



**Solicitation Number: 061324**

## **CONTRACT**

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Off Duty Management, Inc. 1906 Avenue D, #200, Katy, TX 77493 (Supplier).

Sourcewell is a State of Minnesota local government unit and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that offers cooperative procurement solutions to government entities. Participation is open to eligible federal, state/province, and municipal governmental entities, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada. Sourcewell issued a public solicitation for Staffing with Related Services and Solutions from which Supplier was awarded a contract.

Supplier desires to contract with Sourcewell to provide equipment, products, or services to Sourcewell and the entities that access Sourcewell's cooperative purchasing contracts (Participating Entities).

### **1. TERM OF CONTRACT**

A. **EFFECTIVE DATE.** This Contract is effective upon the date of the final signature below.

**EXPIRATION DATE AND EXTENSION.** This Contract expires October 24, 2028, unless it is cancelled sooner pursuant to Article 22. This Contract allows up to three additional one-year extensions upon the request of Sourcewell and written agreement by Supplier. Sourcewell retains the right to consider additional extensions beyond seven years as required under exceptional circumstances.

B. **SURVIVAL OF TERMS.** Notwithstanding any expiration or termination of this Contract, all payment obligations incurred prior to expiration or termination will survive, as will the following: Articles 11 through 14 survive the expiration or cancellation of this Contract. All other rights will cease upon expiration or termination of this Contract.

### **2. EQUIPMENT, PRODUCTS, OR SERVICES**

A. EQUIPMENT, PRODUCTS, OR SERVICES. Supplier will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above. Supplier's Equipment, Products, or Services Proposal (Proposal) is attached and incorporated into this Contract.

All Equipment and Products provided under this Contract must be new and the current model. Supplier may offer close-out or refurbished Equipment or Products if they are clearly indicated in Supplier's product and pricing list. Unless agreed to by the Participating Entities in advance, Equipment or Products must be delivered as operational to the Participating Entity's site.

This Contract offers an indefinite quantity of sales, and while substantial volume is anticipated, sales and sales volume are not guaranteed.

B. WARRANTY. Supplier warrants that all Equipment, Products, and Services furnished are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Equipment, Products, and Services are suitable for and will perform in accordance with the ordinary use for which they are intended. Supplier's dealers and distributors must agree to assist the Participating Entity in reaching a resolution in any dispute over warranty terms with the manufacturer. Any manufacturer's warranty that extends beyond the expiration of the Supplier's warranty will be passed on to the Participating Entity.

C. DEALERS, DISTRIBUTORS, AND/OR RESELLERS. Upon Contract execution and throughout the Contract term, Supplier must provide to Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers relative to the Equipment, Products, and Services offered under this Contract, which will be incorporated into this Contract by reference. It is the Supplier's responsibility to ensure Sourcewell receives the most current information.

### 3. PRICING

All Equipment, Products, or Services under this Contract will be priced at or below the price stated in Supplier's Proposal.

When providing pricing quotes to Participating Entities, all pricing quoted must reflect a Participating Entity's total cost of acquisition. This means that the quoted cost is for delivered Equipment, Products, and Services that are operational for their intended purpose, and includes all costs to the Participating Entity's requested delivery location.

Regardless of the payment method chosen by the Participating Entity, the total cost associated with any purchase option of the Equipment, Products, or Services must always be disclosed in the pricing quote to the applicable Participating Entity at the time of purchase.

A. **SHIPPING AND SHIPPING COSTS.** All delivered Equipment and Products must be properly packaged. Damaged Equipment and Products may be rejected. If the damage is not readily apparent at the time of delivery, Supplier must permit the Equipment and Products to be returned within a reasonable time at no cost to Sourcewell or its Participating Entities. Participating Entities reserve the right to inspect the Equipment and Products at a reasonable time after delivery where circumstances or conditions prevent effective inspection of the Equipment and Products at the time of delivery. In the event of the delivery of nonconforming Equipment and Products, the Participating Entity will notify the Supplier as soon as possible and the Supplier will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Participating Entity.

Supplier must arrange for and pay for the return shipment on Equipment and Products that arrive in a defective or inoperable condition.

Sourcewell may declare the Supplier in breach of this Contract if the Supplier intentionally delivers substandard or inferior Equipment or Products.

B. **SALES TAX.** Each Participating Entity is responsible for supplying the Supplier with valid tax-exemption certification(s). When ordering, a Participating Entity must indicate if it is a tax-exempt entity.

C. **HOT LIST PRICING.** At any time during this Contract, Supplier may offer a specific selection of Equipment, Products, or Services at discounts greater than those listed in the Contract. When Supplier determines it will offer Hot List Pricing, it must be submitted electronically to Sourcewell in a line-item format. Equipment, Products, or Services may be added or removed from the Hot List at any time through a Sourcewell Price and Product Change Form as defined in Article 4 below.

Hot List program and pricing may also be used to discount and liquidate close-out and discontinued Equipment and Products as long as those close-out and discontinued items are clearly identified as such. Current ordering process and administrative fees apply. Hot List Pricing must be published and made available to all Participating Entities.

#### **4. PRODUCT AND PRICING CHANGE REQUESTS**

Supplier may request Equipment, Product, or Service changes, additions, or deletions at any time. All requests must be made in writing by submitting a signed Sourcewell Price and Product Change Request Form to the assigned Sourcewell Supplier Development Administrator. This approved form is available from the assigned Sourcewell Supplier Development Administrator. At a minimum, the request must:

- Identify the applicable Sourcewell contract number;

- Clearly specify the requested change;
- Provide sufficient detail to justify the requested change;
- Individually list all Equipment, Products, or Services affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
- Include a complete restatement of pricing documentation in Microsoft Excel with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Equipment, Products, and Services offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Change Request Form will become an amendment to this Contract and will be incorporated by reference.

## **5. PARTICIPATION, CONTRACT ACCESS, AND PARTICIPATING ENTITY REQUIREMENTS**

A. PARTICIPATION. Sourcewell's cooperative contracts are available and open to public and nonprofit entities across the United States and Canada; such as federal, state/province, municipal, K-12 and higher education, tribal government, and other public entities.

The benefits of this Contract should be available to all Participating Entities that can legally access the Equipment, Products, or Services under this Contract. A Participating Entity's authority to access this Contract is determined through its cooperative purchasing, interlocal, or joint powers laws. Any entity accessing benefits of this Contract will be considered a Service Member of Sourcewell during such time of access. Supplier understands that a Participating Entity's use of this Contract is at the Participating Entity's sole convenience and Participating Entities reserve the right to obtain like Equipment, Products, or Services from any other source.

Supplier is responsible for familiarizing its sales and service forces with Sourcewell contract use eligibility requirements and documentation and will encourage potential participating entities to join Sourcewell. Sourcewell reserves the right to add and remove Participating Entities to its roster during the term of this Contract.

B. PUBLIC FACILITIES. Supplier's employees may be required to perform work at government-owned facilities, including schools. Supplier's employees and agents must conduct themselves in a professional manner while on the premises, and in accordance with Participating Entity policies and procedures, and all applicable laws.

## **6. PARTICIPATING ENTITY USE AND PURCHASING**

A. ORDERS AND PAYMENT. To access the contracted Equipment, Products, or Services under this Contract, a Participating Entity must clearly indicate to Supplier that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and Supplier. Typically, a Participating Entity will issue an order directly to Supplier or its authorized

subsidiary, distributor, dealer, or reseller. If a Participating Entity issues a purchase order, it may use its own forms, but the purchase order should clearly note the applicable Sourcewell contract number. All Participating Entity orders under this Contract must be issued prior to expiration or cancellation of this Contract; however, Supplier performance, Participating Entity payment obligations, and any applicable warranty periods or other Supplier or Participating Entity obligations may extend beyond the term of this Contract.

Supplier's acceptable forms of payment are included in its attached Proposal. Participating Entities will be solely responsible for payment and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

**B. ADDITIONAL TERMS AND CONDITIONS/PARTICIPATING ADDENDUM.** Additional terms and conditions to a purchase order, or other required transaction documentation, may be negotiated between a Participating Entity and Supplier, such as job or industry-specific requirements, legal requirements (e.g., affirmative action or immigration status requirements), or specific local policy requirements. Some Participating Entities may require the use of a Participating Addendum, the terms of which will be negotiated directly between the Participating Entity and the Supplier or its authorized dealers, distributors, or resellers, as applicable. Any negotiated additional terms and conditions must never be less favorable to the Participating Entity than what is contained in this Contract.

**C. SPECIALIZED SERVICE REQUIREMENTS.** In the event that the Participating Entity requires service or specialized performance requirements not addressed in this Contract (such as e-commerce specifications, specialized delivery requirements, or other specifications and requirements), the Participating Entity and the Supplier may enter into a separate, standalone agreement, apart from this Contract. Sourcewell, including its agents and employees, will not be made a party to a claim for breach of such agreement.

**D. TERMINATION OF ORDERS.** Participating Entities may terminate an order, in whole or in part, immediately upon notice to Supplier in the event of any of the following events:

1. The Participating Entity fails to receive funding or appropriation from its governing body at levels sufficient to pay for the equipment, products, or services to be purchased; or
2. Federal, state, or provincial laws or regulations prohibit the purchase or change the Participating Entity's requirements.

**E. GOVERNING LAW AND VENUE.** The governing law and venue for any action related to a Participating Entity's order will be determined by the Participating Entity making the purchase.

## **7. CUSTOMER SERVICE**

A. PRIMARY ACCOUNT REPRESENTATIVE. Supplier will assign an Account Representative to Sourcwell for this Contract and must provide prompt notice to Sourcwell if that person is changed. The Account Representative will be responsible for:

- Maintenance and management of this Contract;
- Timely response to all Sourcwell and Participating Entity inquiries; and
- Business reviews to Sourcwell and Participating Entities, if applicable.

B. BUSINESS REVIEWS. Supplier must perform a minimum of one business review with Sourcwell per contract year. The business review will cover sales to Participating Entities, pricing and contract terms, administrative fees, sales data reports, performance issues, supply issues, customer issues, and any other necessary information.

## **8. REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT**

A. CONTRACT SALES ACTIVITY REPORT. Each calendar quarter, Supplier must provide a contract sales activity report (Report) to the Sourcwell Supplier Development Administrator assigned to this Contract. Reports are due no later than 45 days after the end of each calendar quarter. A Report must be provided regardless of the number or amount of sales during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;
- Sourcwell Assigned Entity/Participating Entity Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcwell Administrative Fee Applied; and
- Date Purchase was invoiced/sale was recognized as revenue by Supplier.

B. ADMINISTRATIVE FEE. In consideration for the support and services provided by Sourcwell, the Supplier will pay an administrative fee to Sourcwell on all Equipment, Products, and Services provided to Participating Entities. The Administrative Fee must be included in, and not added to, the pricing. Supplier may not charge Participating Entities more than the contracted

price to offset the Administrative Fee.

The Supplier will submit payment to Sourcewell for the percentage of administrative fee stated in the Proposal multiplied by the total sales of all Equipment, Products, and Services purchased by Participating Entities under this Contract during each calendar quarter. Payments should note the Supplier's name and Sourcewell-assigned contract number in the memo; and must be mailed to the address above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions. Payments must be received no later than 45 calendar days after the end of each calendar quarter.

Supplier agrees to cooperate with Sourcewell in auditing transactions under this Contract to ensure that the administrative fee is paid on all items purchased under this Contract.

In the event the Supplier is delinquent in any undisputed administrative fees, Sourcewell reserves the right to cancel this Contract and reject any proposal submitted by the Supplier in any subsequent solicitation. In the event this Contract is cancelled by either party prior to the Contract's expiration date, the administrative fee payment will be due no more than 30 days from the cancellation date.

## **9. AUTHORIZED REPRESENTATIVE**

Sourcewell's Authorized Representative is its Chief Procurement Officer.

Supplier's Authorized Representative is the person named in the Supplier's Proposal. If Supplier's Authorized Representative changes at any time during this Contract, Supplier must promptly notify Sourcewell in writing.

## **10. AUDIT, ASSIGNMENT, AMENDMENTS, WAIVER, AND CONTRACT COMPLETE**

A. **AUDIT.** Pursuant to Minnesota Statutes Section 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Contract are subject to examination by Sourcewell or the Minnesota State Auditor for a minimum of six years from the end of this Contract. This clause extends to Participating Entities as it relates to business conducted by that Participating Entity under this Contract.

B. **ASSIGNMENT.** Neither party may assign or otherwise transfer its rights or obligations under this Contract without the prior written consent of the other party and a fully executed assignment agreement. Such consent will not be unreasonably withheld. Any prohibited assignment will be invalid.

C. **AMENDMENTS.** Any amendment to this Contract must be in writing and will not be effective until it has been duly executed by the parties.



D. **WAIVER.** Failure by either party to take action or assert any right under this Contract will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right. Any such waiver must be in writing and signed by the parties.

E. **CONTRACT COMPLETE.** This Contract represents the complete agreement between the parties. No other understanding regarding this Contract, whether written or oral, may be used to bind either party. For any conflict between the attached Proposal and the terms set out in Articles 1-22 of this Contract, the terms of Articles 1-22 will govern.

F. **RELATIONSHIP OF THE PARTIES.** The relationship of the parties is one of independent contractors, each free to exercise judgment and discretion with regard to the conduct of their respective businesses. This Contract does not create a partnership, joint venture, or any other relationship such as master-servant, or principal-agent.

### **11. INDEMNITY AND HOLD HARMLESS**

Supplier must indemnify, defend, save, and hold Sourcewell and its Participating Entities, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell or its Participating Entities, arising out of any act or omission in the performance of this Contract by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in the Equipment, Products, or Services under this Contract to the extent the Equipment, Product, or Service has been used according to its specifications. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

### **12. GOVERNMENT DATA PRACTICES**

Supplier and Sourcewell must comply with the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13, as it applies to all data provided by or provided to Sourcewell under this Contract and as it applies to all data created, collected, received, maintained, or disseminated by the Supplier under this Contract.

### **13. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT**

#### **A. INTELLECTUAL PROPERTY**

1. *Grant of License.* During the term of this Contract:

- a. Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising and promotional materials for the purpose of marketing Sourcewell's relationship with Supplier.



b. Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising and promotional materials for the purpose of marketing Supplier's relationship with Sourcewell.

2. *Limited Right of Sublicense.* The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, and agents (collectively "Permitted Sublicensees") in advertising and promotional materials for the purpose of marketing the Parties' relationship to Participating Entities. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this Article by any of their respective sublicensees.

3. *Use; Quality Control.*

a. Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.

b. Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Upon written notice to the breaching party, the breaching party has 30 days of the date of the written notice to cure the breach or the license will be terminated.

4. *Termination.* Upon the termination of this Contract for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

B. **PUBLICITY.** Any publicity regarding the subject matter of this Contract must not be released without prior written approval from the Authorized Representatives. Publicity includes notices, informational pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Supplier individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from this Contract.

C. **MARKETING.** Any direct advertising, marketing, or offers with Participating Entities must be approved by Sourcewell. Send all approval requests to the Sourcewell Supplier Development Administrator assigned to this Contract.

D. **ENDORSEMENT.** The Supplier must not claim that Sourcewell endorses its Equipment, Products, or Services.

#### **14. GOVERNING LAW, JURISDICTION, AND VENUE**

The substantive and procedural laws of the State of Minnesota will govern this Contract. Venue for all legal proceedings arising out of this Contract, or its breach, must be in the appropriate state court in Todd County, Minnesota or federal court in Fergus Falls, Minnesota.

#### **15. FORCE MAJEURE**

Neither party to this Contract will be held responsible for delay or default caused by acts of God or other conditions that are beyond that party's reasonable control. A party defaulting under this provision must provide the other party prompt written notice of the default.

#### **16. SEVERABILITY**

If any provision of this Contract is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Contract is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

#### **17. PERFORMANCE, DEFAULT, AND REMEDIES**

A. **PERFORMANCE.** During the term of this Contract, the parties will monitor performance and address unresolved contract issues as follows:

1. *Notification.* The parties must promptly notify each other of any known dispute and work in good faith to resolve such dispute within a reasonable period of time. If necessary, Sourcewell and the Supplier will jointly develop a short briefing document that describes the issue(s), relevant impact, and positions of both parties.
2. *Escalation.* If parties are unable to resolve the issue in a timely manner, as specified above, either Sourcewell or Supplier may escalate the resolution of the issue to a higher level of management. The Supplier will have 30 calendar days to cure an outstanding issue.
3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Supplier must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute. If the Supplier fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, the Supplier will bear any additional costs incurred by Sourcewell and/or its Participating Entities as a result of such failure to proceed.

B. **DEFAULT AND REMEDIES.** Either of the following constitutes cause to declare this Contract, or any Participating Entity order under this Contract, in default:

1. Nonperformance of contractual requirements, or
2. A material breach of any term or condition of this Contract.

The party claiming default must provide written notice of the default, with 30 calendar days to cure the default. Time allowed for cure will not diminish or eliminate any liability for liquidated or other damages. If the default remains after the opportunity for cure, the non-defaulting party may:

- Exercise any remedy provided by law or equity, or
- Terminate the Contract or any portion thereof, including any orders issued against the Contract.

## 18. INSURANCE

A. REQUIREMENTS. At its own expense, Supplier must maintain insurance policy(ies) in effect at all times during the performance of this Contract with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:

1. *Workers' Compensation and Employer's Liability.*

Workers' Compensation: As required by any applicable law or regulation.

Employer's Liability Insurance: must be provided in amounts not less than listed below:

Minimum limits:

\$500,000 each accident for bodily injury by accident

\$500,000 policy limit for bodily injury by disease

\$500,000 each employee for bodily injury by disease

2. *Commercial General Liability Insurance.* Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Contract.

Minimum Limits:

\$1,000,000 each occurrence Bodily Injury and Property Damage

\$1,000,000 Personal and Advertising Injury

\$2,000,000 aggregate for products liability-completed operations

\$2,000,000 general aggregate

3. *Commercial Automobile Liability Insurance.* During the term of this Contract, Supplier will maintain insurance covering all owned, hired, and non-owned automobiles in limits of liability not less than indicated below. The coverage must be subject to terms

no less broad than ISO Business Auto Coverage Form CA 0001 (2010 edition or newer), or equivalent.

Minimum Limits:

\$1,000,000 each accident, combined single limit

4. *Umbrella Insurance*. During the term of this Contract, Supplier will maintain umbrella coverage over Employer's Liability, Commercial General Liability, and Commercial Automobile.

Minimum Limits:

\$2,000,000

5. *Professional/Technical, Errors and Omissions, and/or Miscellaneous Professional Liability*. During the term of this Contract, Supplier will maintain coverage for all claims the Supplier may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Supplier's professional services required under this Contract.

Minimum Limits:

\$2,000,000 per claim or event

\$2,000,000 – annual aggregate

6. *Network Security and Privacy Liability Insurance*. During the term of this Contract, Supplier will maintain coverage for network security and privacy liability. The coverage may be endorsed on another form of liability coverage or written on a standalone policy. The insurance must cover claims which may arise from failure of Supplier's security resulting in, but not limited to, computer attacks, unauthorized access, disclosure of not public data – including but not limited to, confidential or private information, transmission of a computer virus, or denial of service.

Minimum limits:

\$2,000,000 per occurrence

\$2,000,000 annual aggregate

Failure of Supplier to maintain the required insurance will constitute a material breach entitling Sourcwell to immediately terminate this Contract for default.

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Supplier must furnish to Sourcwell a certificate of insurance, as evidence of the insurance required under this Contract. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcwell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcwell Supplier Development Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf.

Failure to request certificates of insurance by Sourcewell, or failure of Supplier to provide certificates of insurance, in no way limits or relieves Supplier of its duties and responsibilities in this Contract.

C. **ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE.** Supplier agrees to list Sourcewell and its Participating Entities, including their officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.

D. **WAIVER OF SUBROGATION.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Contract or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

E. **UMBRELLA/EXCESS LIABILITY/SELF-INSURED RETENTION.** The limits required by this Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

## **19. COMPLIANCE**

A. **LAWS AND REGULATIONS.** All Equipment, Products, or Services provided under this Contract must comply fully with applicable federal laws and regulations, and with the laws in the states and provinces in which the Equipment, Products, or Services are sold.

B. **LICENSES.** Supplier must maintain a valid and current status on all required federal, state/provincial, and local licenses, bonds, and permits required for the operation of the business that the Supplier conducts with Sourcewell and Participating Entities.

## **20. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION**

Supplier certifies and warrants that it is not in bankruptcy or that it has previously disclosed in writing certain information to Sourcewell related to bankruptcy actions. If at any time during this Contract Supplier declares bankruptcy, Supplier must immediately notify Sourcewell in writing.

Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Contract. Supplier further warrants that it will provide immediate written notice to Sourcwell if this certification changes at any time.

## **21. PROVISIONS FOR NON-UNITED STATES FEDERAL ENTITY PROCUREMENTS UNDER UNITED STATES FEDERAL AWARDS OR OTHER AWARDS**

Participating Entities that use United States federal grant or FEMA funds to purchase goods or services from this Contract may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Article, all references to “federal” should be interpreted to mean the United States federal government. The following list only applies when a Participating Entity accesses Supplier’s Equipment, Products, or Services with United States federal funds.

A. **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all contracts that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. §60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.

B. **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with

the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must be in compliance with all applicable Davis-Bacon Act provisions.

C. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708). Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Contract. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

D. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT. If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

E. CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387). Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).



Supplier certifies that during the term of this Contract will comply with applicable requirements as referenced above.

F. DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689). A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. §180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

G. BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352). Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

H. RECORD RETENTION REQUIREMENTS. To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

I. ENERGY POLICY AND CONSERVATION ACT COMPLIANCE. To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

J. BUY AMERICAN PROVISIONS COMPLIANCE. To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

K. ACCESS TO RECORDS (2 C.F.R. § 200.336). Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and

records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.

L. **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

M. **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.

N. **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Contract or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Contract or any purchase by an authorized user.

