



## **REQUEST FOR QUOTATIONS**

**Title:** Restroom Housekeeping and Sanitation Services – City Parks

**Reference No.:** 1220-040-2015-088

**FOR THE SUPPLY OF GOODS AND SERVICES**

**NOTE: NO SUB-CONTRACTORS SHOULD BE USED IN THE PERFORMANCE OF THE SERVICES.**

(General Services)  
September 15, 2015

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## REQUEST FOR QUOTATIONS

### 1. INTRODUCTION

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

### 1.2 SCHEDULE OF EVENTS

The following schedule applies to this RFQ.

No.	Description	Date
1	Issuance of RFQ Documentation	September 17, 2015
2	RFQ Date for Submission of Quotations	October 5, 2015
3	Commencement of Quotation Evaluation (Approx.)	Estimated on Week of October 5, 2015
4	Interviews and Clarifications for Shortlisted Contractors	To be determined by invitation to any Contractor as may be required by the City.
5	Selection of Preferred Contractor	Estimated on Week of October 19, 2015
6	Estimated Commencement Date	November 1, 2015

However, the City reserves the right to make changes to the above-mentioned schedule. All such changes shall be made by an addendum. Contractors should frequently check the City's Purchasing Section Webpage [www.city.surrey.bc.ca](http://www.city.surrey.bc.ca) for additional information concerning this RFQ, including amendments.

### 2. ADDRESS FOR DELIVERY

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

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

#### (a) Email

If the Contractor chooses to submit by email, the Contractor should submit the Quotation electronically in a single pdf file to the City by email at: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

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

**(b) Hard Copy**

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

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

Address: Surrey City Hall  
Finance & Technology Department – Purchasing Section  
Reception Counter, 5<sup>th</sup> Floor West  
13450 – 104 Avenue, Surrey, B.C., Canada, V3T 1V8

**3. DATE**

The City would prefer to receive Quotations on or before **October 5, 2015**. The City's office hours are 8:30 a.m. to 4:00 p.m., Monday to Friday, except statutory holidays.

**4. INQUIRIES**

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

Name: Richard D. Oppelt, Purchasing Manager  
E-mail: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)  
Reference: 1220-040-2015-088

**5. ADDENDA**

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

**6. NO CONTRACT**

This RFQ is simply an invitation for quotations (including prices and terms) for the convenience of all parties. It is not a tender and no obligations of any kind will arise from

this RFQ or the submission of Quotations. The City may negotiate changes to any terms of a Quotation, including terms in Attachment 1 and Schedules A and B and including prices, and may negotiate with one or more Contractors or may at any time invite or permit the submission of quotations (including prices and terms) from other parties who have not submitted Quotations.

## **7. ACCEPTANCE**

A Quotation will be an offer to the City which the City may accept at any time by signing the copy of the Quotation and delivering it to the Contractor. A Quotation is not accepted by the City unless and until both the authorized signatory and the purchasing representative have signed on behalf of the City. Delivery of the signed Quotation by the City may be by fax or pdf email.

## **8. CONTRACTOR'S EXPENSES**

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

## **9. CONTRACTOR'S QUALIFICATIONS**

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

## **10. CONFLICT OF INTEREST**

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

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

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

## **12. CONFIDENTIALITY**

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

### **13. SIGNATURE**

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

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

**ATTACHMENT 1**



**DRAFT QUOTATION AGREEMENT**

**Title:** Restroom Housekeeping and Sanitation Services – City Parks

**Reference No.:** 1220-040-2015-088

**FOR THE SUPPLY OF GOODS AND SERVICES**

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ATTACHMENT 3 – CONTRACTOR HEALTH & SAFETY EXPECTATION – RESPONSIBILITY

OF CONTRACTORS



## DRAFT QUOTATION AGREEMENT

Reference RFQ Title: Restroom Housekeeping and Sanitation Services – City Parks

**THIS AGREEMENT** dated for reference this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_.

RFQ #1220-040-2015-088

### BETWEEN:

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

### AND:

\_\_\_\_\_  
*(Insert Full Legal Name and Address of Contractor)*

(the "**Contractor**")

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

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

## 1. DEFINITIONS AND INTERPRETATION

### 1.1 In these General Terms and Conditions:

- (a) "Agreement" means this agreement and all schedules attached hereto;
- (b) "Calendar Year" means the time period from January 1st to December 31st;
- (c) "City" means the City of Surrey;
- (d) "Contractor" means a contractor whose Quotation has been accepted by the City and who is providing the Goods and Services under this Agreement;
- (e) "Department Representative" means the Superintendent, Park Facility Operations, or designate, who shall represent the Park Facility Operations Section for the purposes of this Agreement, or such other person who may be subsequently be appointed in writing by the Department Representative and so notified to the Contractor;
- (f) "Fees" means the price set out in Section B-2 for the provision of the Goods and Services, unless otherwise agreed by the parties in writing, and includes all taxes;
- (g) "Goods" means the equipment or materials (if any) as described generally in Schedule A, to Attachment 1, including anything and everything required to be done for the fulfilment and completion of this Agreement;

- (h) "Indemnitees" has the meaning described in Section 11.2;
- (i) "RFQ" means the Request for Quotations;
- (j) "Services" means the services as described generally in Schedule A, to Attachment 1 including anything and everything required to be done for the fulfilment and completion of this Agreement;
- (k) "Term" has the meaning described in Section 3.1; and
- (l) "Year of the Term" as used herein shall mean each twelve-month period commencing on November 1, 2015.

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

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

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

Attachment 1 – Contractor Performance Assessment Review

Attachment 2 – Prime Contractor Designation – Letter of Understanding

Attachment 3 – Contractor Health & Safety Expectation – Responsibility of Contractors

## **2. GOODS AND SERVICES**

- 2.1 The Contractor covenants and agrees with the City to provide the Goods and Services in accordance with this Agreement. The Goods and Services provided will meet the specifications and scope set out in Schedule A, to Attachment 1, and as described in Schedule B, to Attachment 1.
- 2.2 The City may from time to time, by written notice to the Contractor, make changes in the specifications of Goods and scope of Services. The Fees will be increased or decreased by written agreement of the City and the Contractor according to the rates set out in Schedule B, to Attachment 1.
- 2.3 The Contractor will, if required in writing by the City, provide additional goods or services. The terms of this Agreement will apply to any additional goods or services, and the fees for additional goods or services will generally correspond to the fees as described in Schedule B, to Attachment 1. The Contractor will not provide any additional goods or services in excess of the specification of Goods and scope of Services requested in writing by the City.
- 2.4 The Contractor will perform the Services with that degree of care, skill and diligence normally provided by a qualified and experienced practitioner performing services similar to the Services, and on the understanding that the City is relying on the Contractor's

experience and expertise. The Contractor represents that it has the expertise, qualifications, resources, and relevant experience to supply the Goods and Services.

### **3. TERM AND RENEWALS**

- 3.1 The Contractor will provide the Goods and Services for a period of two (2) years generally commencing on November 1, 2015 and terminating on October 31, 2017 (the "Term").
- 3.2 The City may at any time prior to thirty (30) days before the end of the Term, by written notice to the Contractor, extend the Term for a period of time not to exceed four (4) additional twelve (12) month renewal periods or parts thereof. If the City elects to extend the Term, the provisions of this Agreement will remain in force, including the Fees, except where amended in writing by the parties.

### **4. TIME**

- 4.1 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 Schedules "A", A-1" & "A-2", 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 propose a revised Time Schedule for approval by the City representative.

### **5. FEES**

- 5.1 The City will pay the Fees to the Contractor in accordance with this Agreement. Payment by the City of the Fees will be full payment for the Goods and Services and the Contractor will not be entitled to receive any additional payment from the City.
- 5.2 For greater certainty, costs of general management, non-technical supporting services and general overhead are deemed to be covered by the Fees and will not be subject to additional payment by the City. The Fees shall also include without limitation all costs of boxing, packing, crating, and loading and unloading the Goods at the prescribed destination.
- 5.3 The parties agree that all fees as set out in this Agreement will remain in force for a period of two (2) years 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. PAYMENT**

- 6.1 Subject to any contrary provisions set out in Schedule B, to Attachment 1, the Contractor will submit a monthly invoice to the City requesting payment of the portion of the Fees relating to the Goods and Services provided in the previous month. Invoices must

include the Contractor's name, address and telephone number, the City's purchase order number <  the Contractor's invoice number, the names, charge-out rates and number of hours worked in the previous month of all employees of the Contractor that have performed Services during the previous month; the percentage of Services completed and Goods delivered at the end of the previous month; the total budget for the Goods and Services and the amount of the budget expended to the date of the invoice; taxes (if any); and grand total of the invoice.

- 6.2 If the City reasonably determines that any portion of an invoice is not payable, then the City will so advise the Contractor.
- 6.3 The City 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, if applicable.
- 6.4 The City will pay the invoice, in the amount as the City determines is correct less any deductions for setoffs or holdbacks permitted by this Agreement within 30 days of the receipt of the invoice, unless the parties have agreed in writing to other payment terms. The payment by the City of any invoice will not bind the City with respect to any subsequent payment or final payment and will not mean that the City has accepted Goods and Services that are not in accordance with the requirements of this Agreement, or that the Contractor is in any manner released from its obligation to comply with this Agreement
- 6.5 In an effort to support sustainability, reduce risk and improve customer service, the City has introduced an electronic fund transfer (EFT) option for Contractors. Electing to participate in this program will allow Contractors to receive their payments directly into their bank accounts, reducing risk of fraud and improving the timeliness of their payment receipt.
- 6.6 To receive your payments electronically, fax your request on company letterhead to 604-591-4488. You may contact us at 604-592-7010 (Accounts Payable General Inquiries) for more information.

### **SUBMITTING YOUR ELECTRONIC INVOICE**

Please send electronic invoices to the City of Surrey by email to [surreyinvoices@surrey.ca](mailto:surreyinvoices@surrey.ca)

In order to process your payment, the following submission guidelines must be met:

- Invoice(s) must be sent as attachments.
- Attachment(s) must be in PDF format.
- PDF attachment(s) must be named: <Company name>\_<Invoice Number> include name of City Representative invoice is directed to.
- Include Purchase Order number (to be provided).
- Email(s) must not exceed 2MB.

**Please Note:** failure to meet the guidelines above may result in payment processing delays or in your payment not being processed.

## **SUBMITTING YOUR INVOICE BY HARD COPY**

Mail hard copy invoices to:

Surrey City Hall – Accounts Payable  
13450 – 104 Avenue  
Surrey, B.C., Canada, V3T 1V8

- Submit only invoices to this address.
- Submit any supporting documents to your City of Surrey business contact.
- Don't send duplicate hard copy or soft-copy invoices in any manner. Should a need arise to submit an invoice copy, ensure it is clearly labeled COPY.
- Incomplete invoices will be returned.

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

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

## **7. USE OF WORK PRODUCT**

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

## **8. PERSONNEL**

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

8.2 All personnel employed through the Contractor, and working under a contract for the City shall undergo and pass, at the Contractor's cost, an employee criminal record search as provided by Royal Canadian Mounted Police (RCMP) prior to being authorized access to any City facility.

8.3 The Contractor shall submit a complete background check package for each employee who will require access to City facilities. Those individuals who fail a background investigation shall not be allowed to work in any City facility.

8.4 The Contractor will provide the Goods and Services using the personnel as may be listed in the Quotation, and the Contractor will not remove any such listed personnel from the Services without first notifying the City.

- 8.5 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.
- 8.6 Except as provided for in Section 8.2, the Contractor will not engage any personnel or assign its obligations under this Agreement, in whole or in part, without the prior written approval of the City.

## **9. LIMITED AUTHORITY**

- 9.1 The Contractor is not and this Agreement does not render the Contractor an agent or employee of the City, and without limiting the above, the Contractor does not have authority to enter into any contract or reach any agreement on behalf of the City, except for the limited purposes as may be expressly set out in this Agreement, or as necessary in order to provide the Goods and Services. The Contractor will make such lack of authority clear to all persons with whom the Contractor deals in the course of providing the Goods and Services. Every vehicle used by the Contractor in the course of providing the Goods and Services shall identify the Contractor by name and telephone number.
- 9.2 The Contractor is an independent contractor. This Agreement does not create the relationship of employer and employee, a partnership, or a joint venture. The City will not control or direct the details, means or process by which the Contractor performs the Services. The Contractor will determine the number of days and hours of work required to properly and completely perform the Services. The Contractor is primarily responsible for performance of the Goods and Services and may not delegate or assign any Services to any other person except as provided for in section 8.4 The Contractor will be solely liable for the wages, fringe benefits, work schedules and work conditions of any partners, employees or sub-contractors.

