



**REQUEST FOR EXPRESSIONS OF INTEREST
AND STATEMENTS OF QUALIFICATIONS**

Title: POLICE UNIFORM SUPPLY AND MANAGEMENT SERVICES

Reference No.: 1220-051-2020-002

SURREY POLICE SERVICE - APPAREL FOR DUTY

(General Services)
Issue date: October 16, 2020

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REQUEST FOR EXPRESSIONS OF INTEREST/STATEMENTS OF QUALIFICATIONS

1. INTRODUCTION

1.1 Purpose

This request for expressions of interest and statements of qualifications (the “**RFEOI/SOQ**”) is issued by the Surrey Police Board (the “**Police Board**”) through the City of Surrey, as its delegate. Any right, discretion or authority of the Police Board is exercisable by the Police Board, the Surrey Police Service (the “**SPS**”), and/or the City of Surrey, as its delegate, and any benefit conferred on the Police Board herein extends to the SPS and the City of Surrey, as its delegate.

The purpose of this RFEOI/SOQ is to:

- (a) invite submissions (the “**Submission**”) from respondents (the “**Respondent**”) that describe the desire, relevant experience, proven ability, capability, capacity, reputation and resources of the Respondent to provide a comprehensive and efficient police uniform supply and management services program to the Police Board for the SPS as generally set out in this RFEOI/SOQ, including Schedule A - Specifications of Goods and Scope of Services (the “**Goods and Services**”); and
- (b) select a Respondent or Respondents who may be invited to participate in a Stage 2 competitive solicitation process, when called.

All interested parties should respond to this RFEOI/SOQ but the Police Board does not guarantee that a competitive solicitation will be issued following this RFEOI/SOQ. The Police Board may elect to directly negotiate with one or more interested parties, and may at any time and at its sole discretion decide to terminate this process for any reason.

1.2 Definitions

In this RFEOI/SOQ the following definitions shall apply:

- (a) “**BC Bid Website**” means www.bcbid.gov.bc.ca ;
- (b) “**City Website**” means www.surrey.ca ;
- (c) “**Evaluation Team**” means the team appointed to review and evaluate Submissions;
- (d) “**Goods**” has the meaning the set out in Schedule A;
- (e) “**Goods and Services**” means those Goods and Services set out in Schedule A;
- (f) “**Police Board**” means the Surrey Police Board, and, with respect to any right, discretion, authority or benefit of the Police Board, is extended to include the SPS and the City of Surrey;
- (g) “**Procurement Representative**” has the meaning set out in section 2.3;

- (h) **“Preferred Respondent(s)”** means the Respondent(s) selected by the Evaluation Team;
- (i) **“Respondent”** means an entity that submits a Submission;
- (j) **“RFEOI/SOQ”** means this Request for Expressions of Interest and Statements of Qualifications;
- (k) **“Services”** has the meaning set out in Schedule A;
- (l) **“Submission”** means a submission submitted in response to this RFEOI/SOQ; and
- (m) **“Submission Date”** has the meaning set out in section 2.2;

2. INSTRUCTIONS TO RESPONDENTS

2.1 Address for Submission Delivery

The Respondent should submit the Submission **electronically** in a single pdf file which must be delivered by email at: purchasing@surrey.ca

The Police Board will confirm receipt of emails. Submissions that cannot be opened or viewed may be rejected. A Respondent bears all risk that the receiving computer equipment functions properly so that the Police Board receives the Submission.

Note: The maximum file size the Police Board can receive is 10Mb. If sending large email attachments, Respondents should phone [604-590-7274] to confirm receipt.

NO SAMPLES OF GOODS ARE TO BE PROVIDED OR INCLUDED AS PART OF YOUR SUBMISSION. SAMPLES WILL BE REQUIRED AS PART OF THE STAGE TWO PROCESS (SHORTLISTED RESPONDENTS ONLY).

2.2 Submission Date

The Police Board would prefer to receive Submissions on or before November 17, 2020 (the **“Submission Date”**).

