



REQUEST FOR PROPOSALS

Title: **SAFE Program**

Reference No.: 1220-030-2024-028

FOR PROFESSIONAL SERVICES (CONSULTANT)

(General Services)
Issuance Date: July 9, 2024

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REQUEST FOR PROPOSALS

1. INTRODUCTION

1.1 Purpose

The purpose of this request for proposals (“**RFP**”) is to select a service provider (or service providers) to perform the services (“**Services**”) described in Schedule A.

1.2 Definitions

In this RFP 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 2.5;

“**City Website**” means www.surrey.ca;

“**Closing Time**” has the meaning set out in Section 2.1;

“**Contract**” means a formal written contract between the City and a Preferred Proponent to undertake the Services, the preferred form of which is attached as Schedule B;

“**Evaluation Team**” means the team appointed by the City;

“**Information Meeting**” has the meaning set out in Section 2.2;

“**Preferred Proponent(s)**” means the Proponent(s) selected by the Evaluation Team to enter into negotiations for a Contract;

“**Proponent**” means an entity that submits a Proposal;

“**Proposal**” means a proposal submitted in response to this RFP;

“**RFP**” means this Request for Proposals;

“**Services**” has the meaning set out in Schedule A;

“**Site**” means the place or places where the Services are to be performed; and

“**Statement of Departures**” means Schedule C-1 to the form of Proposal attached as Schedule C.

2. INSTRUCTIONS TO PROPONENTS

2.1 Closing Time and Address for Proposal Delivery

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

on or before the following date and time

Time: 3:00 p.m., local time

Date: August 23, 2024

(the “Closing Time”).

Confirmation of receipt of email will be issued. Proposals that cannot be opened or viewed may be rejected. A Proponent bears all risk that the City’s receiving computer equipment functions properly so that the Proposal is received by the Closing Time.

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

2.2 Information Meeting

An information meeting may be hosted by the City Representative to discuss the City’s requirements under this RFP (the “**Information Meeting**”). While attendance is at the discretion of Proponents, Proponents 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 RFP a meeting has not been scheduled.

2.3 Late Proposals

Proposals received after the Closing Time will not be accepted or considered. A Proponent bears all risk that the City’s receiving computer equipment functions properly so that the Proposal is received by the Closing Time.

2.4 Amendments to Proposals

Proposals may be revised by written amendment, delivered to the email address set out in Section 2.1, at any time before the Closing Time but not after. An amendment should be signed by an authorized signatory of the Proponent in the same manner as provided by Section 3.2. E-mailed amendments are permitted, but such amendment should show only the change to the proposal price(s) and should not disclose the actual proposal price(s). A Proponent bears all risk that the City’s computer equipment functions properly so as to facilitate timely delivery of any amendment.

2.5 Inquiries

All inquiries related to this RFP 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: Sunny Kaila, Manager, Procurement Services

E-mail: purchasing@surrey.ca

Reference: 1220-030-2024-028

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

Proponents finding discrepancies or omissions in the Contract or RFP, 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 RFP, the City Representative will issue an addendum in accordance with Section 2.6. No oral conversation will affect or modify the terms of this RFP or may be relied upon by any Proponent.

2.6 Addenda

If the City determines that an amendment is required to this RFP, the City Representative will issue a written addendum by posting it on the BC Bid Website at www.bcbid.gov.bc.ca and the City Website at www.surrey.ca (collectively, the “**Websites**”), and upon posting, any addenda will form part of this RFP. It is the responsibility of Proponents to check the Websites for addenda. The only way this RFP 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 RFP or may be relied upon by any Proponent. By delivery of a Proposal the Proponent is deemed to have received, accepted and understood the entire RFP, including any and all addenda.

2.7 Examination of Contract Documents and Site

Proponents will be deemed to have carefully examined the RFP, including all attached Schedules, the Contract and the Site (as applicable) prior to preparing and submitting a Proposal with respect to any and all facts which may influence a Proposal.

2.8 Opening of Proposals

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

2.9 Status Inquiries

All inquiries related to the status of this RFP, including whether or not a Contract has been awarded, should be directed to the City Website and not to the City Representative.

3. PROPOSAL SUBMISSION FORM AND CONTENTS

3.1 Form of Proposal

Proponents should complete the form of Proposal attached as Schedule C, including Schedules C-1 to C-4. Proponents are encouraged to respond to the items listed in Schedules C-1 to C-4 in the order listed. Proponents are encouraged to use the forms provided and attach additional pages as necessary.

3.2 Signature

The legal name of the person or firm submitting the Proposal should be inserted in Schedule C. The Proposal should be signed by a person authorized to sign on behalf of the Proponent and include the following:

- (a) If the Proponent is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Proposal 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 Proposal on behalf of the corporation is submitted;
- (b) If the Proponent 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 Proponent 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 Proposals will be undertaken on behalf of the City by an evaluation team appointed by the City (the "**Evaluation Team**"), which may consist of one or more persons. 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 will give a written recommendation for the selection of a Preferred Proponent or Preferred Proponents to the City.

4.2 Evaluation Criteria

The Evaluation Team will compare and evaluate all Proposals to determine each Proponent's strength and ability to provide the Services in order to determine the Proposal, or Proposals, which are most advantageous to the City, using the following criteria:

- (a) Experience, Reputation and Resources – The Proponent’s experience, reputation and resources as applicable to the performance of the Services.

For this evaluation criterion The Evaluation Team will consider the Proponent’s responses to items in Schedule C-2.

- (b) Technical – The Proponent’s technical proposal for the performance of the Services as outlined in the Proponent’s responses to items in Schedule C-3.
- (c) Financial – The Proponent’s financial proposal for the performance of the Services as described in the Proponent’s response to Schedule C-4.
- (d) Statement of Departures - The Evaluation Team will consider the Proponent’s response to Schedule C-1.

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

4.3 Discrepancies in Proponent's Financial Proposal

If there are any obvious discrepancies, errors or omissions in Schedule C-4 of a Proposal (Proponent’s Financial Proposal), then the City shall be entitled to make obvious corrections, but only if, and to the extent, the corrections are apparent from the Proposal as submitted, and in particular:

- (a) if there is a discrepancy between a unit price and the extended total, then the unit prices shall be deemed to be correct, and corresponding corrections will be made to the extended totals;
- (b) if a unit price has been given but the corresponding extended total has been omitted, then the extended total will be calculated from the unit price and the estimated quantity; and
- (c) if an extended total has been given but the corresponding unit price has been omitted, then the unit price will be calculated from the extended total and the estimated quantity.

4.4 Litigation

In addition to any other provision of this RFP, the City may, in its absolute discretion, reject a Proposal if the Proponent, or any officer or director of the Proponent submitting the Proposal, 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 against any officers or directors of the Proponent.

