 **FORM OF PROPOSAL**

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| **PPROPONENT INFORMATION:** |
| Full Legal Name: |  |
| Address: |  |
| GST Registration No: |  | PST Registration No. |  |
| Business License No. |  | Jurisdiction: |  |
| (Note: If the scope of work results in services being performed in the City of Surrey, the terms of the City’s Business License By-law apply and the Proponent will be required to provide proof of compliance prior to the contract start date) |

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| **AUTHORIZED REPRESENTATIVE / KEY CONTACT DETAILS:** |
| Name and title: |  |
| Phone: |  | Email: |  |

**TO: SURREY POLICE SERVICE (“SPS”) -** via email: purchasing@surrey.ca

**RE: REQUEST FOR PROPOSALS 1220-031-2022-001 (“RFP”)**

In furtherance of the RFP issued on behalf of SPS, we, the above-named Proponent, hereby certify we have read and fully understand the RFP documents and hereby submit our offer for the performance of the Work.

SPS may, at its option, accept our proposal for the performance of all or any portion of the Work.

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| Signed on on behalf of the Proponent by its authorized signatory(ies):*(date)* |
|  *Signature**Name (please print):* *Title (please print):*  |  *Signature**Name (please print):* *Title (please print):*  |

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| Attachments:Attachment 1 – Proponent Profile and QualificationsAttachment 2 – Workplan and MethodologySupporting documents:* Workplan
* Sample delivery slips
* Sample invoices
* Sample management and performance reports
* WorkSafeBC Clearance Letter
* Other

Attachment 3 – Financial Proposal |

**Attachment 1 - PROPONENT PROFILE AND QUALIFICATIONS**

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| ***Notes:***1. *If space is insufficient, additional rows/lines or additional pages may be added as necessary.*
2. *While there is no limit on the number of pages to be submitted, to facilitate the evaluation process provide only relevant information. The inclusion of corporate brochures and other advertising materials is discouraged.*
 |

1. **Form of Business Organization -** *check and complete as applicable*

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| --- | --- | --- |
| [ ]  | Sole Proprietorship |  |
| [ ]  | Partnership – jurisdiction and date of establishment: |  |
| [ ]  | Corporation – jurisdiction and date of incorporation: |  |
| [ ]  | Joint Venture – identify all joint venturers, and who has primary responsibility for this RFP[[1]](#footnote-2) |  |

1. **Proponent Summary** *(Note: Provide background information (brief history, size, services offered, etc.))*

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1. **Experience and Qualifications**

**Years in the business of performing services the same/similar to the Services:**

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|  | years |

*(Note: Describe your relevant experience performing services the same/similar to the Services and your qualifications to perform the Services*):

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1. **Mandatory Criteria:** *(Note: Describe, and attach evidence of, how you meet the mandatory criteria set out in Part 2 (Scope of Work/ Specifications), if any)*

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1. **Financial References** (*Note: Attach financial statements and/or bank references to demonstrate financial stability).*

We hereby consent to SPS contacting our financial institution to obtain financial references:

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| --- | --- | --- |
| **Name and Address** | **Contact Name and Title** | **Contact Telephone Number** |
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1. **Client/Customer References** (*Note: List 3 client references (excluding SPS, Surrey Police Board or the City of Surrey), preferably from police/law enforcement organizations, and preferably in Canada or North America).*

We hereby consent to SPS contacting references for the purposes of evaluating our proposal.