2.3 Inquiries

All inquiries related to this RFEOI/SOQ should be directed, by email, to the person named below (the **“Procurement Representative”**). Information obtained from any person or source other than the Procurement Representative may not be relied upon.

Name: Richard D. Oppelt, Manager, Procurement Services

Email: purchasing@surrey.ca

Reference No. 1220-051-2020-002

The Police Board or delegate will attempt to respond to all reasonable inquiries but reserves the right not to respond to inquiries. Respondents finding discrepancies or omissions in the RFEOI/SOQ documentation or having doubts as to the meaning or intent of any provision should immediately notify the Procurement Representative. If the Police Board or delegate determines that an amendment is required to this RFEOI/SOQ, the Procurement Representative will issue an addendum in accordance with section 2.4. No oral conversation will affect or modify the terms of this RFEOI/SOQ and should not be relied upon by any Respondent.

2.4 Addenda

If the Police Board or delegate determines that an amendment is required to this RFEOI/SOQ, the Procurement Representative will issue a written addendum by posting it on the BC Bid Website at www.bcbid.gov.bc.ca (the “**BC Bid Website**”) and the City of Surrey Website at www.surrey.ca (the “**City Website**”) that will form part of this RFEOI/SOQ. It is the responsibility of Respondents to check the BC Bid Website and the City Website for addenda. The only way this RFEOI/SOQ 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 RFEOI/SOQ or may be relied upon by any Respondent. By delivery of a Submission, Respondent is deemed to have received, accepted and understood the entire RFEOI/SOQ including, any and all addenda.

2.5 Status Inquiries

All inquiries related to the status of this RFEOI/SOQ, including whether or not a Respondent has been selected, should be directed to the City Website and not to the Procurement Representative.

3. COMPETITIVE SELECTION PROCESS

This Section describes the process that the Police Board or delegate intends to use in the selection of a Preferred Respondent or Preferred Respondents. This anticipated process includes two stages: **(a)** this RFEOI/SOQ stage and **(b)** the Request For Applications for Standing Offer Agreement (RFA-SOA) stage, which includes presentations and demonstrations for Shortlisted Respondents only.

3.1 Stage One – Request For Expression of Interest / Statements of Qualifications (RFEOI/SOQ)

The prequalification of Respondents is being requested in order to afford the Police Board or delegate the opportunity to gauge such responses and evaluate Respondent’s capability, capacity, relevant experience, reputation and resources, so that the Police Board may then conduct a more formal procurement process, tailored (as determined in the Police Board’s discretion) to the responses received and limited, should the Police Board so determine, to all or some of the RFEOI/SOQ Respondents (Shortlisted Respondents). The City currently anticipates that it will carry out a Stage 2 process and that the same will be released to multiple qualified Shortlisted Respondents only during the Q4 of 2020 through 2021 time periods.

Notwithstanding the foregoing, the Police Board may, as a result of the RFEOI/SOQ, decide to proceed directly to negotiate a contract with an outstanding Respondent (or the sole qualified Respondent, if there is only one).

3.2 Stage Two – Request For Standing Offer Agreement (RFA-SOA) (Shortlisted Respondents Only)

A RFA-SOA will be sent to Shortlisted Respondents only. Only those Respondents who have been prequalified in Stage One will be eligible to participate in Stage Two.

The objective of RFA-SOA stage is to select the Preferred Respondent or Preferred Respondents with whom the Police Board may enter into agreements. The RFA-SOA stage is expected to include:

3.2.1 Interactive Sessions

The RFA-SOA will include interactive sessions relating to the technical and financial matters through workshops and topic meetings in accordance with the terms of the RFA-SOA. The Police Board uses Microsoft Teams for web and teleconferences and the Police Board can provide call in links/information for these interactive sessions or you may choose to use your own web/teleconference solution.

