PROCUREMENT SERVICES SECTION

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ADDENDUM No. 1

REQUEST FOR QUOTATIONS No.:	**1220-030-2021-029**
TITLE:	**SERVICE MANAGEMENT TOOL**
ADDENDUM ISSUE DATE:	**MAY 5, 2021**
CLOSING DATE AND TIME:	**ON OR BEFORE THE FOLLOWING DATE AND TIME (THE "CLOSING TIME")** **TIME: 3:00 P.M., (LOCAL TIME)** **DATE: MAY 25, 2021.**

INFORMATION FOR PROPONENTS

Proponents are advised that Addendum No. 1 to RFP 1220-030-2021-029 is hereby issued by the City. This addendum shall form part of the contract documents and is to be read, interpreted and coordinated with all other parts. The following information is provided to answer questions raised by Proponents 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 two (2) pages in total.

1. QUESTION/ANSWER

Q1. In order to pull together any pricing I need to know how many people will be fulfilling requests/incidents out of the 5000 staff (people doing the work and updating status in a Service Management tool. Usually we find the answer is the individuals in IT and the project team based on what I can see.

A1. The number of people fulfilling requests and working within the Service Management Tool is 210. Refer to revised Schedule A-1 Service Management Tool Requirements (item 2 of this Addendum).

2. REFER TO SCHEDULE A-1, SERVICE MANAGEMENT TOOL REQUIREMENTS

DELETE in its entirety Schedule A-1 from page 22 to 60 and REPLACE with the following:

Schedule A-1 Service Management Tool Requirements may be viewed and/or downloaded from the City of Surrey's Managed File Transfer Service (MFT):

Hostname: https://mft.surrey.ca
Logon ID: surreybid
Password: Welcome

Locate Folder 1220-030-2021-029

3. REFER TO SCHEDULE C-3-1, SERVICE MANAGEMENT TOOL REQUIREMENTS RESPONSE

DELETE in its entirety Schedule C-3-1 and REPLACE with the following:

Schedule C-3-1 Service Management Tool Requirements Response may be viewed and/or downloaded from the City of Surrey's Managed File Transfer Service (MFT):

Hostname: https://mft.surrey.ca
Logon ID: surreybid
Password: Welcome
Locate Folder 1220-030-2021-029

4. REFER TO SCHEDULES C-5-1/C-5-2, FINANCIAL WORKSHEETS

DELETE in its entirety Schedule C-5-1 Financial Worksheet (On-Premise), Schedule C-5-2 Financial Worksheet (Cloud Computing) and REPLACE with the following:

Schedules C-5-1/C-5-2 Financial Worksheets may be viewed and/or downloaded from the City of Surrey's Managed File Transfer Service (MFT):

Hostname: https://mft.surrey.ca
Logon ID: surreybid
Password: Welcome
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All Addenda will become part of the Contract Documents.

- END OF ADDENDUM -