## **10. CONFIDENTIALITY AND DISCLOSURE OF INFORMATION**

- 10.1 Except as provided for by law or otherwise by this Agreement, the Contractor will keep strictly confidential any information supplied to, obtained by, or which comes to the knowledge of the Contractor as a result of the provision of the Goods or performance of the Services and this Agreement, and will not, without the prior express written consent of the City, publish, release, disclose or permit to be disclosed any such information to any person or corporation, either before, during or after termination of this Agreement, except as reasonably required to complete the Goods and Services.
- 10.2 The Contractor acknowledges that the City is subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia and agrees to any disclosure of information by the City required by law.
- 10.3 The Contractor agrees to return to the City all of the City's property at the completion of this Agreement, including any and all copies or originals of reports provided by the City.

## **11. WARRANTIES**

- 11.1 The Contractor warrants that the Goods shall be free from defects in design, materials, workmanship and title, shall conform in all respects to the terms of this Agreement, shall

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

- 11.2 The Contractor warrants and guarantees that Goods and Services delivered under this Agreement do not infringe any valid patent, copyright or trademark, foreign or domestic, owned or controlled by any other corporation, firm or person, and agrees to indemnify and save harmless the City and all of its elected and appointed officials, officers, employees, servants, representatives and agents (collectively the "Indemnitees"), from and against any and all claims, demands, causes of action, suits, losses, damages and costs, liabilities, expenses and judgments (including all actual legal costs) by reason of any claim, action or litigation arising out of any alleged or actual infringement of any patent, copyright or trademark, foreign or domestic, relating to the Goods and Services supplied under this Agreement.

## **12. INSURANCE AND DAMAGES**

- 12.1 The Contractor will indemnify and save harmless the Indemnitees from and against all claims, demands, causes of action, suits, losses, damages and costs, liabilities, expenses and judgments (including all actual legal costs) for damage to or destruction or loss of property, including loss of use, and injury to or death of any person or persons which any of the Indemnitees incur, suffer or are put to arising out of or in connection with any failure, breach or non-performance by the Contractor of any obligation of this Agreement, or any wrongful or negligent act or omission of the Contractor or any employee or agent of the Contractor.
- 12.2 The indemnities described in Sections 11.2, 12.1 and 18.3 will survive the termination or completion of this Agreement and, notwithstanding such termination or completion, will continue in full force and effect for the benefit of the Indemnitees.
- 12.3 The Contractor will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout this Agreement the following insurances in forms and amounts acceptable to the City from insurers licensed to conduct business in Canada:
- (a) commercial general liability insurance on an occurrence basis, in an amount not less than five million (\$5,000,000) dollars inclusive per occurrence against death, bodily

injury and property damage arising directly or indirectly out of the work or operations of the Contractor, its employees and agents. The insurance will include cross liability and severability of interests such that the coverage shall apply in the same manner and to the same extent as though a separate policy had been issued to each insured. The insurance will include, but not be limited to: premises and operators liability, broad form products and completed operations, owners and contractors protective liability, blanket contractual, employees as additional insureds, broad form property damage, non-owned automobile, contingent employers liability, broad form loss of use, personal injury, and incidental medical malpractice. The City will be added as additional insured;

- (b) automobile liability insurance on all vehicles owned, operated or licensed in the name of the Contractor in an amount not less than three million (\$3,000,000) dollars per occurrence for bodily injury, death and damage to property; and
- (c) contractors' equipment insurance in an all risks form covering construction machinery and equipment used for the performance of the Services.

- 12.4 The Contractor will provide the City with evidence of the required insurance prior to the commencement of this Agreement. Such evidence will be in the form of a completed certificate of insurance acceptable to the City. The Contractor will, on request from the City, provide certified copies of all of the Contractor's insurance policies providing coverage relating to the Services, including without limitation any professional liability insurance policies. All required insurance will be endorsed to provide the City with thirty (30) days advance written notice of cancellation or material change restricting coverage. To the extent the City has an insurable interest, the builder's risk policy will have the City as first loss payee. The Contractor will be responsible for deductible amounts under the insurance policies. All of the Contractor's insurance policies will be primary and not require the sharing of any loss by the City or any insurer of the City.
- 12.5 The Contractor acknowledges that any requirement by the City as to the amount of coverage under any policy of insurance will not constitute a representation by the City that the amount required is adequate and the Contractor acknowledges and agrees that the Contractor is solely responsible for obtaining and maintaining policies of insurance in adequate amounts. The insurance policy coverage limits shall not be construed as relieving the Contractor from responsibility for any amounts which may exceed these limits, for which the Contractor may be legally liable.
- 12.6 The Contractor shall place and maintain, or cause any of its sub-contractors to place and maintain, such other insurance or amendments to the foregoing policies as the City may reasonably direct.
- 12.7 The Contractor hereby waives all rights of recourse against the City for loss or damage to the Contractor's property.

### **13. CONTRACTOR RESPONSIBILITIES**

- 13.1 Subject to any limitation set forth herein, the Contractor shall have complete control of the housekeeping services and shall effectively direct and supervise all work and activities associated herewith, using their best skill and attention, and shall be solely



responsible for all safety, sanitation, methods, techniques, sequences and procedures and for coordinating parts of the Services.

13.2 The Contractor shall:

- (a) carry out its obligations and duties and provide the General Cleaning Standards Services as specified in Schedule A with due expedition and in a thoroughly workmanlike manner in strict accordance with the provisions of this Contract and at all times act in accordance with all applicable professional standards, principles and practices;
- (b) supply all equipment and materials necessary for the proper performance of the Services as specified herein;
- (c) provide an on-site supervisor, who will be responsible for the overall management and coordination of the Services;
- (d) ensure that all housekeeping personnel are able to speak, read and write in the English language;
- (e) provide the Department Representative, or designate, the names, addresses and telephone numbers and completed criminal record check packages of such housekeeping personnel, and shall keep this information current at all times;
- (f) perform the Services at such times as are directed or required by the City;
- (g) provide a written Quality Assurance Plan, acceptable to the Department Representative, or designate prior to the start of the Services;
- (h) have regard to such requirements as may be conveyed to it by the Department Representative and shall comply with all reasonable directions of the Department Representative;
- (i) provide for, maintain and require its employees to wear at all times, neat, clean uniforms and Contractor furnished employee identification badges;
- (j) obtain and maintain a current City of Surrey, Business License and permits that are required;
- (k) comply with and ensure that the Contractor's agent(s) and employees comply with the terms and conditions of this Contract;
- (l) not use the City's name for any advertising, or, referencing purposes without the expressly written approval of the Department Representative, or designate;
- (m) ensure all cleaning chemicals and supplies, where required, conform to Workplace Hazardous Materials Information Systems (WHMIS) standards;
- (n) obtain all applicable Material Safety Data Sheets (MSDS) for all cleaning chemicals and supplies; and
- (o) Provide to the City of Surrey representative a current and complete MSDS binder for all cleaning chemicals and supplies. New Material Data Sheets must be supplied to the City Representative if the Contractor changes any cleaning chemicals and supplies.

13.3 Contractor Warranties

The Contractor represents and warrants to the City that:

- (a) The Contractor has the power and authority to enter into and perform the Contract;
- (b) This Contract, when executed and delivered, shall be a valid and binding obligation of the Contractor enforceable in accordance with its terms;

- (c) The Contractor shall perform the Services set forth in the Contract with all due care and skill in accordance with the highest professional standard, principles and practices;
- (d) All cleaning personnel shall at all times during the Term of the Contract, be fully qualified competent and current with any necessary licenses to perform the Services set forth in the Contract; and
- (e) The Contractor or its agent has inspected the work site affected by the Contract and that it is not entitled to additional compensation for its failure to accurately account for all Service required to be performed under this Contract.

#### **14. PROBATIONARY PERIOD**

- 14.1 Notwithstanding anything to the contrary contained in this Contract, it is mutually agreed that the Contractor will be subject to a probationary period of six (6) months. Conditional on satisfactory performance of the Services, such acceptance of the Contractor shall occur after the probationary period. In the event the Contractor's performance is unsatisfactory as determined by the City, during the first six (6) months of the Term, this Contract may be terminated at the sole discretion of the City.
- 14.2 The City reserves the right to extend the probationary period when insufficient data exists to determine acceptance of the Contractor.

#### **15. INSPECTION AND CORRECTION OF DEFICIENCIES**

- 15.1 The Department Representative, or designate will complete monthly performance reviews using the form referred to in **Attachment 1** - Contractor Performance Assessment Report (CPAR) to inspect the Contractor's performance of the Services and review whether the Services supplied by the Contractor is adequate in all respects and in conformity with the requirements.
- 15.2 If, in the opinion of the Department Representative, or designate the Contractor is not meeting the requirements of the Contract, **deficiency notices** shall be included within the monthly performance evaluations.
  - (a) Performance evaluation deficiency corrections must be initiated within 24 hours by providing the Department Representative in writing, a completion timeline for approval.
  - (b) The Contractor must confirm in writing when the deficiencies are corrected.
- 15.3 For any deficiency that the City determines as requiring immediate correction, a deficiency notice will be issued and the Contractor will have two (2) hours from time of notice to initiate corrective action in any specific instance. Completion of the corrected deficiency must be confirmed.
- 15.4 In the event the Contractor has not initiated corrective action for the service(s) described within the deficiency notice(s) within the specified time frames, has not completed the corrective action within the approved completion timeline or not completed the services to the City's satisfaction, the City has the right to immediately complete the work to its satisfaction, through use of City employees, other contractors, subcontractors or agents at a rate equal to the City employee's hourly rate plus twenty percent (20%) for City administrative costs, or through use of outside contractor(s) at the rate charged to the

City plus twenty percent (20%) and shall deduct that amount from any balances due or which may become due to the Contractor.

- 15.5 Should the Contractor not furnish the designated approved supplies in adequate quantities, the City will purchase the needed supplies and charge them against the Contractor's invoice at the City's cost plus twenty percent (20%). A deficiency notice will be issued to document the inadequate provisions.
- 15.6 Failure to correct a deficient item of work or other contract requirement, within the established time period, or four deficiency notices in a thirty (30) day period, and in accordance with Contract requirements shall constitute a valid **deficiency claim** and cause the City to issue a written notice to the Contractor. The deficiency claim shall describe each item of work that is deficient, reference the applicable contractual requirements and denote the amount of time allowed to correct each deficiency. In addition, it shall notify the Contractor of dates of all previous valid deficiency claims issued under the contract and describe the consequences should additional valid deficiency claims be issued. Issuance of three (3) valid deficiency claims in a sixty (60) day period or a total of seven (7) valid deficiency claims in a six (6) month period will be grounds for the City to declare the Contractor in default and cancel the contract.
- 15.7 Any inspections carried out by the City do not relieve or release the Contractor in any way from responsibility for the supervision of its operations under this Agreement, from making its own inspections, and otherwise ensuring that the Services are being performed in full conformity with all terms and conditions of the Agreement.
- 15.8 The Department Representative, or designate shall make the final decision as to whether or not any Service has been satisfactorily performed.
- 15.9 If it is determined that the task has not been properly performed as intended, the Contractor must make the necessary changes at their own cost.
- 15.10 The City may use the reviews, notices and claims for evaluation of the Contractor's performance in the assessment of future procurement opportunities.
- 15.11 The Contractor further agrees that neither the Contractor nor any other person shall have any claim against the City, or employees, or agents of the City under any circumstances as a result of the preparation and use of the monthly cus, deficiency notices or deficiency claims.

## **16. DEFAULT AND TERMINATION**

- 16.1 In the event the Contractor does not deliver the Goods or perform the Services by the date specified in this Agreement, then:
  - (a) the City reserves the right to terminate this Agreement, in whole or in part, and in the event of such termination no payment will be owing by the City on account of this Agreement and the Contractor will be liable for any and all expenses or loss resulting from such failure or delay and will return all monies paid by the City; or
  - (b) if the City does not terminate this Agreement for late delivery or performance, the City may deduct and setoff from any payments owing to the Contractor all additional costs the City reasonably incurs on account of the late delivery or performance.