The purpose of the interactive sessions is to provide a process that will assist each Shortlisted Respondent to develop optimal Goods and Services solutions for the project while minimizing the risk that an Applicant's solution is unresponsive to the Police Board's and SPS's requirements, and in particular:

- (i) provision of samples for information purposes submitted with Submission along with additional documentation to evaluate the merits of the grade or quality of the samples based on the information furnished by the Applicants;
- (ii) to permit the Applicant's representatives to provide comments and feedback on material issues such as affordability or provisions of the draft Standing Offer Agreement; and
- (iii) to permit an Applicant to discuss potential solutions and approaches that the Applicant may be considering for various aspects of its Application.

Should there be an insufficient number of prequalified Respondents after Stage One to permit a competition in Stage Two, the Police Board reserves the right to terminate Stage Two or to modify the requirements and re-publish the solicitation using the same or a different approach.

3.2.2 RFA-SOA Application

The form of the RFA-SOA application will be discussed in the RFA-SOA and is expected to address both technical and financial aspects of the Goods and Services. The RFA-SOA application is expected to include:

- (a) pre-design and design development services including high-quality renderings;
- (b) product data information (catalogue information, illustrations and brochures);
- (c) samples and mock-ups (include but are not limited to examples of materials, products, etc. that clearly illustrate the quality, appearance and workmanship);
- (d) material testing reports (as applicable);

- (e) manufacture including manufacture details, on-site tailoring services, supply and delivery of Goods; and
- (f) additional specific requirements for application submission as specified in individual sections.

4. SUBMISSION FORM AND CONTENTS

4.1 Form of Statements of Qualifications

Interested parties should submit the following information which will be used in the evaluation of prequalification of Respondents.

Respondents should prepare a cover letter to accompany its Submission. The cover transmittal letter accompanying your Submission should be in the form of a standard business letter on letterhead and shall be signed by an individual authorized to legally bind the Respondent. There is no enclosed form for this letter; Respondent should supply the letter of their choosing.

This cover letter should include a brief description of the Respondent, including legal organization. Include name, address, business phone, business fax and business email and location of the Respondent's principal and local office(s), number of years in business, primary business focus and number of years providing the Goods and Services.

This cover letter should also contain a statement that the Goods and Services should be available commencing on or before April 2021.

If applicable, this cover letter should include a statement that identifies any confidential information

(a) Experience, Reputation and Resources

- (i) Respondent's relevant experience and qualifications, in delivering goods and services similar to those required by this RFEOI/SOQ;
- (ii) Provide a summary as to why your company would be well suited for this project;
- (iii) Respondent's past performance information should address corporate past performance in performing projects similar in size and scope of this requirement. The Respondent'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) references;
- (iv) Respondent's demonstrated ability to provide the Goods and Services.
 - work collaboratively with multiple stakeholders for this type of project within a municipal police department environment;
 - capability/capacity to meet the requirements, as relevant; and

- (v) Respondents should identify and provide information on the relevant background and experience for the key personnel that would perform the Respondent's work, outlining their intended roles in meeting the requirements. If appropriate, also include a complete organization chart, identifying all roles and areas of responsibility.

Note: The above evaluation criteria may not necessarily be listed in order of importance.

(b) Respondent's Technical Response

Respondents should provide information on the following:

- (i) Narrative that illustrates an understanding of the Police Board's requirements;
- (ii) **Quality Assurance and Quality Control** - Submit a copy of your firm's Quality Assurance and Quality Control procedures and details;
- (iii) **Project Management Plan.** Respondent 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;
- (iv) **Security Plan.** Respondents should outline processes and procedures in the areas of:
- (a) safeguarding SPS furnished information, equipment and SPS branded Goods;
 - (b) maintaining a staff dedicated to securing all automated systems to prevent unauthorized access;
 - (c) addressing how the Respondent will adhere to security requirement which could include the following:
 - Ensuring all SPS branded Goods are identified and safeguarded;
 - Reporting any security breach;
 - Securing all Goods, SPS branded Goods, and SPS furnished information throughout the supply chain;
 - Storing SPS branded Goods in a secured enclosure (e.g., cage);
 - Accounting for and disposing of SPS-branded Goods, when required, in a secure manner;
 - Providing destruction reports on Goods destroyed, per SPS approval;
 - Ensuring all Goods including logos, branding, artwork, embellishments, badges, patches and other insignia depicting the SPS are reserved solely for use of the SPS and that the Police Board/SPS retains all intellectual property rights; and

