



REQUEST FOR EXPRESSIONS OF INTEREST STATEMENTS OF QUALIFICATIONS

Title: COURIER AND INTERNAL MAIL DELIVERY SERVICES

Reference No.: 1220-050-2020-012

FOR PROFESSIONAL SERVICES

(General Services)
Issue Date: August 26, 2020

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REQUEST FOR EXPRESSIONS OF INTEREST / STATEMENTS OF QUALIFICATIONS

1. INTRODUCTION

1.1 Purpose

The purpose of this (Stage 1) Request For Expressions of Interest and Statements of Qualifications (the "RFEOI/SOQ") is to:

- (a) invite Submissions from respondents that describes the desire, relevant expertise, capability reputation and available resources of the respondent to undertake the project requirements as generally described in Schedule A – Scope of Services; and
- (b) to select a Respondent or Respondents (the "Respondent") who may be invited to participate in the next stage (Stage 2) which is the competitive solicitation process.

A preliminary scope of Services is described in Schedule A - [*Scope of Services*] (the "Services") to this RFEOI/SOQ. The final scope of the Services will be as set out in the Final Contract under a competitive solicitation process. Under the competitive solicitation process, the City is inviting proposals that offer variations from the Services described in Schedule A - [*Scope of Services*] so that the City can, by applying evaluation criteria set out in the competitive solicitation document, select the combination of Services that the City decides is the most advantageous to the City for inclusion into a Final Contract.

All interested parties should respond to this RFEOI/SOQ as the City does not guarantee that a more formal procurement process (as determined at the City's discretion) will be issued following this RFEOI/SOQ and may elect to directly negotiate with one or more interested parties, or the City may at any time and at its sole discretion decide to cancel this process for any reason.

1.2 City's Objectives

The City is interested in entering into a cooperative, mutually beneficial commercial relationship with a contractor, or a number of contractors if the City elects to divide the Services into more than one contract, to assist the City in achieving the following objectives relating to the preliminary scope of Services:

- (a) the performance of the Services in a cost effective manner;
- (b) the provision to the City's facilities of a high quality and reliable courier and internal mail delivery services which includes the flexibility to revise or substitute the Services, in whole or in part, to deal with poor service performance;
- (c) the reduction of adverse environmental impacts from the performance of the Services, including where appropriate the use of clean technologies;
- (d) the minimizing of customer complaints or service disruptions, particularly during the initial implementation of the Services;
- (e) provision of opportunities for contractor innovation in the performance of the Services; and
- (f) the retention of flexibility during the term of a contract to allow for the introduction of new services desired by the City and/or various civic facilities, libraries and for the modification of the Services during the term of the contract, where appropriate.

1.3 Current Service Provider

The current provider of the City's courier and internal mail delivery services, Argus Carriers Ltd. is not precluded from submitting a proposal in response to the stage 2 competitive solicitation process. The current services provider may have experience, and knowledge that is not available to the other interested parties. The City has endeavored to make available to interested parties information in the City's possession that the City has identified as relevant to existing services agreement, except the City will not make available any of the current provider's confidential commercial information.

1.4 Definitions

In this RFEOI/SOQ the following definitions shall apply:

"**BC Bid Website**" means www.bcbid.gov.bc.ca;

"**City**" means the City of Surrey;

"**City Representative**" has the meaning set out in Section 2.3;

"**City Website**" means www.surrey.ca;

"**Date**" has the meaning set out in Section 2.2;

"**Evaluation Team**" means the team appointed by the City;

"**Preferred Respondent(s)**" means the Respondent(s) selected by the Evaluation Team;

"**Respondents**" (individually the "Respondent") means an entity that submits a Submission;

"**RFEOI/SOQ**" means this Request for Expressions of Interest and Statements of Qualifications;

"**Services**" has the meaning set out in Schedule A; and

"**Submission**" means a submission submitted in response to this RFEOI/SOQ.

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 to the City by email at: purchasing@surrey.ca

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

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

2.2 Date

The City would prefer to receive Submissions on or before **September 22, 2020** (the "Date").

2.3 Inquiries

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

Name: Richard D. Oppelt, Manager, Procurement Services

Email: purchasing@surrey.ca

Reference No.: 1220-050-2020-012

Inquiries should be made no later than seven (7) business days before the Date. The City reserves the right not to respond to inquiries made within seven (7) business days of the closing Date. Inquiries and responses will be recorded and may be distributed to all Respondents at the discretion of the City.

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 City Representative. If the City determines that an amendment is required to this RFEOI/SOQ, the City Representative will issue an addendum in accordance with Section 2.4. No oral conversation will affect or modify the terms of this RFEOI/SOQ nor be relied upon by any Respondent.

2.4 Addenda

If the City determines that an amendment is required to this RFEOI/SOQ, the City 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 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 City Representative.

3. SUBMISSION FORM AND CONTENTS

3.1 Form of Statements of Qualifications

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

1. A letter clearly presenting the Respondent's request to be qualified;
2. Corporate profile (location of branches, background, stability and structure);
3. Describe the qualities, services, and attributes that distinguish your company from other companies in the courier/messenger freight transportation industry and that can give you a competitive advantage;
4. Respondent's relevant demonstrated experience and qualifications in delivering Services similar to those required by this RFEOI/SOQ. Respondents are advised that only listing experience without providing any supporting information to describe where and how such experience was obtained may not be considered to be demonstrated for the purposes of evaluation;
5. Identify the key personnel who will be responsible for the Services, together with using a format similar to the following:

Name: _____

Responsibilities: _____

Experience: _____

6. Identify subcontractors, if any, the Respondent intends to use for the performance of the preliminary Services, describe the portion of the Services to be subcontracted and a description of the relevant experience of the subcontractor, using a format similar to the following:

