



PROCUREMENT SERVICES

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ADDENDUM No. 2

REQUEST FOR PROPOSAL No.: 1220-030-2024-049
TITLE: IT SERVICE MANAGEMENT REPLACEMENT
ADDENDUM ISSUE DATE: DECEMBER 17, 2024
REVISED CLOSING DATE AND TIME: ON OR BEFORE THE FOLLOWING DATE AND TIME (THE "CLOSING TIME"):
TIME: 3:00 P.M. (LOCAL TIME)
DATE: JANUARY 3, 2025

INFORMATION FOR PROPONENTS

Proponents are advised that Addendum No. 2 to 1220-030-2024-049 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 Proponents or any sub-contractor not being familiar with this addendum. This Addendum No. 2 contains four (4) pages.

Please note: City hall is closed for Winter Break from December 24th to January 1st returning to operation on January 2nd. Any correspondence sent to the City will be acknowledged once City Hall has reopened.

CLARIFICATION:

1. Delete Table 1. Current State in page 17 of Schedule A – Scope of Services and replace with the updated Table 1 below:

Updated Table 1. Current State

Item	Portfolio	Complexity	Total Qty
Portals	IT, Records management, Marketing, Fire Services	N/A	4
Email Monitors	Corp Security, Demo Monitoring, Fire, Marketing, Mysurreyportal, Parks Recreation & Culture, Records, Surrey IT monitors	N/A	7
External Database connections	IT	N/A	2
Workflows	IT & Surrey Libraries, Engineering, Finance, Planning & Development (These areas use the similar forms but different services and configurations)	XXL	3
		XL	2
		L	1
		M	3
		S	68
	Marketing	XXL	2
		L	2
		S	17
	Parks, Recreation & Culture	L	1
		M	1
		S	2
	Records management	S	6
	Corporate security	S	11
Fire services (Standard / Generic configuration)	N/A	N/A	
SLA	All	N/A	7
Ticket priority conditionals	All	N/A	15
Dashboards	All		121
Calendars	All		5

QUESTIONS AND ANSWERS:

Q1. Number of Licenses

Throughout the RFP, it is mentioned that the Solution would be implemented, encompassing 300 users with 80 concurrent licenses. Can you help us with an exact number of operators licenses you'd need?

A1. If the license is not concurrent, the City would need approximately 300 licenses.

Q2. Since Service Credits are listed as preferred and not mandatory for the level of need, is the City of Surrey open to work with a Consultant that does not offer service credits?

A2. Yes.

Q3. Based on instruction 4 (cell B11) in the Schedule C-5-1 financial worksheet, there are no listed start or completions dates. As the document is requesting some sort of cost based on this time frame, should Proponents make assumptions on these dates or is this something the City of Surrey can provide more clarity around? This timeline is needed to better complete the implementation period column in the summary table.

A3. The City anticipates starting the project implementation by July 2025, with the estimated completion date depending on the Proponent's implementation proposal.

Q4. The Excel file "Schedule C-5-1 - Financial Worksheet ITSM RFP" looks like it may have some formula issues. Will you be posting a revised file? If not should we then manipulate the file so our numbers display accordingly?

A4. The formulas in this file are basic; it is the Proponent's responsibility to verify all calculations and ensure the numbers align accurately.

Q5. Number of Technicians: Could you please provide the number of technicians who will be responsible for responding to tickets if the City of Surrey chooses SolarWinds SaaS Service Desk? This will help us ensure the appropriate configuration and setup for ticket management.

A5. See answer in A1.

Q6. Department Participation in Building Requirements: Will technicians from each department (e.g., Fire Services, Corporate Security, Records Management, Parks/Recreation/Culture, Marketing, Libraries, Engineering, Finance, Planning & Development, and IT) be involved in building out the necessary ticketing and asset management requirements for their respective departments?

A6. Yes.

Q7. Would the City prefer a white-glove deployment where training and setup are handled centrally, and individual departments are trained on how to use the system?.

A7. Proponent is responsible for the training in IT and business areas.

Q8. Asset Management: Is the City of Surrey also seeking an asset management solution, specifically for assets with IP addresses and operating systems? If so, could you let us know what solution you are currently using for asset management?

A8. The City is interested in considering alternatives to the existing Asset Management System (Altiris).

Q9. Does the City expect all transactional data to be migrated to the new system?

- If yes, how many records are currently in the system?
- If not, are we expected to migrate non-transactional data such as assets, knowledge articles, etc.?

A9. Yes, these are the current record numbers:

- Incident – 31948
- Service Request – 65779
- Tasks – 40000
- Change Request - 2650

Q10. What is the City currently using for CMDB?

A10. The current product (Cherwell).

Q11. Is there any need for Asset Discovery to be included in the Proposal?

A11. Asset Discovery is not a requirement and if it is included in a Proposal, its value proposition and functional differentiation will be considered.

Q12. Can you provide more details around the expected integrations?

- WFM is listed on page 22. What are the current use cases that we need to address?
- Altiris was mentioned as a data source during the meeting discovery meeting; however it is not in the RFP document. Should it be included in our response?

A12. There are currently no WFM (UKG Workforce Pro) use cases; it is a new solution for the City, but there may be potential use cases in the future.

Yes, Proponent should integrate with Altiris, which is the City's current solution.

Q13. Are you able to share estimated full-time and partial user counts for the project management portion of the proposed solution?

A13. There are 40 staff in the PMO, and these users are included in the 300-user count (see answer A1).

Q14. The number of technicians who will be handling tickets for the City of Surrey?

A14. See answer in A1.

Q15. How many workflows are there?

A15. There are 119 workflows. Please refer to Clarification #1 (all of the items indicated in the table are workflows).

Q16. Can you please elaborate on the Current State table from page 17?

- What does Specific form mean? Can we consider that each of the portfolios to be a separate portal that needs to be implemented (e.g. Marketing, Fire Services, etc.)?
- Can you clarify the relationship between complexity and total qty? E.g. Corporate Security is classified as S, with a total quantity of 11. "S" is defined as from 1 to 4 forms. Does that mean that there are up to 44 forms (11*4) that need to be redesigned/migrated?

A16. The total quantity and complexity refer to workflows. The numbers mentioned in each complexity definition in Table 2 represent forms. These numbers are estimates and provide an approximation of the forms involved for each workflow. Please refer to Clarification #1.

All Addenda will become part of the Contract Documents.