In determining whether or not to reject a Proposal under this Section, the City will consider whether the litigation is likely to affect the Proponent’s ability to work with the City, its

consultants and representatives and whether the City's experience with the Proponent indicates that there is a risk the City will incur increased staff and legal costs in the administration of the Agreement if it is awarded to the Proponent.

4.5 Additional Information

The Evaluation Team may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and the Evaluation Team may make such requests to only selected Proponents. The Evaluation Team may consider such clarifications or additional information in evaluating a Proposal.

4.6 Interviews

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

4.7 Multiple Preferred Proponents

The City reserves the right and discretion to divide up the Services, either by scope, geographic area, or other basis as the City may decide, and to select one or more Preferred Proponents to enter into discussions with the City for one or more Contracts to perform a portion or portions of the Services. If the City exercises its discretion to divide up the Services, the City will do so reasonably having regard for the RFP and the basis of Proposals.

In addition to any other provision of this RFP, Proposals may be evaluated on the basis of advantages and disadvantages to the City that might result or be achieved from the City dividing up the Services and entering into one or more Contracts with one or more Proponents.

4.8 Negotiation of Contract and Award

If the City selects a Preferred Proponent or Preferred Proponents, then it may:

- (a) enter into a Contract with the Preferred Proponent(s); or
- (b) enter into discussions with the Preferred Proponent(s) to attempt to finalize the terms of the Contract(s), including financial terms, and such discussions may include:
 - (1) clarification of any outstanding issues arising from the Preferred Proponent's Proposal;
 - (2) negotiation of amendments to the departures to the draft Contract, if any, proposed by the Preferred Proponent as set in Schedule C-1 to the Preferred Proponent's Proposal; and
 - (3) negotiation of amendments to the Preferred Proponent's price(s) as set out in Schedule C-4 to the Preferred Proponent's Proposal and/or scope of Services if:
 - (A) the Preferred Proponent's financial Proposal exceeds the City's approved budget, or
 - (B) the City reasonably concludes the Preferred Proponent's financial proposal includes a price(s) that is unbalanced, or
 - (C) a knowledgeable third party would judge that the Preferred Proponent's price(s) materially exceed a fair market price(s) for

services similar to the Services offered by the Preferred Proponent as described in the Preferred Proponent's Proposal; or

- (c) if at any time the City reasonably forms the opinion that a mutually acceptable agreement is not likely to be reached within a reasonable time, give the Preferred Proponent(s) written notice to terminate discussions, in which event the City may then either open discussions with another Proponent or terminate this RFP and retain or obtain the Services in some other manner.

5. GENERAL CONDITIONS

5.1 No City Obligation

Notwithstanding any other provision in this RFP, this RFP is not a tender and does not commit the City in any way to select a Preferred Proponent, or to proceed to negotiations for a Contract, or to award any Contract, and the City reserves the right to at any time, and for any reason, reject all Proposals, and to terminate this RFP process without further explanation. The City is under no obligation to consider any Proposal, including the Proposal with the lowest price, or to select as the Preferred Proponent the Proponent that submits the Proposals with the lowest price.

5.2 Proponent's Expenses

Proponents are solely responsible for their own expenses in preparing, and submitting Proposals, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from this RFP. The City and its representatives, agents, consultants and advisors will not be liable to any Proponent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Proponent in preparing and submitting a Proposal, or participating in negotiations for a Contract, or other activity related to or arising out of this RFP.

5.3 No Contract

By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contract of any kind is formed under, or arises from this RFP, prior to the signing of a formal written Contract.

5.4 Conflict of Interest

A Proponent shall disclose in its Proposal 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, City Staff and City Consultants

Proponents and their agents will not contact any member of the City Council, City staff or City consultants with respect to this RFP, other than the City Representative named in section 2.5, at any time prior to the award of a contract or the cancellation of this RFP and which could be viewed as one Proponent attempting to seek an unfair advantage over other Proponents.

5.6 Confidentiality

All submissions become the property of the City and will not be returned to the Proponent. All submissions will be held in confidence by the City unless otherwise required by law. Proponents 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.

5.7 No Claims

Each Proponent, by submitting a Proposal, irrevocably:

- (a) agrees that it will not bring any claim, demand, action, cause of action, suit or proceeding, whether arising in contract, tort (including negligence) or otherwise (a “**Claim**”) against the City or any of its employees, directors, officers, advisors or representatives, or any one of them, for any costs, damages or other compensation for any matter relating directly or indirectly to this RFP (including in the event that the City rejects or disqualifies or for any other reason fails to accept a Proposal, accepts a non-compliant Proposal or otherwise breaches, or fundamentally breaches, the terms of this RFP or any duties arising from this RFP; and
- (b) waives any Claim against the City and its employees, directors, officers, advisors or representatives, or any one of them, for any compensation of whatsoever nature or kind, including for loss of anticipated profits, loss of opportunity, indirect, incidental or consequential damages or losses if no contract is entered into for the Services between the Proponent and the City for any reason whatsoever, including in the event that the City rejects or disqualifies or for any other reason fails to accept a Proposal, accepts a non-compliant Proposal or otherwise breaches, or fundamentally breaches, the terms of this RFP or any duties arising from this RFP.

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SCHEDULE A – SCOPE OF SERVICES

Background

Originally implemented in 2019, the SAFE Program represented a first-of-its-kind collaborative approach to reducing risk and strengthening resiliency for Surrey children, youth, and families. It involved 10 multi-sectoral partners delivering 11 individual programs over five years. During this pilot phase, SAFE was the recipient of two awards and garnered national attention for its collaborative model which has been regarded as best practice for strengthening child and youth connection to school, family, and community.

Invitation for Funding Proposals

Based on the success of SAFE, the City of Surrey has committed core funding to continue its legacy. Community organizations are invited to submit three-year funding proposals that, if successful, will comprise a reimagined SAFE Program.

The overall objective of the SAFE Program is to prevent and address youth exploitation, victimization, and involvement in antisocial activities by strengthening resiliency and connection to family, school, and community.

Proposal Guidelines

- The City of Surrey is accepting funding proposals that support three years of project activities beginning January 1, 2025 and culminating December 31, 2027.
- Proposals must demonstrate how funded activities will directly reduce risk and strengthen resiliency for 6- to 24-year-old Surrey residents and/or caregivers.
- Pre-existing projects receiving City funding to operate effective January 1, 2025 are ineligible for consideration.
- Proposals should not outline projects that duplicate existing programs and services currently offered in Surrey.
- Proposals must include an annual budget that is broken down across eligible cost categories and remains constant across each of SAFE's three fiscal years.
- Proposals requesting annual funding exceeding \$300,000 will not be considered.
- Proposals must outline intended outcomes and describe planned evaluation activities to measure project performance to reach these outcomes.
- Successful applicants will be required to submit quarterly activity and financial reports.
- Quarterly progress payments will be issued by the City once it determines that all reporting deliverables are complete and accurate. Final payment will require a three-year project final evaluation report to accompany final quarterly activity and financial reporting.
- Organizations must acknowledge that funded programs must assign a representative to participate in the weekly Children and Youth At-Risk Table (CHART) meetings.

