|  |  |
| --- | --- |
|  | SCHEDULE C – FORM OF QUOTATION |

**RFQ TITLE: INTERNAL WATER METER MAINTENANCE SERVICES**

**RFQ No: 1220-040-2022-037**

**CONTRACTOR**

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

Contact Person and Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Business Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Business E-Mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CITY OF SURREY**

City Representative: Sunny Kaila, Manager, Procurement Services

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.

2.Capitalized terms used and not defined in this Quotation will have the meanings given to them in the Agreement and RFQ. Except as specifically modified by this Quotation, all terms, conditions, representations, warranties and covenants as set out in the RFQ will remain in full force and effect.

3. I/We have reviewed the sample Form of Agreement (Schedule B). If requested by the *Owner*, I/we would be prepared to enter into the sample Form of Agreement, amended by the following departures (list, if any):

**Section Requested Departure(s)**

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

**Please State Reason for the Departure(s):**

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

4. The *Owner* requires that the successful Contractor have the following in place **before providing the Work**:

1. 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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

1. Prime *Contractor* qualified coordinator is Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

and Contact Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

1. Insurance coverage for the amounts required in the proposed Agreement as a minimum, naming the *Owner* as additional insured and generally in compliance with the *Owner*’s sample insurance certificate form available on the *Owner*’s Website at [www.surrey.ca](http://www.surrey.ca). search [Standard Certificate of Insurance](http://www.surrey.ca/files/DCT_Standard_Certificate_of_Insurance_2014.docx);

(d) City of Surrey or Inter-municipal 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):**

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

**Please State Reason for the Departure(s):**

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

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

**Changes and Additions to Specifications:**

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

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

7. I/We have reviewed the RFQ, Schedule A – Scope of Work and Contract Drawings. If requested by the *Owner*, I/we would be prepared to meet those requirements, amended by the following departures and additions (list, if any):

**Requested Departure(s)**

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

**Please State Reason for the Departure(s):**

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

**Schedule of Quantities and Prices**

8.The *Contractor* offers to supply to the *Owner* the *Work* for the prices plus applicable taxes as follows:

|  |  |  |
| --- | --- | --- |
| **F.O.B.** Destination Freight Prepaid | **Payment Terms**:  A cash discount of \_\_\_\_% will be allowed if invoices are paid within \_\_\_ days, or the \_\_\_ day of the month following, or net 30 days, on a best effort basis. | **Ship Via:** |

**PRICE SUMMARYSHEET:**

|  |  |  |
| --- | --- | --- |
| **SECTION** | **TITLE** | **AMOUNT ($)** |
| 1 | Water Meter Maintenance | $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 2 | Water Meter Installations | $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 3 | Ancillary Water Meter Works | $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 4 | Hourly Add-Ons | $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | Subtotal: | $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | GST (5%): | $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | **Quotation Price, including GST:** | **$ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SECTION 1: WATER METER MAINTENANCE** | | | | | | |
| **Item No.** | **MMCD Reference** | **Description** | **Unit** | **Estimated**  **Quantity** | **Unit Price ($)** | **Amount ($)** |
| 1.1 | 1.8.15S | **Touch Pad Rewiring/Remounting** | Each | 200 | $ | $ |
| 1.2 | 1.8.16S | **Touch Pad Replacement** | Each | 200 | $ | $ |
| 1.3 | 1.8.17S | **Reprogram Existing Register** | Each | 10 | $ | $ |
| 1.5 | 1.8.19S | **Obtain Meter Read Only** | Each | 50 | $ | $ |
| 1.6 | 1.8.20S | **Decommission Inside Meter Assembly** | | | | |
| a) |  | 38mm | Each | 5 | $ | $ |
| b) |  | 25mm | Each | 5 | $ | $ |
| c) |  | 19mm | Each | 35 | $ | $ |
| d) |  | 16mm | Each | 5 | $ | $ |
| 1.8 | 1.8.22S | **Replace Meter Register** | | | | |
|  |  | 75mm Sensus OMNI C2 Register - City Supplied | Each | 5 | $ | $ |
|  |  | 50mm Sensus OMNI C2 Register - City Supplied | Each | 5 | $ | $ |
| 1.9 |  | Supply and Installation of #37 DI lid | Each | 5 | $ | $ |
|  |  |  |  |  | **Subtotal:** | **$** |

