

City of Coquitlam

Request for Proposals

RFP No. 22-043

## Kitchen Refrigeration - Maintenance & Repair Services

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### Appendix A – Equipment List

### [PROPOSAL SUBMISSION FORM](#)

**SUMMARY OF KEY INFORMATION**

<b>RFP Reference</b>	<p align="center"><b>RFP No. 22-043</b></p> <p align="center"><b>Kitchen Refrigeration - Maintenance &amp; Repair Services</b></p>
<b>Overview of the Opportunity</b>	The City requests Proposals from experienced qualified firms to provide <b>Kitchen Refrigeration - Maintenance &amp; Repair Services</b> .
<b>Closing Date and Time</b>	<p align="center"><b>2:00 pm local time</b></p> <p align="center"><b>Wednesday, June 08, 2022</b></p>
<b>Instructions for Proposal Submission</b>	<p>Proposals are to be consolidated into one PDF file and uploaded electronically through QFile, the City's file transfer service accessed at <a href="https://qfile.coquitlam.ca/bid">qfile.coquitlam.ca/bid</a></p> <ol style="list-style-type: none"> <li><b>In the "Subject Field" enter:</b> RFP Number and Name</li> <li><b>Add files in .pdf format and Send</b> (Ensure your web browser remains open until you receive 2 emails from QFile to confirm receipt.)</li> </ol> <p>Phone 604-927-3037 should assistance be required.</p> <p>The City reserves the right to accept Proposals received after the Closing Date and Time.</p>
<b>Obtaining RFP Documents</b>	<p>RFP Documents are available for download from the City of Coquitlam's website: <a href="https://www.coquitlam.ca/Bid-Opportunities">https://www.coquitlam.ca/Bid-Opportunities</a></p> <p>Printing of RFP documents is the sole responsibility of the Proponents.</p>
<b>Instructions to Proponents</b>	The guidelines for participation that will apply to this RFP are posted on the City's website: <a href="#">Instructions to Proponents</a>
<b>Questions</b>	Questions are to be submitted in writing quoting the RFP number and name up to 3 business days before the Closing Date sent to email: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a>
<b>Addenda</b>	Proponents are required to check the City's website for any updated information and addenda issued, before the Closing Date at the following website: <a href="https://www.coquitlam.ca/Bid-Opportunities">https://www.coquitlam.ca/Bid-Opportunities</a>
<b>Withdrawal of Submission</b>	Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a> prior to the Closing Date and Time.
<b>Terms and Conditions of Contract</b>	City of Coquitlam <a href="#">Standard Terms and Conditions - Purchase of Goods and Services</a> are posted on the City's website and will apply to the Contract awarded as a result of this RFP.

## DEFINITIONS

**“Agreement” “Contract”** means the contract for services or City Purchase Order that will be issued to formalize with the successful Proponent through negotiation process with the City based on the proposal submitted and will incorporate by reference the Request for Proposals, Specifications, Drawings, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

**“Contractor”** means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services described in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both “Contractor” and “Proponent” are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and performance of the services and Works.

**“City” “Owner”** means City of Coquitlam;

**“Price”** means the amount that will be paid by the City to the Contractor for delivery and acceptance of goods and Services;

**“Project Manager”** means the City staff member appointed to coordinate the Work;

**“Proponent”** means responder to this Request for Proposals;

**“Proposal”** means the submission by the Proponent;

**“Request for Proposals” “RFP”** shall mean and include the complete set of documents, specifications and addenda incorporated herein, and included in this Request for Proposals;

**“Services” “Work” “Works”** means and includes the provision by the successful Proponent of all services, duties, and expectations as further described in this RFP. This will also mean the whole of the Work, tools, materials, labour, equipment, travel, and all that is required to be done, furnished and performed by the Contractor;

**“Shall” “Must” “Will” “Mandatory”** means a requirement that must be met;

**“Supply” “Provide”** shall mean supply and pay for and provide and pay for.

## 1 INSTRUCTIONS TO PROPONENTS

### 1.1 Purpose

The purpose of this RFP is to invite Proposals from qualified, experienced and licensed companies for **Kitchen Refrigeration - Maintenance & Repair Services** on an “as and when required” basis as stated within this RFP.

### 1.2 Mandatory Requirements

For all Services performed:

- indoors at a City operated or a City owned facility;
- in shared physical space with City employees;
- in other working and location conditions as determined by the City;

Contractor must provide employees and sub-contractors that are verified as fully vaccinated against COVID-19.

