



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

**Title:** REFUSE COLLECTION & DISPOSAL SERVICES  
AT VARIOUS PARK SITES

**Reference No.:** 1220-050-2012-003

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## REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

### 1. INTRODUCTION

#### 1.1 Purpose

The purpose of this Request For Expressions of Interest and Statements of Qualifications (RFEIO/SOQ) is to:

- (a) invite Submissions from Respondents that describe the desire, relevant expertise and capability of the Respondent to undertake the project; and
- (b) to select a Respondent or Respondent(s) who may be invited to participate in a Request for Proposals ("RFP") process.

The City may at any time and at its sole discretion decide to cancel this process for any reason.

#### 1.2 Definitions

In this RFEIO/SOQ the following definitions shall apply:

"**BC Bid Website**" means [www.bcbid.gov.bc.ca](http://www.bcbid.gov.bc.ca);

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

"**City Representative**" has the meaning set out in section 2.7 hereof;

"**City Website**" means [www.surrey.ca](http://www.surrey.ca);

"**Closing Date**" has the meaning set out in section 2.1;

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

"**Information Meeting**" has the meaning set out in section 2.2;

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

"**Respondents**" (individually the "Respondent") means someone who makes a Submission in response to the RFEIO/SOQ issued by the City;

"**Submission**" means a submission submitted in response to this RFEIO/SOQ;

"**RFEIO/SOQ**" means Request for Expressions of Interest and Statements of Qualifications; and,

"**Services**" has the meaning set out in Schedule A.

### **1.3 Project Background**

The City had earlier issued Request for Expressions of Interest and Statements of Qualification 1220-050-2011-024 on September 29, 2011. This solicitation is primarily a reissue of the original one. The City of Surrey intends to evaluate all compliant submissions from the previous solicitation process (1220-050-2011-024). The City may select a short-list of qualified parties from RFEOI/SOQ 1220-050-2011-024 and this RFEOI/SOQ 1220-050-2012-003 to be invited to participate in an RFP.

The City reserves the right on invitation from the City or application to the City, to add additional parties to the short-list after the Closing Time at the City's sole discretion. The City also reserves the right to decline an interested party's application to be considered for inclusion on the short list received after the Closing Time.

### **1.4 The Project Objectives/Desired Outcomes**

The Contractor will be expected to provide all labour, materials and equipment necessary to pick-up refuse from City owned containers (45 gal barrels), located at various City park sites, and load into Contractor's refuse hauling vehicle for subsequent disposal at Contractor's disposal facility. Garbage that has been placed adjacent to the cans and any garbage within 3 metres of the can must also be collected and removed. Contractor is responsible for servicing cans regardless of weight or content.

### **1.5 Project Scope**

The Contractor is responsible for servicing approximately 600 cans located in parks throughout the City of Surrey. Each can will be serviced between 129 and 250 times per year, depending on service level of the park.

### **1.6 Project Deliverables**

Work must not take place prior to 7:00 am unless otherwise noted by the City. The hours of collection will depend upon the classification of parks defined by the City.

Each service day shall include the service of all designated garbage containers, regardless of the number of separate loads or trips the Contractor may have to make to and from the disposal center. Any can that is more than 25% full must be emptied. Any delays or changes of Service for any reason shall be reported within twenty-four (24) hours to the City. The Contractor will be expected to adjust their schedule to accommodate special events and tournaments.

### **1.7 Project Timeline**

The Contractor will be required to commence the Services before March 30, 2012. The Contractor will be expected to provide year-round service as per the schedule and frequency drawn by the City depending upon the time of the season. The service level will depend upon seasons that may be classified as High, Mid and Low. The Contractor will be expected to provide service on weekends including Statutory Holidays.