**WATER METER MAINTENANCE**

**(Carry Forward to Price Summary Table)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SECTION 2: WATER METER INSTALLATIONS** | | | | | | |
| **Item No.** | **MMCD Reference** | **Description** | **Unit** | **Estimated**  **Quantity** | **Unit Price ($)** | **Amount ($)** |
|  | 33 11 01 |  |  |  |  |  |
| 2.1 | 1.8.23S | **Exterior Meter Assembly Installations** | | | | |
| a) |  | 19mm in Asphalt Driveway | Each | 10 | **$** | **$** |
| b) |  | 19mm in Concrete Driveway | Each | 10 | **$** | **$** |
| c) |  | 19mm in Soft Surface – including meter | Each | 15 | **$** | **$** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 2.2 | 1.8.24S | **Interior Meter Change Outs** | | | | |
| e) |  | 25mm | Each | 1 | **$** | **$** |
| f) |  | 19mm | Each | 60 | **$** | **$** |
|  |  |  |  |  | **Subtotal:** | **$** |

**WATER METER INSTALLATIONS**

**(Carry Forward to Price Summary Table)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SECTION 3: ANCILLARY WATER METER WORKS** | | | | | | |
| **Item No.** | **MMCD Reference** | **Description** | **Unit** | **Estimated**  **Quantity** | **Unit Price ($)** | **Amount ($)** |
| 3.2 | 1.8.26S | **After Hours Callout Premium** | Each | 10 | **$** | **$** |
| 3.3 | 1.8.27S | **Curb Stop Maintenance** | Each | 2 | **$** | **$** |
| 3.4 | 1.8.28S | **Curb Stop Assembly Replacement** | Each | 2 | **$** | **$** |
| 3.5 | 1.8.29S | **Exterior Meter Installation - Pit** | | | | |
| a) |  | 14” x 14” Square Pit and Restoration - Asphalt | Each | 10 | **$** | **$** |
| b) |  | 14” x 14” Square Pit and Restoration - Concrete | Each | 5 | **$** | **$** |
| c) |  | 14” x 14” Square Pit and Restoration - Soft Surface | Each | 10 | **$** | **$** |
| 3.6 | 1.8.30S | **Exterior Meter Installation - Trench** | | | | |
| a) |  | 14” Wide Trench and Restoration - Asphalt | Linear m | 10 | $ | $ |
| b) |  | 14” Wide Trench and Restoration - Concrete | Linear m | 10 | $ | $ |
| c) |  | 14” Wide Trench and Restoration - Soft Surface | Linear m | 10 | $ | $ |
|  |  |  |  |  | **Subtotal:** | **$** |

**ANCILLARY WATER WORKS**

**(Carry Forward to Price Summary Table)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SECTION 4: HOURLY ADD-ONS** | | | | | | |
| **Item No.** | **MMCD Reference** | **Description** | **Unit** | **Estimated**  **Quantity** | **Unit Price ($)** | **Amount ($)** |
| 4.1 | 1.8.31S | Foreman | Each | 80 | **$** | **$** |
| 4.2 | 1.8.32S | Foreman - OT | Each | 0 | **$** | **$** |
| 4.3 | 1.8.33S | Journeyman | Each | 30 | **$** | **$** |
| 4.4 | 1.8.34S | Journeyman - OT | Each | 0 | **$** | **$** |
| 4.5 | 1.8.35S | Skilled Laborer | Each | 10 | **$** | **$** |
| 4.6 | 1.8.36S | Skilled Laborer - OT | Each | 0 | **$** | **$** |
|  |  |  |  |  | **Subtotal** | **$** |

**Hourly Add-Ons**

**(Carry Forward to Price Summary Table)**

**Equipment Resources:**

9. Contractors should complete the following table if there will be an hourly equipment rate.

**Table 1 – Hourly Equipment Rate Schedule:**

|  |  |  |
| --- | --- | --- |
| No. | Equipment Description *(State)* | Hourly Equipment Rate |
|  |  | $ |
|  |  | $ |

**Time Schedule:**

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

**Water Meter Maintenance Program**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ACTIVITY** | **TIMELINE** | | | | | | | | | |
| **Project Initiation Activities** | **Number of Calendar Days from Contract Award** | | | | | | | | | |
| 5 | 10 | 15 | 20 | 25 | 30 | 35 | 40 | 45 | 50 |
| Submission of Implementation Plan |  |  |  |  |  |  |  |  |  |  |
| *Notice to Proceed* |  |  |  |  |  |  |  |  |  |  |
| *Commence the Work* |  |  |  |  |  |  |  |  |  |  |
| **Ongoing Activities** | **Number of Working Days from City Request** | | | | | | | | | |
| 5 | 10 | 15 | 20 | 25 | 30 | 35 | 40 | 45 | 50 |
| Water Meter Maintenance |  |  |  |  |  |  |  |  |  |  |
| Water Meter Installations |  |  |  |  |  |  |  |  |  |  |
| Ancillary Water Meter Works |  |  |  |  |  |  |  |  |  |  |
| Substantial Completion |  |  |  |  |  |  |  |  |  |  |