### 1.3 Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission Form or in a format that has been approved and is acceptable to the City.

### 1.4 Instructions to Proponents

Proponents are advised that the rules for participation that will apply to this RFP are located: [Instructions to Proponents](#).

By submission of a Proposal in response to this RFP, the Proponent agrees and accepts the rules by which the bid process will be conducted.

### 1.5 Prices

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the Term of the Contract.

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, traffic control, services, all necessary packing and crating (where applicable), Canadian Customs import and export duties, freight, handling, transportation, insurance, all other associated or related charges, foreign, federal, provincial and municipal taxes, bonding costs, all licences, permits, inspections and all other requirements necessary for the commencement, performance and completion of Services as described.

Taxes are to be shown separately at time of invoicing.

The lowest price of any Proposal will not necessarily be accepted but will be analyzed to determine best overall value.

## 1.6 Requested Departures

The Proponent acknowledges that the departures requested in the Proposal Submission Form will not form part of the Contract unless and until the City specifically consents in writing to any of them

## 1.7 Evaluation Criteria

Evaluation Criteria of each proposal will be determined in accordance with the following:

Proposal Evaluation Summary	Maximum Points to be Awarded
<a href="#">Corporate</a>	30
<a href="#">Technical</a>	30
<a href="#">Financial and Value Added</a>	40
Total	100

The criteria for evaluation of the Proposals may include, but is not limited to:

### **Pass/Fail**

- Verified fully vaccinated employees, sub-contractors and other representatives to be used for the performance of the Services

### **Corporate Experience, Capacity and Resources**

- Established business and demonstrated performance providing services of similar size, scope and complexity
- References
- Staff qualifications and experience
- Response times
- Minimum hours per mobilization

### **Technical**

- Methodology, set-up and execution of the Work
- Quality Assurance and Safety
- Risk factors
- Site Safety

### **Financial and Value Added**

- Scheduled maintenance rates
- Labour Rates
- Material mark-up
- Value Added / Sustainable benefits

These criteria will be used to determine best overall value to the City. Proposals will be compared to select one or more that are most advantageous.

**And, upon selection of one or more lead Proponent(s):**

- References may be contacted
- Interviews may be conducted

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

These criteria will be used to determine best overall value to the City as well as any other criteria that may become evident during the evaluation process.

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

Incomplete Proposals or Proposals submitted on forms other than the Proposal Form may be rejected.

Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents.

The City reserves the right to reject without further consideration any Proposal which in its opinion does not meet the criteria it considers essential for the Work outlined in this RFP.

Where only one Proposal is received, the City may reject such and re-issue the RFP on a selected basis.

## **1.8 Eligibility**

For eligibility, and as a condition of award, the successful Proponent would be required to meet or provide the equivalent:

- a) Verified fully vaccinated employees, sub-contractors and other representatives to be used for the performance of the Services
- b) Commercial General Liability (CGL) insurance \$5M coverage provided on the [City's Standard Insurance Form](#)
- c) Be registered and provide WorkSafeBC clearance
- d) Accept the City's standard Terms and Conditions posted on the City's website: [Standard Terms and Conditions – Purchase of Goods and Services](#)
- e) A City of Coquitlam or Tri Cities Intermunicipal [Business License](#)

These items are not required as part of this Proposal Submission but will be required prior to entering into an agreement with the City for Services.

## **1.9 Term of Agreement**

The initial term of the Contract is two (2) years with the option to extend the Contract by additional terms, upon mutual agreement of the parties.

## **2 GENERAL CONDITIONS OF CONTRACT**

### **2.1 Terms and Conditions of Contract**

The City's [Standard Terms and Conditions - Purchase of Goods and Services](#), as published on the City's website, the Conditions listed below, along with the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

### **PROJECT SPECIFIC TERMS AND CONDITIONS**

### **2.2 COVID-19 Vaccination**

For all Services performed:

- a) indoors at a City-operated or a City-owned facility;
- b) in shared physical space with City employees; or
- c) in other working and location conditions as determined by the City,

Contractor will only use employees and sub-contractors that the Contractor has verified are fully vaccinated against COVID-19.

