PENNSYLVANIA STATE POLICE

**Request for Information 6100064904**

**Law Enforcement Scheduling Software Solution**

*Summary.*

The Commonwealth of Pennsylvania (Commonwealth) issues this Request for Information (RFI) to solicit information that will be used to assist with the development of a solicitation for Law Enforcement Scheduling Software which may be released by the Commonwealth in the future.

Specifically, this request seeks information from which the Commonwealth can formulate specifications and requirements, realistic timeframes and cost structures for the referenced procurement and project. The Commonwealth desires to produce a solicitation that promotes vendor competition and creative technical solutions. The Commonwealth is open to any and all ideas in relation to this project and encourages alternative ideas that will help the Commonwealth better define its requirements. This RFI is an earnest attempt to become aware of and knowledgeable about current solutions to support the project requirements of the Commonwealth. This RFI will also help the Commonwealth identify vendors who are able to provide the required services to support this goal.

*Background.*

The Pennsylvania State Police (PSP) is interested in learning more about capabilities available in law enforcement scheduling systems used in public safety. Specifically, PSP desires to receive information from the vendor community regarding available and suitable solutions to replace its current system of scheduling.



*PSP Troop Designation and Area of Responsibility*
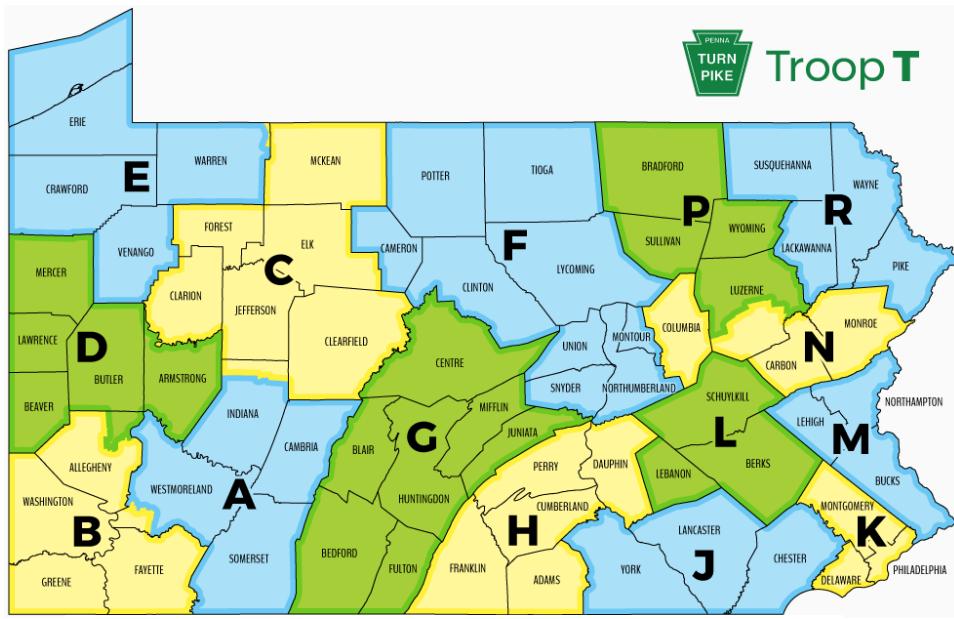
The mission of PSP is to seek justice, preserve peace and improve the quality of life for all.

PSP promotes traffic safety, investigates crime and reduces criminal activity, and provides investigative assistance and support services to all law enforcement agencies within the Commonwealth. In addition, PSP maintains and provides to criminal justice agencies up-to-date law enforcement information, evaluates the competence level of law enforcement within the Commonwealth and provides prompt, competent service in emergency situations. PSP ensures personal protection and security for the governor and other persons designated by proper authority and enforces all other state statutes as directed by proper authority.