Eligible Cost Categories

1. *Access Fees/Participant Incentives*: Expenses for participants to engage in recreational or cultural activities related to project objectives. Should be of low monetary value, encourage client participation, and/or be based on participants reaching milestones.

2. *Administrative Expenses*: Costs related to human resources, financial accounting, and project management. Amount must be supported by reasonable methodology and pertain to costs directly related to project administration. Must not exceed 10% of annual budget.
3. *Computer Services & Licensing*: IT and software licensing expenses required for project.
4. *Consultant/Professional Services*: Expenses related to contracting the services of external professionals to support project design, delivery, and/or evaluation.
5. *Honoraria*: One time remuneration for activities that support project objectives including but not limited to guest speakers.
6. *Insurance*: Insurance on buildings and equipment related to project delivery as well as liability insurance for project staff to deliver program activities.
7. *Leases, Rentals & Utilities*: Lease/rent and utility expenses such as electricity, heat, water, and landline and mobile telephone plans.
8. *Meals & Refreshments*: Food and beverage related costs required for project delivery.
9. *Salaries & Benefits*: Payroll expenses for professional positions to deliver the project.
10. *Supplies & Office Equipment*: Reasonably sourced items required to perform project activities including but not limited to stationery, arts and crafts, and recreational supplies. Include expenses that do not directly align with other cost categories here.
11. *Transportation*: Mileage, parking, and client transportation expenses required for project delivery.

SAFE Program Priorities

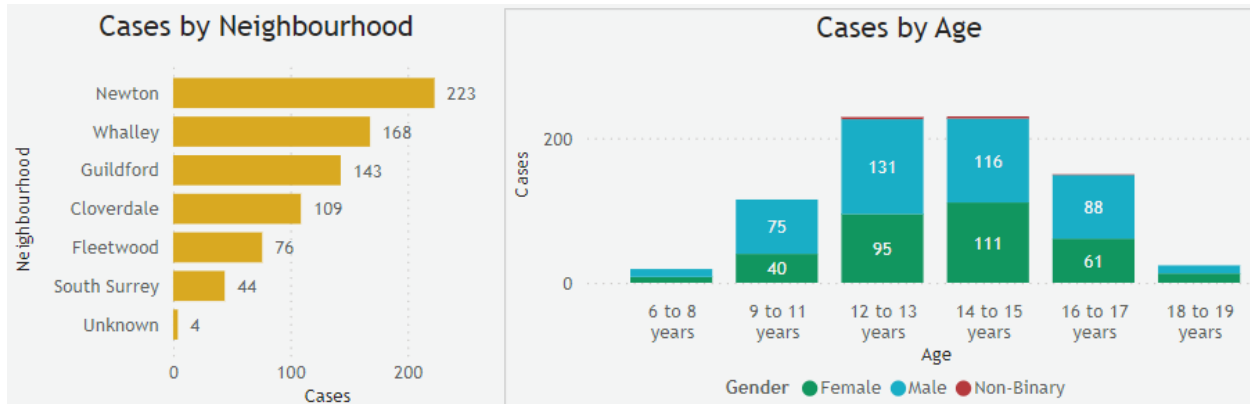
Project proposals should prioritize trauma-informed programs that align with one or more of the following six SAFE Program priorities:

- Family strengthening
- Mental health support
- Promoting healthy relationships (peer and/or intimate)
- Culturally appropriate and linguistic specific support
- Programming for Indigenous children, youth and/or families
- Individualized supports to mitigate risk and enhance protective factors

Surrey Specific Data

From February 2019 to April 2024, Surrey's Children and Youth At-Risk Table (CHART) implemented 767 multi-agency support plans for 6- to 19-year-old Surrey residents and their families. The following data was extracted from the CHART database on April 23, 2024 and is being shared to support the development of program proposals:

Demographic Data



Risk Data

Up to 100 risk factors are tracked for each accepted CHART case. A total of 14,622 risk factors were recorded for the first 767 cases accepted. The 20 most common risk factors observed across total accepted cases are listed below starting with most common:

Risk Domain	Risk Category	Risk Factor	% of cases
School	School	Academic struggles / disengaged learner	75%
Family	Parenting / Supervision	Parent-child conflict	64%
Peer	Family / Peer Relationships	Associating with negative peers	64%
School	School	Chronic absenteeism	57%
Family	Parenting / Supervision	Weak parental attachment	56%
Individual	Social Risk Factors	Vulnerable for gang recruitment	53%
Family	Parenting / Supervision	Break-up of family unit	52%
Community	Socio-Economic Vulnerability	Family is in a tough financial situation	48%
Individual	Mental Health	Suspected mental illness	43%
Peer	Family / Peer Relationships	Rejected by others	43%
Individual	Mental Health	Witnessed traumatic event	41%
Family	Family / Peer Relationships	Affected by emotional violence	39%
Family	Parenting / Supervision	Does not receive adequate supervision	39%
School	School	Suspension	38%
Family	Other Family Risk Factors	Mental health issues in the home	38%
Individual	Victimization	Victim of emotional violence	38%
Family	Other Family Risk Factors	Lack of positive adult role model at home	36%
Individual	Social Risk Factors	School designation(s)	34%
Individual	Anti-Social / Gang-Related	Perpetrator of physical violence	33%
Family	Other Family Risk Factors	Anti-social behaviour in the home	32%

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SCHEDULE B – DRAFT MEMORANDUM OF UNDERSTANDING

Between

City of Surrey (“City”)

and

AGENCY LEGAL NAME (“AGENCY ABBREVIATED”)

Regarding delivery of youth resiliency strengthening programming to support the SAFE Program (“SAFE”)

This Memorandum of Understanding (“MOU”) will govern a collaborative and mutually beneficial working relationship between the City and AGENCY ABBREVIATED to provide early intervention services that build youth resiliency and strengthen family, school, and community connection through delivery of PROGRAM NAME.