### **2.3 Qualified Personnel**

All Work shall be performed by skilled persons in strict accordance with the applicable Municipal, Provincial, Federal and other laws, regulations, standards, codes, etc. The Contractor and persons hired by it to perform the Work shall be licensed and comply with all laws applicable to the provision of the Work in the Province of British Columbia. All workmanship and materials will be subject at any time to the inspection and approval of the City.

The Contractor and persons hired by it to perform the Work shall at all times be properly attired and shall be courteous to the public and all other trades / work crews, and perform the Work in a manner that minimizes any inconvenience or nuisance to the public.

### **2.4 Inspection of Services**

- a) All Services provided shall be subject to inspection and shall meet the approval of the City. If they are not approved, the City shall have the right to reject them or to require correction.
- b) Acceptance or rejection of the Work shall be made as promptly as practical, but failure to accept or reject the Work shall not relieve the Contractor from responsibility for Services provided not in accordance with the Contract.
- c) The City will not be deemed to have accepted the Services by virtue of a partial or full payment for it.
- d) The City shall be the final judge of all Services and its decisions of all questions in dispute will be final.

### **2.5 Clean Up**

At the end of each day the Contractor shall ensure the site is safe and secure and, at the conclusion of Work, the Contractor shall clean out all debris promptly remove any equipment or materials and leave the site of the Work in a clean and tidy condition.



### 3 SCOPE OF SERVICES

#### 3.1 Scope

Services shall include but are not limited to the following;

- a) Preventative and Corrective maintenance, including inspections, servicing and general repairs of kitchen equipment listed in attached **Appendix A – Equipment List**
- b) Is responsible for maintaining the assets to a high standard of performance.
- c) Provide supervision, labour, tools, materials, equipment, transportation, permits and licenses.
- d) A detailed report is to be included with invoice. Summary report should include – unit identification #Exxxx, model, and serial number
- e) Responsible to assign a qualified foreman/supervisor to oversee the inspection of the assets to ensure that equipment is in conformance with the plans, specifications, and use of Original Equipment Manufacturer (OEM).
- f) The assigned technician must report to designated City staff, keeping the City apprised of status of work in progress. (E.g. date/time/and delays.)
- g) Test all safety devices when and where applicable.
- h) Assist the City in maintaining and updating equipment list as required.
- i) As and when required call out emergency or non emergency

#### 3.2 Locations, Equipment and Maintenance:

- a) Glen Pine Pavilion - 1200 Glen Pine Court
  - Bi-annual Maintenance/Inspection of All Refrigeration Equipment
  - Ice Machine - Chemical Flushing
  - see Appendix A – Equipment List Tab 1 for equipment list details
- b) Centennial Room - 620 Poirier Street
  - Bi-annual Maintenance/Inspection of All Refrigeration Equipment
  - Appendix A – Equipment List Tab 2 for equipment list details
- c) Poirier Sport and Leisure Complex (PSLC) - 633 Poirier Street
  - Bi-annual Maintenance of All Refrigeration Equipment
  - Ice Machine - Chemical Flushing
  - Appendix A – Equipment List Tab 3 for equipment list details
- d) Dogwood Pavilion - 1655 Winslow Avenue
  - Bi-annual Maintenance/Inspection of All Refrigeration Equipment
  - Ice Machine - Chemical Flushing
  - Appendix A – Equipment List Tab 4 for equipment list details

#### 3.3 Operations and Coordination of the Services

The Contractor shall agree to coordinate the execution of the Services with the City such that disruption of the Work of all involved is minimized. Operations will continue and the facilities will be in full use by staff and public.

### 3.4 Service Requests

#### a) Emergency Service Requests

The Contractor shall maintain a twenty-four (24) hour emergency response service for the duration of the Agreement and have one or more qualified technicians available for after hour emergencies

The Contractor shall respond on-site within two (2) hour to emergency requests. The Contractor must phone the City representative within thirty (30) minutes to confirm that a timely on-site response will be made.

#### b) Non-Emergency Service Requests

The Contractor shall respond to non-emergency request within 24 hours.

### 3.5 Contractor Field Reports

A report is required to be completed by the Contractor for any Services performed. The reports shall itemize the labour type and amount of hours based upon the time of arrival and departure from the site, any materials used, any other additional charges. Provide a sample of field report.