## **2. INSTRUCTIONS TO RESPONDENTS**

### **2.1 Closing Date and Address for Submission Delivery**

The Submissions should be submitted to the City at the office of:

Name: Kam Grewal, CMA, BBA, Internal Audit Manager,  
Acting Purchasing & Accounts Payable Manager  
at the following location:

Address: City of Surrey, City Operations Works Yard,  
Purchasing Section, 1st Floor  
6645 – 148 Street  
Surrey, BC V3S 3C7

Fax: 604-599-0956  
E-mail for PDF Files: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

**on or before the following date (the “Closing Date”):**

**Date:** Friday, February 10, 2012

### **2.2 Information Meeting**

An information meeting may be hosted by the City Representative to discuss the City’s requirements under this RFEOI/SOQ (the “**Information Meeting**”). While attendance is at the discretion of Respondents, Respondents who do not attend will be deemed to have attended the Information Meeting and to have received all of the information given at the Information Meeting. At the time of issuance of this RFEOI/SOQ a meeting has not been scheduled.

### **2.3 Receipt of Submissions**

The City expressly reserves the right to waive formalities or to reject any or all Submissions or to accept a Submission either in whole, or in part, which is deemed most favourable to the interests of the City.

If a Submission contains a defect or fails in some way to comply with the requirements, which in the sole discretion of the City is not material, the City may waive the defect and accept the Submission.

Any response to this RFEIO/SOQ may become part of any contract into which the City enters with the successful Respondent.

The City is under no obligation to award a contract as a result of this RFEOI/SOQ and reserves the right to terminate the RFEOI/SOQ process at any time.

## 2.4 Number of Copies

Faxed or emailed PDF Submissions are permitted, but a Respondent bears all risk that the City's equipment functions properly so that the City receives the Submission on time. If the Respondent prefers to submit a hard copy, the Respondent should submit the original unbound Submission and three hard copies (four in total).

## 2.5 Late Submissions

The City prefers to receive Submissions on or before the Closing Date. The City's office hours are 8:30 a.m. to 4:30 p.m. Monday to Friday, except statutory holidays.

## 2.6 Amendments to Submissions

Submissions may be revised by written amendment, delivered to the location set out in Section 2.1, at any time before the Closing Date but not after. An amendment must be signed by an authorized signatory of the Respondent in the same manner as provided in section 3.3. Faxed or PDF e-mailed amendments are permitted, but such fax or e-mail may show only the change to the Submission section(s). A Respondent bears all risk that the City's equipment functions properly so as to facilitate timely delivery of any amendment.

## 2.7 Inquiries

All inquiries related to this RFEOI/SOQ are to 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: Kam Grewal, CMA, BBA, Internal Audit Manager,  
Acting Purchasing & Accounts Payable Manager  
at the following location:

Address: City of Surrey, City Operations Works Yard,  
Purchasing Section, 1st Floor  
6645 – 148 Street  
Surrey, BC V3S 3C7

Fax: 604-599-0956  
E-mail: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

Inquiries should be made no later than five (5) business days before Closing Date. The City reserves the right not to respond to inquiries made within 5 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

2.8. No oral conversation will affect or modify the terms of this RFEOI/SOQ nor be relied upon by any Respondent.

## **2.8 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](http://www.bcbid.gov.bc.ca) (the "BC Bid Website") and the City Website at [www.surrey.ca](http://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.

## **2.9 Opening of Submissions**

The City intends to open Submissions in private but reserves the right to open Submissions in public at its sole discretion.

## **2.10 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.

## **2.11 Security Clearance**

The City reserves the right to require, as a condition of the contract entered into with any Respondent and each of its directors' and officers' consent to the City at the City's discretion, a security clearance, including without limitation a criminal records search and such other security searches as the City may deem necessary, together with ongoing monitoring of same. For further certainty only the successful Respondent will be required to undergo the above noted security clearance requirements.

## **2.12 Material Changes**

Respondents shall inform the City of any material change in information that might affect their qualification status at any time during the prequalification process. Respondents in the RFEOI/SOQ process may be required to update key prequalification information at the time of proposal submission. Prior to the award agreement, the successful respondent in the RFEOI/SOQ process will be required to confirm its continued status.

### 3. RFEOI/SOQ SUBMISSION FORM AND CONTENTS

#### 3.1 Package

Submissions to be in a sealed package marked on the outside with the Respondent's name, title of the project and reference number.

#### 3.2 Form of Submission

Respondents are expected to include, as a minimum, the information below in their Submission.