Pennsylvania has an estimated 13 million residents across an area of 46,000 square miles with 67 counties. PSP has jurisdiction in all political subdivisions within the Commonwealth. PSP currently has approximately 6,600 employees including approximately 4,600 sworn officers (Troopers) to provide full or part-time police service to approximately 68 percent of the Commonwealth's municipalities, 61 percent of the Commonwealth's roadways, 82 percent of the Commonwealth's total land area, and 26 percent of the Commonwealth's total population.



*Pennsylvania Police Primary Jurisdiction*
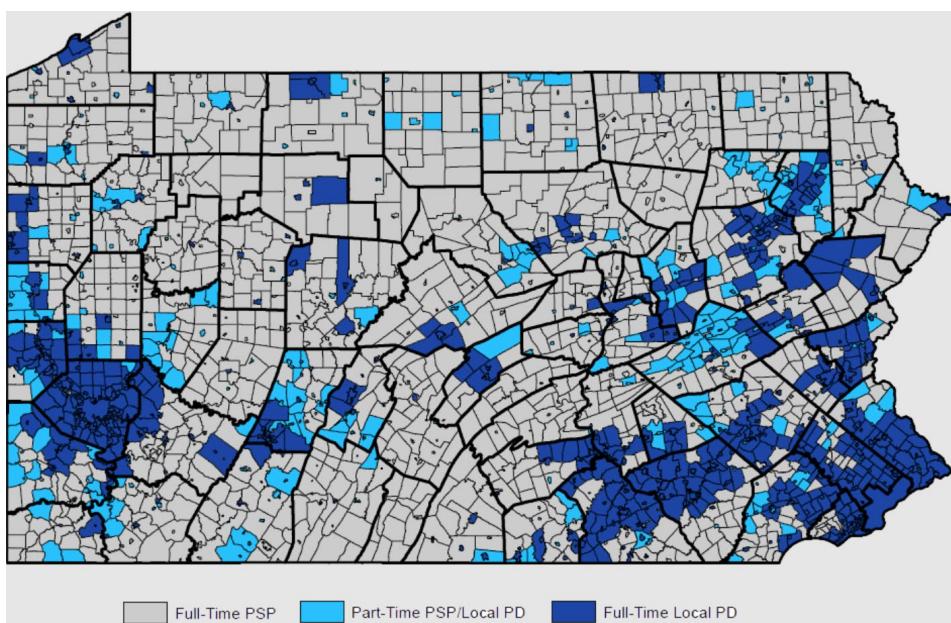
The organization is managed from a Department Headquarters in Harrisburg and 89 Stations distributed among 16 Troops with additional Bureaus and Offices. The organizational hierarchy is complex in nature.

PSP has been exploring options for automating the creation and maintenance of staff work schedules. Currently, schedule creation and maintenance are done manually by approximately 70 supervisors across PSP, sometimes being a full-time task for supervisors at the larger stations. Once created, schedules get posted to SAP. The main goals of this effort are to limit the manual creation of schedules and entries into SAP.

Any scheduling software system used by PSP must interface with industry standard payroll systems such as SAP.

***Issues to Be Addressed.***

The Commonwealth is requesting feedback from firms with expertise in law enforcement scheduling software systems, as set forth below:

1)      Include a cover letter, with the RFI response, on company letterhead, which includes a point of contact name, phone number, and email address.

2)      Complete Attachment A, Law Enforcement Scheduling Software System Questionnaire. Please respond to the questions in the questionnaire and limit the responses to these questions only.

***Point of Contact:***

The sole point of contact for this RFI shall be Kelley J. Reese, Pa.C.P., ra-sppspbids@pa.gov.

***Due Date.***

The Commonwealth is requesting that all responses to this RFI be submitted via email to ra-sppspbids@pa.gov by Tuesday, January 20th, 2026, at 3:00 P.M EST with the subject line: **Law Enforcement Scheduling Software System - 6100064904**.