- 16.2 The City may by written notice at any time cancel this Agreement with respect to Goods which, as of the date of cancellation, have not been shipped.
- 16.3 The City may at any time and for any reason by written notice to the Contractor terminate this Agreement before the completion of all the Goods and Services, such notice to be determined by the City at its sole discretion. Upon receipt of such notice, the Contractor will perform no further Goods and Services other than the work which is reasonably required to complete the Goods and Services. Despite any other provision of this Agreement, if the City terminates this Agreement before the completion of all the Goods and Services, the City will pay to the Contractor all amounts owing under this Agreement for Goods and Services provided by the Contractor up to and including the date of termination, plus reasonable termination costs in the amount as determined by the City in its sole discretion. Upon payment of such amounts no other or additional payment will be owed by the City to the Contractor, and, for certainty, no amount will be owing on account of lost profits relating to the portion of the Goods and Services not performed or other profit opportunities.
- 16.4 The City may terminate this Agreement for cause as follows:
- (a) If the Contractor is adjudged bankrupt, or makes a general assignment for the benefit of creditors because of its insolvency, or if a receiver is appointed because of its insolvency, the City may, without prejudice to any other right or remedy the City may have, terminate this Agreement by giving the Contractor or receiver or trustee in bankruptcy written notice; or
  - (b) If the Contractor is in breach of any term or condition of this Agreement, and such breach is not remedied to the reasonable satisfaction of the City within 5 days after delivery of written notice from the City to the Contractor, then the City may, without prejudice to any other right or remedy the City may have, terminate this Agreement by giving the Contractor further written notice.
  - (c) Issuance of three (3) valid deficiency claims in a sixty (60) day period or a total of seven (7) valid deficiency claims in a six (6) month period will be grounds for the City to declare the Contractor in default and cancel the contract.
- 16.5 If the City terminates this Agreement as provided by Section 15.4 then the City may:
- (a) enter into contracts, as it in its sole discretion sees fit, with other persons to complete the Goods and Services;
  - (b) withhold payment of any amount owing to the Contractor under this Agreement for the performance of the Goods and Services;
  - (c) set-off the total cost of completing the Goods and Services incurred by the City against any amounts owing to the Contractor under this Agreement, and at the completion of the Goods and Services pay to the Contractor any balance remaining; and
  - (d) if the total cost to complete the Goods and Services exceeds the amount owing to the Contractor, charge the Contractor the balance, which amount the Contractor will forthwith pay.

## **17. DISPUTE RESOLUTION**

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

## **18. SUSPENSION OF WORK**

- 18.1 The City shall have the right, from time to time, to suspend operations in whole or in part, after giving the Contractor notice in writing to that effect. Such notice may be informal and shall be deemed to be sufficient if it indicates the nature or extent of the Services to be suspended or stopped and is signed by the Department Representative, or designate. In the event of such right being exercised so as to cause delay to the Contractor, then an extension of time equal to such delay shall be allowed to complete this Contract, but no such delay shall vitiate or void this Contract, or any part thereof, or the obligation hereby imposed, or any concurrent or other bond of security for the performance of this Contract, nor shall the Contractor be entitled to any claim for damages. Upon the Contractor receiving written notice from the City that the suspended operations are to be resumed the Contractor shall forthwith resume the operations.

## **19. WCB AND OCCUPATIONAL HEALTH AND SAFETY**

- 19.1 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 shall have the right to withhold payment under this Agreement until the Workers' Compensation Board premiums, assessments or penalties in respect of the work done or service performed in fulfilling this Agreement have been paid in full.
- 19.2 The Contractor shall 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.

- 19.3 Without limiting the generality of any other indemnities granted by the Contractor in this Agreement, the Contractor shall indemnify and hold harmless the City, its elected and appointed officials, employees and agents, from all manner of claims, demands, costs, losses, penalties and proceedings (including all actual legal costs) 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.
- 19.4 The Contractor agrees that it is the "prime contractor" for the work 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 shall have a safety program acceptable to the Workers' Compensation Board, shall provide first aid services, and shall ensure that all Workers' Compensation Board safety rules and regulations are observed during the performance of this Agreement, not only by the Contractor, but by all sub-contractors, workers, material personnel and others engaged by the Contractor in the performance of this Agreement. The prime contractor shall appoint a qualified coordinator for the purpose of ensuring the coordination of health and safety activities for the workplace. Prior to commencement of Construction, the Contractor shall complete and file a "Construction Notice of Project" with the Workers' Compensation Board and shall provide a copy of the same to the City confirming that the Contractor shall be the prime contractor responsible for coordination of safety and health under Part 3 of the *Workers' Compensation Act* and Part 20 of the WCB Occupational Health and Safety Regulations. That person will be the person so identified in this Agreement, and the Contractor will advise the City immediately in writing if the name or contact number of the qualified coordinator changes.
- 19.5 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 any regulations requiring installation or adoption of safety devices or appliances.
- 19.6 The Contractor shall fulfill all its duties, obligations, and responsibilities in such a manner that it ensures the safety of the public and in accordance with the safety regulations of the Workers' Compensation Board and shall install signs and barriers as required to ensure the safety of the public and of its employees in the use of the City facilities.
- 19.7 The Contractor understands and undertakes to comply with all the WCB Occupational Health and Safety Regulations for hazardous materials and substances, and in particular with the "Workplace Hazardous Materials Information System (WHMIS)" Regulations. All "Material Safety Data Sheets (MSDS)" shall be shipped along with the Goods, materials, products and any future MSDS updates will be forwarded.

## **20. FUEL EMISSIONS DATA**

- 20.1 In 2007, the City of Surrey signed the BC Climate Action Charter, a voluntary agreement that commits the City to be carbon neutral in its corporate operations (for more information

go to <http://www.livesmartbc.ca/community/charter.html>). The City is also committed to reducing corporate greenhouse gas (GHG) emissions by 20% by 2020.

- 20.2 Following on these commitments, the City of Surrey tracks its corporate energy use and greenhouse gas (GHG) emissions annually within traditional service areas. Where the City has a contractual arrangement to deliver these traditional services as defined under the BC Climate Action Charter, some of the GHG emissions from the services need to be included as part of the annual corporate emissions inventory.
- 20.3 Commencing January 1, 2013, the City will require all service providers to communicate the quantity of fuel (gasoline, diesel, natural gas, propane and bio-fuel blends) used to operate vehicles, equipment and machinery as part of the delivery of the services described in the contract and to provide this data to the City at the earlier of termination of the assignment or at the end of each calendar year.
- 20.4 Data provided should include the following (see sample format):
- Type of fuel consumed (gasoline, diesel, natural gas, propane and bio-fuel blends); and
  - Litres of fuel consumed in relation to the service delivered under the contract
    - Although actual fuel volumes are preferred, the City recognizes it may be difficult to assign fuel use to any particular contract. In these cases, apportioning fuel use for equivalent services based on contract dollar value, total service hours, or some other logical method is acceptable. If fuel consumption is prorated and/or estimated, the method of proration and/or estimation must be noted.

**Sample Report:**

<b>P.O. Number</b>	<b>567932</b>
<b>Date Range</b>	<b>March 1 – September 15</b>
<b>Gasoline (litres)</b>	<b>1,200</b>
<b>Diesel (litres)</b>	<b>4,500</b>
<b>Prorated Based on</b>	<b>Service hours</b>

The City can provide direction, if necessary, to calculate this information

## **21. NON ROAD DIESEL ENGINE EMISSION REGULATION**

21.1 If you **own, operate, or hire** diesel powered equipment, Metro Vancouver's Non-Road Diesel Engine Emissions Regulation Bylaw No 1161, 2012 (the Bylaw) may impact your business. The Bylaw came into force on January 1, 2012 and requires owners or operators to register and label Tier 0 and Tier 1 non-road diesel engines that are 25 horsepower (19kW) or greater in order to operate within Metro Vancouver. Tier 0 engines must have **90 days** of registration purchased by **December 31, 2014** or the engine(s) will be **prohibited from ever operating** in Metro Vancouver. To be fully registered an owner/operator must:

- provide required information (machine/engine/company details),
- pay fees, and
- label machines with Metro Vancouver issued registration number.

Other important information:

- Non-road Tier 1 engines must be registered and pay fees to operate,
- Failure to comply with the Bylaw may result in fines up to \$200,000, and
- 80% of fees paid into the program can be recovered.

The City may, at its discretion, give preference to equipment that meets higher emission standards.

Contact Metro Vancouver staff at 604-451-6655, visit [www.metrovancouver.org/nonroaddiesel](http://www.metrovancouver.org/nonroaddiesel) or email [nonroaddiesel@metrovancouver.org](mailto:nonroaddiesel@metrovancouver.org) for more information about the Bylaw, the rebate program, and for assistance with the registration process.

## **22. BUSINESS LICENSE**

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

## **23. GENERAL PROVISIONS FOR GOODS**

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

“Upon arrival, please contact customs broker:  
Livingston International Inc.  
Telephone: +1-604-685-3555  
Fax: +1-604-605-8231  
Email: [cst19@livingstonintl.com](mailto:cst19@livingstonintl.com)”

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

## **24. COMPLIANCE**

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



additional costs, if any, of making alterations so as to conform to the required interpretation.

## **25. JURISDICTION OF COUNCIL AND NON-APPROPRIATION**

- 25.1 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.
- 25.2 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.

## **26. WAIVER**

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

## **27. APPLICABLE LAW**

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

## **28. NOTICES**

- 28.1 Any notice, report or other document that either party may be required or may wish to give to the other must be in writing, unless otherwise expressly provided for, and will be deemed to be validly given to and received by the addressee:
- (a) by hand, on delivery;
  - (b) by facsimile, on transmission; or
  - (c) by mail, five calendar days after posting.
- 28.2 The addresses for delivery will be as shown in the Quotation. In addition, the City may give notice to the Contractor by email at the Contractor's email address as shown in the Quotation, which email will be deemed to be validly given and received by the Contractor on transmission. The Contractor may not give notice to the City by email.

## **29. MERGER AND SURVIVAL**

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

**30. ENTIRE AGREEMENT**

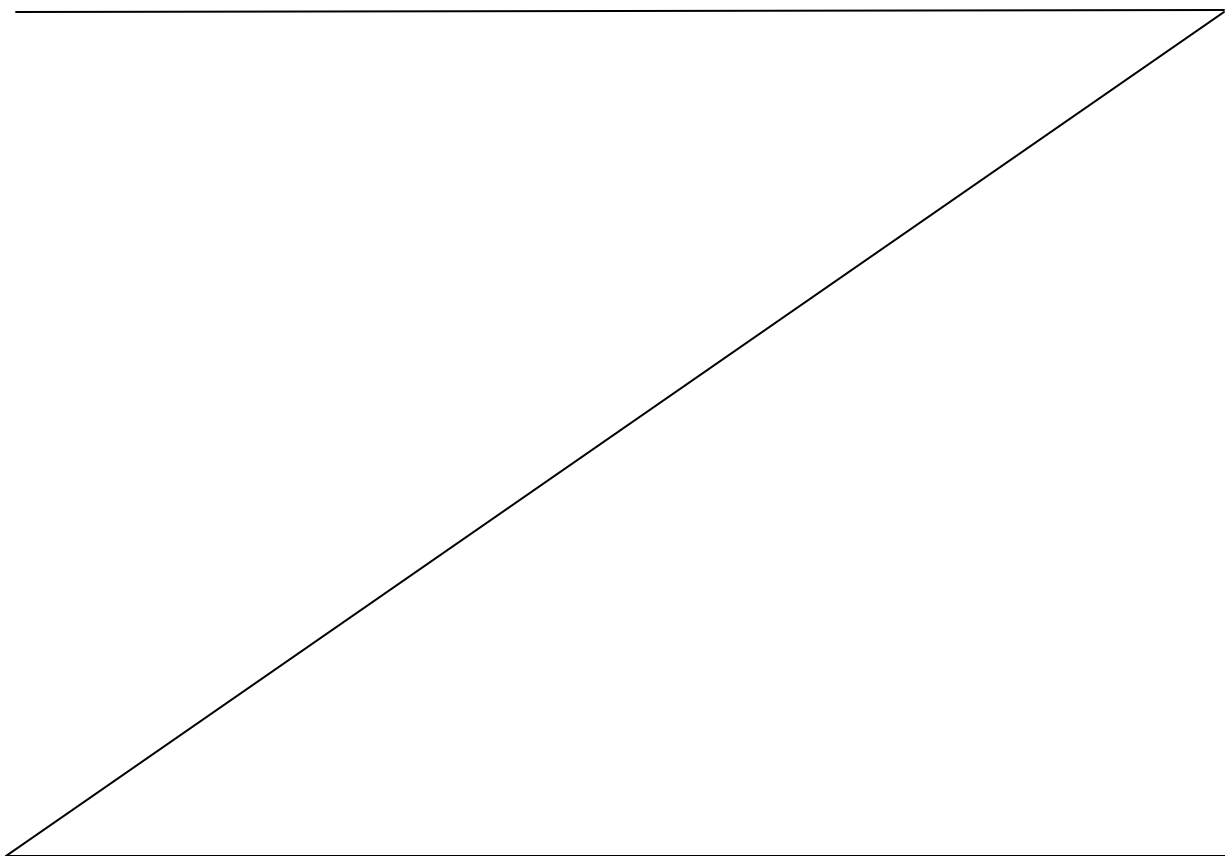
30.1 This Agreement, including the Schedules and any other documents expressly included by reference in this Agreement, contains the entire agreement of the parties regarding the provision of the Goods and Services, and no understandings or agreements, oral or otherwise, exist between the parties except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

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

**31. SIGNATURE**

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

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



**32. ENUREMENT**

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

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

**CITY OF SURREY**

by its authorized signatory(ies):

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

<📄 **NAME OF CONTRACTOR**>

**I/We have the authority to bind the Contractor.**

\_\_\_\_\_  
(Legal Name of Contractor)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

## SCHEDULE A

### SPECIFICATIONS OF GOODS AND SCOPE OF SERVICES

#### 1. SCOPE OF SERVICES

To provide restroom housekeeping and sanitation services at the City's designated facilities as specified in Schedules A, A-1 and A-2. All Services must be performed to the complete satisfaction of the City.