- (a) Pre-qualification form in the format as set out in **Schedule B** – including Appendices B1 through B3;
- (b) Insurance Verification – confirmation of Commercial General Liability Insurance in an amount not less than five million (\$5,000,000) dollars **and** 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;
- (c) Health Safety and Environment Policy(ies) - Submit a copy of your firm's Health, Safety and Environmental Policy;
- (d) Quality Assurance and Quality Control - Submit a copy of your firm's Quality Assurance and Quality Control procedures and details;
- (e) Provide a current WorkSafe BC Clearance Certificate;
- (f) Confirmation of ability to undertake the work commencing in the first Quarter of 2012 and completing no later than December 31, 2012 (subject to change);
- (g) Respondent shall indicate if it is involved in any litigation, or any pending litigation, or any contractual dispute;
- (h) Financial – Provide a letter from your financial institution regarding the general financial position including a named reference and contact information;
- (i) Corporate profile (location of branches, background, stability and structure);
- (j) A listing of recent relevant project experience;
  - i. A description of the current personnel that worked on the projects.
  - ii. Project descriptions should include a summary of scope, location, value, and length of time, key personnel and client contact information (telephone, fax, e-mail).
- (k) Identification and brief description of experience of key company personnel and project managers. Resumes may be included as an appendix.

- (l) Provide the name and contact details for the Respondent's Representative. Please note: The Respondent's Representative will be the only contact person to receive communication from the City.
- (m) Proposed Team and Organization:
  - i. Management structure;
  - ii. Organization chart(s), at the corporate level, showing the relationship between the Respondent's Team members.
- (n) Provide a project organization chart, at the key individual level, showing the reporting relationships between, and authority of, the key individuals that will report them to indicate the proposed approach/management structure for the project.
- (o) Provide information on past experience working on comparable projects. Explain the management arrangements that were used to coordinate the work.
- (p) List of relevant principal projects completed in the past five years, including short project descriptions and an approximate total volume of related work for the last five years (organized by year, in Canadian dollars).

All Respondents making a Submission to this 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.

**Note: Respondents can provide other information that is not requested here but which you think the City should consider in the evaluation.**

### 3.3 Signature

The legal name of the person or firm submitting the Submission should be inserted in the Submission. 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 AND SELECTION**

### **4.1 Evaluation Team**

The evaluation of Submissions will be undertaken on behalf of the City by an Evaluation Team. The Evaluation Team may consult with others including City staff members, third party consultants and references, as the Evaluation Team may in its discretion decide is required. The Evaluation Team may give a written recommendation for the selection of a Preferred Respondent or Preferred Respondents to the City.

The City will make the final decision regarding any Respondent or terminate the RFEOI/SOQ process at its sole discretion. The City will post the selected Respondents on City website, if any, are selected.

### **4.2 Evaluation Criteria**

Submissions will be reviewed and evaluated based on, but not necessarily limited to, the Respondents' (and their subcontractors and materials suppliers) previous completed or non-completed contracts of similar types and sizes, other contracts currently being undertaken by the respondent, past experience and qualifications of personnel and other similar criteria. All Submissions received in accordance with the terms and conditions contained herein will be reviewed and pre-qualification will be solely at the discretion of the City.

The City reserves the right to reject any or all submissions, and to waive informalities in any or all submissions.

The Evaluation Team will compare and evaluate all Submissions to determine the Respondent's strength and ability to provide the Services in order to determine the Submission which is most advantageous to the City using the following criteria:

Criterion 1: Relevant capacity, skill, reputation, resources and experience with commercial, institutional and industrial refuse collection work and services management experience that are similar in size and scope;

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

Criterion 3: Principal projects completed in the past five years;

Criterion 4: Similar or related projects completed; and

Criterion 5: Major projects underway as of the date of submission.

Respondents making a submission to this RFEOI/SOQ must provide a detailed history of their organization and its experience providing such services (involving commercial, industrial and institutional sites).

- Respondents' responses to items in Schedule B – including Appendices B1 through B3, and including any supplemental information.
- Do not include contact information from City of Surrey.