- Ensuring proper handling and security of personally identifiable information, allowance account information, and other data;
- (v) **Customer Satisfaction/Support Services Plan.** Respondents 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 Police Board 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;
- (vi) **Distribution Capability.** Respondents 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 Respondent is expected to manage levels of inventory to meet the SPS's requirements. All Goods must 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 must have a signature for receipt. Goods must be shipped in plain box, and the contents shall not be disclosed on the outside of the box. All shipments must be trackable and available online to check the status with an email sent to the requesting police officer or employee upon shipment. Each box must include a packing slip with order number, shipping recipient, address, ship date and itemized list of contents included in the shipment;
- (vii) **Unique Sizing.** (all Goods, including made to measure Goods, and maternity wear) – Respondents shall establish a program to produce or purchase items with unique sizing requirements for police officers and certain employees whose proportions do not allow a standard stock pattern to be used. The Respondent and any subcontractor(s) should be able to ship all made to measure Goods within 30-45 calendar days from the order date. Made-to-measure sizes patterns shall be saved for each police officer or employee that requires a made-to-measure Goods. The Respondent must be able to produce female uniforms via sizing, pattern design construction, alterations specifically for the production of female clothing. This should include maternity and skirt options;
- (viii) **On-line Ordering and Account Management.** Respondents should have the ability to create and maintain a secure on-line catalogue accessible through the Respondent's website and customized for the SPS. Respondents should explain the online ordering system, the ability to track delivery timeframes, backorder information, allowance account balances, order history and how items are displayed including high resolution pictures, descriptions, sizing information, garment care, price and estimated shipment date. Respondents 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.

Additionally, Respondents should provide an explanation of how it will create and manage police officer's and employees allowance accounts. Respondents should show how the accounts will be tracked by a discrete identifier that allows for police officer or employee changes in duty location, and sizing and maintained throughout the term of an agreement;

- (ix) **Order Processing.** Ability to fulfil Orders and meet delivery dates are critical success factors in the Police Board performance with suppliers. Respondents should provide a brief description of their process for ordering beginning with the initial contact by the SPS to final delivery of the Goods to SPS location(s). The description should include all phases of order process from initial contact, site visit, selection, sizing and fitting sample garments, patch or embroidery installation, lead time, and delivery of the final Goods;
- (x) **Alteration and Fitting Requirements.** Respondents should briefly describe their measuring and alteration services. The Respondent should be able to alter and fit each Good to the end user. Proper fit of all Goods shall be guaranteed by the Respondent through alterations as deemed necessary by the Police Board and the Police Officer and employees. The Respondent will be expected to travel to a location set up by the Police Board to measure or fit groups of individuals for the initial fitting of the Good at no cost; and
- (xi) **Warranty. (1)** Respondent should briefly describe the warranty that could be offered to the SPS (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.

All Respondents submitting a RFEOI/SOQ consent to allow the City and their representatives to check and verify the information provided. Reference checks will be kept confidential and will not be reviewed by or discussed with the Respondent applying for pre-qualification. Any Submission will not necessarily be accepted.

4.2 Signature

The Submission should be signed by a person authorized to sign on behalf of the Respondent and include the following:

- (a) If the Respondent is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Submission 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 Submission on behalf of the corporation is submitted;
- (b) If the Respondent 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 Police Board or delegate 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 Respondent is an individual, including a sole proprietorship, the name of the individual should be included.