Subcontractor Name: _____

Subcontractor Services: _____

Experience: _____

7. Describe Respondent's resources available for the performance of the Services, including any delivery trucks that could be used to perform the Services;

8. Provide a summary of similar relevant contracts entered into by the Respondent in which the Respondent performed services comparable to the Services, including the jurisdiction the contract was performed, the contract value, the date of performance, the type of material collected, the number of structures served and information regarding the average number of complaints (if known);
9. Provide evidence of customer satisfaction for the projects identified in item 8, stating the owner's name, the owner's address and the owner's contact information for the purposes of obtaining a reference;
10. Describe the following with respect to the Respondent's operational experience:
 - (a) Experience with implementing changes to a customer's service requirements and/or transitioning and implementing a new courier and internal mail delivery system when the Respondent was not the previous contractor;
 - (b) Examples of effective service monitoring and actions taken to resolve them;
 - (c) Respondent's health and safety record; and
 - (d) Experience providing services after a major weather event.
11. Respondent should describe its online shipment tracking services, including a description of the security and privacy protection features that will be applicable to online shipment tracking services;
12. Respondents should describe your environmentally friendly initiatives and energy conservation practices including those at your operating/distributing facility. If you have an environmental policy, please include a copy;
13. Provide a current Workers' Compensation Board of BC clearance letter in Good Standing;
14. Insurance Verification – confirmation of:
 - (a) Commercial General Liability Insurance in an amount not less than five million (\$5,000,000) dollars;
 - (b) Automobile liability insurance on all vehicles owned, operated or licensed in the name of the Applicant in an amount not less than three million (\$3,000,000) dollars per occurrence for bodily injury, death and damage to property; and
 - (c) Comprehensive Dishonesty, Disappearance and Destruction Bond for Commercial Business: Insurance covering loss of money, securities and other property which the insured and the City shall sustain, to an amount not less than Twenty-five Thousand Dollars (\$25,000.00) for any one loss or in aggregate, resulting directly from fraudulent or dishonest act(s) committed by an employee or employees of the insured, acting alone or in collusion with others;

Note: The above identifies the insurance requirements for the Contract. Respondents should review the requirements with their insurance provider to ensure that each requirement can be met before submitting their Submission. Any concerns or questions regarding the insurance requirements should be directed to the City Representative before the Date. Respondents should include proof of insurance with their Submission.

15. Police Records Check – confirmation of the Respondent has a corporate policy in place regarding criminal background checks. Should submit a copy of your criminal background check policy;
16. Describe the Respondent's staff training program, including the minimum training and experience requirements for driver personnel;
17. What types of training is provided to avoid disputes between the driver and City facility staff and the general public? What disciplinary measures will you take if your driver staff are rude or abusive to City staff and the general public?
18. Provide a description of the management reports the Respondent would use to track and improve the quality of service; and
19. If the Respondent is not the City's current contractor, provide a description of the approach and steps that the contractor would take to transition the Services from the current contractor (such as whether and how the contractor proposes to obtain detailed knowledge of each civic facility and public library locations) so as to minimize any disruption in and complaints regarding the Services. Provide a preliminary implementation schedule that lists the timing of milestone events.

Note: Respondents can provide other information that is not requested here but which you think the City should consider in evaluating your firm/team.

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-qualifications. Any Submission will not necessarily be accepted.

3.2 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 City that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then such corporation should sign as indicated in subsection (a) above; or

- (c) If the Respondent is an individual, including a sole proprietorship, the name of the individual should be included.

4. EVALUATION OF SUBMISSIONS

4.1 Evaluation Team

The evaluation of Submissions to identify a qualified Respondent (the “Respondent” or “Respondents”) will be carried out by a team of one or more persons appointed by the City (the “Evaluation Team”). The Evaluation Team may be assisted by other persons as the Evaluation Team may determine it requires, including technical, financial, legal or other advisors or employees of the City.

4.2 Evaluation Criteria

The Evaluation Team will compare and evaluate all Submissions to determine each Respondent’s strength and ability to provide the Services in order to determine the Submission, or Submissions, which the Evaluation Team judges to be the most advantageous to the City by applying the following criteria:

Criterion 1: Experience, Reputation and Resources – The Respondent’s demonstrated relevant experience, reputation and resources as applicable to the performance of the Services; and

Criterion 2: Background and Experience of all key personnel proposed.

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. Specific weightings are not assigned to the individual evaluation criteria. All criteria considered will be applied evenly and fairly to all Submissions.

The Evaluation Team reserves the right to not complete a detailed evaluation of a Submission if the Evaluation Team concludes, having undertaken a preliminary review of the Submission, that the Respondent or Submission as compared to all the Submissions is not in contention to be shortlisted.

4.3 Litigation

In addition to any other provision of this RFEOI/SOQ, the City 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 City, its elected or appointed officers, representatives or employees in relation to any matter, or if the City has initiated legal action.

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

4.4 Additional Information

The Evaluation Team may, at its discretion, request clarifications or additional information from a Respondent with respect to any RFEOI/SOQ, and the Evaluation Team may make such requests to all Respondents or only selected Respondents. The Evaluation Team may consider such clarifications or additional information in evaluating a Submission.

4.5 Interviews

The Evaluation Team may, at its discretion, invite some of all of the Respondents to appear before the Evaluation Team to provide clarifications of their Submissions. In such event, the Evaluation Team will be entitled to consider the answers received in evaluating Submissions.

5. GENERAL CONDITIONS

5.1 No City Obligation

This RFEOI/SOQ is not a tender and does not commit the City in any way to pre-qualify a Respondent(s), and the City reserves the complete right to at any time reject all Submissions, and to terminate this RFEOI/SOQ process.

