



PURCHASING SECTION
13450 – 104th Avenue, Surrey, B.C. V3T 1V8
Tel: 604-590-7274 Fax: 604-599-0956
E-mail: purchasing@surrey.ca

ADDENDUM NO. 2

| | |
|--|--|
| REQUEST FOR QUOTATIONS (RFQ) NO.: | 1220-050-2016-001 |
| TITLE: | DATA DRIVEN DECISION MAKING (D3M) SERVICES |
| ADDENDUM ISSUE DATE: | JANUARY 18, 2016 |
| CLOSING DATE: | PREFER TO RECEIVE EXPRESSIONS ON OR BEFORE FEBRUARY 2, 2016 |

INFORMATION FOR CONTRACTORS

This Addendum is issued to provide additional information and clarifications to the RFI 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.

Q.1. Does the City of Surrey currently use data marts or data warehouses to consolidate data? If so, what are the source systems and are there data quality or master data management challenges around the data?

A.1. The City does not use data marts or data warehouses to consolidate data.

Q.2. Is real-time data such as traffic, 911, Emergency, Fire, etcetera within scope of the D3M RFI? Does the City of Surrey have the mechanism to capture real-time data, events and proactively respond to those events (automate decision making)?

A.2. No, not in the scope of this RFI.

Q.3. What does the City of Surrey currently use for Data Visualization and Analytics?

A.3. 1.) COSMOS and Sustainability Dashboard accessible via the City website, Fire Services tools (internal).

2.) Cognos, Crystal, tools included in Enterprise Business Applications.

Q.4. What does the City of Surrey currently use for dash-boarding or reporting?

A.4. Cognos, Crystal and tools included in Enterprise Business Applications.

Q.5. Is a training roadmap for the adoption of the proposed vision within the scope of the RFI?

A.5. No, not in the scope of this RFI.

Q.6. Does the City of Surrey have a plan to support the solution internally or via a service provider?

A.6. Internally. This will be explored further as part of the RFI process.

Q.7. How does the City of Surrey intend on making D3M based on real-time events that occur as the data is captured?

A.7. Through visualization and dash-boarding conducive to real-time data.

Q.8. Is business process management (BPM) within scope of the City of Surrey's D3M strategy?

A.8. No, not in the scope of this RFI.

Q.9. Refer to Section A.5 of Schedule A of the RFEOI. Is the City of Surrey looking to change their existing printing services (make them mobile app enabled) or is this focused solely on managing the existing printer services?

A.9. We intend to replace our existing fleet of multi-function (print, copy, scan, fax) and single-function (print only) printers. Our multi-function printers are already mobile app enabled for printing. We will not simply be doing a like-for-like replacement but rather a replacement that sustains established needs as well as updates the quantity, location of, and/or features of devices to meet both changed and projected needs.

Q.10. Refer to Section A.5 of Schedule A of the RFEOI. Is the data used to generate the reports listed as data sources accessible for automation purposes?

A.10. Some of the various web portals that generate and provide data have the ability to schedule and email their reports in different file formats.

Q.11. Refer to Section A.5 of Schedule A of the RFEOI. Does the City of Surrey want to automate the management of the printing services?

A.11. Elements of the print services are already managed by a service provider for the devices. For example, signals are collected and sent so that consumables and maintenance is performed proactively or just-in-time vs. reactively. Our intent in replacing our fleet is to continue to leverage these types of managed services.

Q.12. Refer to Section A.5 of Schedule A of the RFEOI. Does the City of Surrey manage their own printers or outsource this work to a 3rd party?

A.12. The City utilizes both internal resources as well as the services of a managed print partner.

END OF ADDENDUM

All Addenda will become part of the RFQ Documents.