The Respondent shall not change the key personnel or subcontractors subsequent to the RFEOI/SOQ process without the prior written consent of the City.

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.

### **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.

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 the Contract 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 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 or 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 Preferred Respondent(s), or to proceed to negotiations for an agreement, or to award any agreement, 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 Agreement**

By submitting a Submission and participating in the process as outlined in this RFEOI/SOQ, Respondents expressly agree that no agreement 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 City Council or City staff with respect to this RFEOI/SOQ, other than the City Representative named in section 2.7, at any time prior to the award of an agreement or the cancellation of this RFEOI/SOQ.

### **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.

## **SCHEDULE A - SERVICES**

### **REFUSE COLLECTION & DISPOSAL SERVICES AT VARIOUS PARK SITES**

#### **SCOPE OF WORK**

##### **1. Scope of Services**

The Contractor will be expected to provide all labor, materials and equipment necessary to pick-up refuse from City owned containers [45 gal barrels], located at various City park sites, and load into Contractor's refuse hauling vehicle for subsequent disposal at Contractor's disposal facility. Garbage that has been placed adjacent to the cans and any garbage within 3 meters of the can must also be collected and removed. Contractor is responsible for servicing cans regardless of weight or content.

The Contractor is responsible for servicing approximately 600 cans located in parks throughout the City of Surrey. Each can will be serviced between 129 and 250 times per year, depending on service level of the park.

The City encourages sustainable practices in the delivery of services. Sustainable practices will be considered as part of the evaluation process.

The lack and/or omission of any detailed specifications does not minimize acceptable levels of service and only the best commercial practices are acceptable.

##### **2. Work Schedule (Location & Pick-Up)**

The Contractor will be required to commence the Services before March 30, 2012.

The Contractor will be expected to provide year-round Services as per the schedule and frequency drawn by the City depending upon the time of the season. The service level will depend upon seasons that may be classified as High, Mid and Low. The Contractor will be expected to provide service on weekends including Statutory Holidays.

Variations from this schedule may be authorized by the City. Within the existing service area(s) garbage containers may be added or deleted from the schedule at the City's request. Cans may be relocated within park sites at the City's discretion based on changing park usage or weather.

##### **3. Hours of Collection**

Work must not take place prior to 7:00 am unless otherwise noted by the City. The hours of collection will depend upon the classification of parks defined by the City.

Each service day shall include the service of all designated garbage containers, regardless of the number of separate loads or trips the Contractor may have to make to and from the disposal center. Any can that is more than 25% full must be emptied. Any delays or changes of Service for any reason shall be reported within twenty-four (24) hours to the City. The Contractor will be expected to adjust their schedule to accommodate special events and tournaments.

#### **4. Contractor's Personnel**

The Contractor will provide only personnel who have the qualifications, experience and capabilities to perform the Services in a public setting.

Minimally, the Contractor shall provide an email address and contact number and answering service available 24 hours a day, 7 days a week in order to receive service requests from City staff and/or the public for refuse related requests..

#### **5. Contractor's Vehicles/Equipment**

Contractors Vehicles/Equipment used in the performance of the Services are to be properly equipped for collection & transportation of refuse. The units shall be sealed to prevent loss of waste materials while collecting & transporting garbage. All vehicles/equipment will be kept clean, in good mechanical condition, painted to present a neat appearance, show evidence of annual safety inspections and display proper registration and license. All Contractor's vehicles/equipment shall be equipped with approved back-up alarms, multiple light revolving/strobe lights, or other necessary warning systems, which shall be maintained and in proper operating condition at all times. In the event of a breakdown, the Contractor shall arrange for reserve equipment, with always the intent to maintain the schedule frequency.

Vehicles/Equipment used in the performance of the Services is to be identified on both sides with the full company name that must be clearly 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 will not replace the company identification

#### **6. Access**

The operation of vehicles/equipment within park sites must not exceed 10 Km/h with due regard for safety of park users. Multiple light revolving/strobe lights, or other necessary warning systems must be operating during the performance of the Services. Vehicles/equipment must remain on hard surfaces, except when dry conditions permit vehicle access on grass without causing damage. The Contractor is responsible for the repair of any turf damage caused by vehicle operation. The City will determine the means and access to and from the work site area(s), in addition to restricting times of access where it deems necessary.

