manager include, but may not be limited to, the following:

(a) The Security Manager is responsible for monitoring the security operations for the City. They help implement security policies, regulations, rules, and make sure that the environment at City sites is safe for employee and visitors;
(b) The Security Manager is also responsible for monitoring the electronic surveillance equipment used on the premises and ensure that proper procedures are carried out on the use of the CCTV equipment;
(c) The Security Manager is responsible for enhancing and improving physical security and, increasingly, IT security. They should identify City protection goals and objectives, ensuring they're consistent with the City’s strategic plans;
(d) The Security Manager is to assist and implement safety and security policies and programs within the City. The Security Manager will create safety manuals and training materials to ensure that security guards are knowledgeable about the policies. They will also ensure that all security guards are trained in these policies;
(e) The Security Manager is responsible for the day to day access control operations including issuing of new ID cards and access fobs. Creating work orders and facility service requests for all maintenance and repairs needed on the access control system;
(f) The Security Manager is responsible for the CCTV footage recovery, storage, and disclosure of evidence to law enforcement and other outside agencies;
(g) Other related security functions the Security Manager is expected to:
   1. Develop and implement security policies, protocols and procedures;
   2. Control budgets for security operations and monitor expenses;
   3. Recruit, train and supervise security guards;
   4. Attend meetings with other managers to determine operational needs;
   5. Plan and coordinate security operations for specific events;
   6. Review reports on incidents and breaches;
   7. Investigate and resolve issues;
   8. Create reports for management on security status;
9. Assist in emergency management and contingency planning;
10. Coordinate security guards when responding to emergencies, bomb threats, fire alarms, or intrusion alarms, following emergency response procedures;
11. Recommend security procedures for security call centers, operations centers, domains, asset classification systems, system acquisition, system development, system maintenance, access control, program models, or reporting tools;
12. Monitor security policies, programs or procedures to ensure compliance with internal security policies, licensing requirements, or applicable government security requirements, policies, and directives;
13. Conduct physical examinations of City properties to ensure compliance with security policies and regulations;
14. Travel between City sites as required to perform role and tasks. All claims for kilometre expenses must be pre-approved by the Department Representative;
15. Integrating safety and security policies with business operations;
16. Evaluating safety and security plans for effectiveness;
17. Building and managing emergency response teams; and
18. Conducting risk audits and assessments as directed by the Department Representative.

3.5 Roles and Tasks of the Supervisor

3.5.1 The Contractor is to provide supervision, at sites required by the City, and at all times appoint sufficient supervisory personnel to manage and direct the Contractor’s workforce. The Supervisor shall be the focal point for the Contractor and shall be the point of contact for City personnel. The Supervisor shall have sufficient English language skills to be able to communicate with City staff. The Supervisor shall have supervision as his or her sole function. Supervisor tasks include, but may not be limited to, the following:

(a) Supervises the work of a staff of security guards responsible for protecting and patrolling civic complex buildings, inspects all posts to assure compliance with policies and directives;
(b) Confers with the Department Representative to receive shift instructions and to report incidents and activities from previous shift;
(c) Prepares work schedules and assigns work areas; changes or modifies schedules as needed; calls in part-time personnel to provide for necessary coverage;
(d) Investigate all complaints received from the public or staff about a security guard and report findings and corrective action to the Department Representative;
(e) Responds to verbal reports of unusual incidents or problems and assists in their resolution; assists other law enforcement agencies in investigative and emergency situations;
(f) Prepares and maintains activity records including guard logs, vehicle logs [manage vehicle passes] and incident reports;
(g) Makes recommendations regarding hiring, discipline and promotion of subordinates; authorizes leave and overtime; evaluates and rates employee performance;
(h) Knowledge of public relations principles and techniques; and
(i) Performs related work as required.

3.6 Roles and Tasks of the Typical Security Guard Post or Patrol

3.6.1 The roles and tasks of the typical security guard post or patrol include, but may not be limited to, the following:

(a) Locking and unlocking of site premises;
(b) Establishing a protective and authoritative presence;
(c) Reception/concierge at entry station – checking identification may be required;
(d) Preventing criminal offences such as theft, vandalism and mischief;
(e) Responding to threats of violence, burglary and fire;
(f) Conducting perimeter patrols during business hours to prevent loitering and deter criminal activity;
(g) Conducting sweeps at closing and after-hours to ensure no squatters;
(h) Patrolling facilities during off hours;
(i) Recognizing or anticipating threats and taking preventative and protective measures;
(j) Confronting challenges and quelling commotion and disturbances with firm politeness;
(k) Notifying and assisting police when appropriate;
(l) Writing observation reports and incident reports;
(m) Operating specialized equipment and programs (cameras, DVR/NVR, etc.);
(n) Production, maintenance, and issuance of identification/access control passes;
(o) Maintaining records, such as parking passes; and
(p) Arming/disarming security systems, where applicable.

3.7 Guard Conduct

3.7.1 The conduct of the Contractor’s security guards include, at a minimum, the following:

(a) Security guards shall maintain a high level of visibility at all times as a deterrent;
(b) Security guards shall present a professional, concerned image to the public and City staff;
(c) Security guards shall not unlock doors except when authorized by supervising guard or authorized City staff;
(d) Security guards shall not have personal visitors while on duty or otherwise on City facilities; and shall not converse privately with acquaintances while on duty;
(e) Security guards who have received consistent complaints without extenuating circumstances shall be discharged from the post and from further working on the City agreement. Rude or offensive behaviour to public or staff will not be tolerated;
(f) Security guards shall not get personally involved with any staff member on the job, or engage in long or private conversations that disrupt work;

(g) Security guards shall not use any staff member’s office, read, rearrange, or remove any material from the office; nor shall they permit any unauthorized person to do so. Security guards shall not sit on desks, cabinets, tables, or rest feet on desk tops or open desk drawers, etc.;

(h) Security guards shall not use headsets while on duty;

(i) Security guards shall not read books, magazines, or newspapers while on duty;

(j) Security guards may park their personal vehicles in the City parking lot or in any area designated by the City. However, security guards shall not sit in their personal vehicles while on duty or on breaks;

(k) Security guards shall limit telephone/ smartphone use to business or personal emergencies;

(l) Security guards shall not accept any gifts or gratuities that are in any way related to their position with the City;

(m) Security guards shall not request or accept any kind of credit or loan from staff or surrounding businesses;

(n) Security guards shall not bear firearms, clubs, chemical deterrents, handcuffs, knives or any other weapon while working at City sites;

(o) Security guards shall not be under the influence of legal or illegal substances while on the job. If a security guard is determined to be under the influence of legal or illegal substances while on the job, they will be promptly dismissed and may not be allowed to return to their position with the City. The Contractor should have a substance use policy in place;

(p) Security guards shall obey and perform all post orders and instructions and those issued by the City;

(q) When appropriate, security guards shall pass on to their relief security guards any special instructions about pertinent situations such as trades people performing maintenance, etc.;

(r) Security guards will utilize GPS or other checkpoint verification device/system. The Contractor is to provide to the City any GPS/verification software that will allow the City to monitor guard locations;

(s) Security guards shall escort staff to their vehicles, if requested to do so and previously authorized to leave their post for this purpose;

(t) Security guards shall assist staff members in defusing arguments or disturbances with the public, whether it is inside and/or outside of the City Hall worksite. Threatening situations shall be reported to emergency dispatch 9-1-1 and the City;

(u) Security guards shall ensure work site tidiness: Guard shall pick up or otherwise correct minor litter, etc. If the guard decides that he/she cannot resolve a litter problem, he/she should report it to the City; and

(v) Security guards shall liaise with other contractors - janitorial, security, courier etc.
3.8 Parking Lot Procedures

3.8.1 The following parking lot procedures apply to security guards posted at City facilities with parking lots:

(a) Security guards shall maintain a visible presence in the parking lot and shall place a priority on parking lot safety and security. Guards will perform patrols of all parking lots, including stairwells;

(b) Security guards, by their presence, may assist in preventing theft, vandalism, damage, etc., to personal and public property by patrolling parking lots. If a security guard observes any illegal activity, they shall notify the RCMP and City. If it is safe to do so, the security guard shall find the opportunity to note the details, such as: a description of people involved; type and color of clothing; year, make, model and color of vehicle; license plate number; direction of departure, etc.;

(c) Security guards shall ensure that the parking lots are free from hazards such as broken glass, damaged fencing, etc. Any damage or hazards shall promptly be reported to the Supervisor and then to the City as necessary;

(d) Security guards shall report any suspicious or unusual activity to their supervising security guard, or the RCMP; and

(e) Provide after-hours safe walk for staff to the parking areas. The guards are required to provide this service within ten (10) minutes of receiving a request unless they are actively involved in another security manner.

3.9 Guard Appearance and Uniform Requirements

3.9.1 The assigned security guards shall arrive to work in the appropriate uniform to represent the Contractor. Uniforms shall be clean, pressed, in good condition, and shall present a professional appearance. The assigned security guards shall not “accessorize” their uniforms or wear non-uniform apparel while on duty. All of the costs related to uniform requirements will be included with the submitted hourly rate. There will be no additional charges to the City. The Contractor will be required to submit a shoulder patch design for approval.

3.9.2 Standard uniform requirements should consist of:

(a) Jackets or Blazers;
(b) Trousers/Slacks;
(c) Shirts/Blouses;
(d) Clip on Tie (Optional);
(e) CSA approved footwear appropriate to the work requirements for each civic facility; and
(f) Outerwear that provides suitable protection from climatic conditions and allows security guards to perform their duties.

3.9.3 The uniform shall be compliant with all occupational Health & Safety Standards, as applicable.
3.9.4 The Contractor is to provide, at its expense, photo identification badges/cards. Photo identification badges/cards must include, as a minimum, the company name, employee name and current photograph. The badges are to be worn on the outside of clothing in the chest area.

3.9.5 Security guards shall not lean against walls, wear shirts out, stand with hands in pockets, or adopt any other unprofessional or inattentive posture.

3.9.6 Security guards shall maintain a professional appearance. They shall be well groomed and adhere to the Contractor’s written standards for appearance and grooming.

3.10 Supervision, Training and Quality Control

3.10.1 The City requires a motivated, highly effective, responsive and well-trained professional security guard service within its facilities. The security guard Service has the responsibility of ensuring the safety of building occupants, safeguarding the City’s office equipment and property, carrying out emergency response requirements and offering the public a high standard of visitor experience at all times. The Contractor’s management, supervision, leadership, quality control and continuous training programs will each have a direct impact on the effectiveness of the Services.

3.10.2 Guards shall be proficient with computers, access control and security systems and understand operation of fire alarm enunciator panels.