5.2 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing, and submitting a Submission, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from this RFEOI/SOQ. The City 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.

5.3 No Contract

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, and that no legal obligations arise.

5.4 Conflict of Interest

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

5.5 Solicitation of Council Members and City Staff

Respondents and their agents will not contact any member of the Surrey City Council or City staff with respect to this RFEOI/SOQ, other than the City Representative named in Section 2.3, at any time prior to the award of an agreement or the cancellation of this RFEOI/SOQ, and the City may, at its discretion, reject the Submission of any Respondent that makes any such contact.

5.6 Confidentiality

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

6. CITY 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 City 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 City 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 City Council and a written agreement is signed by the City.
- d. The City 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 City.
- e. The City may enter into discussions to clarify issues related to any Submission. If at any time the City reasonably forms the opinion that a mutually acceptable

agreement is not likely to be reached, the City may give notice terminating discussions, but is under no obligation to do so.

- f. The City does not authorize any other person or agency to represent the project on its behalf without the prior written approval of the City.
- 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.

7. DISCLAIMER

Notwithstanding anything contained herein, the Respondent agrees that he shall take all necessary steps to confirm the accuracy of this RFEOI/SOQ and agrees that the City 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 - SCOPE OF SERVICES

PROJECT TITLE: COURIER AND INTERNAL MAIL DELIVERY SERVICES

PROJECT REFERENCE No.: 1220-050-2020-012

1. SCOPE OF SERVICES

1.1 The preliminary scope of Services as described in this Schedule A [*Scope of Services*] (the "Services") are current as of the RFEOI/SOQ issue date, but they may change or be refined prior to the closing Date of this RFEOI/SOQ or issue of the competitive solicitation document to shortlisted Respondents only (Stage 2). The lack and/or omission of any detailed specifications does not minimize acceptable levels of service and only the best commercial practices are acceptable.

1.2 The Contractor will be expected to supply and furnish all operators, staff, labour, Service, materials, products, equipment, vehicles and everything else necessary for the complete and proper performance of the Services. All Services shall be performed by qualified personnel under supervision at various City civic buildings as required for and to the satisfaction of the City, and the Surrey Library Administration under the direction and supervision of the Libraries' Director of Administrative Services, or designate.

1.3 Reference Information

The following information is provided by the city to assist Respondents in the preparation of their Submission:

General:

Surrey has approximately 53 civic and 17 library facilities to be serviced;
Surrey has an approximate geographical area that covers 317 square kilometers.

Volumes:

Composition of deliveries and volumes of deliveries are not available as these vary considerably daily.

The City's website at www.surrey.ca provides a good source of information regarding various locations of civic facilities and library locations. Respondents should apply their own judgement as to the reliability of such information.

2. SERVICES EXPECTATIONS

2.1 This section specifies requirements which the City currently considers to provide an adequate and quality Services program. Respondents should provide written evidence that the Respondent has the capability to provide services that comprise of the following types of Services:

- (a) scheduled services (courier pickup and delivery routes) (Current Variation); and
- (b) on demand regular.

The City reserves the right to delete or modify any of these Services.

2.2 Routes and Schedules (Current Variation For Illustrative Purposes Only)

The City has divided the Services into two parts as shown in the lists attached as Schedule A-1 – [*Illustrative Regular Schedule Courier and Internal Mail Services For Civic Facilities*] and Schedule A-2 – [*Illustrative Regular Schedule Courier and Internal Mail Services For Public Libraries*] to this RFEOI/SOQ.

2.3 Maps and Routing

The Contractor will work with the City Representative(s) or designate(s) to subdivide each route and will generate a final map indicating the route boundaries. The Contractor will use reasonable commercial efforts to perform the current Services so that drivers retain the same route for each City business day. The Contractor will inform the City on a daily basis of any changes to Contractor's services vehicle or drivers for each route. If the Contractor makes a revision to the approved final Services schedule, the Contractor will retain a complete record of the replaced or amended service, including details of the revision to the City Representative.

Refer to Schedule A-3 - Courier Services – Civic Facilities Map for additional information

2.4 Regular Services

The Contractor will perform the Services in accordance with the following:

Civic Facilities

- (a) Services are currently performed five (5) times per week on a Monday to Friday, excluding weekends and statutory holidays. Starting time and the daily service time (total number of daily hours) is to be negotiated. Service will be on an hour-by-hour basis. This means that the City may end the Service at any time for any reason and no compensation will be payable by the City by way of a standby charge, lost revenue charge or on any other basis. Work schedules are subject to change during the course of the day. This service runs year-round, Monday to Friday, excluding weekends and statutory holidays. Starting time and the daily service time (total number of hours) is to be negotiated.
- (b) daily pick-up and delivery of mail (internal and external), packages, cartons, boxes, packages, bags, plastic totes, or other similar carriers each potentially weighing up to 25 kgs. Additionally, including pallets (skids) of copy paper delivered directly to each facility as required throughout the various civic facilities. These items are to be placed in designated drop-off and pick-up areas within each library. Designated areas will vary for each library. Additionally, from time to time each library facility will have large items for pick-up and delivery to another library or multiple libraries (could be up to or greater than 50kgs.). Each delivery could contain many or all of the items or a combination of the items listed in this section
- (c) navigating in and out of most of the offices requiring flights of stairs.
- (d) periodically, sequential and immediate deliveries may be requested along a scheduled route. This may be considered for immediate delivery and therefore not waiting with the bulk delivery of materials. For this reason, the vehicle/driver be

equipped with some form of communication device(s). The cost for these communication devices is the sole responsibility of the Contractor.

