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|  | **SCHEDULE B** **APPLICATION FOR A****STANDING OFFER AGREEMENT** |

**Request for Standing Offer Title: Cleaning Supplies, Equipment and Custodial Goods**

**Request for Standing Offer No.: 1220-060-2020-007**

**APPLICANT**

**Legal Name:**

**Contact Person and Title:**

**Business Address:**

**Business Telephone:**

**Business Fax:**

**Business E-Mail Address:**

**CITY OF SURREY**

City Representative: Richard D. Oppelt, Manager, Procurement Services

Address: City of Surrey, Surrey City Hall

E-mail for PDF Files: purchasing@surrey.ca

1. It is understood and agreed by the Applicant that should an Application be selected by the City; it will result in a standing offer agreement (“**Standing Offer**”) only and the Goods and Services will be ordered by the City solely on an “as and when required” basis. The aggregate value of the Goods and Services which may be ordered is conditional upon the needs of the City. No compensation will be accrued, owed or paid to any Applicant in the event that the Goods and Services are not ordered. If a Standing Offer is executed by the City, at the sole option of the City, the City may place an order (the “**Order**”) for Goods and Services specified in the Order and the Applicant agrees to provide those Goods and Services. The parties agree that the City may not place any orders for Goods and Services with the Applicant for the duration of the term of the Standing Offer. The parties agree that the City may purchase identical or similar Goods and Services from any other source.

2. If this offer is accepted by the City, such offer and acceptance will create a Standing Offer as described in:

(a) the Request;

(b) the specifications of Goods and scope of Services set out above and in Schedule A, to Attachment 1, of the Request;

(c) the Standing Offer Agreement;

(d) this Application;

(e) an Order (if any); and

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

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

4. The Applicant offers to supply to the City of Surrey the Goods and Services minimum percentage discounts as follows:

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| **CATEGORY** | **DESCRIPTION** | **MINIMUM PER CENT DISCOUNT\*** |
| 1 | CHEMICALS | % |
| 2 | SKIN CARE | % |
| 3 | PAPER TOWELS, TISSUES AND OTHER CONSUMABLE ITEMS | % |
| 4 | SANITARY MAINTENANCE AND EQUIPMENT | % |
| 5 | SAFETY HAZARD SUPPLIES | % |
| 6 | MISCELLANEOUS CLEANING SUPPLIES | % |
| **Payment Terms**:  A cash discount of \_\_\_\_% will be allowed if invoices are paid within \_\_\_ days, or the \_\_\_ day of the month following, or net 30 days, on a best effort basis. | | |

\*This discount will be valid for the duration of the agreement and will apply to any and all janitorial cleaning products ordered from the Applicant’s catalogue(s) whether they be in print form or items available for ordering online. The Applicant will provide the City with the maximum discount possible from their catalogue list price to match or improve on competitor’s retail prices for same exact product required by the City.

1. **Catalogue List Price**
2. Catalogue list prices are those listed in the current version of the Contractor’s commercially available catalogues and will be the basis for which all discounts are applied to arrive at the City’s net cost.

1. The catalogues provided shall consist of a publicly accessible on-line catalogue and must contain a full range of cleaning supplies, equipment and custodial related products in all categories. All catalogues should be named, numbered and dated. The Applicant may offer more than one catalogue per category but only one discount per category.
2. Pricing for items online must display Applicant’s listing price, corresponding % discount offered and net price after discount of each product item, visible to the City’s end user group at all times.
3. **Additional Savings**
4. If at any time a commercial sale price is offered to the public and is cheaper than a contract price, the sale price must be offered to the City in lieu of the contracted discount price.
5. The labour rates are all inclusive including, without limitation, wages, benefits, vehicle, fuel, tools, mobilization and demobilization, overhead and profit.

5.In addition to the warranties provided in the Standing Offer Agreement this offer includes the following warranties (use the spaces provided and/or attach additional pages, if necessary):

**Experience, Reputation and Resources:**

6. **Experience and Qualifications**: Applicant should provide relevant experience and qualifications in delivering Goods and Services similar to those required by the RFA/SOA (use the spaces provided and/or attach additional pages, if necessary):

Note: Applications should include definitive information regarding the experience and qualifications. The Applicant may be required, before the award of any contract, to show, to the complete satisfaction of the City, that it has the necessary facilities, ability, experience, and financial resources to provide the Goods and Services specified herein in a satisfactory manner.

7. **References**: List current major customers that are comparable to City’s requirements insofar as size and green cleaning requirements are concerned. Provide company name, telephone number, location and size (use the spaces provided and/or attach additional pages, if necessary). The City's preference is to have a minimum of three references. Previous clients of the Contractor may be contacted at the City’s discretion.

8. **Key Personnel**: Applicant should provide information on the background and experience of all key personnel proposed to provide the Goods and Services (use the spaces provided and/or attach additional pages, if necessary):

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Experience: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dates: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Project Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Responsibility: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9. Applicants should provide the following information on the background and experience of all sub-contractors proposed to undertake a portion of the Goods and Services (use the spaces provided and/or attach additional pages, if necessary):

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| --- | --- | --- | --- |
| **Description of Goods and Services** | **Sub-Contractors Name** | **Years of Working with Applicant** | **Telephone Number and Email** |
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**Technical Criteria:**

1. Provide a description of the products, services and solutions that could be provided by the major categories set forth in Schedule A – Specifications of Goods and Scope of Services. The primary objective is for each Applicant to provide its complete offering so that the City’s facilities may order a range of products, services and solutions as appropriate for their needs.

