



PURCHASING SECTION
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ADDENDUM #2

REQUEST FOR PROPOSALS (RFP) NO.: 1220-030-2018-012

TITLE: MANAGEMENT CONSULTING SERVICES
SERVICE DELIVERY MODEL REVIEW

ADDENDUM ISSUE DATE: February 14, 2018

CLOSING TIME: on or before the following date and time:
February 16, 2018, 3:00 p.m., local time

INFORMATION FOR PROPONENTS

This Addendum is issued to provide additional information 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. 2 contains two (2) pages in total.

QUESTIONS AND ANSWERS:

Q1: How many back-of-house processes are in scope and can you share the nature of these processes?

A1: There are three major intake streams: Building, Engineering and Planning (Land Development). Each of the major streams have multiple branches that can range from one to half a dozen. Some of the streams and branches can be stand alone or can have multiple intersection and or touch points depending on the specific major process that is triggered through the intake process. The intake process refers to specific major streams that can have offspring requirements that trigger other process branches as dependent or prerequisite processes/sub-process.

Q2: What types of recent customer feedback and experiences do you have on the three services?

A2: There is very limited broad and/or specific customer feedback. Most feedback received is individualized and application/process specific.

Q3: Do you have constraints around the timing of this project (i.e. needs to complete by a certain date), City resource availability (is there a time of year when it would be difficult to get people's participation) or budget?

A3: There are no hard/fixed constraints that speak to a targeted completion date. It is implied, that the work be complete at the earliest possible time in order that any recommendations that need to be actioned can be undertaken as soon as possible in order that ROI can be realized at the earliest possible time. Proposed timeline/schedule is a consideration in the evaluation of the Proponent responses to the RFP. Resources at the City of Surrey are lean as such, there will be a resource impact regardless the time of year.

END OF ADDENDUM #2

All Addenda will become part of the RFP Documents.