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| **Company and Contact Name** | **Phone / Email** | **Work Description** |
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1. **Key Personnel** *(Note: 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 similar to the Services 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.*

| **Name and Title** | **Area of Responsibility** | **Experience** |
| --- | --- | --- |
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1. **Sub-contractors** *(Note: 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”. Evidence sub-contractors meet applicable mandatory criteria set out in Part 2 (Scope of Work / Specifications) should be attached. If any sub-contractors 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.)*

*(Note: As per contract terms, changes to subcontractors are not permitted without written permission of SPS.)*

| **Name and Address** | **Contact Name / Phone Number** | **Area of Responsibility** | **Experience (including years working with Proponent)** |
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1. **Conflict of Interest** – *check as applicable*

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| [ ]  | To the best of our knowledge, upon undertaking appropriate investigation and due diligence, we are not aware of any employees or persons who may be involved in this project, being “Associates”[[2]](#footnote-3) of SPS or Surrey Police Board members, employees, officers or directors.  |
| [ ]  | We are aware of conflict(s) of interest or potential conflict(s) of interest, as follows:(Note: Identify parties and their role in the project, confirm their relationship based on the definition of “Associate”, and described the proposed solution to manage, minimize or eliminate any perceived or actual conflict(s)): |
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**ATTACHMENT 2 – WORKPLAN AND METHODOLOGY**

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| *Notes:*1. *If space is insufficient, additional rows/lines or additional pages may be added as necessary.*
2. *While there is no limit on the number of pages to be submitted, to facilitate the evaluation process provide only relevant information. The inclusion of corporate brochures and other advertising materials is discouraged.*
 |

1. **Performance Plan** (*attach separate page(s))*

Provide the following information setting out your performance methodology and workplan (the “**Workplan**”) for the performance of the Services:

* 1. **Capability**– Demonstrate and describe your general capability to perform the Services, your understanding of the Services through a discussion of the key issues, and your ability to meet the requirements of Part 2 (Scope of Work/Specifications) of the RFP and the contract terms.
	2. **Approach** - Discuss your approach to the performance of the Services. In addition to describing how you will handle day to day regular cleaning cycles, include:
* *Identification System* – Details of your identification and/or tagging system to facilitate garment pick-up, cleaning, sorting, packaging and drop-off (at same location as pick-up) to enable retrieval by personnel of their items;
* *Contaminated Goods* – How you will handle the cleaning of contaminated garments, and prevent cross-contamination;
* *Point of Sale / Billing System*
	+ Details of your point of sale software technology
		- Include sample(s) of delivery slips that show details of information, which should include personal identification number (PIN) for each SPS employee, quantity of items serviced, services performed on items
	+ Details of billing/invoicing system
		- Include sample(s) of invoices, which should include detailed breakdown by SPS employee (using PIN)
* *Reporting* - Provide sample of proposed management/performance reports, which should include a summary of items serviced, services performed and billings.
	1. **Work Methodology** - Provide a clear description of your plan to successfully accomplish the Services.
	2. **Assumptions** - Include assumptions made to establish your plan and work methodology;
	3. **Risks** – Include an assessment of risks and mitigation strategies.

***Note:*** *The following items may be included as part of your Workplan or you may provide your responses in the spaces below. It is preferred that you not duplicate information already included in your Workplan.*

1. **Capability, Capacity, Volume Fluctuations and Rush Orders**

*(Note: Describe your capacity to perform the Services, including staffing levels, vehicle availability, number of drivers, etc.* *Confirm your ability to provide daily pick-up and drop off services as set out in Part 2 (Scope of Work/Specifications) and how you will provide the Services for all locations.)*

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*(Note: Provide details on the facilities from which the Services will be performed)*

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*(Note: Describe how you will: (1) meet the estimated volumes as described in the RFP documents, (2) handle fluctuations if volumes increase with little or no advance notice, and (3) handle rush orders.)*

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*(Note: Describe your proposed processes from individuals to drop-off and pick-up garments to/from your facility(ies). Include the security protocols for handling those garments and to ensure they are identified as part of the SPS contract.)*

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1. **Equipment and Other Resources**

*(Note: Describe the equipment, technologies, and other resources you will utilize to perform the Services efficiently and effectively and to meet the turnaround times and daily pick-up/drop-off requirements set out in Part 2 – Scope of Work/Specifications of the RFP.)*