***Disclaimer.***

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation for future business, an offer for procurement or any other type of current or future procurement or contractual action and is only intended to gather input.  The Commonwealth will not award a contract on the basis of this RFI, nor will it pay for information it receives.  Responses to this notice are not offers and cannot be accepted by the Commonwealth to form a binding contract.  No party is bound by the information provided in response to this RFI.

Respondents are solely responsible for all expenses associated with responding to this RFI.  The Commonwealth is not liable for any costs or expenses incurred by the Respondent in the preparation of its responses.

Respondents needing confidential treatment for any proprietary information they furnish must clearly identify that in their respective responses.  All information received in response to this RFI that is marked *proprietary* will be handled in accordance with applicable law including the Right to Know Law, as amended.

All material submitted shall be considered the property of the Commonwealth and may be returned only at the Commonwealth's option.  Notwithstanding any Respondents' copyright designations contained on responses, the Commonwealth shall have the right to make copies and distribute responses internally and to comply with public record or other disclosure requirements under the

provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

Respondents to this request shall not provide recommendations as to specific courses of action and shall not be deemed to be an advisor or consultant to the Commonwealth.  The Commonwealth will evaluate the information presented and determine any subsequent course of action, which may consist of contracting for implementation of Commonwealth-determined work.  Such work may be procured through any procurement method available, and Respondents to this request may be considered for selection to perform such work.

Responses to this RFI will not be returned.  Respondents will not be notified of the result of the review, nor will they be provided copies of it.

***Commonwealth Reservation of Rights.***

The Commonwealth reserves the right to consider or reject any and all responses to this request, to amend and/or reissue this request and to abandon and then recommence at any time, or not recommence, this process.  All costs of any response to this request and participation in any presentations to the Commonwealth are solely the responsibility of the Respondent and the Commonwealth shall not be liable for payment of any such costs.

**ATTACHMENT A**
REQUEST FOR INFORMATION
LAW ENFORCEMENT SCHEDULING SOFTWARE SYSTEM QUESTIONNAIRE

Responding vendors are requested to provide answers to the following questions to assist PSP with understanding the current market for law enforcement scheduling software system solutions and to assess the advantages and disadvantages of replacing its current scheduling system. Where an answer requests a "yes" or "no" response, please elaborate and explain the response. Provide responses to the following requests in the order they are presented. Each answer should be entirely self-contained; do not refer to other questions, pages, or other documents.

## A.1     General

1. Provide an overview of your scheduling software system technology, including available modules and key features. Be sure to distinguish between features and functionality that are operational today and those that are in the company's roadmap for future development or release.

2. What are key trends in the market for public safety technology, and how are you contributing to or responding to those trends?

3. Provide information about the company's history and experience in the market for public safety scheduling systems. Please describe the history of acquisitions, mergers, and changes to the company or product names.

4. Provide information about up to four of your most comparable installations to what PSP is seeking. Agency size, geographic size and complexity, application configuration and dates of install are all considered relevant factors by PSP. Include the following for each project: agency name, references, project dates, and applications installed.

5. Provide information regarding how your system interfaces and integrates with other software vendors (standard solutions such as SAP or custom state-specific payroll systems).

6. Provide the names of payroll software platforms that your system is able to interface with.

## A.2     Solution Capabilities

1. Does your solution allow for the use of different shift lengths (e.g., 12-hour, 10-hour, 8-hour)?

2. Does your solution allow for manual updates to a schedule by supervisors after the schedule is created?

3. Is your solution configurable to set manpower minimums for each shift?

4. Will the solution provide a warning or indicator to the user if shift minimums are not met?

5. Does your solution allow for the entry of overtime within the application?

6. Does your solution allow for the approval of overtime within the application?

7. Can your solution track the number of overtime hours worked by each employee?

8. Can your solution provide supervisors with lists of employees eligible for overtime based on fairness, seniority, or other metrics?

9. Does your solution allow for email and/or text notifications to employees advising of open shifts caused by another employee calling off?