1. Background

SAFE launched January 2019 under a five-year contribution agreement between Public Safety Canada and the City valued at \$7.5M (\$1.5M per year). SAFE was developed in response to the urgent need for a coordinated, evidence-based approach to prevent and address affiliation with criminal groups and violence. Under the City’s leadership, SAFE operated through a multi-sectoral partnership model wherein professionals representing government, law enforcement, education and non-profit collaboratively delivered 11 individual intervention programs from 2019 to 2023. Partners enriched SAFE through their expertise and experience supporting the target client population which included children, youth, and caregivers. Federal funding for SAFE ceased December 31, 2023, however, on December 7, 2023, Surrey’s Mayor publicly announced that Council had authorized City funding to sustain the SAFE Program. The City will continue to work with its SAFE partners to enhance early intervention services which build youth resiliency and strengthen family, school and community connection. AGENCY ABBREVIATED has agreed to deliver PROGRAM NAME as a key component of SAFE. AGENCY ABBREVIATED agrees to take all necessary actions to deliver PROGRAM NAME in accordance with this MOU (“the Services”). In return, the City will provide a portion of available City funding to support costs incurred by AGENCY ABBREVIATED from 2025 to 2027, up to a maximum of ELIGIBLE FUNDING AMOUNT.

2. Objective

The objective of SAFE is to deliver prevention and early intervention services which enhance youth resiliency and strengthen family, school, and community connections.

The objective of this MOU is to:

- govern the delivery of the Services provided by AGENCY ABBREVIATED in return for funds received from the City; and
- clearly outline information and reporting protocols between AGENCY ABBREVIATED and the City related to delivery of the Services.

3. Information Sharing

It will be necessary for AGENCY ABBREVIATED and the City to share certain information to deliver the Services in a coordinated manner. In all cases, except as required for organizations governed under the British Columbia *Freedom of Information and Protection of Privacy Act*, the *Personal Information Protection Act*, and/or the Federal *Personal Information Protection and Electronic Documents Act* to comply with their respective statute(s), the parties to this MOU agree (as outlined below) to protect and share information related to the delivery of the Services. Parties to this MOU also agree to act in accordance with *Canada's Anti-Spam Legislation*. Under the above-noted statutes, personal information can only be collected and used for its intended purpose, as consented to by the individual from whom the personal information was collected. With regards to information sharing under this MOU:

- AGENCY ABBREVIATED agrees to consult with the City before any public release of information regarding their participation in SAFE, activities under the MOU or other program-related communication, regardless of the information channel used;
- As part of participating in SAFE, AGENCY ABBREVIATED will participate in the Children and Youth At-Risk Table ("CHART"). In this capacity, and as part of their delivery of the Services under this MOU, AGENCY ABBREVIATED may be provided with or create confidential information, including but not limited to personal information on program clients, financial information required to administer the Services, and other information as required;
- AGENCY ABBREVIATED agrees to protect and securely store program-related information in line with a Common or Integrated Program Agreement ("CIPA") included as Annex A and a Confidentiality and Non-Disclosure Agreement ("NDA") included as Annex B;
- AGENCY ABBREVIATED undertakes that their staff will ensure the adequate and secure storage of information in any form that is received from clients related to delivery of SAFE in line with CIPA, NDA, and applicable legislation; and
- AGENCY ABBREVIATED, as part of its responsibilities, will make all reasonable efforts to provide the City with whatever information is necessary to administer the Services, including by providing the City with copies of records and materials.

4. Roles and Responsibilities

The City will:

- Provide funding to support delivery of the Services in line with the budget for the Services (included as part of Annex C);
- Provide administrative support and coordination of other partner communications to support delivery of the Services by AGENCY ABBREVIATED;
- Develop tools and approaches as well as support their implementation by partners to support effective performance measurement;
- Establish a governance committee, made up of senior leaders or their designates from City partners that are directly funded or otherwise participate in City-led youth resiliency initiatives; and
- Chair and provide secretariat services for CHART and the governance committee.

AGENCY ABBREVIATED will:

- Receive up to ELIGIBLE FUNDING AMOUNT in funding to support delivery of the Services from January 1, 2025 to December 31, 2027;
- Coordinate and deliver the Services in accordance with the Scope of Work (Annex C);

- Provide time and administrative resources to support information sharing, reporting and budget management in relation to the delivery of the Services under this MOU;
- Assign one or more staff members to actively participate in weekly CHART meetings including generating and supporting referrals where appropriate as well as always adhering to expectations as per section 3 “Information Sharing”;
- Allocate time for their representative to participate on the governance committee;
- Contribute to promotion and communication of SAFE in coordination with the City as per section 3 “Information Sharing”;
- Participate in SAFE’s performance measurement by providing reports in accordance with Section 6 as well as participating in interviews and/or surveys as directed by the City;
- Ensure that funding provided under this MOU is managed with transparency by meeting all City requirements under the Reporting Framework (section 6 / Annex D); and
- Abide by Health and Safety Expectations (Annex H).

5. Budget Adherence

Management of the budget for the Services is governed by this MOU and the budget outlined in Annex F. As such, AGENCY ABBREVIATED agrees to align budget forecasting, recording, and reporting with the requirements set out below.

Specifically, AGENCY ABBREVIATED will:

- Deliver the Services in accordance with the budget forecast outlined in Annex F;
- Contact the City to request reallocating funds from one eligible SAFE cost category to another (including categories with no funds listed in Annex F where appropriate) and await City approval prior to expending funds;
- Not expect reimbursement for expenditures that, while perhaps supportive of the Services, do not align with eligible cost categories for SAFE (Annex E);
- Provide reports on expenditures as required by the City and as outlined in section 6 / Annex D of this MOU; and
- Provide updates on expenditures related to delivery of the Services upon request by City.

Eligible cost categories and their corresponding definitions are included in Annex E. If it is unclear to AGENCY ABBREVIATED whether or not a proposed expenditure aligns with a particular cost category, the City should be consulted prior to expending funds. For the avoidance of doubt, key conditions include but are not limited to the following:

- Expenditures that do not align with SAFE’s eligible cost categories are not reimbursable;
- Total eligible expenditures exceeding the agreed upon yearly budget outlined in Annex F are not reimbursable;
- Funds can be spread across reporting periods within the calendar fiscal year if necessary but unused funds at year end are not transferrable and will be forfeited back to the City; and
- Reimbursement will take place through progress payments following completion of reporting to the City’s satisfaction in accordance with Section 6.

AGENCY ABBREVIATED agrees that any costs related to the Services incurred prior to January 1, 2025 as well as any costs outside the agreed budget outlined in Annex F will not be eligible for funding from City unless otherwise agreed in writing.

If new budget conditions are required in future, they will be drafted, reviewed, and approved by both parties as an addendum to this MOU.

6. Reporting Framework

The Reporting Framework outlines mandatory requirements to report on the Services, specifically financial and activity reporting elements that together support meaningful reporting under this MOU.