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*(Note: Describe any additional resources you will acquire to perform the Services (including equipment to be installed at drop-off/pick-up facilities at SPS locations) and your ability to finance and obtain those resources to meet SPS timelines and to remove them upon termination or expiration of the contract term.)*

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*(Note: Describe the facilities and other resources you expect SPS to provide.)*

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1. **Special Considerations**

*(Identify your experience with the products you use and their general suitability, including for persons with skin sensitivities, allergies, etc.)*

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*(Describe how you would handle performing the Services for personnel who have skin sensitivities or allergies. Include the logistics of identifying and tracking their garments and ensuring they are cleaned and processed appropriately. Note: SPS expects no premium price will be charged for the use of products and processes to accommodate this situation on a case by case basis.)*

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1. **Turnaround Times**

**General -** (*check as applicable)*

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| [ ]  | We confirm a 3 day turnaround to provide the core Services from pick-up at SPS facilities or drop-off at our facilities (not including rush orders). |
| [ ]  | We confirm a 3 day turnaround with exceptions.(Note: Describe any known or potential issues that may impact your ability to meet the turnaround time, how these issues will affect SPS and any potential mitigation factors.) |
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**Rush Items**

*(Note: State firm turnaround time, in hours/days, after receipt of garment)*

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*(Note: Describe any known or potential issues that may impact your ability to meet the turnaround time, how these issues will affect SPS and any potential mitigation factors.)*

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1. **Warranties:** *(Note: Identity any warranties offered in addition to those required by the Contract Terms, and describe how your warranty meets the requirements of the Contract Terms)*

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1. **Quality Assurance and Quality Control:**

*(Note: Describe your quality assurance program)*

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*(Note: Describe how you will maintain quality control and meet quality standards in the performance of the Services, including with respect to cleaning, repairs and alterations;)*

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*(Note: Describe how you will take responsibility for and remedy damage to garments caused by inappropriate cleaning methodologies and/or treatments, service deficiencies or sub-standard workmanship by your personnel and/or subcontractors;)*

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*(Describe how you will keep the pick-up/drop-off facilities located at SPS locations in a clean condition and orderly manner;)*

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1. **CUSTOMER SERVICE:**

**Customer Service Approach**

*(Note: Describe your customer service approach, including issues management, reporting, etc.)*

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**Response and Escalation:**

*(Note: Describe your escalation process to resolve dispute and manage issues that arise.*

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1. **Security Protocols and Procedures**

*(Note: Describe your processes and procedures for maintaining the security of garments (including during pick-up/drop-off, storage, and cleaning) and maintaining confidentiality of the orders, order details, and other confidential or personal information. Your response should include security measures in place at your facilities (where the Services will be performed) and for vehicles (including methods used to secure vehicle contents and the use of GPS for vehicles, if any ))***:**

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1. **Security Clearances/Background Checks** *(Note: Describe your process for performing/updating background checks/security clearances for personnel and sub-contractors to ensure compliance with the security requirements of SPS):*

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1. **Protection of Personal and Confidential Information**
2. Privacy Policy - (*attach your Privacy Policy for review and approval by SPS*).
3. Storage of Information - – *check as applicable*:

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| [ ]  | We will not store confidential and/or sensitive information of SPS 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 SPS or personal information obtained as part of the Services 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 SPS’s data centres within Canada. |

1. **Environmental Stewardship and Sustainability**

*(Note: Complete the following table to identify the standard cleaning methods and cleaning agents to be used.)*

