

1. ISSUED BY/ADDRESS OFFER TO: DISTRICT OF COLUMBIA DEPARTMENT OF BEHAVIORAL HEALTH (DBH) CONTRACTS AND PROCUREMENT 64 NEW YORK AVENUE, NE, 2nd FLOOR WASHINGTON, DC 20002	2. PAGE OF PAGES: 1 of 7
	3. CAPTION: REQUEST FOR INFORMATION ON STAFF SCHEDULING SYSTEM SOFTWARE WITH HAND BIOMETRIC SCANNER SYSTEM
	4. REQUEST FOR INFORMATION NUMBER: RM-14-RFI-239-BY0-JM
	5. DATE ISSUED: June 4, 2014
	6. CLOSING DATE/CLOSING TIME: July 7, 2014 @ 2:00 PM

7. TYPE OF SOLICITATION: N/A <input checked="" type="checkbox"/> REQUEST FOR INFORMATION (RFI) <input type="checkbox"/> REQUEST FOR QUOTATION (RFQ) <input type="checkbox"/> INVITATION FOR BID (IFB) <input type="checkbox"/> REQUEST FOR PROPOSAL (RFP)	8. DISCOUNT FOR PROMPT PAYMENT:
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NOTE: IN SEALED BID SOLICITATION "OFFER AND THE CONTRACTOR" MEANS "BID AND BIDDER"

10. INFORMATION CALL	NAME: Samuel J Feinberg, CPPO, CPPB Director, Contracts and Procurement Agency Chief Contracting Officer	TELEPHONE NUMBER: (202) 671-3188	B. E-MAIL ADDRESS: Samuel.Feinberg@dc.gov
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RESPONDENTS TO REQUEST FOR INFORMATION (RFI)

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RESPONDENTS SHALL COMPLETE SECTIONS 14, 14A, 15, 15A & 15B

13. ACKNOWLEDGEMENT OF AMENDMENTS (The Contractor acknowledge receipt of amendments to the SOLICITATION for The Contractors and related documents numbered and dated):	AMENDMENT NO:	DATE:
14. NAME AND ADDRESS :	15. NAME AND TITLE OF PERSONAL AUTHORIZED TO SIGN RESPONSE: (Type or Print)	
14A. TELEPHONE NUMBER:	15A. SIGNATURE:	15B. DATE:
AREA CODE:	NUMBER:	EXT:

RESPONDENTS TO REQUEST FOR INFORMATION (RFI)

(To be completed by the Department of Behavioral Health)

16. ACCEPTED AS TO THE FOLLOWING ITEMS:	17. AWARD AMOUNT: N/A	
18. NAME OF CONTRACTING OFFICER: (TYPE OR PRINT) Samuel J. Feinberg, CPPO, CPPB Director, Contracts and Procurement Agency Chief Contracting Officer	19. CONTRACTING OFFICER SIGNATURE:	20. AWARD DATE:

REQUEST FOR INFORMATION (RFI)

THIS IS NOT A REQUEST FOR PROPOSAL

Request for Information

on

Staff Scheduling System Software with Hand Biometric Scanner System

Request for Information (RFI) Solicitation Number: RM-14-RFI-239-BY0-JM

Issuance Date: June 4, 2014

Response Due Date: July 7, 2014 by 2:00 PM (DST)

The District of Columbia Department of Behavioral Health (DBH)/Saint Elizabeths Hospital (SEH) is requesting information for the implementation of a Staff Scheduling System Software with Hand Biometric Scanner System for DBH/SEH that can be integrated with PeopleSoft that is currently being used by the DBH for timekeeping and payroll. The current process at DBH/SEH for Staff Scheduling is a manual paper driven process and makes it difficult for Managers to keep track of Employees' Time and Schedules.

TREATMENT OF REQUEST FOR INFORMATION RESPONSES AND RESPONDENTS

This is **NOT** a Request for Proposal (RFP). This is a Request for Information (RFI). Following the review of the RFI Responses, DBH may issue a Request for Proposal for the Staff Scheduling System Software with Hand Biometric Scanner System.

DBH considers Responses to this RFI as part of its outreach and research effort; and as such, more in the nature of a survey. The DBH intends to use the information in the Responses to this RFI to establish parameters and requirements in the development of a Request for Proposal Solicitation. Potential Respondents must determine for themselves, the relative advantages and disadvantages of responding to this RFI.

The DBH assumes no responsibility or liability for the potential claim of harm and damage. By submitting a response, the Respondent expressly acknowledges that the DBH assumes no such responsibility or liability.

BACKGROUND

The current process used at DBH/SEH for Staff Scheduling is a Manual Paper driven process and makes it difficult for Managers to keep track of employees' Time and Schedules.