Annex D illustrates a timeline of when reports are due to the City as well as when reimbursement can be expected.

As each reporting period draws near, City will contact AGENCY ABBREVIATED to request upcoming reporting. For the avoidance of doubt:

- Financial reporting will follow the Budget Reporting sample template outlined in Annex F. Prior to each reporting period, a blank template specific to the Services will be circulated to AGENCY ABBREVIATED by the City.
- Financial reports must be supported by appropriate documentation including, at a minimum, a General Ledger. AGENCY ABBREVIATED must retain additional documentation such as invoices and receipts and provide to the City within thirty (30) days upon request.
- Client activity reporting will follow the Activity Reporting sample templates outlined in Annex G. Activity reporting will be conducted online via Sharepoint and Microsoft Forms.

7. Communication and Promotional Activity

AGENCY ABBREVIATED will:

- Agree to keep SAFE information confidential and not to make any public announcements without prior written approval from the City;
- Ensure all publications, collateral, and web designs for the Services are developed and produced according to the City's design and content guidelines;
- Ensure promotions of the Services indicate funding support from the City;
- Make their best efforts to accommodate participation in public events related to SAFE; and
- Agree to support communication activities for SAFE through their own events, channels and materials consistent with messaging and branding as directed by the City.

8. Indemnification and Responsibilities

AGENCY ABBREVIATED will indemnify and save harmless the City and all of its elected and appointed officials, officers, employees, servants, representatives and agents (collectively the "Indemnitees"), from and against all claims, demands, causes of action, suits, losses, damages and costs, liabilities, expenses and judgments (including all actual legal costs) for damage to or destruction or loss of property, including loss of use, and injury to or death of any person or persons which any of the Indemnitees incur, suffer or are put to arising out of or in connection with any failure, breach or non-performance by AGENCY ABBREVIATED of any obligation of this MOU, or any wrongful or negligent act or omission of AGENCY ABBREVIATED or any employee or agent of AGENCY ABBREVIATED.

Survival of Indemnity

The indemnity described in section 8 will survive the termination or completion of this MOU and, notwithstanding such termination or completion, will continue in full force and effect for the benefit of the Indemnitees.

Insurance Requirements

AGENCY ABBREVIATED will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout this MOU the following insurances in forms and amounts acceptable to the City from insurers licensed to conduct business in Canada:

- (a) commercial general liability insurance on an occurrence basis, in an amount not less than one million (\$1,000,000) dollars inclusive per occurrence against death, bodily injury and property damage arising directly or indirectly out of the work or operations of AGENCY ABBREVIATED, its employees and agents. The insurance will include cross liability and severability of interests such that the coverage shall apply in the same manner and to the same extent as though a separate policy had been issued to each insured. The insurance will include, but not be limited to, premises and operators' liability, broad form products and completed operations, owners and consultant's protective liability, blanket contractual, employees as additional insureds, broad form property damage, non-owned automobile, contingent employers' liability, personal injury, and incidental medical malpractice. The City will be added as additional insured;

Further, the City recommends that AGENCY ABBREVIATED obtain;

- (a) professional errors and omissions insurance in an amount not less than one million (\$1,000,000) dollars insuring all professionals providing the Services from liability resulting from errors or omissions in the performance of the Services, with a 12-month maintenance period, and
- (b) automobile liability insurance on all vehicles owned, operated or licensed in the name of AGENCY ABBREVIATED in an amount not less than one million (\$1,000,000) dollars per occurrence for bodily injury, death and damage to property.

AGENCY ABBREVIATED will, on request from the City, provide copies of all insurance policies providing coverage relating to the Services, including without limitation any professional liability insurance policies. All required insurance will be endorsed to provide the City with thirty (30) days advance written notice of cancellation or material change restricting coverage. AGENCY ABBREVIATED will be responsible for deductible amounts under the insurance policies. All of AGENCY ABBREVIATED insurance policies will be primary and not require the sharing of any loss by the City or any insurer of the City.

Additional Responsibilities

AGENCY ABBREVIATED acknowledges that any requirements by the City as to the amount of coverage under any policy of insurance will not constitute a representation by the City that the amount required is adequate and AGENCY ABBREVIATED acknowledges and agrees that it is solely responsible for obtaining and maintaining policies of insurance in adequate amounts. The insurance policy coverage limits shall not be construed as relieving AGENCY ABBREVIATED from responsibility for any amounts which may exceed these limits for which AGENCY ABBREVIATED may be legally liable.

Waiver of Subrogation

AGENCY ABBREVIATED hereby waives all rights of recourse against the City for loss or damage to AGENCY ABBREVIATED property.

9. Commencement, Duration, and Termination

This MOU will come into effect on the date of the last signature of the parties and remain in effect until March 31, 2028.

The City of Surrey and AGENCY ABBREVIATED may terminate their obligations under the MOU by providing sixty (60) days' notice in writing to the other party of their intention to cease delivery of the Services or funding under this MOU.

The City may at any time and for any reason by written notice to AGENCY ABBREVIATED terminate this MOU before the completion of all the Services, such notice to be determined by the City at its sole discretion. Upon receipt of such notice, AGENCY ABBREVIATED will perform no further services other than the work which is reasonably required to terminate the Services and return the City's property to the City. Despite any other provision of this MOU, if the City terminates this MOU before the completion of all the Services, the City will pay to AGENCY ABBREVIATED all amounts owing under this MOU for eligible costs incurred by AGENCY ABBREVIATED up to and including the date of termination. Upon payment of such amounts no other or additional payment will be owed by the City to AGENCY ABBREVIATED, and, for certainty, no amount will be owing on account of lost profits relating to the portion of the Services not performed or other profit opportunities.

If AGENCY ABBREVIATED terminates the MOU prior to completion of the Services, AGENCY ABBREVIATED warrants that it will provide final financial reports outlining all funds spent to date and remit to the City within thirty (30) days any funds advanced but unspent at time of termination.

Nothing in this MOU will be interpreted or construed to mean that the City has any duty or obligation to remedy any default of AGENCY ABBREVIATED.