O. **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Contract or any purchase by a Participating Entity.

P. **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.

Q. **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Contract or any aspect related to the anticipated work under this Contract raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

R. U.S. EXECUTIVE ORDER 13224. The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

S. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT. To the extent applicable, Supplier certifies that during the term of this Contract it will comply with applicable requirements of 2 C.F.R. § 200.216.

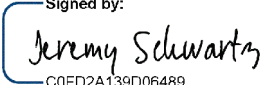
T. DOMESTIC PREFERENCES FOR PROCUREMENTS. To the extent applicable, Supplier certifies that during the term of this Contract will comply with applicable requirements of 2 C.F.R. § 200.322.

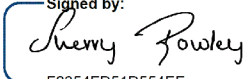
**22. CANCELLATION**

Sourcewell or Supplier may cancel this Contract at any time, with or without cause, upon 60 days' written notice to the other party. However, Sourcewell may cancel this Contract immediately upon discovery of a material defect in any certification made in Supplier's Proposal. Cancellation of this Contract does not relieve either party of financial, product, or service obligations incurred or accrued prior to cancellation.

Sourcewell

Off Duty Management, Inc.

Signed by:  
  
C0FD2A139D06489...  
By: \_\_\_\_\_  
Jeremy Schwartz  
Title: Chief Procurement Officer  
Date: 10/23/2024 | 2:13 PM CDT

Signed by:  
  
F2354FD51D554EE...  
By: \_\_\_\_\_  
Sherry Rowley  
Title: CEO  
Date: 10/23/2024 | 11:32 AM CDT

# RFP 061324 - Staffing with Related Services and Solutions

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## Vendor Details

Company Name: Off Duty Management  
Does your company conduct business under any other name? If yes, please state: Texas  
Address: 1906 Avenue D #200  
Katy, TX 77493  
Contact: Greg Doran  
Email: gdoran@offdutymanagement.com  
Phone: 469-323-4602  
Fax: 877-636-8300  
HST#:

## Submission Details

Created On: Friday May 10, 2024 11:54:05  
Submitted On: Thursday June 13, 2024 16:01:28  
Submitted By: April Henley  
Email: ahenley@offdutymanagement.com  
Transaction #: c8d5eb71-f9ae-4816-827e-2411a5e0e056  
Submitter's IP Address: 73.232.246.194

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## Specifications

**Table 1: Proposer Identity & Authorized Representatives**

**General Instructions** (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond "N/A" if the question does not apply to you (preferably with an explanation).

Line Item	Question	Response *
1	Proposer Legal Name (one legal entity only): (In the event of award, will execute the resulting contract as "Supplier").	OFF DUTY MANAGEMENT, Inc.
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	OfficerTRAK® is a subsidiary of Off Duty Management and our technology. Off Duty Management has no other subsidiary entities. All our equipment, products, and services are in-house.
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	Our legal name is Off Duty Management, Inc. and OfficerTRAK® is a subsidiary of ours and our technology. Off Duty Management has no other subsidiary entities. All our equipment, products, and services are in-house.
4	Provide your CAGE code or Unique Entity Identifier (SAM):	Off Duty Management has neither a CAGE code nor a Unique Entity Identifier (SAM).
5	Proposer Physical Address:	1906 Avenue D, #200, Katy, TX 77493
6	Proposer website address (or addresses):	www.offdutymanagement.com
7	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer and, in the event of award, will be expected to execute the resulting contract):	Sherry Rowley, CEO, 1906 Avenue D #200, Katy, TX 77493 877-636-8300   srowley@offdutymanagement.com
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Greg Doran, Vice President of Operations, Avenue D #200, Katy, TX 77493 469-323-4602   gdoran@offdutymanagement.com
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Brian Manley, President, Avenue D #200, Katy, TX 77493 281-574-2270   bmanley@offdutymanagement.com

**Table 2: Company Information and Financial Strength**

Line Item	Question	Response *
10	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services.	<p>Off Duty Management (ODM) was founded with a mission to protect police and other first responders by offering a comprehensive, no-cost staffing and scheduling solution. Our core values emphasize accountability, transparency, and risk mitigation. We have grown from a modest startup to a pioneer in the industry, now serving over 500 agencies across 35 states and growing rapidly. We have experience working with agencies as small as 3 to over 3,000 sworn officers, and all agency sizes in between. Our success is rooted in the simplicity and reliability of our staffing technology and related administrative services, which have allowed us to expand our services beyond public safety professionals and into government channels we never initially imagined including professional services, public sector education, social work, construction, public works officers, security positions, traffic management, and much more.</p> <p>ODM has been working with law enforcement agencies and municipalities since our founding in 2016. Our complete staffing and scheduling solution was Built by Officers for Officers; that is, it was built upon the insights of members of our team who are former law enforcement and have experience working off-duty jobs. We, ourselves, have worked off-duty jobs as officers, managed programs as supervisors, and directed programs for governmental agencies and Fortune 500 companies in the private sector. However, as our presence has grown throughout the industry, there has been widespread interest in the use and application of our solution in other governmental sectors. It began with educational institutions that four years ago had no such solution but now will make up 15 to 18% of our business. We are</p>

seeing a growing demand to explore how our technology and services can be applied to other staffing, scheduling, and training needs, as evidenced by our partnership with the city of Baltimore and their Department of Transportation. Moreover, we have defined audiences that want us to have a governmental cooperative. Most recently, Virginia Beach Schools approached ODM to inquire if we have a cooperative they could utilize. In summary, ODM's staffing and scheduling solution and related services have a strong demand and growth trajectory beyond our core public safety articles.

#### BROAD AND DIVERSE OFFERINGS

ODM's offerings extend far beyond off-duty scheduling. Our solutions cater to a wide array of governmental staffing and scheduling needs, including...

- Basic Scheduling: Efficient management of day-to-day staffing needs.
- Overtime Management: Streamlined processes for handling overtime requests and assignments.
- Specialized Training Coordination: Ensuring that personnel receive necessary and timely training.
- School Resource Officers: Partnering with educational institutions to manage school safety initiatives.
- Public Works: Assisting in the staffing of public works projects.
- Grants Management: Supporting agencies in the administration of grant-funded programs.
- Special Events Coordination: Providing staffing solutions for large-scale public events.
- State Department of Transportation: Managing staffing for transportation projects.
- Court Staffing: Streamlining scheduling for court-related personnel.

Our partnership with the Arizona Department of Education exemplifies our commitment to supporting diverse staffing needs, particularly in school safety initiatives. Additionally, we are collaborating with the City of Baltimore to expand our services for managing special events, grants, and weather-related staffing needs.

#### INDUSTRY LONGEVITY AND EXPERTISE

ODM has been in business for 8 years, since 2016. Our solutions are built upon the insights of former law enforcement professionals, ensuring our services are tailored to the unique challenges of off-duty work. Our team collectively possesses hundreds of years of experience in the off-duty industry, having worked in various capacities, from officers to program directors for both governmental and private sector entities. This extensive experience positions us as a leading service and software partner for public safety agencies nationwide.

#### COMPREHENSIVE SERVICES AND TECHNOLOGY

ODM offers a turnkey solution that includes...

- Staffing and Scheduling Technology: Our proprietary cloud- and app-based software, OfficerTRAK®, was designed with officers and governmental agencies in mind, providing a seamless user experience for managing off-duty jobs.
- Administrative Services: Handling payroll, invoicing, account receivables, collections, and customer interactions.
- Insurance: A.M. Best rated A (Excellent) liability and workers' compensation insurance, reducing risk exposure for all parties involved.
- Customer Support: 24/7/365 live, bilingual support team and dedicated operations managers ensure continuous assistance.
- Financial Stability: ODM has no debt, no outside owners, no venture capital interest, and no private equity, and we have never factored our receivables to fund our business. Our financial strength allows us to float funds, and we can guarantee agencies and their personnel will be paid on time. Our financial health and accounting practices are backed by JP Morgan Chase, ensuring financial security and reliability.

#### INNOVATIVE SOLUTIONS AND CUSTOMIZATION

OfficerTRAK® offers features such as geofencing, GPS capabilities, reporting, and time tracking, providing agencies with comprehensive oversight and visibility. The software can be configured to adhere to agency policies, ensuring fair job distribution and minimizing liabilities. Employers also benefit from a dedicated portal to manage requests and payments efficiently.

		<p><b>COMMITMENT TO EXCELLENCE</b></p> <p>ODM's commitment to building lasting partnerships is demonstrated through our dedicated support, customizable solutions, and comprehensive service offerings. Our unique financial position, combined with our operational capabilities, ensures that we can meet the diverse and evolving needs of our governmental partners, providing a simple, risk-averse experience for all parties involved.</p> <p>We are dedicated to creating solutions that truly address the needs of first responders and personnel in governmental sectors. ODM is proud to be the leading provider of off-duty administrative services, offering unmatched expertise and innovative solutions to public safety agencies across the United States and soon into Canada.</p> <p>(See Attachments: FS1 – Off Duty Management Summary A1 – Staffing Detailed Overview)</p>
11	<p>What are your company's expectations in the event of an award?</p>	<p>A Sourcewell cooperative agreement for staffing and related services will allow us to help a broader audience of agencies across the nation. This partnership will expedite the implementation process, enabling agencies to start saving valuable budgetary and taxpayer dollars quickly while mitigating risks and liability. The agreement will facilitate the following:</p> <ul style="list-style-type: none"> <li>• Quick Deployment: Our partners will be able to get up and running swiftly, ensuring timely access to the necessary tools to protect their agencies, personnel, and communities.</li> <li>• Compliance and Simplification: Cooperative agreements simplify the procurement process, ensuring compliance with regulations while providing a straightforward path to implementation.</li> <li>• Broad Reach: We can extend our services to a wide range of agencies, ensuring that more entities can benefit from our cost-saving solutions.</li> <li>• No Cost Solution: Agencies and their personnel can use our solution at no cost.</li> </ul> <p><b>LONG-TERM PARTNERSHIPS AND CONTINUOUS IMPROVEMENTS</b></p> <p>ODM is committed to building lasting partnerships with our clients. We believe this award will mark the beginning of a long-term collaboration aimed at continuously improving the efficiency and effectiveness of staffing and scheduling. Our ongoing support includes...</p> <ul style="list-style-type: none"> <li>• Dedicated Account Management: Each partner will have access to a dedicated account manager to ensure seamless service delivery and address any concerns promptly.</li> <li>• Regular Training and Updates: We will provide continuous training and updates to ensure that our partners are fully equipped to utilize our solutions effectively.</li> <li>• Feedback and Improvement: We value feedback from our partners and will use it to enhance our services continuously.</li> </ul> <p>In conclusion, ODM's expectations in the event of an award are centered around immediate support, cost savings, enhanced service and delivery, and long-term partnerships. Our proven track record, combined with our comprehensive, no-cost solutions, positions us to significantly benefit governmental agencies and municipalities, helping them achieve their goals while saving valuable resources. By leveraging our expertise in staffing and related services, we ensure that agencies can efficiently manage their diverse needs and focus on their core missions.</p>
12	<p>Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response.</p>	<p>Off Duty Management (ODM) presents a robust financial foundation that underscores our capability to deliver comprehensive staffing and related services and solutions. Our financial stability is pivotal to ensuring the reliability and long-term success of our partnerships with governmental agencies. Below is a detailed demonstration of our financial strength. Additional data and examples can be supplied as needed.</p> <p><b>BANKING RELATIONSHIPS AND LIQUIDITY</b></p> <p>ODM maintains strong banking relationships with one of the top banking institutions in the country, JP Morgan Chase. This relationship enhances our financial security and operational capabilities.</p> <p>Average Daily Bank Balances: ODM maintains average daily bank balances exceeding \$30 million. This significant liquidity ensures that we can meet our</p>



operational needs and respond swiftly to any financial demands.

Revolving Credit Facility: We have access to an untapped revolving credit facility that can be called upon on demand to address unforeseen needs. This facility further bolsters our financial flexibility and stability.

#### DEBT-FREE OPERATIONS (with ample Owner Equity Injection available)

ODM operates with zero outstanding third-party debt. This debt-free status is a testament to our strong financial management and disciplined approach to growth.

- No External Investors: Throughout our eight-year corporate history, we have not utilized external investors, venture capital infusion, or debt financing. This independence ensures that our financial decisions are aligned solely with the best interests of our agency partners.
- No Factoring Arrangements: We have never pledged any portion of our accounts receivable or current invoices under a factoring arrangement, which means we have complete control over our financial resources and obligations.
- Equity Injection: We have immediate access to additional equity injection from our shareholders, providing a robust financial cushion to support incremental operational cash demands without the need for external financing.

#### FINANCIAL DISCIPLINES AND PAYMENT RELIABILITY

ODM prides itself on its stringent financial disciplines and operational efficiency, which have contributed to our impeccable payment history.

- Timely Payments: We have never missed a payment to an officer or agency. This reliability is critical in maintaining trust and confidence among our partners.
- Skilled Financial Team: Our highly skilled and experienced financial team, coupled with our state-of-the-art software, ensures precise and timely financial operations.
- Operational Cash Flow: Our strong operational daily cash inflow and liquidity allow us to respond instantly to financial needs, ensuring seamless service delivery.

#### INSURANCE AND RISK MITIGATION

Our financial strength is complemented by superior insurance coverage that mitigates risks for our agency partners.

- Workers' Compensation Coverage: ODM offers excellent workers' compensation coverage, as acknowledged by Gallagher, providing an extra layer of security for our partners.
- Comprehensive Insurance: We offer comprehensive liability and workers' compensation insurance rated A (Excellent) by A.M. Best. This coverage includes general liability for all parties involved, significantly reducing risk exposure.

#### EXAMPLES OF FINANCIAL STABILITY IN ACTION

Several high-profile agencies and departments have partnered with ODM, leveraging our financial strength and stability to enhance their operations.

- Massachusetts State Police: Utilizing ODM's software and services to manage their off-duty scheduling and staffing needs.
- Arizona Department of Education: Partnered with ODM to manage their state's school safety program, demonstrating trust in our financial and operational capabilities.
- City of Baltimore: Expanding services to support diverse needs, including large-scale special events and weather events.

#### SUPPORTING DOCUMENTS

To provide further evidence of our financial strength and stability, we have attached the following documents:

- Reference Letters: Detailed reference letters from our banking and insurance partners, attesting to our financial stability and exceptional risk management controls
- Financial Statements available upon request. ODM is a privately held company, and this is proprietary information.

(See Attachments:  
 FS2 – Chase Bank Letter  
 FS3 – ODM Insurance Coverage  
 FS4 – C.O.I 2024  
 FS5 – AJG Infographic  
 FS6 – Workers’ Compensation EMR  
 FS7 – Gallagher Sourcewell Letter)

CONCLUSION

ODM's financial strength and stability are unmatched in the industry, providing a secure foundation for delivering comprehensive staffing and related services and solutions. Our debt-free operations, substantial liquidity, and superior insurance coverage ensure that we can consistently meet the needs of our agency partners, enhancing their off-duty scheduling, staffing, technology, and administrative services. By choosing ODM, agencies can trust in our unwavering financial health and commitment to excellence.

"Superior rating for all companies across ALL industries offering workers compensations." – Gallagher

This comprehensive demonstration underscores ODM's financial capacity to support our partners effectively and ensure long-term, reliable service delivery. Our financial health and strength are why several of the largest agencies in the nation, including the Massachusetts State Police, Baltimore Police Department, Detroit Police Department, Tucson Police Department, Colorado State Patrol, and the Arizona Department of Education, are utilizing ODM's software and comprehensive services.

13 What is your US market share for the solutions that you are proposing?

Off Duty Management (ODM) operates within the burgeoning market of off-duty administration, a sector that, until eight years ago, did not exist in its current comprehensive form. As the pioneering company in this industry, ODM has driven significant growth and expansion, resulting in a ten-fold increase in business. This year alone, our company is projected to double in size, underscoring the rapid adoption and demand for our services.

CURRENT MARKET SHARE AND GROWTH

ODM currently holds a 15% market penetration within the entire off-duty administration segment. Given the nascent nature of this market and its rapid expansion, we anticipate continued upward trends in market share and demand. The comprehensive nature of our solutions, which include staffing, scheduling, technology, and administrative services, positions us as the leader in this evolving sector.

EXPANSION INTO DIVERSE MARKET SEGMENTS

ODM originally focused on the public safety sector, but our solutions have proven versatile and effective across various governmental needs. Our experience and collaborative efforts with governmental partners have revealed numerous emerging channels, broadening our overall support for diverse requirements. This expansion demonstrates our expertise and adaptability in meeting the unique demands of our partners as well as market share growth beyond the public safety staffing and technology component.

COMPREHENSIVE SOLUTIONS AT NO COST

A significant advantage for our governmental partners is that, when they utilize ODM for off-duty, third-party scheduling, they gain access to our advanced staffing and scheduling tools at no cost. Additionally, they benefit from our 24/7/365 live support team, ensuring continuous and reliable service. This comprehensive support structure is a key differentiator, providing unmatched value and efficiency.

EXAMPLES OF MARKET PENETRATION, EXPANSION, AND GROWTH

- Arizona Department of Education: Our partnership with the Arizona Department of Education to manage the state's school safety program showcases our ability to extend our services beyond traditional public safety roles. This collaboration is exploring options to build a comprehensive solution involving all critical stakeholders for school safety.
- City of Baltimore: We are expanding our services with the City of Baltimore to support a wide range of needs, including large-scale special events, grants, and weather events. This demonstrates our capability to adapt our solutions to meet diverse and dynamic requirements.
- Massachusetts State Police: As a leading agency, the Massachusetts State

		<p>Police utilize ODM's software and services to manage their off-duty scheduling and staffing needs, reflecting our strong market presence and reliability.</p> <p>EMERGING MARKET SEGMENTS</p> <p>Our solutions are increasingly being adopted in new and untapped markets, significantly broadening our scope and impact. These emerging segments include...</p> <ul style="list-style-type: none"> <li>• School Resource Officers and Safety Programs: Beyond traditional public safety roles, our solutions are being leveraged to manage school safety initiatives, addressing a critical need in educational institutions.</li> <li>• Public Works and Infrastructure Projects: Governmental entities are utilizing our staffing and scheduling tools to manage public works projects, including state departments of transportation and public utilities.</li> <li>• Specialized Training and Overtime Management: Agencies are adopting our solutions to streamline specialized training programs and manage overtime, ensuring optimal resource allocation and efficiency.</li> </ul> <p>CONCLUSION</p> <p>ODM's current U.S. market share reflects our leadership and innovative approach in the off-duty administration industry. With a 15% penetration rate and a projected doubling of our business size this year, we are at the forefront of this emerging market. Our comprehensive suite of services, including staffing, scheduling, technology, and administrative support, coupled with our 24/7/365 service model, provides unparalleled value to our partners. As we continue to explore and expand into new market segments, ODM remains committed to delivering exceptional solutions that meet the evolving needs of governmental agencies across the nation.</p> <p>By leveraging our experience, collaborative partnerships, and innovative solutions, ODM is well-positioned to capture additional market share and support a broader array of governmental needs, driving efficiency, cost savings, and enhanced public safety outcomes. The off-duty administration industry, now a billion-dollar market, continues to grow, and ODM is proud to lead the way in providing comprehensive and innovative solutions for governmental agencies nationwide.</p>
14	<p>What is your Canadian market share for the solutions that you are proposing?</p>	<p>ODM is in the process of establishing a presence in Canada and currently open to providing our staffing software and service solution throughout Canada. Our CEO, Sherry Rowley, has provided services in Canada for over 10 years with a formerly held company. While our business model is compatible with the Canadian market, the industry is not represented there yet.</p>