3.10.3 No reimbursement will be provided for salaries, travel or any other expense incurred for training.

3.10.4 All guards will be expected to learn requirements, orders instructions and restrictions that govern security guard performance in general and to their posts in particular. Information sources include, but are not limited to:

(a) General and Post Orders;
(b) Standing Post Instructions;
(c) First Aid/CPR/Blood-Borne Pathogen Training;
(d) Portable Fire Extinguisher Training;
(e) Management of aggressive behavior, or similar training; and
(f) Mental Health First Aid.

3.11 Attendance

3.11.1 The Contractor shall have a procedure for verifying arrival of guards at a post and dispatching a replacement for a no show. In the event of a no show, the Contractor shall have a replacement guard on post within thirty (30) minutes of slated start time. The City will not pay for hours missed for a “no show”.
3.11.2 The Contractor shall maintain a pool of trained alternate qualified security guards; security guards will be dispatched to be on duty if requested by the City. All of the costs related to the training and maintaining the alternate qualified security guards will be included with the submitted hourly rate. There will be no additional charges to the City.

3.11.3 The City will have the option to review personal suitability on the assigned security guards and to request the specific security personnel to be on duty.

3.11.4 Any security guard who must leave his post for an appointment prior to the end of a scheduled shift cannot leave until a replacement has arrived.

3.12 Concierge/Customer Service

3.12.1 As customer service is a prime focus of the City, a security guard must be available for concierge duties: be the facility’s first representation to the public, i.e. greeting and answering simple questions, notifying departmental reception of visitors, light tidying, passing instructions to maintenance contractors, etc. In addition, concierge guards shall report elevator malfunctions and fire-system alarms.

4. RECORDS AND REPORTS

4.1 Daily Attendance Log of Security Guards

4.1.1 A daily attendance log of all security guards assigned must be completed, and signed by a Supervisor. The daily attendance log shall be forwarded to the City, along with a weekly summation of all hours worked.

4.2 Report of Injury or Accident

4.2.1 If a client or visitor has an accident, whether it results in an injury or not, the security guard or Supervisor shall ensure that a “Report of Injury or Accident” form is completed through the City Clerk’s Department. If the injured party refuses, or is unable to make a statement, the security guard shall take a statement from any witnesses, which shall include their name, telephone number, and relationship, if any, to the injured party.

4.3 Contractor Reports

4.3.1 The Contractor is to provide the following reports:

   (a) Incident Reports

   The Contractor will be required to file formal incident reports regarding unusual, non-routine incidents that on-site security guard(s) observe at any time on civic property. Non-routine incidents include but shall not be limited to theft of property, assault, disorderly conduct or any other City patron conduct that, in the opinion of security guard(s), City staff or other City patrons, appears to be suspicious or threatening in nature.
The Contractor is to submit to the City, an incident report in case of incident during their shift. The Contractor will be provided with forms to complete. The general information that needs to be included is:

- Date of incident;
- Time of incident;
- Location of incident (facility, address, and phone #);
- Time of call to RCMP;
- Name of person who contacted RCMP;
- Response time of RCMP;
- RCMP File #;
- Summary of Incident with specific details; and
- Name of Person who filed Report.

The security guard shall prepare a detailed incident report and give a legible copy to the Supervisor. The security guard shall make sure to obtain all required information and present this information to the City.

(b) Daily

The Contractor is to submit to the City (specifically, the on-site facility coordinator), a daily work summary report. The summary report shall be brought current at the end of each shift. The reports shall be provided in either electronic format or computer generated spreadsheets and shall provide, at the minimum, the following information:

- Full name of Contractor's personnel that performed security services;
- Hours of service provided per individual;
- Location where services perform; and
- Any incidents, accidents or concerns that occurred while on shift.

(c) Monthly

The Contractor is to submit to the City, activity reports on a monthly basis in support of the invoice amount(s). The reports shall be provided in either electronic format or computer generated spreadsheets and shall provide, at the minimum, the following information:

- Specific services provided (labour and materials);
- Hours of service provided per individual;
- Specific hourly labour rates charged;
- Dates when services performed; and
- Location where services perform.

5. EMERGENCY CALLOUTS AND RESPONSE TO CRISIS AND ALARMS

5.1 The Contractor shall provide emergency security personnel on an "as and when needed" basis at any of the City facilities listed in Schedule A. This service may be requested at any time of day or night, weekends and statutory holidays. Normally, the services of one (1) security guard is required to handle emergency callouts, but two (2) or more security
guards shall be made available to respond on thirty (30) minutes notice. The requirements for emergency personnel are similar to those for regular patrol personnel.

5.2 The Contractor will respond to all alarms during regular business hours and will assist as needed. This could be providing crowd control, assisting with an evacuation, directing emergency services to the location of the incident, and/or assisting in other related security duties. After-hours alarm calls that are received through the central monitoring station will be directed to the designated “alarm response” service provider.

5.3 Potentially Violent Individuals

5.3.1 There may be occasions when City staff requests that security guards deny access to a specific individual into City facilities. The individual may be a former employee, current employee, family member, contractor or client who may have threatened an employee or may have displayed a potential for violent behaviour.

5.3.2 Security guards shall use extreme caution if the individual exhibits behaviour that is, or could be, violent or abusive and shall notify the proper authorities immediately.

5.3.3 Security guards may be asked by City staff to assist with a particularly difficult client or walk someone to his or her car. The security guard shall comply with such requests for assistance unless compliance would significantly degrade the level of security within the facility.

5.4 Emergency Assistance

5.4.1 In an emergency when the situation calls for the evacuation of an entire building or selected areas, security guards shall assist with the evacuation of clients and City staff to a safe location, as requested by Surrey Fire Services, Police, City By-Law Officers or Fire Wardens. Furthermore, if requested by the designated authorities, security guards shall assist local law enforcement agencies, By-Law Officers, or Fire Wardens on an as-needed basis, such as with crowd control.

5.4.2 Although security guards will have a specific set of duties, tasks and daily procedures to follow, in the event of an emergency, security guards shall follow the instructions of Surrey Fire Services, Police, or By-Law Officers upon direct command.

5.5 Reporting Unusual Events and Emergencies

5.5.1 The supervising security guard shall promptly report any unusual event or emergency to the City. A reportable event would include, but is not limited to, the following:

(a) Any incident of a person suspected of possessing an illegal weapon;
(b) Any altercation in which a By-Law Officer of Police officer was called;
(c) Any altercation between persons resulting in an injury;
(d) Any incident of a belligerent or hostile client who disrupts the workflow, especially if escorted from the facility;
(e) Any safety hazard or security breach observed in the course of the shift;
(f) Any accident resulting in injury to persons; and
(g) Any incident that occurs outside the civic facility, but within the area of observation, such as a car theft, car accident and vandalism, robbery, etc.

5.5.2 Any reportable event shall be followed with a written report in which the security guard shall state the facts: who, when, where, what, why and how. Making any knowingly false statements shall result in disciplinary action. The City is to be given a copy of all written reports. Written reports shall be completed at the earliest available opportunity and, in no event shall it take longer than twenty-four (24) hours.

5.6 Bomb Threat

5.6.1 The City has an established procedure for responding to bomb threats. The security guard(s) may be asked to assist, as follows:

(a) The security guard(s) shall obtain as much pertinent information about the source of the threat as possible, e.g. time, name, location, what was said;
(b) Notify the City Manager’s office, the Department Representative and 9-1-1 of the bomb threat and convey all pertinent information including security guard’s name and telephone number. Chain of communication and contact information will be established with the successful Contractor;
(c) When evacuation of the premises is ordered, the security guard(s) shall assist with the evacuation of all occupants in an orderly and safe manner;
(d) Explosives usually are camouflaged and can be packaged in a variety of containers such as a shoebox, athletic bag, backpack, briefcase, suitcase, etc. While evacuating, security guards shall look for – but do not touch, move or disturb – anything suspicious or out of place; anything that does not belong, or whose nature and presence cannot be adequately explained. Notify authorities of any suspicious object discovered;
(e) Security guards shall not give permission to anyone to leave a box, suitcase or other object at any time unattended in the lobby or near the post;
(f) Cordon off the area and deny re-entry; and
(g) Do not use a pager, radio or cellular phone near the suspicious object. Pager, radio or cellular phone frequencies may detonate some explosive devices. Exercise caution and advise others to not use pagers, radios or cellular phones near the civic facility.

6. TIME SCHEDULE

6.1 This section describes the proposed time schedule, which the Proponent should use for developing their Proposal. The City and the successful Proponent will meet on a regular basis to discuss varying shift times.
# Core Sites (sites 1 through 4):

## PACKAGE 1: Table 1 - Site 1: Surrey City Hall

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday to Friday Coverage</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 08:30 to 16:30</td>
<td>Security Manager</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard (excluding stats.)</td>
<td>1,972</td>
</tr>
<tr>
<td>Shift 2 – 07:00 to 15:00</td>
<td>Shift Supervisor</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
</tr>
<tr>
<td>Shift 3 – 07:00 to 15:00</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
</tr>
<tr>
<td>Shift 4 – 15:00 to 23:00</td>
<td>Senior Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
</tr>
<tr>
<td>Shift 5 – 15:00 to 23:00</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
</tr>
<tr>
<td>Shift 6 – 23:00 to 07:00</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 2 guards</td>
<td>4,160</td>
</tr>
</tbody>
</table>

| **Monday to Sunday Coverage** |                  |                                                           |                        |
| Shift 7 – (Parkade Patrol) 22:00–06:00 | Regular guard | 8 hrs per day x 7 days 52 weeks x 1 guard                 | 2,912                  |

| **Saturday, Sunday & Stat. Coverage** |                  |                                                           |                        |
| Shift 1 – 07:00 to 15:00 | Senior Guard | 8 hrs per day x 2 days x 52 weeks x 1 guard               | 832                    |
| Shift 2 – 07:00 to 15:00 | Regular Guard | 8 hrs per day x 2 days x 52 weeks x 1 guard               | 832                    |
| Shift 3 – 15:00 to 23:00 | Senior Guard | 8 hrs per day x 2 days x 52 weeks x 1 guard               | 832                    |
| Shift 4 – 15:00 to 23:00 | Regular Guard | 8 hrs per day x 2 days x 52 weeks x 1 guard               | 832                    |
| Shift 5 – 23:00 to 07:00 | Regular Guard | 8 hrs per day x 2 days x 52 weeks x 2 Guards              | 1,664                  |

| **Council Meetings** |                  |                                                           |                        |
| Shift 1 – 17:00 to 21:00 | Regular Guard | 20 meetings x 4 hrs per day x 2 guards                   | 160                    |