The Contractor shall provide all personnel, equipment, tools, materials, supervision and other items and services necessary to perform the restroom housekeeping and sanitation meeting the requirements specified in Schedule A-1, General Cleaning Standards.

#### 2. STANDARD OF WORK

2.1 All work shall be performed in a professional manner and in accordance with good trade practice, and must be continually acceptable to the City.

2.2 As deemed by the City, call backs for incomplete, unsatisfactory and/or guarantee work, shall be at the sole expense of the Contractor and to the complete satisfaction of the City. The City shall have final authority and sole discretion as to the acceptability.

2.3 The required objective is to maintain each facility in such a manner that the location provide a clean, healthy environment for visitors to the location.

#### 3. PREFERRED MINIMUM QUALIFICATIONS

(a) Contractor should have a minimum of five (5) years relevant experience and qualifications in performing the Services.

(b) Contractor shall have successfully performed a least one contract with a public agency similar in size, scope to those expected by the City for this Contract.

(c) Contractor's staff should be fully trained and experienced in biohazard clean up.

#### 4. GENERAL REQUIREMENTS

4.1 The Contractor shall perform a visual inspection upon entry into each City washroom/park facility and record any damages, graffiti and/or potential hazards. Any graffiti, damage or other issues must be submitted to the City in writing by 10am.

**a. Failure to report damages will result in a deficiency notice and may result in a \$100 fine per day.**

4.2 The Contractor must check the working condition of all washroom equipment upon entry into all City washroom/park facilities, including lighting, flushing of toilets/urinals, running of water taps, soap dispensers, doors, partian door latches, locks and operation of hand dryers. Any damage, missing equipment or other issues are to be reported to the City in writing by 10am.

**a. Failure to report damages will result in a deficiency notice and may result in a \$100 fine per day.**

- 4.3 The Contractor shall immediately report any hazardous conditions to the City and, without exposing its employees to any hazardous conditions, safely remedy or secure the site to prevent further damage to the facility and/or to protect facility visitors from injury. After regular working hours, emergencies must be reported to the Surrey Fire Base Telephone: 604-543-6700.
- a. **Failure to properly notify the City of an emergency situation may result in termination of the Agreement.**
- 4.4 In the event of any incidents, altercations or accidents involving City facility visitors, Contractor employees or City employees, the Contractor will notify the City in writing by 10am. The City may require a detailed written report from the Contractor describing the hazard, unsafe working condition or incident.
- a. **Failure to report these situations will result in a deficiency notice and may in a \$100 penalty for each occurrence.**
- 4.5 Upon starting any cleaning operation “wet floor” & “washroom cleaning in progress” signs must be placed.
- 4.6 Facilities are closed to the public while services are in progress.
- 4.7 The Contractor's employees may not use City property, including telephones, for personal use.
- 4.8 Smoking is not permitted in any City Building or Park.

## **5. CRIMINAL RECORDS CHECK**

- 5.1 The Contractor and all staff including full time, part time and temporary staff engaged in execution of Services at the City facility are required to obtain a Criminal Record Check to be conducted by the Surrey RCMP.
- 5.2 It is the Contractor's responsibility to obtain the Criminal Records Check for all members working in the City facilities. All costs associated with obtaining this Criminal Records Check are the sole responsibility of the Contractor. Those individuals who fail a background investigation shall not be allowed to work in any City facility. City reserves the right to audit the process.

## **6. BUILDING / PARK SECURITY**

- 6.1 The Contractor is to be responsible for leaving a site secured by locking all exterior doors and windows and turning out the lights at the completion of their duties at closed locations, or as otherwise directed.
- a. **Failure to leave a closed site secured will result in a deficiency notice and may result in a \$100 fine for each occurrence.**
- 6.2 In the event that the Contractor arrives to find a facility secured that is scheduled to be open, the Contractor must contact the City representative in writing immediately to confirm whether the site is to remain secured or be left open after completing services.
- a. **Failure to contact the City representative upon finding an unscheduled secured site will result in a deficiency notice and may result in a \$100 fine for each occurrence.**

- 6.3 Any park gates/bollards opened unlocked and opened for access into a Park site must be immediately replaced and secured after entrance, then reopened and resecured again when exiting the park.
- b. **Failure to replace a bollard or secure a gate upon immediate entry/exit into our out of a park will result in a deficiency notice and may result in a fee of \$100**
  - c. **Any claims related to unreplaced or unsecured bollards will be the Contractor's responsibility.**
- 6.4 Only employees of the Contractor are permitted to enter the building(s) being cleaned. **Failure to abide by this regulation will subject the Contractor to be terminated from the Contract.**
- 6.5 Charges due to responses to false alarms resulting from the Contractor's action or lack thereof will be borne by the Contractor. This fee will be based on the current response fee charged to the City by the City's Security Contractor or local law enforcement agency. **Continued alarm responses by the Security Contractor or local law enforcement agency due to Contractor's action or lack thereof will be considered a failure to perform and will lead to contract termination.**

## 7. FACILITY KEYS

- 7.1 The Contractor will be issued the necessary facility / gate key / FOB set(s). In no case shall the Contractor make duplicates of any City issued key(s) / FOBs.
- 7.2 Keys and FOBs will be signed for by the Contractor and upon completion or termination of the Agreement will be returned to the City. **Failure to return keys and access cards to the Department Representative, or, designate within three (3) working days will incur a fee of One Hundred Dollars (\$100.00) per day.**
- 7.3 Lost keys / FOBs must be reported immediately to the City within twenty (24) hours from the time the incident occurred. **The Contractor shall be responsible for the cost of replacing lost or stolen or unaccounted for keys and/or FOBs, including re-keying doors, gates or locks.**

## 8. CONTRACTOR'S ROLES AND RESPONSIBILITIES

### A. Personnel

1. The Contractor will supply sufficient labour to adequately perform the Services and meet the schedule(s) & time lines.
2. Contractors personnel who will perform the Services should meet the following minimum qualifications and standards:
  - o Should be qualified through training & experience to complete the Services and operate the Contractor's equipment;
  - o Should be licensed to operate said equipment; and
  - o Should be conversant in English.
  - o Complete an annual RCMP security check

3. The Contractor shall:
  - a) be responsible for all administrative functions and resources related to its personnel.
  - b) designate an individual to serve as the primary point of contact to oversee the contract and provide contract information (that includes contract availability 24 hours per day, seven days per week, in case of an emergency or in case the City otherwise needs to contact the Contractor outside of the approved schedule).
  - c) provide the names of all staff authorized to be at each facility including the contact telephone number(s) of any supervisor(s) for that staff.
  - d) The Contractor shall provide all supervision as may be necessary to oversee its personnel.

## **B. Employee Conduct**

1. Uniform/Identification
  - a) All Contractors staff performing the Services are required to wear photo identification badges/cards. Photo identification badges/cards must include, as a minimum, the company name, employee name and current photograph. The badges/cards are to be worn at all times, **clearly visible** on the outside of clothing in the chest area.
  - b) Identification badges shall have an expiry date of not more than 12 months from the date of issue, show the Company and employee's names and contain a photograph of the employee.
  - c) The uniform will be of a standard acceptable to the City. Uniforms are defined as a clean, long or short-sleeved [no sleeveless, smocks or tank tops] shirt, worn with pants [no mid-calf, Bermuda or short pants]. All uniforms are to be the same colour. The Contractor is responsible for all aspects of uniforms and attire worn by staff.
  - d) The Contractor to be responsible and ensure that all employees are in compliance with the uniform / identification badge requirements contained herein.
    - i. **There will be a deduction of \$100 per occurrence plus a deficiency notice issued for any day when uniforms and/or photo identification badges are not worn.**

## **C. Communication**

1. The Contractor shall be available at all reasonable times to report and confer with City staff with respect to the Services. Communication shall be available via email and telephone. Phone conversations must be followed up with written communication. Minimally, the Contractor shall provide a contact number and answering service available 24 hours a day, 7 days a week in order to receive service requests from City staff.
2. The Contractor will designate an individual to serve as the primary point of contact for the Agreement. The Contractor, or designate must respond to City inquiries within twenty-four (24) hours unless otherwise stipulated in the agreement. The Contractor shall not change the primary point of contact without written authorization from the City. Contractor will also designate a backup point of contact in the event the primary is not available.

3. In the event of a problem or potential problem that may impact the quality or quantity of work, services, or the level of performance under a Contract, the Contractor shall notify the City **immediately** in writing and by telephone.
4. The Contractor must submit a written log of completed services, identifying start and end times of each service per site per service, to be submitted to the City representative. An agreed upon activity log shall be maintained and submitted to the City, on a weekly basis by email to the City representative.
  - a) **Failure to submit the weekly log will result in a deficiency notice for each missing week.**

## **9. CONTRACTOR'S VEHICLES AND EQUIPMENT**

- 9.1 The Contractor's vehicles and equipment used in the performance of the Services shall be properly equipped to deliver the Services. All vehicles and equipment shall be kept clean, in good mechanical condition, painted to present a neat appearance, show evidence of annual safety inspections and display proper registration and license information. All of the Contractor's vehicles and equipment shall be equipped with approved back-up alarms, multiple lite revolving / strobe lights, or other necessary warning systems, which shall be maintained and in proper operating condition at all times. In the event of a breakdown, the Contractor shall arrange for reserve equipment, with always the intent to maintain the schedule frequency.
- 9.2 Vehicles used in the performance of the Services shall be identified on both sides with the full company name, telephone number and ID/ unit number. This must be fully legible and displayed in a professional manner. The Contractor may also be required to display magnetic signs as supplied by the City, identifying the Contractor as a City Contractor. This shall not replace the company identification on the sides of vehicles and equipment.
  - a. **There will be a deduction of \$100 per occurrence plus a deficiency notice issued for any day when the Contractor's vehicle is not meeting these requirements.**
- 9.3 A list of vehicles used for all Services must be submitted to the City representative, providing the make, model, colour, unit number and license plate number. As additional vehicles are added for any Services, the City must be provided with the updated information. Driving speed through City parks will be at a maximum of 15 km/ hour, and the Contractor's vehicles must keep to paved pathways and roads throughout the park to avoid damage to City parkland and park assets. Amber lights on each vehicle must be used during the course of business in City parks.
- 9.4 A list of in carrying out the Service, or any portion thereof, the convenience of the public must always be considered and provided for by the Contractor, who must not obstruct any street, thoroughfare or sidewalk longer than necessary. All pedestrian walkways must be maintained in a safe condition at all times. Any discontinuities likely to prove hazardous to the public and / or pedestrians must be removed, barricaded or clearly and safely marked.
- 9.5 The Contractor shall equip all staff performing the Services with an internet-ready, electronic device capable of reading and transmitting RFID tags. Two (2) months written



notice will be provided to the Contractor by the City before implementation of RFID tags use is to begin.

- a. **Failure to equip staff with internet-ready RFID scanning devices upon implementation will result in a deficiency notice per day and may result in a \$100 fine per day.**
- b. **Failure to correctly use RFID scanning devices upon implementation will result in a deficiency notice per day and may result in a \$100 fine per day.**

## **10. LOST PROPERTY**

- 10.1 The Contractor is to develop and implement a process and procedure for receiving and maintaining any lost property of value found during the performance of the Services. The Contractor is required to secure the handling of valuables and the disposition of these valuables to the City within 24 hours of the Contractor finding such items.
- 10.2 The City will process the recovery of lost items, and if possible determine their rightful owners, and the disposition of unclaimed articles through the City's auction process.