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<p>15</p>	<p>Has your business ever petitioned for bankruptcy protection? If so, explain in detail.</p>	<p>Off Duty Management (ODM) has never petitioned for bankruptcy protection. Our commitment to financial prudence and strategic growth has ensured that we maintain a robust financial foundation, providing our clients with confidence in our long-term viability and reliability.</p> <p><b>FINANCIAL STRENGTH AND STABILITY</b></p> <p>ODM's financial strength is evident through several key factors:</p> <ul style="list-style-type: none"> <li>• Long-term Revenue Growth: Over the years, ODM has experienced consistent revenue growth, driven by our innovative solutions and expanding market share. Our ability to scale our services to meet the growing needs of our clients has been a cornerstone of our success.</li> <li>• Strong Liquidity and Cash Position: We maintain a strong liquidity position with average daily bank balances exceeding \$30 million. This substantial cash reserve ensures that we can meet our financial obligations promptly and invest in new opportunities without reliance on external financing.</li> <li>• Debt-free Operations: ODM operates with zero debt. Throughout our corporate history, we have not taken on or carried any debt, nor have we engaged in factoring arrangements to sell our invoices. This debt-free status underscores our financial health and allows us to remain agile and responsive to market demands.</li> <li>• No External Investors: Our financial independence is further bolstered by the absence of outside shareholders, partners, or venture capital interests. This means that our decision-making is focused solely on the best interests of our clients and partners, without the pressure from external financial stakeholders.</li> <li>• Financial Discipline and Risk Management: ODM employs rigorous financial discipline and risk management practices. Our operations are supported by robust accounting practices and oversight, ensuring that we maintain financial stability and transparency.</li> </ul> <p><b>RELIABLE LONG-TERM PARTNERSHIP</b></p> <p>Our financial strength positions ODM as a reliable, long-term partner for governmental agencies and municipalities. We are uniquely equipped to provide comprehensive staffing and scheduling solutions, technology, and administrative services without the risk of financial instability. Our clients can trust that ODM will continue to deliver high-quality services backed by a sound financial foundation.</p> <p><b>CAPACITY TO SUPPORT GROWTH</b></p> <p>ODM's financial health enables us to support both our current clients and the significant growth anticipated in the coming years. Our capacity to scale and innovate is underpinned by our strong liquidity and cash position, allowing us to invest in the development of new solutions and expand our market presence.</p> <p><b>CLIENT CONFIDENCE AND SECURITY</b></p> <p>Our financial security provides our clients with peace of mind, knowing that ODM is a stable and reliable partner. The absence of bankruptcy filings or financial distress in our history is a testament to our careful management and strategic planning. This stability is crucial for governmental entities seeking long-term partnerships with service providers who can deliver consistent and dependable solutions.</p> <p><b>CONCLUSION</b></p> <p>ODM has never petitioned for bankruptcy protection. Our financial strength and stability are supported by long-term revenue growth, a strong liquidity and cash position, and the absence of debt or external financial influences. This solid financial foundation allows us to provide reliable, high-quality services to our clients, ensuring that we can meet their needs today and in the future. As a debt-free company with robust financial practices, ODM stands out as a secure and trustworthy partner for governmental agencies across the nation.</p>
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<p>16</p>	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization.</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>Off Duty Management (ODM) is best described as a comprehensive service provider specializing in staffing and scheduling solutions, as well as a leading developer of staffing and software solutions for governmental agencies.</p> <p>Our turnkey, customizable solutions combine comprehensive administrative services, advanced software, invoicing, payment management, insurance protection, program implementation, and ongoing support for governmental off-duty employment programs—all at no cost to the agencies. Additionally, we provide our OfficerTRAK® software solution, specifically designed for public safety, educational institutions, public works and municipal needs.</p> <p><b>RELATIONSHIP WITH SALES AND SERVICE FORCE</b></p> <p>ODM's relationship with our sales and service force is integral to delivering our staffing and scheduling solutions, technology, and managed services effectively. Here's how our organization is structured to ensure top-notch service delivery:</p> <ul style="list-style-type: none"> <li>• <b>Internal Sales and Service Force:</b> Our entire educational, sales, and service team is composed of internal employees. This internal team structure ensures that we maintain high-quality control and consistency in the delivery of our services.</li> <li>• <b>Employee Expertise:</b> Our team members are seasoned professionals with extensive experience in public safety, law enforcement, and off-duty assignments. This expertise allows them to understand and address the unique needs of our clients effectively.</li> <li>• <b>Dedicated Account Management:</b> Each client is assigned a dedicated account manager who oversees the implementation and ongoing support of our services. These account managers are employees of ODM, ensuring direct accountability and a seamless service experience.</li> <li>• <b>Nationwide Presence:</b> ODM has a strategically located business development team across the country. This team is supported by educational liaisons who are present in over 40 states, allowing us to provide localized support and respond quickly to client needs.</li> <li>• <b>Comprehensive Support Team:</b> Our 24/7/365 support team is always available to assist clients with any issues or questions they may have. This support is provided by our internal staff, ensuring that clients receive consistent and knowledgeable assistance.</li> </ul> <p><b>DELIVERY OF PRODUCTS AND SERVICES</b></p> <p>ODM delivers its products and services through a robust, integrated approach:</p> <ul style="list-style-type: none"> <li>• <b>Advanced Technology Solutions:</b> Our proprietary OfficerTRAK® software provides a seamless platform for staffing, scheduling, managing, and reporting off-duty assignments. This software is developed and maintained by our in-house team of experts.</li> <li>• <b>Comprehensive Administrative Services:</b> We handle all aspects of administrative support, including payroll, invoicing, collections, and insurance. This holistic approach ensures that our clients can focus on their core operations without worrying about the complexities of off-duty management.</li> <li>• <b>Risk Mitigation and Financial Management:</b> By managing invoicing, billing, and collections, ODM minimizes financial risks for our clients. We also advance all funds, ensuring that first responders and other personnel and their agencies are paid promptly.</li> <li>• <b>Tailored Staffing Solutions:</b> Our services are designed to meet a wide range of staffing needs, from off-duty scheduling and overtime management to specialized training and public works projects.</li> </ul> <p><b>CONCLUSION</b></p> <p>ODM is a comprehensive service provider offering a broad range of staffing and scheduling solutions, supported by our proprietary software and comprehensive administrative services. Our internal sales and service force, combined with our nationwide presence, ensures that we can deliver high-quality, consistent, and effective solutions to our clients. By focusing on comprehensive staffing and related services, ODM remains committed to meeting the evolving needs of governmental agencies and providing exceptional value through our tailored solutions.</p>
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<p>17</p>	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>Off Duty Management (ODM) is committed to ensuring compliance with all necessary licenses and certifications required to operate efficiently and legally in the jurisdictions we serve. Below is a detailed explanation of the licenses and certifications relevant to our operations:</p> <p>LICENSES AND CERTIFICATIONS HELD (BY ODM)</p> <ul style="list-style-type: none"> <li>• State and Municipal Licenses: Generally, no specific licensing is required to provide our staffing and scheduling solutions. However, certain states or municipalities may require a security license to operate. ODM is fully capable of obtaining and maintaining these licenses as required by law. We are proactive in ensuring compliance with these requirements and already registered in states where such licensing is mandated.</li> <li>• Security Licenses: In states where a security license is necessary, ODM holds the appropriate licenses to provide off-duty management services. These licenses are maintained diligently to ensure uninterrupted services to our clients. State security licenses are available upon request for any agency requiring verification.</li> <li>• Tax Compliance: ODM ensures that all off-duty work complies with federal, state, and local tax regulations. We assist our partners in understanding and adhering to the appropriate taxing authorities' guidelines related to off-duty employment.</li> </ul> <p>WOMEN-OWNED BUSINESS CERTIFICATION</p> <p>ODM is proud to be a certified Women's Business Enterprise (WBE) through the Women's Business Enterprise National Council (WBENC). This certification reflects our commitment to diversity and excellence in service delivery. Key highlights of our WBE certification include...</p> <ul style="list-style-type: none"> <li>• Certification by WBENC: The WBENC certification is a widely recognized and respected certification for women-owned businesses in the United States.</li> <li>• Commitment to Diversity: As a WBENC-certified company, ODM demonstrates a strong commitment to promoting diversity in the workplace and in the communities we serve. This certification opens opportunities for partnerships with organizations seeking to support women-owned businesses.</li> <li>• Enhanced Business Opportunities: The WBENC certification enables ODM to participate in various supplier diversity programs, providing us with access to a broader network of potential clients and partners who value diversity and inclusion.</li> </ul> <p>(See Attachment: 2023-2024 WBENC ODM Certificate)</p> <p>COMPLIANCE AND RISK MANAGEMENT</p> <p>ODM's primary goal is to simplify off-duty administration for governmental agencies while mitigating risks and liabilities associated with their programs. Our partners rely on us to be the experts in ensuring that all services provided are compliant with federal, state, and local statutes and regulations. We guarantee that our solutions adhere to our clients' internal standard operating procedures (SOPs), rules, and guidelines.</p> <p>PARTNERSHIP ASSURANCE</p> <p>By holding the necessary licenses and certifications, ODM assures our partners of our capability to deliver compliant and reliable services. Our proactive approach to licensing and certification ensures that our operations remain uninterrupted and fully compliant with all regulatory requirements.</p> <p>CONCLUSION</p> <p>ODM holds all necessary licenses and certifications required to operate legally and efficiently across various jurisdictions. We are a WBENC-certified Women's Business Enterprise, reflecting our commitment to diversity and excellence. Our proactive approach to compliance ensures that our partners receive services that adhere to all federal, state, and local regulations, minimizing risks and liabilities. ODM is dedicated to providing exceptional staffing and scheduling solutions that meet the evolving needs of governmental agencies.</p>
<p>18</p>	<p>Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.</p>	<p>Off Duty Management (ODM) has never received suspension or debarment for any reason. We operate with the highest ethical standards in all business transactions, accounting, software, insurance, and services provided.</p>



**Table 3: Industry Recognition & Marketplace Success**

Line Item	Question	Response *
19	Describe any relevant industry awards or recognition that your company has received in the past five years	<p>Off Duty Management (ODM) operates in a highly specialized industry segment that has only been in existence for eight years. Despite the relative newness of our sector, ODM has distinguished itself through a commitment to providing superior service to our governmental partners, their personnel, and customers. Below is a detailed account of the relevant industry awards and recognition we have received over the past five years.</p> <p><b>INDUSTRY RECOGNITION AND AWARDS</b></p> <p>ODM has been recognized by numerous industry experts and associations for our innovative solutions and exceptional service. Notable accolades and recognitions include...</p> <ul style="list-style-type: none"> <li>• Federal Bureau of Investigations National Academy Associates (FBINAA): ODM has been acknowledged by the FBINAA for our contributions to enhancing off-duty management practices.</li> <li>• Major City Chiefs Association (MCCA): Recognition from the MCCA underscores our impact on major urban law enforcement agencies.</li> <li>• Major County Sheriffs Association (MCSA): Our work with large county sheriffs' offices has been commended by the MCSA.</li> <li>• National Sheriffs Association (NSA): The NSA has recognized ODM for our comprehensive and effective off-duty management services.</li> </ul> <p><b>CLIENT TESTIMONIALS AND DESCRIPTIONS OF SERVICE</b></p> <p>Our services have been described as "world class" by various law enforcement agencies, including...</p> <ul style="list-style-type: none"> <li>• Gilbert Police Department, AZ</li> <li>• Tucson Police Department, AZ</li> <li>• Kennesaw Police Department, GA</li> <li>• Tallahassee Police Department, FL</li> </ul> <p>Special Recognition: The Director of School Safety for the State of Arizona recognized us for our contributions and innovative software solutions.</p> <p><b>INDUSTRY PARTNERSHIPS AND ASSOCIATIONS</b></p> <p>ODM is proud to be associated with several key law enforcement organizations, reflecting our broad industry engagement and recognition:</p> <ul style="list-style-type: none"> <li>• International Association of Chiefs of Police (IACP)</li> <li>• Major City Chiefs Association (MCCA)</li> <li>• Major County Sheriffs Association (MCSA)</li> <li>• National Sheriffs Association (NSA)</li> <li>• Federal Bureau of Investigation National Academy Associates (FBINAA)</li> <li>• National Law Enforcement Officers Memorial Fund (NLEOMF)</li> <li>• National Association of Women Law Enforcement Executives (NAWLEE)</li> <li>• National Organization of Black Law Enforcement Executives (NOBLE)</li> </ul> <p>Our partnerships extend to several state law enforcement associations, further cementing our reputation and reach within the industry.</p> <p><b>OPERATIONAL EXCELLENCE AND SECURITY COMPLIANCE</b></p> <p>ODM has recently acquired the Service Organization Control Type 2 (SOC2) Compliance Report. This certification ensures that we, as a third-party service vendor, store and process client data in a secure manner, reinforcing our commitment to data security and operational excellence.</p> <p><b>DIVERSITY AND INCLUSION</b></p> <p>ODM is a proud Woman-Owned Business and an official member of the Women's Business Enterprise National Council (WBENC). This certification reflects our dedication to promoting diversity and inclusion within our company and the broader industry.</p>



		<p>CONCLUSION</p> <p>ODM has received significant industry recognition and awards over the past five years, highlighting our contributions to the off-duty management sector. Our accolades from prestigious organizations and client testimonials demonstrate our commitment to excellence and innovation. As a proud WBENC-certified Woman-Owned Business, we are dedicated to delivering superior staffing and scheduling solutions while promoting diversity and inclusion. Our SOC2 compliance further underscores our commitment to data security and operational integrity. Through our extensive industry partnerships and unwavering dedication to service, ODM continues to lead the way in off-duty management solutions.</p>	
20	What percentage of your sales are to the governmental sector in the past three years	100% of ODM's sales are to the governmental sector.	*
21	What percentage of your sales are to the education sector in the past three years	<p>SALES PERCENTAGE TO THE EDUCATION SECTOR (2021-2023)</p> <p>From 2021 to 2023, approximately 12% of ODM's total sales were attributed to the education sector. This substantial share demonstrates our focused efforts and successful integration of our solutions within educational institutions.</p> <p>Off Duty Management (ODM) has experienced significant growth with our educational and governmental partners, reflecting our commitment to providing comprehensive staffing solutions to educational institutions. Over the past three years, from 2021 to 2023, a growing percentage have been directed towards this sector, underscoring our capability and reliability in addressing the unique needs of educational environments. As a result of our current projected growth and YTD results, we expect this percentage will be ~18% by the end of 2024</p> <p>CASE STUDY: ARIZONA DEPARTMENT OF EDUCATION (AZ DOE)</p> <p>Our partnership with the Arizona Department of Education (AZ DOE) serves as a prime example of our impact and success within the education sector:</p> <ul style="list-style-type: none"> <li>• 2023 Success: Last year, a significant portion of our sales was directed to the AZ DOE, where we provided extensive staffing, scheduling, and administrative solutions.</li> <li>• 2024 Projections: For the first five months of 2024, we have already observed a significant increase in our sales to the AZ DOE. We project a substantial year-end total, reflecting the growing trust and reliance on our services within this department.</li> </ul> <p>EXPANDING REACH ACROSS SCHOOL DISTRICTS</p> <p>Beyond the AZ DOE, ODM's services have been adopted by numerous school districts across the country. Our solutions are tailored to meet the diverse needs of educational institutions, ensuring efficient and effective management of their staffing requirements. Some key highlights include:</p> <ul style="list-style-type: none"> <li>• Integration with Local Government: Many school districts collaborate with local government agencies, leveraging our services to enhance their public safety and administrative operations.</li> <li>• Diverse Applications: Our software is not only used by school districts but also extends to fire departments, public works, and other public safety entities within the education sector.</li> </ul> <p>INNOVATIVE SOLUTIONS FOR THE EDUCATION SECTOR</p> <p>ODM's flagship product, OfficerTRAK®, originally designed for governmental law enforcement agencies, has evolved to meet the specific needs of educational institutions. Key features and benefits include...</p> <ul style="list-style-type: none"> <li>• Comprehensive Staffing Solutions: Our software provides end-to-end staffing solutions, ensuring that educational institutions can manage their staffing needs efficiently and effectively.</li> <li>• Enhanced Scheduling and Administrative Tools: OfficerTRAK® offers robust scheduling and administrative tools, enabling schools to optimize their operations and improve overall productivity.</li> <li>• Seamless Integration: The platform integrates seamlessly with existing systems, allowing for smooth data exchanges and minimizing disruptions to daily operations.</li> </ul> <p>FUTURE GROWTH IN THE EDUCATION SECTOR</p> <p>ODM expects the education sector to grow to over 18% of our sales by the end of</p>	*

2024. Although this target has some volatility, given our current growth projections and the new partner negotiations we are currently involved in, we remain optimistic about reaching this milestone. Our ongoing efforts to expand our presence and enhance our services within the education sector will continue to drive this growth.

#### COMMITMENT TO EXCELLENCE AND CUSTOMER SATISFACTION

ODM is dedicated to delivering exceptional service and support to all our clients, including those in the education sector. Our commitment is reflected in our...

- High Client Retention: We have maintained strong, long-term relationships with our clients, ensuring continuous improvement and adaptation of our services to meet their evolving needs.
- Proven Track Record: Our success in the education sector is backed by positive feedback and testimonials from various educational institutions, highlighting the effectiveness and reliability of our solutions.

#### CONCLUSION

ODM is proud of our significant contributions to the education sector over the past three years. With a growing percentage of our sales directed towards educational institutions, we continue to expand our reach and impact, providing innovative and reliable solutions tailored to meet the unique needs of this sector. Our commitment to excellence, customer satisfaction, and continuous improvement ensures that we remain a trusted partner for educational institutions nationwide.

<p>22</p>	<p>List any state, provincial, or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?</p>	<p>Off Duty Management (ODM) holds several prestigious state, provincial, and cooperative purchasing contracts that exemplify our capability to provide comprehensive staffing and scheduling solutions to governmental agencies. Below is a detailed account of these contracts and their impact over the past three years:</p> <p><b>SOURCEWELL COOPERATIVE</b></p> <p>ODM was awarded a cooperative purchasing contract by Sourcewell, establishing us as a premier provider of public safety software and services. This contract allows us to deliver a comprehensive suite of solutions, including advanced scheduling, invoicing, payment management, and robust reporting capabilities, to governmental agencies across the nation.</p> <p><b>NORTH CAROLINA SHERIFFS' ASSOCIATION (NCSA)</b></p> <p>ODM was awarded a cooperative purchasing contract by the NCSA, establishing us as an official technology and service provider. This contract enables us to offer a configurable, customizable turnkey solution for governmental agencies. The services provided under this contract include comprehensive off-duty administration, advanced scheduling, invoicing, payment management, and robust reporting capabilities.</p> <p><b>PURCHASING COOPERATIVE OF AMERICA (PCA)</b></p> <p>Two years ago, ODM secured a contract with the Purchasing Cooperative of America (PCA) for off-duty administration. This contract highlights our ability to meet the complex needs of various governmental entities by providing them with a streamlined and efficient solution for managing off-duty assignments.</p> <p><b>CITY OF GILBERT, AZ, AND GILBERT POLICE DEPARTMENT</b></p> <p>ODM was awarded a publicly solicited contract with the City of Gilbert, AZ, and its Police Department. Under this contract, we deliver a comprehensive turnkey solution that includes the following...</p> <ul style="list-style-type: none"> <li>• Free software for off-duty administration</li> <li>• Services fee management</li> <li>• Online quotes and scheduling</li> <li>• Invoicing and online payment processing</li> <li>• An off-duty vendor portal</li> <li>• Collections and financial float</li> <li>• Detailed real-time and historical reporting functionality</li> <li>• Comprehensive liability and workers' compensation insurance</li> <li>• Cooperative Purchasing Agreements and Intergovernmental Agreements (IGAs)</li> </ul> <p>The contract with the City of Gilbert includes a state clause that allows for cooperative purchasing agreements, piggybacking, or Intergovernmental Agreements (IGAs). This clause has enabled other agencies to leverage the original contract:</p> <ul style="list-style-type: none"> <li>• City of Tucson and Tucson Police Department (PD), AZ: Tucson PD utilized the cooperative agreement and IGA to implement similar off-duty management services based on Gilbert's original contract.</li> <li>• Additional Agencies: Seven other agencies, including two outside of Arizona, have leveraged this cooperative purchase agreement and IGA, demonstrating the widespread value and demand for our services through cooperative agreements like Sourcewell.</li> </ul> <p><b>ANNUAL SALES VOLUME</b></p> <p>As a privately held company, ODM does not publicly disclose detailed sales information. However, we are committed to transparency and will make sales volume information available upon request for entities that require this data for due diligence and contract evaluation purposes.</p> <p><b>CONCLUSION</b></p> <p>ODM has successfully secured and implemented several state, provincial, and cooperative purchasing contracts, underscoring our expertise in providing comprehensive off-duty management solutions. Our contracts with Sourcewell, the NCSA, PCA, and various municipalities like the City of Gilbert and Tucson highlight our ability to deliver high-quality, customizable services that meet the diverse needs of governmental agencies. These contracts, along with our willingness to share sales volume information upon request, illustrate ODM's commitment to transparency, excellence, and partnership in the public sector.</p>
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23	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	Off Duty Management does not have any GSA contracts or SOSA agreements.
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**Table 4: References/Testimonials**

**Line Item 24.** Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *
Massachusetts State Police	Michael Harney	617-568-7310
Tucson Police Department	Mikeal Allen	520-286-6494
Arizona Department of Education (ADE)	Mike Kurtenbach	602-542-7112
Tallahassee Police Department	Karen Ryan	850-491-5590
Boston EMS	Rachel McPherson	617-755-9143

**Table 5: Top Five Government or Education Customers**

**Line Item 25.** Provide a list of your top five government, education, or non-profit customers (entity name is optional), including entity type, the state or province the entity is located in, scope of the project(s), size of transaction(s), and dollar volumes from the past three years.

Entity Name	Entity Type *	State / Province *	Scope of Work *	Size of Transactions *	Dollar Volume Past Three Years *
Massachusetts State Police	Government	Massachusetts - MA	Off Duty Management (ODM) provides comprehensive off-duty staffing, scheduling, and comprehensive administrative services and software, including but not limited to invoicing, collections, payment processing, reporting, insurance, and free internal agency use (of software) for special events, overtime, and grants.	Transactions vary based on industry demand and needs. The agency does not pay for our staffing services and software; ours is a no-cost solution. This agency is projected to deliver over 600,000 hours in 2024.	There is no dollar volume for governmental agencies and municipalities, as our services are free for them and their employees/officers/first responders. Off-duty employees who hire off-duty officers pay a small administrative fee to cover ODM services, software, and insurance. Depending on agency governance, ODM collects the payments via our online portal and pays officers directly or the agency/municipality to distribute through payroll. ODM retains an administrative fee once fees are collected from off-duty employers.

