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**ADDENDUM NO. 1**

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**REQUEST FOR PROPOSALS (RFP) NO.:** 1220-030-2017-026

**TITLE:** ENTERPRISE BUSINESS INTELLIGENCE AND DATA  
DRIVEN DECISION MAKING (BI-D3M) ANALYTICS  
SOFTWARE SOLUTION(S)

**ADDENDUM ISSUE DATE:** AUGUST 11, 2017

**REVISED CLOSING DATE:** 3:00 P.M. ON SEPTEMBER 20, 2017

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**INFORMATION FOR PROPONENTS**

This Addendum is issued to provide additional information and clarifications to the RFP 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 Proponent not being familiar with this addendum. This Addendum No. 1 contains three (3) pages in total.

- Q.1. Is it possible to have the deadline of this RFP extended?**
- A.1. Revised Closing Time – the Closing Time has been revised to September 20, 2017 at 3:00 P.M.**
- Q.2. The drop down list in the “Response Code” column in Schedule C-3-3 do not work. Please advise.**
- A.2. A revised Schedule C-3-3, Cyber-Security Risk Assessment Questionnaire Response Form has been uploaded to the MFT link. An additional instructions tab has also been added to the Schedule. Proponents should review the entire Schedule for other possible changes.**
- Q.3. Refer to Section 1.1, Purpose, on page 4. What are the source system/applications from which the BI/Analytics has to extract and publish the reports and dashboards?**
- A.3. The City currently uses multiple source systems/applications including, but not limited to, PeopleSoft, AMANDA and CityWorks. The City may perform business intelligence and/or analytics on any or all current and future source systems/applications.**
- Q.4. "The City envisions this project being implemented in phases. Each phase may be tightly tied to an internal department to bring them online with the application". How many departments are part of the scope of this engagement and in how many phases the required BI & Analytics solution is planned to go-live. Please detail.**
- A.4. This initiative is intended to be enterprise-wide and may include up to all City departments. The City’s website gives an idea of the number of departments and their functions. The**

**City is seeking Proponents to propose an implementation plan as a part of their Proposal(s).**

**Q.5. Please provide the plan for software deployment for different departments and their interdependency.**

**A.5. Refer to A.3. above.**

**Q.6. Refer to Section 1.2, Project Background, on page 5 of the RFP. "The City currently anticipates a six month implementation", please confirm if City of Surrey's expectation is to implement the BI & Analytics solution in Six Months for all the departments including all the phases. If so, please detail on the expectations and plan.**

**A.6. The six (6) month timeline relates to how long the City anticipates for the software implementation and not the rigorous use by some or all departments. Depending on the nature of the solution(s), it may entail usage by a select number of departments or all departments. The City is seeking the expertise of the Proponents to detail this in their Proposals.**

**Q.7. How many users shall be using the BI & Analytics system?**

**A.7. The total number of users is unknown at this time. The City is seeking Proponents to include user figures in their Proposals based on past implementations in organizations of a similar size and scope to the City of Surrey.**

**Q.8. "If the Proponent intends to utilize Cloud Services as a part of its Proposal, please refer to Attachment 3 – Service Level Agreement, which lists the topics that could be supplemented with content as agreed to by the City and the Preferred Proponent". If the proponent is preferring Cloud solution then the Service Level Agreement details as mentioned in Attachment-3 has to be provided as a part of the Proposal. Please confirm if our understanding is correct.**

**A.8. Yes, please provide details of your service levels for your proposed cloud based and/or hybrid (a combination of an on-premise and Cloud service) solution(s).**

**Q.9. Schedule C-4 RFP document is not provided part of the RFP documents. Please provide us with the Schedule C-4 document.**

**A.9. Schedule C-4 is contained within Schedule C as provided on the MFT site.**

**Q.10. Schedule C-5-3 RFP document is not provided part of the RFP documents. Please provide us with the Schedule C-5-3 document.**

**A.10. Schedule C-5-3 – Financial Proposal (Hybrid) has not been provided. Depending on each Proponent's exact hybrid solution(s), each Hybrid Financial Proposal may be different. Therefore, Proponent's will need to use a combination of Schedule C-5-1 – Financial Worksheet (On-Premise) and Schedule C-5-2 – Financial Worksheet (Cloud Services) and complete them as necessary to fit their Proposed solution(s).**

**Q.11. Please let us know the various KPI's that are in scope to provide BI & Analytics solution.**

**A.11. The City is expecting Proponent's to provide their insights on relevant KPI's based on their previous implementations similar to the City in scope and size.**

**Q.12. Please let us know the various enterprise systems currently exists.**

**A.12. The City has deployed various enterprise systems including but not limited to: PeopleSoft, AMANDA and CityWorks.**

- Q.13.** To conduct Performance & Regression testing, kindly confirm if required tools are present with City of Surrey or the proponent needs to supply the same.
- A.13.** Proponents can provide optional pricing separate from the financial proposal for any specialist tools.
- Q.14.** Does the City currently use any Microsoft technologies for business intelligence and, if so, provide background?
- A.14.** The City uses Microsoft PowerBI in a minimal capacity for certain needs or uses by a small number of individual users. These are considered to be one-off analytical requirements. Such users will switch over to the solution(s) selected by the City as a result of this RFP.
- Q.15.** The RFP discusses three (3) different software delivery models: on-premise, cloud or an on-premise/cloud hybrid. Does the City have a preference for any particular model?
- A.15.** The City does not have a preference. The City will select the Proposal that provides the best overall value to the City while meeting the City's needs as identified in the RFP.
- Q.16.** Does the City have a current provider for BI/reporting services? If yes, are they eligible to participate in this RFP?
- A.16.** The City does not have a standard enterprise-wide BI solution but there are a limited number of users that use Microsoft PowerBI, QlikSense and Cognos in a very limited capacity and for specific uses. Over time such users will switch over to the solution(s) selected by the City as a result of this RFP.
- Q.17.** Can we assume that there is no expectation that a shortlisted Proponent will leave the prototype that addresses the four business information problem statements with the City after the demonstration/presentation?
- A.17.** The City expects to have a working version of the software for evaluator testing after the demo. Upon the completion of the procurement process these licenses/prototypes will be returned or destroyed as requested.
- Q.18.** We suggest "Train the trainer" approach where in few key members will be trained by us and these members can further train the larger audience.
- A.18.** Proponents are free to propose any solution that they feel best fits the City's requirements as identified in the RFP.
- Q.19.** Are you looking for a single vendor to supply software licenses and professional services. We have resellers right so we can supply both of them.
- A.19.** The City does not have a preference. The City will select the Proposal that provides the best overall value to the City while meeting the City's needs as identified in the RFP.

END OF ADDENDUM

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All Addenda will become part of the RFP Documents.

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