## **11. INCLEMENT WEATHER**

- 11.1 The Services are to be continuous except in the event of inclement weather. The City reserves the right to suspend any or all work due to poor weather conditions. The City reserves the right to authorize the delayed work to be performed at a later date, or the City may deem it more appropriate to omit the delayed work and resume the normal schedule. The Contractor should not perform any suspended work without written authorization from the City.
- 11.2 While work is suspended due to inclement weather conditions, the Contractor should maintain readiness to resume work when conditions again become favorable enough to proceed.

## **12. EQUIPMENT AND SUPPLIES**

- 12.1 All equipment shall of good commercial quality and shall be subject to the approval of the City.

### **Supplies [Cleaning Agents/Materials and Consumables]**

- 12.2 The Contractor shall furnish, pay for and maintain an adequate inventory of all cleaning agents/materials and consumables required to perform the Services. The Contractor-furnished supplies must meet City approval.
  - a. **Cleaning Agents/Materials:** Use disinfectants and cleaning agents of the quality as intended for such purpose and follow the written instructions of the manufacturer. For general areas, use domestic quality and for toilets and public areas use hospital quality. Contractor shall not use corrosive, caustic or acidic cleaning agents, which may damage finished surfaces if used improperly. Contractor will not use any cleaning agents which may damage stainless steel finishes. Contractor shall not use

abrasive cleaning materials, such as steel wool and scouring powders, which tend to streak or abrade porcelain fixtures.

b. **Consumables:** Contractor to provide standard commercial grade consumable products of types and sizes to fit existing standard commercial dispensers. Consumables include, but are not limited to, the following:

- I. Paper products –toilet tissue, paper towels, toilet seat covers including dispensers (as approved by the City), sanitary napkin disposal bags;
- II. Cleaning supplies and chemicals used on floors, carpets, walls, ceilings, furniture, toilets, glass, brick, tile, concrete, stainless steel or any other building material;
- III. Floor care products (including neutral detergents, strippers, sealers and waxes, carpet cleaners);
- IV. Mops, brooms, mop buckets, rubber gloves, rags, wipes, sponges, brushes, scrubbing and buffing pads, pails, spray bottles and scrapers;
- V. Germicides and fungicides;
- VI. Restroom air fresheners/deodorizers, including dispensers and urinal deodorizers (as approved by the City); (where required as determined by the City);
- VII. Hand soaps, including dispensers (as approved by the City)
- VIII. Trash liners.

12.3 It is not the City's intention to require specific brands of products to be used but all products should meet Green Cleaning requirements for each category. Products should be purchased in quantities that minimize the amount of packaging. If re-usable cleaning supplies can be purchased, such as micro-fibre towels and cloths, that is preferred.

12.4 The City is looking to reduce hazardous materials in cleaning supplies used within City Parks buildings in order to reduce air and water pollution and to protect human health and safety. The City also aims to reduce the overall waste and results from the City's restroom housekeeping and sanitation operations by ensuring that packaging is minimized and is reused or recycled.

12.5 The Contractor will discontinue using any cleaning chemicals, materials or equipment which in the reasonable opinion of the Department Representative, or designate determines is unsuitable for the purpose, or may cause any damage to the building or pose any health risk to the users of the building.

### **13. ENVIRONMENTAL PROTECTION**

13.1 The Contractor shall be responsible to take all necessary measures to comply with requirements of the Federal and Provincial Environmental Protection Agencies, City Acts

and by-laws Waste Management Act and any other applicable acts in respect to air, earth and water pollutants.

**14. TRAINING**

14.1 The Contractor shall ensure that all employees are fully trained in generally accepted cleaning practices.

**SCHEDULE A-1  
GENERAL CLEANING STANDARDS**

**A. TRASH PICK-UP AND REMOVAL**

1. Contractor shall empty and wash all waste receptacles [including wastebaskets, trashcans, etc.] using a solution of a disinfectant cleaner, germicide, virucide, fungicide and odour counteractant. **(Follow label directions for solution ratios)**. Put in a new waste receptacle liner upon each visit.
2. Contractor shall remove all trash, recycle materials, and waste for disposal. No waste is to be disposed of on-site.

**B. GLASS SURFACES AND LIGHT FIXTURES**

1. Contractor shall clean mirrors and windows and all other glass surface areas using an institutional/commercial quality ammonia powered glass cleaner. **Please note, a vinegar/water solution is not acceptable.**
2. Dampen treated glass cleaning cloths; wipe off light fixtures.

**C. GENERAL CLEANING REQUIREMENTS**

1. Contractor shall clean/dust all counters and area partitions.
2. Contractor shall clean/dust all vertical and horizontal surfaces.
3. Contractor shall spot clean finger marks, smudges, graffiti, dirt build-up, and/or accumulation around light switches, doors, door frames, counters, moldings, all ceiling and wall vents, walls, partitions, all wall, ceiling or shelf fans, etc.
4. Contractor shall clean all metal trim [push plates, kick plates, door jams, etc.].

**D. GENERAL CLEANING REQUIREMENTS FOR RESTROOM AND SHOWER FIXTURES**

**1. Toilets**

- a) Flush toilet bowl.
- b) Lightly spray entire interior/exterior surface areas with diluted bleach/water solution.
- c) Let stand for 2 minutes.
- d) Flush toilet bowl(s).
- e) Remove as much water as possible from toilet bowl with pumping action of bowl mop/brush.

- f) Saturate brush or hand swab with an undiluted germicidal bowl cleaner and polish and apply into each fixture starting on inner lip of bowl, hidden groove around upper ledge of bowl; work your way down into trap area. Leave cleaning solution so that the cleaner may be working while other cleaning functions are taken care of (follow directions on bottle label at all times). Wash one bowl at a time.
- g) Thoroughly and vigorously hand wash tops and bottoms of seats and exterior surfaces using a clean cloth. Cleaning includes metal parts of the toilet fixture. If metal is corroded, use steel wool and coarse scouring powder to remove green corrosion.
- h) Allow adequate time for chemical cleaning agents to work (follow directions on bottle label at all times 3 minutes (approx.)).
- i) Rinse thoroughly with wet mop/brush while flushing.
- j) Let Air dry.

## **2. Urinals**

- a) Flush Urinals.
- b) Lightly spray interior/exterior surface areas with a diluted bleach/water solution.
- c) Let stand for 2 minutes.
- d) Flush Urinals, using copious amounts of water.
- e) Saturate brush and hand swab with an undiluted germicidal bowl cleaner and polish and apply to each fixture starting at the top of inside and work down. (follow directions on bottle labels at all times.)
- f) Scrub with bowl mop/brush over whole interior of urinal with particular emphasis on the flush rim and trap areas.
- g) Let stand for 3 minutes (Approx.).
- h) Rinse thoroughly with wet mop/brush while flushing.
- i) Thoroughly and vigorously hand wash exterior surfaces (clean piping under fixture(s) where applicable) using a cloth dipped in a detergent-germicide solution.

## **3. Countertops, Cubicle Partitions**

- a) In a large capacity clean pail prepare a fresh cleaning solution of disinfectant cleaner, germicide, virucide, fungicide and odour counteractant. (Follow label directions for proper solution ratios at all times).
- b) Thoroughly wet all surface areas.

- c) Let stand for 2 minutes (approx.).
- d) Vigorously hand scrub all surface areas.
- e) Free rinse all surface areas with clean fresh water.
- f) All areas must be left spot and streak free.

N.B. Do not use abrasive cleaner.

#### **4. Wash Basins**

- a) Using fresh clean water and sponge, thoroughly wash basins, faucets and exterior surfaces. (DO NOT USE AN ABRASIVE CLEANER ON FAUCETS.)
- b) Apply cleaner to each bowl, allowing adequate time (as per manufacturers information) for disinfectant cleaner to work.
- c) Vigorously hand scrub all surface areas.
- d) Free rinse all surface areas with clean fresh water.
- e) Using a clean dry cloth, wipe dry all basin(s), faucet and countertop areas.
- f) All areas must be left spot and streak free.
- g) Also, check all faucets for dripping; ease of use; and check for any restricted drain flow.

#### **5. Walls**

- a) In a large capacity clean pail prepare a fresh cleaning solution of disinfectant cleaner, germicide, virucide, fungicide and odour counteractant. (Follow label directions for proper solution mixture ratios at all times).
- b) Thoroughly wet all surface areas.
- c) Let stand for 2 minutes (approx.).
- d) Vigorously hand scrub all surface areas. Go around room wiping off shelves above and wall behind washbasins, urinals, toilets, dispensers, and edges of partitions, doors and doorframes.
- e) Free rinse all surface areas with clean fresh water.
- f) Using a clean dry cloth, wipe dry.
- g) All areas must be left spot and streak free.

#### **6. Floors**

- a) Sweep clean floor area using proper tool for floor condition.

- b) Scrap any gum, etc. from floor.
- c) In a large capacity work force mop bucket and down press wringer prepare a hot water solution of Disinfectant cleaner, Germicide, Virucide, Fungicide and Odour counteractant. (Follow label directions for proper solution dilution ratios at all times.)
- d) Using a 24 oz. (minimum weight) wet mop, thoroughly wet and scrub vigorously all floor areas. Apply cleaning solution around toilets and urinals, giving it time to remove any uric acid while mopping rest of floor area. Wring out mop and apply additional cleaning solution as needed.
- e) Allow solution to stand for 5 - 10 minutes.
- f) Mop up solution and **dry mop all floor surface areas.**
- g) Let Air Dry.

**N.B. During any wet mop operations, conspicuous "Wet Floor" warning signs must be placed at each entry.**

## **7. Showers**

- a) In a large capacity clean pail prepare a fresh cleaning solution of hot water and an institutional/commercial quality heavy duty non-butyl degreaser (no organic solvents, phosphate free).
- b) Thoroughly free rinse all surface areas with clean fresh water.
- c) Apply solution.
- d) Let stand for approx. 5 minutes.
- e) Vigorously hand scrub surface areas, apply additional solution as needed.
- f) Thoroughly rinse solution from surface.
- g) Repeat process as necessary to make shower area completely clean and fresh smelling.
- h) Let Air Dry.
- i) All areas must be left spot and streak free.

## **8. Drinking Fountains**

- a) Thoroughly wet surface areas with fresh clean water.
- b) Remove debris from strainer area (if any).

- c) Using a Powdered Germicidal cleanser generously sprinkle porcelain surfaces. For stainless steel surfaces, use only germicidal cleansers formulated to not deteriorate surfaces.
- d) Using a scrub brush or scouring pad thoroughly and vigorously hand scrub interior and exterior surface areas clean paying particular attention to stains, (add additional fresh clean water as required).
- e) Let stand for approximately 2 minutes.
- f) Thoroughly free rinse all surface areas with fresh clean water.
- g) Repeat process to ensure drinking area is completely clean and fresh smelling.
- h) Using a dry clean cloth, thoroughly wipe dry and polish.
- i) Wipe walls and floor area around fountains.
- j) All areas must be left spot and streak free.

**N.B. During any wet mop operations, conspicuous “Wet Floor” warning signs must be placed at each entry.**

## **E. ENTRANCES AND WALKWAYS**

1. Exterior entrance ways and walkways within 15 feet of entrance door must be litter picked and thoroughly and vigorously swept using a heavy duty corn broom or push broom. Sweepings, litter and debris must be collected and disposed; no remnants are to be swept into lawn areas.
2. In a large capacity clean pail prepare a hot water solution of an institutional/commercial quality heavy-duty non-butyl degreaser (no organic solvents, phosphate free.). (Solution to be prepared in accordance with label directions.)
3. Using a clean cloth hand wash all doors, fixtures, handrails, support structures, ledges, window sills, etc. (Clean doors of fingerprints, spots and stains.)
4. As determined by staff, spray odour neutralizer is to be used for specific sites at each visit, spraying towards ceiling and upper corners of room areas for approximately 5 - 10 seconds.

## **F. MODULAR WASHROOM BUILDINGS**

### **1. Modular Toilets**

- a) Rinse toilet bowl with a bucketful of water (water will need to be brought into the site).
- b) Lightly spray entire interior/exterior surface areas with approved cleaner/water solution.