| **Garment** | **Proposed cleaning method** (wet cleaning; dry cleaning, etc.) | **Active chemical cleaning agents** (e.g., propylene glycol ether, PERC, etc.), **product name and manufacturer.** | **Environmental certifications**, if applicable (ie. GreenSeal, Ecologo, or the U.S. EPA’s Design for the Environment (DfE) program) |
| --- | --- | --- | --- |
| **Duty Uniforms** – with embellishments (crests, insignia, etc.) |
| Dress Shirts*Style/Material:*Stryke Class B PDU78% Polyester/22% cottonTaclite PDU Class B65% polyester/35%cottonTaclite PDU Rapid65% Polyester/35% cotton |  |  |  |
| Pants - cargo pants *Style/Material:*Stryke pants80% polyester/20% cottonTaclite pants65% polyester/35% cotton |  |  |  |
| Pants – dress pants  |  |  |  |
| Sweater*Material:* 57% Polyester/28% worsted wool/15% low pill acrylic |  |  |  |
| Outerwear / jackets *Material*: Polyester |  |  |  |
| Rain wear pants (M/F)*Material*: Polyester |  |  |  |
| Polo Shirts (for training)*Material* – Polyester/cotton blend |  |  |  |
| **Plain Clothes** |
| Dress shirts  |  |  |  |
| Blouses |  |  |  |
| Pants (including dress pants**[[3]](#footnote-4)**) |  |  |  |
| Skirts |  |  |  |
| Suit jackets**[[4]](#footnote-5)**  |  |  |  |
| **Dress/Ceremonial Uniforms** – with embellishments (crests, metal buttons, insignia, etc.) |
| Jackets / Tunics |  |  |  |
| Pants |  |  |  |
| **Other** |
| Athletic Wear – such as bike shorts (for bicycle patrols) |  |  |  |
| **Pre-Treatment** |
| Stain Removal |  |  |  |
| Decontaminants |  |  |  |

*(Note: Provide details of the processes, products and equipment you have implemented to reduce environmental impacts of your services, including to: (1) reduce greenhouse gas emission (including use of hybrid or alternative energy vehicles); (2) reduce waste; (3) increase and/or promote recycling; (4) reduce energy use; and (5) use environmentally safe products.)*

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*(Note: Describe how you will implement environmentally friendly processes with respect to garment management. Include as applicable your intention re: use of cloth bags for garment retrieval, reduction in use of plastics, return/recycling program for hangars, etc.)*

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1. **Contract Terms -** *Check one.*

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| [ ]  | We accept Part 3 (Contract Terms) of the RFP in its entirety. |
| [ ]  | We accept Part 3 (Contract Terms) of the RFP with exceptions.(Note: Identify and describe any proposed exceptions/changes.) (Nothing proposed in this section will apply unless incorporated into the Contract Terms). |
|  | Section | Change Proposed | Reason for Change |
|  |  |  |  |
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1. **Other Information** *(Note: Provide any other details and information you consider relevant or applicable to the RFP and your proposal or that specifically differentiates your proposal from others.)*

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1. **WorkSafeBC -** Attach clearance letter from WorkSafeBC.

**ATTACHMENT 3 – FINANCIAL PROPOSAL**

(Note: This Attachment, subject to negotiations between SPS and the successful Proponents(s), will be incorporated into the Contract Terms)