**Site 1 Estimated Annual Hours**

22,516

## PACKAGE 1: Table 2 - Site 2: City Centre Library

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday to Friday Coverage</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 07:00 to 15:00</td>
<td>Senior Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
</tr>
<tr>
<td>Shift 2 – 09:30 to 21:30</td>
<td>Regular Guard</td>
<td>12 hrs per day x 5 days x 52 weeks x 1 guards</td>
<td>3,120</td>
</tr>
<tr>
<td>Shift 3 – 15:00 to 23:00</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
</tr>
</tbody>
</table>

| **Saturday Coverage** |                  |                                                           |                        |
| Shift 4 – 07:00 to 19:00 | Regular Guard | 12 hrs x 1 day x 52 weeks x 1 guard                       | 624                    |
### Shift 5 – 11:00 to 18:00
- **Regular Guard**
- 7 hrs per day x 1 days x 52 weeks x 1 guard
- 364 hours

### Sunday Coverage
- **Shift 6 – 07:00 to 19:00**
  - **Regular Guard**
  - 12 hrs x 1 day x 52 weeks x 1 guard
  - 624 hours
- **Shift 7 – 13:00 to 17:00**
  - **Regular Guard**
  - 4 hrs per day x 1 day x 52 weeks x 1 guard
  - 208 hours

| Site 2 Estimated Annual Hours | 9,100 |

### PACKAGE 1: Table 3 - Site 3: North Surrey Recreation Centre

<table>
<thead>
<tr>
<th>Shift Hours</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Sunday including Stat. Coverage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 18:00 to 24:00</td>
<td>Regular Guard</td>
<td>6 hrs per day x 7 days x 52 weeks x 1 guard</td>
<td>2,184 hours</td>
</tr>
</tbody>
</table>

| Site 3 Estimated Annual Hours | 2,184 |

### PACKAGE 1: Table 4 - Site 4: Surrey Operations Centre (Surrey Works Yard)

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday Coverage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 07:30 to 15:30</td>
<td>Site Supervisor</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080 hours</td>
</tr>
<tr>
<td>Shift 2 – 15:30 to 23:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080 hours</td>
</tr>
<tr>
<td>Shift 3 – 23:30 to 07:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080 hours</td>
</tr>
<tr>
<td>Saturday &amp; Sunday including Stat. Coverage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 4 – 07:30 to 15:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832 hours</td>
</tr>
<tr>
<td>Shift 5 – 15:30 to 23:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832 hours</td>
</tr>
<tr>
<td>Shift 6 – 23:30 to 07:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832 hours</td>
</tr>
</tbody>
</table>

| Site 4 Estimated Annual Hours | 8,736 |
Optional Sites (sites 5 through 13):

### PACKAGE 2: Table 5 - Site 5: Former City of Surrey Civic Centre Complex and North Annex and the associated perimeters and grounds of City Buildings

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday including stat. Coverage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 06:30 to 14:30</td>
<td>Site Supervisor</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
</tr>
<tr>
<td>Shift 2 – 14:30 to 22:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
</tr>
<tr>
<td>Shift 3 – 22:30 to 06:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
</tr>
<tr>
<td>Saturday &amp; Sunday Coverage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 4 – 06:30 to 14:20</td>
<td>Regular Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832</td>
</tr>
<tr>
<td>Shift 5 – 14:30 to 22:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832</td>
</tr>
<tr>
<td>Shift 6 – 22:30 to 06:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832</td>
</tr>
<tr>
<td><strong>Site 5 Estimated Annual Hours</strong></td>
<td></td>
<td></td>
<td><strong>8,736</strong></td>
</tr>
</tbody>
</table>

### PACKAGE 3: Table 6 - Site 6: Guildford Library

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday Coverage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 16:15 to 21:15</td>
<td>Regular Guard</td>
<td>5 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>1,300</td>
</tr>
<tr>
<td>Saturday Coverage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 12:15 to 17:15</td>
<td>Regular Guard</td>
<td>5 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>260</td>
</tr>
<tr>
<td>Sunday Coverage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 13:15 to 17:15</td>
<td>Regular Guard</td>
<td>4 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>208</td>
</tr>
<tr>
<td><strong>Site 6 Estimated Annual Hours</strong></td>
<td></td>
<td></td>
<td><strong>1,768</strong></td>
</tr>
</tbody>
</table>

### PACKAGE 3: Table 7 - Site 7: Newton Library

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday &amp; Sunday Coverage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 13:15 to 17:15</td>
<td>Regular Guard</td>
<td>4 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>416</td>
</tr>
<tr>
<td>Monday, Tuesday, Wednesday, &amp; Thursday Coverage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 13:15 to 21:15</td>
<td>Regular Guard</td>
<td>8 hrs per day x 4 days x 52 weeks x 1 guard</td>
<td>1,664</td>
</tr>
</tbody>
</table>
### Saturday Coverage

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:15 to 17:15</td>
<td>Regular Guard</td>
<td>7 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>364</td>
</tr>
</tbody>
</table>

Site 7 Estimated Annual Hours 2,444

---

### PACKAGE 3: Table 8 - Site 8: Strawberry Hill Library

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>16:15 to 21:15</td>
<td>5 hrs per day x 4 days x 52 weeks x 1 guard</td>
<td>1,040</td>
</tr>
</tbody>
</table>

Site 8 Estimated Annual Hours 1,040

---

### PACKAGE 3: Table 9 - Site 9: Semiahmoo Library

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>15:00 to 21:15</td>
<td>6.25 hrs per day x 4 days x 52 weeks x 1 guard</td>
<td>1,300</td>
</tr>
</tbody>
</table>

Site 9 Estimated Annual Hours 1,300

---

### PACKAGE 4: Table 10 - Site 10: Newton Recreation Centre

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>07:00 to 15:00</td>
<td>8 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>416</td>
</tr>
<tr>
<td>15:00 to 20:00</td>
<td>5 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>260</td>
</tr>
</tbody>
</table>

**Sunday Coverage**

**Monday, Friday, & Saturday Coverage**

**Monday & Wednesday Coverage**

**Tuesday, Wednesday, & Thursday Coverage**

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>05:00 to 15:00</td>
<td>10 hrs per day x 3 days x 52 weeks x 1 guard</td>
<td>1,560</td>
</tr>
<tr>
<td>15:00 to 23:00</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832</td>
</tr>
<tr>
<td>04:45 to 15:00</td>
<td>10.25 hrs per day x 3 days x 52 weeks x 1 guard</td>
<td>1,599</td>
</tr>
<tr>
<td>15:00 to 22:30</td>
<td>7.5 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>780</td>
</tr>
</tbody>
</table>
### Friday Coverage

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shift 1 – 13:00 to 22:30</td>
<td>Regular Guard</td>
<td>9.5 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>494</td>
</tr>
</tbody>
</table>

### Saturday Coverage

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shift 1 – 13:00 to 22:00</td>
<td>Regular Guard</td>
<td>10 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>520</td>
</tr>
</tbody>
</table>

**Site 10 Estimated Annual Hours**: 6,461

### PACKAGE 4: Table 11 - Site 11: Newton Senior Centre

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, Tuesday, &amp; Wednesday Coverage</td>
<td>Regular Guard</td>
<td>8 hrs per day x 3 days x 52 weeks x 1 guard</td>
<td>1,248</td>
</tr>
<tr>
<td>Wednesday &amp; Thursday Coverage</td>
<td>Regular Guard</td>
<td>8 hrs per day x 2 guards x 52 weeks x 1 guard</td>
<td>832</td>
</tr>
<tr>
<td>Friday &amp; Saturday Coverage</td>
<td>Regular Guard</td>
<td>6 hrs per day x 2 days x 52 weeks x guard</td>
<td>624</td>
</tr>
</tbody>
</table>

**Site 11 Estimated Annual Hours**: 2,704

### PACKAGE 4: Table 12 - Site 12: Newton Arena

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday to Saturday Coverage</td>
<td>Regular Guard</td>
<td>5.5 hrs per day x 7 days x 52 weeks x 1 guard</td>
<td>2,002</td>
</tr>
</tbody>
</table>

**Site 12 Estimated Annual Hours**: 2,002

### PACKAGE 4: Table 13 - Site 13: Guildford Recreation Centre

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday Coverage</td>
<td>Regular Guard</td>
<td>4.45 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>1,157</td>
</tr>
<tr>
<td>Saturday &amp; Sunday Coverage</td>
<td>Regular Guard</td>
<td>4.45 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>462.8</td>
</tr>
</tbody>
</table>

**Site 13 Estimated Annual Hours**: 1,619.8
6.2 Note: The City sites may require special external security shift requirements from December 24 to January 2. These special shift requirements will not be discussed in this RFP. The Contractor will be informed of these special shift requirements at the appropriate time.

6.3 If additional personnel, supplies or equipment are necessary in order to perform the Services in accordance with the terms of the agreement, the Contractor will provide same solely at the same cost and expense, it being agreed that the Contractor's prices are fixed and that such prices shall not be increased unless such increases are specifically provided for in the agreement.

6.4 One (1) of the four (4) security personnel detailed to the public hours of operation shift must be capable of performing the supervisory functions associated with coordinating all security services performed at the City sites, have the authority to manage subordinate security personnel assigned to any City security detail, and have the authority to act on behalf of the Contractor.

7. **ABSENTEEISM**

7.1 The Contractor must maintain a pool of trained and qualified substitute security guards with the same qualifications and background checks who are available on short notice to ensure that the security guard services program requirements of the City are fully met in the event of illness of injury.

7.2 It is expected that the Contractor will always operate with a full complement of staff. On days that are not fully staffed, a deduction will be made against the Contractor's billable weekly hours for the hourly rate of any absent employees.

7.3 The Contractor must keep records of all absenteeism. This data must be presented to the City upon request.

7.4 The Contractor must have a Services monitoring system in place to ensure the employees are on site at their required posts and that the duration of time indicated matches that noted in the invoice.

7.5 The Contractor shall have a procedure in place for verifying arrival at a post and dispatching a replacement for a no-show. In the event of a no-show, the Contractor shall have a replacement security guard person on duty within thirty (30) minutes of the slated start time.

7.6 Failure of the Contractor to arrange for a replacement in the event an assigned security guard person cannot staff their post shall be considered a service failure.

7.7 Any security guard personnel who must leave their post for an appointment before the end of a shift cannot leave until a replacement has arrived.
7.8 The security guards assigned to backfill the regular security guards position must have the same clearance and training as security guards assigned to this agreement.

8. SERVICE GUARantees

8.1 Should the Contractor fail to meet the required response time or schedule staff as outlined in the agreement the City will impose a pricing adjustment directly related to the specific service failure in question.

