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ADDENDUM NO. 1

REQUEST FOR QUOTATIONS (RFQ) NO.: 1220-040-2018-050

TITLE: CONSULTING SERVICES – PROCESS MAPPING AND STREAMLINING

ADDENDUM ISSUE DATE: MAY 22, 2018

CLOSING DATE: PREFER TO RECEIVE QUOTATIONS ON OR BEFORE MAY 25, 2018

INFORMATION FOR CONTRACTORS

This Addendum is issued to provide additional information and clarifications to the RFQ for the above named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Contractor not being familiar with this Addendum. This Addendum No. 1 contains two (2) pages in total.

Q.1. This is a short turnaround for this work. Is there a deadline imposed that requires such a short return of RFQ's? We noticed that the RFQ language mentions that quotes would be "preferred" to be received by 25 May 2018. Is May 25 the final deadline?

A.1. Preferred dates are not hard deadlines. The City can receive Quotations until an award has been made.

Q.2. We did not see a mention of the evaluation criteria. Is there a criteria and if so, what would it consist of?

A.2. Typically, the City is seeking best overall value to the City.

Q.3. Is there an incumbent supplier of these services currently or has the City engaged these types of services in the past?

A.3. Certain business units have, on a "one-off" basis, disparately engaged various consultants in the past, but not under a comprehensive agreement

Q.4. In specific reference to projects 1 and 2 in the scope –

- a. is there more details on the scope and required work involved?**
- b. How many processes will be reviewed?**
- c. Is there an estimate on the number of hours per week required?**

A.4. a.) The projects involve streamlining and improving processes related to:

Project 1:

- i. SIEMS- The welcoming, prioritization and handling of inbound investors.**
- ii. SparkBIZ- A outcome-based customer-centric business retention and expansion program.**

Project 2:

- iii. BIA - Municipal process for establishing, renewing, and expanding business improvement associations in the City of Surrey**
- iv. Sector Development- Methodology for analyzing and growing Surrey's innovation ecosystem**

b.) Each of Project 1 and 2 will have 2 processes

c.) We will rely on the consultant to provide us with the necessary amount of time required to map out our current processes and support us in identifying improvements.

Q.5. The 100 day horizon, does it refer to:

- a. period from Start to Finish for the six projects?**
- b. a time period to assess the effectiveness of the process improvement, after the projects are completed and could be assessed for a period of 100 days to report the outcomes / value generated?**

A.5. This is an approximate time period to assess the effectiveness of the process improvement after the projects are completed.

END OF ADDENDUM

All Addenda will become part of the RFQ Documents.
