



PROCUREMENT SERVICES

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ADDENDUM No. 3

REQUEST FOR PROPOSALS (RFP) No.:	1220-031-2021-002
TITLE:	SURREY POLICE SERVICE (SPS) WORKFORCE MANAGEMENT SOFTWARE
ADDENDUM ISSUE DATE:	JUNE 9, 2021
CLOSING DATE AND TIME:	ON OR BEFORE THE FOLLOWING DATE AND TIME (THE “CLOSING TIME”): TIME: 3:00 P.M. (LOCAL TIME) DATE: JULY 12, 2021 (REVISED)

INFORMATION FOR PROPONENTS

Proponents are advised that Addendum No. 3 to 1220-031-2021-002 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.

QUESTIONS AND ANSWERS

- Q1. How many unions are present?
- A1. There are two unions. The system will also be expected to handle two non-unionized groups (sworn exempt and civilian exempt).
- Q2. Section 1.9 and 3.1 of the Schedule C-3-1 mentions seniority. Is this seniority date or seniority hours?
- A2. Both. Casual pool of civilian resources are by seniority hours. All other staff are by seniority date.
- Q3. Section 3.11 of the Schedule C-3-1 mentions “cross region” call outs. What is meant by cross region?
- A3. Call SPS staff from different business lines. For example, across bureaus or different teams, or sections across different organization structures.

Q4. For section 11.0 of the Schedule C-3-1, would this information not be stored in the HR system of record? Does the HR information need to be duplicated in the WFM system?

A4. This information would be stored in the HR system of record. The requirement is for the solution to manage the employees using that information. We are looking to you to tell us how the solution will do that.

Q5. The requirements mention tracking employees who have not submitted a vacation request within a defined period. Do you use bidding windows for vacation requests that take place at certain times?

A5. Solution should have the ability to run a bidding process for a section/unit. Vacation requests usually take place in the fall for the upcoming year but that is subject to change.

Q6. What telephony system are you using and what does it do re: notification? Does it do anything else?

A6. This is a new police force and new implementation with no telephony solution currently in place, and as such, there are currently no notifications. The telephony solution is still to-be-determined (likely VOIP phones and cell phones).

Q7. What is your current process for integrating with your telephony system and what would be ideal?

A7. Telephony system is to be determined (likely VOIP phones and cell phones). SMS text, voicemail, and voicemail to text, and voicemail to email notifications would be ideal.

Q8. I understand you plan on implementing in phases, how many phases are being done and how many employees per phase?

A8. The RFP states "SPS requires a policing workforce management software solution to manage and schedule SPS employees and assets for approximately 1150 employees, working 24 hours a day / 7 days a week / 365 days a year. SPS plans to deploy the solution for 500 employees in year 1, 300 more employees in year 2, and 350 more employees in year 3." Please confirm your recommended approach and timeline for the City to consider.

Q9. On the first table on the financial worksheet named "Cost summary" we are wondering how you would like the licensing costs to be displayed? Our pricing is based on a PEPM (per employee per month). How would you like that pricing added to the chart?

A9. Refer to Section 4.1, Form of Proposal, on page 12 of the RFP. Proponents may display pricing in any way that works best for their Proposal.

Q10. There is a mention of shifts that are 24/7/365. What is the length of the longest shift – can you provide an example?

A10. The RFP states "SPS requires a policing workforce management software solution to manage and schedule SPS employees and assets for approximately 1150 employees, working 24 hours a day / 7 days a week / 365 days a year."

Requirement 1.4 under the Functional Requirements provides some examples.

Q11. In relation to cost modelling and labor curve in minimum and maximum schedule hours – do you currently have the metadata needed to support cost modelling and schedule curve min/max hours? Where is the metadata coming from?

A11. No metadata is available as this is a new police force and new implementation with no historical data. Please confirm your recommended approach for the City to consider.

As per requirement 1.1 under Functional Requirements, “The system should provide the ability to collect and analyze past scheduling and seasonal patterns to enable better staffing decisions.”

Q12. With the closing date of the RFP reported to July 12, 2021 (as per addenda #2), will the expected “Go Live” date be reviewed.

A12. At this time, the City has not changed its Expected “Go Live” Date as noted on page 6 of the RFP. The Proponent should confirm their recommended approach and timeline for the City to consider.

Q13. With the scope of the project described in the RFP, we believe that a typical implementation time would probably be in the range of 12 calendar months. Will the City consider a proposal with this range for the implementation or is there a strict date to meet for the Go Live of the system?

A13. Please confirm your recommended approach and timeline for the City to consider.

Q14. How many distinct scheduling groups do you have?

A14. Currently, there are 7 distinct scheduling groups. However, this may change due to priorities and trends.

Q15. How many of those groups require open shift backfill?

A15. All current scheduling groups will require the capability for open shift backfill. However, this may change due to priorities and trends.

All Addenda will become part of the Contract Documents.

- END OF ADDENDUM -