- (e) Periodically, sequential and immediate deliveries may be requested along a scheduled route. This may be considered for immediate delivery and therefore not waiting with the bulk delivery of materials. For this reason, the vehicle/driver be equipped with some form of communication device(s). The cost for these communication devices is the sole responsibility of the Contractor.

Surrey Libraries

- (a) Services are currently performed five (5) times per week on a Monday to Friday, excluding weekends and statutory holidays. Starting time and the daily service time (total number of daily hours) is to be negotiated. Service will be on an hour-by-hour basis. This means that the City may end the Service at any time for any reason and no compensation will be payable by the City by way of a standby charge, lost revenue charge or on any other basis. Schedules are subject to change by the City.
- (b) delivers, mail (envelopes, parcels – of various weights and dimensions - supplies, equipment and books and related materials between libraries throughout the City. These items are to be placed in designated drop-off and pick-up areas within each library. Designated areas will vary for each library. Additionally, from time to time each library facility will have large items for pick-up and delivery to another library or multiple libraries (could be up to or greater than 50kgs.). Each delivery could contain many or all of the items or a combination of the items listed in this section.
- (c) this could include, but is not limited to the regularly scheduled daily pick-up and delivery of mail (internal and external), packages, cartons, boxes, packages, bags, plastic totes, or other similar carriers each potentially weighing up to 25 kgs. Additionally, including pallets (skids) of copy paper. This service runs year-round, Monday to Friday, excluding weekends and statutory holidays. It can be expected that Monday pick-ups and deliveries can be high following weekend work.
- (d) each library is responsible for the provision of tubs, crates and other containers used to deliver materials between locations. Surrey Libraries utilizes uniform, stackable, collapsible, open, plastic crates for transporting the vast majority of its materials. Average number of crates per transport varies from day to day and location to location depending on the day of the week, time of the year and/or special projects or events happening at the Library. Estimated 200 to 250 carriers per month in and out.
- (e) periodically, sequential and immediate deliveries may be requested along a scheduled route. This may be considered for immediate delivery and therefore not waiting with the bulk delivery of materials. For this reason, the vehicle/driver be equipped with some form of communication device(s). The cost for these communication devices is the sole responsibility of the Contractor.
- (f) due to situations such as build-up of weekend volumes, the Contractor's operation plan shall take resource adjustments into consideration on Mondays, or any other high than average volume days during the week, in order to assure that items tendered to the Contractor are delivered by the end of day.

On-Demand Services

- (a) It will be a condition of an agreement that the City is not obligated at any to make a request to the Contractor to perform On-Demand Services. The City reserves the right to retain the services of other independent contractor(s) or utilize its own forces to perform any Special Request Services that may be required to be performed and the Contractor and its subcontractor(s), if any, shall cooperate fully with other independent contractor(s) retained by the City to perform and/or complete any On Demand Services and shall so carry out their work that other cooperating Contractors shall not be hindered, delayed, or interfered with in the progress of their work, and so that all of such work shall be finished and complete of its kind.
- (b) Within the general scope of an agreement, On-Demand services may be required to meet the desired conditions and/or services not covered in the Services. On-Demand Services must be performed in accordance with all provisions of an Agreement plus any special provisions issued with respect to authorization.

For Example:

Rush Services. The Contractor should be able to provide same day pick-up and delivery service upon request. Rush pick-ups shall not include service to rectify a missed pick-up of a daily regular scheduled service location.

Weekend Services – The Contractor may be required to provide Services to Customers on weekends, as required by the City's business unit(s). Weekend Deliveries will be on an as required basis and shall be pre-authorized by the City's business unit representative. Where weekend services are taking place on a recurring basis, further authority approval may be necessary.

Large Item Pick-up and Delivery Services – There will regularly be bulky or oversized items (boxes, packages and equipment) that are in addition to the daily courier and internal mail delivery services. They may consist of but are not limited to:

- Audio Visual Equipment
- Computer Hardware
- Skids of copy paper
- Other large items

The City will make every effort to give advanced notice to the Contractor(s) when there is a large volume or excessive weight of these types of items.

There may be times where additional items are not considered to be part of the daily regular service that may require additional charges to be negotiated on a case by case basis.

All additional deliveries must be electronically tracked completed with a signature on file of a recipient.

2.5 Holidays

Unless otherwise requested by the City, the Contractor shall not be required to perform the Service on the following Statutory Holidays:

- New Year's Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- August Civic Holiday
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

2.6 Approved Disruptions in Services

The Contractor will maintain the Regular Schedules under:

- (a) all weather conditions, including snow and ice; and
- (b) all other conditions, including where vehicular access is limited as a result of construction or any other reason,

Except with the prior written notice of the City Representative. The City Representative will act reasonably in providing such approval. If conditions prevent the Contractor from performing the Services in part of the Regular Schedule, the Contractor will perform the Services in other locations not so affected. After the disruption to the Regular Schedule, the Contractor will make reasonable commercial efforts, including the use of additional vehicles, staff and overtime or any other means to restore the Regular Schedule as practicable, all at its own cost.

3. VARIATIONS IN SERVICES – STAGE 2

3.1 The City is considering the impact of certain variations in the Services and wishes to receive proposals through the **competitive solicitation process**, when called from **shortlisted Respondent or Respondents** a range of options from which the City can select the most advantageous combination. The combination of variations will be reviewed in accordance with the terms and conditions of the competitive solicitation document, when called and for clarity, only the combination selected by the City will be included in any Final Contract.