Since 2008 The District of Columbia Government has been using PeopleSoft for Timekeeping and Payroll. This is an integrated software package that provides a wide variety of business applications to assist in the day-to-day execution and operation of business processes. All Employees enter their work and leave hours using online PeopleSoft accounts. Managers then review their Employees' entries in PeopleSoft, resolve any discrepancies between the employee-entered time and actual time worked and approve for payment. However, using this method of data entry makes it difficult to manage Unscheduled Leave requests, along with accurately tracking overtime.

DBH/Saint Elizabeths Hospital is a 450,000 sq. ft. facility that houses about 800 employees that provide Clinical Services and Direct Patient Care, such as Psychiatry, Psychology, Nursing, Dietary, and Social Work, as well as other ancillary services, such as Administration, Housekeeping, Security, etc. Of those, almost 400 employees are Direct Care Nursing Staff, working in 12 different areas (11 units and the coordinating office, called the Nursing Office). Currently, the Manager in each of these areas is responsible for scheduling their own Employees. However, because Nursing has over 400 employees, they are currently using an Access database called, the Nursing Scheduling System to manually create their Master Schedule.

The main goal for the implementation and operation of the Staff Scheduling System Software with Hand Biometric Scanner System for DBH/SEH are to address its current critical needs as well as the following:

- Creation of a Master Schedule for Nursing Staff and other disciplines as well;
- Applications of detailed User Roles and required Security Standards so as to ensure that only authorized Users can review and share private recipient information;
- Flexibility for authorized Users to make administrative, clerical changes to reports, forms, etc.;
- Employees to be able to easily see their schedule from a mobile phone and be able to select or pick up extra shift(s) for necessary overtime after approval of management; and
- Managers to be able to see staffing schedules for their units from their computer and phone via a web based interface.

PURPOSE

DBH/SEH is in the process of gather and researching possible approaches for the elimination of the Manual Paper driven process of employee Time Tracking and Schedule Control. DBH/SEH wants to transition to a technology that shall be integrated with PeopleSoft in a State-Of-Art modern technology as a tool to deliver high quality employee attendance and payroll generation.

In addition to questions set forth in the “Information Requested” section, this RFI provides the opportunity for Respondents to submit information and recommendations for the design, development and implementation of this Scheduling Tool/Scanner, including any associated risk mitigation strategies.

INFORMATION REQUESTED

The Department of Behavioral Health/Saint Elizabeths Hospital is seeking interested parties to provide, in a Proposal Format, their approach to providing Staffing Scheduling System Software with Hand Biometric Scanner System for the DBH/SEH.

Respondents should respond to the following Questions:

1. Relevant Experience

- a) Describe current and previous experience in providing Staff Scheduling System Software with Hand Biometric Scanner System in a Healthcare setting like DBH/SEH and how it can be integrated with the current PeopleSoft Software that tracks Employee’s Time.
- b) Describe how your solution shall help DBH/SEH to implement the Staff Scheduling System Software with Hand Biometric Scanner System along with how the transition to and implementation of this technology shall help the hospital achieve this goal.

2. Technology & Innovation

- a) Identify and describe the technology platform DBH/SEH should be seeking that has been successfully implemented in the Healthcare field elsewhere.
- b) How shall you be able to integrate PeopleSoft that is currently being used by the District of Columbia Government with the Staff Scheduling System Software with Hand Biometric Scanner System Technology that DBH/SEH is seeking?
- c) Describe how Managers shall use the Staff Scheduling System Software for scheduling staff on a daily basis.

- d) Describe the benefits for implementing the Hand Biometric Scanner System that shall integrate with the Staff Scheduling System Software and PeopleSoft Software.

3. System Design and Development

- a) Identify and describe what development standards and methodologies should be considered in the requirements
- b) What is the process and software utilized that shall facilitate defect tracking for pre and post implementation?
- c) Describe how the Staff Scheduling System Software has a scheduling feature that has the ability to track Time in and Time out along with including several Hand Biometric Scanners for a Hospital the size of DBH/SEH and ability to integrate with PeopleSoft to generate Payroll for each employee.

4. Change Management

- a) Based on your experience in transitioning to the Staff Scheduling System Software with Hand Biometric Scanner System solution of similar size, scope and nature, how much time should be allotted for the Implementation Phase.
- b) Identify and describe minimum Period-Of-Time needed for steps/phases such as requirements, system design, development, system testing and user acceptance testing. Give example(s) of experience from previous Staff Scheduling System Software deployment/implementation or acts of similar nature.
- c) Identify and describe what type/level of Training Services that shall be required to be provided to DBH/SEH Staff including but not limited to Training Manuals that shall be provided to all DBH/SEH Staff that shall require training.
- d) Describe how the implementation of the Staff Scheduling System Software with Hand Biometric Scanner System should be approached at DBH/SEH, either implementing in the Nursing Department first and then in other Departments or all at once. Describe pros and cons for each approach.