10. Can your solution monitor annual overtime rates and maximums?

11. Does your solution allow for patrol vehicle assignment?

12. Does your solution allow for scheduling two shifts on the same day (e.g., 0700-1500 and 2300-0700)?

13. What help functions are available to provide intuitive choices and information as transactions are performed?

14. How does your solution generate a paper copy? Does your solution provide for printing capabilities both from a mobile and in-station desktop computer? Can the paper copies be produced for customized formatting?

15. Is your solution able to incorporate data from payroll software (e.g., SAP) such as leave types, leave balances, leave accrual rates, overtime entries, and the appropriate electronic approvals, as well as financial grant codes for special details that are paid out of specific funds?

16. Is your solution able to incorporate organizational codes, position codes, and any other data that shows an employee assigned to a specific location, so when employees transfer, they become available in the solution to their new scheduling supervisor?

17. Does your solution have mobile device compatibility?

18. Does your solution have roles associated with tasks and permissions?

19. Does your solution have color coordination on schedules for quick analysis?

20. Does your solution provide activity logging to record what actions are taken, when, and by whom?

21. Does your solution have a method of impartially assigning patrol vehicles?

22. Does your solution include any analytical tools?

23. How long does your solution permit users to make changes to data?

24. How long does your solution permit users to make changes to data?

25. How long does completed data remain viewable following an approval?

**A.3**     **System Administration/Technical**

1. What in-house resources will PSP require to support Cloud and/or on-premises solutions?

2. Describe the tools for managing permissions and security.

3. Describe the solution's logging and auditing capabilities.

4. Does your solution support a single system logon so that users can log into the system once?

5. Does your solution offer the ease of transition to toggle between users within your system?

6. List the types of end-user devices with which your solution is compatible.

7. Is your solution compatible with a tablet or smartphone?

8. Does your solution support electronic signatures?

9. What hardware and operating system restrictions are required of your solution?

10. What hardware and software architecture is required for your solution?

11. Does your solution use artificial intelligence (AI)?

12. Does your solution provide quality assurance such as error tracking?

**A.4**     **Implementation and Support**

1. What agency resources are recommended for implementation of your solution?

2. Provide an estimate for the expected duration of the implementation.

3. Describe end-user training options. Can you provide short video tutorials?

4. Describe the standard support provided to customers. Is 24/7 support an option? Is there an additional cost for 24/7 support?

5. Does your organization allow users to view real-time status of system operations? Is a customizable dashboard view available to view this information?

6. How are enhancements and change requests prioritized? When an enhancement is requested, is there an additional cost? Can you describe typical schedules/time frames for minor and major enhancements? Are your enhancements delivered via major software upgrades or can they be customized and released to an individual customer?

7. Describe how you would implement your solution in a large state-wide system.

8. Does your organization provide for any on-premises support and/or training?

9. Does your solution have an available test environment?

10. Does your company allow for pilot programs where the solution can be evaluated?

## A.5    Interfaces

1. What APIs do you support?

2. Please describe your experience with state-based human resource data provided by SAP databases/information systems.

## A.6    Pricing

1. Provide estimated pricing for a law enforcement scheduling software solution that can accommodate the number of users, and the range of functionality desired as described in this RFI. Please note that any pricing information provided is non-binding and for PSP's budgetary purposes only.

2. Provide separate pricing for Software as a Service (SaaS), Cloud and on-premises solutions, as appropriate.

3. List the modules (functionality) included in the price. Are there others available not included in the (base) price?

4. What implementation costs should PSP expect to incur for the following: project management, training, testing, interface development, data conversions, other implementation costs?

5. What should PSP expect for annual maintenance fees? When would PSP start incurring annual maintenance fees? What type of upgrade pricing plans are offered within annual maintenance fees?

6. Does your organization require licensing for law enforcement scheduling software solutions?  If so, what is your licensing structure?