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| 1. *Note: Other than entering data in the spaces provided, or including attachments as necessary, making changes to this form or submitting an alternate format is discouraged. If space is insufficient, additional pages may be added as necessary.*
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1. **PRICING AND PAYMENT TERMS:**
2. Currency. All prices are expressed in Canadian dollars.
3. Firm Pricing. All Fees will be fixed during the initial term (3 years). If Fees are subject to adjust for any renewal term(s), provide adjustment methodology (if any) to be considered for renewal. If no methodology is provided, Fees will be subject to an increase as at the commencement date of each renewal by a percentage no greater than the applicable percentage increase in the Consumer Price Index (All items) for Vancouver, British Columbia as published by Statistics Canada, or any successor government agency from the preceding year.
4. All Inclusive Pricing.
	1. Fees are all inclusive, and include all pick-up/drop-off costs from/to SPS facilities, the handling of off-site drop-off/pick-ups to/from the Proponent’s facilities, installation and removal of Proponent supplied equipment at SPS facilities.
	2. The Contractor is responsible for the payment of its own costs related to the performance of the Services and compliance with the Contract Terms. If the Contractor is entitled to any reimbursement for expenses, such reimbursement will be at cost (without “mark-up”) for reasonable out-of-pocket expenses incurred and necessary for the performance of the Services provided such costs have been approved by SPS in writing prior to the costs being incurred.
	3. Federal goods and services tax (“**GST**”) and Province of British Columbia provincial sales tax (“**PST**”) is not included in pricing. SPS may increase or decrease quantities without affecting the unit prices shown. Changes after the Effective Date to customs duties or value added taxes will result in a corresponding price adjustment.
5. Holdbacks. SPS may hold back up to 150% of the price for any service performed, without interest, on account of non-compliance or performance issues until remedied to SPS’s satisfaction.
6. Invoicing. A written claim for payment should be submitted at least monthly electronically to the email address for invoicing shown on the form of Agreement, setting out:
7. invoice number;
8. Contractor's name, address, and telephone number and GST registration number;
9. Reference number as shown on page 1 of this Agreement;
10. the Services rendered, broken out by individual using the assigned personal idenfier number and broken down by by each person during the invoice period, the work performed and each person’s charge-out rate;
11. where the Fees include the cost of subcontractors, itemization of the work performed by the subcontractor during the invoice period with supporting documentation attached;
12. listing of Expenses incurred during the invoice period, along with receipts or other documents verifying each Expense;
13. Goods and Services Tax (GST) payable as a separate item.
14. Payment Terms.30 days following receipt of an invoice by Accounts Payable.
15. Early Payment Discount. A cash discount of \_\_\_\_\_\_% will be allowed if invoices are paid within \_\_\_\_ days.
16. **FEE CALCULATION / SCHEDULE OF RATES** (Examples)

**TABLE 1 – CLEANING SERVICES**

| **Garment** | **Cleaning Method** | **Price** (per item) |
| --- | --- | --- |
| **2022** | **2023** | **2024** |
| **Duty Uniforms** |
| Dress Shirts (M/F)*Style/Material*Stryke Class B PDU78% Polyester/22% cottonTaclite PDU Class B65% polyester/35%cottonTaclite PDU Rapid65% Polyester/35% cotton | Wet clean |  |  |  |
| Dry clean |  |  |  |
| Pants – cargo pants[[5]](#footnote-6) (M/F)*Style/Material*Stryke pants80% polyester/20% cottonTaclite pants65% polyester/35% cotton | Wet clean |  |  |  |
| Dry clean |  |  |  |
| Pants – dress pants (M/F)[[6]](#footnote-7) | Wet clean |  |  |  |
| Dry clean |  |  |  |
| Sweater*Material -* 57% Polyester/28% worsted wool/15% low pill acrylic | Wet clean |  |  |  |
| Dry clean |  |  |  |
| Outerwear / jackets (M/F)*Material* - 100% polyester | Wet clean |  |  |  |
| Dry clean |  |  |  |
| Rain wear pants (M/F)*Material -* 100% polyester | Wet clean |  |  |  |
| Dry clean |  |  |  |
| Polo Shirts (for training)*Material* – polyester/cotton blend |  |  |  |  |
| **Plain Clothes** |
| Dress shirts (M/F) | Wet clean |  |  |  |
| Dry clean |  |  |  |
| Blouses | Wet clean |  |  |  |
| Dry clean |  |  |  |
| Pants | Wet clean |  |  |  |
| Dry clean |  |  |  |
| Skirts | Wet clean |  |  |  |
| Dry clean |  |  |  |
| Suit jackets | Wet clean |  |  |  |
| Dry clean |  |  |  |
| **Dress/Ceremonial Uniforms** – (with embellishments (crests, metal buttons, insignia, etc.) |
| Jackets / Tunics (M/F) | Wet clean |  |  |  |
| Dry clean |  |  |  |
| Pants (M/F) | Wet clean |  |  |  |
| Dry clean |  |  |  |
| **Other (as shown as well as any other identified by Proponent)** |
| Athletic Wear – bike shorts (for bicycle patrols) |  |  |  |  |
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**TABLE 2- ADDITIONAL SERVICES**