Signatures

City of Surrey

Terry Waterhouse, General Manager
Social Infrastructure & Community Investments

Date

AGENCY LEGAL NAME

Name and Title of Authorized Signatory

Date

Signature of Authorized Signatory

List of Annexes

Annex A – CHART Common or Integrated Program Agreement Template

Annex B – CHART Non-Disclosure Agreement Template

Annex C – Scope of Work

Annex D – Reporting Framework

Annex E – Eligible Cost Categories

Annex F – Budget Reporting Template

Annex G – Activity Reporting Template

Annex H – Health and Safety Expectations

SCHEDULE C – FORM OF PROPOSAL

RFP Project Title: **SAFE Program**

RFP Reference No.: **1220-030-2024-028**

Legal Name of Proponent: _____

Contact Person and Title: _____

Business Address: _____

Business Telephone: _____

Business Fax: _____

Business E-Mail Address: _____

Organizational Sector (select one):

<input type="checkbox"/>	Non-profit	<input type="checkbox"/>	Law enforcement
<input type="checkbox"/>	Indigenous organization or First Nations band	<input type="checkbox"/>	Education
<input type="checkbox"/>	Government	<input type="checkbox"/>	Other (please indicate): _____

TO:

City of Surrey

City Representative: Sunny Kaila, Manager, Procurement Services

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

Dear Sir:

1.0 I/We, the undersigned duly authorized representative of the Proponent, having received and carefully reviewed all of the Proposal documents, including the RFP and any issued addenda posted on the City Website and BC Bid Website, and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions attendant to performing the Services, submit this Proposal in response to the RFP.

2.0 I/We confirm that the following schedules are attached to and form a part of this Proposal:

- Schedule C-1 – Statement of Departures;
- Schedule C-2 – Proponent’s Experience, Reputation and Resources;
- Schedule C-3 – Proponent’s Technical Proposal (Services);
- Schedule C-4 – Proponent’s Financial Proposal.

3.0 I/We confirm that this proposal is accurate and true to best of my/our knowledge.

4.0 I/We confirm that, if I/we am/are awarded a contract, I/we will at all times be the “prime contractor” as provided by the *Worker’s Compensation Act (British Columbia)* with respect to the Services. I/we further confirm that if I/we become aware that another consultant at the place(s) of the Services has been designated as the “prime contractor”, I/we will notify the City immediately, and I/we will indemnify and hold the City harmless against any claims, demands, losses, damages, costs, liabilities or expenses suffered by the City in connection with any failure to so notify the City.

This Proposal is submitted this **[day]** day of **[month]**, **[year]**.

I/We have the authority to bind the Proponent.

(Legal Name of Proponent)

(Signature of Authorized Signatory)

(Signature of Authorized Signatory)

(Print Name and Position of Authorized Signatory)

(Print Name and Position of Authorized Signatory)

SCHEDULE C-1 - STATEMENT OF DEPARTURES

1. I/We have reviewed the proposed Contract attached to the RFP as Schedule “B”. If requested by the City, I/we would be prepared to enter into that Contract, amended by the following departures (list, if any):

Section	Requested Departure(s) / Alternative(s)

2. The City of Surrey requires that the successful Proponent have the following in place **before commencing 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 search [Consultants Certificate of Insurance](#);
- (d) City of Surrey or Intermunicipal Business License: Number _____;
- (e) If the Consultant’s Services are subject to GST, the Consultant’s GST Number is _____; and
- (f) If the Consultant 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 Proposal, we advise that we have the ability to meet all of the above requirements **except as follows** (list, if any):

Section	Requested Departure(s) / Alternative(s)

3. I/We offer the following alternates to improve the Services described in the RFP (list, if any):

Section	Requested Departure(s) / Alternative(s)

4. The Proponent acknowledges that the departures it has requested in Sections 1, 2 and 3 of this Schedule C-1 will not form part of the Contract 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.

SCHEDULE C-2 - PROPONENT'S EXPERIENCE, REPUTATION AND RESOURCES

Proponents should provide information on the following (use the spaces provided and/or attach additional pages, if necessary):

- (i) Location of primary business, branch locations, background, stability, structure of the Proponent and number of years business has been operational;
- (ii) Proponent's equipment resources, capability and capacity, as relevant;
- (iii) Proponent's references (name and telephone number). The City's preference is to have a minimum of three references;
- (iv) Proponent's financial strength (with evidence such as financial statements, bank references);

- END OF PAGE -

SCHEDULE C-3 - PROPONENT'S TECHNICAL PROPOSAL (SERVICES)

Proponents must provide responses to the following questions. Where applicable, please respond using the format of the tables provided. Please review the responses above to ensure they are complete and accurate. Remember to include a completed version of this document with your final submission package.

1. Provide an overview of the proposed project.
2. Listed in the left column of the table below are the SAFE Program's six service delivery priorities. In the right column, briefly describe how the proposed project fulfills one or more priorities listed in the left column.

Priority	How proposed project aligns with priority
Family strengthening	
Mental health support	
Promoting healthy relationships (peer and/or intimate)	
Culturally appropriate and linguistic specific programming	
Programming for Indigenous children, youth and/or families	
Individualized supports to mitigate risk and enhance protective factors	

3. In the left column of the table below, outline proposed project objective(s) that align with SAFE's overall objective: *prevent and address youth exploitation, victimization, and involvement in antisocial activities by strengthening resiliency and connection to family, school, and community.*

In the right column of the table below, indicate one or more key activities that will be implemented to fulfill corresponding objective(s).

No minimum or maximum number of rows are required. Add rows as needed.

Objective(s)	Key Activities
<i>Eg. Strengthen youth and family connection</i>	<ul style="list-style-type: none"> • <i>Coordinate community-based recreational activities for families</i> • <i>Parent and youth conversational groups</i>

4. Proposals must demonstrate a clear need for the project. Provide qualitative and/or quantitative evidence to explain the issue(s) the proposed project intends to address.
5. Describe how your organization is currently attempting to address the issue(s) identified above.
6. Describe any project planning completed in preparation of this proposal (eg. strategic planning, needs assessment, gap analysis, stakeholder consultations).

Target Population

7. Funding is not eligible for activities supporting children 0-5 years of age or non-caregiver adults aged 25 years and older.

In the left column of the table below, type an “X” next to all age cohorts the proposed project will directly support. A minimum of one age cohort is required but there is no maximum.

“X”	Age Cohort
	6-8 years
	9-11 years
	12-13 years
	14-15 years
	16-17 years
	18-19 years
	20-24 years
	Parents/Caregivers

8. If applicable, briefly indicate any target population demographic considerations aside from age the proposed project will prioritize (eg. gender, sexual orientation, ethnicity, neighbourhood).
9. Why is the project proposal prioritizing the target population(s) defined in responses to 7 and 8?
10. If applicable, describe your organization’s experience supporting the proposed target population(s) including any projects that have been led by your organization that are like the proposed project.

11. In the right column of the table below, specify the number of clients the proposed project intends to support separated by year and age cohort. Tally three-year projections in the shaded rows.