8.2 The service guarantee charges are tabulated below and it is the intention, wherever possible to deduct the sum in question from billings.

8.3 A mutually acceptable mechanism for the administration of this process and for the handling of disputes – will be agreed between the Contractor and the Department Representative prior to the agreement.

8.4 The pricing adjustments indicated in the table below are a genuine pre-estimate of the liquidated damages that may be suffered by the City and shall not be constructed as a penalty. They are based upon the estimated cost of providing a replacement service at short notice and take into account industry norms.

<table>
<thead>
<tr>
<th>Service Failure</th>
<th>Proposed Pricing Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failure to provide scheduled shift</td>
<td>Existing rate plus 150%</td>
</tr>
<tr>
<td>Failure to respond to an alarm</td>
<td>$250.00 per event</td>
</tr>
</tbody>
</table>

8.5 If a break-in occurs at the unmanned position, the Contractor will be liable for all damages and losses occurred.

9. INCLEMENT WEATHER

9.1 The Contractor is to perform the Services without interruption. If the Contractor believes that Services cannot be performed due to inclement weather or other unsafe conditions, the Contractor shall notify the City for verification that performance may be postponed or excused. The decision of the City shall be final.

10. ADDITIONAL SECURITY GUARD SERVICES

10.1 The City may require security guard Services on an “as and when needed basis” for various City departments, at any City owned site or facility. Examples include, but are not limited to: a) Special events; b) Construction site security; and c) Unforeseen facility access/security concerns. In the 2018 calendar year, the City requested approximately 9,300 additional security guard hours. The City doesn't guarantee that any additional security guard hours would be requested during the Term.
10.2 Additionally, the City holds special events on a regular basis. Upon the request of the City, the Contractor will be responsible to provide the adequate number of security guards based on the requirements of the event. The Contractor should have the available resources over and above the normal security guard contingency provided through this agreement. A minimum of forty-eight (48) hours prior notice will be provided to the Contractor when security guards are required for any special event.

11. COMMUNICATIONS EQUIPMENT

11.1 The assigned security guards must have dedicated mobile phones with consistent phone numbers by the Contractor. All of the costs related to the mobile phones will be included with the submitted hourly rate. There will be no additional charges to the City. The phone numbers will be passed on to the City to ensure efficient day to day communication. These mobile phone numbers are required to ensure that City staff can contact assigned security guards immediately to address any urgent situations.

11.2 Two way radios are to be utilized by the Contractor to communicate between the security staff at City Hall and City Centre Library. The Contractor is responsible to ensure compliance with Industry Canada standards and regulations. The Contractor is also responsible for all maintenance and licensing requirements.

12. SAFETY PROGRAM

12.1 Safety is of paramount concern to the City. In recognition of this priority, the Contractor shall plan and implement a comprehensive safety program. This program shall include, but not be limited to, regularly scheduled safety meetings for security guard personnel. The Contractor shall conduct a minimum of two (2) safety meetings each year and all security guard personnel shall be required to attend. The agendas of the meetings and attendance sheets shall be available for inspection by the City.

12.2 Each security guard personnel has the duty to comply with safety and health standards that apply to his or her own actions and conduct. Very often, the security guard personnel will have to work alone when no other staff is immediately in the vicinity.

13. BACKGROUND INFORMATION CHECK

13.1 Upon the City's request, the Contractor shall provide to the Department Representative, within 30 days of agreement award/renewal, a letter verifying that each employee performing work under this agreement has satisfactorily passed a criminal background check. All new Contractor employees shall be required to meet this condition prior to being assigned work. Work shall not be assigned to a new employee prior to receipt of such documentation by the Department Representative. The Contractor shall maintain and make available a current listing of all employee's name and addresses performing work at all times. If at any time it becomes known that an employee of the Contractor has a background in criminal activity that would prohibit working under this agreement,
the City can request the removal of the employee from the facility. The cost for these
criminal background checks is the responsibility of the Contractor.

14. COMPLAINT AND INQUIRY RECORDS

14.1 As part of the Contractor’s quality control plan, the Contractor shall create a process to
keep a record of complaints and unusual inquiries received from the public and report
these to the Department Representative. The process will include the methods
necessary to investigate complaints or inquiries and take corrective action, if necessary.
The process will be submitted to the City for approval.

15. ANNUAL PERFORMANCE REVIEW

15.1 At the end of each twelve (12) month period following the start of the agreement, the City
and the Contractor will engage in a performance review, the process and measures of
which will be agreed upon at the time of the agreement. The Contractor agrees to
comply with any reasonable Service improvement recommendations made by the City
following such performance review.

16. PREFERRED QUALIFICATIONS

16.1 The Proponent should have been in continuous operation for a minimum of five (5) years
providing licensed security guard services and related services, at the time of their
submission to this RFP.

16.2 The Security Manager should have a good working knowledge of management practices
and principles so they can efficiently perform their job. The job requires someone with
critical thinking skills who can quickly observe a situation and make the appropriate
response. The Security Manager reports directly to the Department Representative.

16.3 The Contractor is to use only experienced, licensed and bonded security guards to
protect City sites. In addition, the following qualifications are expected:

(a) The assigned security guards must have completed the Basic Security Training
(BST 1) (as defined under the British Columbia, Ministry of Justice, the Private
Investigators and Security Agencies Act), received a Provincial Security
Employee License and other training as required by the City prior to
commencement of their assignment security duty. A security guard is not
permitted to work at any City sites with an expired security worker license;
(b) All Contractor assigned security guards must have an OFA level 1 accredited first
aid certificate;
(c) Be fluent (written and oral) and be able to perform their duties and respond to
emergency situations in English;
(d) Not have any criminal background. The Contractor is to have a corporate policy
in place for Criminal Records Check and the City reserves the right to audit the
process. Given the broad scope of the Services, the City may require additional risk management and criminal background screening services;

(e) First Aid/CPR/Blood-Borne Pathogen Training;
(f) Portable Fire Extinguisher Training;
(g) Management of aggressive behavior, or similar training;
(h) Mental Health First Aid;
(i) Display an alert, professional and authoritative demeanour and convey trustworthiness and competence;
(j) Be proficient and dependable at carrying out post responsibilities;
(k) Be quickly responsive and authoritative yet diplomatic when responding to threats or other incidents;
(l) Be adaptive to changing needs of the City;
(m) Fully capable of performing duties requiring arduous physical exertion in emergency situations;
(n) Physically, emotionally and intellectually capable of reacting to potentially volatile, threatening and/or stressful situations; and
(o) Possess conflict resolution skills in dealing with potentially hostile and difficult to deal with individuals, and be able to manage, de-escalate and resolve dispute situations.

16.3 The City reserves the right to request replacement of any security guard personnel deemed to be unacceptable due to, but not limited to, conduct, appearance, or lack of experience at any time during the term of the agreement. The Contractor will be required to have the capacity to provide additional resources on an “as, if and when requested” basis.

- END OF SECTION -
SCHEDULE B – DRAFT CONTRACT

PROFESSIONAL SERVICES AGREEMENT

Title: LICENSED SECURITY GUARD SERVICES AND RELATED SERVICES – VARIOUS CIVIC CENTRE SITES

Reference No.: 1220-030-2019-006
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Title: LICENSED SECURITY GUARD SERVICES AND RELATED SERVICES – VARIOUS CIVIC CENTRE SITES

THIS AGREEMENT is dated for reference this _____ day of _______________, 201_.

AGREEMENT No.: 1220-030-2019-006

BETWEEN:

CITY OF SURREY
13450 - 104 Avenue
Surrey, British Columbia, V3T 1V8, Canada
(the “City”)

AND:

_____________________
(Insert Full Legal Name of Contractor)
(the “Contractor”)

WHEREAS the City wishes to engage the Contractor to provide Services in connection with Licensed Security Guard Services and Related Services – Various Civic Centre Sites

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. INTERPRETATION

1.1 Definitions

In this agreement the following definitions apply:

“Commencement Date” means _______________________, 20_;

“Department Representative” means the City’s Corporate Security Manager or designate;

“Disbursements” has the meaning set out in section 5.3;

“Dispute” has the meaning set out in section 14.1;

“Fees” has the meaning set out in section 5.1;

“Indemnitees” has the meaning set out in section 7.1;

“Invoice” has the meaning set out in section 5.2(a);
“Services” has the meaning set out in section 2.1;

“Security Manager” is the Contractor’s personnel, means the entity that is responsible for reporting to the Department Representative, and is responsible for monitoring the security operations for the City;

“Supervisor” is the Contractor’s personnel, may be a site or shift Supervisor, and means the entity that is responsible for those duties associated with and administration of the security guard services as it relates to a group of individuals working the same shift(s) together;

“Special Events” means those events and occasions occurring outside of the daily course of events including, but not limited to, festivals, theatre events, celebrations, parties and those events as deemed by the City to be a Special Event;

“Term” has the meaning set out in section 2.5; and

“Time Schedule” has the meaning set out in section 2.6.

1.2 Appendices

The following attached Appendices are a part of this agreement:

Appendix 1 – Scope of Services;
Appendix 2 – Fees and Payment;
Appendix 3 – Time Schedule;
Appendix 4 – Key Personnel; and
Appendix 5 – Additional Services.

2. SERVICES

2.1 Services

The City hereby retains the Contractor to provide the consulting and professional services as described generally in Appendix 1, including anything and everything required to be done for the fulfillment and completion of this agreement (the “Services”).

2.2 Amendment of Services

The City may from time to time, by written notice to the Contractor, make changes in the scope of the Services. The Fees will be increased or decreased by written agreement of the City and the Contractor according to the rates set out in Appendix 2.

2.3 Additional Services

The Contractor will, if requested in writing by the City, perform additional services as may be listed in Appendix 5. The terms of this agreement will apply to any additional services, and the fees for additional services, and the time for the Contractor’s performance, will generally correspond to the fees and time of performance as described in Appendices 2 and 3. The
Contractor will not provide any additional services in excess of the scope of services requested in writing by the City.

2.4 Standard of Care

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 provide the Services.

2.5 Term

The Contractor will provide the Services for the period anticipated to commence on June 1, 2019 and terminate on May 31, 2020 (the "Term").

The City may at any time prior to 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) additional one (1) year options to extend. 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.

2.6 Time

The Contractor acknowledges that time is of the essence with respect to the provision of the Services and accordingly the Contractor will provide the Services within the performance or completion dates or time periods (the "Time Schedule") as set out in Appendix 3, or as otherwise agreed to in writing by the City and the Contractor. If at any time the Contractor discovers that the Time Schedule cannot be met it will immediately advise the City in writing and provide a revised Time Schedule.