3.2 Variations under Consideration

The City is interested in innovative variations to the Services other than those specifically mentioned in Section 2 of this Schedule A – [*Scope of Services*], particularly that promote the City's Objectives. Variations can range from minor modifications to major system and administrative changes. The below list is illustrative of possible other variations but is not limited to be an all-inclusive or a list of preferred other variations under consideration:

- (a) modifying the frequency of the Services and on staggered days of the week; (for example – Monday, Wednesday, Friday; and – Monday, Thursday and Saturday);
- (b) modifying the start and end times of each day;
- (c) different services frequencies;
- (d) different performance requirements;
- (e) use of routing technology to improve efficiency, reduce the number of trucks (from two to one) or provide other benefits;
- (f) methods to improve the level of services provided to the Civic facilities and Public Library locations;
- (g) alternative pricing models, including a base year payment or annual adjustments; and
- (h) alternative combinations of sharing services with other contractor customers.

Shortlisted prequalified Respondents will be expected to provide other variations as part of the competitive solicitation process, when called.

4. CONTRACTOR RESPONSIBILITIES

4.1 The Contractor shall have complete control of the courier services and shall effectively direct and supervise all work and activities associated herewith, using their best skill and attention, and shall be solely responsible for all safety, methods, techniques, sequences and procedures and for coordinating parts of the Services.

4.2 The Contractor should:

- (a) carry out its obligations and duties and provide the Services with due expedition and in a thoroughly workmanlike manner in strict accordance with these Services and at all times act in accordance with all applicable professional standards, principles and practices;
- (b) supply all plant, equipment and materials necessary for the proper performance of the Services as specified herein. Vehicles being used to provide the Services must be of a size and quality to accommodate all deliveries in a secure and safe manner;
- (c) provide sufficiently qualified and experienced resources that have met the standards for all Services identified in this Schedule A – [*Scope of Services*]. No Services shall be subcontracted without the explicit approval of the City;
- (d) ability to adjust its resources in order to accommodate volume fluctuations that may occur. Volume fluctuation may occur on a daily, weekly, monthly, and/or annual basis;
- (e) maintain a back-up plan that will ensure continuation of Services addressing at a minimum vehicle breakdowns or absences of personnel normally performing the Services;
- (f) arrange for and retain documented results of a police records check on an employees performing the Services. Criminal history checks must be repeated

as necessary to ensure that at all times the most recent criminal history check on an employee performing the Services was completed within the previous twelve months;

- (g) provide a supervisor, who will be responsible for the overall management and coordination of the Services;
- (h) meet or conference call at least quarterly with the Department Representatives, or designates to review performance, usage and discuss opportunities for improvements;
- (i) Invoicing must be separately billed for each respective Schedule;
- (j) Notify each Department Representative, or designate in writing of any unresolved disputes or problems that have been outstanding for more than thirty (30) days;
- (k) Provide an overview of reporting capabilities that includes report formats, standard reports available, and ad-hoc report capabilities, and any sample reports;
- (l) ensure that all drivers are able to speak, read and write in the English language;
- (m) perform the Services at such times as are directed or required by the City;
- (n) provide the Contract Services and On-Demand Services as specified in this Schedule A [*Scope of Services*] during a contract term;
- (o) have regard to such requirements as may be conveyed to it by the Department Representative and shall comply with all reasonable directions of the Department Representative;
- (p) permit any Department Representative to enquire of, to confer with and direct the Contractor and the Contractor's staff and shall do all that is within its power to facilitate any and all appropriate enquiries, conferences and direction;
- (q) carry out the Services by the Contractor's employees, or, sub-contractor(s) approved by the City;
- (r) provide for, maintain and require its employees to wear at all times, neat, clean uniforms, and Contractor furnished identification badges;
- (s) obtain and maintain during the term(s) automobile, general commercial liability and dishonesty, disappearance and Destruction Insurances in the forms and amounts required by the City;
- (t) at no time can any mail or equipment be left overnight in the Contractor's vehicles and must reach its destination at the end of each business day;
- (t) obtain and maintain a current City of Surrey, Business License and permits that are required;
- (u) promptly pay all W.C.B., sales and other taxes assessed against its business;
- (v) comply with and ensure that the Contractor's employees and agent(s) comply with the terms and conditions of a contract; and
- (w) not use the name of the City's name for any advertising, or, referencing purposes without the expressly written approval of the Department Representative.

5. STAFFING

- 5.1 Contractor(s) must be able to assign qualified and experienced staff at all times to provide the Services. Contractors will be responsible for ensuring there are a minimum of two drivers, primary & secondary, trained and capable of performing the Services.
- 5.2 Ensure all drivers hold and carry a valid British Columbia driver's license for the purpose of legally operating the vehicle and performing the duties associated with that vehicle at that time. Follow all established licensing standards for drivers and owners.

- 5.3 All staff driving Contractor vehicles in the performance of services under contract with the City shall possess a valid appropriate driver's license pursuant to the Motor Vehicle Act.
- 5.4 Contractor(s) will provide and ensure all drivers wear a company uniform shirt and jacket, visible personal photo identification and that they present themselves in a professional and courteous manner at all times.
- 5.5 The Contractor is responsible for ensuring all drivers sign off on City's confidentiality policy document prior to performing any service on behalf of the City.

