



## PROCUREMENT SERVICES

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### ADDENDUM No. 1

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**REQUEST FOR PROPOSAL No.:** 1220-030-2023-006

**TITLE:** WORKFORCE MANAGEMENT SOLUTION

**ADDENDUM ISSUE DATE:** October 20, 2023

**CLOSING DATE AND TIME:** ON OR BEFORE THE FOLLOWING DATE AND TIME (THE “CLOSING TIME”):

**TIME:** 3:00 P.M. (LOCAL TIME)

**DATE:** NOVEMBER 22, 2023

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### INFORMATION FOR PROPONENTS

Proponents are advised that Addendum No. 1 to 1220-030-2023-006 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. 1 contains two (2) pages.

### QUESTIONS AND ANSWERS:

- Q1.** Definition of operational-based scheduling and exception-based scheduling?
- A1.** Operational-based scheduling (e.g., Lifeguards, shift workers, etc.) Creating and managing employee work schedules considering skills, qualifications, availability, location, current and future demands, etc. Exception-based scheduling” (e.g., IT, salaried employees) Employees that generally work a pre-defined schedule and report exceptions such as absence management, leave management, overtime, job costing, etc.
- Q2.** What departments will be first?
- A2.** Our current plan for phase 1 is to implement a portion of Recreation Services to meet the operational-based scheduling needs of those staff, and Information Technology to represent exception-based scheduling.

- Q3.** Is there a requirement for any hardware such as Time clocks?
- A3.** No.
- Q4.** Are you willing to accept companies from Europe?
- A4.** Yes, if all technical, functional and security requirements are met.
- Q5.** Are there any employees that are concurred employment?
- A5.** Yes, in recreation services which will be in phase 1.
- Q6.** Are you looking to integrate with payroll and if so, what software handles payroll?
- A6.** PeopleSoft, yes looking to integrate.
- Q7.** Do you anticipate that Time and labour from PeopleSoft will move over to WFM from PeopleSoft?
- A7.** We envision some of the time and labour functionality would move out of PeopleSoft Time and Labour and into WFM, that would require analysis and discussion about what the best practices are. Likely some information will flow through, not necessarily that it be fully replaced in the beginning.
- Q8.** Is there a hard end date for the implementation to be complete?
- A8.** No
- Q9.** Is there a budget for this project?
- A9.** No specific budget in mind, the City is looking for a solution which provides best value.
- Q10.** What is the software of record and are you expecting integration between?
- A10.** PeopleSoft. Yes, expecting full, bi-directional, integration.
- Q11.** Do we use APIs for PeopleSoft and/or do we have Middleware for creating APIs?
- A11.** We currently use extractions, not a direct API. Most of our integrations with other systems are via csv files, but we are open to APIs.
- Q12.** Is there a reason why you are not deploying the WFM solution that was awarded to SPS in 2021 across the organization?
- A12.** We are a different entity from SPS and have different needs.

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All Addenda will become part of the Contract Documents.

- END OF ADDENDUM -