City of Coquitlam

## PROPOSAL SUBMISSION FORM

RFP No. 22-043

### Kitchen Refrigeration - Maintenance & Repair Services

Proposals will be received on or before 2:00 pm local time on

Wednesday, June 08, 2022

(Closing Date and Time)

#### **INSTRUCTIONS FOR PROPOSAL SUBMISSION**

Proposal submissions are to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: [qfile.coquitlam.ca/bid](http://qfile.coquitlam.ca/bid)

**1. In the "Subject Field" enter:** RFP Number and Name

**2. Add files in .pdf format and "Send"**

(Ensure your web browser remains open until you receive 2 emails from QFile to confirm upload is complete.)

Proponents are responsible to allow ample time to complete the Proposal Submission process. If assistance is required phone 604-927-3037.

<b>Legal Name of Proponent</b>	
<b>Contact Person and Title</b>	
<b>Business Address</b>	
<b>Telephone</b>	
<b>Email Address</b>	

1.

## DEPARTURES AND AWARD

a) <b>CONTRACT</b> - I/We have reviewed the City's <a href="#">Standard Terms and Conditions - Purchase of Goods and Services</a> and would be prepared to enter into in an agreement that incorporates the City's Stand Terms and Conditions, amended by the following departures (list, if any):	
Section	Requested Departure(s) / Alternative(s)

b) <b>SERVICES</b> - I/We have reviewed the Scope of Services as descibed in this RFP and are prepared to meet those requirements, amended by the following departures and additions (list, if any):	
Requirements – Requested Departure(s) / Alternate(s) / Addition(s)	

c) <b>AWARD</b> - For eligibility of award, the City requires the succesful Proponent to complete and have the following in place before providing the Goods and Services.	
i. <b>WCB</b> - WorkSafe BC coverage in goodstanding and further, if an “Owner Operator” is involved, personal operator protection (P.O.P.) will be provided:	WCB Registration Number:
ii. <b>Insurance</b> – Provide Insurance coverage as per the <a href="#">City's Standard Insurance Form</a>	
iii. <b>Vendor Info</b> - Complete and return the City's <a href="#">Vendor Profile and Electronic Funds Transfer Application (PDF)</a>	
iv. <b>Business License</b> - A City of Coquitlam or Tri Cities Intermunicipal <a href="#">Business License</a>	
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):	

**2. MANDATORY REQUIREMENTS**

<b>a) Does Proponent have a company Vaccination Policy?</b>	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>If Yes, please attach a copy to your Proposal Submission</b>	
<b>b) Proponent confirms only verified fully vaccinated employees will perform the Services as per this RFP:</b>	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>c) Proponent to state what methods will be used to ensure safety on the job site in respect to COVID-19?</b>	
<b>d) All personal information collected will be held in confidence by the City. All information collected is under s. 26(c) of the Freedom of Information and Protection of Privacy Act.</b>	
<b>Understood:</b>	
<input type="checkbox"/> Yes	<input type="checkbox"/> No

**3. CORPORATE**

<b>a) CAPABILITIES, CAPACITY AND RESOURCES</b> - Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary):	
i.	Structure of the Proponent, background, how many years they have been in business and organizational history (e.g. mission, vision, corporate directions, years in business, etc.):
ii.	Proponent is to state relevant experience and qualifications as to the Services requested in the RFP:
iii.	Proponent is to provide a narrative as to their demonstrated ability to provide the Services requested in the RFP :
iv.	Proponent is describe their capabilities, resources and capacities, as relevant to the Services requested in the RFP: This includes their capacity to take on this project in regards to other work the Proponent may have ongoing:

<b>b) REFERENCES</b> – Proponent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary):	
Reference No. 1	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
	Company

<b>Reference Information</b>	Name:
	Phone Number:
	Email Address:

Reference No. 2	
<b>Description of Contract</b>	
<b>Size and Scope</b>	
<b>Work Performed</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Contract Value</b>	
<b>Project completed on budget</b>	
<b>Project completed on schedule</b>	
<b>Reference Information</b>	Company
	Name:
	Phone Number:
	Email Address:

Reference No. 3	
<b>Description of Contract</b>	
<b>Size and Scope</b>	
<b>Work Performed</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Contract Value</b>	
<b>Project completed on budget</b>	
<b>Project completed on schedule</b>	
<b>Reference Information</b>	Company
	Name:
	Phone Number:
	Email Address:

**c) KEY PERSONNEL** – Proponent proposes the following key personnel for the Services stated in the RFP. No changes, additions or deletions are to be made to these Key Personnel without the City's written approval. (use the spaces provided and/or attach additional pages, if necessary)

<b>LINE ITEM</b>	<b>NAME</b>	<b>TITLE/POSITION</b>	<b>EXPERIENCE AND QUALIFICATIONS</b>	<b>YEARS WITH YOUR ORGANIZATION</b>
i.				
ii.				
iii.				

