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ADDENDUM NO. 1

**REQUEST FOR EXPRESSIONS OF
INTEREST AND STATEMENTS OF
QUALIFICATIONS (RFEI-SOQ) NO.:**

1220-050-2020-024

TITLE:

**LAND DEVELOPMENT ONLINE SERVICES PORTAL –
MARKET AND PRODUCT ASSESSMENT**

ADDENDUM ISSUE DATE:

JANUARY 9, 2020

DATE:

**PREFER TO RECEIVE RESPONSES ON OR
BEFORE JANUARY 23, 2020**

INFORMATION FOR RESPONDENTS

This Addendum is issued to provide additional information and clarifications to the RFEI-SOQ 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.

Q.1. With regards to the above mentioned RFEI (Land Development Online Services Portal – Market and Product Assessment), please could you elaborate on the envisioned role of the AMANDA system vs the online portal.

We understand that the City will be retaining AMANDA, however we are unclear about where the system functionality boundaries lie between these two solutions in terms of application processing.

A.1. It is envisioned that the online components will provide an abstraction that can facilitate a customizable user experience able to map to the business processes defined in AMANDA. It should also ensure that the user experience is modeled from customer's point-of-view, and not the internal business process.

In terms of the overall architecture design, it is the City's preference that we will continue to rely on AMANDA to manage business processes. The system of record will remain AMANDA, as is each step in the defined business processes, and the status of an application.

Q.2. Although the RFI states professional services to support the Land Development online services portal, leveraging existing applications such as Amanda, it is not clear whether the existing solution has functionality which requires configuration? Or is the City exploring alternative vendor solutions which would satisfy these portal and workflow requirements, to be integrated into existing solutions?

A.2. The current solution, the MySurrey portal, provides online services for citizens to interact with the City. Modern portal applications include Parking Ticket Payment and Report a

Problem leverage a newer set of technology and are integrated with our CIAM (Login Radius) and utilize a Hosted Tokenization solution from Moneris for payment. Other permitting services such as Electrical, Plumbing, Traffic Obstruction Permits and Erosion Sediment Control leverage a legacy set of technologies and while they are accessible from the MySurrey portal, they currently are not integrated with the CIAM and Hosted Tokenization solution.

There are many other services that the City provides which currently do not have an online presence. The City intends for services, which are currently provided in-person, to be delivered online and integrated to the MySurrey Account and continue to expand this portfolio moving forward. The City wishes to explore vendor solutions which can expedite online permitting capabilities, while ensuring a consistent user experience, by having the vendor platform accessible from the MySurrey portal.

For further details, please refer to Schedule A of the RFI.

Q.3. On page 8 of the RFEOI there is a reference to a "Schedule C-2" however, there is no Schedule C-2 included with the RFEOI document nor is there such a document included on the City's website.

A.3. Delete reference to Schedule C-2.

END OF ADDENDUM

All Addenda will become part of the RFQ Documents.