<p>Arizona Department of Education (ADE)</p>	<p>Education</p>	<p>Arizona - AZ</p>	<p>Off Duty Management (ODM) assists the ADE with facilitating their School Safety Program, enabling over 300 schools to hire full-time school safety officers (SSOs). When schools request an SSO, police officers are notified of the request through the OfficerTRAK® mobile app. With the app, an officer can select, cancel, or trade jobs, clock in and out of shifts, share notes, and more. ODM pays officers the following week for their off-duty work and protects officers, agencies, and the ADE with liability coverage.</p>	<p>Transactions vary based on industry demand and needs. Law enforcement agencies do not pay for our staffing services and software; ours is a no-cost solution. This partnership is projected to deliver over 600,000 hours in 2024.</p>	<p>ODM partnered with the ADE in 2023, but there is no dollar volume for agencies and municipalities, as our services are free for them and their officers/first responders. Off-duty employers who hire off-duty officers pay a small administrative fee to cover ODM services, software, and insurance. ODM collects the payments via our online portal and pays officers directly or the agency/municipality to distribute through payroll, depending on agency governance. ODM retains an administrative fee once fees are collected from off-duty employers.</p>
<p>City of Baltimore</p>	<p>Government</p>	<p>Maryland - MD</p>	<p>Off Duty Management (ODM) provides comprehensive off-duty staffing, scheduling, and administrative services and software, including but not limited to invoicing, collections, payment processing, reporting, insurance, and free internal agency use (of software) for special events, overtime, and grants.</p>	<p>Transactions vary based on industry demand and needs. The agency does not pay for our staffing services and software, as ours is a no-cost solution. This agency is projected to deliver over 175,000 hours per year. Currently, the city is working through Union negotiations, impacting the hours today.</p>	<p>There is no dollar volume for agencies and municipalities, as our services are free for them and their officers/first responders. Off-duty employers who hire off-duty officers pay a small administrative fee to cover ODM services, software, and insurance. ODM collects the payments via our online portal and pays officers directly or the agency/municipality to distribute through payroll, depending on agency governance. ODM retains an administrative fee once fees are collected from off-duty employers.</p>
<p>City of Detroit PD</p>	<p>Government</p>	<p>Michigan - MI</p>	<p>Off Duty Management (ODM) provides comprehensive off-duty staffing, scheduling, and administrative services and software, including but not limited to invoicing, collections, payment processing, reporting, insurance, and free internal agency use (of software) for special events, overtime, and grants.</p>	<p>Transactions vary based on industry demand and needs. The agency does not pay for our staffing services and software, as ours is a no-cost solution. This agency is projected to deliver over 150,000 hours per year.</p>	<p>There is no dollar volume for agencies and municipalities, as our services are free for them and their officers/first responders. Off-duty employers who hire off-duty officers pay a small administrative fee to cover ODM services, software, and insurance. ODM collects the payments via our online portal and pays officers directly or the agency/municipality to distribute through payroll, depending on agency governance. ODM retains an administrative fee once fees are collected from off-duty employers.</p>

Maricopa County-SO-AZ	Government	Arizona - AZ	Off Duty Management (ODM) provides comprehensive off-duty staffing, scheduling, and administrative services and software, including but not limited to invoicing, collections, payment processing, reporting, insurance, and free internal agency use (of software) for special events, overtime, and grants.	Transactions vary based on industry demand and needs. The agency does not pay for our staffing services and software, as ours is a no-cost solution. This agency is projected to deliver over 135,000 hours per year.	There is no dollar volume for agencies and municipalities, as our services are free for them and their officers/first responders. Off-duty employers who hire off-duty officers pay a small administrative fee to cover ODM services, software, and insurance. ODM collects the payments via our online portal and pays officers directly or the agency/municipality to distribute through payroll, depending on agency governance. ODM retains an administrative fee once fees are collected from off-duty employers.
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**Table 6: Ability to Sell and Deliver Service**

Describe your company's capability to meet the needs of Sourcwell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *
26	Sales force.	<p>Off Duty Management (ODM) boasts an extensive internal sales team with a presence in 35 states, and we are continuously expanding. Our corporate office, where our service, support, sales, and leadership teams are based, is located in Katy, TX. Our sales force is comprised of highly experienced professionals, including our President, VP of Business Development, and Regional Business Development Managers (BDMs), who are strategically located in key regions such as Katy, TX, Austin, TX, Phoenix, AZ, Tampa, FL, Minneapolis, MN, Chicago, IL, Myrtle Beach, SC, West Orange, NJ, Las Vegas, NV, and Ridgeland, MS.</p> <p>To further support our efforts, our business development team is bolstered by an extensive network of over 250 educational liaisons (i.e., contract employees). These liaisons enhance our outreach and support capabilities across the nation. Through our combined efforts, ODM currently covers 47 states and can serve governmental agencies in U.S. territories and Canada. We pride ourselves on our ability to service most municipalities and governmental agencies in the continental U.S. in under four hours.</p> <p>Our sales team's unique and diverse perspective on the off-duty industry is a significant asset. Collectively, we have hundreds of years of experience working off-duty jobs, managing off-duty agency command staff, and running an off-duty company for over eight years. We have collaborated with corporate executives from some of the most notable Fortune 100 companies in the nation that hire off-duty officers for their business needs. This comprehensive 360-degree view of the industry allows us to deliver unparalleled service and innovation.</p> <p>Supporting our rapid growth, we have strategic plans for physical office expansion in critical regional markets. Additionally, we see significant opportunities for growth and market expansion in Canada and are currently reviewing our strategic growth plans and timelines.</p> <p>Our sales team is exceptionally well-qualified, with over 80% having public sector or law enforcement experience. As a woman-owned business with over 70% of our team comprised of women, we are proud of our diversity, which enhances our ability to partner effectively with our agency partners and their communities. We work closely with the National Association of Women Law Enforcement Executives (NAWLEE), National Organization of Black Law Enforcement Executives (NOBLE), Hispanic National Law Enforcement Association (HNLEA), and many other associations to ensure we meet the diverse needs of our governmental customer base.</p> <p>ODM operates on a secure internet network, which allows us to serve the</p>

		<p>administrative needs of agencies throughout the United States and Canada efficiently. We can physically service most governmental agencies in the continental U.S. in under four hours, supported by our “world class” 24/7/365 live customer service coordinators. Despite this capability, our agency partners rarely need in-person services due to our highly efficient phone support and innovative, secure technology and software platform.</p> <p>We are proud of our rapid growth, having established an effective, easy-to-use comprehensive service and software solution. This solution not only increases overall satisfaction among our agencies but also positions us for continued success in the future. To meet our goals, we have developed and continue to improve a strong educational platform, including several case studies to raise awareness of the risks and liabilities surrounding off-duty jobs.</p> <p>ODM is responsible for all training and implementation of our solution. Our operations team ensures that all officers, agency admins, and employers are thoroughly trained on our software and are aware of our support team should any questions arise. We are constantly updating OfficerTRAK® with innovations based on partner and industry input, customizing the system for each agency according to their specific needs. This approach allows for a dynamic, innovative software and service solution that provides optimal efficiency to meet agency partner needs. We also prioritize training and educating our partners about our system and the critical industry information they need to be aware of the high risk and liability that accompanies off-duty work and how partnering with ODM mitigates these issues.</p> <p>Our team is well-versed in the most efficient and effective processes for agencies to acquire our services, software, and support, including the benefits of cooperative purchasing through our North Carolina Sheriffs’ Association (NCSA), Purchasing Solutions Alliance (PSA), and City of Gilbert PD awarded contracts. Many of our agency partners utilize Sourcewell as their preferred method for new agreements and have requested that we become a Sourcewell partner for efficiency and simplicity. We are excited about the potential of an awarded contract from Sourcewell as we continue to grow in this industry and look forward to developing a partnership that contributes to exponential growth and volume as a result of such an award.</p> <p>By maintaining a robust internal sales team and fostering direct relationships with our clients, ODM can provide the highest levels of service, ensuring that our partners receive the exceptional support and innovative solutions they need to succeed.</p> <p>(See Attachments:  A1 – Detailed Overview  A2 – National Sales Team Map)</p>
27	Dealer network or other distribution methods.	<p>At Off Duty Management (ODM), we do not rely on a dealer network. Instead, we take pride in managing all aspects of our business internally, which has proven highly successful. Our internal sales network handles services, sales, and technology, prioritizing service, culture, and education to protect law enforcement and governmental agencies effectively.</p> <p>By keeping our sales and service support in-house, we can provide the highest levels of service and client retention in the industry. Our dedicated team includes over 300 full-time and contract employees who support our mission and off-duty program administration for agencies nationwide. This direct approach ensures a seamless, efficient, and satisfying experience for our clients.</p> <p>We believe that our business and clients are best served through direct sales. This approach allows us to maintain close relationships with our clients, ensuring we meet their specific needs and exceed their expectations. Additionally, we offer a Service Guarantee: any agency or municipal partner can cancel our services with just a 30-day notice if they are not satisfied.</p> <p>By maintaining control over all aspects of our operations, we can uphold our high standards and deliver exceptional service to every client we serve.</p>



<p>28</p>	<p>Service force.</p>	<p>At Off Duty Management (ODM), we are dedicated to providing unparalleled service and support to our partners. Our operations and customer support team, consisting of over 100 team members, works around the clock 24/7/365 to ensure the highest level of service. Based in Katy, TX, our service center guarantees live, bilingual support for agencies, officers/first responders, and their employers. Our team of specialists, along with our field sales/support and insurance provider teams, ensures that assistance is typically within four hours or less for any of our partners nationwide.</p> <p>We pride ourselves on selecting the best talent and fostering a culture that emphasizes mission alignment, innovation, and efficiency. This dedication allows us to deliver superior service around the clock, every day of the year. Our team is comprised of experts in off-duty management with extensive experience in operations, scheduling, fee management, invoicing, accounting, billing, collections, and both online and mobile app support.</p> <p>To ensure seamless support, each governmental partner is assigned a dedicated service implementation and project manager, a regional operations manager, and a customer service specialist upon execution of an agreement. Additionally, our partners benefit from the ongoing support and partnership of their dedicated Business Development Manager (BDM).</p> <p>Our business is built on delivering world-class service, and our references and active agencies can attest to this. We always prioritize our partners in every aspect of our operations. To achieve our service goals, we have assembled an exceptional team of service and operational specialists led by experienced leaders, including former private sector executives with a deep understanding of employer needs for off-duty services. This team ensures timely and efficient responses to all inquiries and shares pertinent information with the appropriate parties to facilitate proper feedback and assessment.</p> <p>ODM also takes full responsibility for all training and implementation exercises. Our operations team ensures that all officers/personnel, agency admins, and employers are thoroughly trained on our software (OfficerTRAK®, online and mobile app). They receive continuous support from our service and support team, which is available 24/7/365, guaranteed.</p> <p>Our extensive support network, combined with our cloud-based solutions for staffing, scheduling, and comprehensive services, enables us to provide quick and immediate support. This robust infrastructure ensures that our partners receive the highest levels of service and support, no matter the time or situation.</p> <p>(See Attachments:  A2 – National Sales Team Map  A3 – Insurance Service Support Map  A4 – Service Guarantee)</p>
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<p>29</p>	<p>Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.</p>	<p>At Off Duty Management (ODM), we pride ourselves on managing the entire ordering process internally, ensuring a seamless and efficient experience for our partners. Our approach eliminates the need for handling by distributors, dealers, or other third parties, allowing us to maintain complete control over the quality and timeliness of our services.</p> <p><b>CUSTOMIZED IMPLEMENTATION TIMELINE</b></p> <p>When partnering with a new governmental agency, we work closely to establish an agreeable implementation timeline. This ensures a smooth transition and minimal disruption to ongoing off-duty assignments. Our dedicated team provides comprehensive resources and training to facilitate this process effectively.</p> <p><b>DEDICATED IMPLEMENTATION TEAM</b></p> <p>Our implementation team is responsible for delivering training both onsite and through online seminars. These sessions are supported by verbal communication and regularly scheduled follow-up calls to ensure that all stakeholders are fully equipped to use our services. Our goal is to make the transition as smooth and effortless as possible for all parties involved.</p> <p><b>24/7/365 TECHNICAL SUPPORT</b></p> <p>Technical support is a critical component of our service offering. Our technical support personnel are available around the clock to troubleshoot any issues with our OfficerTRAK® software, whether accessed via the mobile app or desktop. This ensures that officers, agency administrators, and other users have uninterrupted access to our tools and resources.</p> <p><b>HANDLING ALL TRANSACTIONS</b></p> <p>ODM handles all transactions directly for our agency partners. This centralized approach allows us to provide a superior service experience for officers/first responders, agency administrators, their communities, and employers/vendors. By managing everything in-house, we can ensure accuracy, efficiency, and a high level of customer satisfaction.</p> <p><b>NO THIRD-PARTY INVOLVEMENT</b></p> <p>By keeping all aspects of the ordering and implementation process within ODM, we eliminate the complexities and potential issues that can arise from third-party involvement. This streamlined process ensures that our partners receive consistent, reliable, and high-quality service.</p> <p>In summary, ODM's internal management of the ordering process, coupled with our dedicated implementation team and 24/7/365 technical support, guarantees a smooth and effective transition for our governmental partners. Our comprehensive approach ensures that all stakeholders receive the training and support they need, leading to a superior service experience and uninterrupted off-duty program administration.</p>
<p>30</p>	<p>Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.</p>	<p>At Off Duty Management (ODM), our people, processes, and technology are the backbone of our commitment to delivering world-class service. Our innovative software, OfficerTRAK®, offers a comprehensive, easy-to-use interface that serves officers/first responders, administrators, command staff, and employers requesting off-duty services. Here's how we achieve unparalleled service and support:</p> <p><b>PEOPLE: A DEDICATED AND SKILLED TEAM</b></p> <p>Our team consists of over 100 members working 24/7/365, ensuring that all customer needs are met promptly and efficiently. Based in Katy, TX, our bilingual customer service coordinators are available around the clock to provide live support. Every software issue is escalated to our customer success and software development teams for assessment and resolution, ensuring continuous improvement of OfficerTRAK®.</p> <p><b>PROCESSES: EFFICIENT AND RESPONSIVE OPERATIONS</b></p> <ul style="list-style-type: none"> <li>• <b>Comprehensive Training:</b> Upon partnering with us, each agency receives a dedicated operations manager and specialist. These experts review each service request to ensure it meets all agency rules and requirements. They also identify potential risks and notify the appropriate command staff or agency contacts.</li> <li>• <b>Seamless Transition:</b> Our implementation team provides onsite and online training, accompanied by verbal communication and regular follow-up calls. This ensures a smooth and disruption-free transition for our partners.</li> </ul>

- **Fast and Reliable Service:** We offer both online and traditional methods for requesting off-duty services. Over 70% of interactions are handled through our online system, OfficerTRAK®, while our 24/7/365 live support ensures immediate assistance for any emergency.

#### TECHNOLOGY: STATE-OF-THE-ART SOLUTIONS

Our cloud-based platform enhances customer service and support operations through various advanced features:

- **Omnichannel Capabilities:** Supports communication across multiple channels (voice, email, chat, social media, SMS) with seamless integration into a single interface. This provides agents with a comprehensive view of customer interactions.
- **Intelligent Routing:** Utilizes skill-based and priority routing to connect customers with the most appropriate agents, ensuring efficient and effective handling of inquiries.
- **Advanced Analytics and Reporting:** Offers real-time monitoring and comprehensive reporting to track performance and make data-driven decisions for service improvement.
- **Automation and AI:** Automates routine tasks and uses AI-driven tools like chatbots to handle simple inquiries, freeing up agents for more complex issues.
- **Scalability and Flexibility:** Easily scales to meet growing demands and offers customizable features to adapt to changing business needs.
- **Enhanced Agent Productivity:** An intuitive interface and integrated CRM system provides agents with all necessary customer information for personalized and efficient service.
- **Global Reach:** Supports international operations with multi-language support and global data centers, ensuring consistent service worldwide.

#### SERVICE CAPABILITIES: ENSURING SUPERIOR SUPPORT

- **Unmatched Response Time:** Our software system boasts a 99.9% reliability rating. We provide immediate support in emergencies, with job postings reaching every approved officer within minutes.
- **Advanced CRM Integration:** Our industry-leading CRM system, integrated with call center technology, centralizes customer data and streamlines workflows, enhancing the customer service experience.

#### RESPONSE TIME CAPABILITIES: QUICK AND EFFECTIVE SOLUTIONS

- **24/7/365 Live Support:** Our operations specialists act as an additional layer of quality control, ensuring compliance with agency policies and identifying potential risks.
- **Crisis Management:** Our systems are built for reliability, staying fully operational even in severe circumstances. We provide uninterrupted service during crises, allowing officers/first responders to focus on community needs.

#### RESPONSE TIMEFRAMES: IMMEDIATE AND COMPREHENSIVE ACTION

- **Incident Management:** For injuries requiring medical attention, incident reports are filed within 24 hours, with specific protocols for severe cases.
- **Natural Disasters:** Our office is built to withstand natural disasters and remains fully operational during such events, thanks to strategic planning and a secure cloud-based system.

#### COMMITMENTS: LONG-TERM PARTNERSHIP AND RELIABILITY

- **Continuous Support:** We provide long-term support, owning our operations and software and covering all aspects of off-duty administrative services, technology, and insurance.
- **Service and Performance Guarantee:** Our exclusive service guarantee ensures that all agencies and municipal partners receive consistent and high-quality service.

#### TECHNOLOGY INTEGRATION: ENHANCING CUSTOMER SERVICE

Our integration of CRM software with call center technology offers the following...

- **360-Degree View of Customers:** Centralized data for personalized and relevant

		<p>interactions.</p> <ul style="list-style-type: none"> <li>• Efficient Call Routing: Intelligent routing based on customer history and agent skillset.</li> <li>• Streamlined Workflows: Automation of manual tasks for improved agent productivity.</li> <li>• Omnichannel Support: Consistent customer experience across all communication channels.</li> <li>• Proactive Support: Automated follow-ups and personalized outreach to build strong customer relationships.</li> <li>• Analytics and Insights: Valuable data for continuous service improvement.</li> </ul> <p>In summary, ODM's comprehensive approach, powered by a dedicated team, efficient processes, and advanced technology, ensures that we provide seamless, efficient, and personalized service, fostering customer loyalty and ensuring high levels of satisfaction. Our ability to adapt and respond quickly, even in crises, underscores our commitment to world-class service.</p> <p><b>STAFFING AND COMPREHENSIVE SERVICES</b></p> <p>ODM provides a turnkey solution for all off-duty management needs, ensuring that our partners receive a complete and streamlined service. Our staffing and comprehensive services include everything from training and implementation to continuous support and technological integration, guaranteeing a superior experience for all parties involved. By leveraging cutting-edge technology and maintaining a dedicated team, we deliver a truly world-class service that sets us apart in the industry.</p> <p>(See Attachments: A5 – Sample Implementation Process A6 – Order Process Overview)</p>
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>Off Duty Management (ODM) prides itself on providing industry-leading customer service that is responsive, efficient, and tailored to meet the diverse needs of governmental agencies across the United States and Canada. Our comprehensive customer service program is supported by cutting-edge technology, a dedicated team, and robust processes designed to ensure exceptional service delivery.</p> <p><b>CUSTOMER SERVICE PROCESS AND PROCEDURES</b></p> <p>ODM's customer service program is built on the pillars of people, processes, and technology. Our proprietary software, OfficerTRAK®, offers officers/first responders, administrators, command staff, and employers a user-friendly interface that supports all aspects of off-duty management. Our customer service operations are anchored by a live, bilingual team of customer service coordinators available 24/7/365 from our headquarters in Katy, TX.</p> <p><b>TECHNOLOGY INTEGRATION</b></p> <p>OfficerTRAK® is integrated with our Customer Relationship Management (CRM) software and call center technology, enabling us to provide a seamless and efficient customer experience. Key features include...</p> <ul style="list-style-type: none"> <li>• 360-Degree View of Customers: Centralized customer data provides agents with a comprehensive view of each customer's history and interactions.</li> <li>• Efficient Call Routing: Intelligent routing connects customers to the most appropriate agent based on their needs.</li> <li>• Personalized Service: Agents can tailor interactions based on customer data, enhancing engagement and satisfaction.</li> <li>• Streamlined Workflows: Automation of tasks, such as call logging and case creation, improves efficiency.</li> <li>• Omni-Channel Support: Unified support across phone, email, chat, and social media ensures consistency.</li> <li>• Proactive Outreach: Automated follow-up actions facilitate proactive customer engagement.</li> <li>• Analytics and Insights: Data analysis helps us continuously improve service delivery.</li> </ul> <p><b>RESPONSE TIME CAPABILITIES AND COMMITMENTS</b></p> <p>Our response time capabilities are unmatched in the industry. We prioritize immediate support and rapid resolution of issues with the following...</p> <ul style="list-style-type: none"> <li>• 24/7/365 Live Support: Our team is always available to address customer needs.</li> <li>• 99.9% Software Reliability: OfficerTRAK® ensures dependable service.</li> <li>• Emergency Support: Immediate assistance in emergencies, with job postings updated in minutes.</li> </ul> <p>In case of an officer injury requiring medical attention, our response timeframes are stringent:</p>

		<ul style="list-style-type: none"> <li>• Incident Reports: Filed within 24 hours, including outside normal hours.</li> <li>• Severe Injuries: Reports filed within four hours for in-patient hospitalization or death. Fatality reports to Occupational Safety and Health Administration (OSHA) within eight hours and reports for amputation or loss of eyesight within 24 hours.</li> <li>• Ongoing Monitoring: Continuous monitoring of patient progress by ODM's director and supervisors.</li> </ul> <p><b>BUSINESS CONTINUITY AND CRISIS MANAGEMENT</b></p> <p>ODM is prepared to maintain operations even in the most severe circumstances. Our corporate office is designed to withstand natural disasters such as hurricanes, tornadoes, flooding, and ice storms. Located near local police and fire stations, we operate on their power and cellular grids. Our secure cloud-based software ensures we can manage operations from multiple locations without service disruption. During the COVID-19 outbreak and the Houston flooding after Harvey, our strategic planning and robust systems enabled us to remain fully operational, providing uninterrupted service.</p> <p><b>SERVICE CAPABILITIES ACROSS THE U.S. AND CANADA</b></p> <p>ODM's sales and service network covers 47 states, U.S. territories, and Canada, enabling us to service a broad range of diverse governmental agencies. Our team includes a VP of Business Development, Regional Business Development Managers (BDMs), and State Sales Liaisons. This extensive network ensures that we can service most governmental agencies in the continental U.S. within four hours. Our live customer service team and secure technology platform support the administrative needs of agencies efficiently, reducing the need for in-person services.</p> <p><b>DIVERSE AND INCLUSIVE WORKFORCE</b></p> <p>Over 80% of our sales team has public sector or law enforcement experience. As a woman-owned business, with over 70% of our team comprised of women, we are committed to diversity and inclusion. This diversity enhances our ability to partner effectively with governmental agencies and their communities.</p> <p><b>TRAINING AND IMPLEMENTATION</b></p> <p>ODM is responsible for all training and implementation of our solutions. Our operations team ensures that officers/first responders, agency admins, and employers are thoroughly trained on our software. Key aspects include...</p> <ul style="list-style-type: none"> <li>• Continuous Updates: Regular enhancements based on partner and industry input.</li> <li>• Customization: Tailored solutions to meet the specific needs of each agency.</li> <li>• Risk Identification: Proactive identification of potential risks in service requests.</li> </ul> <p><b>COMMITMENTS TO OUR PARTNERS</b></p> <p>ODM is dedicated to long-term partnerships with governmental agencies. We offer the following...</p> <ul style="list-style-type: none"> <li>• Comprehensive Services: Complete source for off-duty administrative services, technology, and insurance.</li> <li>• Exclusive Service Guarantee: All agencies and municipal partners are covered by our service and performance guarantee.</li> </ul> <p><b>CONCLUSION</b></p> <p>ODM provides superior, uninterrupted services that are simple and efficient, ensuring that our agency partners can focus on protecting the community and saving lives. Our commitment to industry-leading service, rapid response times, robust business continuity plans, and the ability to serve diverse governmental agencies across the U.S. and Canada sets us apart as a trusted partner in off-duty management.</p>
32	Describe your ability and willingness to provide your products and services to Sourcwell participating entities in Canada.	<p>Our strategic growth plan addresses Canadian opportunities and needs. Once we believe the market acceptance is widespread, we will aggressively pursue Canadian expansion. In the meantime, we regularly communicate with Canadian agencies, and they are exploring our industry solution. Our services, software, and mobile app are fully functional in Canada. Our CEO and owner, Sherry Rowley, operated in Canada for several years, giving us unique insight and knowledge that will enable a simple implementation for any Canadian law enforcement agency hoping to utilize our services. We look forward to OfficerTRAK's growth and expansion into Canada in the near future.</p>

