

DESPP REQUEST FOR INFORMATION: State Police Overtime System (SPOTS)

INTRODUCTION

The Overtime Unit of the Connecticut Department of Emergency Services and Public Protection (DESPP) is responsible for the assignment and management of overtime for Connecticut State Police troopers. Currently, the Overtime Unit utilizes a custom Microsoft Access application to manage trooper overtime. Unfortunately, the Microsoft Access application cannot easily be modified to accommodate new business needs of the Overtime Unit, including some self-service (e.g., trooper availability), e-government (e.g., job posting), business rules management (e.g., job assignment and supervisor ratio), and auditing needs. DESPP seeks a new State Police Overtime System (SPOTS) that is built upon a platform that can readily provide self-service, e-government, business rules management, and auditing capabilities, along with basic functionality of overtime management for a law enforcement (24x7) organization.

DESPP invites interested parties to submit their capabilities and suggestions for establishing a new State Police Overtime System (SPOTS) (the "Project"). DESPP encourages submissions that describe products/services consistent with the description above and that address the items listed under "Agency Interests" below. These submissions shall be referred to in this document as "Respondent Submissions".

The materials provided as a result of this RFI will not constitute any type of competitive process by DESPP but may be used in the development of a Request for Proposal ("RFP"), which may or may not be issued in the future. This RFI is not intended to conflict with or usurp any existing or future contractual relationships between DESPP and any vendor or contractor for any other purpose.

PURPOSE

DESPP has the following objectives in connection with this RFI:

- To obtain information on the types, design and operation of relevant products/services that may be available.
- To learn how interested parties might integrate their offerings with Connecticut requirements.
- To obtain industry information to facilitate the mission of DESPP.
- To learn how interested parties envision the future of overtime assignment and management.
- To determine the extent to which interested parties can adapt existing, mature software solutions to meet the needs of the Project.

AGENCY INTERESTS

In addition to a general description of your system or service, DESPP is particularly interested in answers to the following questions:

- Could your company adapt an existing application or application code to meet the needs of the Project? If so, what would the nature and extent of such adaptation be for this Project?
- What have the setup/startup costs been for similar projects?
- What do you typically experience for the time required to get a similar system operational?
- What is the nature and hours of technical support provided to your customers?
- Is your application capable of generating and sending email correspondence to customers or system users?
- What do you provide for back up and/or redundancy capabilities?
- In similar systems developed by your company, how have you handled report generation?

RESPONDENTS

This RFI is addressed broadly to interested parties who provide overtime or workforce management solutions that could be readily adapted to law enforcement scheduling. Interested parties who have experience providing and supporting similar systems are invited to provide Respondent Submissions. DESPP reserves any and all rights to solicit additional information and to research relevant industry information, and/or to discuss industry trends as they may determine it is in their best interest to do so. This RFI in no way limits or precludes the issuance of any subsequent RFI, RFP, or any competitive process related to overtime management. Further, the DESPP reserves the right to withdraw this RFI at any time, and they make no representation with respect to any potential future engagement.

RFI OBLIGATIONS

This RFI is a request for information and is not a solicitation to provide goods and services to DESPP. There will not be a contract awarded as a result of this RFI. Nothing in the Respondent Submissions will be considered to be an offer or result in a binding obligation on DESPP to engage the Respondent. If DESPP subsequently determines to adopt or

incorporate a Respondent's approach, process or recommendation as contained in the Respondent's Respondent Submission, nothing in this RFI shall limit or preclude the purchase of other services in connection with overtime management.

RESPONSE FORMAT

Responses shall consist of:

Executive Summary: Respondents shall provide a brief overview of their understanding of the Project.

DESPP invites Respondents to reply to this RFI via either:

- Email addressed to: Dawn.Uraco@ct.gov or
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- Hard copy addressed to: Dawn Uraco
Fiscal Services/Purchasing
1111 Country Club Road,
3rd Floor North,
Middletown, CT 06457

If submitting hard copies please include 3 copies of your response, each contained in a 1" binder.

Replies should not exceed one hundred (100) pages. DESPP is not soliciting a formal proposal from any Respondent through this RFI. The RFI intentionally does not provide detailed specifications or state explicit requirements.

COSTS ASSOCIATED WITH SUBMISSIONS

DESPP shall not be liable for any costs incurred by a Respondent in preparing or submitting a Respondent Submission, including but not limited to preparation, copying, postage and delivery fees. Each Respondent Submission should be prepared simply and economically, providing a straightforward concise description of the Respondent's product and service offerings and abilities. Emphasis should be on completeness and clarity of content.

DISCLOSURE OF RESPONDENT SUBMISSION CONTENTS

Respondent Submissions should specifically and clearly indicate those pages a Respondent considers confidential, proprietary or a trade secret(s). A statement that an entire Respondent submission is confidential, propriety or a trade secret shall not be acceptable. DESPP will adhere to all applicable laws pertaining to disclosure or non-disclosure of confidential, proprietary or trade secret information.

MULTIPLE RESPONDENT SUBMISSIONS NOT ALLOWED

An interested party must submit only a single Respondent Submission. The Respondent may identify a wide range of solicited or unsolicited products, services, features, options and substitutions that the Respondent believes may be appealing and useful to DESPP for the design, implementation and operation of an insurance verification system.

IMPACT ON ANY SUBSEQUENT RFP/ITB

Submission of a Respondent Submission is not a prerequisite to receiving or responding to any future RFP or Invitation to Bid (ITB) or being awarded a contract under any such future RFP/ITB. Nonetheless, if the Respondent furnishes any statement, representation, warranty or certification in connection with this RFI that is materially false, such action may negatively impact its qualifications in any future RFP/ITB.

OWNERSHIP OF MATERIALS

Each Respondent Submission shall belong exclusively to DESPP. Therefore, any and all documents and other materials submitted may be returned only at the option of DESPP. DESPP reserves the right to use any and all the information contained in the Respondent Submission to the extent permitted by law, including, but not limited to, drafting an RFP relating to the operation of an insurance verification system. The Respondent will retain ownership of its intellectual property and tangible goods associated with the Respondent's presentation of its product and service capabilities.

RESPONDENT'S ETHICS AND INTEGRITY

Respondents are obligated to meet high standards of ethics and integrity:

The Respondent and its employee shall not offer any gift, gratuity, favor, entertainment, loan or any other thing of material or monetary value to any DESPP employee or agent.

The Respondent and its employees shall not disclose any business-sensitive or confidential information gained by virtue of this RFI to any third-party without the prior consent of DESPP.

The Respondent and its employees shall take no action to create an unfair, unethical or illegal competitive marketplace for itself or others.

RESTRICTIONS ON COMMUNICATIONS WITH DESPP STAFF

DESPP is committed to a process that fosters fair and open competition and adheres to the highest standards of ethics.

DESPP is the sole point of contact with regard to all matters relating to this RFI. DESPP's contact person for this RFI is designated below. Please note that DESPP hereby reserves the right to clarify, modify, amend, alter or withdraw this RFI.

All questions and communications concerning this RFI must be addressed to:

Email addressed to: Dennis.C.Mitchell@ct.gov

SUBMISSION DEADLINE

Respondent Submissions should be delivered by 2:00 PM Friday June 13th, 2014.