2.7 Probationary Period

Notwithstanding anything to the contrary contained in this agreement, it is mutually agreed that the Contractor will be subject to a probationary period of six (6) months. Conditional on satisfactory service, such acceptance of the Contractor shall occur after the probationary period. In the event the Contractor is unsatisfactory as determined by the City during the first six (6) months of the Terms, this agreement may be terminated at the sole discretion of the City.

The City reserves the right to extend the probationary period when insufficient data exists to determine acceptance of the Contractor.

2.8 Implementation Plan

The Contractor will, prior to the Commencement Date, submit an implementation plan to the City for its approval. The implementation plan will include all Contractor activities necessary for services start-up.

Such activities include, but are not limited to, security guard hiring and training, development and mapping of routes, procedures for the electronic transfer of data to and from the City, other information as may be requested by the Department Representative.
2.9 Operations Plan

During the period of time between the notice of award and the Commencement Date, the City and the Contractor will collaboratively develop a schedule of activities and detailed procedures (the “Operations Plan”) to facilitate the effective implementation and operation of the agreement. The Operations Plan will supplement the provisions of this agreement and will include detailed procedures relating to, and completion dates for, each of the following:

(a) division of services areas;
(b) transmitting of security guard services information between the City and the Contractor;
(c) protocol and communications for service disruption for weather and non-weather reasons;
(d) data quality control and accuracy;
(e) the training and orientation of personnel, including coordination and cooperation with City staff; and
(f) any other item identified for inclusion by either party.

2.10 Meetings

To minimize problems and to provide a forum for discussing and resolving issues related to the agreement, the City and the Contractor will meet regularly as follows:

(a) on a monthly basis prior to the Commencement Date, or such other frequency as may be mutually agreed to, so as to:
   (i) develop and refine the Services; and
   (ii) discuss any other issues that arise;

(b) on a weekly basis until during the first six (6) months following the Commencement Date (the “Implementation Phase”), or such other frequencies as may be mutually agreed, so as to:
   (i) develop and refine the Service requirements;
   (ii) review and evaluate the Contractor’s performance of the Services;
   (iii) discuss any actual or perceived problems with the performance of the Services by the Contractor;
   (iv) discuss and resolve any complaints from either party; and
   (v) discuss any other issues that arise

(c) on a monthly basis following the Implementation Phase and for the remainder of the Term, or such other frequency as may be mutually agreed, so as to:
   (i) review and discuss day-to-day operations; and
   (ii) discuss any other issues that arise.
Meetings before and during the Implementation Phase will be held at the office of the City unless otherwise agreed upon by the parties. Meetings held following the Implementation Phase will be held at a location agreed upon by the parties. Unless otherwise agreed to in advance, meetings are to be held during normal business hours and each party will be available for at least ninety (90) minutes per meeting.

3. PERSONNEL

3.1 Qualified Personnel

The Contractor will provide only professional personnel who have the qualifications, experience and capabilities to perform the Services.

3.2 Listed Personnel

The Contractor will perform the Services using the professional personnel as may be listed in Appendix 4, and the Contractor will not remove any such listed personnel from the Services without the prior written approval of the City.

3.3 Replacement of Personnel

If the City reasonably objects to the performance, qualifications, experience or suitability of any of the Contractor’s personnel then the Contractor will, on written request from the City, replace such personnel.

3.4 Assignment

Except as provided for in section 3.2, the Contractor will not engage any personnel or sub-contractor, or assign its obligations under this agreement, in whole or in part, without the prior written approval of the City.

3.5 Agreements with Sub-Contractors

The Contractor is not to sub-contract any portion or portions of the Services and no sub-contractors are to be used in the provision of the Services, in whole or in part.

3.6 Drug and Alcohol Policy

The Contractor will develop in a form satisfactory to the Department Representative a Drug and Alcohol Policy for its personnel.

3.7 Supervision

The Contractor shall ensure that a sufficient number of skilled and qualified Supervisor(s) are available daily to supervise the Contractor’s security guards in providing the Services.

The Supervisor(s) shall thoroughly understand all of the requirements of the agreement and shall be fully experienced in the Services. The Supervisor(s) shall represent the Contractor and shall be authorized to accept any notice, consent, order, decision or other communication on behalf of the Contractor:
The Contractor shall equip each Security Manager and Supervisor with:

(a) a cellular telephone having a toll free number valid for calls within the City such that the Security Managers and Supervisors may be contacted by the City during the hours of work. All costs associated with supplying the cellular telephones, including monthly plans, shall be borne by the Contractor; and

(b) a communications device to maintain contact with the security guard personnel during the provision of the Services.

Prior to the commencement of any Services, the Contractor shall provide a written list of all Contractor's security guards, Supervisor and Security Managers to the City. Such list may be amended by written notice to the City.

The Contractor shall remove from the Services any Contractor security guard(s), Supervisors, or Security Managers who, in the sole discretion of the City, fails to perform in accordance with good industry practice. The Contractor shall forthwith designate a replacement security guards, Supervisors or Security Managers that meets the requirements of this Section.

4. LIMITED AUTHORITY

4.1 Agent of City

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 perform the Services. The Contractor will make such lack of authority clear to all persons with whom the Contractor deals in the course of providing the Services. Every vehicle used by the Contractor in the course of performing the services shall identify the Contractor by name and telephone number.

4.2 Independent Contractor

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 Services and may not delegate or assign any Services to any other person except as provided for in section 3.4. The Contractor will be solely liable for the wages, fringe benefits, work schedules and work conditions of any partners or employees.

5. FEES

5.1 Fees

The City will pay to the Contractor the fees as set out in Appendix 2 (the “Fees”). Payment by the City of the Fees and Disbursements will be full payment for the Services and the Contractor will not be entitled to receive any additional payment from the City.
Fees, Disbursements, and GST will not exceed the amount of <insert contract price in numbers> without the prior written approval of the City.

5.2 Payment

Subject to any contrary provisions set out in Appendix 2:

(a) the Contractor will submit a monthly invoice (the "Invoice") to the City requesting payment of the portion of the Fees and the Disbursements relating to the Services provided in the previous month, and including the following information:
   (1) an invoice number;
   (2) the Contractor’s name, address and telephone number;
   (3) the City’s reference number for the Services; P.O. # (to be advised)
   (4) the names, charge-out rates and number of hours worked in the previous month of all employees of the Contractor that has/have performed services during the previous month;
   (5) the percentage of Services completed at the end of the previous month;
   (6) the total budget for the Services and the amount of the budget expended to the date of the Invoice;
   (7) taxes (if any);
   (8) grand total of the Invoice;

(b) the Contractor will on request from the City provide receipts and invoices for all Disbursements claimed;

(c) if the City reasonably determines that any portion of an Invoice is not payable then the City will so advise the Contractor;

(d) 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; and

(e) 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: ____________________________
__________________________________

5.3 Record Keeping and Reports

The Contractor will prepare and maintain proper records related to the performance of the Services, including records, receipts and invoices. On request from the City, the Contractor will make the records available open to audit examination by the City at any time during regular business hours during the time the Contractor is providing the Services and for a period of six years after the Services are complete.
5.4 Non-Residents

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.

5.5 Fees Adjustment

The parties agree that all fees as set out in this Agreement will remain in force for a period of twelve (12) months and thereafter the fees will be subject to an increase during the term once per Year of the Term by a percentage which shall not be greater than the percentage increase in the Consumer Price Index (All items) for Vancouver, British Columbia as published by Statistics Canada ("CPI"), or any successor government agency for the Calendar Year immediately preceding the applicable January 1st of the current Calendar Year.

6. CITY RESPONSIBILITIES

6.1 City Information

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 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.

6.2 City Decisions

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.

6.3 Notice of Defect

If the City observes or otherwise becomes aware of any fault or defect in the 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 of the Services.

7. INSURANCE AND DAMAGES

7.1 Indemnity

The Contractor will 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 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.

7.2 Survival of Indemnity

The indemnity described in section 7.1 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.

7.3 Contractor’s Insurance Policies

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:
   i) premises and operators liability,
   ii) broad form products and completed operations,
   iii) owners and contractors protective liability,
   iv) failure to provide warranted protection,
   v) assault and battery protection,
   vi) failure to perform coverage,
   vii) blanket contractual,
   viii) employees as additional insureds,
   ix) broad form property damage,
   x) non-owned automobile,
   xi) contingent employers liability,
   xii) personal injury,
   xiii) incidental medical malpractice, and
   xiv) The City will be added as additional insured.

(b) Comprehensive Dishonesty, Disappearance and Destruction Bond for Commercial Business: Insurance covering loss of money, securities and other property which the insured and the City shall sustain, to an amount not less than Twenty five Thousand Dollars ($25,000.00) for any one loss or in aggregate, resulting directly from fraudulent or dishonest act(s) committed by an employee or employees of the insured, acting alone or in collusion with others; and
7.4 Insurance Requirements

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.

7.5 Contractor Responsibilities

The Contractor acknowledges that any requirements 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.

7.6 Additional Insurance

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.

7.7 Waiver of Subrogation

The Contractor hereby waives all rights of recourse against the City for loss or damage to the Contractor's property.

8. TERMINATION

8.1 By the City

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 Services, such notice to be determined by the City at its sole discretion. Upon receipt of such notice, the Contractor will perform no further Services other than the work which is reasonably required to terminate the Services and return the City’s property to the City. Despite any other provision of this agreement, if the City terminates this agreement before the completion of all the Services, the City will pay to the Contractor all amounts owing under this agreement for 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 Services not performed or other profit opportunities.

8.2 Termination for Cause

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.

If the City terminates this agreement as provided by this Section, then the City may:

(c) enter into contracts, as it in its sole discretion sees fit, with other persons to complete the Services;

(d) withhold payment of any amount owing to the Contractor under this agreement for the performance of the Services;

(e) set-off the total cost of completing the Services incurred by the City against any amounts owing to the Contractor under this agreement, and at the completion of the Services pay to the Contractor any balance remaining; and

(f) if the total cost to complete the Services exceeds the amount owing to the Contractor, charge the Contractor the balance, which amount the Contractor will forthwith pay.

8.3 Curing Defaults

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.

9. APPLICABLE LAWS, BUILDING CODES AND BY-LAWS

9.1 Applicable Laws

This agreement will 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 be brought in such courts.
9.2 Codes and By-Laws

The Contractor will provide the Services in full compliance with all applicable laws, building codes and regulations.

9.3 Interpretation of Codes

The Contractor will, as a qualified and experienced professional, 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.

10. CONFIDENTIALITY AND DISCLOSURE OF INFORMATION

10.1 No Disclosure

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 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 Services.