<p>33</p>	<p>Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.</p>	<p>At ODM, we are dedicated to providing our comprehensive services, software, insurance, and support to every corner of the United States and Canada. We have no geographic limitations and are fully prepared to serve all 50 states, U.S. territories, and Canada.</p> <p><b>INFRASTRUCTURE AND CAPACITY</b></p> <ul style="list-style-type: none"> <li>• <b>Robust Infrastructure:</b> Our state-of-the-art infrastructure is designed to support a wide geographical reach, ensuring consistent and reliable service delivery across diverse regions.</li> <li>• <b>Operational Capacity:</b> With a scalable operational framework, we can effectively manage and support large volumes of off-duty service requests, no matter where they come from.</li> <li>• <b>Talent and Expertise:</b> Our team includes skilled professionals with extensive experience in managing off-duty services, equipped to handle the unique needs of various governmental entities across different regions.</li> </ul> <p><b>TECHNOLOGY AND FINANCIAL STRENGTH</b></p> <ul style="list-style-type: none"> <li>• <b>Advanced Technology:</b> Our cloud-based software, OfficerTRAK®, ensures seamless operation and high availability, allowing us to serve clients efficiently across vast geographic areas.</li> <li>• <b>Financial Strength:</b> Backed by strong financial resources, we are capable of investing in the necessary tools and technologies to expand and enhance our service offerings, ensuring we meet the demands of all regions.</li> </ul> <p><b>COMMITMENT TO COMPREHENSIVE SERVICE</b></p> <p>Our goal is to partner with governmental entities throughout the United States, its territories, and Canada, providing them with a turnkey solution that includes our comprehensive software, insurance, and support services. By leveraging our infrastructure, talent, technology, and financial strength, we are dedicated to delivering world-class service to every area we serve. In summary, ODM is fully committed to serving all geographic areas in the United States and Canada, ensuring that every governmental entity has access to our top-tier off-duty management services and support.</p>
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<p>34</p>	<p>Identify any Sourcewell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?</p>	<p>Off Duty Management (ODM) is fully committed to serving all Sourcewell participating entity sectors without any limitations. We are a national company with the infrastructure, talent, technology, and operational capacity to support governmental, educational, and not-for-profit entities across the United States and Canada.</p> <p>DIRECT ANSWERS</p> <ul style="list-style-type: none"> <li>• Segments We Cannot Serve: There are no segments we cannot serve. We fully serve all governmental, educational, and not-for-profit sectors.</li> <li>• National Presence: We are a national company, ensuring our services are available across all 50 states, U.S. territories, and Canada.</li> <li>• No Contract Limitations: None of our other cooperative purchasing contracts limit our ability to fully utilize this Sourcewell contract. The Sourcewell contract would be our primary source for partnering with any governmental entity.</li> </ul> <p>SECTOR-SPECIFIC CAPABILITIES</p> <ul style="list-style-type: none"> <li>• Governmental Entities: Our core service area includes extensive support for law enforcement and fire/EMS departments. While off-duty work is less common in fire and EMS sectors, our solutions are tailored to meet their unique needs and regulations. Law enforcement officers, due to stringent rules and guidelines such as color of law, require our centralized service and software solutions more frequently.</li> <li>• Education: We have expanded significantly in the educational sector. For instance, in September 2023, we partnered with the Arizona Department of Education (ADE) to facilitate their School Safety Program, enabling over 300 schools to hire full-time school safety officers (SSOs). This partnership addresses the shortage of law enforcement officers in schools, ensuring students and staff in Arizona have the protection they need.</li> <li>• Other Sectors: While federal agencies typically do not engage in off-duty jobs due to conflict of interest concerns, we are exploring collaborations, such as discussions with the Transportation Security Administration (TSA) for schedule management at airports through a partnership with T-Mobile. Additionally, we see significant potential in expanding our software and app functionality to support public works, schools, courts, and other municipal departments.</li> </ul> <p>TECHNOLOGICAL CAPABILITIES</p> <ul style="list-style-type: none"> <li>• OfficerTRAK® Software: Our cloud-based software has extensive applications beyond traditional off-duty management. It assists with online/app-based job assignments and dispatch for various governmental agencies at both local and state levels. This technology supports scheduling and tracking needs across multiple sectors, demonstrating its versatility and broad appeal.</li> </ul> <p>CURRENT AND FUTURE EXPANSIONS</p> <ul style="list-style-type: none"> <li>• Broader Applications: We are continually enhancing our technology to support a wider range of entities. For example, our partnership with the Massachusetts State Police has enabled us to manage all state-funded construction work through the MA Department of Transportation. Similarly, in Baltimore, our software and services are being used to manage citywide special events, grant programs, courts, schools, and other city departments.</li> <li>• No Limitations: At this point, ODM does not foresee any limitations in serving different entity sectors. Our technology, software, and comprehensive services have broad applicability and appeal, reaching sectors and verticals that were not originally part of our strategic plan.</li> </ul> <p>CONCLUSION</p> <p>ODM is fully committed to serving all sectors participating in the Sourcewell cooperative. Our extensive experience, robust technology, and comprehensive service offerings ensure that we can meet the needs of governmental, educational, and other not-for-profit entities across the United States and Canada. We continue to explore and expand our capabilities to provide world-class service and support to all our partners.</p>
<p>35</p>	<p>Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.</p>	<p>There are no restrictions on our ability to deliver our suite of comprehensive services and software to Hawaii, Alaska, or other U.S. territories. All governmental entities in these areas would experience the same services and support as agencies in the contiguous 48 states.</p>



**Table 7: Marketing Plan**

Line Item	Question	Response *
36	<p>Describe your marketing strategy for promoting this contract opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.</p>	<p>Off Duty Management (ODM) has developed a comprehensive, co-branded marketing plan to include Sourcewell in our existing business strategy. This plan aims to establish flagship partnerships with governmental entities of all sizes, increasing awareness and promoting the benefits of this contract to governmental agencies across the U.S. and Canada. Leveraging the Sourcewell website and marketing tools, we are confident in the success of our collaborative partnership utilizing this Sourcewell contract. Our co-branded marketing efforts include vendor guides, partnerships at tradeshow, email campaigns, videos, and flyers.</p> <p>(See Attachments: M11 – Marketing Resource Guide)</p> <p><b>OUR APPROACH</b></p> <p>ODM will aggressively market the fact that this contract allows governmental agencies to save valuable time, money, and resources while providing unparalleled staffing and scheduling technology along with insurance protection in many cases to the agency/municipality, governmental employee, officer/first responder, and off-duty employer. Finance and budgetary challenges have continued to impact public safety and governmental budgets, leading to heightened risk and liability exposure. If selected, ODM will employ a mix of best practices to create a co-branded marketing plan that includes conferences, email campaigns, videos, and flyers to increase awareness. This will enable agencies to easily access this Sourcewell partnership.</p> <p><b>FOUNDATION OF MARKETING STRATEGY AND PLAN: COMMUNICATING THE BENEFITS OF THE ODM AND SOURCEWELL PARTNERSHIP</b></p> <ul style="list-style-type: none"> <li>• Cost Savings: Agencies can save tens of thousands of dollars by adopting ODM's comprehensive administrative services and software.</li> <li>• Risk Mitigation: Our A-rated liability insurance limits agency liability and risk exposure for off-duty jobs.</li> <li>• Resource Protection: The partnership helps protect critical resources from budget cuts.</li> <li>• Improved Oversight: Enhanced oversight, transparency, and reporting in off-duty work.</li> <li>• Financial Security: Ensures officers are covered with workers' compensation during off-duty jobs.</li> </ul> <p><b>MARKETING PRESENTATIONS</b></p> <p>All agency presentations, both online and in-person, will include materials outlining Sourcewell's national cooperative contract and the benefits it provides for municipalities and governmental agencies. ODM will promote this contract across all marketing channels and partner with the Sourcewell team to ensure all creative content meets expectations and guidelines. We know there is a high demand for this cooperative agreement, as several agencies have asked if we are part of the Sourcewell Cooperative. Our marketing collateral will outline this contract and its benefits for city managers, procurement officers, and HR state-level conference attendees.</p> <p><b>WEB PRESENCE</b></p> <p>Our strong online presence allows us to build our brand and position ourselves as authentic industry experts, creating increased demand for our complete solution, customer engagement, and agency adoption rates. Our online presence gives agencies easy access to information about ODM and our solutions. We also place relevant educational materials for agencies, officers/first responders, and off-duty employers, creating a more useful online environment. This allows us to provide co-branded collateral for use on the Sourcewell website.</p> <p><b>SOCIAL MEDIA</b></p> <p>ODM utilizes LinkedIn, Facebook, Instagram, and other platforms to publish content, blog articles, and enhance our marketing strategy. These platforms help us establish relationships, further engagement, and create leads, as well as educate the public safety community and governmental partners and announce our partnerships. We employ audience targeting and paid search to create a supportive environment, and we will discuss strategies with Sourcewell to accommodate specific targeting and boost our approach. Our social posts include videos, imagery, and shared content to boost partner events and special updates.</p> <p><b>EMAIL CAMPAIGNS</b></p>

		<p>Email marketing campaigns are crucial to our overall marketing strategy. These campaigns allow us to educate and protect our partners, gather valuable data, and motivate potential agency partners. Email campaigns also help us share educational articles, direct agencies to partnerships, and support the public safety community and governmental partners. This approach engages leadership, agencies, and various governmental roles across U.S. territories, strengthening awareness of our comprehensive services and procurement partners.</p> <p><b>CONFERENCES</b></p> <p>Trade shows are a vital strategy, providing a platform to educate agencies and the public safety community and governmental partners about the risks and liabilities within the off-duty administrative industry. ODM aims to create new opportunities to educate and protect officers while offering solutions that save agencies time, money, and resources. Co-branding with Sourcewell will add value to our trade show appearances, emphasizing the peace of mind provided by our partnership. Sourcewell's trusted organization enhances the ease of contracts, aligning with our commitment to saving agencies time, money, and effort.</p> <p>(See Attachments: M11 – Marketing Resource Guide)</p> <p><b>PUBLIC RELATIONS</b></p> <p>ODM recently partnered with a public relations firm, Lukas Partners, to raise awareness of ODM's growth, initiatives, and subject-matter experts, including our founder and CEO, Sherry Rowley, and former Austin Police Chief and our President, Brian Manley. Their communication outreach aims to demonstrate ODM's versatility and effectiveness, appearing in news media articles, podcasts, and online news platforms.</p> <p>We acknowledge that when Sourcewell awards a contract, it releases a press statement. If ODM wins this contract, we will issue a press release and would welcome a joint press release with Sourcewell.</p> <p>Please see the attached examples of potential co-branding ODM would deploy if acceptable with Sourcewell's protocols and requirements. We would include similar messaging on numerous marketing channels beyond these examples. The attached trifold is our most distributed marketing piece. You will see the sample messaging on the back page with our national partnerships.</p> <p>(See Attachments: M1 – Overview M2 – Our Process M3 – Benefits M4 – OfficerTRAK M5 – Event Coordination M6 – Insurance M7 – Sourcewell M8 – Top 10 FAQ M9 – Booth + Sourcewell Flag M10.1 – City &amp; County 8x8 M10.2 – Gate Fold Example M10.3 – Z-Fold Example)</p> <p><b>CONCLUSION</b></p> <p>Our expectation and strategy are to develop specific creative content around a Sourcewell Cooperative agreement that will be deployed as a new ODM marketing campaign in addition to augmenting existing collateral. This comprehensive marketing strategy ensures that ODM's partnership with Sourcewell is effectively promoted, maximizing the benefits for all participating entities and enhancing the reach and impact of our services.</p>
37	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Off Duty Management (ODM) utilizes a multifaceted and innovative marketing strategy that leverages technology and digital data to maximize our marketing effectiveness and expand our market share. Our approach combines modern digital tools with traditional marketing platforms to ensure a comprehensive reach.</p> <p><b>COMPREHENSIVE MARKETING STRATEGY</b></p> <p>ODM's marketing strategy includes email, web, social media, and Customer Relationship Management (CRM) elements, supplemented by traditional platforms such as conferences, trade shows, and direct mail. We focus on creating a cohesive and effective marketing approach that integrates various channels to enhance our outreach and engagement.</p> <p><b>DATA-DRIVEN INSIGHTS AND OPTIMIZATION</b></p>

- **Data Mining and Analytics:** ODM employs a robust data mining and analytics strategy to gather critical insights. This process involves collecting and analyzing data to understand market trends, customer behavior, and engagement patterns. These insights help us craft relevant and engaging content, messaging, branding, channel optimization, and captivating creative materials.

- **Optimization Processes:** Once data mining and analytics are complete, we utilize the information to continuously optimize our marketing processes. This includes improving Return on Investment (ROI), diversifying our communication strategy, enhancing educational effectiveness, and increasing awareness and engagement. These efforts lead to higher service contract adoption rates across the country. Should we be selected for the Sourcewell contract, these processes will be deployed to optimize Sourcewell contract adoption rates.

**LEVERAGING DIGITAL DATA AND TECHNOLOGY**

- **Social Media:** Our social media strategy involves partnerships and active engagement. We will share, comment, and connect with Sourcewell 's shared posts, creating a larger scope of impressions and increasing visibility. Targeted social campaigns will be developed, especially around conferences, to maximize impact and attract more cooperative agreements.

- **Email Marketing:** ODM will utilize our existing email database to promote the Sourcewell Cooperative. By incorporating the partnership logo and alliance into specific email distributions to our cultivated leads, we aim to build awareness within our existing agencies, generating interest and engagement. These prospective leads will be the foundation for new campaigns.

- **CRM and Targeted Campaigns:** Our CRM system is used to segment and target specific audiences with tailored campaigns. By understanding the unique needs and preferences of different segments, we can deliver personalized content that resonates, leading to higher engagement and conversion rates.

- **Metadata Usage:** Metadata is utilized to track and analyze customer interactions and behaviors across various digital platforms. This allows us to refine our marketing strategies, ensuring that we reach the right audience with the right message at the right time.

**INNOVATION AND TECHNOLOGY INTEGRATION**

- **Advanced Software Solutions:** ODM integrates advanced software solutions, such as OfficerTRAK®, to manage and track our marketing efforts. This technology helps us streamline our processes, monitor performance, and make data-driven decisions to enhance our marketing effectiveness.

- **Technology-Driven Marketing:** Our commitment to innovation means we are consistently exploring new opportunities to leverage technology in our marketing efforts. This includes the use of Artificial Intelligence (AI) and Machine Learning (ML) to analyze data, predict trends, and optimize campaigns.

**GOVERNMENTAL VERTICALS MARKETED TO AND SERVICED BY ODM**

By being awarded the Sourcewell contract, ODM can expand its staffing, scheduling, technology, and comprehensive services to various governmental verticals. The sectors that could utilize our OfficerTRAK® staffing and scheduling technology include...

- **Off-Duty Public Safety Administration:** Managing off-duty work for law enforcement officers, ensuring compliance, and optimizing scheduling.

- **Security:** Providing scheduling and staffing solutions for security personnel in various governmental facilities.

- **Traffic Control:** Efficiently managing traffic control assignments and scheduling for special events or construction projects.

- **Overtime:** Streamlining the management of overtime assignments for public safety and other governmental employees.

- **Public Sector Education:** Facilitating the scheduling and management of school safety officers and other educational staff.

- **Administrative Services:** Supporting the scheduling and staffing needs of various administrative roles within governmental agencies.

- **Compliance:** Ensuring all staffing and scheduling adhere to regulatory requirements and internal policies.

		<ul style="list-style-type: none"> <li>• Public Works: Managing staffing and scheduling for public works projects and maintenance tasks.</li> <li>• Courts: Streamlining the scheduling of court staff, security, and other related roles.</li> <li>• Construction: Coordinating staffing for construction projects managed by governmental entities.</li> <li>• Department of Transportation: Managing the scheduling and staffing needs for transportation projects and maintenance.</li> <li>• Managed Services: Providing comprehensive managed services that include staffing, scheduling, and administrative support for various governmental departments.</li> </ul> <p>TARGETED MARKETING STRATEGIES FOR GOVERNMENTAL VERTICALS</p> <ul style="list-style-type: none"> <li>• Off-Duty Public Safety Administration and Security: ODM will leverage data-driven campaigns targeted at law enforcement agencies and security departments. Using social media, email marketing, and direct outreach, we will showcase the benefits of OfficerTRAK® in managing off-duty assignments, ensuring compliance, and improving efficiency. Case studies and success stories from current users will be highlighted to build trust and demonstrate effectiveness.</li> <li>• Traffic Control and Overtime: For departments involved in traffic control and managing overtime, our marketing strategy will include webinars, educational content, and targeted advertisements. We will utilize metadata to identify and engage with departments that have high traffic control needs or frequent overtime requirements, providing tailored solutions and demonstrating our capability to streamline their processes.</li> <li>• Public Sector Education and Administrative Services: We will create specialized content and campaigns aimed at educational institutions and administrative departments. This will include email newsletters, whitepapers, and interactive demos showcasing how OfficerTRAK® can enhance scheduling, increase safety, and improve administrative efficiency. Partnerships with educational conferences and seminars will further enhance our outreach.</li> <li>• Compliance and Public Works: ODM will use a mix of digital advertising, social media engagement, and direct mail campaigns to reach compliance officers and public works departments. Highlighting our comprehensive services and technology solutions, we will demonstrate how our offerings can help these departments maintain compliance, manage projects, and optimize scheduling.</li> <li>• Courts and Construction: Targeted campaigns will focus on the unique needs of court systems and construction projects. Through digital ads, case studies, and email marketing, we will illustrate how OfficerTRAK® can streamline scheduling, enhance security, and improve overall project management.</li> <li>• Department of Transportation and Managed Services: Our strategy for these verticals will include showcasing our success in managing transportation projects and providing managed services. Through social media, industry publications, and targeted outreach, we will highlight our expertise and the benefits of partnering with ODM for efficient scheduling and comprehensive support.</li> </ul> <p>COMMITMENT TO COMPREHENSIVE SERVICE</p> <p>Our goal is to partner with governmental entities throughout the United States, its territories, and Canada, providing them with a turnkey solution that includes our comprehensive software, insurance, and support services. By leveraging our infrastructure, talent, technology, and financial strength, we are dedicated to delivering world-class service to every area we serve.</p> <p>CONCLUSION</p> <p>ODM is fully committed to serving all geographic areas in the United States and Canada, ensuring that every governmental entity has access to our top-tier off-duty management services and support. By leveraging cutting-edge technology and maintaining a dedicated team, we deliver a truly world-class service that sets us apart in the industry. Our ability to adapt and respond quickly, even in crises, underscores our commitment to providing unparalleled support to all our partners.</p>
38	<p>In your view, what is Sourcewell's role in promoting contracts arising out of this RFP? How will you integrate a Sourcewell-awarded contract into your sales process?</p>	<p>We believe Sourcewell has created a valuable platform to support governmental agencies across the country. However, it is primarily our responsibility at Off Duty Management (ODM) to actively promote this partnership to agencies in the U.S. and Canada. While Sourcewell provides the foundational platform and resources, ODM will take a proactive role in marketing and promoting the Sourcewell-awarded contract.</p>

## INTEGRATING A SOURCEWELL-AWARDED CONTRACT INTO OUR SALES PROCESS

Here is how we will integrate our Sourcewell-awarded contract into our sales process:

1. Leveraging Sourcewell's Trusted Platform:
  - o We will maintain the respect and trust that Sourcewell's platform has built, enabling governmental agencies to vet and partner with private businesses efficiently, thereby reducing acquisition time and costs.
2. Utilizing Sourcewell's Network and Resources:
  - o We will make information about our Sourcewell-awarded contract readily available to Sourcewell's network of governmental agencies through their website and other appropriate channels.
  - o ODM will provide Sourcewell contract partners with co-branded marketing collateral for use at major events and conferences.
3. Facilitating Easy Adoption of Contracts:
  - o We will ensure the process is straightforward and efficient for any municipality looking to adopt a contract with ODM through our Sourcewell cooperative agreement.

## ONGOING SUPPORT AND RESOURCES FROM SOURCEWELL

We value the comprehensive support and online resources that Sourcewell provides, which include contract training, marketing tools, and website resources. These resources are highly beneficial and will be fully utilized to maximize the impact of our Sourcewell-awarded contract.

## SALES AND MARKETING INTEGRATION

Our Sourcewell-awarded contract will be heavily integrated into our selling, marketing, and educational processes:

- Field Teams: Our field teams will be equipped with materials to provide detailed information to agencies and municipalities.
- Promotional Campaigns: We will promote the ease and benefits of the Sourcewell contract through various channels, emphasizing the simplicity and advantages of this nationally solicited contract.
- Requests and Inquiries: We have already received interest from several municipalities and governmental agencies about utilizing our services through the Sourcewell network, highlighting the demand for this efficient and cost-effective cooperative opportunity.