**Proposed Disposal Site: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .**

**Experience and Qualifications:**

11. Contractor's relevant experience and qualifications in performing work the same/similar to the Work and your qualifications to perform the *Work* (use the spaces provided and/or attach additional pages, if necessary):

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

**Capability:**

12.Contractor should demonstrate and describe your general capability to perform the Work, your understanding of the *Work* through discussion of the key issues, and your ability to meet the specifications/requirements of the RFQ.

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

**Client/Customer References:**

13. Contractor's references (name and telephone number) (use the spaces provided and/or attach additional pages, if necessary). The Owner’s preference is to have a minimum of three references. We hereby consent to the Owner contacting references for the purposes of evaluating our Quotation.

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

**Key Personnel:**

14. Contractor should list key personnel who will be the primary contact for contract and performance management. Include a brief description of their experience, highlighting relevance and successful completion of work same/similar to the *Work* and its scope. By providing this information, you warrant and represent you have each individual’s consent to disclosure of their personal information in accordance with privacy laws *(use the spaces provided and/or attach additional pages, if necessary):*

|  |  |  |
| --- | --- | --- |
| ***Name and Title*** | ***Area of Responsibility*** | ***Experience*** |
|  |  |  |
|  |  |  |

**Sub-Contractors:**

15. Contractors should list all proposed subcontractors and the work they will undertake. Where final selection has not been made, identify the potential subcontractors from which the selection will be made. If none, indicate “Not Applicable”. If any *subcontractors* are individuals, by providing this information, you warrant and represent you have each individual’s consent to disclosure of their personal information in accordance with privacy laws *(use the spaces provided and/or attach additional pages, if necessary):*

|  |  |  |  |
| --- | --- | --- | --- |
| ***Name and Address*** | ***Contact Name / Phone Number*** | ***Area of Responsibility*** | ***Experience (including years working with Contractor*** |
|  |  |  |  |
|  |  |  |  |

**Material Suppliers (Potential):**

16. Contractor intends to use the following potential suppliers and manufacturers from which the selection will be made from:

|  |  |  |  |
| --- | --- | --- | --- |
| **Supplier Name** | **Manufacturer Name** | **Supplier Address** | **Description of Good** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Quality Assurance and Quality Control:**

17. Contractor should describe your quality assurance program.

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

18. Contractor should describe how you will maintain quality control and meet quality standards in the performance of the *Work*, including with respect to water meter maintenance, water meter installations and ancillary water meter work:

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

**Customer Service:**

19. **Customer Service Approach** – Contractor should describe your customer service approach, including issues management, reporting, etc.

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

20. **Response and Escalation** – Contractor should describe your escalation process to resolve dispute and manage issues that arise.

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

**Security Protocols and Procedures:**

21. Contractor should describe your processes and procedures for maintaining the security of information and maintaining confidentiality of the orders, order details, and other confidential or personal information.

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

**Security Clearance/Background Checks:**

22. Contractor should describe your process for performing/updating background checks/security clearances for personnel or sub-contractors:

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

**Protection of Personal and Confidential Information:**

23. Contractor should provide the following:

1. Privacy Policy - (*attach your Privacy Policy for review and approval by the Owner*).
2. Storage of Information – *check as applicable*:

|  |  |
| --- | --- |
|  | We will not store confidential and/or sensitive information of the *Owner* or personal information obtained as part of the *Work* on servers outside of Canada or allow anyone from outside of Canada to access such information. |
|  | We will or may store confidential and/or sensitive information of the *Owner* or personal information obtained as part of the *Work* on servers outside of Canada, but confirm such information will be encrypted or de-identified, with the encryption keys and/or de-identification keys (as the case may be) stored on servers located within data centers within Canada. |

24. 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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 2022.

**CONTRACTOR**

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

|  |  |
| --- | --- |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Legal Name of Contractor)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Signature of Authorized Signatory)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Print Name and Position of Authorized Signatory) | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Signature of Authorized Signatory)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (Print Name and Position of Authorized Signatory) |