- c) Allow adequate time for chemical cleaning agents to work; follow directions on bottle label at all times (5-10 minutes approx.).
- d) Rinse toilet bowl(s) using copious amounts of water.
- e) Saturate brush or hand swab with an undiluted germicidal bowl cleaner and apply on inner lip of bowl and hidden groove around upper ledge of bowl. Leave cleaning solution so that the cleaner may be working while other cleaning functions are taken care of (follow directions on bottle label at all times).
- f) Thoroughly and vigorously hand wash tops and bottoms of seats and exterior surfaces using a clean cloth.
- g) Rinse thoroughly with wet mop/brush with copious amounts of water.
- h) Ensure door/floor/walls are washed and cleaned and disinfected.
- i) Let Air dry.
- j) Check level of water content; report to City Representative if tank is approaching 3/4 of capacity.

## 2. Floors

- a) Sweep clean floor area using proper tool for floor condition.
- b) Scrap any gum, etc. from floor.
- c) In a large capacity work force mop bucket and down press wringer prepare a solution of Disinfectant cleaner, Germicide, Virucide, Fungicide and Odour counteractant. (Follow label directions for proper solution dilution ratios at all times.) Water will need to be brought into the site.
- d) Using a 24 oz. (minimum weight) wet mop, thoroughly wet and scrub vigorously all floor areas. Apply cleaning solution around toilet, giving it time to remove any uric acid. Wring out mop and apply additional cleaning solution as needed.
- e) Allow adequate time for chemical cleaning agents to work; follow directions on bottle label at all times (5-10 minutes approx.).
- f) Mop up solution and **dry mop all floor surface areas.**
- g) Let Air Dry.

## 3. Walls

- a) In a large capacity clean pail prepare a fresh cleaning solution of disinfectant cleaner, germicide, virucide, fungicide and odour

counteractant. (Follow label directions for proper solution mixture ratios at all times). Water will need to be brought into the site.

- b) Thoroughly wet all surface areas.
- c) Let stand for 2 minutes (approx.).
- d) Vigorously hand scrub all surface areas.
- e) Free rinse all surface areas with clean fresh water.
- f) Using a clean dry cloth, wipe dry.
- g) All areas must be left spot and streak free.

**4. Exterior**

- a) Perimeter of building, within a 3m radius must be litter picked; litter and debris must be collected and disposed.
- b) Using a clean cloth hand wash all doors, fixtures, handrails, support structures, etc. (sanitize handles and clean doors of fingerprints, spots and stains.)

**Park Sanitation Task Frequency**

<b>Task</b>	<b>Frequency</b>
Wet Mop Floors	<i>Each Visit</i>
Dry Mop Floors	<i>Each Visit</i>
Clean and Sanitize Toilets	<i>Each Visit</i>
Clean and Sanitize Urinals (where applicable)	<i>Each Visit</i>
Clean Mirrors	<i>Each Visit</i>
Clean and Sanitize Sinks and Countertops (where applicable)	<i>Each Visit</i>
Spot Wash Walls	<i>As required</i>
Empty Garbage (where applicable)	<i>Each Visit</i>
Wash Stall Dividers (where applicable)	<i>Weekly Basis</i>
Remove Spider Webs	<i>Weekly Basis</i>
Check Soap Levels	<i>Each Visit</i>
Restock Paper Products	<i>Each Visit</i>
Sweep exterior of washroom entrances	<i>Each Visit</i>
Clean and Sanitize Door Handles	<i>Each Visit</i>
Dust Floor and Wall Heaters (where applicable)	<i>Weekly Basis</i>
Clean Windows (where applicable)	<i>Weekly Basis</i>
Spray neutralizer (as specified by City Representative)	<i>Each Visit</i>
Check waste content level in Modular toilets	<i>Each Visit</i>

Additional Maintenance items	As per Schedule
Dust Horizontal Surfaces on Doors, Door Frames, etc.	<i>Four Times per Year: First Week each of January, April, July, October</i>
Dust all Light Covers and HVAC vents (where applicable)	<i>Four Times per Year: First Week each of January, April, July, October</i>
Wash Interior Walls	<i>Four Times per Year: First Week each of January, April, July, October</i>

**SCHEDULE A-2  
PARKS SITES AND TIME SCHEDULE**

**Category “A” – Parks**

<b>WORKSITE</b>	<b>SERVICE LEVEL</b>	<b>TIME FRAME</b>	<b>DAYS</b>
Bear Creek (BCP) Pavilion	7 days per week	Year Round	Mon-Sun
	2nd Daily Clean	June 15 - Sept 15	Sat, Sun & Stats
BCP Playground	7 days per week	Year Round	Mon-Sun
	2nd Daily Clean	June 15 - Sept 15	Sat, Sun & Stats
BCP 140th Street	7 days per week	March 1 - Sept 30	Mon-Sun
Beecher Place Main Washrooms	7 days per week	Year Round	Mon-Sun
	2nd Daily Clean	June 1 - Sept 11	Mon-Sun
Beecher Place Back Washrooms	7 days per week	April 1 - Sept 30	Mon-Sun
	2nd Daily Clean	June 1 - Sept 11	Mon-Sun
Beecher Place Change Rooms	1 day per week	April 1 - Sept 30	Sun
Blackie Spit	7 days per week	Year Round	Mon-Sun
	2nd Daily Clean	June 1 - Sept 11	Mon-Sun
Cloverdale Athletic (CAP) Change Rooms #3&4	4 days per week	July 1 – Nov 30	S-S-T-T
	2 days per week	Dec 1 – June 30	Sat & Thurs
CAP Main Concession	7 days per week	Year Round	Mon-Sun
CAP Small Concession	7 days per week	Year Round	Mon-Sun
Fleetwood	7 days per week	Year Round	Mon-Sun
Hawthorne	7 days per week	Mar 1 - Oct 31	Mon-Sun
	2 days per week	Nov 1 - Feb 28	Sat & Sun
Holland Park	7 days per week	Year Round	Mon-Sun
Newton Athletic (NAP) North	7 days per week	Year Round	Mon-Sun
NAP Pavilion	7 days per week	Year Round	Mon-Sun
NAP Playground	7 days per week	Year Round	Mon-Sun
South Surrey Athletic (SSAP) Running Track	7 days per week	April 15 - Sept 15	Mon-Sun
	4 days per week	Sept 16 - April 14	S-S-T-T
SSAP Rotary Field House Change Room	2 days per week	Year Round	Sun, Wed
SSAP Rotary Field House	7 days per week	Year Round	Mon-Sun
SSAP Baseball Diamond	7 days per week	Year Round	Mon-Sun

SSAP Rec Centre (outdoor youth)	3 days per week	Mar 15 - Sept 15	S-S-W
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**Category “B” - Parks**

WORKSITE	SERVICE LEVEL	TIME FRAME	DAYS
AHP Matthews Park	2 days per week	April 1 – Sept 30	Sat & Wed
	1 day per week	Oct 1 – March 31	Sat
Bakerview Park	4 days per week	Year Round	S-S-T-T
Bridgeview Park	4 days per week	Mar 15 - Sept 30	S-S-T-T
Clayton Park	4 days per week	Apr 1 - Sept 15	S-S-T-T
	2 days per week	Sept 16 - Mar 31	Sat & Sun
Crescent Park	4 days per week	April 15 – Sept 15	S-S-T-T
	3 days per week	Sept 16 – April 14	S-S-W
Crescent Park Picnic	4 days per week	April 15 – Sept 15	S-S-T-T
	3 days per week	Sept 16 – April 14	S-S-W
Enver Creek Park	4 days per week	April 15 – Sept 15	S-S-T-T
	2 days per week	Sept 16 – April 14	Sat & Wed
Erma Stephenson	7 days per week	June 15 - Sept 15	Mon-Sun
	3 days per week	Sept 16 - June 14	S-S-W
Goldstone	4 days per week	Year Round	S-S-T-T
Green Timbers	7 days per week	Jun 15 - Sept 15	Mon-Sun
	4 days per week	Sept 16 - June 14	S-S-T-T
Hazelnut Meadows	4 days per week	Apr 1- Sept 15	S-S-T-T
	2 days per week	Sept 16 - March 31	Sat & Thurs
Hjorth Road Ball Diamond	7 days per week	April 1 - Sept 30	S-S-T-T
Hjorth Road Field House incl change rooms	4 days per week	Year Round	S-S-T-T
Kabbadi Park	4 days per week	Year Round	S-S-T-T
Kwomais	2 days per week	Apr 1 - Oct 31	Tues & Sat
	1 day per week	Nov 1 - Mar 31	Sat
North Surrey Community	4 days per week	April 1 - Sept 30	S-S-T-T
	2 days per week	Oct 1 - Mar 31	Sat & Sun
Port Kells	7 days per week	April 1 - Sept 30	Mon-Sun
	2 days per week	Oct 1 - Mar 31	Sat & Sun
Robin Park	1 day per week	Year Round	Sat

Royal Kwantlen	4 days per week	July 1 - Sept 5	S-S-T-T
Sullivan Heights	4 days per week	Apr 1- Sept 15	S-S-T-T
	2 days per week	Sept 16 - March 31	Sat & Sun
Sullivan Heights Change rooms	2 days per week	Sept 15 – Nov 30	Sun & Wed
	1 day per week	Dec 1 – May 30	Sun
Sunnyside Park	4 days per week	Apr 1- Sept 15	S-S-T-T
	2 days per week	Sept 16 - March 31	Thurs & Sat
T.E. Scott	4 days per week	Year Round	S-S-T-T
Tamanawis	4 days per week	Year Round	S-S-T-T
Tamanawis Change room	1 day per week	Year Round	Tues
Tom Binnie Field House incl change rooms	4 days per week	Year Round	S-S-T-T
Unwin	7 days per week	Apr 1- Sept 30	Mon-Sun
	4 days per week	Oct 1 - March 31	S-S-T-T
West Newton Community	4 days per week	Year Round	S-S-T-T

### Category “C” Parks - Modular Washroom Design

WORKSITE	SERVICE LEVEL	TIME FRAME	DAYS
Adams Road	1 day per week	Year Round	Wed
Brookside	1 day per week	Year Round	Wed
Brownsville Bar	1 day per week	Year Round	Tues
Clayton Dog	1 days per week	Year Round	Wed
Dogwood	3 days per week	Year Round	Wed, Fri & Sun
Dominion	1 day per week	Year Round	Wed
Don Christian	1 day per week	Year Round	Wed
Freedom	1 day per week	Year Round	Wed
Green Timbers Picnic	2 days per week	Jun 1 - Sept 30	Tues & Sat
	1 day per week	Oct 1 - May 31	Tues
Joe Brown Park	2 days per week	April 1 - Sept 15	Thurs & Sun
Princess Margaret	1 day per week	Year Round	Wed
Robertson Drive	1 day per week	Year Round	Wed
Serpentine Dog	1 day per week	Year Round	Wed
Serpentine Greenway	1 days per week	Year Round	Wed
Serpentine Heights	1 day per week	Year Round	Wed

Strawberry Hill	1 day per week	Year Round	Wed
Surrey Centre Cemetery	1 day per week	Year Round	Wed
Sunnyside Lawn Cemetery	1 day per week	Year Round	Wed

1. All washrooms to be cleaned by 10:00 a.m. the scheduled day.
2. Washrooms to be cleaned once per schedule day.



## SCHEDULE B - QUOTATION

RFQ Title: **Restroom Housekeeping and Sanitation Services – City Parks**

RFQ No: 1220-040-2015-088

### CONTRACTOR

Legal Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

### CITY OF SURREY

City Representative: Richard D. Oppelt, Purchasing Manager

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

E-mail for PDF Files: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

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



**Section**

**Requested Departure(s) / Alternative(s)**

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

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

**Requested Departure(s) / Alternative(s)**

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

**SECTION B-1**

**Changes and Additions to Specifications:**

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

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

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

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**SECTION B-2**

**Fees and Payments**

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

**SUMMARY OF FEES**

ITEM	CATEGORY OF PARK SITES	TOTAL ANNUAL COST
1.	CATEGORY "A" PARK SITES	\$
2.	CATEGORY "B" PARK SITES	\$
3.	CATEGORY "C" MODULAR WASHROOM DESIGN PARK SITES	\$
	SUB-TOTAL	\$
	GST (5%)	\$
	<b>TOTAL QUOTATION PRICE</b>	\$

**CATEGORY OF PARKS**

**"A" PARKS**

WORKSITE	SERVICE LEVEL	TIME FRAME	SERVICE DAYS	CLEANS/YEAR	UNIT COST	ANNUAL COST
BCP Pavilion	7 days per week	Year Round	Mon-Sun	366		
	2nd Daily Clean	June 15 - Sept 15	Sat, Sun & Stats	29		
BCP Playground	7 days per week	Year Round	Mon-Sun	366		
	2nd Daily Clean	June 15 - Sept 15	Sat, Sun & Stats	29		