## MARKETING AND EDUCATION INITIATIVES

We will implement a comprehensive marketing and education strategy to promote our Sourcewell-awarded contract:

- Webinars and On-Site Presentations: We will use webinars and on-site presentations to educate potential clients about the benefits and process of adopting our Sourcewell-awarded contract.
- Industry Conferences and Trade Shows: Our presence at industry conferences and trade shows will include co-branded marketing materials and presentations about the advantages of partnering with ODM through Sourcewell.
- City Manager/Risk/Procurement Conferences: We will target these specific conferences to reach key decision-makers and highlight the efficiencies and cost savings associated with our Sourcewell-awarded contract.

## CONCLUSION

Sourcewell's platform provides a solid foundation, but it is ODM's responsibility to actively promote and integrate the Sourcewell-awarded contract into our sales process. By leveraging Sourcewell's trusted platform, utilizing their resources, and facilitating easy adoption of contracts, we will ensure that governmental agencies across the U.S. and Canada can efficiently partner with us. Our proactive marketing and education initiatives will drive awareness and adoption, ultimately saving time, money, and resources for our clients.

39	Are your products or services available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	Currently, we do not have any partners utilizing an e-procurement process, as there is no cost or expense for the governmental agencies or officer to acquire our complete solution, our administrative services, software, or insurance, making e-procurement unnecessary. We created a highly efficient agreement process that is simplified and streamlined based on feedback and recommendations from our partners, enabling them to adopt our services quickly and according to their needs and policies. Should an agency choose our software-only solution, then e-procurement will be offered, but to date, none of our partners have asked for our software only. *
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**Table 8: Value-Added Attributes**

Line Item	Question	Response *
40	Describe the types of tools and technologies your company uses for staffing management.	<p>Off Duty Management (ODM) leverages cutting-edge services and technology to provide governmental agencies, employees, officers, and off-duty employers with an industry-leading software solution that streamlines staffing, hiring and scheduling processes that ensures accountability, transparency and simplicity. Our flagship product, OfficerTRAK®, is a comprehensive web and mobile application designed by officers for officers, and governmental employees, putting all necessary tools for tracking and managing off-duty jobs and governmental staffing needs right in the palm of their hands.</p> <p><b>KEY FEATURES OF OfficerTRAK®</b></p> <ul style="list-style-type: none"> <li>• Mobile and Web Applications: <ul style="list-style-type: none"> <li>o Mobile App Functionality: The OfficerTRAK® mobile app offers superior functionality compared to web-based mobile apps. It includes enhanced notifications, geofencing, time punching, and more, ensuring seamless user experiences and real-time updates.</li> <li>o Web Portal: Employers can hire and pay officers online through a dedicated portal, and agencies can oversee all activities related to their programs using robust reporting features.</li> </ul> </li> <li>• Geofencing: <ul style="list-style-type: none"> <li>o Enhanced Accountability: Geofencing allows agencies to set virtual perimeters around specific locations, ensuring officers are within designated boundaries during clock-in and clock-out transactions. Attempts to clock in or out outside the geofence are logged and can trigger email notifications for administrators.</li> <li>o Flexible Configuration: Agencies can activate, edit, or add geofences for each work request, tailoring them to specific locations, vendors, or work types. The size and parameters of geofences can be adjusted based on various factors.</li> </ul> </li> <li>• Real-Time Notifications and Reminders: <ul style="list-style-type: none"> <li>o Shift Reminders: Officers receive reminder notifications two hours before their shift and at the start of the shift to clock in, ensuring punctuality and preparedness.</li> <li>o Clock-In and Clock-Out Notifications: Officers are reminded to clock in when they arrive at the job site and to clock out at the end of their shift. This helps maintain accurate records of hours worked.</li> </ul> </li> <li>• GPS Integration: <ul style="list-style-type: none"> <li>o Location Verification: GPS technology confirms the officer's location when clocking in and out, ensuring they are at the correct job site. New features include map pins to help officers find their specific placement during an assignment.</li> </ul> </li> <li>• Field Notes and Communication: <ul style="list-style-type: none"> <li>o Information Sharing: Officers can use field notes to communicate job-specific information to other officers, administrators, and vendors. They can also attach pictures and videos to provide additional context.</li> <li>o Shift Coordination: Officers can view who is working before and after their shift, with contact information readily available to facilitate communication and coordination.</li> </ul> </li> </ul> <p><b>OPERATIONAL EFFICIENCY AND REPORTING</b></p> <ul style="list-style-type: none"> <li>• Automated Scheduling and Time Management: <ul style="list-style-type: none"> <li>o Automated Scheduling: OfficerTRAK® automates the scheduling process, reducing human error and ensuring shifts are assigned based on availability, preferences, and regulatory compliance.</li> <li>o Real-Time Updates: Officers receive immediate updates on their schedules and any changes, ensuring they are always informed and prepared.</li> </ul> </li> </ul>

- Payroll and Invoicing:
  - Weekly Payroll Reports: OfficerTRAK® generates weekly payroll reports from the validated officer list, including assignment information, hours worked, pay rates, and any additional necessary details. These reports can be submitted weekly, bi-weekly, or as needed.
  - No-Cost Service: All features, functions, upgrades, and the use of OfficerTRAK® are provided at no cost to the agencies and officers, ensuring financial efficiency and transparency.

#### INTEGRATION AND COMPLIANCE

- API Integration:
  - Seamless System Integration: An open API allows OfficerTRAK® to interface with on-duty scheduling systems, preventing conflicts between on-duty and off-duty work and ensuring officers do not exceed permissible hours.
- Regulatory Compliance:
  - Compliance Assurance: OfficerTRAK® ensures adherence to all relevant regulations, union agreements, departmental policies, and legal requirements. The platform's design promotes compliance and transparency in all off-duty work assignments.

#### CONCLUSION

ODM provides a robust and innovative staffing and scheduling solution through OfficerTRAK®, addressing the comprehensive and diverse needs for governmental entities. Our technology ensures efficient scheduling, accurate time management, enhanced accountability, and seamless integration with existing systems. By leveraging advanced tools and real-time data, ODM delivers unparalleled service and support, empowering agencies to optimize their off-duty scheduling, staffing needs and comprehensive services to enhance community satisfaction and engagement.



<p>41</p>	<p>Describe how your company complies with legal and regulatory requirements.</p>	<p>At Off Duty Management (ODM), we have a deep commitment to legal and regulatory compliance. This commitment is rooted in our origins and the nature of our work with governmental partners.</p> <p><b>FOUNDATIONAL COMMITMENT</b></p> <p>Our company was founded by individuals from law enforcement backgrounds. This heritage has instilled in us a profound respect for and adherence to legal and regulatory standards. Compliance is not just a requirement but a core part of our culture and operational philosophy.</p> <p><b>HIGH STANDARDS OF COMPLIANCE</b></p> <p>Given that our primary clients include law enforcement agencies, fire and EMS services, and educational institutions, we are held to the highest standards of legal and regulatory compliance. These sectors demand rigorous adherence to legal frameworks, and we meet these demands through robust policies and practices.</p> <p><b>INTERNAL COMPLIANCE CULTURE</b></p> <p>At ODM, compliance is embedded in our company culture. We have established high internal standards that often exceed regulatory requirements. Our dedicated compliance team continually monitors and updates our practices to ensure we stay ahead of regulatory changes and maintain the integrity of our services.</p> <p><b>SPECIFIC PRACTICES</b></p> <ul style="list-style-type: none"> <li>• Policy Development and Implementation:             <ul style="list-style-type: none"> <li>o We develop comprehensive policies that reflect current legal standards and best practices.</li> <li>o Regular training sessions are conducted for our staff to ensure they are fully aware of and understand these policies.</li> </ul> </li> <li>• Regular Audits and Reviews:             <ul style="list-style-type: none"> <li>o We perform regular internal audits to assess compliance across all operations.</li> <li>o External audits are also conducted to provide an objective evaluation of our compliance status.</li> </ul> </li> <li>• Data Protection and Privacy:             <ul style="list-style-type: none"> <li>o We prioritize data security and privacy, ensuring that all personal and sensitive information is handled in compliance with relevant laws, such as GDPR and CCPA.</li> <li>o Our technology solutions are designed with built-in compliance features to safeguard data integrity and privacy.</li> </ul> </li> <li>• Client Partnerships and Transparency:             <ul style="list-style-type: none"> <li>o We maintain transparent relationships with our clients, keeping them informed of our compliance measures.</li> <li>o Our contractual agreements with clients include detailed compliance clauses to ensure mutual understanding and adherence to legal standards.</li> </ul> </li> <li>• Continuous Improvement:             <ul style="list-style-type: none"> <li>o We are committed to continuous improvement in our compliance efforts. Feedback from audits, client interactions, and regulatory updates are used to refine and enhance our practices.</li> </ul> </li> </ul> <p><b>CONCLUSION</b></p> <p>Our unwavering dedication to legal and regulatory compliance ensures that ODM not only meets but often exceeds the stringent requirements of our clients and regulatory bodies. This commitment is a cornerstone of our operations and a testament to the trust our clients place in us. By integrating compliance into our company culture, we maintain the highest levels of integrity and service excellence in all our staffing, scheduling, technology, and comprehensive service solutions.</p>
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<p>42</p>	<p>Describe any "green" initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.</p>	<p>Off Duty Management (ODM) is committed to implementing and promoting green initiatives that positively impact both our company and our clients. Our efforts are multifaceted, targeting both operational efficiencies and broader environmental goals.</p> <p>CENTRALLY ADMINISTERED CLOUD AND APP-BASED STAFFING AND SCHEDULING SOFTWARE</p> <p>ODM's centrally administered cloud and app-based software program is one of the most effective tools available to governmental agencies for reducing emissions and overall waste. Our solutions help in several ways...</p> <ul style="list-style-type: none"> <li>• Reduction in Paper and Plastic Use: By transitioning to a digital platform, we eliminate the need for excessive paperwork and plastic materials, significantly reducing waste.</li> <li>• Lower Fuel Consumption: Our program reduces the need for physical travel related to off-duty logistics, leading to lower fuel usage and emissions.</li> <li>• Support for Green Programs: Our software supports our governmental partners' green and net-zero carbon emissions programs, helping them meet their environmental targets.</li> </ul> <p>COMPANY-WIDE GREEN INITIATIVES</p> <p>In addition to our software solutions, ODM has implemented several company-wide green initiatives:</p> <ul style="list-style-type: none"> <li>• Eco-Friendly Products:             <ul style="list-style-type: none"> <li>o We prioritize the use of eco-friendly or recycled brands and products in our operations.</li> </ul> </li> <li>• Recycling Programs:             <ul style="list-style-type: none"> <li>o We have established robust recycling programs for paper, plastic, aluminum, and metal.</li> <li>o We also ensure that all ink and toner cartridges are recycled properly.</li> </ul> </li> <li>• Energy Conservation:             <ul style="list-style-type: none"> <li>o Our energy conservation measures include powering down devices when not in use and optimizing energy usage across our facilities.</li> </ul> </li> <li>• Document Shredding and Recycling:             <ul style="list-style-type: none"> <li>o Our document shredding protocol guarantees that all papers are recycled appropriately, ensuring confidentiality and environmental responsibility.</li> </ul> </li> <li>• LEED Certification:             <ul style="list-style-type: none"> <li>o Our upcoming headquarters expansion is designed to follow Leadership in Energy and Environmental Design (LEED) certification guidelines. This ensures that our new facilities are built with sustainability in mind.</li> </ul> </li> <li>• Solar Technology Integration:             <ul style="list-style-type: none"> <li>o We are exploring the integration of solar technology into our new corporate campus to further reduce our carbon footprint and promote renewable energy use.</li> </ul> </li> <li>• Certifying Agencies:             <ul style="list-style-type: none"> <li>o Our green initiatives are in line with certifications and standards set by reputable agencies, including:</li> </ul> </li> <li>• LEED (Leadership in Energy and Environmental Design):             <ul style="list-style-type: none"> <li>o Our future headquarters expansion will follow many LEED recommend practices in construction and ongoing operations.</li> </ul> </li> <li>• Energy Star:             <ul style="list-style-type: none"> <li>o Many of the products we use, including office equipment and appliances, meet Energy Star standards for energy efficiency.</li> </ul> </li> </ul> <p>CONCLUSION</p> <p>ODM is not only dedicated to providing innovative, efficient solutions to our clients but also to ensuring that our operations and products are environmentally responsible. Our green initiatives reflect our commitment to sustainability and our role in supporting the environmental goals of our partners. By integrating these practices into our core operations and expanding our efforts with new projects like leveraging LEED guidance for direction and potential solar technology adoption in the construction of our new company headquarters, we are taking meaningful steps towards a greener future and reducing the carbon footprint of our organization and our governmental agency partners.</p>
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43	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the equipment or products included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	Off Duty Management's services, software, and insurance protections are all cloud-based software, allowing for significant paper, toner, and plastic reductions across all governmental agency partners and off-duty employers. We know how important conservation is to our partners and the communities they serve. Our comprehensive solution which supports service requests, scheduling, time management, invoicing, and reporting, and all of these in the cloud and app, allow ODM to be a proud, eco-friendly partner with agencies and municipalities in promoting sustainability and efficiency.	*
44	Describe any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation of certification (as applicable) in the document upload section of your response.	<p>Off Duty Management (ODM) takes immense pride in being a woman-owned business and values diversity deeply within our team. Our dedication to fostering an inclusive and diverse workplace is reflected not only in our leadership but also in our broader organizational culture.</p> <p><b>WOMEN-OWNED BUSINESS CERTIFICATION</b></p> <p>ODM is proudly certified by the Women's Business Enterprise National Council (WBENC), the most widely recognized and respected certification for women-owned businesses in the United States. Our CEO and owner, Sherry Rowley, has led the company with a strong commitment to excellence and diversity.</p> <ul style="list-style-type: none"> <li>• WBENC National Certification Number: WBE1801466</li> <li>• State and Local Certifications: In addition to our national certification, ODM is also a certified Women and Minority Business Enterprise (WMBE) in several state and local jurisdictions, including the State of Massachusetts.</li> </ul> <p>(See Attachment: 2023-2024 WBENC ODM Certificate)</p> <p><b>EMBRACING DIVERSITY</b></p> <p>Our certification as a WMBE organization is a testament to our commitment to diversity. We actively seek to create an inclusive environment where all employees feel valued and empowered. Our diverse team brings a wealth of perspectives and experiences, which enhances our ability to innovate and serve our clients effectively.</p> <p><b>VETERAN-OWNED AND SMALL BUSINESS PARTNERSHIPS</b></p> <p>While ODM is not currently veteran-owned, we highly value and actively seek partnerships with veteran-owned businesses and Small Business Entities (SBEs). These partnerships enrich our business operations and contribute to the diversity of our supply chain.</p> <p><b>IMPACTFUL LEADERSHIP AND VISION</b></p> <p>Under Sherry Rowley's leadership, ODM has not only achieved significant growth but has also championed diversity and inclusion in the workplace. Our leadership team includes individuals from various backgrounds, fostering a culture of collaboration and mutual respect.</p> <p><b>BENEFITS OF CERTIFICATION</b></p> <p>Being a certified WMBE organization provides several advantages, including...</p> <ul style="list-style-type: none"> <li>• Recognition and Credibility: Our WBENC certification is a mark of credibility and trust, recognized by numerous corporations and governmental entities seeking to partner with diverse suppliers.</li> <li>• Networking Opportunities: The certification connects us with a vast network of other women-owned businesses and corporations committed to supplier diversity, opening doors to new partnerships and business opportunities.</li> <li>• Enhanced Business Opportunities: Many clients and potential clients value and prioritize working with diverse suppliers, giving us a competitive edge in securing contracts and fostering long-term business relationships.</li> </ul> <p><b>CONCLUSION</b></p> <p>ODM's commitment to diversity, reflected in our WBENC certification and other WMBE credentials, underscores our dedication to fostering an inclusive, equitable, and innovative workplace. We are proud of our status as a woman-owned business and will continue to champion diversity and inclusion within our team and in our partnerships. By valuing and embracing diversity, we enhance our ability to provide exceptional service to our clients and contribute positively to the communities we serve.</p>	*
45	What unique attributes does your company, your products, or your services offer to Sourcwell	Off Duty Management (ODM) is the largest and most experienced complete off-duty management provider in the nation. Our team collectively offers hundreds of years of experience in law enforcement and off-duty work, giving us unmatched expertise and a deep	

participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?

understanding of the intricacies of off-duty management in the U.S. and Canada. We are experts in staffing and scheduling administration for law enforcement, fire and EMS, and we are rapidly expanding into education through our partnership with the Arizona Department of Education.

UNIQUE ATTRIBUTES OF OUR SERVICES

- Broadest Reach for Governmental Entities:
  - o Our comprehensive services, software, insurance, and support cater to a wide range of governmental entities. From public safety to education, our solutions are designed to meet the diverse needs of governmental agencies.
- Innovative Technology:
  - o Our OfficerTRAK® app is a state-of-the-art platform that provides easy-to-use and uniquely beneficial features for governmental agencies, first responders, municipalities, and off-duty employers. This includes real-time dashboards, app-based time punching, geo-fencing, GPS functionality, and a highly efficient online payment portal.
- No-Cost Solutions:
  - o We offer a valuable no-cost solution for agencies and their officers, eliminating unnecessary expenses while providing top-tier service and support.
- Financial Strength and Stability:
  - o ODM stands out for its superior financial strength and stability. We have no debt, venture capital, third-party owners, or factoring. Our financial disciplines and principles ensure a secure and stable foundation for our partners.
- Comprehensive Insurance Coverage:
  - o We provide AM Best A-rated comprehensive liability insurance and full statutory workers' compensation coverage, offering multimillion-dollar coverage for all parties involved in off-duty job assignments.
- Unmatched Customer Service:
  - o Our 24/7/365 live service, with dedicated operations managers and bi-lingual capacity, ensures continuous support for agencies, officers, and employers. We are committed to creating a professional, approachable environment and a highly efficient system for all involved in the off-duty process.

EXPANDING CAPABILITIES AND APPLICATIONS

ODM's services and technology are not limited to public safety. We are rapidly expanding into other governmental sectors, including:

- Public Safety Administration: Managing off-duty work for law enforcement officers, ensuring compliance, and optimizing scheduling.
- Security and Traffic Control: Providing solutions for security personnel and traffic control assignments.
- Public Sector Education: Facilitating the scheduling and management of school safety officers and educational staff.
- Administrative Services: Supporting the scheduling and staffing needs of various administrative roles.
- Public Works, Courts, and Construction: Managing staffing for public works projects, court staff, and construction projects.
- Department of Transportation and Managed Services: Efficiently managing transportation projects and providing comprehensive managed services.

COMMITMENT TO DIVERSITY AND INCLUSION

ODM is a certified Women and Minority Business Enterprise (WMBE) and a proud member of the Women's Business Enterprise National Council (WBENC). Under the leadership of our CEO, Sherry Rowley, we embrace diversity within our team and in our partnerships. This commitment to diversity enhances our ability to innovate and serve our clients effectively.

CONCLUSION

ODM is uniquely positioned to offer Sourcewell participating entities unparalleled expertise, comprehensive services, and innovative technology. Our deep commitment to legal and regulatory compliance, financial stability, and exceptional customer service sets us apart in the industry. By partnering with ODM, governmental agencies can leverage our world-class solutions to streamline their staffing, scheduling, and administrative needs, ultimately saving time, money, and resources.

		(See Attachment: A1 – Detailed Overview)	
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**Table 9: Performance Standards or Guarantees**

Describe in detail your performance standards or guarantees, including conditions and requirements to qualify, claims procedure, and overall structure. You may upload representative samples of your performance materials (if applicable) in the document upload section of your response in addition to responding to the questions below.

Line Item	Question	Response *
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<p>46</p>	<p>Describe any performance standards or guarantees that apply to your services.</p>	<p>Off Duty Management (ODM) is dedicated to delivering world-class service to our agency partners and their first responders. Our commitment is reflected in our comprehensive performance standards and guarantees, ensuring that our partners receive the highest level of support and service.</p> <p>24/7/365 LIVE, BILINGUAL SUPPORT</p> <ul style="list-style-type: none"> <li>• Continuous Support: We provide 24/7/365 live, bilingual customer service by phone. This ensures that our partners can reach us at any time for assistance, maintaining smooth operations and immediate resolution of any issues.</li> <li>• Dedicated Account Managers: Each agency partner is assigned dedicated account managers and service coordinators. These professionals offer personalized support, tailored to the specific needs of each agency, ensuring efficient and effective management of off-duty programs.</li> </ul> <p>TURNKEY AND CUSTOMIZABLE SOLUTIONS</p> <ul style="list-style-type: none"> <li>• Flexibility: While our solution is turnkey, it includes significant customizable features that allow our partners to use it online via desktop or the mobile app. This flexibility ensures that our services meet the unique requirements of each agency and facilitate a positive impact on their communities through their off-duty programs.</li> <li>• No Hidden Costs: We provide a no-cost solution for our governmental partners, with no hidden fees. All our comprehensive services, software, and insurance are offered at no cost. Agencies have complete access to our software and mobile app for any internal uses without any charges for licensing, maintenance, upgrades, or other fees.</li> </ul> <p>EXCLUSIVE SERVICE GUARANTEE</p> <ul style="list-style-type: none"> <li>• Service Guarantee: We take immense pride in our services and live by our commitment every day. As part of our exclusive service guarantee, any agency partner can terminate our services with a 30-day notice at no cost and without hassle. This guarantee reflects our confidence in our services and our commitment to our partners' satisfaction.</li> <li>• Smooth Transition: The 30-day notice requirement is in place to ensure a smooth transition for the agency, its community, and officers. We understand the importance of maintaining strong relationships between agencies, officers, and the citizens they serve. Our goal is to support these relationships through seamless off-duty program management.</li> </ul> <p>EXAMPLES OF OUR COMMITMENT</p> <ul style="list-style-type: none"> <li>• Consistent Partner Retention: To date, we have never lost a partner or employer due to a lack of service. This track record underscores our dedication to maintaining high service standards and ensuring partner satisfaction.</li> <li>• No-Cost Internal Use: Agencies receive our software and mobile app free of charge for all internal uses. This includes access to powerful tools for managing schedules, tracking assignments, and ensuring compliance without any financial burden.</li> </ul> <p>CONCLUSION</p> <p>ODM is committed to providing exceptional service to our agency partners through robust performance standards and guarantees. Our 24/7/365 support, dedicated account managers, turnkey and customizable solutions, and no-cost offerings demonstrate our dedication to excellence. Our exclusive service guarantee further ensures that our partners can rely on us for consistent, world-class service. By partnering with ODM, agencies can trust in a reliable, efficient, and supportive off-duty management solution that enhances their operations and community engagement.</p>
<p>47</p>	<p>Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.).</p>	<p>Off Duty Management (ODM) is committed to providing unparalleled service standards and guarantees to our current and prospective governmental agency partners. Our comprehensive solution is designed to meet the broad staffing and related service needs of our partners, enhance operational efficiency, and ensure complete transparency. Here's how we achieve this:</p> <p>NO-COST, ALL-INCLUSION SOLUTION</p> <ul style="list-style-type: none"> <li>• Zero Hidden Costs: Our service includes comprehensive software, services, multimillion-dollar liability coverage, workers' compensation, invoicing, and payment processing—all at no cost to our partners. This ensures that agencies can access top-tier services without any financial burden.</li> </ul>

- Risk Mitigation: ODM assumes the majority of the financial risk, floating all costs associated with off-duty work. This removes the financial strain and liability from governmental entities and officers.