6. EQUIPMENT

- 6.1 The Contractor must provide all equipment of professional/commercial quality. The Contractor furnished equipment shall be the size and type specifically designed and developed for delivery services.
- For Civic Facilities the size of vehicle currently being used is a small enclosed passenger/cargo van.
 - For Surrey Public Libraries the size of vehicle currently being used is a step van/cube van.
- 6.2 Equipment provided should have sufficient cargo capacity to be able to deliver and receive totes and bins per location on designated route and to carry additional cartons, packages, boxes etc. as needed in a secure and safe manner.
- 6.3 Equipment used in the performance of the Services shall be identified on both sides with a full company name, business telephone number, and ID/unit number. They should be fully legible and displayed in a professional manner. The Contractor may also be required to display magnetic signs as supplied by the City, identifying the Contractor as a City Contractor. This shall not replace the company identification on the sides of the vehicles.
- 6.4 Contractor(s) must be able to supply enough vehicles and personnel to maintain a consistent service. The Contractor shall provide and maintain each vehicle in good, safe, clean, and presentable operating condition. Contractor(s) must comply and meet the Motor Carriers Commission vehicle inspection requirements, by performing and recording all semi-annual or annual vehicle inspections, whichever is required.
- 6.5 Contractor's vehicles must provide for closed, secure transport of cargo. All vehicles and equipment is to be kept clean, in good mechanical condition, painted to present a neat appearance, have a current safety inspection certificate, ensure all vehicles are equipped with a functioning back-up alarm; ensure that hydraulic tailgates are operable at all times, if so equipped, ensure that manual tailgates with chains are maintained in a safe condition at all times, if so equipped.

7. SOFTWARE

- 7.1 Contractor should, at no additional charge, provide authorized users with any software that is required to prepare articles for shipment. Contractor should provide authorized users the most current version of the software and provide upgrades and enhancements free of charge during the term of an agreement. Software should be compatible with PC operating systems.

8. PROBLEM RESOLUTION

- 8.1 Contractor shall be available for problem resolution on-site at the authorized user's location. In addition, the Contractor shall be available to authorized users via local or toll free phone number for normal problem resolution including but not limited to problems of shipment pickup, delivery, claims handling or incorrect billing. Requests for on-site problem resolution shall be on an as needed basis per request by the City. Contractor shall respond to the on-site problem resolution within 24 hours of City's request.

9. ONLINE ORDERING, DOCUMENT AND LABEL PRINTING

- 9.1 Contractor should provide online services ordering capability as well as online printing of shipment documentation and labels. Online ordering and printing services should be available to authorized users via access through the Internet and be capable of being accessed utilizing standard Internet Web Browsers. The system should accommodate a reference field for internal tracking numbers for invoice payment.

10. SHIPMENT TRACKING

- 10.1 Contractor shall provide a shipment tracking system. Tracking shall be available to authorized users through both a toll free telephone number or via the electronic and online access through the Internet and be capable of being accessed utilizing standard Internet Web Browsers. Information from an inquiry should include acknowledgement of pickup, acknowledgement of in-transit destinations and final delivery. Upon authorized user's request Contractor should provide copies of shipping receipt signed by recipient or should otherwise provide an online signature verification and shipment receipt verification function. Contractor should fax signed receipt upon request. Contractor should provide these services to the City at no additional cost.

11. SHIPPER OR ACCOUNT NUMBERS

- 11.1 Contractor should designate a shipper or account number for each authorized user. The shipper or account number shall be indicated on each tendered shipment. All costs associated with the shipment under an agreement will be required to tie directly to each shipper or account number.

12. UNIFORMS AND IDENTIFICATION BADGES

- 12.1 The Contractor must, provide for and require its employees to wear at all times, neat, clean and sanitary uniforms and Contractor furnished employee identification badges. All at its sole expense.

- 12.2 Uniforms are defined as clean, long or short-sleeved (no sleeveless, smocks or tank tops) shirt with collar, worn with pants (no mid-calf, Bermuda or short pants) accompanied by shoes that cover the entire foot (shoes or slippers with open toe or exposed heel are unacceptable) with the company name on the shirt in a conspicuous location. Jackets with a collar may be worn. The jackets shall have the company name located in a conspicuous location. All uniforms are to be of same colour. Contractor is responsible for all uniforms and attire worn by custodial staff.
- 12.3 The Contractor must provide at its expense, photo identification badges / cards. Photo identification badges / cards must include, as a minimum, the company name, employee name and current photograph. The badges must be worn on the outside of clothing in the chest area.
- 12.4 The Contractor shall be responsible and ensure that all employees are in compliance with these requirements.
- 12.5 All clothing and name badge maintenance and replacements will be the sole responsibility of the Contractor.

