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|  | SCHEDULE B - FORM OF QUOTATION |

**RFQ Title: VEHICLE TOWING SERVICES AND SECURE STORAGE SERVICES**

**RFQ No: 1220-040-2022-041**

**CONTRACTOR:**

Legal Name:

Address:

Business Phone:

Business Fax:

Business Email:

**CITY OF SURREY:**

City Representative: Sunny Kaila, Manager, Procurement Services

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

1.If this Quotation is accepted by the City, an Agreement will be created as described in:

(a) the Agreement;

(b) the RFQ; and

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

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

3. I/We have reviewed the proposed Agreement attached to this RFQ as Attachment 1. If requested by the City, I/we would be prepared to enter into the Agreement, amended by the following departures (list, if any):

**Section Requested Departures / Additions**

4. The City of Surrey requires that the successful Contractor have the following in place **before commencing the Services**:

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

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

1. Prime Contractor qualified coordinator is Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

and Contact Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

1. Insurance coverage for the amounts required in the proposed Agreement as a minimum, naming the City as additional insured and generally in compliance with the City’s sample insurance certificate form available on the City’s Website [Standard Certificate of Insurance](http://www.surrey.ca/files/DCT_Standard_Certificate_of_Insurance_2014.docx);

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

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

(f) If the Contractor is a company, the company name indicated above is registered with the Registrar of Companies in the Province of British Columbia, Canada, Incorporation Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

5. If requested by the City, I/we would be prepared to enter into the Agreement, amended by the following departures and additions (list, if any):

**Section Requested Departures / Additions**

6.The Contractor acknowledges that the departures it has requested in this Quotation will not form part of the Agreement unless and until the City agrees to them in writing by initialing or otherwise specifically consenting in writing to be bound by any of them.

**SECTION B-1**

**Changes and Additions to Specifications and Scope:**

7. In addition to the warranties provided in the Agreement, this Quotation includes the following warranties:

8. I/we offer the following alternates to improve the Services described in the RFQ (list if any):

**Section Requested Departures / Additions**

**SECTION B-2**

9. **CITY ANNUAL REVENUE SHARE THE GREATER OF THE FOLLOWING:**

(a) Percentage of Gross Revenue is \_\_\_\_\_\_\_\_\_\_% (Refer to Section 1.1(y) of the Agreement); and

(b) Guaranteed Minimum Annual Revenue is $\_\_\_\_\_\_\_\_\_\_\_ (Refer to Section 8.1(a) of the Agreement).

10. Administration Fee is $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Refer to Section 1.1(b) of the Agreement).

11. Towing charges for City owned or Police Vehicles and equipment:

Normal Service, less: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_%

Priority Service, less: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ %

Number of Free tows annually throughout the Term \_\_\_\_\_\_\_, less \_\_\_\_\_\_\_\_\_\_%

(Refer to Section 8.3.3(b) of the Agreement)

12. General Service Charges (not including towing) for Normal Services, as follows:

(i) dead battery $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_

(ii) flat tire repair/changeover $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(iii) other $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

less \_\_\_\_\_\_\_\_\_\_\_\_\_\_%

13. General Service Charges (not including towing) for Priority Services, as follows:

(i) dead battery $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_

(ii) flat tire repair/changeover $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(iii) other $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

less \_\_\_\_\_\_\_\_\_\_\_\_\_\_%

14. Remuneration to be paid to the City for each Vehicle disposed of by the Contractor as scrap.

**SECTION B-3**

15. **Time Schedule:** Contractor should provide an estimated schedule, with major item descriptions and time indicating a commitment to perform the Services within the time specified (use the spaces provided and/or attach additional pages, if necessary)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ACTIVITY** | **SCHEDULE IN (*State*)** | | | | | | |
|  | **1** | **2** | **3** | **4** | **5** | **6** | **7** |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

Note: Commencement of towing services is anticipated no later than January 1, 2023.

**SECTION B-4**

**Key Personnel & Sub-Contractors:**

16. **Key Personnel:** Contractor should list key personnel who will be the primary contact for contract and performance management. Include a brief description of their experience, highlighting relevance and successful completion of work similar to the Services and its scope. By providing this information, you warrant and represent you have each individual’s consent to disclosure of their personal information in accordance with privacy laws:

|  |  |  |
| --- | --- | --- |
| **Name and Title** | **Area of Responsibility** | **Experience** |
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17. **Sub-Contractor(s**): Contractors should provide the following information on the background and experience of all sub-contractors proposed to undertake a portion of the Services.

Nothing creates any contractual relationship between the subcontractors and the City of Surrey.

|  |  |  |  |
| --- | --- | --- | --- |
| **Description of Services** | **Sub-Contractors Name** | **Experience (including years working with Proponent** | **Contact Name / Phone Number** |
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**SECTION B-5**

**Experience and References**

18.Contractor’s relevant experience and qualifications in performing Services similar to those required by the RFQ (use the spaces provided and/or attach additional pages, if necessary):

19. **Client/Customer References:** Name and telephone number) (use the spaces provided and/or attach additional pages, if necessary). The City's preference is to have a minimum of three references

20. **Capability:** Demonstrate and describe your general capability to perform the Services, your understanding of the Services through discussion of key issues, and your ability to meet the requirements of Schedule A (“Services”) of the RFQ and the contract terms:

**SECTION B-6**

**SUPPLEMENTAL INFORMATION**

21. **Billing System:**  A \_\_\_\_\_\_\_\_\_\_\_\_ (computerized or manual) billing system is used. Ad-hoc management reports, as, if and when requested by the Police Representatives and Manager, By-law Enforcement and Licensing Services or their duly authorized representatives \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (are or are not) available within a Reasonable Time of the request.