- Free Internal Use: Partners and their affiliates can utilize our software and mobile app for free for any internal purposes, adding value without additional costs.

#### HIGH RELIABILITY AND DISASTER RESILIENCE

- Superior Software Reliability: Our software and app boast a 99.999% reliability rating. Our systems are rigorously tested against real-life scenarios, including natural disasters, and have consistently performed without disruption.

#### PERFORMANCE METRICS AND FEEDBACK

- Comprehensive Metrics Tracking: We monitor and analyze key performance indicators (KPIs) such as fill rates, drop rates, hours worked, invoicing reconciliation, officer payroll processing, and app ratings. This data helps us continuously improve our services.

- Service Level Agreements (SLAs): ODM has numerous SLAs to ensure we meet or exceed our performance standards. These include specific metrics for response times, resolution times, and overall service quality.

- Service Surveys: We regularly conduct service surveys to gather feedback from our partners, ensuring we are meeting their needs and expectations.

- First Contact Resolution: We aim to resolve the majority of service requests and issues during the first contact, ensuring quick and effective solutions.

- Call Response Times: We track and optimize call response times to ensure that our partners receive prompt assistance whenever needed.

- Interaction Analytics: Our advanced analytics tools evaluate customer sentiment during interactions, helping us understand and improve the customer experience continuously.

#### EXCLUSIVE SERVICE GUARANTEE

- Multi-Year Agreements: For agencies seeking long-term stability, we offer multi-year agreements with consistent administrative rates, providing financial predictability and confidence.

- Service Termination Flexibility: Our exclusive service guarantee allows any agency partner to terminate services with a 30-day notice at no cost, reflecting our commitment to partner satisfaction.

#### KEY SERVICE GUARANTEES

- Accurate Scheduling and Time Management

- o Automated Scheduling: Our system automates shift assignments based on availability, preferences, and regulatory compliance, reducing human errors and scheduling conflicts.

- o Real-Time Updates: Officers receive immediate updates on their schedules and any changes, ensuring they are always informed and prepared.

- Compliance and Transparency

- o Regulatory Compliance: OfficerTRAK® ensures adherence to all relevant regulations, union agreements, departmental policies, and legal requirements.

- o Clear Audit Trails: Every action within OfficerTRAK® is logged, creating a transparent and auditable record of all activities, promoting accountability.

- Enhanced Accountability

- o Mandatory Time Punching: Officers clock in and out using the OfficerTRAK® mobile app, ensuring precise tracking of work hours and preventing discrepancies.

- o Geofencing: The app's geofencing technology confirms officers are at their designated locations, enhancing accountability and accuracy.

- User-Friendly Mobile Access

- o Cross-Platform Compatibility: The OfficerTRAK® mobile app works on various devices, including smartphones and tablets, providing easy access to schedules and information.



		<ul style="list-style-type: none"> <li>o Intuitive Interface: Designed for ease of use, the app ensures officers can navigate and utilize its features effectively.</li> <li>• Efficient Administrative Processes             <ul style="list-style-type: none"> <li>o Role-Based Access: Administrators and supervisors have role-based access to manage schedules, monitor compliance, and generate reports seamlessly.</li> <li>o Seamless Integration: OfficerTRAK® integrates with existing systems like Telestaff, ensuring smooth data exchanges and preventing scheduling conflicts.</li> </ul> </li> <li>• Support and Training             <ul style="list-style-type: none"> <li>o Comprehensive Training: We provide thorough training for all users, ensuring they are equipped to utilize the platform's features effectively.</li> <li>o Ongoing Support: Our dedicated support team is available 24/7/365 to assist with any issues or questions, ensuring continuous, smooth operation of the platform.</li> </ul> </li> </ul> <p>MEETING BROAD STAFFING AND RELATED SERVICE NEEDS</p> <p>ODM's comprehensive solution is designed to address the broad staffing, scheduling, and related service needs of governmental entities. Our extensive experience in law enforcement, fire, EMS, and education sectors positions us uniquely to understand and meet the diverse requirements of various agencies.</p> <ul style="list-style-type: none"> <li>• Staffing Solutions: ODM excels in managing off-duty staffing needs, providing seamless coordination and deployment of personnel across different sectors.</li> <li>• Scheduling Solutions: Our advanced scheduling system ensures optimal allocation of resources, reducing conflicts and maximizing efficiency.</li> <li>• Technology Integration: Our OfficerTRAK® platform integrates with existing systems, providing a unified solution that enhances operational capabilities.</li> </ul> <p>CONCLUSION</p> <p>ODM sets the benchmark for service standards and guarantees in off-duty management. Our comprehensive, no-cost solution, high reliability, extensive metrics tracking, and robust support structure ensure that our partners receive unparalleled service. Our exclusive service guarantee and commitment to continuous improvement demonstrate our dedication to exceeding the expectations of our governmental partners. By choosing ODM, agencies can trust in a reliable, efficient, and supportive off-duty management solution that enhances their operations and community engagement.</p> <p>(See Attachments: A4 - Service Guarantee A8 - Standards &amp; Benefits)</p>
48	Describe your recruitment and vetting process.	<p>Off Duty Management (ODM) has developed a highly efficient and thorough hiring and vetting process to support our rapid growth. We deployed the following steps and are constantly evaluating based on organizational growth. ODM has increased our internal term by over 50% since the beginning of the year.</p> <p>1. Define Requirements</p> <ul style="list-style-type: none"> <li>• Role Analysis: Conduct detailed job analyses to outline the specific responsibilities, skills, and qualifications required for each position.</li> <li>• Competency Framework: Consistently and constantly evaluating our competency framework to identify the key attributes, behaviors, and successes in team member positions.</li> </ul> <p>2. Talent Attraction</p> <ul style="list-style-type: none"> <li>• Employer Branding: Enhance our brand by promoting our culture, values, mission, and employee success stories.</li> <li>• Multi-Channel Sourcing: Use a variety of channels to attract candidates, including...             <ul style="list-style-type: none"> <li>o Job boards and career websites</li> <li>o Social media platforms (i.e., LinkedIn, Facebook, Twitter)</li> <li>o Employee referral programs</li> <li>o Partnerships with recruitment agencies</li> <li>o Participation in career fairs and industry events</li> </ul> </li> </ul>

- Targeted Campaigns: Implement targeted advertising campaigns to reach specific talent pools.

### 3. Recruitment Process

- Applicant Tracking System (ATS): Use an ATS to manage the recruitment process, streamline workflows, and maintain candidate information.
- Structured Application Process: Ensure a clear and user-friendly online application process.

### 4. Screening and Vetting

- Resume Screening: Use both automated tools and manual review to screen resumes against job criteria.
- Initial Phone Screenings: Conduct phone interviews to assess basic qualifications, interest, and cultural fit.
- Behavioral and Situational Interviews: Utilize structured interviews to evaluate candidates' past experiences and responses to hypothetical scenarios.
- Skills Assessments: Administer relevant tests or assignments to evaluate technical and practical skills.
- Background Checks: Perform comprehensive background checks, including verification of employment history, education, and criminal records.

### 5. Interview Process

- Interview Training: Provide training for interviewers on effective techniques and legal considerations.
- Multiple Candidate Interviews: Conduct both one-on-one and in small two-person panels.
- Positive Candidate Experience: Work to ensure every candidate has a transparent and positive experience, maintaining clear communication and follow up throughout the process.

### 6. Decision-Making

- Evaluation Matrix: Utilize an evaluation matrix to objectively score and compare candidates.
- Consensus Meetings: Conduct meetings with all interviewers to discuss and decide on the most suitable candidates.
- Reference Checks: Contact professional references to gain additional insights into the candidate's work history and performance.

### 7. Offer and Onboarding

- Competitive Offers: Provide competitive job offers that include attractive salary packages, benefits, and career development opportunities.
- Onboarding Program: Develop a comprehensive onboarding program to integrate new hires into ODM effectively, ensuring they understand their roles and the company culture and have the necessary resources.

### 8. Continuous Improvement

- Feedback Collection: Seek feedback from new hires, hiring managers, and interviewers to identify areas for improvement in the hiring process.
- Metrics and Analytics: Track key recruitment metrics such as time-to-hire, cost-per-hire, and retention turnover rates to evaluate the effectiveness of the recruiting strategy.
- Regular Review: Review and update the hiring and recruiting processes regularly to adapt to changing organizational needs and market conditions.

### CONCLUSION

By implementing this comprehensive hiring and recruiting strategy, ODM attracts, selects, and retains top talent, ensuring the company's continued growth and success.

**Table 10: Payment Terms and Financing Options**

Line Item	Question	Response *	
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<p>49</p>	<p>Describe your payment terms and accepted payment methods.</p>	<p>Off Duty Management (ODM) provides a unique and comprehensive solution tailored to meet the needs of our governmental partners, ensuring they receive exceptional value at no cost. Here's a detailed breakdown of our approach to payment options and terms:</p> <p><b>NO-COST SOLUTION FOR GOVERNMENTAL AGENCIES</b></p> <ul style="list-style-type: none"> <li>• <b>Comprehensive Services at No Cost:</b> Governmental partners receive a full suite of comprehensive services, including advanced scheduling and staffing software, administrative support, and comprehensive insurance coverage, all at no cost. This no-cost structure eliminates the financial burden on municipalities and government agencies, allowing them to fully leverage ODM's capabilities without worrying about payment options or terms.</li> <li>• <b>Software-Only Option:</b> For agencies that opt for the software-only solution, ODM offers flexible payment terms. This option includes full access to our proprietary OfficerTRAK® software, providing powerful scheduling and management tools while allowing agencies to manage their own administrative and payroll functions. Payment terms for the software-only option can be tailored to meet the specific needs and budget of the agency, ensuring a seamless and cost-effective solution.</li> </ul> <p><b>PAYMENT TERMS FOR OFF-DUTY EMPLOYERS/VENDORS</b></p> <ul style="list-style-type: none"> <li>• <b>Net 30-Day Terms:</b> ODM extends net 30-day payment terms to off-duty employers/vendors for most recurring requests. This approach provides flexibility and ease of payment, ensuring that employers can efficiently manage their finances while benefiting from our services.</li> <li>• <b>Efficient Payment Management:</b> Through our proprietary OfficerTRAK® software and online portal, off-duty employers/vendors have access to a simple and efficient way to request officers, manage fees, make payments, and generate detailed reports. This streamlined process enhances transparency and accountability, ensuring all parties have clear visibility into the financial aspects of their off-duty arrangements.</li> </ul> <p><b>SUPPORT AND MAINTENANCE</b></p> <ul style="list-style-type: none"> <li>• <b>Full-Service Support:</b> ODM's comprehensive support package includes 24/7/365 live customer service, technical support, and regular software maintenance and updates. This ensures that all users, from agency administrators to off-duty officers and employers, receive the highest level of support and service, enhancing their overall experience and satisfaction.</li> <li>• <b>Dedicated Account Management:</b> Each agency partner is assigned a dedicated account manager and service coordinator who works closely with them to ensure all their needs are met. This personalized approach ensures that any issues or concerns are promptly addressed, and the agency can fully leverage ODM's capabilities to optimize their off-duty management processes.</li> </ul> <p><b>CONCLUSION</b></p> <p>ODM is dedicated to providing a comprehensive, no-cost solution for governmental agencies, ensuring they receive unparalleled service, support, and technology without the burden of payment terms. Our flexible payment options for the software-only solution and off-duty employers/vendors further enhance the value and accessibility of our services. By partnering with ODM, agencies can focus on their core responsibilities while benefiting from a powerful, efficient, and cost-effective off-duty management solution. Please see the attached document for additional details and an example of our standard Terms and Conditions.</p> <p>(See Attachment: P5 - Payment Terms &amp; Methods)</p>
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50	Describe any leasing or financing options available for use by educational or governmental entities.	There are no leasing or financing terms needed because our comprehensive solution, with its software, support, and insurance, is available to agencies (and municipalities) at no cost, unless they opt for a software only solution. A software only solution does incur fees though these fees are minimal and do not require financing or leasing options.
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<p>51</p>	<p>Describe any standard transaction documents that you propose to use in connection with an awarded contract (order forms, terms and conditions, service level agreements, etc.). Upload a sample of each (as applicable) in the document upload section of your response.</p>	<p>Our staffing technology and comprehensive services are completely free to the agency, governmental partner, and their first responders, and employees. We do not use any third-party distributors or dealer networks. Our agency partners are serviced exclusively by our highly trained Off Duty Management (ODM) team members. We do not have forms or transaction documents other than our standard MSA and OfficerTRAK® terms and conditions that our governmental partners agree upon.</p> <p>We have detailed reporting capabilities that allow our partners a comprehensive set of analytics to review historically and in real-time at intervals of their choosing (e.g., daily, monthly, quarterly, yearly, etc.). We also have an enhanced reporting functionality that accounts for all sales, officer payroll, vehicle fees, and other agency fees. As a result of our robust reporting that exists for both our governmental partners and their off-duty vendors, we can provide Sourcewell with timely, detailed reporting as outlined in the contract template.</p> <p>There is an order process for off-duty employers/vendors which is generated through our OfficerTRAK® software, allowing full transparency, easy fee management, and pricing proposals through a secure, cloud-based website supported by data storage for up to seven years. While not directly impacted by this contract, the vendors for our governmental partners do have transactions documents including an agency landing page with specific rates and rules for each agency, Terms and Conditions, and invoices.</p> <p>The process is as follows...</p> <ol style="list-style-type: none"> <li>1. Vendor submits a request for off-duty officers via our online portal (via OfficerTRAK®).</li> <li>2. Our dedicated Service and Support team reviews, validates, and verifies job requests, ensuring compliance with the agency's rules, and will prevent jobs from getting scheduled outside of their guidelines. A dedicated account manager is assigned to each individual agency as the primary point of contact.</li> <li>3. Once a request is approved, the job is published according to agency guidelines and posted (or released) via the OfficerTRAK® mobile app so officers can sign up and accept the job.</li> <li>4. Officers receive app notifications for the pending job and can see the job site location and vendor contact. They will receive a reminder to clock in and again to clock out. All timekeeping and hours worked are recorded, managed, and reconciled through OfficerTRAK®. Jobs are reviewed for accuracy by the dedicated account manager. All discrepancies with officer hours worked are handled and resolved by ODM.</li> <li>5. Officers are paid weekly (guaranteed) by ODM.</li> <li>6. Vendors are invoiced weekly for hours worked and any additional agency fees.</li> <li>7. Vendors pay through our dedicated online portal using multiple payment options for invoiced services. Some vendors will be required to make prepayments based on agency guidelines and specifics.</li> <li>8. Comprehensive, real-time, and historical reporting is available for all parties involved with fee management, hours worked, and payments made. Many detailed options exist for reporting which allow agencies the customization they need for oversight, transparency, and accountability. Our people, process, and technology create an extensive database of critical information that is captured on the app and desktop version of OfficerTRAK®, and because our system is cloud-based, all reporting and data analytics are secure. This enables ODM to provide up-to-date, accurate accounting of all officer hours worked.</li> </ol> <p>(See Attachments:  P6 - ODM - MSA - PD - Officer Pay - Indemnity - Sourcewell  P7 - OfficerTRAK® Terms and Conditions  A1 - Detailed Overview, Pages 6-8)</p>
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52	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	Off Duty Management (ODM) has the capability to accept P-card procurement; although, this is not necessary, as our partners never have to pay for our comprehensive service, OfficerTRAK® technology, insurance, or live support. We do, however, accept several forms of payment from off-duty employers when they pay our small admin fee, including Visa, Mastercard, and Amex.	*
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**Table 11: Pricing and Delivery**

Provide detailed pricing information in the questions that follow below. Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract as described in the RFP, the template Contract, and the Sourcwell Price and Product Change Request Form.

Line Item	Question	Response *	
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<p>53</p>	<p>Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.</p>	<p>There is no cost for our comprehensive staffing and scheduling technology, comprehensive services, insurance, or live support, not for the governmental agency, its first responders, or its customers. Instead, the off-duty employer/vendor who requests off-duty services pays a small administrative fee to Off Duty Management (ODM) for our services, software, and insurance. Today, governmental agencies must enter into an agreement for ODM to provide services for all off-duty first responder jobs. Off-duty employment is defined as a third or private party requesting the services of a governmental employee to perform a job that requires a specific skill set which they perform in their governmental job. For example, a police officer directing traffic at a school, parade, or festival. This third party will pay fees for the governmental employee, along with any administrative fees required by the employee's agency and ODM. When governmental entities partner with ODM in this fashion, they receive free internal use of our technology and software (OfficerTRAK®) to deploy their personnel as they see fit. We are exploring other options, based on the special requests of our governmental partners, to update our model. Our pricing is simple and transparent, and we work with our agency partner to create a fixed administrative fee percentage for the duration of the contract. The fee is determined by assessing unique agency specific factors, including officer pay rate, insurance costs, and financial risks. Also, whether ODM or the agency will pay the officer/first responder or other public safety employee directly has an impact on the percentage off-duty employers pay. Typically, this percentage will never exceed 20% of the officer rate. Our fee will be added to the officer or governmental employee's hourly rate and includes all fees charged to the employer – no hidden costs, fees, or add-ons. Should an off-duty employer desire to pay by credit card, there will be a processing fee included as a separate line item on the total invoice and is a direct bank cost, not a mark-up by ODM.</p> <p>A beneficial, value-added feature that OfficerTRAK® provides is the ability of our system to automatically calculate estimates for services based on off-duty service requests. Off-duty employers can review and approve estimates prior to requesting off-duty services. If preferred, however, an employer can call our 24/7/365 customer service coordinators to quote and schedule services.</p> <p>(See Attachments: P1 - ODM's Detailed Pricing Methodology P2 - ODM Pricing Methodology Summary)</p> <p>Again, neither our partnering governmental agencies nor their first responders and employees will have any fees or costs when they utilize our services.</p> <p>Please refer to our active agency references provided herein to learn firsthand how simple and transparent our process is for off-duty employers/vendors.</p> <p>(See Attachment: A7 – References)</p> <p>It is important for us to note that agencies and municipalities (not ODM) establish all officer or governmental employee hourly pay rates and agency/municipal administrative fees. These are typically outlined in the agency's general rules and orders governing off-duty employment or can be created by the governmental entity as needed. ODM works exclusively for the governmental agency or municipality, and so follow their general rules, orders, and policies. We, at a minimum, advise where the agency's policies may risk exposure for evaluation, based on our expert industry knowledge.</p> <p>(See Attachment: P3 – Pricing Methodology)</p>
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54	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	<p>Off Duty Management (ODM) offers the best pricing available, as our services, technology, and insurance come at no cost to governmental agency partners and their first responders. As a result of our no cost services, we do not need to offer discounts, rebates, etc., or at least, not for our partners and first responders.</p> <p>A cost may be incurred should an agency choose the software only solution, at which time we would provide a 2% discount for the cost of our software. The agency would utilize our OfficerTRAK® system to run their off-duty program in-house, under the watchful eyes of their agency personnel. The online and app based only options do not include any of our other services or insurance coverages.</p> <p>ODM will provide a 1% reduction of our administrative fee charged to off-duty employers for any governmental agency or municipality that utilizes this Sourcewell cooperative agreement. This will have a positive impact on the community, as the agency will provide their off-duty employers with a reduction in their off-duty employer/vendor cost per hour.</p>	*
55	Describe any quantity or volume discounts or rebate programs that you offer.	<p>Off Duty Management (ODM) is proud to offer the most competitive pricing in our industry. Our complete, turnkey staffing and scheduling solution includes comprehensive administrative services, advanced technology, and insurance, all supported by live 24/7/365 phone support. Our technology and comprehensive services are available to governmental agencies and municipalities at no cost, with no hidden costs, fees, or add-ons. The only charge incurred is a small administrative fee paid by off-duty employers (not the governmental entity or their employees) who request staffing and scheduling services when compensating officers and governmental employees for their services related to the off-duty, overtime or grant request.</p> <p><b>VOLUME DISCOUNTS AND REBATE PROGRAMS</b></p> <p>While ODM's pricing structure is designed to be straightforward and transparent, There is NO COST to the governmental agency or its employees for ODMs off-duty staffing and solution and free internal use. As a result of our no cost solution there are no volume discounts applied unless a software-only option is utilized.</p> <p>ODM is dedicated to providing governmental agencies and municipalities with the best pricing and most comprehensive service offerings in the industry. While traditional volume discounts may not apply, our no-cost model, tailored service packages, and focus on operational efficiency ensure that our governmental partners receive exceptional value. By leveraging our advanced technology and support infrastructure, agencies can achieve significant cost savings and optimize their agencies off-duty management and overall staffing processes. Our turnkey solutions are designed to meet the diverse needs of our partners, enhancing their operational capabilities and delivering powerful, compelling results.</p>	*
56	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	<p>Off Duty Management's complete solution, including our services, software, insurance, and live support, is a no-cost solution for governmental agencies and their first responders, unless they choose our software only option.</p>	*
57	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	<p>No additional charges will ever be required with Off Duty Management's suite of services, software, insurance, and live support. Also, there will never be any shipping or freight charges, installation, set up, implementation, software upgrades, or any training fees. All of these benefits come at no cost to our partners or their first responders, and we guarantee that any agency or municipality that utilizes this Sourcewell cooperative agreement will never pay for our comprehensive services.</p>	*
58	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	<p>Freight, delivery, and shipping are not required in our cloud-based OfficerTRAK® solution. There will never be any costs or additional fees for program delivery.</p>	*