SCHEDULE A-1 - ILLUSTRATIVE REGULAR SCHEDULE COURIER AND INTERNAL MAIL SERVICES FOR CIVIC FACILITIES

SEQUENCE	LOCATION NAME	ADDRESS	ESTIMATED TIME*	Special Instructions
Site #R-23	RCMP MAIN DETACHMENT	14355 – 57 th Avenue, Surrey, B.C., V3X 1A9	6:45am	
Site #R-2	WEST MAIN RCMP	14245 – 56 th Avenue, Surrey, B.C., V3X 3A2	7:00am	Call RCMP Rec.
Site #R-1	SURREY OPERATIONS CENTRE	6651 – 148 th Street, Surrey, B.C., V3S 3C7	7:30am	Pick up Hemlock Yard and Fleet Mail
Site #R-4	SURREY CITY HALL	13450 – 104 th Avenue, Surrey, B.C., V3T 1V8	8:15am	Drop off and pickup of mail for delivery. Drop off packages and supplies.
Site #R-13	HEMLOCK WORKS YARD	9353 – 160 th Street, Surrey, B.C., V4N 3A8	8:35am	Pickup Dispatch Mail - Operations
Site #R-1	SURREY OPERATIONS CENTRE	6651 – 148 th Street, Surrey, B.C., V3S 3C7	8:45am	Pickup Parks, Bylaws & Facilities. Pickup supplies for recreation centres.
Site #R-10	FIREHALL #1	8767 – 132 nd Street, Surrey, B.C., V3W 4P1	9:10am	
Site #R-42	ROYAL BANK	10201 King George Boulevard, Surrey, B.C., V3T 2W6	9:30am	
Site #R-4	SURREY CITY HALL	13450 – 104 th Avenue, Surrey, B.C., V3T 1V8	9:35am	Drop off collected mail and pickup mail for delivery.
Site #R-45	NORTH SURREY RECREATION CENTRE	10275 City Parkway, Surrey, B.C., V3T 4C3	9:45am	North Surrey Arena COS28
Site #R-8	CITY CENTRE LIBRARY	10350 University Drive, Surrey, B.C., V3T 4B8	9:50am	Pickup at Library Administration – 3 rd floor
Site #R-28	CHUCK BAILEY RECREATION CENTRE	13458 - 107A Avenue, Surrey, B.C., V3T 0G4	9:55am	
Site #R-30	DISTRICT 1 RCMP DETACHMENT	10720 King George Boulevard, Surrey, B.C., V3T 2X3	10:00am	
Site #R-29	BRIDGEVIEW COMMUNITY CENTRE	11475 - 126A Street, Surrey, B.C., V3V 5G8	10:20am	
Site #R-11	NORTH SURREY ICE & SPORTS COMPLEX	10950 – 126A Street, Surrey, B.C., V3V 0E5	10:25am	
Site #R-35	DISTRICT 2 RCMP DETACHMENT	10395 – 148 th Street, Surrey, B.C., V3R 6S4	10:40am	
Site #R-14	GUILDFORD PUBLIC LIBRARY	15105 – 105 th Avenue, Surrey, B.C., V3R 7G8	10:45am	Pickup collection services
Site #R-12	GUILDFORD RECREATION CENTRE	15105 – 105 th Avenue, Surrey, B.C., V3R 7G8	10:45am	
Site #R-36	FRASER HEIGHTS RECREATION CENTRE	10588 – 160th Street, Surrey, B.C., V4N 0A1	10:50am	

SEQUENCE	LOCATION NAME	ADDRESS	ESTIMATED TIME*	Special Instructions
Site #R-37	FLEETWOOD RECREATION CENTRE	15996 – 84th Avenue, Surrey, B.C., V4N 0W1	11:00am	
Site #R-31	SURREY SPORTS AND LEISURE COMPLEX - AQUATICS	16555 Fraser Highway, Surrey, B.C., V4N 0E9	11:05am	
Site #R-38	SURREY NATURE CENTRE	14225 Green Timbers Way, Surrey, B.C., V3T 0J2	11:25am	
Site #R-4	SURREY CITY HALL	13450 – 104th Avenue, Surrey, B.C., V3T 1V8	11:40am	Drop off collected mail and pickup mail for delivery
Site #R-25	SURREY ARTS CENTRE	13750 – 88th Avenue, Surrey, B.C., V3W 3L1	11:50am	
Site #R-10	FIREHALL #1	8767 – 132nd Street, Surrey, B.C., V3W 4P1	12:00pm	
Site #R-43	B & B BEARINGS	10-7788 – 132nd Street, Surrey, B.C., V3W 0H5	12:10pm	Call first if pickup is required
Site #R-32	DISTRICT 3 RCMP DETACHMENT	7235 – 137th Street, Surrey, B.C., V3W 1A4	12:20pm	
Site #R-6	NEWTON ICE ARENA	7120 - 136B Street, Surrey, B.C., V3W 5E6	12:30pm	Newton Recreation Centre COS25
Site #R-7	NEWTON RECREATION CENTRE - WAVE POOL	13730 – 72nd Avenue, Surrey, B.C., V3W 2P4	12:35pm	
Site #R-5	NEWTON SENIORS' CENTRE	13775 – 70th Avenue, Surrey, B.C., V3W 0E1	12:40pm	
Site #R-3	SURREY FLEET OPERATIONS AND PARTS DEPARTMENT	14687 – 66th Avenue, Surrey, B.C., V3S 3C7	12:55pm	Pickup supplies for South Surrey and Cloverdale
Site #R-23	RCMP MAIN DETACHMENT	14355 – 57th Avenue, Surrey, B.C., V3X 1A9	1:00pm	Pickup at front counter
Site #R-33	HISTORIC STEWART FARMHOUSE	13723 Crescent Road, Surrey, B.C., V4P 1J4	1:10pm	
Site #R-41	SUNNY SIDE LAWN CEMETERY	14850 – 28th Avenue, Surrey, B.C., V4P 1P3	1:15pm	
Site #R-15	SOUTH SURREY INDOOR POOL	14655 - 17th Avenue, Surrey, B.C., V4A 5M2	1:20pm	
Site #R-16	SOUTH SURREY RECREATION CENTRE	14601 – 20th Avenue,	1:40pm	