BCP 140th St	7 days per week	March 1 - Oct 31	Mon-Sun	245		
Beecher Place Main Washrooms	7 days per week	Year Round	Mon-Sun	366		
	2nd Daily Clean	June 1 - Sept 11	Mon-Sun	103		
Beecher Place Back Washrooms	7 days per week	April 1 - Sept 30	Mon-Sun	183		
	2nd Daily Clean	June 1 - Sept 11	Mon-Sun	103		
Beecher Place Change Rooms	1 day per week	April 1 - Sept 30	Sun	26		
Blackie Spit	7 days per week	Year Round	Mon-Sun	366		
	2nd Daily Clean	June 1 - Sept 11	Mon-Sun	103		
CAP Change Rooms #3 & #4	4 days per week	July 1 – Nov 30	S-S-T-T	87		
	2 days per week	Dec 1 – June 30	Sat & Thurs	61		
CAP Main Concession	7 days per week	Year Round	Mon-Sun	366		
CAP Small Concession	7 days per week	Year Round	Mon-Sun	366		
Fleetwood	7 days per week	Year Round	Mon-Sun	366		
Hawthorne	7 days per week	Mar 1 - Oct 31	Mon-Sun	245		
	2 days per week	Nov 1 - Feb 29	Sat & Sun	35		
Holland	7 days per week	Year Round	Mon-Sun	366		
NAP North	7 days per week	Year Round	Mon-Sun	366		
NAP Pavilion	7 days per week	Year Round	Mon-Sun	366		
NAP Playground	7 days per week	Year Round	Mon-Sun	366		
SSAP Baseball Diamond	7 days per week	Year Round	Mon-Sun	366		
SSAP Rec Centre (outdoor)	4 days per week	Mar 15 - Sept 15	S-S-T-T	106		
SSAP Rotary Field House	7 days per week	Year Round	Mon-Sun	366		
SSAP Rotary Field House Change Room	2 days per week	Year Round	Sun, Wed	105		
SSAP Running Track	7 days per week	April 15 - Sept 15	Mon-Sun	153		
	4 days per week	Sept 16 - April 14	S-S-T-T	121		

**Category "A" Parks Site Total: \$**

## "B" PARKS

WORKSITE	SERVICE LEVEL	TIME FRAME	SERVICE DAYS	CLEANS/YEAR	UNIT COST	ANNUAL COST
AHP Matthews	2 days per week	April 1 – Sept 30	Sat & Wed	52		
	1 day per week	Oct 1 – March 31	Sat	25		
Bakerview	4 days per week	Year Round	S-S-T-T	209		
Bridgeview	4 days per week	Mar 15 - Sept 30	S-S-T-T	116		
Clayton	4 days per week	Apr 1 - Sept 15	S-S-T-T	96		
	2 days per week	Sept 16 - Mar 31	Sat & Sun	57		
Crescent	4 days per week	April 15 – Sept 15	S-S-T-T	88		
	3 days per week	Sept 16 – April 14	S-S-W	90		
Crescent Picnic	4 days per week	April 15 – Sept 15	S-S-T-T	88		
	3 days per week	Sept 16 – April 14	S-S-W	90		
Enver Creek	4 days per week	April 15 – Sept 15	S-S-T-T	88		
	2 days per week	Sept 16 – April 14	Sat & Wed	60		
Erma Stephenson	7 days per week	June 15 - Sept 15	Mon-Sun	92		
	3 days per week	Sept 16 - June 14	S-S-W	119		
Goldstone	4 days per week	Year Round	S-S-T-T	209		
Green Timbers	7 days per week	Jun 15 - Sept 15	Mon-Sun	92		
	4 days per week	Sept 16 - June 14	S-S-T-T	35		
Hazelnut Meadows	4 days per week	Apr 1- Sept 15	S-S-T-T	96		
	2 days per week	Sept 16 - March 31	Sat & Thurs	56		
Hjorth Road Ball Diamond	7 days per week	April 1 - Sept 30	Mon-Sun	183		
Hjorth Road Field House incl change rooms	4 days per week	Year Round	S-S-T-T	209		
Kabbadi Park	4 days per week	Year Round	S-S-T-T	209		
Kwomais	2 days per week	Apr 1 - Oct 31	Tues & Sat	62		
	1 days per week	Nov 1 - Mar 31	Sat	21		
North Surrey Community	4 days per week	April 1 - Sept 30	S-S-T-T	104		
	2 days per week	Oct 1 - Mar 31	Sat & Sun	53		
Port Kells	7 days per week	April 1 - Sept 30	Mon-Sun	183		
	2 days per week	Oct 1 - Mar 31	Sat & Sun	53		
Robin	1 days per week	Year Round	Sat	52		

Royal Kwantlen	4 days per week	July 1 - Sept 5	S-S-T-T	37		
Sullivan Heights	4 days per week	Apr 1- Sept 15	S-S-T-T	96		
	2 days per week	Sept 16 - March 31	Sat & Sun	57		
Sullivan Heights Change rooms	2 days per week	Sept 15 – Nov 30	Sun & Wed	22		
	1 day per week	Dec 1 – May 30	Sun	26		
Sunnyside	4 days per week	Apr 1- Sept 15	S-S-T-T	96		
	2 days per week	Sept 16 - March 31	Thurs & Sat	56		
T.E. Scott	4 days per week	Year Round	S-S-T-T	209		
Tamanawis	4 days per week	Year Round	S-S-T-T	209		
Tamanawis Change room	1 day per week	Year Round	Tues	52		
Tom Binnie Field House incl. change rooms	4 days per week	Year Round	S-S-T-T	209		
Unwin	7 days per week	Apr 1- Sept 30	Mon-Sun	183		
	4 days per week	Oct 1 - March 31	S-S-T-T	104		
West Newton Community	4 days per week	Year Round	S-S-T-T	209		
					<b>Category "B" Parks SiteTotal:</b>	<b>\$</b>

## "C" PARKS MODULAR

WORKSITE	SERVICE LEVEL	TIME FRAME	SERVICE DAYS	CLEANS/YEAR	UNIT COST	ANNUAL COST
Adams Road	1 day per week	Year Round	Wed	52		
Brookside	1 day per week	Year Round	Wed	52		
Brownsville Bar	1 day per week	Year Round	Wed	52		
Clayton Dog	1 days per week	Year Round	Wed	52		
Dogwood	3 days per week	Year Round	Wed, Fri & Sat	156		
Dominion	1 day per week	Year Round	Wed	52		
Don Christian	1 day per week	Year Round	Wed	52		
Freedom	1 day per week	Year Round	Wed	52		
Green Timbers Picnic	2 days per week	Jun 1 - Sept 30	Tues & Sat	34		
	1 day per week	Oct 1 - May 31	Tues	35		

Joe Brown	2 days per week	April 1 - Sept 15	Thurs & Sun	158		
Princess Margaret	1 day per week	Year Round	Wed	52		
Robertson Drive	1 day per week	Year Round	Wed	52		
Serpentine Dog	1 day per week	Year Round	Wed	52		
Serpentine Greenway	1 days per week	Year Round	Wed	52		
Serpentine Heights	1 day per week	Year Round	Wed	52		
Strawberry Hill	1 day per week	Year Round	Wed	52		
<b>Category "C" Parks Site Modular Total:</b>						<b>\$</b>

**SECTION B-3**

**Extra Services**

9. If added-services are requested by the City of Surrey, the Contractor offers to supply the City of Surrey the extra services for the prices plus applicable taxes as follows:

ITEM	EXTRA SERVICE	COST PER SERVICE
1.	Extra Washroom Cleaning Service	\$
2.	ON-SITE WASHROOM ATTENDANT, 4 HOURS	\$
3.	ON-SITE WASHROOM ATTENDANT, 8 HOURS	\$

**SECTION B-4**

**Time Schedule:**

10. Contractors should provide an estimated schedule, with major item descriptions and times indicating a commitment to provide the Goods and perform the Services within the time specified (attach additional pages, as necessary).

MILESTONE DATES \_\_\_\_\_

ACTIVITY	SCHEDULE									
	1	2	3	4	5	6	7	8	9	10
<b>SAMPLE</b>										

SECTION B-4

**Key Personnel:**

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

**Key Personnel**

Name: \_\_\_\_\_  
Experience: \_\_\_\_\_  
Dates: \_\_\_\_\_  
Project Name: \_\_\_\_\_  
Responsibility: \_\_\_\_\_

SECTION B-5

**Experience and References:**

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

\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

15. Contractor to describe their sustainability initiatives relating to the environmental impacts. The environmental attributes (green) of their Goods and Services. Anticipated objectives (e.g. carbon neutral by 2015). Information pertaining to their environmental policies, programs and practices. Confirm that the Contractor complies with any applicable objective.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Metro Vancouver's Non-Road Diesel Engine Emissions Regulation By-law:**

16. Contractor should confirm they are in compliance with By-law (if applicable):

Applicable as follows    Not applicable to this project

No.	Equipment Description	Engine Tier Designation	Engine Registration Number as Issued by Metro Vancouver
1		<input type="checkbox"/> Tier 0 or <input type="checkbox"/> Tier 1	
2		<input type="checkbox"/> Tier 0 or <input type="checkbox"/> Tier 1	
3		<input type="checkbox"/> Tier 0 or <input type="checkbox"/> Tier 1	
4		<input type="checkbox"/> Tier 0 or <input type="checkbox"/> Tier 1	
5		<input type="checkbox"/> Tier 0 or <input type="checkbox"/> Tier 1	

**SAMPLE**



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

**This Quotation** is offered by the Contractor this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_.

**CONTRACTOR**

**I/We have the authority to bind the Contractor**

\_\_\_\_\_  
(Legal Name of Contractor)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

**This Quotation** is accepted by the City this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_.

**CITY OF SURREY**

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Purchasing Representative)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name of Purchasing Representative)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

**ATTACHMENT 1**  
**CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)**

Probationary period	Pass [ ]	Fail [ ]	Contract renewal	Pass [ ]	Fail [ ]
---------------------	----------	----------	------------------	----------	----------

Period Report from \_\_\_\_\_ to \_\_\_\_\_

Contractor name:	
Contract description:	
Contract reference number:	Contract value
Contract start date:	Contract completion date:
Name and title of assessor:	

**RATING SCALE (enter score from 0-4 in Contractor Evaluation on following page):**

**Exceptional (4):**

- performance meets contractual requirements and exceeds to City's benefit
- few minor problems for which corrective actions taken by contractor were highly effective
- no delays in performance or delivery, no cost issues, no quality problems, and responses to inquiries and technical/administrative/service issues were effective and responsive

**Very Good (3):**

- performance meets contractual requirements and exceeds some to City's benefit
- some minor problems for which corrective actions taken by the contractor were effective
- quality non-conformances, cost issues, and performance or delivery delays do not impact achievement of contract requirements
- responses to inquiries and technical/service/administrative issues were usually effective and responsive.

**Satisfactory (2):**

- performance meets contractual requirements
- some minor problems for which corrective actions were taken and appear or were effective
- non-conformance(s), cost issues, and performance or delivery delays require minor City resources to ensure achievement of contract requirements
- responses to inquiries and technical/service/administrative issues were somewhat effective and responsive

**Marginal (1):**

- performance does not meet all contractual requirements
- serious problem(s) for which the contractor has not yet identified corrective actions
- contractor's proposed actions appear only marginally effective or were not fully implemented
- non-conformance(s), cost issues, and performance or delivery delays require major City resources to ensure achievement of contract requirements
- responses to inquiries and technical/service/administrative issues were marginally effective and responsive.