Cans will be located within park sites at the City's discretion based on park visitors usage need or weather, no additional charges may be billed to the City for cans that have limited vehicle access.

**SCHEDULE B**

**RESPONDENT'S REQUEST FOR EXPRESSIONS OF INTEREST  
AND STATEMENTS OF QUALIFICATIONS (RFEI/SOQ)**

This document is intended to provide information on the capacity, skill, and experience of the Contractor and does not bind the City of Surrey to making an evaluation based upon it solely or in part. Respondent may supplement information requested with additional sheets if required.

**Project Title: Refuse Collection & Disposal Services at Various Park Sites**

**Type of Pre-Qualification: Services**

**Project No.: 1220-050-2012-003**

Submitted To: Internal Audit Manager, Acting Purchasing & AP Manager  
Address: **City of Surrey – Purchasing Section**  
6645 – 148 Street  
Surrey, BC V3S 3C7  
Fax: 604-599-0956  
Email for PDF Files: purchasing@surrey.ca

**A. SUBMITTED BY FIRM NAME:**

1. \_\_\_\_\_  
Full Legal Name of Firm
2. \_\_\_\_\_  
Address
3. Phone No. \_\_\_\_\_ Fax No. \_\_\_\_\_
4. Email: \_\_\_\_\_

**B. LEGAL STRUCTURE OF COMPANY:**

5. Corporation \_\_\_\_\_ Partnership \_\_\_\_\_ Individual \_\_\_\_\_
6. If Corporation/Partnership, year incorporated/organized: \_\_\_\_\_.
7. Names and addresses of authorized signatories:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**C. FINANCIAL REFERENCES:**

8. Bank Name: \_\_\_\_\_  
Location: \_\_\_\_\_  
Contact Person(s): \_\_\_\_\_  
Phone No.: \_\_\_\_\_ Fax No. \_\_\_\_\_  
Email: \_\_\_\_\_

9. Bonding Firms Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact Person(s): \_\_\_\_\_  
Phone No.: \_\_\_\_\_ Fax No. \_\_\_\_\_  
Email: \_\_\_\_\_

Does your company currently carry Comprehensive General Liability insurance meeting the City's minimum insurance limits?  Yes  NO .

Does your company currently carry Comprehensive Automobile Liability insurance meeting the City's minimum insurance limits?  Yes  NO .

Does your company agree to provide the City with the minimum insurance requirements as specified if recommended for award of a contract to provide services?  Yes  NO .

If not please explain:

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

**Note:** Insurance coverage for the amounts required in the Agreement as a minimum, naming the City as additional insured and generally in compliance with the City's sample insurance certificate form (available on the City's web site at [www.surrey.ca](http://www.surrey.ca) see [Standard Certificate of Insurance](#);

10. Insurance:  
**Insurance Company:** \_\_\_\_\_  
CGL Policy Limit: \$ \_\_\_\_\_  
E&O Policy Limit \$ \_\_\_\_\_  
Contact Person(s): \_\_\_\_\_  
Phone No.: \_\_\_\_\_ Fax No. \_\_\_\_\_

11. Annual value of projects undertaken for the past five years:

20_____	\$ _____
20_____	\$ _____
20_____	\$ _____
20_____	\$ _____
20_____	\$ _____

12. Principal projects completed in the past five years as listed in Appendix "B1". (As attached)

13. Similar or related projects completed as listed in Appendix "B2". Refer to the additional minimum qualification requirements indicated in Schedule A – Services. (As attached)

14. Major projects underway as of this date as listed in Appendix "B3". (As attached)

15. Key administrative/operational personnel proposed for the project, attach resume of qualifications and experience: (e.g. Principal in Charge, Project Manager, etc.)

**Name:**

**Title / Position:**

_____	_____
_____	_____
_____	_____

16. **QUALITY CONTROL PROGRAM (QCP)**

**Does your firm have a written quality control program?**       **YES**       **NO**

If "Yes" is checked, Applicant shall attach evidence of an active quality control program to this form.

