



ADDENDUM #2

Date: November 6, 2020
RFP/Bid Title: Personnel Scheduling System Consultant,
Wake County Sheriff's Office
Owner: County of Wake – Tom Wester, Procurement
RFP/Bid No.: 20-086

The following items modify, add, or delete from the Request for Proposal RFP #20-086. Acknowledge receipt of this addendum in your proposal. Failure to do so may result in the disqualification of your bid.

This addendum consists of 5 pages. (8.5 x 11).

General Information –

The cut-off date for questions has been extended until November 4th, 2020

The deadline for submitting a proposal response has been extended until November 24, 2020 before 3pm as per the schedule below.

Date	Event
10/20/2020	RFP Published
November 4, 2020	Last Day to Submit Questions
November 6, 2020	Responses to Questions Provided
November 24, 2020 before 3pm	Vendor RFP Submission Deadline
November 25, 2020- December 09, 2020	Committee to Review All Submissions
December 11, 2020	Selection of Consultant or Firm
TBD	Contract Start Date

1. Are all WCSO divisions doing Personnel Scheduling the same way today?

No; the current way WCSO is keeping track of scheduling is not the same across all divisions, listed by the following divisions:

*The **Sworn Deputy Divisions** have a uniform leave schedule housed on each division's SharePoint website. All overtime positions for the sworn deputy division is logged in the Cover Your Assets off-duty scheduling system as well as their divisional leave schedule.*

*The **Detention Division** is less uniform with each group supervisor logging their schedules in an Excel spreadsheet. Overtime for detention division is kept in a separate Excel spreadsheet by the Detention Administrative Coordinator. Overtime is verified by a paper form which detention officers must have signed by supervisors.*

***Medical** personnel keep track of their leave, schedules and overtime in their own Excel spreadsheet.*

***Support staff** (civilians) have a schedule linked to the Share Point and Outlook calendar.*

2. In the RFP, on page 4, section 1.3.A 3) reads: Work with the Off-Duty Coordinator to ensure all private employers and overtime positions are adequately filled. Please explain "private employers," how WCSO Off-Duty Coordinator and WCSO staff are involved with private employers, and how these private employers impact scheduling.

Private employers contact WCSO and request deputies to work for their private business while "off-duty" and are paid directly by the private employer. There is a contract that must be adhered to and fees paid to WCSO for this service.

Off-Duty includes jobs with these private employers as well as county requested overtime and departmental overtime.

Our current request for coverage is greater than our deputies' availability. In coordination with a new integrated on and off duty scheduling software, we would like the scheduling consultant to help balance these needs.

3. In reference to the RFP, on page 5, section 1.3.B 1), please provide additional information regarding the "Cover Your Assets" Off-Duty scheduling system. Is this a licensed vendor product or an in-house-developed solution? Please describe the features and functions, software platform, technical platform, and noted strengths and weaknesses of the product. Does the product integrate with any timekeeping, payroll, personnel management, Human Resource Information System (HRIS), or Enterprise Resource Planning (ERP) software? If so, please describe any automated or manual data integrations.

Cover Your Assets (Secondary Employment and Special Event Management System – To – Cover Your Assets) is a licensed vendor product that was developed specifically for first responder off-duty scheduling.

Cover Your Assets is a basic scheduling system that stores employee and employer information in a secure site, accessed thru the CYAUSA website. Off-duty or overtime jobs are added under each employer's name and it allows employees the opportunity to sign up for and work these available jobs. Cover Your Asset does include a few basic "rules" for requesting to work assignments, in an attempt to allow all employees a chance to work off-duty or overtime.

Cover Your Assets is a SaaS (Software as a Service) and operates via web and a hosted solution. Wake County Sheriff's Security team provides a daily employee roster via our employee module from SQL database of law enforcement and detention staff that provides Name, Rank, Schedule, Department ID, Budget Code, Section, Agency, Home, Mobile Phone, Emergency Contact, etc. in a CSV file.

Strengths:

- Holds data in a basic format*
- Allows deputies to sign up for open jobs based upon "rules" that have been included*
- Cost effective*

Weaknesses:

- System is over 10 years old*
- Does not integrate with our payroll, timekeeping, or personnel management.*
- Does not offer a smartphone application.*
- Difficulty managing more than 10 jobs at any given time.*
- Reports print out in a format that must be accessed by in-house macros within an Excel spreadsheet.*
- Reports are limited and detail reports must be requested thru Cover Your Assets customer service.*

WCSO's version of the Cover Your Assets system does not currently integrate with our on-duty scheduling, timekeeping, payroll, personnel management, HRIS or ERP software. Due to this, we must enter, update and inactivate all personnel moves manually.

- 4. In reference to the RFP, on page 5, section 1.3.B 1), what is the payroll system used by WCSO? Is it the same for all divisions?*

Payroll system used by WCSO is CGI Advantage and is the same for all divisions and all of Wake County.

- 5. In reference to the RFP, on page 5, section 1.3.B 1), what is the personnel management system used by WCSO? Is it the same for all divisions?*

Personnel Management System is within CGI Advantage and is the same for all divisions within WCSO.

6. Can you provide a list of the reports that are currently produced from the paper-based and Excel-based on-duty scheduling system?

An employee from each division emails out their division's roll call, which is manually created daily in an Excel-based format

Sworn divisions

- *Patrol*
- *Judicial: Civil Process, Courthouse Operations, School Resource Officers*
- *Investigations*
- *Administration*
- *Training*

Detention

- *Wake County Detention Center Housing*
- *Public Safety Center Housing*
- *Medical Staff*
- *Medical Detention Officers*
- *Transfer*
- *Court Transport*

Telecommunications

Support Staff

Employees manually enter their work hours into CGI Advantage twice a month for payroll. These work hours are based upon what is recorded in the Excel spreadsheet. Supervisors then approve based upon the Excel spreadsheet.

7. Can you provide a list of the reports that are currently produced from the "Cover Your Assets" Off-Duty scheduling system?

The following reports are created thru the "Cover Your Assets" Off-Duty scheduling system. All print into the same document format and then are manually entered into the needed spreadsheet or roster:

- *Monthly rosters for employers*
- *Weekly rosters for deputies working overtime in the Detention Facilities*
- *Excel timesheet rosters for various jobs to compare hours worked*
- *Excel spreadsheet for all county and WCSO jobs that are then sent to our Finance office to submit to other county agencies for reimbursement*
- *Special Events: assignments are created in separate Excel-based system and either created from CYA or added into CYA.*

8. Will WCSO please provide a 14-day extension on the proposal submission deadline?

A 5- day extension was granted, extending the due date to November 24, 2020.

All other information remains as issued
End of addendum