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**ADDENDUM NO. 1**

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| <b>REQUEST FOR QUOTATIONS (RFQ) NO.:</b> | <b>1220-040-2019-010</b>                                       |
| <b>TITLE:</b>                            | <b>GRAFFITI ABATEMENT SERVICES</b>                             |
| <b>ADDENDUM ISSUE DATE:</b>              | <b>JULY 12, 2019</b>   |
| <b>CLOSING DATE:</b>                     | <b>PREFER TO RECEIVE QUOTATIONS ON OR BEFORE JULY 19, 2019</b> |

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**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.

**FOR INFORMATION ONLY:**

Due to the project's timeline, no questions may be entertained which are received less than five business days prior to closing.

**QUESTIONS AND ANSWERS:**

Q1: Normally such projects are quoted individually on the square footage basis and the number of labour hours required. Therefore it is very unclear how weekly/monthly services and the number of labour hours can be estimated without knowing the real amount of work required.

If I understand this right, you are looking for an inspection service on scheduled (weekly/by-weekly/monthly) basis, and if graffiti is spotted, it will need to be removed. Since the documents says the City only pays for the actual time worked and travel time does not count, my question is if no graffiti found, does it mean no payment to the Contractor for the inspection?

A1: The amount of graffiti abatement work will fluctuate within a site. The graffiti abatement services include visual inspections occurring on set schedules, with services that include fully documenting site condition as found (any graffiti found/not found), complete removal or "paint out"(City colour matched) coverage of all graffiti found and confirming and documenting the completion of work. Quotes per site are to be inclusive of On Demand services, where site visits are required if obscene, offensive and/or extensive graffiti is found and the City requires removals/coverage within 24 hours (within 2 hrs may be required depending upon the sensitivity).

Q2: Can we provide supplementary information on our company addition to Schedule B – Form of Quotation?

A2: Yes.

Q3: Do you have the square footage of graffiti removed in 2018?

A3: Square footage of removals has not historically been recorded.

Q4: Within Table D of Schedule B – Quotation, can you clarify what is meant by Cancellation charge?

A4: If there is any charge applied to canceled services

Q5: As I am reviewing each site location listed in providing estimates for the services of removal, it is difficult to assess while not knowing the volume of graffiti that appears in each location. I do the recording and removal for the City of Burnaby and have a strong grasp of the amount of graffiti in that municipality, but in Surrey I am not as familiar with the specific locations. I was wondering if there is a rough breakdown of numbers per location that we could have access to is providing some insight to this? If not I will provide numbers based on a rough estimate of what I may expect based on the demographics of each location.

A5: The amount of graffiti abatement work will fluctuate within a site as the numbers, size and frequency of graffiti continually varies across all sites.

Q6: It was mentioned in the RFQ guidelines that the City of Surrey has a tech app to record graffiti. We have developed one as well that we use to not only record graffiti, but to track patterns, provide tag style comparisons, categorize the type of graffiti and build prolific vandal statistics. Our software provides a dashboard to the municipality, providing data on active graffiti counts, status of removal and real time graffiti trends/patterns. Would this tracking be useful to you or if you have this functionality already in the existing software?

A6: The City has an approved App for use that accurately records all reporting requirements.

END OF ADDENDUM

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All Addenda will become part of the RFQ Documents.

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