Project Year	Age Cohort	Number of clients
2025	6-8 years old	
	9-11 years old	
	12-13 years old	
	14-15 years old	
	16-17 years old	
	18-19 years old	
	20-24 years old	
	Parents/Caregivers	
2026	6-8 years old	
	9-11 years old	
	12-13 years old	
	14-15 years old	
	16-17 years old	
	18-19 years old	
	20-24 years old	
	Parents/Caregivers	
2027	6-8 years old	
	9-11 years old	
	12-13 years old	
	14-15 years old	
	16-17 years old	
	18-19 years old	
	20-24 years old	
	Parents/Caregivers	
2025-2027	6-8 years old	
	9-11 years old	
	12-13 years old	
	14-15 years old	
	16-17 years old	
	18-19 years old	
	20-24 years old	
	Parents/Caregivers	
	TOTAL CLIENTS	

12. Specify the anticipated duration and intensity of engagement per client (eg. hours per week and number of weeks/months a typical project client will participate in project programming).

Evaluation

13. To be considered for funding, project proposals must outline project activities, intended outcomes, key performance indicators that will inform outcomes, and tools to measure progress/success. Populate the table below to describe how your organization will evaluate proposed project activities. There is no minimum or maximum number of rows required. Add rows as needed.

Project Activities (refer to question 3)	Intended Outcome(s)	Key Performance Indicators (KPIs)	KPI Collection Method

14. Successful proposals will be required to conduct an impact evaluation of the project. This will involve submitting an interim project evaluation report mid-way through the three-year project timeline as well as a final project evaluation report. Evaluation-related expenses can be included in the project’s requested budget.

Does your organization agree to conduct project evaluation activities if the funding proposal is successful (respond YES or NO)?

Children & Youth At-Risk Table (CHART) Participation

15. Multi-sectoral collaboration is what the success of SAFE’s award-winning model is predicated upon. Surrey’s Children and Youth At-Risk Table (CHART) brings together numerous organizations on a weekly basis to implement tailored multi-agency support plans for 6- to 24-year-old Surrey residents and their families.

For a project proposal to be successful, applicants will be required to designate at least one staff member to attend weekly CHART meetings which take place Wednesdays from 1-3pm. As a part of this commitment, it is expected that all SAFE Program partner organizations will raise referrals and accept clients as appropriate during CHART meetings.

Does your organization agree to actively attend and participate in CHART (respond YES or NO)?

Risk Management

16. In the left column of the table below, identify key risks or challenges that the proposed project may experience during implementation and/or maintenance phases. In the right column, describe how each identified risk/challenge will be managed or mitigated. There is no minimum or maximum required. Add more rows as needed.

Risk or Challenge	Management Strategy

Proposed Staffing

17. Complete the table below to describe the proposed project’s staffing model. Use one row per position adding rows as needed.

Position title	# of hours per week	% of salary paid by SAFE funding	Describe key duties and specify if the role is administrative in nature or will provide direct client support	List specific education, training, certification and/or experience required.

- END OF PAGE -

SCHEDULE C-4 - PROPONENT'S FINANCIAL PROPOSAL

Schedule of Fees:

Proponents must provide the information by the table below to outline annual budget requirements to operate the project as proposed. Cost category definitions are included below. Annual budgets must be identical for 2025, 2026, and 2027 and should provide a rationale for how the requested dollar value was generated. Funding requests exceeding \$300,000 annually will not be considered.

SAFE 2.0 Eligible Cost Categories	Annual Budget	Rationale
1) Access Fees/Participant Incentives	\$	
2) Administrative Expenses	\$	
3) Computer Services & Licensing	\$	
4) Consultant/Professional Services	\$	
5) Honoraria	\$	
6) Insurance	\$	
7) Leases, Rentals & Utilities	\$	
8) Meals & Refreshments	\$	
9) Salaries & Benefits	\$	
10) Supplies & Office Equipment	\$	
11) Transportation	\$	
TOTAL	\$	

Access Fees/Participant Incentives: Expenses for participants to engage in recreational or cultural activities related to project objectives. Should be of low monetary value, encourage client participation, and/or be based on participants reaching milestones.

Administrative Expenses: Costs related to human resources, financial accounting, and program management. Amount must be supported by reasonable methodology and only pertain to costs directly related to project administration. Must not exceed 10% of total annual budget.

Computer Services & Licensing: IT and software licensing expenses required for project.

Consultant/Professional Services: Expenses related to contracting the services of external professionals to support project design, delivery, and/or evaluation.

Honoraria: One time remuneration for activities that support project objectives including but not limited to guest speakers.

Insurance: Insurance on buildings and equipment related to project delivery as well as liability insurance for project staff to deliver program activities.

Leases, Rentals & Utilities: Lease/rent and utility expenses such as electricity, heat, water, and landline and mobile telephone plans.

Meals & Refreshments: Food and beverage related costs required for project delivery.

Salaries & Benefits: Payroll expenses for professional positions to deliver the project.

Supplies & Office Equipment: Reasonably sourced items required to perform project activities including but not limited to stationery, arts and crafts, and recreational supplies. Include expenses that do not directly align with other cost categories here.

Transportation: Mileage, parking, and client transportation expenses required for project delivery.

- END OF PAGE -

ATTACHMENT 1 – HEALTH AND SAFETY EXPECTATIONS

Responsibility of the Contractor(s)

The City of Surrey strives to maintain a safe work environment for employees and contractors and insists upon the enforcement of safe practices and procedures in all premises and in all work activities. It is essential that all contractors and their employees and sub-contractor(s) perform in the same manner. It is every employer and contractor's responsibility to ensure that staff and public are protected from workplace hazards.

As a contractor to the City of Surrey, you are expected to conform to the requirements of the Workers' Compensation Act, the WorkSafeBC Occupational Health and Safety Regulation and to all provincial and local laws and regulations. The City of Surrey Building Owner, Project Manager, and the Manager, Occupational Health & Safety or designate have the authority to order an unsafe act to cease or to have an unsafe piece of equipment removed from the premises or, in extreme situations, to shut down a job entirely. Any City of Surrey Employee that observes a safety infraction by a contractor performing work for the City of Surrey should bring it to the attention of a manager immediately or Occupational Health & Safety (604-591-4131).

The following information is provided as typical City of Surrey requirements but does not relieve the contractor from complying with all applicable local and provincial laws, regulations and bylaws.

PERSONNEL

1. You are expected to inform your employees of any potential hazard in the workplace and advise of appropriate action to be taken should a hazard be found or a fire or accident occur.
2. Contractors will restrict persons invited on the premises to employees only. No families or friends are permitted.
3. The contractor will advise the City of any on-site accidents involving the contractor's employees, or injuries to others caused by the contractor's business.

