



## **ADDENDUM #1**

**September 8, 2023**

**RFP Title: Wake County Sheriff's Office Scheduling Solution**

**Owner: County of Wake – Melissa England, Procurement**

**RFP Bid No.: #23-052**

---

---

The following addenda contains the questions and answers submitted before the deadline. Wake County answers are in blue.

---

---

1. How many total personnel are employed by the Wake County Sheriff's Office (WCSO)?  
There are 1011 approved full-time positions but not all are currently filled. We have temp/part-time positions.
2. Is CGI Advantage the WCSO system of record for HR and payroll purposes?  
Yes
3. Does WCSO require time and attendance data to be transmitted to a payroll system?  
Yes
4. Does WCSO have any collective bargaining agreements?  
Yes we do but this depends on the vendor.
5. Does WCSO offer vacation bidding?  
Not currently but some divisions would like to explore this option. This is not a requirement at this time.
6. Does WCSO offer schedule bidding?  
No
7. Does WCSO want to include court notifications as part of the new system? If yes, from which courts?  
We do not know if this is available through the court system. If it is available we would like to consider this, but it is not a requirement for this RFP.
8. Attachment A – Page 1 – 'Vendor Employee Counts for the Proposed Solution'  
Please define the type of 'vendor counts' being asked for on line items listed as:  
How many employees does the vendor have? How many total employees total, how many are located inside the USA, how many are located in NC, how many are in Public Safety specifically. I.E. the size of your company in each section.
  - Total
  - United States – Number of employees in the US
  - North Carolina – Number of employees in NC
  - Public Safety – Number of employees that work in Public Safety

9. Attachment A | # 23: Since the requirement states support for AVL technology, is the SO currently using Fleet Management software or any sort of asset management software?  
Yes, Chevin Fleetwave is our Fleet Management Software.
10. Attachment A | #34: Please specify the number of electronic forms required.  
There would likely be 4-6 forms: A leave request form with multiple options of leave, comp time accrual form, shared leave form – examples.
11. Attachment A | #41: Please clarify what is meant by ‘effective dating’?  
In the Information Technology world, effective dating is a timestamp of when changes are made.
12. Attachment A | #44: Please provide a few examples of multi-approver and bi-directional workflows’ for better clarification.
- To approve a schedule change requires two (or more) approvals to be validated. For example, Deputy would like to change his schedule. This first requires Sergeant’s approval, then Lieutenant’s for the change to be finalized.
  - Bidirectional – Deputy requests vacation, and the workflow goes to Sergeant for approval. Sergeant declines the request, however, then sends the request back to Deputy with suggested dates that will work for the team. Deputy modifies the original request, and it then goes back to Sergeant for approval.
13. Attachment A | #49: Please clarify the expectation statement listed as ‘all modules’.  
“All modules” refers to the different functions throughout the system. One function could be leave requests, one function could be off duty schedule, etc.
14. Attachment A | #71: Do you consider ‘inactivating’ someone from a roster as a day-off or a paid-time-off as it relates to time and attendance for payroll purposes? And if not, please explain how it is used.  
A better explanation would be ‘unavailable’ instead of ‘inactive’ for scheduling purposes. This would be staff that is off, military leave, FMLA, attending schools or conferences out of town, etc.
15. Attachment A | #80: How many users are anticipated annually as temporary help?  
“Temporary” positions are part-time positions that are not benefits eligible and unfunded FTEs. These include Nurses, Detention, Telecommunicators, Bailiffs/Investigators and Civilians. The current total is 121.
16. Attachment C – What information is expected to be inserted by the vendor in Column B titled “Req #”.  
That column can be left blank, there is no expectation for information to included there.
17. Attachment A / #26 – Please clarify what type of email system you use and what the requirement expectation is?  
We currently use Outlook/Exchange email system. A brief description of whether you have done any integrations with such systems or not, and to name a few that you are familiar with.
18. Attachment A / #47 – Please provide examples of types of note fields that are required?  
Supervisors would like the ability to upload excused absence notes, military leave, requests for light duty, etc. This would also be the ability to add notes to an employee’s shift for special assignments or alternate duties for the day.
19. Attachment A / #96 – Please provide number of regulatory reports needed for local state governments?  
We would need a vacant position report and access to a database to be able to write our own reports as requirements arise. Payroll regulatory reports would come from the county’s payroll system.