| **Service** | **Details** | **Price** (per service per item) |
| --- | --- | --- |
| **2022** | **2023** | **2024** |
| Repairs |
| Miscellaneous minor repairs (zippers, buttons, belt loops, minor tears, seam repair, re-affixing loose crests and other insignia) |  |  |  |  |
| Alterations |
| Hemming of pants |  |  |  |  |
| Replacing zippers |  |  |  |  |
| Other alterations (related to fit – such as lengthen/shorten sleeves; take in/let out shirts; take in/let out pants, etc): (*describe below)* |
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|  |  |  |  |  |
| Other |
| Sewing crests and other insignia on jackets (shoulder crests (x 2), sergeant/staff sergeant chevrons, flashes, name/number badges, etc.) |  |  |  |  |
| Sewing crests and other insignia on shirts (shoulder crests (x 2), sergeant/staff sergeant chevrons, flashes, name/number badges, etc.) |  |  |  |  |
| Apply water repellant |  |  |  |  |
|  |  |  |  |  |
| **Note:** If service included as part of cleaning, identify pricing as “included” |

1. **DISCOUNT(S):**

**Volume and Other Discounts:** *(Note: In addition to any early payment discount identified in A6, Identity any other discounts, including based on volume , etc.)*

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1. **ADDITIONAL / VALUE ADDED SERVICES (optional)** *(Note: Describe in detail any additional or value-added services not specifically requested but offered and the applicable price/rate, if any. There will be no extra costs associated with these services unless such costs are specifically included and explained.*

| Description | Price / Rate |
| --- | --- |
|  | $ |
|  | $ |

1. **ADDITIONAL EXPENSES:** *(Note: Fees are states as inclusive of all expenses, unless otherwise agreed to by SPS. Identify expenses, if any, that would be payable in addition to the Fees)*

| Description | Price |
| --- | --- |
|  | $ |
|  | $ |

1. **SELF-PAY PRICING.** Identify pricing or discounts, if any, offered for SPS officers exceeding their cleaning allowance, non-police service related items, and personal garments for SPS staff (officers and civilians), all of which would be directly billed to and paid by staff. Although services for personal use are not part of the RFP or the resulting contract, and SPS will not be liable for any payment due for any self-pay services, the personal items may be picked up and dropped off at SPS sites. ***Note: While the ability to provide a process for self-pay for costs in excess of officer cleaning allowances is included in the scope of work, the self-pricing for personal use of the laundry services will not be considered during evaluations.***

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| --- | --- | --- |
| **Garment** | **Details / Cleaning Method** | **Price or Discount** |
| **2022** | **2023** | **2024** |
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1. If the Proponent is a joint-venture/limited partnership, all information requested in sections A and B should be submitted for each participant in the joint-venture/limited partnership. A separate page may be attached for this purpose. The primary representative who shall assume all responsibilities for the Work, if successful, shall be identified. [↑](#footnote-ref-2)
2. "Associate" means (a) a spouse, (b) a parent, sibling, son or daughter, or the spouse of any one of them, (c) a relative who lives in the person’s home, (d) a company in which a person owns shares carrying more than 10% of the voting rights attached to all shares of the corporation, (e) a person’s business partner, or (f) a trust or estate of which a person is one of the main beneficiaries or for which the person serves as a trustee. [↑](#footnote-ref-3)
3. *Uniform Dress Pants –* Worn by senior officers (Chief Constables, Deputies, Superintendents, Inspectors) [↑](#footnote-ref-4)
4. *Suit Jackets –* Worn by senior officers (Chief Constables, Deputies, Superintendents, Inspectors) [↑](#footnote-ref-5)
5. *Cargo Pants –* Worn by most uniformed officers on patrol [↑](#footnote-ref-6)
6. *Uniform Dress Pants –* Worn by senior officers (Chief Constables, Deputies, Superintendents, Inspectors) [↑](#footnote-ref-7)