5. EVALUATION AND SELECTION

5.1 Evaluation Team

The Evaluation Team which may consist of one or more persons and include representatives from the Police Board, the SPS, the City and others. The Evaluation Team may consult with others including staff members, other policing and law enforcement agencies, third party consultants and references, as the Evaluation Team may in its discretion decide is required. The Evaluation Team will give a written recommendation for the selection of a Preferred Respondent or Preferred Respondents to the Police Board.

5.2 Evaluation Criteria

The Evaluation Team will compare and evaluate the Submissions to determine the Respondent's strength and ability to provide the Goods and Services to the Police Board in order to determine the Submission(s) is most advantageous to the Police Board by applying the following evaluation criteria.

(a) Experience, Reputation and Resources

The Evaluation Team will consider the Respondent's responses to items in Section 4.1(a); and

(b) Technical

The Evaluation Team will consider the Respondent's responses to items in Section 4.1(b).

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

5.3 Evaluation Process

To assist in evaluation of Submissions, the Evaluation Team may, in its sole and absolute discretion, but is not required to:

- (a) conduct reference checks and background investigations of the Respondent, and any subcontractors proposed in the Submission, with internal and/or external sources, and consider and rely on any relevant information received from the

references and from any background investigations in the evaluation of Submissions;

- (b) seek clarification or additional information from any, some, or all Respondents with respect to their Submissions, and consider and rely on such supplementary information in the evaluation of Submissions;
- (c) request interviews/presentations with any, some, or all Respondents to clarify any questions or considerations based on the information included in Submissions, and consider and rely on any supplementary information received from interviews/presentations in the evaluation of Submissions;
- (d) seek confirmation that the inclusion of any personal information about an individual in a Submission has been consented to by that individual; and

The Evaluation Team is not obligated to complete a detailed evaluation of all Submissions and may, after completing a preliminary review of all Submissions, identify and drop from any detailed evaluation any Respondent which, when compared to the other Respondents, the Evaluation Team judges, in its sole discretion, to not be in contention to be selected as the Preferred Respondent.

5.4 Litigation

In addition to any other provision of this RFEOI/SOQ, the Police Board may, in its absolute discretion, reject a Submission if the Respondent, or any officer or director of the Respondent submitting the Submission, is or has been engaged directly or indirectly in a legal action against the Police Board, the SPS and City of Surrey, its elected or appointed officers, representatives or employees in relation to any matter, or if the Police Board has initiated legal action against any officers or directors of the Respondent.

In determining whether or not to reject a Submission under this section, the Police Board will consider whether the litigation is likely to affect the Respondent's ability to work with the Police Board, its consultants and representatives and whether the Police Board's experience with the Respondent indicates that there is a risk the Police Board will incur increased staff and legal costs in the administration of an agreement if it is awarded to the Respondent.

6. GENERAL CONDITIONS

6.1 No Obligation

This RFEOI/SOQ is not a tender and does not commit the Police Board in any way to select a Preferred Respondent(s), or to proceed to negotiations for an agreement, or to award any agreement, and the Police Board reserves the complete right to at any time reject all Submissions, and to terminate this RFEOI/SOQ process.

6.2 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing, and submitting a Submission (including for providing samples of the Good(s), and for any meetings, negotiations or discussions with the Police Board or its representatives and consultants,

relating to or arising from this RFEOI/SOQ. The Police Board and its representatives, agents, consultants and advisors will not be liable to any Respondent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Respondent in preparing and submitting a Submission, or participating in subsequent proposal requests, negotiations for an agreement, or other activity related to or arising out of this RFEOI/SOQ.

6.3 No Claims

The Police Board and its representatives, agents, consultants and advisors will not be liable to any Respondent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Respondent in preparing and submitting a Submission, or participating in subsequent proposal requests, negotiations for an agreement, or other activity related to or arising out of this RFEOI/SOQ, including in the event the Police Board accepts a non-compliant Submission or otherwise breaches the terms of this RFEOI/SOQ.

6.4 Conflict of Interest

Respondents shall disclose in its Submission any actual or potential conflicts of interest and existing business relationships it may have with the Police Board, its members, officers or employees. The Police Board may reject a Submission from any Respondent that the Police Board judges would be in a conflict of interest if the Respondent is awarded a contract. The Police Board may rely on such disclosure.