5. General Information

- a) Identify what the deliverables/timelines shall be required once this type of technology is purchased by Department of Behavioral Health?
- b) Identify Evaluation Criteria Factors in detail that shall help DBH/SEH in the evaluation process if a Request for Proposal is the result of this RFI and released to the Public for Open and Full Competition.

- c) Provide suggestions for the Format and Style of an associated Pricing Schedule for this purpose utilizing a Base Year with Four One Year Option Period concept describing each Contract Line Item Number (CLIN), estimated quantity and unit that would be needed for the implementation at DBH/SEH.

DO NOT INCLUDE ANY PRICING

REQUIREMENT FOR AN ELECTRONIC COPY OF RESPONSES TO BE MADE AVAILABLE TO THE PUBLIC

In addition to the submission requirements, the Respondent must submit an electronic copy of its Response, redacted in accordance with any applicable exemptions from disclosure under D.C. Official Code §2-534. Redacted copies of the Respondent's Responses to this RFI must also be submitted by the Closing Date and marked as "Redacted Copy". D.C. Official Code §2-536(b) requires the District to make available electronic copies of records that must be made Public. The District's policy is to release documents relating to the District solicitations, subject to applicable FOIA exemption under §2-534(a)(1).

SUBMISSION OF RESPONSES

It is not the intention for this RFI to be an extensive or expensive undertaking for Respondents. Rather concise descriptions are desired and welcomed by Department of Behavioral Health as submissions to this RFI. Glossy production quality and expensive productions are neither desired nor required by Department of Behavioral Health.

The RFI Responses should address the Questions listed under Information Requested.

Responses to this RFI should be e-mailed to Samuel J. Feinberg, CPPO, CPPB, Director, Contracts and Procurement, Agency Chief Contracting Officer No Later Than the Closing Date and time, which is July 7, 2014 at 2:00 PM (DST).

RESPONSE SUBMISSION DATE AND TIME, AND LATE SUBMISSIONS, LATE MODIFICATIONS, WITHDRAWAL OR MODIFICATION OF RESPONSES AND LATE RESPONSES

a) Response Submission

Responses must be received No Later Than the Closing Date and Time which is July 7, 2014 at 2:00 PM (DST). The DBH /SHE shall not allow Late Responses, Modifications to Responses, and shall not honor requests for Withdrawals of Responses after Closing Date and Time.

b) Withdrawal or Modification of Responses

A Respondent may modify or withdraw its response at any time before the Closing Date and Time for receipt of Responses, which is July 7, 2014 at 2:00 PM (DST).

c) Late Responses or Modifications

The District shall not accept Late Responses or Modifications to Responses after the Closing Date and Time for receipt of Responses, which is July 7, 2014 at 2:00 PM (DST).

EXPLANATION TO PROSPECTIVE RESPONDENTS

If a Prospective Respondent has any questions relating to this RFI, the Prospective Respondent shall submit the question(s) no later than 10 days prior to the closing date and time to Samuel.feinberg@dc.gov. The District may not consider any questions received after the above date. An amendment to the RFI shall be issued if it is decided that the information is necessary in submitting Responses to this RFI, or if the lack of it would be prejudicial to any Prospective Respondent. Oral explanations or instructions given by District officials will not be binding.

RETENTION OF RESPONSES

All Response documents shall be the property of the District, retained by the District and therefore shall not be returned to the Respondents.

RESPONSE COSTS

The District is not liable for any costs incurred by the Respondents in submitting Responses to this RFI.

NOTICE TO RESPONDENTS

THIS REQUEST FOR INFORMATION (RFI) IS CONSIDERED A PRELIMINARY PHASE IN A PUBLIC PROCUREMENT PROCESS. DBH RESERVES THE RIGHT TO CANCEL, REVISE OR SUPPLEMENT THIS RFI AT ANYTIME. PLEASE NOTE THAT PARTICIPATION IN THIS REQUEST FOR INFORMATION PROCESS IS OPTIONAL, AND IS NOT REQUIRED IN ORDER TO RESPOND TO ANY SUBSEQUENT PROCUREMENT BY DBH. NEITHER DBH NOR ANY INTERESTED PARTY HAS ANY OBLIGATION UNDER THIS REQUEST FOR INFORMATION. RESPONDING TO THIS RFI SHALL NOT PROHIBIT THE VENDOR FROM PARTICIPATING IN SUBMISSION OF A PROPOSAL TO A REQUEST FOR PROPOSAL SOLICITATION IF ONE IS ISSUED BY DEPARTMENT OF BEHAVIORAL HEALTH.