10.2 Freedom of Information and Protection of Privacy Act

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. Refer to Attachment 1 Privacy Protection Schedule. The Privacy Protection Schedule attached to this agreement forms a part of and is incorporated into this agreement.”

10.3 Return of Property

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. USE OF WORK PRODUCT

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.

12. WORKERS’ COMPENSATION BOARD AND OCCUPATIONAL HEALTH AND SAFETY

12.1 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 or upon any work or service which is the subject of this agreement. 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 Services have been paid in full.

12.2 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.

12.3 The Contractor agrees that it is the prime contractor for the Services as defined in the *Workers Compensation Act*, R.S.B.C. 1996, c. 492 as amended and will ensure compliance with the *Workers Compensation Act* and Regulations in respect of the workplace. Without limiting its responsibilities under the legislation, the Contractor will coordinate the activities of employers, workers and other persons at the workplace relating to occupational health and safety. 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 Services. That person will be the person so identified in Appendix 4 of this agreement, and the Contractor will advise the City immediately in writing if the name or contact number of the qualified coordinator changes.

12.4 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.

12.5 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.

12.6 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.

12.7 The Contractor understands and undertakes to comply with all the 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)" will be shipped along with the Goods and any future MSDS updates will be forwarded.
13. BUSINESS LICENSE

13.1 The Contractor will obtain and maintain throughout the term of this agreement a valid City of Surrey business license.

14. DISPUTE RESOLUTION

14.1 Dispute Resolution Procedures

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 14.

(a) 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.

(b) 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.

(c) 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.

15. JURISDICTION AND COUNCIL NON-APPROPRIATION

15.1 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.

15.2 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.

16. GENERAL

16.1 Entire Agreement

This agreement, including the Appendices and any other documents expressly referred to in this agreement as being a part of this agreement, contains the entire agreement of the parties regarding the provision of the 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 provision of the Services.

16.2 Amendment

This agreement may be amended only by agreement in writing, signed by both parties.

16.3 Contractor Terms Rejected

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.

16.4 Survival of Obligations

All of the Contractor's obligations to perform the Services in a professional and proper manner will survive the termination or completion of this agreement.

16.5 Cumulative Remedies

The City's remedies under this agreement are cumulative and in addition to any right or remedy which may be available to the City at law or in equity.

16.6 Notices

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 provided for, and will be deemed to be validly given to and received by the addressee, if delivered personally, on the date of such personal delivery, if delivered by facsimile, on transmission, or if by mail, five calendar days after posting. The addresses for delivery will be as follows:

(a) The City: City of Surrey 
<insert department/division/section name>
13450 – 104 Avenue, Surrey, B.C., Canada, V3T 1V8
Attention: <insert contact name><insert title>
Business Email: <insert>
16.7 **Unenforceability**

If any provision of this agreement is invalid or unenforceable, it will be severed from the agreement and will not affect the enforceability or validity of the remaining provisions of the agreement.

16.8 **Headings**

The headings in this agreement are inserted for convenience of reference only and will not form part of nor affect the interpretation of this agreement.

16.9 **Singular, Plural and Gender**

Wherever the singular, plural, masculine, feminine or neuter is used throughout this agreement the same will be construed as meaning the singular, plural, masculine, feminine, neuter or body corporate where the context so requires.

16.10 **Waiver**

No waiver by either party of any breach by the other party of any of its covenants, obligations and agreements will be a waiver of any subsequent breach or of any other covenant, obligation or agreement, nor will any forbearance to seek a remedy for any breach be a waiver of any rights and remedies with respect to such or any subsequent breach.

16.11 **Signature**

This agreement may be executed in 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 or PDF email transmission.

16.12 **Phase In and Phase Out**

The Contractor shall be given up to a thirty (30) day phase in period to accomplish a smooth and successful implementation of Services. The Contractor’s phase in period begins upon receipt of a start phase-in notice from the City.

During the phase-in period, the Contractor must arrange for badging, establish management procedures, setup records, ensure adequate equipment and supplies are in place for security guard services, and otherwise prepare to provide security guard services in accordance with the terms of the agreement. During the phase-in period, the Contractor shall designate a Security Manager, develop an employee list, put together a full project schedule detailing the responsibilities of assigned personnel, prepare a contingency plan for emergencies, create a
quality control plan, and develop an inspection checklist. The Contractor shall submit these to the City for approval.

The Contractor recognizes that the Services are vital to the City’s efforts to provide an efficient security guard service, that continuity thereof must be maintained at a consistently high level without interruption, that upon expiration of the agreement a successor may continue these Services, that its successor contractor will need phase-in training and that the Contractor must cooperate in order to effect an orderly and efficient transition. Accordingly, the Contractor agrees to provide phase-out Services. Phase-out orientation may include work procedures, record keeping and reports. The Contractor agrees to fully cooperate with its successor contractor in allowing as many personnel as practical to remain on the job in order to enhance the continuity and consistently of the Services.

16.13 Enurement

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

IN WITNESS WHEREOF the parties hereto have executed this agreement on the day and year first above written.

CITY OF SURREY
I/We have the authority to bind the City:

________________________________________________________________________
(Signature of Authorized Signatory)________________________________________________________________________
(Print Name and Position of Authorized Signatory)

________________________________________________________________________
(Signature of Authorized Signatory)________________________________________________________________________
(Print Name and Position of Authorized Signatory)

[FULL LEGAL NAME OF CONTRACTOR]
I/We have the authority to bind the Contractor:

________________________________________________________________________
(Signature of Authorized Signatory)________________________________________________________________________
(Print Name and Position of Authorized Signatory)

________________________________________________________________________
(Signature of Authorized Signatory)________________________________________________________________________
(Print Name and Position of Authorized Signatory)
(APPENDICES 1 THROUGH 5 WILL BE INSERTED LATER WHEN AN AGREEMENT IS ASSEMBLED FOR EXECUTION INCLUDING INFORMATION FROM THE RFP AND SUCCESSFUL PROPOSAL.)

APPENDIX 1 – SCOPE OF SERVICES
APPENDIX 2 – FEES AND PAYMENT
APPENDIX 3 – TIME SCHEDULE
APPENDIX 4 – KEY PERSONNEL
APPENDIX 5 – ADDITIONAL SERVICES
Dear Sir:

1.0 I/We, the undersigned duly authorized representative of the Proponent, having received and carefully reviewed all of the Proposal documents, including the RFP and any issued addenda posted on the City Website and BC Bid Website, and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions attendant to performing the Services, submit this Proposal in response to the RFP.

2.0 I/We confirm that the following schedules are attached to and form a part of this Proposal:

- Schedule C-1 – Statement of Departures;
- Schedule C-2 – Proponent’s Experience, Reputation and Resources;
- Schedule C-3 – Proponent’s Technical Proposal (Services);
- Schedule C-4 – Proponent’s Technical Proposal (Time Schedule); and
- Schedule C-5 – Proponent’s Financial Proposal.
3.0 **I/We confirm** that this proposal is accurate and true to best of my/our knowledge.

4.0 **I/We confirm** that, if I/we am/are awarded a contract, I/we will at all times be the “prime contractor” as provided by the *Worker's Compensation Act (British Columbia)* with respect to the Services. I/we further confirm that if I/we become aware that another consultant at the place(s) of the Services has been designated as the “prime contractor”, I/we will notify the City immediately, and I/we will indemnify and hold the City harmless against any claims, demands, losses, damages, costs, liabilities or expenses suffered by the City in connection with any failure to so notify the City.

**This Proposal** is submitted this _____ day of __________, 20__.  

I/We have the authority to bind the Proponent.

________________________________________

(Legal Name of Proponent)

________________________________________

(Signature of Authorized Signatory)  

(Signature of Authorized Signatory)

________________________________________

(Print Name and Position of Authorized Signatory)  

(Print Name and Position of Authorized Signatory)
SCHEDULE C-1 - STATEMENT OF DEPARTURES

1. I/We have reviewed the proposed Contract attached to the RFP as Schedule “B”. If requested by the City, I/we would be prepared to enter into that Contract, amended by the following departures (list, if any):

<table>
<thead>
<tr>
<th>Section</th>
<th>Requested Departure(s) / Alternative(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. The City of Surrey requires that the successful Proponent have the following in place before commencing the 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 at www.surrey.ca search 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 Proposal, we advise that we have the ability to meet all of the above requirements except as follows (list, if any):

<table>
<thead>
<tr>
<th>Section</th>
<th>Requested Departure(s) / Alternative(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. I/We offer the following alternates to improve the Services described in the RFP (list, if any):

<table>
<thead>
<tr>
<th>Section</th>
<th>Requested Departure(s) / Alternative(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4. The Proponent acknowledges that the departures it has requested in Sections 1, 2 and 3 of this Schedule C-1 will not form part of the Contract unless and until the City agrees to them in writing by initialling or otherwise specifically consenting in writing to be bound by any of them.
**SCHEDULE C-2 - PROPONENT’S EXPERIENCE, REPUTATION AND RESOURCES**

Proponents should provide information on the following (use the spaces provided and/or attach additional pages, if necessary):

(a) Location of primary business, branch locations, background, stability, structure of the Proponent and number of years business has been operational;

(b) Proponent’s relevant experience and qualifications in delivering services similar to those required by the RFP;

(c) Proponent’s demonstrated ability to provide the Services;

(d) Proponent’s equipment resources, capability and capacity, as relevant;

(e) References: Please provide References as per template below. The City reserves the right to contact the References to confirm the nature of the work provided by a Proponent and to obtain additional references regarding the Proponent’s performance. The City will not enter into a contract with any Proponent whose references, in the City’s sole opinion, are found to be unsatisfactory;

(f) Please list three (3) clients with similar requirements to those described in this RFP who we may contact as company references. For each reference, provide the following:

- Company Name;
- Contact Information (Name, Title, Phone, E-mail); and
- Brief description of the service provided/performed.