6.5 Solicitation of Police Board Staff and Others

Respondents and their agents will not contact any member of the Police Board or its employees, consultants, representatives and others with respect to this RFEOI/SOQ, other than the Procurement Representative, at any time prior to the award of an agreement or the termination of this RFEOI/SOQ, and the Police Board may, at its discretion, reject the Submission of any Respondent that makes any such contact.

6.6 Confidentiality

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

7. DISCLAIMER

- a. The information in this RFEOI/SOQ and any further supporting documentation is provided for reference purposes only. It is the responsibility of interested parties to confirm the accuracy and applicability of this information. All costs related to updating or acquiring additional information shall be born solely by the Respondent. The information contained in this RFEOI/SOQ has been prepared, in part, on information provided by others, and such information is believed to be accurate and reliable. However, by its receipt of this RFEOI/SOQ, each Respondent remises, releases, and forever discharges the Police Board and its representatives (including

staff and consultants and other professional advisors) from any and all claims which such person has, have, or may hereafter have arising out of any information contained herein. Any party who intends to submit a response to this RFEOI/SOQ is specifically invited to independently verify the accuracy of the information contained herein.

- b. The Police Board shall not be obligated to review or accept any Submission and may reject any or all Submissions without giving reasons, therefore.
- c. All negotiations and discussions with Respondents are on a “without prejudice” basis and cannot be construed as an agreement, and/or otherwise unless expressly approved by the Police Board and a written agreement is signed by the Police Board.
- d. The Police Board may negotiate with any one or more of the Respondents without having any duty or obligation to advise or allow any other Respondents to vary their Submission or otherwise negotiate with the Police Board.
- e. The Police Board may enter into discussions to clarify issues related to any Submission. If at any time the Police Board reasonably forms the opinion that a mutually acceptable agreement is not likely to be reached, the Police board may give notice terminating discussions, but is under no obligation to do so.
- f. The Police Board does not authorize any other person or agency to represent the project on its behalf without the prior written approval of the Police Board save and except the City of Surrey who is administering this RFEOI/SOQ on the Police Board’s behalf.
- g. By submitting a Submission and participating in the process as outlined in this RFEOI/SOQ, Respondents expressly agree that no contract of any kind is formed under, or arises from, this RFEOI/SOQ process.

8. NO LIABILITY

Notwithstanding anything contained herein, the Respondent agrees that they shall take all necessary steps to confirm the accuracy of this RFEOI/SOQ and agrees that the Police Board, SPS and the City of Surrey shall have no liability whatsoever in respect of any losses or damages of any kind howsoever arising in relation to this RFEOI/SOQ.

SCHEDULE A – SPECIFICATIONS OF GOODS AND SCOPE OF SERVICES

(POLICE UNIFORM SUPPLY AND MANAGEMENT SERVICES)

1. INTRODUCTION

The Surrey Police Board (the “**Police Board**”) is a newly created entity responsible for the creation of the Surrey Police Service (the “**SPS**”), a municipal police department for, and funded by the City of Surrey.

Decision making authority for the Goods and Services rests with the Police Board and the Chief Constable of the SPS.

The SPS will be a modern, diverse, multicultural organization with approximately 1100 employees with approximately 825 police officers and employees in various related activities will require the Goods.

High level requirements with regards to this police uniform supply and management services can be summarized as follows:

- (a) benefit from the expertise and experience of Respondents;
- (b) a high and consistent standard quality of uniforms for all of its police officers and certain employees;
- (c) a program of equipping police officers and certain employees with a product or brand of uniforms that may become the SPS standard;
- (d) offering value for money;
- (e) use of a centralized supply chain that is efficient, cost effective, and user friendly; and
- (f) a strong co-operative and proactive relationship with a preferred contractor or preferred contractors.

