



PURCHASING SECTION
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ADDENDUM NO. 2

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

TITLE: CONSULTING SERVICES – PROCESS MAPPING AND STREAMLINING

ADDENDUM ISSUE DATE: MAY 25, 2018

CLOSING DATE: PREFER TO RECEIVE QUOTATIONS ON OR BEFORE MAY 30, 2018 **(REVISED)**

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. 2 contains two (2) pages in total.

Please note that the preferred date in Section 3. Date has been changed from May 25, 2018 to May 30, 2018.

Q.1. Points 3, 4, 5 (page 26), please clarify what is meant by “Departure(s)” in all three sections

A.1. Departures are your proposed changes to any of the language in those sections.

Q.2. Point 4, page 26, please clarify:

- (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) Insurance coverage for the amounts required in the proposed Agreement as a minimum, naming the City as additional insured and generally in compliance with the City’s sample insurance certificate form available on the City’s Website Standard Certificate of Insurance;**
- (c) City of Surrey or Intermunicipal Business License:**

A.2. (a) The City requires that any Contractors providing services to the City have Workers’ Compensation coverage.

(b) The City requires the types of insurance and in the amounts stated in the draft Agreement. Please consult your insurance professional for appropriate insurance related information.

(c) The City requires a City of Surrey or Intermunicipal business license if you are awarded the work. A business license is not required to submit a Quotation.

Q.3. The following questions refer to Section B-2, point 8 (fees and payments):

Q.3a.) There are 6 processes mentioned here, is there any information on which of these six are just one process each or are some of them broken down into multiple sub-processes? If some do break down into sub-processes, is it possible to get that breakdown?

A.3a.) We need the Contractor's expert opinion. We are unable define this.

Q.3b.) Also, you mention "achieving significant improvement of overall performance within a 100-day horizon", can you confirm if you are referring to any one process or does the 100 days mean to show improvement gains within a varying set of the listed (6) processes (to be determined)?

A.3b.) 100 days is not hard requirement but a guideline. We recognize that some improvements may happen faster than others. The City is seeking to see some improvement on at least some of the sub-sets within 100 days. The Consultant may be able to provide a specific set of reasons as to why this may not be possible. The City recognizes the Contractor may not be able to make that determination until they start the Services.

Q.3c.) For estimation purposes, "process streamlining" work scope involves defining the current state, defining the new state and implementation plan (tactical plan) to get you there, but it does not include completing the actual implementation work?

A.3c.) The City will do the implementation. We are asking the Contractor to provide us with the plan.

Q.3d.) What is the timeline for a tentative start date for this mandate? This will help us in selecting a candidate that is qualified and available

A.3d.) The City intends to have the Contractor start this work by early July. If a Contractor requires a later start time, please state this in your Quotation.

Q.4. Can you please describe the "Planned Customer relationship management" high level project objectives, timing, alignment with the process streamlining efforts?

A.4. The City is unable to provide this and is relying on the Contractor to provide this.

Q.5. Section B-2, point 9 (Table 2 – Hourly Equipment Rate Schedule), I assume this does not apply for services or software? If it applies to software (example SaaS) then can I assume it be monthly license rate?

A.5. This table does not apply for every Contractor and/or for every RFQ. It is a standard template item included in a Contractor has something to include.

Q.6. Section B-3, time schedule, the time schedule required is within the 100 days or are you envisioning more than that?

A.6. Please see answer A.3b.) above and previous Addendum(s).

END OF ADDENDUM