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|  | **SCHEDULE B****APPLICATION FOR A****STANDING OFFER AGREEMENT** |

**Request For Standing Offer Title: Staff Uniforms, Apparel and Retail Program Supply and Management Services.**

**Request For Standing Offer No.: 1220-060-2022-002**

**APPLICANT**

**Legal Name:**

**Contact Person and Title:**

**Business Address:**

**Business Telephone:**

**Business Fax:**

**Business E-Mail Address:**

**CITY OF SURREY**

City Representative: Sunny Kaila, Manager, Procurement Services

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

* 1. It is understood and agreed by the Applicant that should an Application be selected by the City, it will result in a standing offer agreement (“Standing Offer”) only and the Goods and Services will be ordered by the City solely on an “as and when required” basis. The aggregate value of the Goods and Services which may be ordered is conditional upon the needs of the City. No compensation will be accrued, owed or paid to any Applicant in the event that the Goods and Services are not ordered. If a Standing Offer is executed by the City, at the sole option of the City, the City may place an order (the “Order”) for Goods and Services specified in the Order and the Applicant agrees to provide those Goods and Services. The parties agree that the City may not place any orders for Goods and Services with the Applicant for the duration of the term of the Standing Offer. The parties agree that the City may purchase identical or similar Goods and Services from any other source.

2. If this offer is accepted by the City, such offer and acceptance will create a Standing Offer as described in:

(a) the Request;

(b) the specifications of Goods and scope of Services set out above and in Schedule A, to Attachment 1, of the Request;

(c) the Standing Offer Agreement;

(d) this Application;

(e) an Order (if any); and

(f) other terms, if any, that are agreed to by the parties in writing.

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

4. **Application Price(s):** The Applicant offers to supply to the City of Surrey the Goods and Services for the prices plus applicable taxes as follows:

**Schedule B-1 Financial Workbook (Example) may be viewed and/or obtained at the City’s Managed File Transfer Service (MFT) link below**

In the URL, or address field at the top, enter the following address: <https://mft.surrey.ca/> and hit “enter”.

Enter “surreybid” as the Username, “Welcome” as the password and then click “Login”

[**https://mft.surrey.ca/**](https://mft.surrey.ca/)

Login ID: surreybid

Password: Welcome

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Printing will be the sole responsibility of the Applicant.

Application prices include and covers all duties, taxes, handling and transportation charges, and all other charges incidental to and forming a part of this Application. The Applicant shall be responsible for customs clearance costs and payment of any duties and/or taxes owing at time of importation into Canada, as applicable.

5. Describe any quantity or volume discounts or rebate programs that you offer.

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**Experience, Reputation and Resources**

6. Applicant’s relevant experience and qualifications in delivering Goods and Services similar to those required by the RFA-SOA.

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7. Provide a summary as to why your company would be well sited for this project.

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8. References: Applicant’s past performance information should address corporate past performance in performing projects similar in size and scope of this requirement. The Applicant’s relevant past performance will be reviewed to assess the extent of its ability to perform a contract successfully (quality of service, timeliness of delivery, business relations, customer satisfaction, key personnel and staffing (including subcontractors). Preference is for a minimum of three (3) reference

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9. Applicant 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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| --- | --- | --- | --- |
| **Description of Goods and Services** | **Sub-Contractors Name** | **Years of Working with Applicant** | **Telephone Number and Email** |
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11. I/We have reviewed the Standing Offer Agreement. If requested by the City, I/we would be prepared to enter into an agreement that incorporates the Standing Offer Agreement, amended by the following departures (list, if any):

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

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12. The City of Surrey requires that the successful Applicant have the following in place before performing the Services:

(a) Workers’ Compensation Board coverage in good standing and further, if an “Owner Operator” is involved, personal operator protection (P.O.P.) will be provided,

 Workers' Compensation Registration Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(b) Prime Contractor qualified coordinator is Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and Contact Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(c) Insurance coverage for the amounts required in the proposed Agreement as a minimum, naming the City as additional insured and generally in compliance with the City’s sample insurance certificate form available on the City’s Website at [www.surrey.ca](http://www.surrey.ca) search [Contractors Certificate of Insurance](http://www.surrey.ca/files/DCT_Consultants_Form_Certificate_of_Insurance_2014.docx);

(d) City of Surrey or Intermunicipal Business License: Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(e) If the Applicant’s Goods and Services are subject to GST, the Contractor’s GST Number is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_; and

(f) If the Applicant 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 Application, we advise that we have the ability to meet all of the above requirements except as follows (list, if any):

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

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13. The Applicant acknowledges that the departures it has requested in Sections 11 and 12 of this Application will not form part of the Agreement unless and until the City agrees to them in writing by initialling or otherwise specifically consenting in writing to be bound by any of them.

PART II – TECHNICAL AND FUNCTIONAL SPECIFICATIONS AND REQUIREMENTS

**Applicants Proposed Solution**

14. Applicant should provide a brief narrative that illustrates an understanding of the City’s requirements and Services and describing the proposed solution.

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15. Applicant’s should provide a brief narrative that demonstrates the Applicant’s ability to provide the Goods and Services and;

1. work collaboratively with multiple stakeholders for this type of project within a municipal department environment; and
2. capability/capacity to meet the requirements, as relevant.

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16. **Core Goods.** Please complete City’s embedded Schedule B-2 – Proposed Apparel and Accessory Worksheet.

Schedule B-2 – Proposed Apparel and Accessory Worksheet may be viewed and/or downloaded from the City’s Managed File Transfer Service (MFT) link below:

In the URL, or address field at the top, enter the following address: <https://mft.surrey.ca/> and hit “enter”.