SAFETY MANAGEMENT SYSTEM

1. Contractors will ensure their employees utilize proper safety equipment and clothing as required for job site activities.
2. Contractors must follow and have on site proper written safe work procedures for hazardous work, e.g. Fall protection, confined space entry, hot work, lockout, excavations and shoring, traffic management, etc.
3. Contractor must identify workplace hazards and implement suitable controls to decrease the risk.
4. Contractor must provide safety training and education to staff and have training records available for review.
5. Contractor must have a health & safety program for its workers and sub-contractors.
6. Contractor will provide appropriate First-Aid coverage for their workers and subcontractors.

7. Contractor must forward a weekly work task list prior to work commencement to the coordinator.
8. The qualified safety coordinator must participate in the City of Surrey OHS Orientation or attend the Prime Contractor's Orientation.

WORK AREAS –City Facilities

No work by contractors shall occur in any area without prior consent of the City of Surrey Manager, Civic Facilities or their designated representative. Work during normal business hours of the City shall not create undue noise, smells or otherwise unduly disturb the work of City of Surrey staff or the public. If an activity requires that a disturbance is likely, the contractor shall whenever possible only do that work outside normal business hours.

All activities that create a hazard (i.e., work from a ladder, removal of a floor tile, emission of VOC's, etc.) to persons outside the contractor's supervision shall have warning devices, delineation or barriers, sealed spaces, etc. as would normally be required to protect any person from that hazard.

SAFETY ATTITUDE

Your safety record and attitude are important criteria used to judge your qualification for future bidding on solicitations with the City of Surrey. You can help ensure employee safety and your eligibility for future business with the City if you exhibit and practice a "Safe Work - Safe City" attitude.

The City of Surrey is concerned about the health, safety and wellbeing of all employees and contractors. It is essential we maintain a healthy, safe and productive work environment.

All Employees & Contractors:

It is everyone responsibility to:

- know and comply with WorkSafeBC regulations
- follow established safe work procedures
- immediately report any work-related injury to his/her supervisor; and to the city representative
- not remain on the work site while his/her ability to work is in any way impaired
- report unsafe acts and conditions to their supervisor
- correct unsafe conditions immediately whenever it is possible to do so
- take reasonable care to protect your health & safety and the health and safety of other persons who may be affected by your acts or omissions at work

An employee must refuse to work if continuing to do so would endanger the health and safety of the employee, fellow employees, or others. The worker must immediately report the circumstances of the unsafe condition to his or her supervisor or manager. If the unsafe condition is not remedied or the issue is not resolved the Manager, Occupational Health & Safety must be contacted.

GENERAL RULES

1. For all secured worksites, contracted workers are required to sign in and sign out each day
2. (Access cards may be issued – a worker may need to provide an Identification document (i.e. Driver's License) in exchange).
3. Personal protective equipment, as determined by the City, through consultation with the Contractors Health and Safety Representatives must be worn when and where required. (Hard Hats, Safety Footwear, Safety Vests and Safety Glasses must be worn on active construction sites. Hearing Protection must be worn when noise levels are above 85dBA.)
4. Horseplay, gambling and the use of alcohol or narcotics will not be tolerated.
5. No Smoking within 7.5M of a City owned buildings door exits, windows and vents.
6. Report **ALL** injuries to your supervisor immediately and notify the City's site representative.
7. Report any unsafe conditions, including someone under the influence or hazards, which may allow an injury to occur to you, a fellow worker, or others on the worksite.
8. Report any property damage, regardless of how minor.
9. Restricted and controlled products will be labeled, used and stored in accordance with the associated regulations, e.g., WHMIS. Follow all procedural instructions when using or handling hazardous materials/controlled products and ensure that all containers of hazardous/controlled product materials are properly labelled and stored in designated areas.
10. Obey all posted signs and notices. Do not venture into areas that you are not authorized to enter.
11. Always use the correct posture when lifting and get assistance if the weight is excessive.
12. Do not work within the limits of approach to high voltage equipment.
13. If working at heights greater than 10 feet a Fall Protection system must be in place. The appropriate Fall Protection equipment must be worn at all times. If working at 25 feet or higher, that is not protected by permanent guardrails, a written workplace fall protection plan must be developed.
14. Housekeeping (Orderliness and good housekeeping are basic requirements and must be maintained at all times):
 - a. Aisles are to be kept clear at all times.
 - b. Individual work areas are to be kept clean and tidy. All materials, tools, products and equipment are to be kept in their designated areas.
 - c. Liquid spills are to be cleaned up immediately to prevent slips and falls.
 - d. Accumulation of oily rags, combustible refuse or similar fire hazards will not be tolerated.
15. Fire Prevention:
 - a. Become familiar with surroundings and emergency exit.
 - b. Ensure aisles and exits are not blocked at any time.
 - c. Anytime a fire extinguisher is used, report it immediately to your supervisor, so that it can be recharged.
16. Equipment Operation (Any equipment, which could create a hazard, must be maintained in good condition):

- a. Equipment must not be repaired, adjusted or operated unless by a "competent person" who understand the safe operating procedures.
 - b. Always be aware of the use and location of the "EMERGENCY STOP" button, if equipment is so equipped, before using the equipment.
 - c. Loose clothing, jewelry and long hair must be secured to prevent becoming entangled with equipment.
 - d. The Operator must check all safety devices on equipment before operation.
 - e. All equipment must be turned off and the appropriate "lock-out" procedure followed, prior to repairs, cleaning, adjustment or lubrication.
 - f. Radio/I-pod Headphones are not allowed to be worn during regular work operations.
 - g. All ladders must be of an approved type and length. Unacceptable ladders must be removed immediately from the premises.
 - h. All vehicles and equipment on City property must be kept in safe mechanical condition at all times and be operated only by persons with a valid driver's license and/or proper training and qualifications.
 - i. Contractors will not operate any equipment, valves, switches, etc., which are part of the City's operation, unless specific permission is received from the Department Representative.
17. Ground Disturbance –Every time you dig in the ground, with a shovel or mechanized equipment, you run the risk of loss of life or damage to property if you hit any of the many buried cables, conduits, gas or oil pipelines and/or other underground facilities that serve our city. BC One Call Must be called and a ticket obtained prior to commencing any ground disturbance activities.
18. An Exposure Control Plan and written Safe Work Procedures and must be accessible for work tasks that involve handling or disturbing Asbestos (ie. AC pipe), Lead (ie. paint) or Silica (ie. concrete) containing products.

This document does not replace the Workers' Compensation Act or WorkSafeBC OH&S regulation. Each individual Contractor must have specific health and safety safe work rules and procedures that apply to their work tasks. Each Contractor must comply with the Workers' Compensation Act and WorkSafeBC Occupational Health & Safety Regulation and to provincial, and local laws and regulations. If a contractor is unable to comply they must bring this to the attention of their qualified safety representative and to the Prime Contractor safety representative immediately.

Authorized Signature: _____

Name: _____
(Please Print)

Date: _____