<table>
<thead>
<tr>
<th>1. Company Name &amp; Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Name</td>
</tr>
<tr>
<td>Telephone Number</td>
</tr>
<tr>
<td>Brief Description of Project</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Company Name &amp; Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Name</td>
</tr>
<tr>
<td>Telephone Number</td>
</tr>
<tr>
<td>Brief Description of Project</td>
</tr>
</tbody>
</table>
3. **Company Name & Address**

<table>
<thead>
<tr>
<th>Contact Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Brief Description of Project</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

(g) Proponent’s financial strength (with evidence such as financial statements, bank references);

(h) Provide your engagement team structure, including partner(s), include contact information for the Account Manager and any other key representatives who would be working with the City during the term of the agreement proposed. Include details of their relevant experience, years of experience, professional designation/education and expertise;

(i) Describe other relevant resources that may be called upon to support the scope of Services defined in the RFP;

(j) Describe your commitment and approach to ensure the stability of each of the engagement teams. Describe your staff turnover rate for both engagement team and security officers;

(k) The Proponent must provide proof of security guard licensing in accordance with the requirements of the most current Security Services Act and other applicable provincial regulations; and

(l) Describe the Proponent’s resources available for the performance of the Services including any major equipment to be used to perform the Services.
**SCHEDULE C-3 - PROONENT’S TECHNICAL PROPOSAL (SERVICES)**

Proponents should provide the following (use the spaces provided and/or attach additional pages, if necessary):

(a) Overall summary of your understanding of the requirements. This should include a comprehensive overview of your understanding of the project including scope, key issues to be addressed and critical success factors;

(b) Suitability of the Proposed Solution

Describe your methodology for providing the Services, including:

- how your proposed services will contribute to meeting the expected outcomes described in Schedule A – Scope of Services;
- identify each of the City’s stated requirements and describe how you will meet each of these requirements; and
- how you will structure/implement the services.

(c) Standard Operating Procedures

Proponent to provide details on standard operating procedures which should include but not be limited to standard security guard duties, emergency response protocols, and other day to operational requirements;

(d) Describe your resolution process. Please explain how you would resolve any contractual issues that may arise during the Services associated with your engagement team or the project’s deliverables;

(e) Commitment to Service Level

Describe how you can ensure our required response time is consistently met;

Where there is a requirement for site-qualified guards, the Proponent will make every effort to minimize staff rotation and/or turnover for the duration of an agreement. Please explain how you intend to accomplish this;

All security personnel are to be physically, emotionally and intellectually capable of reacting to potentially volatile, threatening and/or stressful situations. Explain; and

In addition, all security personnel will possess conflict resolution skills in dealing with potentially hostile and difficult to deal with individuals, and be able to manage, de-escalate and resolve dispute situations. Explain.
(f) Preliminary Safety Program

Proponent should provide a preliminary safety program. Provide details;

(g) Safety Meeting Process

Proponent should provide a description of the Proponent’s safety meeting process. Provide details;

(h) Reporting, and Communication

It is critical to the City that written and verbal reports are received on a timely basis and that deadlines are met without exception;

Describe your ability to meet deadlines, schedules and commitments, and include any other details that would validate your firm's ability to manage the emergency needs inherent to the City’s business; and

Outline how you propose to ensure continuous and timely communication with the City on key issues, engagement milestones, estimated fees, etc.

(i) Supplier Performance Management Program

The City is committed to fostering and supporting strong positive relationships with key suppliers to ensure critical services are maintained and the highest value and corporate-wide economic benefits are realized. As such, the City will onboard the successful Proponent into a Supplier Performance Management ("SPM") program that facilitates a balanced and systematic approach to Supplier contract monitoring and performance analysis.

The SPM program should include developing key performance indicators ("KPIs") against set criteria related to relationship quality, operational performance, strategic value, and financial value. KPIs will be measured throughout the contract term and may include data gathering, a summary scorecard, scheduled reviews, and setting continuous improvement and strategic value targets;

Detail your key performance indicators that will be used to measure your company’s performance to delivery of services within the scope of the services proposed for each category and subcategory. Describe how the proposed KPI’s:

1) are relevant;
2) are effective;
3) ensure value;
4) drive performance; and
5) will be provided to the City.

Detail what incentives your company proposes that will drive performance to exceed the City’s expectations;
(j) Security Guard Services

Describe the on-boarding and training process for security guards and Supervisors, including associated in-house and on-site training programs, identifying City support expectations. Proponent to provide training checklist;

Describe your business plan to address redundancy and operational coverage in case of operational needs, resource departure or emergency situations;

Describe the resourcing and scheduling plans to provide a consistent service to the City at all civic facilities, please outline the integration of an on-site Supervisor into the proposed structure; and

(k) Proponent to provide information as to their ability to satisfy, on short notice, providing security guard services on an “as and when needed basis” for various City departments, at any City owned site or facility. Examples include, but are not limited to: a) Special events; b) Construction site security; c) Unforeseen facility access/security concerns; and d) Emergency / short notice situations.

(l) Value Add

The City may be interested in other value-added services or functions relevant to the scope of services described in this RFP. These value-added services would be in addition to what is required, but would complement the services the Proponents provide and would be offered at no additional charge to the City; and

State any value-added service or function, unique capabilities, experience or innovative ideas your company offers that may be of value to the City. From your perspective, please explain why this is a value to the City.
SCHEDULE C-4 - PROPONENT’S TECHNICAL PROPOSAL (TIME SCHEDULE)

The City encourages responses that demonstrate a thorough understanding of the nature of the work and what the Proponent must do to get the work done properly. To this end, Proponents should provide an estimated project schedule, with major item descriptions and time indicating a commitment to perform the Services within the time specified (use the spaces provided and/or attach additional pages, if necessary).

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>Time from Notice to Proceed in Days</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Letter of Intent</td>
<td></td>
</tr>
<tr>
<td>Commencement Date</td>
<td></td>
</tr>
<tr>
<td>Implementation Phase</td>
<td></td>
</tr>
<tr>
<td>Completion</td>
<td></td>
</tr>
</tbody>
</table>

SAMPLE
SCHEDULE C-5 - PROPOSENT'S FINANCIAL PROPOSAL

Proponents should set out in their Proposal, the proposed fee structure (excluding GST) and provide a breakdown of the budget, including a breakdown of the estimated hours to be spent by each individual on the Contractor team and the charge out hourly rate for each individual included in their Proposal. The Fee structure should be tabulated in a spreadsheet format with each task itemized including hourly rates, break out costs as specified for the project and all deliverables, and fees for anything the Proponent would consider additional work.

Schedule of Rates:

<table>
<thead>
<tr>
<th>Title</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>PACKAGE 1: Table 1 - Site 1: Surrey City Hall</td>
<td>$</td>
</tr>
<tr>
<td>PACKAGE 1: Table 2 - Site 2: City Centre Library</td>
<td>$</td>
</tr>
<tr>
<td>PACKAGE 1: Table 3 - Site 3: North Surrey Recreation Centre</td>
<td>$</td>
</tr>
<tr>
<td>PACKAGE 1: Table 4 - Site 4: Surrey Operations Centre (Surrey Works Yard)</td>
<td>$</td>
</tr>
<tr>
<td>Subtotal</td>
<td>$</td>
</tr>
<tr>
<td>GST 5%</td>
<td>$</td>
</tr>
<tr>
<td>TOTAL PROPOSAL PRICE</td>
<td>$</td>
</tr>
</tbody>
</table>

Note: Overheads, Equipment, Vehicles, General Conditions and Profit are to be included in the above amounts.

Payment Terms:

A cash discount of _____% will be allowed if account is paid within _______ days, or the __________ day of the month following, or net 30 days, on a best effort basis.

Additional Discount:

Proponents should state any further discount, as a percentage, if core sites and all optional sites are awarded under one agreement: _______%
Notes:

1. The quantity of hours stated are estimates only and may not be purchased in whole.
2. No overtime for either regularly scheduled or special event security guard personnel will be paid for as supplied by the Contractor. Standard agreed upon rates will apply for all hours. The Security Manager may be required to work overtime.
3. There are no additional Fees to be paid to the Contractor other than the hourly rates charged for hours worked in the categories below, excluding lunch.

Additional Expenses:

The proposed Contract attached as Schedule B to the RFP provides that expenses are to be included within the fee, other than the expenses listed in the Contract as disbursements. Details of disbursements are to be shown in the chart above. Please indicate any expenses that would be payable in addition to the proposed fee and proposed disbursements set out above:

______________________________

Labour Rates for Additional Sites:

Proponents should complete the following table 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):

Hourly Labour Rate Schedule For Services (excluding GST):

<table>
<thead>
<tr>
<th>Labour Category</th>
<th>Straight Time/hour</th>
<th>Overtime/ Hour</th>
<th>Statutory Holiday/ Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>.1 Security Manager</td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>.2 Site Supervisor Level 1</td>
<td>$</td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>.3 Shift Supervisor Level 2</td>
<td>$</td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>.4 Senior Guard</td>
<td>$</td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>.5 Regular Guard</td>
<td>$</td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>.6 (other – specify)</td>
<td>$</td>
<td></td>
<td>$</td>
</tr>
</tbody>
</table>

Kilometre Expense for Security Manager (if any):

Proponent to indicate a per kilometre expense (if any) that would be payable in addition to the proposed rates and proposed disbursements set out above for kilometres driven by the Security Manager. **All claims for kilometre expenses must be pre-approved by the Department Representative.** The per kilometre expense shall include any and all costs associated with owning an operating a vehicle(s) including but not limited to vehicle purchase, insurance, maintenance, cleaning, fuel, and BC Motor Vehicle Act violations. No additional kilometre expenses shall be paid for by the City:

$ ___________ per kilometre.
### Core Sites (sites 1 through 4):

#### PACKAGE 1: Table 1 - Site 1: Surrey City Hall

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate (excluding lunch)</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday to Friday Coverage</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 08:30 to 16:30</td>
<td>Security Manager</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard (excluding stats.)</td>
<td>1,972</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 2 – 07:00 to 15:00</td>
<td>Shift Supervisor</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 3 – 07:00 to 15:00</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 4 – 15:00 to 23:00</td>
<td>Senior Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 5 – 15:00 to 23:00</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 6 – 23:00 to 07:00</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 2 guards</td>
<td>4,160</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Monday to Sunday Coverage</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 7 – (Parkade Patrol) 22:00–06:00</td>
<td>Regular guard</td>
<td>8 hrs per day x 7 days 52 weeks x 1 guard</td>
<td>2,912</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Saturday, Sunday &amp; Stat. Coverage</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 07:00 to 15:00</td>
<td>Senior Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 2 – 07:00 to 15:00</td>
<td>Regular Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 3 – 15:00 to 23:00</td>
<td>Senior Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 4 – 15:00 to 23:00</td>
<td>Regular Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 5 – 23:00 to 07:00</td>
<td>Regular Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 2 Guards</td>
<td>1,664</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Council Meetings</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 17:00 to 21:00</td>
<td>Regular Guard</td>
<td>20 meetings x 4 hrs per day x 2 guards</td>
<td>160</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Site 1 Estimated Annual Hours 22,516

(Carry Subtotal Site 1 Total Amount forward to Site 1 on the Summary of Prices)
## PACKAGE 1: Table 2 - Site 2: City Centre Library