22. **Samples of Reports:** Contractor should enclose with their Quotation samples of reports that would be made available to the City. If applicable, cost of these reports: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

23. **Technology (Computerized Tow Management Software):** Contractor should describe their proposed technology(ies) they intend to use in the performance of the Services.

Time frame when the software is available, installed and when training would be given shall be supplied via a project management plan. An outline of said plan should be submitted including particulars regarding timelines and dates of milestones.

24. **Towing Vehicles and Equipment and Other Resources:**

**(a)** Contractor should provide details regarding the composition of their fleet including quality, configuration, age and condition to meet the demand:

Typically, a minimum number of **light duty \_\_\_\_\_\_\_\_\_\_\_** (*state quantity);*  **medium duty** \_\_\_\_\_\_\_ (*state quantity*); **heavy duty \_\_\_\_\_\_\_\_\_\_\_\_\_** (*state quantity*); Towing Vehicles meeting the requirements set out by ICBC for registered towers shall be provided to perform the services.

Example:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Vehicle No.** | **Make/Model** | **Considered To Be** **LD/MD/HD** | **GVW** | **Year** | **Quality and Condition** |
| 1. |  |  |  |  |  |  |
| 2. |  |  |  |  |  |  |
| 3. |  |  |  |  |  |  |
| 4. |  |  |  |  |  |  |
| 5. |  |  |  |  |  |  |
| 6. |  |  |  |  |  |  |
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Demonstration of the equipment offered may be required and must comply in all respects with the standards, requirements and governing regulations of the *BC Motor Vehicle Act.*

(b) Contractor should describe their plan to increase or change their fleet of Towing Vehicles towards low or zero emissions tow trucks:

25. **Special Events:** During special events the City may request additional Towing Vehicles. In addition to the quantity of towing vehicles listed above, the maximum number of additional Towing Vehicles the Contractor could provide as, when and if requested to do so by the City is \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Lead time required to obtain additional Towing Vehicles is \_\_\_\_\_\_\_\_\_\_ calendar days/hours.

26. **Training and Safety:**

(a) Describe the scope of operator driver training and safety training which staff and drivers have had (or will have had) prior to being assigned to provide the Services:

(b) Describe what professional development/training initiatives your organization makes available to your staff to enable ongoing professional development and up to date knowledge:

27. **Scrap Vehicle Disposal Procedure:** Describe your procedure pertaining to Abandoned Vehicles and the disposal of Scrap Vehicles:

Insert a brief description of your complaint procedure and complaint resolution process:

28. **Quality Assurance and Quality Control:**

Describe your quality assurance program:

Describe how you will take responsibility for and remedy damage to Vehicles and equipment caused by inappropriate towing work, service deficiencies or sub-standard workmanship by your personnel or subcontractors.

29. **Customer Service Approach**

Describe your customer service approach, including issues management, etc.:

**Response and Escalation**

Describe your escalation process to resolve dispute and manage issues that arise:

**Customer Service Availability**

Describe the availability of your customer service team, i.e., hours of operation, including weekends and/or weekday availability:

30. **Proposed Surrey Tow Yard (Detail Fully):**

(a) Registered Owner(s) of Property:(Name and Address)

(b) Civic Address:

(c) Legal Description:

(d) Current Zoning:

(e) If proposed site is not owner occupied, please provide relevant details: (i.e., lease, terms, special condition(s) under which occupancy is granted or limited to, etc.):

(f) Description of site features (Detail Fully):

(i) landscape and fencing/screening in place or proposed:

(ii) General description of site buildings (should include site plan include outline of proposed secure storage area/building for vehicles impounded for police investigations):

**31. Security Protocols and Procedures**

Contractor should describe their processes and procedures for maintaining confidentiality of the Services, names and other confidential or personal information. Please include a brief description of your information technology and data security polices as they pertain to your records management and maintenance. Please provide a description of measures taken to maintain restricted access to records and to ensure appropriate data security practices are implemented and followed:

**32 Additional and Value-Added Services**:

Describe in detail any additional or value-added services not specifically requested but offered. There will be no extra costs associated with these services unless such costs are specifically included and explained. Nothing in this section 30 will apply unless incorporated into the Agreement:

**33. Other Information:**

Provide any other details and information you consider relevant or applicable to the RFQ and your Quotation or that specifically differentiates your Quotation from others:

I/We the undersigned duly authorized representatives of the Contractor, having received and carefully reviewed the RFQ and the Agreement, submit this Quotation in response to the RFQ.

This Quotation is executed by the Contractor this \_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 2022.

**CONTRACTOR**

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

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