**a) RESPONSE TIME:**

Indicate Response time in hours for Emergency & non-Emergency Call outs:

<b>Emergency Call Out:</b>	
<b>Non-Emergency Call Out:</b>	

**d) MINIMUM HOURS**

Minimum number of hours billed per mobilization:

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**e) HEALTH AND SAFETY**

I. Confirm the Proponent has a written safety program in place that meets the requirements of WorkSafeBC?

☐ **Yes**

☐ **No**

II. Is your company COR (Certificate of Recognition) certified with respect to WorkSafeBC?

☐ **Yes**

☐ **No**

III. Proponent is to state how they would address site safety requirements on this project with respect to COVID-19:

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**4. TECHNICAL**

<b>a) APPROACH and METHODOLOGY</b> Summarize the key features of your Proposal and the Technical Approach to be used. Provide a brief description the various components required for successful completion of the Work.
<b>I. Delivery, Set-Up and Execution</b> - Proposals should address the plan for the delivery, set up and execution of the Work; as well as the disposal, recycle or reuse for the surplus materials. Include any safety and pedestrian control measures.
<b>II. Quality Assurance</b> - Provide the measures the Proponent will use to maintain quality control for the Services being performed.
<b>III. Risk Factors</b> - Describe the risk factors anticipated and how the Proponent intends to mitigate these.
<b>IV. Safety</b> - Proponent is to state how they will address safety on the Work site.

## 5. FINANCIAL

**a) PRICE** - Prices proposed are to be all inclusive; therefore, include all labour, material, tools, equipment, transportation, fuel, supervision, disposal fees, permit fees and any other items required for provision of the services (exclude GST):

ITEM	SCOPE OF WORK	Unit of Measure	PRICE (exclude GST)
i.	Labour - Regular Hours (7:00am - 5:00pm)	Hour	\$
ii.	Labour - Other Hours (5:00pm to 7:00am)	Hour	\$
iii.	Truck Charge	Each	\$
iv.	PSLC Bi-annual Maintenance of All Refrigeration Equipment	Each	\$
v.	Glen Pine Pavilion Bi-annual Maintenance/Inspection of All Refrigeration Equipment	Each	\$
vi.	Dogwood Pavilion Bi-annual Maintenance/Inspection of All Refrigeration Equipment	Each	\$
vii.	Centennial Room Bi-annual Maintenance/Inspection of All Refrigeration Equipment	Each	\$
viii.	Ice Machine - Chemical Flushing - Glen Pine Pavilion	Each	\$
ix.	Ice Machine - Chemical Flushing - Dogwood Pavilion	Each	\$
x.	Ice Machine - Chemical Flushing – Poirier Sport and Leisure Centre	Each	\$
xi.	Material mark-up rate		%
xii.	Other not Listed:		\$

**b) VALUE ADD**

Provide information on what makes your firm innovative, what is your competitive advantage, and what other services your firm provides that would assist or be of benefit to the City

**c) SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY**

I. Describe all initiatives, policies, programs and product choices that illustrate your firm's efforts towards sustainable practices and environment responsibility in providing the services that would benefit the City

II. What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, and people with disabilities:

**Attention Purchasing Manager:**

6. **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's website [www.coquitlam.ca/Bid-Opportunities](http://www.coquitlam.ca/Bid-Opportunities), and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services; submit this Proposal in response to the RFP.
7. **I/We** agree to the rules of participation outlined in the [Instructions to Proponents](#) and should our Proposal be selected, agree to the City's [Standard Terms and Conditions - Purchase of Goods and Services](#) and will accept the City's Contract as defined within this RFP document.
8. **I/We confirm** that, if I/we am/are awarded the Agreement, 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 contractor 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.
9. **I/We acknowledge** receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal.

Addendum No.	Date Issued

**This Proposal** is submitted this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

**I/We have the authority to sign on behalf of the Proponent and have duly read all documents.**

<b>Name of Proponent</b>	
<b>Signature(s) of Authorized Signatory(ies)</b>	1.
	2.
<b>Print Name(s) and Position(s) of Authorized Signatory(ies)</b>	1.
	2.