



**PROCUREMENT SERVICES**

**CITY OF SURREY, SURREY CITY HALL**  
13450 – 104 Avenue, Surrey, B.C., V3T 1V8  
Tel: 604-590-7274  
E-mail: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

**ADDENDUM No. 3**

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**REQUEST FOR PROPOSAL No.:** 1220-030-2024-049

**TITLE:** IT SERVICE MANAGEMENT REPLACEMENT

**ADDENDUM ISSUE DATE:** DECEMBER 20, 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 10, 2025

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**INFORMATION FOR PROPONENTS**

Proponents are advised that Addendum No. 3 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. 3 contains three (3) pages.

**REVISED CLOSING TIME:**

Delete Section 2.1 in its entirety and substitute with Section 2.1 below:

**"2.1 Closing Time and Address for Proposal Delivery**

The Proponent should submit the Proposal **electronically** in a single pdf file which must be delivered by email at: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

**on or before the following date and time**

**Time:** 3:00 p.m., local time

**Date:** January 10, 2025

**(the "Closing Time").**

Confirmation of receipt of email will be issued. Proposals that cannot be opened or viewed may be rejected. A Proponent bears all risk that the City's receiving computer equipment functions properly so that the Proposal is received by the Closing Time.

**Note:** The maximum file size the City can receive is 10Mb. If sending large email attachments, Proponents should phone [604-590-7274] to confirm receipt."

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

#### **QUESTIONS AND ANSWERS:**

**Q1. What is expected tenure of the sustenance support ( 1/2/3 years)?**

**A1. The expected term of the contract is an initial 3-year period, with two optional one-year extensions. Support needs to be provided for every period that the solution is live**

**Q2. What are the shifts for support?**

**A2. This service should be accessible 24\*7, the main shifts are daily between 5:30 -23:30 PST (Include usage by other business areas - wide range)**

**Q3. What is the expected level of support L1/L2/L3.**

**A3. L1 Support: This level includes basic support for end-users, such as troubleshooting common issues, answering general questions, and providing guidance on using the Service Management software.**

**L2 Support: This level involves more advanced support, including resolving more complex issues that L1 support cannot handle. It also includes performing root cause analysis and implementing fixes or workarounds.**

**L3 Support: This level is the highest and involves expert-level support, including addressing critical issues, performing deep technical analysis, and working closely with the development team to resolve software bugs and implement enhancements.**

**Q4. What is the size of historical data which has to be migrated along with knowledge articles count, SLAs count and Service catalogues if any to be migrated?**

**A4. Please see Q9 and A9 of Addendum No. 2. Regarding the knowledge base and service catalog: Knowledge Base : approximately 100 and Service Catalogue : approximately 550 classifications.**

**Q5. What is expected sustenance support delivery mode. Onsite at City of Surrey office or Offshore**

**A5. Support can be a combination of both as long as they are available during our business hours and for afterhours support needs (Go-live, PROD).**

**Q6. What is expected delivery mode for this implementation project (fully onsite/ Offshore/Hybrid) team?**

**A6. The City is open to any options proposed, please provide details and rationality of your proposals to evaluate them.**

**Q7. Can a Proponent give references of their client from any region or it has to be from Canada only?**

**A7. We prefer Canadian references, but references from other regions are also acceptable.**

**Q8. Does City of Surrey expect Chatbot to be implemented and also licenses for the same?**

**A8. The requirement for AI is listed as desired. If the Proponent has chatbot or other AI capabilities, please list or describe the capabilities. If there are additional licensing costs, please provide the additional licensing costs estimates.**

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All Addenda will become part of the Contract Documents.

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- END OF ADDENDUM -