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate (excluding lunch)</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 07:00 to 15:00</td>
<td>Senior Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Shift 2 – 09:30 to 21:30</td>
<td>Regular Guard</td>
<td>12 hrs per day x 5 days x 52 weeks x 1 guards</td>
<td>3,120</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Shift 3 – 15:00 to 23:00</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>Saturday Coverage</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 4 – 07:00 to 19:00</td>
<td>Regular Guard</td>
<td>12 hrs x 1 day x 52 weeks x 1 guard</td>
<td>624</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Shift 5 – 11:00 to 18:00</td>
<td>Regular Guard</td>
<td>7 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>364</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>Sunday Coverage</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 6 – 07:00 to 19:00</td>
<td>Regular Guard</td>
<td>12 hrs x 1 day x 52 weeks x 1 guard</td>
<td>624</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Shift 7 – 13:00 to 17:00</td>
<td>Regular Guard</td>
<td>4 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>208</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>Site 2 Estimated Annual Hours</strong></td>
<td></td>
<td></td>
<td>9,100</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Carry Subtotal Site 2 Total Amount forward to Site 2 on the Summary of Prices)

## PACKAGE 1: Table 3 - Site 3: North Surrey Recreation Centre

<table>
<thead>
<tr>
<th>Shift Hours</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate (excluding lunch)</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Sunday including Stat. Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 18:00 to 24:00</td>
<td>Regular Guard</td>
<td>6 hrs per day x 7 days x 52 weeks x 1 guard</td>
<td>2,184</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td><strong>Site 3 Estimated Annual Hours</strong></td>
<td></td>
<td></td>
<td>2,184</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Carry Subtotal Site 3 Total Amount forward to Site 3 on the Summary of Prices)
### PACKAGE 1: Table 4 - Site 4: Surrey Operations Centre (Surrey Works Yard)

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate (excluding lunch)</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 07:30 to 15:30</td>
<td>Site Supervisor</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Shift 2 – 15:30 to 23:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Shift 3 – 23:30 to 07:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>2,080</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Saturday &amp; Sunday including Stat. Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 4 – 07:30 to 15:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Shift 5 – 15:30 to 23:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Shift 6 – 23:30 to 07:30</td>
<td>Regular Guard</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832</td>
<td>$</td>
<td></td>
</tr>
</tbody>
</table>

**Site 4 Estimated Annual Hours**

8,736 $

(Carry Subtotal Site 4 Total Amount forward to Site 4 on the Summary of Prices)
List of Optional Sites Prices (sites 5 through 13):

Under the agreement, the Proponent is required to provide Services for the optional sites to the City on an “as and when requested” basis. Except as expressly provided in the agreement, the City is not obliged to request any such Services to the optional sites under the agreement and the agreement does not represent a commitment to purchase such Services to the optional sites exclusively from the Proponent.

The following is a list of optional sites (if any). Proponents are asked to provide pricing on the optional sites:

| PACKAGE 2: Table 5 - Site 5: Former City of Surrey Civic Centre Complex and North Annex and the associated perimeters and grounds of City Buildings |
|---------------------------------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Shift Times | Guard Type | Estimated Number of Guards | Estimated Annual Hours | Hourly Rate (excluding lunch) | Total Amount |
| Monday to Friday including stat. Coverage |
| Shift 1 – 06:30 to 14:30 | Site Supervisor | 8 hrs per day x 5 days x 52 weeks x 1 guard | 2,080 | $ | $ |
| Shift 2 – 14:30 to 22:30 | Regular Guard | 8 hrs per day x 5 days x 52 weeks x 1 guard | 2,080 | $ | $ |
| Shift 3 – 22:30 to 06:30 | Regular Guard | 8 hrs per day x 5 days x 52 weeks x 1 guard | 2,080 | $ | $ |
| Saturday & Sunday Coverage |
| Shift 4 – 06:30 to 14:20 | Regular Guard | 8 hrs per day x 2 days x 52 weeks x 1 guard | 832 | $ | $ |
| Shift 5 – 14:30 to 22:30 | Regular Guard | 8 hrs per day x 2 days x 52 weeks x 1 guard | 832 | $ | $ |
| Shift 6 – 22:30 to 06:30 | Regular Guard | 8 hrs per day x 2 days x 52 weeks x 1 guard | 832 | $ | $ |

| Site 5 Estimated Annual Hours | 8,736 | $ |
### PACKAGE 3: Table 6 - Site 6: Guildford Library

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate (excluding lunch)</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 16:15 to 21:15</td>
<td>Regular Guard</td>
<td>5 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>1,300</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Saturday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 12:15 to 17:15</td>
<td>Regular Guard</td>
<td>5 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>260</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Sunday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 13:15 to 17:15</td>
<td>Regular Guard</td>
<td>4 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>208</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Site 6 Estimated Annual Hours</td>
<td></td>
<td></td>
<td>1,768</td>
</tr>
</tbody>
</table>

### PACKAGE 3: Table 7 - Site 7: Newton Library

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate (excluding lunch)</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday &amp; Sunday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 13:15 to 17:15</td>
<td>Regular Guard</td>
<td>4 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>416</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Monday, Tuesday, Wednesday, &amp; Thursday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 13:15 to 21:15</td>
<td>Regular Guard</td>
<td>8 hrs per day x 4 days x 52 weeks x 1 guard</td>
<td>1,664</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Saturday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 10:15 to 17:15</td>
<td>Regular Guard</td>
<td>7 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>364</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Site 7 Estimated Annual Hours</td>
<td></td>
<td></td>
<td>2,444</td>
</tr>
</tbody>
</table>
### PACKAGE 3: Table 8 - Site 8: Strawberry Hill Library

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate (excluding lunch)</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, Tuesday, Wednesday, &amp; Thursday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 16:15 to 21:15</td>
<td>Regular guard</td>
<td>5 hrs per day x 4 days x 52 weeks x 1 guard</td>
<td>1,040</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Site 8 Estimated Annual Hours 1,040

### PACKAGE 3: Table 9 - Site 9: Semiahmoo Library

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate (excluding lunch)</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, Tuesday, Wednesday, &amp; Thursday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 15:00 to 21:15</td>
<td>Regular guard</td>
<td>6.25 hrs per day x 4 days x 52 weeks x 1 guard</td>
<td>1,300</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Site 9 Estimated Annual Hours 1,300

### PACKAGE 4: Table 10 - Site 10: Newton Recreation Centre

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate (excluding lunch)</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 07:00 to 15:00</td>
<td>Regular Guard</td>
<td>8 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>416</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 2 – 15:00 to 20:00</td>
<td>Regular Guard</td>
<td>5 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>260</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monday, Friday, &amp; Saturday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 05:00 to 15:00</td>
<td>Regular Guard</td>
<td>10 hrs per day x 3 days x 52 weeks x 1 guard</td>
<td>1,560</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Monday & Wednesday Coverage

<table>
<thead>
<tr>
<th>Shift Time</th>
<th>Guard Type</th>
<th>Hours Calculation</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>15:00 to 23:00</td>
<td>Regular</td>
<td>8 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>832 $</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Tuesday, Wednesday, & Thursday Coverage

<table>
<thead>
<tr>
<th>Shift Time</th>
<th>Guard Type</th>
<th>Hours Calculation</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>04:45 to 15:00</td>
<td>Regular</td>
<td>10.25 hrs per day x 3 days x 52 weeks x 1 guard</td>
<td>1,599 $</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Tuesday & Thursday Coverage

<table>
<thead>
<tr>
<th>Shift Time</th>
<th>Guard Type</th>
<th>Hours Calculation</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>15:00 to 22:30</td>
<td>Regular</td>
<td>7.5 hrs per day x 2 days x 52 weeks x 1 guard</td>
<td>780 $</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Friday Coverage

<table>
<thead>
<tr>
<th>Shift Time</th>
<th>Guard Type</th>
<th>Hours Calculation</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>13:00 to 22:30</td>
<td>Regular</td>
<td>9.5 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>494 $</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Saturday Coverage

<table>
<thead>
<tr>
<th>Shift Time</th>
<th>Guard Type</th>
<th>Hours Calculation</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>13:00 to 22:00</td>
<td>Regular</td>
<td>10 hrs per day x 1 day x 52 weeks x 1 guard</td>
<td>520 $</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Site 10 Estimated Annual Hours**: 6,461

---

### PACKAGE 4: Table 11 - Site 11: Newton Senior Centre

<table>
<thead>
<tr>
<th>Shift Time</th>
<th>Guard Type</th>
<th>Hours Calculation</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:00 to 16:00</td>
<td>Regular</td>
<td>8 hrs per day x 3 days x 52 weeks x 1 guard</td>
<td>1,248 $</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Wednesday & Thursday Coverage

<table>
<thead>
<tr>
<th>Shift Time</th>
<th>Guard Type</th>
<th>Hours Calculation</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:00 to 17:00</td>
<td>Regular</td>
<td>8 hrs per day x 2 guards x 52 weeks x 1 guard</td>
<td>832 $</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Friday & Saturday Coverage

<table>
<thead>
<tr>
<th>Shift Time</th>
<th>Guard Type</th>
<th>Hours Calculation</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:00 to 17:00</td>
<td>Regular</td>
<td>6 hrs per day x 2 days x 52 weeks x guard</td>
<td>624 $</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Site 11 Estimated Annual Hours**: 2,704
### PACKAGE 4: Table 12 - Site 12: Newton Arena

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate (excluding lunch)</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday to Saturday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 17:00 to 22:30</td>
<td>Regular Guard</td>
<td>5.5 hrs per day x 7 days x 52 weeks x 1 guard</td>
<td>2,002</td>
<td>$</td>
<td></td>
</tr>
</tbody>
</table>

**Site 12 Estimated Annual Hours**

2,002

### PACKAGE 4: Table 13 - Site 13: Guildford Recreation Centre

<table>
<thead>
<tr>
<th>Shift Times</th>
<th>Guard Type</th>
<th>Estimated Number of Guards</th>
<th>Estimated Annual Hours</th>
<th>Hourly Rate (excluding lunch)</th>
<th>Total Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shift 1 – 18:15 to 23:00</td>
<td>Regular Guard</td>
<td>4.45 hrs per day x 5 days x 52 weeks x 1 guard</td>
<td>1,157</td>
<td>$</td>
<td></td>
</tr>
</tbody>
</table>

**Site 13 Estimated Annual Hours**

1,619.8

| Saturday & Sunday Coverage   |                 |                                                  |                        |                                |              |
| Shift 1 – 16:15 to 21:00     | Regular Guard   | 4.45 hrs per day x 2 days x 52 weeks x 1 guard    | 462.8                  | $                              |              |

**Site 13 Estimated Annual Hours**

1,619.8
ATTACHMENT 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 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 any 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.