If "No" is checked, please submit any printed matter which typifies instruction and/or a statement as to how quality control is accomplished.

Provide a brief narrative of your company's policies, procedures and strategies to ensure quality control, good response to concerns before, during and after the project.

(a) What assessment and evaluation methods are used to determine quality and efficiency of work?

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(b) The follow-up, review and oversight process your management team has in place to ensure customer satisfaction and that your services provided meet the customers individual needs.

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(c) The methods and procedures your company has in place to ensure that customer concerns are acknowledged, addressed and resolved in a timely manner and to the customer's satisfaction.

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(d) Provide details of the overall strength, type and quality of external and internal training.

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Provide any information about your firm that further demonstrates proficiency or excellence. This would include details surrounding employee performance monitoring and performance improvements (Service Level Agreements), depth of training programs, recognition and leadership awards, etc.



**Do you conduct project safety inspections?**     YES     NO

If yes, who conducts this inspection (title) \_\_\_\_\_

And how often? \_\_\_\_\_

**Do your employees read, write and understand English such that they perform their job tasks safely without an interpreter?**     YES     NO

If no, provide a description of your plan to assure that they can safely perform their job.

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**Are all employees trained in the work practices needed to safely perform his/her job?**

YES     NO

**18. APPLICANT'S PROFESSIONAL ASSOCIATION**

Almost every business has professional organization and associations that provide standards and/or product evaluations/comparisons for sales use and for other competitive purposes. Have any of the services you are offering received an evaluation by any of these groups, and have they issued a report of their findings or any awards or nominations for excellence? Will the services you are offering in this Application meet or exceed industry standards if submitted for evaluation? If so, please submit copies of their reports and a written narrative describing the standards and/or awards services your company has received. Also, please provide information on these organizations/associations that describe these awards and standards.

19. Site personnel proposed for the project, attach resume of qualifications and experience: (e.g. Project manager, Crew Superintendent, etc.). Refer to the additional minimum qualification requirements indicated in Schedule A – Services.

**Name:**

**Title / Position:**

_____	_____
_____	_____
_____	_____

20. Has your firm or any predecessor firm defaulted on a contract or had work terminated for non-performance within the last five (5) years? If so, on a separate sheet describe the project, owner, date and circumstances/reasons.

**21. Additional Information:**

What other information is not requested here but which you think the City should consider in evaluating your company?

*Comments* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**22. Does your firm have the ability and equipment to remove and dispose of recyclables in a park setting? If yes, briefly describe your past experience.**

*Comments* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**This Submission** is submitted this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_.

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

\_\_\_\_\_  
(Name of Respondent)

\_\_\_\_\_  
(Name of Respondent)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

**APPENDIX B1**

**PRINCIPAL PROJECTS COMPLETED IN THE PAST FIVE YEARS:**

**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**APPENDIX B1 (cont'd)**

**PRINCIPAL PROJECTS COMPLETED IN THE PAST FIVE YEARS:**

**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**APPENDIX B2**

**SIMILAR OR RELATED PROJECTS COMPLETED:**

**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**APPENDIX B2 (cont'd)**

**SIMILAR OR RELATED PROJECTS COMPLETED:**

**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers: Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers: Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers: Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**APPENDIX B3**

**MAJOR PROJECTS UNDERWAY AS OF THE DATE OF SUBMISSION:**

**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**APPENDIX B3 (cont'd)**

**MAJOR PROJECTS UNDERWAY AS OF THE DATE OF SUBMISSION:**

**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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**Project Title:** \_\_\_\_\_  
Project Location: \_\_\_\_\_  
Project Scope: \_\_\_\_\_  
Contract Value (\$): \_\_\_\_\_  
Completion Date: \_\_\_\_\_  
Role (ie: General Contractor, Sub): \_\_\_\_\_  
**Name of Owner (or Consultant):** \_\_\_\_\_  
Refer To (Contact): \_\_\_\_\_  
Telephone/Fax Numbers:      Phone: \_\_\_\_\_      Fax: \_\_\_\_\_  
E-Mail of Project Reference: \_\_\_\_\_

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