SEQUENCE	LOCATION NAME	ADDRESS	ESTIMATED TIME*	Special Instructions
		Surrey, B.C., V4A 9P5		
Site #R-34	SOUTH SURREY ICE ARENA	2199 – 148th Street, Surrey, B.C., V4A 8L5	1:50pm	
Site #R-27	DISTRICT 5 RCMP DETACHMENT	100-1815 – 152nd Street, Surrey, B.C., V4A 9Y9	2:00pm	
Site #R-24	SOUTH SURREY OPERATIONS CENTRE	2336 – 166th Street, Surrey, B.C., V3Z 0W2	2:10pm	
Site #R-18	GRANDVIEW HEIGHTS AQUATIC CENTRE	16855 – 24th Avenue, Surrey, B.C., V3Z 0A2	2:15pm	
Site #R-9	KENSINGTON PRAERIE COMMUNITY CENTRE	16824 – 32nd Avenue, Surrey, B.C., V3S 0L5	2:30pm	
Site #R-39	SURREY ARCHIVES	17671 – 56th Avenue, Surrey, B.C., V3S 1C9	2:30pm	
Site #R-22	SURREY MUSEUM	17710 - 56A Avenue, Surrey, B.C., V3S 5H8	2:35pm	
Site #R-26	DISTRICT 4 RCMP DETACHMENT	5732 - 176A Street, Surrey, B.C., V3S 4H2	2:40PM	
Site #R-17	CLOVERDALE RECREATION & SENIORS CENTRE	6188 - 176th Street, Surrey, B.C., V3S 4E7	2:45PM	
Site #R-20	CLOVERDALE ARENA	6090 – 176th Street, Surrey, B.C., V3S 4P5	2:50PM	Seasonal only
Site #R-21	DON CHRISTIAN RECREATION CENTRE & YOUTH CENTRE	6220 – 184th Street, Surrey, B.C., V3S 8E6	3:00PM	
Site #R-40	CEMETERY SERVICES	6348 – 168th Street, Surrey, B.C., V3S 3Y1	3:10PM	
Site #R-2	WEST MAIN RCMP	14245 – 56th Avenue, Surrey, B.C., V3X 3A2	3:15PM	Call 20 Minutes before arrival
Site #R-23	RCMP MAIN DETACHMENT	14355 – 57th Avenue, Surrey, B.C., V3X 1A9	3:20PM	
Site #R-19	CLOVERDALE PUBLIC LIBRARY	5642 - 176A Street, Surrey, B.C., V3S 4G9	-	On demand only
Site #R-1	SURREY CITY HALL	13450 – 104th Avenue, Surrey, B.C., V3T 1V8	3:30PM	
Site #R-44	DROP OFF COLLECTED MAIL AND PICK UP MAIL FOR CANADA POST	10688 King George Boulevard, Surrey, B.C., V3T 2Y0	3:40PM	MUST BE DROPPED OFF BEFORE 4PM

ADDITIONAL LOCATIONS	ADDRESS	
BRITISH COLUMBIA ASSESSMENT	100-5477 – 152 nd Street, Surrey, B.C., V3S 5A5	WEDNESDAY ONLY
CUPE 402 UNION OFFICE DROP OFF AND PICK UP	251-12899 – 76 th Avenue, Surrey, B.C., V3W 1E6	WEDNESDAY ONLY
WEST STAMP (CHECK FOR DELIVERY TO ANY DEPARTMENT)	113-13030 – 76 th Avenue, Surrey, B.C., V3W 2V6	WEDNESDAY ONLY

SCHEDULE A-2 - ILLUSTRATIVE REGULAR SCHEDULE COURIER AND INTERNAL MAIL SERVICES FOR LIBRARIES

SEQUENCE	LOCATION NAME	ADDRESS	ESTIMATED TIME*	Special Instructions
Site #L-1	GUILDFORD PUBLIC LIBRARY	15105 - 105th Avenue, Surrey, B.C., V3R 7G8	4:00am	
Site #L-2	FLEETWOOD PUBLIC LIBRARY	15996 - 84th Avenue, Surrey, B.C., V4N 0W1	5:00am	
Site #L-10	SEMIAMMOO PUBLIC LIBRARY	1815 – 152nd Street, Surrey B.C., V4A 9Y9	5:45am	
Site #L-6	OCEAN PARK PUBLIC LIBRARY	12854 - 17th Avenue, Surrey, B.C., V4A 1T5	6:15am	
Site #L-3	NEWTON PUBLIC LIBRARY	13795 - 70th Avenue, Surrey, B.C., V3W 0E1	7:00am	
Site #L-5	STRAWBERRY HILL PUBLIC LIBRARY	7399 – 122nd, Street, Surrey, B.C., V3W 5J2	7:30am	
Site #L-9	CITY CENTRE PUBLIC LIBRARY	10350 – University Drive, Surrey, B.C., V3T 4B8	8:15am	
Site #L-1	GUILDFORD PUBLIC LIBRARY	15105 - 105th Avenue, Surrey, B.C., V3R 7G8	9:00am	
Site #L-2	FLEETWOOD PUBLIC LIBRARY	15996 - 84th Avenue, Surrey, B.C., V4N 0W1	9:45am	
Site #L-8	PORT KELLS PUBLIC LIBRARY	18885 - 88th Avenue, Surrey, B.C., V4N 5T1	10:30am	
Site #L-7	CLOVERDALE PUBLIC LIBRARY	5642 - 176A Street, Surrey, B.C., V3S 4G9	11:15am	
Site #L-10	SEMIAMMOO PUBLIC LIBRARY	1815 – 152nd Street, Surrey B.C., V4A 9Y9	12:00pm	
Site #L-3	NEWTON PUBLIC LIBRARY	13795 - 70th Avenue, Surrey, B.C., V3W 0E1	12:45pm	
Site #L-5	STRAWBERRY HILL PUBLIC LIBRARY	7399 – 122nd, Street, Surrey, B.C., V3W 5J2	1:30pm	
Site #L-11	SURREY CITY HALL	13450 – 104 Avenue, Surrey, B.C., V3T 1V8	2:00pm	
Site #L-9	CITY CENTRE PUBLIC LIBRARY	10350 – University Drive, Surrey, B.C., V3T 4B8	2:15pm	
Site #L-1	GUILDFORD PUBLIC LIBRARY	15105 - 105th Avenue, Surrey, B.C., V3R 7G8	2:45pm	
	End		3:15pm	

SCHEDULE A-3 - COURIER SERVICES – CIVIC FACILITIES MAP