1. Describe any special programs that the Applicant can offer that could improve the City’s ability to access products, on-time delivery or other innovative strategies.

1. Describe the capacity of the Applicant to broaden the scope of the Services and keep product offerings current and ensure that the latest products, standards and technology for cleaning supplies, equipment and custodial related products, services and solutions.

1. Applicant should describe their capacity to employ EDI, telephone, e-commerce, with a specific proposal for processing orders. Applicant should state which forms of ordering allow the use of a procurement card (P-Card).

1. Applicant should describe their internal management system for processing orders from point of customer contact through delivery and billing.

1. Applicant should describe their ability to accept orders electronically.

1. **Reporting**: Applicant should describe their capacity to report monthly management reports (i.e., commodity histories, procurement card histories, green spend, etc. for each City facility. Provide sample reports as described in Schedule A, if available.

1. Applicant should provide any suggested improvements and alternatives for doing business with the City that will make this Standing Offer more cost effective for your company and the City.

1. Applicant should describe their implementation plan, including setting-up online accounts, training etc. necessary for the performance of Services.

1. **Sustainability Initiative**: Applicant should provide a brief description of any company environmental initiatives.

Does your company have a recyclable products program (both for equipment and packaging?

1. Does your company have a program for buybacks or trade-ins or other incentives for obsolete or otherwise unusable items?

1. **Customer Service and Support:**
2. The City desires a support relationship with the Applicant that will ensure timely delivery, competent technical support for the Goods, as well as professional and timely response and resolution of any issues. Describe how you will meet these requirements:

1. Applicant should describe how you will effectively communicate with the City and the City’s facility representatives in various locations:

1. How are customer complaints measured and categorized? What processes are in place to know that a problem has been resolved?

1. The Applicant should describe the methodologies of how training is delivered, in-person, on-site, web, etc.

1. The Applicant should describe your company’s ability to provide trouble-shooting services. Provide sample scenario.

1. The Applicant should describe your company’s ability to provide on-site efficiency, safety, and cost reduction audits.

1. The Applicant should describe your company’s ability to set-up individual on-line ordering accounts for various departments within the City.

1. **Quality Assurance:**
2. Applicant shoulddescribe your Quality Assurance Program. Provide sample if available.

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1. Provide a description of your quality control processes from manufacture/distribution through delivery.

1. What methodologies do you use to ensure compliance with your specifications and industry standards?

1. Describe how you will address performance service level as described in Section 15 – Customer Support.

1. Describe how you will address problem resolution as described in Section 15 – Customer Support. How are customer complaints measured and categorized? What processes are in place to know that a problem has been resolved?

1. **Health and Safety:** Utilization of Occupational Health and Safety (OH&S) – Applicant should provide evidence of a current program in place, including Covid-19 safety protocols. Provide a sample or example OH & S program with general safety program for all workers.

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Do you have specific Health and Safety Training Program for supervisors?

Yes  No

Do you have comprehensive COVID-19 protocols in place? If yes, provide a copy.

Yes  No

Have your employees received the required Health and Safety training and retraining?

Yes  No

Corporate OH&S policy attached (please tick to confirm).

1. Due to the current COVID-19 situation, the Applicant should provide response to the following (use the spaces provided and/or attach additional pages, if necessary):
2. **Risk Mitigation Plan**: information that adheres to the current guidelines on HealthLinkBC and WorkSafeBC, that addresses at minimum, the following:
3. preventative measures (e.g., social and physical distancing and supplies).

1. policies for employees related to sickness (e.g., the steps you are taking to protect the health and safety of your staff, your plan for employees who may have, or think they may have, been exposed to the virus, have tested positive or are exhibiting symptoms).

1. **Business Continuity Plan**: for execution of Services provide information on how the Applicant is planning to minimize known and reasonably foreseeable impacts of COVID-19 on your workplace. This plan should address, at minimum:
2. Training for staff and back-up resources;
3. Staff absences (e.g., planning for significant staff absences);
4. Potential material supply; and
5. Any other current or reasonably foreseeable COVID-19 impacts to the delivery of the Services.

1. **Value Added Information**:

Please use this opportunity to describe any/all other features, advantages and benefits of your organization that you feel may provide additional value and benefit to the City.

1. I/We have reviewed the Standing Offer Agreement. If requested by the City, I/we would be prepared to enter into an agreement that incorporates the Standing Offer Agreement, amended by the following departures (list, if any):

**Section Requested Departure / Alternative(s)**

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1. The City of Surrey requires that the successful Applicant have the following in place before performing the Services:

(a) 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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(b) Prime Contractor qualified coordinator is Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and Contact Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(c) 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 at [www.surrey.ca](http://www.surrey.ca) search [Contractors Certificate of Insurance](http://www.surrey.ca/files/DCT_Consultants_Form_Certificate_of_Insurance_2014.docx);

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

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

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

As of the date of this Application, we advise that we have the ability to meet all of the above requirements except as follows (list, if any):

**Section Requested Departure / Alternative(s)**

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

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1. The Applicant acknowledges that the departures it has requested in Sections 26 and 27 of this Application will not form part of the Agreement unless and until the City agrees to them in writing by initialling or otherwise specifically consenting in writing to be bound by any of them.
2. I/We the undersigned duly authorized representatives of the Applicant, having received and carefully reviewed the Request including without limitation the Standing Offer Agreement, submit this Application in response to the Request.

This Application is offered by the Applicant this \_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 202\_.

**APPLICANT**

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

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