Enter “surreybid” as the Username, “Welcome” as the password and then click “Login”

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Password: Welcome

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**Printing will be the sole responsibility of the Applicant.**

 Each Application should be accompanied by a set of “Applicant’s Specifications” consisting of a reasonably detailed description of the Good(s) proposed and to which Good(s) should conform. The specifications should indicate size, type, model and manufacturer’s name, etc.

17. **Quality Assurance and Quality Control** - Submit a copy of your firm’s Quality Assurance and Quality Control procedures and details;

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18. **Project Management Plan**. Applicant should briefly outline their processes and procedures in the areas of: **(1)** addressing the orderly purchase of Goods, materials, supplies, equipment, and records/data to ensure effective implementation of delivery orders, as well as responsibilities inherent at contract end; **(2)** accepting employee account data for Web-Based System (WBS); **(3)** timeframes for when Goods would be available on the WBS after receipt of an order; **(4)** timeframe to implement all component delivery orders; and **(5)** managing Phase-In and Phase-Out.

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19. **Customer Satisfaction/Support Services Plan**. Applicant s should identify what customer service support is available: this includes, but is not limited to after hours call centre, emergency contact, toll-free support, ability to work with the City to improve ordering processes, provide customized reports as well as notification to changes to goods, packaging changes, unit of measure changes, and discontinuation of goods with ample notice.

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20. **Distribution Capability.** Applicants should provide information on how they will meet the requirements for inventory control management, warehousing and tracking of all Goods inventories either manufactured or sources to ensure secure storage and timely deliveries of all Good (uniforms) items in accordance with current commercial standards and this performance work statement preferred requirements. The Applicant is expected to manage levels of inventory to meet the City’s requirements. All Goods should be shipped to an approved delivery location only. No Goods, including exchanges, shall be shipped to personal addresses, home addresses, or post office box numbers. All shipment should have a signature for receipt. Goods should be shipped in a plain box, and the contents should not be disclosed on the outside of the box. All shipments should be trackable and available online to check the status with an email upon shipment. Each box should include a packing slip with order number, shipping recipient, address, ship date and itemized list of contents included in the shipment.

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21. **On-line Ordering and Account Management.** Applicants should have the ability to create and maintain a secure on-line catalogue accessible through the Applicant’s website and customized for the City. Applicants should explain the online ordering system, the ability to track delivery timeframes, backorder information, order history and how items are displayed including high resolution pictures, descriptions, sizing information, garment care, price and estimated shipment date. Applicants should provide example screen shots as to the proposed set-up for the on-line catalogue. Information provided should show how the proposed application provides data which demonstrates past experience managing this type of data in a database.

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22. **Order Processing**. Ability to fulfil Orders and meet delivery dates are critical success factors in the City performance with suppliers. Applicants should provide a brief description of their process for ordering beginning with the initial contact by the City to final delivery of the Goods to City location(s). The description should include all phases of order process from initial contact, site visit, selection, screen printing or embroidery installation, lead time, and delivery of the final Goods.

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23. **Warranty. (1)** Applicant should briefly describe the warranty that could be offered to the City (including manufacturer’s warranty): e.g., warranty coverage, warranty term, extended warranty options (if any), replacement, and anything else related to warranty. **(2)** Describe your replacement process, including an expedited timeline for collection of returning Goods and delivery of replacement Goods, in the event that any Goods are found damaged or otherwise not in conformity with specifications/requirements.

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24. **Preliminary Supply and Delivery Schedule**. Applicants should provide for the Goods and Services a preliminary supply and delivery schedule, with committed timelines for the supply and delivery of each Good with a delivery date at the Delivery Location. It is preferred that the preliminary Production Schedule be prepared in the form of a Gantt Chart or similar format.

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25. **Industry Specific Questions:**

1. Describe any unique advantages that your offering provides in terms of customization, and/or sizing:

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1. Describe any unique advantages that your offering provides it terms of laundering, cleaning, mending and/or repair services:

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1. provide information on what fabric and fabric blends can be offered:

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1. include innovative ways of delivering the specifications and requirements that may benefit the City:

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1. describe your unique product attributes and advances, including specific examples related to product longevity or wear resistance:

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1. outline proposed approach to optimization of stock levels:

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1. outline proposed delivery arrangements, including urgent requests:

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26. **Points of Discussion:**

(a) What do you see as biggest challenges and risks based on the Specifications/requirements?

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(b) How would you mitigate these risks?

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(c) What level of interaction (consultation, support & resourcing) would you need from the City?

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(d) What are your thoughts and approach to execution?

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(e) What design considerations would you recommend for ease of ongoing support (i.e., potentially a high volume of Goods for a large team)?

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(f) How would you accelerate the Time Schedule?

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(g) Applicant should propose a method of facilitating “sourced” products or related services, which may be of interest to the City, which may be referred to as “open market” items or non-standard options. For example, you may supply such items “at cost” or at “cost plus a percentage,” or you may supply and quote for each such product or service.

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(h) Applicant should describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. (Note: You may upload representative samples of your warranty materials (if applicable) in addition to your response below):

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(i) Applicant should describe your proposed exchange and return programs and policies.

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27. **Value-Added Attributes**

(a) Describe any technological advances that your proposed products or services offer.

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(b) Describe any “green” initiatives that related to your company or to your products or services and include a list of the certifying agency for each.

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(c) What unique attributes does your company, your products, or your services offer to the City? What makes your proposed solution(s) unique in your industry as it applies to the City?

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29. I/We the undersigned duly authorized representatives of the Applicant, having received and carefully reviewed the RFA-SOA including without limitation the Standing Offer Agreement, submit this Application in response to the RFA-SOA

This Application is offered by the Applicant this \_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 2022.

**APPLICANT**

I/We have the authority to sign on behalf of the Applicant.

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