



436-2022 ADDENDUM 1

CLOUD HOSTED STAFF SCHEDULING AND PAYMENT TRACKING SOLUTION

URGENT

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE BID/PROPOSAL

ISSUED: July 27, 2022
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THIS ADDENDUM SHALL BE INCORPORATED INTO THE BID/PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Template Version: Add 2021-03-05

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Bid/Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Bid/Proposal may render your Bid/Proposal non-responsive.

FORM B: PRICES

Replace: 436-2022_Form B-Prices with 436-2022_Addendum 1 - Form B(R1): Prices. The following is a summary of changes incorporated in the replacement Bid/Proposal Submission:

Form B(R1): Form has only one tab Unit Prices

Page numbering on some forms may be changed as a result.

FORM N(R1): REQUIREMENTS

Replace: 436-2022_Form N-Requirements with 436-2022_Addendum 1 - Form N(R1)-Requirements. The following is a summary of changes incorporated:

Form N(R1): Change in Header RFX Number

Revise: 2.9 to read:

Non-Mandatory Personal and Time Tracking

2.9 The Solution should be able to track the history of all return to work or modified duty events for an employee. A notification should go to the supervisor when the Date Time Arrival plan (DTA) is in place and when it ends.

PART B – BIDDING PROCEDURES

Add: B10.5

B10.5 The Bidder shall enter the Total Bid Price from Form B: Prices into the Total Bid Price field in MERX.

B10.5.1 Bidders are advised that the calculation indicated in B29.6 will prevail over the Total Bid Price entered in MERX.

Delete: B.15.3(b)

Revise: B29.6 to read:

B29.6 Further to 29.1(d), the Total Bid Price shall be the sum of the quantities multiplied by the unit prices for each item shown on Form B: Prices.

B29.6.1 Further to 29.1(a), in the event that a unit price is not provided on Form B: Prices, the City will determine the unit price by dividing the Amount (extended price) by the approximate quantity, for the purposes of evaluation and payment.

B29.6.2 Bidders are advised that the calculation indicated in B29.6 will prevail over the Total Bid Price entered in MERX.

PART D – SUPPLEMENTAL CONDITIONS

Replace the header of **Part D** with Supplemental Conditions

Revise D3.2 (c) to read:

D3.2(c) Create the relevant import from the RMS system that contains personnel information including position, seniority and skills to the system.

Revise D13.2 to read:

D13.2 The Contractor shall provide the Contract Administrator with a copy of the records for each quarter year within fifteen (15) Calendar Days of a request of the Contract Administrator.

QUESTIONS AND ANSWERS

Q1: How many employees will be using solution?

A1: Approximately 50 administrators working with the schedule and billing system. Up to 1075 using the shift swap tool and automate call in system.

Q2: How many are hourly and salaried employees?

A2: 105 hourly, 1420 salaried

Q3: Provide the employee counts by category (full-time, part-time, casual, temporary and student and any others)

A3: Employee counts by category:

- Full-Time - 1326
- Part-Time - 53
- Casual - up to 12 casuals
- Temporary - 115
- Student - 4
- Permanent Disability Benefits - 24
- Re-Employed Retiree - 3

Q4: How many Collective Bargaining Agreements are included in this employee population?

A4: 6 - 4 of which impact the Solution and make up the majority of staff.

Q5: How many different types of time-off requests does your organization currently use? (Vacation, Sick Time, Personal Time, etc.)

A5: Vacation, Sick, Personal/Lieu, Statutory, Management Recognition, Long Service

Q6: Does your organization track other banks, such as Banked Overtime, Time off in Lieu or similar policies? If yes, please list them.

A6: Yes, the list is as follows:

- WAPSO Banked Time

- Shift Premium Bank
- Statutory Time Bank
- FPS Comp Time Bank
- Court Overtime Bank
- Banked Overtime
- Non-Duty Overtime

Q7: Do the banks accrue at different rates based on provincial rules, employee types or categories? Example: Do employees from one union accrue vacation at a slower rate, or have different service milestones than employees in another? Do Part-Time employees accrue at a different rate than Full-Time employees? Please explain the differences.

A7: Each collective agreement indicates the accrual rate of vacation. There are provincial standards in regards to minimum vacation time given, which tend to be lower than the vacations benefits negotiated in the collective agreements.

Three (3) weeks is the minimum number of vacation weeks given for a full-time position with the city. Vacations for part time employees are pro-rated based on the hours of work completed the year prior. This then determines how many weeks are given following year. Some agreements do not provide vacation to part time employees or casual employees and a prorated dollar amount is issued on each pay.

Q8 How many scheduling groups does WFPS have?

A8: 4 unions, however special scheduling rules will apply to new employees, staff returning to work after a leave or staff on special accommodations.

Q9 How many scheduling Locations? (A scheduling location is a separate geographical location)

A9: There are 30 stations and 2 communication centers

Q10 How many unique attendance policies does WFPS have?

A10: We have one attendance management policy. To manage attendance, we must have the ability to review attendance statistics to calculate if an employee has met a threshold or if follow-up actions are required.

Q11 Describe the integrations between the time and attendance solution and other third-party applications.

A11: As per D3.2 (c) & (d) "Create the relevant import from the RMS system that contains personnel information including position, seniority and skills to the system." and "Create an interface from the system to the PeopleSoft pay role module"

Q12 Will the ICO RMS be considered the system of record, if so what data will it send?

A12: The System of record is PeopleSoft (PS) for personnel and position information. It will send the new scheduling solution employees' personnel information, staffing position, and contact information for new and existing staff. The system of records for specialty skills/qualifications is yet to be determined but may be PS.

Q13 Will PeopleSoft be managing and sending leave accruals to the new system?

A13: The new scheduling solution must be able to calculate accrual and sent the information to PeopleSoft?

Q14 Is the new system to send only leave and overtime data to the PowerBI system, or is there additional data to be sent?

A14: Power BI may be used for any type of data analysis as required.

Q15 If an interface with Hexagon CAD is included as part of the solution in order to send rostering information to CAD, would WFPS like to have the new system receive incident data from CAD in order to generate incident-related analytics?

A15: Not required

Q16 In this statement, "Provide training for both internal IT system support staff and users" is the agency asking the vendor to provide end-user training? Or is a Train-the-Trainer methodology acceptable?

A16: We prefer a Train-the-Trainer methodology for end users but direct training for IT system support.

Q17 Records Management: Is the statement "The Solution supports the creation of a record to document the completion of an official business transaction." referring to audit logs? And if not, please clarify what it is referring to.

A17: Yes, a log of the transaction

Q18 Please clarify what is meant by a supervisor signing off on 'leaving a position vacation' as required in 5.3 on form N.

A18: A supervisor, may on occasion, decide not to fill a vacancy however this has to be a conscious decision. We require a form of confirmation that the vacancy was intentionally left unfilled and not an accident. Some collective agreements have thresholds as to how long a position can be left vacant, hence it needs to be authorized and trackable.

Q19 Form N 14.1 states that "The Solution shall be located at a secure and geographically / politically stable location. Proponents shall have the documentation to support this requirement." Does the agency consider the United States as a 'politically stable location' for hosting?

A19: Yes.

Q20 Form N 1.4 "The Solution should be able to restrict Return to work shifts based on criteria provided through the Return to work process." Please clarify the definition of 'return to work shift'

A20: A return to work shift is a shift with modified start and stop times on based on guidance by the return to work coordinator. Return to work arrangements can vary widely.