**Unsatisfactory (0):**

- performance does not meet most contractual requirements and recovery is not likely in a timely manner
- serious problems for which the contractor's corrective actions appear or were ineffective
- non-conformances, cost issues, and performance or delivery delays are compromising the achievement of contract requirements despite use of City resources
- responses to inquiries and technical/service/administrative issues were not effective and responsive

**ONCE COMPLETED, EMAIL THIS FORM TO [PURCHASING@SURREY.CA](mailto:PURCHASING@SURREY.CA).**

<b>CONTRACTOR EVALUATION</b> (Summarize contractor performance and indicate the performance rating for the following areas):	<b>Past Rating:</b>	<b>Current Rating:</b>
<p><b>A. Quality/Technical Performance</b> Assess contractor's conformance to contract requirements, specifications, contract clauses pertaining to technical requirements, standards of good workmanship (e.g. commonly accepted technical or professional standards), and accuracy of reports as well as technical excellence</p>		
<p><b>B. Timeliness of Performance</b> Assess timeliness of the contractor against the completion of the contract, task orders, milestones, delivery schedules, administrative requirements, etc. Assess contractor's adherence to required delivery schedule by assessing contractor's efforts during the assessment period that contribute to or effect the schedule variance. Also consider: is the contractor reliable and responsive to technical direction?</p>		
<p><b>C. Cost Control</b> Assess the contractor's effectiveness in forecasting, managing, and controlling contract cost. Also consider: was the work performed within budget? Were invoices and billings current, accurate and complete? Were change orders or add-ons issued?</p>		
<p><b>D. Business Relations</b> Assess timeliness, completeness, and quality of problem identification, corrective action plans, proposal submissions, and contractor's history of reasonable and cooperative behaviour. Assess contractor's success with timely award and management of sub-contracts. Assess extent to which the contractor discharges its responsibility for integration and coordination for all activity needed to execute the contract. Also consider: responsiveness to contract requirements, professional correspondence and administration, prompt notification of problems, flexibility, cooperativeness, and proactive contractor recommended solutions.</p>		
<p><b>E. Management of Key Personnel</b> Assess contractor's performance in selecting, retaining, supporting, and replacing (when necessary) key personnel.</p>		
<p><b>Mean Score (add the numerical ratings and divide by 5):</b></p>		

<b>Comments and/or Recommendations (MUST be provided for any score 2 or lower):</b>
A.
B.
C.
D.
E.

**ATTACHMENT 2  
PRIME CONTRACTOR DESIGNATION  
LETTER OF UNDERSTANDING**

As per the requirements of the *Workers' Compensation Act* Part 3, Division 3, Section 118 (1-3), which states:

**Coordination of multiple-employer workplaces**

**118 (1)** *In this section:*

"multiple-employer workplace" means a workplace where workers of 2 or more employers are working at the same time:

"prime contractor" means, in relation to a multiple-employer workplace,

- (a) the directing contractor, employer or other person who enters into a written agreement with the owner of that workplace to be the prime contractor for the purposes of this Part, or
  - (b) if there is no agreement referred to in paragraph (a), the owner of the workplace.
- (2) The prime contractor of a multiple-employer workplace must
- (a) ensure that the activities of employers, workers and other persons at the workplace relating to occupational health and safety are coordinated, and
  - (b) do everything that is reasonably practicable to establish and maintain a system or process that will ensure compliance with this Part and the regulation in respect to the workplace.
- (3) Each employer of workers at a multiple-employer workplace must give to the prime contractor the name of the person the employer has designated to supervise the employer's workers at that workplace.

By signing this Agreement, the Contractor accepts all responsibilities of a prime contractor as outlined in the *Workers' Compensation Act*, and *WorksafeBC OH&S Regulation*.

As a Contractor signing this Prime Contractor Designation form with the Public Library (the "owner"), you are agreeing that your company, management staff, supervisory staff and workers will comply with the *Workers' Compensation Board (WCB) Occupational Health and Safety Regulation* and the *Workers' Compensation (WC) Act*.

Any *WorksafeBC OH&S* violation by the prime contractor may be considered a breach of contract resulting in possible termination or suspension of the agreement and/or any other actions deemed appropriate at the discretion of the Library.

Any penalties, sanctions or additional costs levied against the Library, as a result of the actions of the prime contractor are the responsibility of the prime contractor.

The Contractor acknowledges having read and understood the information above.

By signing this Prime Contractor Designation form, the Contractor agrees as a representative of the firm noted below, to accept all responsibilities of the prime contractor for this project.

**The Contractor understands and accepts the responsibilities of the prime contractor designation in accordance with the *Workers' Compensation Act* while contracted by the Library for project and will abide by all *Workers' Compensation Board Regulation* requirements.**

Project File No.: 1220-040-2015-088

Project Title and Site Location: \_\_\_\_\_

Prime Contractor Name: \_\_\_\_\_

Prime Contractor Address: \_\_\_\_\_

Telephone/Fax Numbers: Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Name of Person in Charge of Project: \_\_\_\_\_

Name of Person Responsible for Coordinating Health & Safety Activities: \_\_\_\_\_

Phone: \_\_\_\_\_

Prime Contractor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return a signed copy of this memo to the City of Surrey, Finance & Technology Department, Purchasing Section, 13450 – 104 Avenue, Surrey, British Columbia, V3T 1V8

If you have any questions, please contact the City of Surrey, Manager Occupational Health & Safety at 604-591-4658.

**ATTACHMENT 3**  
**CONTRACTOR HEALTH & SAFETY EXPECTATIONS**  
**RESPONSIBILITY OF CONTRACTOR(S)**

The Library strives to maintain a safe work environment for employees and contractors and insists upon the enforcement of safe practices and procedures in all premises and in all work activities. It is essential that all contractors and their employees and sub-contractor(s) perform in the same manner. It is every employers and contractors responsibility to ensure that staff and public are protected from workplace hazards.

As a contractor to the Surrey Public Library, you are expected to conform to the requirements of the Workers' Compensation Act, the WCB Occupational Health and Safety Regulation and to all federal, provincial and local laws and regulations. The Surrey Public Library Building Owner, Project Manager, and the Manager, Occupational Health & Safety or designate have the authority to order an unsafe act to cease or to have an unsafe piece of equipment removed from the premises or, in extreme situations, to shut down a job entirely. Any Surrey Public Library Employee that observes a safety infraction by a contractor performing work for the Surrey Public Library should bring it to the attention of a manager immediately or Occupational Health & Safety (604-591-4131).

The following information is provided as typical Surrey Public Library requirements, but does not relieve the contractor from complying with all applicable local, provincial and federal laws, regulations and bylaws.

**PERSONNEL**

1. You are expected to inform your employees of any potential hazard in the workplace and advise of appropriate action to be taken should a hazard be found or a fire or accident occur.
2. Contractors will restrict persons invited on the premises to employees only. No families or friends are permitted.
3. The contractor will advise the Library of any on-site accidents involving the contractor's employees, or injuries to others caused by the contractor's business.

**SAFETY MANAGEMENT SYSTEM**

1. Contractors will ensure their employees utilize proper safety equipment and clothing as required for job site activities.
2. Contractors must follow and have on site proper written safe work procedures for hazardous work, e.g. Fall protection, confined space entry, hotwork, lockout, excavations and shoring, traffic management, etc.
3. Contractor must Identify workplace risk and implement suitable controls.
4. Contractor must provide safety training and education to staff and have training records available for review.
5. Contractor must have a health & safety program for its workers and sub-contractors
6. Contractor will provide appropriate First-Aid coverage for their workers and subcontractors.
7. Contractor must forward a weekly work task list prior to work commencement.
8. The qualified safety coordinator must participate in the Surrey Public Library OHS Orientation or attend the Prime Contractor's Orientation.

## **WORK AREAS –City Facilities**

No work by contractors shall occur in any area without prior consent of the Department Representative, or his designated representative. Work during normal business hours of the Library shall not create undue noise, smells or otherwise unduly disturb the work of Surrey Public Library staff or the public. If an activity requires that a disturbance is likely, the contractor shall whenever possible only do that work outside normal business hours.

All activities that create a hazard (i.e. work from a ladder, removal of a floor tile, emission of VOC's, etc.) to persons outside the contractor's supervision shall have warning devices, delineation or barriers, sealed spaces, etc. as would normally be required to protect any person from that hazard.

## **SAFETY ATTITUDE**

Your safety record and attitude are important criteria used to judge your qualification for future bidding on solicitations with the Surrey Public Library.

You can help ensure employee safety and your eligibility for future business with the Library if you exhibit and practice a "Safe Work - Safe City" attitude.

The Surrey Public Library is concerned about the health, safety and wellbeing of all employees and contractors. It is essential we maintain a healthy, safe and productive work environment.

### **All Employees & Contractors:**

It is everyone responsibility to:

- ❖ know and comply with WCB regulations and
- ❖ follow established safe work procedures
- ❖ immediately report any work related injury to his/her supervisor; and to the city representative
- ❖ not remain on the work site while his/her ability to work is in any way impaired
- ❖ report unsafe acts and conditions to their supervisor
- ❖ correct unsafe conditions immediately whenever it is possible to do so
- ❖ take reasonable care to protect your health & safety and the health and safety of other persons who may be affected by your act's or omissions at work



An employee must refuse to work if continuing to do so would endanger the health and safety of the employee, fellow employees or others. The worker must immediately report the circumstances of the unsafe condition to his or her supervisor or manager. If the unsafe condition is not remedied or the issue is not resolved the Manager, Occupational Health & Safety must be contacted.

**A common sense approach usually resolves the issue.**

## **GENERAL RULES**

1. For all secured worksites, contracted workers are required to sign in and sign out each day

2. (Access cards may be issued – a worker may need to provide an Identification document (i.e. Driver's License) in exchange).
3. Personal protective equipment, as determined by the Library, through consultation with the Contractors Health and Safety Representatives must be worn when and where required. (Hard Hats, Safety Footwear, Safety Vests and Safety Glasses must be worn on active construction sites. Hearing Protection must be worn when noise levels are above 85dBA.)
4. Horseplay, gambling and the use of alcohol or narcotics will not be tolerated.
5. No Smoking within 7.5M of a Library owned buildings door exits, windows and vents.
6. Report **ALL** injuries to your supervisor immediately and notify the Library's site representative.
7. Report any unsafe conditions, including someone under the influence or hazards, which may allow an injury to occur to you, a fellow worker, or others on the worksite.
8. Report any property damage, regardless of how minor.
9. Restricted and controlled products will be labeled, used and stored in accordance with the associated regulations, e.g. WHMIS. Follow all procedural instructions when using or handling hazardous materials/controlled products and ensure that all containers of hazardous/controlled product materials are properly labelled and stored in designated areas.
10. Obey all posted signs and notices. Do not venture into areas that you are not authorized to enter.
11. Always use the correct posture when lifting and get assistance if the weight is excessive.
12. Do not work within the limits of approach to high voltage equipment.
13. If working at heights greater than 10 feet a Fall Protection system must be in place. The appropriate Fall Protection equipment must be worn at all times.
14. **Housekeeping** (Orderliness and good housekeeping are basic requirements and must be maintained at all times):
  - a) Aisles are to be kept clear at all times.
  - b) Individual work areas are to be kept clean and tidy.
  - c) All materials, tools, products and equipment are to be kept in their designated areas.
  - d) Liquid spills are to be cleaned up immediately to prevent slips and falls.
  - e) Accumulation of oily rags, combustible refuse or similar fire hazards will not be tolerated.
15. **Fire Prevention:**
  - a) Become familiar with Surroundings and emergency exit.
  - b) Ensure aisles and exits are not blocked at any time.
  - c) Anytime a fire extinguisher is used, report it immediately to your supervisor, so that it can be recharged.
16. **Equipment Operation** (Any equipment, which could create a hazard, must be maintained in good condition):
  - a) Equipment must not be repaired, adjusted or operated unless by a "competent person" who understand the safe operating procedures.
  - b) Always be aware of the use and location of the "EMERGENCY STOP" button, if equipment is so equipped, before using the equipment.
  - c) Loose clothing, jewelry and long hair must be secured to prevent becoming entangled with equipment.
  - d) The Operator must check all safety devices on equipment before operation.
  - e) All equipment must be turned off and the appropriate "lock-out" procedure followed, prior to repairs, cleaning, adjustment or lubrication.

- f) Radio/Walkman/I-pod Head phones are not allowed to be worn during regular work operations.
- g) All ladders must be of an approved type and length. Unacceptable ladders must be removed immediately from the premises.
- h) All vehicles and equipment on Library property must be kept in safe mechanical condition at all times, and be operated only by persons with a valid driver's license and/or proper training and qualifications.
- i) Contractors will not operate any equipment, valves, switches, etc., which are part of the Library's operation, unless specific permission is received from the Department Representative.

17. **Ground Disturbance** –Every time you dig in the ground, with a shovel or mechanized equipment, you run the risk of loss of life or damage to property if you hit any of the many buried cables, conduits, gas or oil pipelines and/or other underground facilities that serve our city, **BC One Call Must be called and a ticket obtained prior to commencing any ground disturbance activities.**

<b>Issued By:</b>	<b>Occupational Health &amp; Safety Section - Contractor Coordination Program</b>
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**This document does not replace the Workers' Compensation Act or WorkSafeBC OH&S regulation. Each individual Contractor must have specific health and safety safe work rules and procedures that apply to their work tasks. Each Contractor must comply with the Workers' Compensation Act and WorkSafeBC Occupational Health & Safety Regulation and to all federal, provincial and local laws and regulations. If a contractor is unable to comply they must bring this to the attention of their qualified safety representative and to the Prime Contractor safety representative immediately.**

**Authorized Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_  
**(Please Print)**

**Date:** \_\_\_\_\_