In summary, the Police Board is looking to work with a preferred Respondent or preferred Respondents to ensure that the project and uniform design(s) incorporate best practice and industry expertise, guaranteeing success of the project and enhancing the SPS’s identity.

2. DESCRIPTION OF THE GOODS AND SERVICES

The supply and delivery of the Goods and Services is intended to be a **progressive multi-phase project** and will evolve through the progressive funding and approvals necessary with both the Police Board and the SPS.

Supply and delivery of a comprehensive and efficient Uniform Supply and Management Services program for the design, manufacture, inventory, supply and delivery of high quality, properly fit Police uniform/clothing (the “**Goods**”). This program shall also provide for a secure website that includes, but is not limited to, the following features: on-line ordering, order tracking, account management, support, maintenance as well as custom reporting (the “**Services**”) collectively (the “**Goods and Services**”). At the option and sole discretion of the Police Board additionally, to assist in developing a generic or standard set of minimum Goods and Services specifications for the SPS.

Performance requirements shall be those given in the *Police Act, Police (Uniforms) Regulations, B.C. Reg. 564/76*, as amended.

The Goods range from casual, full dress uniforms including caps, working uniforms, specialized outer wear (including various types of jackets), sportswear including T-shirts, sweat suits, baseball caps and non-uniform shorts. Comfort, functionality to support the duties of the police officers and employees will be key elements of the Goods.

3. CORE GOOD CHARACTERISTICS

The Goods and Services proposed should include, but will not be limited to, the following:

Design/Material

- (a) Uniqueness and Desirability – final agreed design assures the SPS values can be represented. Police officers and certain employees can feel proud to wear and project professionalism;
- (b) Premium-quality fabrics/material;
- (c) Long-life fabric using sustainable materials, where possible;
- (d) Comfortable to wear, with the ability to withstand tactical operations in all-weather situations and in a variety of environments;
- (e) Fade and shrink resistant;
- (f) Easy to wash and maintain; and
- (e) Crease resistant.

Logistics/Management

- (a) Access to warehousing facility to centralize stock;
- (b) Access to existing ordering platform, is advantageous;
- (c) Ability to delivery the volume including customization;
- (d) Ability to deliver Goods to prescribed lead times; and
- (e) Ability to manage and monitor the design, production, distribution and reporting on progress throughout the project.

Police officers and Certain Employees

- (a) Clearly identifiable as a SPS uniform or apparel;
- (b) Suited to the local climate conditions (all seasons), including based on layered system allowing items to be added/removed as the weather changes;
- (c) Standardize sizes to minimize the requirement for customized tailoring;
- (d) Suited to a variety of body shapes;
- (e) Style for women and men styles and sizes, including maternity;
- (f) functional, professional in appearance; and
- (g) offers protection from health and safety hazards.

The Police Board or delegate will provide the Preferred Respondent or Preferred Respondents with an outline of the key components the final uniform package should include and will rely on the Preferred Respondent or Preferred Respondent's to generate an overall concept and design scheme for approval. Following agreement on the overall design concept and package, the SPS will work in partnership with the supplier to finalize the design of each item. All designs must be approved by the Police Board or delegate prior to production. The SPS will provide any available sizing and quantity information to the supplier in accordance with jointly established timelines.

The Preferred Respondent or Preferred Respondents are responsible for conducting a thorough inventory and quality inspection of all Goods to ensure that the Goods orders are complete and packaged by individual police officer or employee. In addition, the Preferred Respondent or Preferred Respondents will be responsible for assigning a staff person to assist with the packing process to immediately address any quality or inventory issues. The Preferred Respondent or Preferred Respondents will appoint one key staff person as the primary point of contact with the SPS for the period from awarding a contract through to the fitting and delivery of the Goods.

4. SECURITY CLEARANCE

The Police Board may, in its sole discretion, require security clearances, in a form satisfactory to the Police Board, for the Preferred Respondent or Preferred Respondents and any resource(s) before entering into an agreement. Any costs associated with obtaining such security clearances is the sole responsibility of the Preferred Respondent.