59	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>Freight, Shipping, and Delivery are not required, as our OfficerTRAK® system is a cloud-based solution. All virtual and/or onsite training is included at no cost as well. There are no costs for any offshore deliveries. Off Duty Management's services are free to governmental agencies and municipalities and their officers and other first responders.</p> <p>There are no additional administrative fees or costs for off-duty employers in Alaska, Hawaii, Canada, or U.S. territories. All fees for our services to off-duty employers are based on pricing methodology, not the location of the agency or municipality. We believe in a fair and transparent pricing methodology that is solely determined by the agency's internal rules, guidelines, and off-duty employer risk factors.</p>	*
60	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>Off Duty Management is unique in that we provide a total no cost, no fees attached, comprehensive off-duty administrative and technology solution, delivered via a highly secure, cloud-based system that does not require any additional distribution or delivery methods. Moreover, our turnkey solution is backed by 24/7/365 live, bilingual customer support (by phone). Our methods save agencies valuable time, money, and resources while providing unparalleled protection and support. Our process eliminates all headaches around off-duty management, scheduling, invoicing, collections, and online payment processing.</p>	*

**Table 12: Pricing Offered**

Line Item	The Pricing Offered in this Proposal is: *	Comments
61	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	<p>Off Duty Management's (ODM) pricing proposal is simultaneously better and the same...</p> <p>How are we the same: Our services, technology, and support fees and costs will always be the same for every governmental agency that partners with us. We will always be a "no cost" solution provider to our agency and municipal partners. We promise no hidden fees, add-ons, or surprises of any kind when our complete solution is chosen over our software only option. As such, we cannot provide a cost or benefit that is below zero.</p> <p>How we are better: ODM will provide a 1% reduction in the administrative fee we charge to off-duty employers who request services as a result of any cooperative agreements we hold with Sourcwell, including this one.</p>

**Table 13: Audit and Administrative Fee**

Line Item	Question	Response *

<p>62</p>	<p>Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell. Provide sufficient detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template.</p>	<p>Off Duty Management (ODM) has included in-depth pricing models in our response. Our system has a customization factor based on the variables resulting from different pay rates, orders, vendor risks, and job distribution expectations. The attached pricing model outlines our process which ensures governmental agencies obtain proper pricing based on their unique needs and policies.</p> <p>Monthly and quarterly reporting is accomplished through our OfficerTRAK® mobile app and software. This is the same program our agencies utilize to document officer hours worked so they can be in alignment with the International Association of Chiefs of Police guidelines and their own guidelines. This reporting is available in real-time for our agency partners, as well as weekly or monthly reporting that is distributed systemically by ODM. There are also multiple layers of verification to satisfy audit protocols and avoid redundancy. It is critical to have accurate accounting as these hours are the basis for our online and app-based solution, OfficerTRAK®, plus officer's weekly off-duty pay remittance, and the off-duty employer/vendor invoicing that is satisfied via our online payment portal. There are numerous built-in audit mechanisms, given the unique nature and parties involved in an off-duty officer working an off-duty job. Timely and accurate payments to officers and other first responders for their off-duty hours worked is critical to us. In fact, it is a service commitment that we will not break. ODM is first and foremost a service company that is passionate about delivering exceptional service every day. In our industry, timely free management, accurate invoicing, and guaranteed on-time payments are crucial. This necessity has allowed us to express our core competencies by creating a rigid and robust internal audit process with various checks and balances, ensuring all services, financial commitments, and standards are upheld and delivered without fail. Now, mistakes happen, but that is why we implement strict quality control protocols through our people, processes, and technology to expeditiously remedy any systemic or human glitches as soon as possible. These redundancies allow for quick identification of issues and even quicker resolutions. Our error ratio is less than 0.1%, and our system has a 99.999 reliability factor.</p> <p>We have detailed reporting capabilities that allow our partners a comprehensive set of analytics to review historically and in real-time at intervals of their choice (e.g., daily, monthly, quarterly, yearly, etc.). We also have enhanced reporting capabilities that account for all sales, officer payroll, vehicle, and other agency-initiated fees. As a result of our robust reporting functionality, which exists for both our agency partners and their off-duty employers, this enables us to provide Sourcewell with timely and detailed reporting as outlined in the contract template.</p> <p>ODM will work with Sourcewell upon award of contract to meet their needs and requirements for quarterly sales reporting.</p>
<p>63</p>	<p>If you are awarded a contract, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the contract.</p>	<p>Internal metrics will include the following...</p> <ul style="list-style-type: none"> <li>• Customer Satisfaction – Agencies and municipalities</li> <li>• Officer Satisfaction</li> <li>• Off-Duty Employer/Vendor Satisfaction</li> <li>• Quick Customer Service Call Answer Times</li> <li>• First Contact Resolution</li> <li>• Hours Worked</li> <li>• Off-Duty Job Fill Rates</li> <li>• Schedule Adherence</li> <li>• Late and Delinquent Payments by Off-Duty Employers</li> <li>• Off-Duty Opportunity Growth</li> <li>• Officer Safety</li> <li>• Risk Assessment</li> <li>• Liability Claims</li> <li>• Mobile App Reviews</li> <li>• Off-Duty Vendor Feedback</li> </ul>
<p>64</p>	<p>Identify a proposed administrative fee that you will pay to</p>	<p>Please review this section carefully. It is very unique from</p>

Sourcewell for facilitating, managing, and promoting the Sourcewell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See the RFP and template Contract for additional details.)

most Sourcewell administrative fee arrangements. Off Duty Management (ODM) has previously discussed our pricing methodology with Sourcewell and determined that, as we offer a no-cost solution for your governmental partners, the methodology outlined below is acceptable in order to provide Sourcewell with the appropriate administrative fee, given the fact that Sourcewell partners will never make any payments unless they utilize a software-only version. No partners currently utilize the software-only version. It was also noted that ODM provides exceptional value to Sourcewell partners and governmental entities through our no-cost staffing and scheduling software, advanced technology, and comprehensive services.

If selected, Off Duty Management (ODM) will provide Sourcewell an administrative fee to facilitate and manage this contract at a rate of \$.20/per officer hour worked with no cap or maximum, and this will be for the life of the contract including contractual renewals with each agency or municipal partner that utilizes this Sourcewell cooperative agreement.

The administrative fee will be paid quarterly to Sourcewell for any municipal or agency partner leveraging this cooperative agreement that utilizes ODM's comprehensive administrative services and technology.

Sourcewell Administrative Fee Example: The City of Minneapolis St. Paul Police Department (SPPD) utilizes the Sourcewell contract for our staffing and scheduling services, technology, and comprehensive services. The Sourcewell administrative fee payment from ODM would be as follows:

- Annual Minneapolis off-duty hours: 250,000\* ODM
- Sourcewell Admin Fee: \$.20/hr

Total annual Administrative Fee to Sourcewell: \$50,000 per year for the life of the actual contract (i.e., 4 years\*\*) for a total of \$200,000.

\*Estimated hours based on Minneapolis information. These are not specific off-duty hours worked.

\*\*Determined by the length of the contract the municipality or agency enters.

- 10 agencies of this size in a year will yield more than \$2,000,000 in Sourcewell administrative fees collected on a 4-year contract.

- 10 agencies of this size each year will compound the total annualized Sourcewell administrative fee payment to be well in excess of \$6,000,000 and realistically well above \$8M. \*This assumption is based on 10 agencies of Minneapolis' size. The total admin fee to Sourcewell could be much higher based on the high growth projections and low total market penetration.

(See Attachment:  
P4 - Administrative Fee Example)

Business Projections:

- ODM conservatively expects to partner with 80 additional governmental agencies/municipalities per year, with varying levels of annual off-duty hours worked, for the foreseeable future. Our above examples only reference 10 agencies utilizing this Sourcewell cooperative agreement which is roughly 20 % of our expected annual growth. We know governmental agencies have a strong desire to utilize a Sourcewell cooperative agreement and believe this will elevate the potential 30 to 40% of our annual agency growth that will utilize this cooperative agreement.

- Minneapolis' annual off-duty hours are in the mid-range for large municipalities. There are several agencies in excess of

		<p>300,000 to 400,000 off-duty hours annually.</p> <ul style="list-style-type: none"> <li>As an example of our core business category of law enforcement agencies, there are over 18,000 law enforcement agencies in the U.S. with less than 5% of the total market share realized.</li> </ul> <p>Potential influences on administration fee growth:</p> <p>Every active ODM agency has seen an increase in annual off-duty hours requested and worked since employing our services. There are quarterly fluctuations as off-duty jobs vary seasonally and regionally.</p> <p>This is a new and well-respected, high growth governmental agency service with under 5% of the total market share realized. There are over 18,000 law enforcement agencies in the country with less than 3% of them having a comprehensive solution in place.</p> <p>Actual off-duty hours worked and paid for by off-duty employers do not have any cap on growth and are expected to rise dramatically with the police reform efforts still undergoing. Vendors need off-duty officers, not security guards, as off-duty officers carry the color of law and policing powers with them in most states and jurisdictions. Hours should rise year over year, and the Sourcewell total admin fee received will fluctuate and mirror this accordingly while being paid based on the total quarterly hours worked for the specific agency utilizing this cooperative agreement.</p> <p>Given the above facts, data, and assumptions, the 4-year value of this cooperative contract has the potential to be well in excess of \$8M dollars. This is a conservative estimate that does not consider the industry growth projections in addition to all the new governmental partner departments, such as education, public works, transportation, and others identified in this RFP. We expect a significant acceleration in agency adoption rates, as ODM's services are now becoming mainstream, needed, and required services. The last several years have seen a burden on agencies to save budget dollars, increase transparency, and minimize governmental law risk and liability, and the demand has not ceased but become cumbersome. Growth rates for agency utilization of these comprehensive off-duty staffing and administrative services, software, and insurance protections will be well in excess of 100% for the foreseeable future.</p>
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**Table 14A: Depth and Breadth of Offered Equipment Products and Services**

Line Item	Question	Response *
65	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	<p>Off Duty Management (ODM) offers a comprehensive and turnkey product that covers the full spectrum of staffing and scheduling services for the management of off-duty jobs and most other governmental scheduling needs. Our solution includes everything from receiving job requests to scheduling, publishing jobs, tracking hours worked, providing insurance coverage, and delivering exceptional customer service. We understand that no two agencies are alike, which is why our services are engineered to be customizable to meet and support the unique needs, rules, and policies of each agency—all under a no-cost structure.</p> <p><b>CORE COMPONENTS OF ODM'S COMPREHENSIVE SOLUTION</b></p> <ul style="list-style-type: none"> <li>Administrative Services             <ul style="list-style-type: none"> <li>Job Request Handling: Our customer service team efficiently handles job requests, ensuring timely and accurate processing.</li> <li>Staffing and Scheduling Technology: We use advanced scheduling technology to assign jobs, reducing administrative burdens and ensuring fairness and compliance with agency policies.</li> <li>Insurance Coverage: ODM provides comprehensive insurance coverage, including A-rated liability insurance and workers' compensation, to protect officers on</li> </ul> </li> </ul>



the job.

- OfficerTRAK® Technology
  - Mobile App: OfficerTRAK® puts all the tools officers need to manage off-duty jobs in the palm of their hand, including job tracking, clock-in/out functionalities, and real-time notifications.
  - Geofencing: Our app uses geofencing technology to ensure officers are at their designated locations during their shifts, enhancing accountability and accuracy.
  - State-of-the-Art Staffing and Scheduling Functionality: OfficerTRAK® offers advanced staffing and scheduling features that streamline the entire process. This includes automated scheduling based on availability, preferences, and compliance with regulations, as well as real-time updates to keep officers informed of their assignments. The system also integrates seamlessly with existing on-duty scheduling systems to prevent conflicts and ensure optimal resource allocation.
  - Field Notes and Communication: Officers can use the app to attach photos, videos, and notes to job records, facilitating clear communication and reporting.
- Customization and Flexibility
  - Configurable Solutions: ODM's services are designed to be highly customizable, allowing agencies to configure the solution to fit their specific needs while maintaining full control of their off-duty programs.
  - Service Options:
    - Fully Comprehensive, No-Cost Solution: This popular option includes our full suite of services, software, and insurance at no cost to agencies, their first responders, or municipalities.
    - Direct Pay to Agency Option: Agencies can opt to receive payments directly and remit them through payroll, with ODM providing all services except workers' compensation coverage.
    - Schedule and Invoice Only: For agencies with existing liability coverage, ODM provides scheduling and invoicing services without insurance coverage.
    - Software-Only Solution: Agencies can purchase our software and manage their off-duty programs internally, with full access to OfficerTRAK® functionalities and free application support and updates.

#### FINANCIAL STRENGTH AND GUARANTEE

ODM's financial strength allows us to offer a unique guarantee: officers are compensated within the week for hours worked, regardless of when the off-duty employer pays ODM. This commitment to prompt and accurate payment underscores our dedication to supporting officers and agencies.

#### OPERATIONAL EFFICIENCY AND TRANSPARENCY

ODM delivers a highly efficient, transparent, and centrally administered program that adheres to all agency regulations and procedures. Our comprehensive solution includes:

- 24/7/365 Support: A dedicated operations team and live support service ensure continuous assistance and oversight.
- Secure Online Portals: Agencies and off-duty employers have secure access to online portals for tracking, managing, and monitoring jobs in real-time.
- Automated Collections and Payroll: ODM handles all invoicing, collections, and payroll through our secure, online payment portal, ensuring financial transactions are smooth and reliable.

#### ADVANCED REPORTING AND DATA MANAGEMENT

OfficerTRAK® offers extensive reporting features that provide historical data and real-time insights, helping agencies manage job distribution, track hours worked, and establish job selection protocols. Our data mining capabilities support effective decision-making and operational improvements.

#### INSURANCE AND LIABILITY COVERAGE

ODM offers comprehensive insurance coverage to protect agencies, officers, and



		<p>employers:</p> <ul style="list-style-type: none"> <li>• Workers' Compensation: Full statutory coverage ensures officers are protected during off-duty jobs.</li> <li>• General Liability Insurance: Our \$5 million aggregate coverage and \$10 million umbrella policy provide robust protection.</li> <li>• Cyber Insurance: A \$2 million aggregate coverage for cyber risks ensures data security and protection.</li> </ul> <p>CONCLUSION</p> <p>ODM provides a comprehensive, customizable, and no-cost solution that saves agencies valuable time, money, and resources while offering unparalleled protection and service. Our turnkey approach, advanced technology, and dedicated support ensure that every aspect of off-duty job management is handled efficiently and effectively, allowing agencies to focus on their core responsibilities. Partnering with ODM means benefiting from our extensive experience, financial strength, and commitment to excellence. Please see the attached documents for additional details and examples of our comprehensive services and capabilities.</p> <p>(See Attachment: A1 – ODM and OfficerTRAK® Detailed Overview)</p>
66	<p>Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.</p>	<ul style="list-style-type: none"> <li>• Public Safety Staffing, Scheduling, Tracking, and Reporting Technology and Comprehensive Services</li> <li>• Educational Staffing, Scheduling, Tracking, and Reporting Technology and Comprehensive Services</li> <li>• Governmental Staffing and Scheduling Services</li> <li>• Department of Transportation Staffing, Scheduling, Tracking, and Reporting Technology and Comprehensive Services</li> <li>• Law Enforcement Off-duty Comprehensive Staffing, Scheduling, and Administrative Services</li> <li>• Court Staffing, Scheduling, Tracking, and Reporting Technology and Comprehensive Services</li> <li>• Governmental Construction Staffing, Scheduling, Tracking, and Reporting Technology and Comprehensive Services</li> <li>• Grant Management</li> <li>• Governmental Scheduling and Staffing Compliance Tools and Services</li> <li>• Off-duty Public Safety and Security Staffing, Scheduling, Technology, and Comprehensive Services</li> </ul>

**Table 14B: Depth and Breadth of Offered Equipment Products and Services**

Indicate below if the listed types or classes of equipment, products, and services are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Offered *	Comments
67	Professional services, such as accounting and finance, executive search, procurement, clerical, administrative, and legal and compliance	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, Off Duty Management's staffing and scheduling software, technology, and comprehensive services provide solutions for governmental administrative and compliance needs.
68	Public sector and education health, such as nursing, occupational therapy, speech language pathology, social work, pharmaceuticals, dental, and support roles	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, Off Duty Management's services are utilized to assist with hospital security staffing and scheduling. We are in the early stages of exploring the integration of social work with the Arizona Department of Education and its school safety initiative. This may augment the current school safety officer staffing and scheduling grant program we are partnered on.

69	Instructional and non-instructional education, such as teaching, interpreting, paraprofessionals, special and alternative education, custodial, food & nutrition, and education administration	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, the needs for staffing, scheduling, and administration of security and social work in the governmental/education sector are rapidly growing. Off Duty Management (ODM) has many partners in this category including the Arizona Department of Education; ODM is utilizing our comprehensive staffing and scheduling services on a special three-year grant project to enhance school safety.	*
70	Skilled trade and general labor, such as construction, electricians, HVAC technicians, machinists, technicians, welders, mechanics, groundskeepers, painters, custodians, security guards and traffic management	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, this is currently the primary category (with the highest overall business penetration) where our staffing, scheduling, and comprehensive services are being utilized by our governmental partners. This includes security, police, fire, traffic management, public works, and Department of Transportation (DOT) road construction projects.	*
71	Managed service program and vendor managed solutions, such as procurement, coordination, technology, and management of staffing services provided by various vendors	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, as a result of Off Duty Management's comprehensive and managed scheduling services, our agency partners are able to save valuable time, money, and resources. We provide governmental agencies and employees risk mitigation, robust reporting, and accountability tools to ensure accurate data is available to assess employer/vendor off-duty hiring needs.	*
72	Recruitment process outsourcing, such as sourcing, screening, and hiring candidates	<input type="radio"/> Yes <input checked="" type="radio"/> No	No, today, Off Duty Management does not serve this category as a result of our services and technology.	
73	Employer of Record (EOR) services	<input type="radio"/> Yes <input checked="" type="radio"/> No	No, Off Duty Management does not see an application within this category for our services that would provide any meaningful solutions for EOR services.	
74	Other related services or solutions that support the staffing process	<input checked="" type="radio"/> Yes <input type="radio"/> No	Off Duty Management (ODM) offers versatile staffing, scheduling, technology, and comprehensive service solutions. We have expanded our services beyond our original strategic plan, driven by the success of our primary business in the public safety sector. This success, coupled with innovative ideas from our team and governmental partners, has led to numerous practical applications for ODM's services and technology.  Currently, Baltimore City is exploring a city-wide expansion of our technology to provide staffing and services to multiple departments beyond the original scope of its Police Department. Our commitment to service collaborative partnerships has enabled us to create a comprehensive staffing, scheduling, and technology solution for both current and future governmental partners.	

**Table 15: Exceptions to Terms, Conditions, or Specifications Form**

**Line Item 75. NOTICE:** To identify any exception, or to request any modification, to Sourcewell standard Contract terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Contract Template provided in the “Bid Documents” section. Proposer must upload the redline in the “Requested Exceptions” upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Contract.

Do you have exceptions or modifications to propose?	Acknowledgement *
	<input type="radio"/> Yes <input checked="" type="radio"/> No

**Documents**

**Ensure your submission document(s) conforms to the following:**

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as “Marketing Plan.”

- [Pricing](#) - Pricing.zip - Thursday June 13, 2024 15:42:03
- [Financial Strength and Stability](#) - Financial Strength and Stability.zip - Thursday June 13, 2024 15:42:11
- [Marketing Plan/Samples](#) - Marketing Plan - Samples.zip - Thursday June 13, 2024 15:42:27
- [WMBE/MBE/SBE or Related Certificates](#) - WBENC 2023-24 (1).pdf - Thursday June 13, 2024 15:41:54
- Warranty Information (optional)
- Requested Exceptions (optional)
- Standard Transaction Document Samples (optional)
- [Upload Additional Document](#) - Additional Documents.zip - Thursday June 13, 2024 15:31:42

## Addenda, Terms and Conditions

### PROPOSER AFFIDAVIT AND ASSURANCE OF COMPLIANCE

I certify that I am the authorized representative of the Proposer submitting the foregoing Proposal with the legal authority to bind the Proposer to this Affidavit and Assurance of Compliance:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for contract award.
3. The Proposer, including any person assisting with the creation of this Proposal, has arrived at this Proposal independently and the Proposal has been created without colluding with any other person, company, or parties that have or will submit a proposal under this solicitation; and the Proposal has in all respects been created fairly without any fraud or dishonesty. The Proposer has not directly or indirectly entered into any agreement or arrangement with any person or business in an effort to influence any part of this solicitation or operations of a resulting contract; and the Proposer has not taken any action in restraint of free trade or competitiveness in connection with this solicitation. Additionally, if Proposer has worked with a consultant on the Proposal, the consultant (an individual or a company) has not assisted any other entity that has submitted or will submit a proposal for this solicitation.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest exists when a vendor has an unfair competitive advantage or the vendor's objectivity in performing the contract is, or might be, impaired.
5. The contents of the Proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or legally authorized agent of the Proposer and will not be communicated to any such persons prior to Due Date of this solicitation.
6. If awarded a contract, the Proposer will provide to Sourcewell Participating Entities the equipment, products, and services in accordance with the terms, conditions, and scope of a resulting contract.
7. The Proposer possesses, or will possess before delivering any equipment, products, or services, all applicable licenses or certifications necessary to deliver such equipment, products, or services under any resulting contract.
8. The Proposer agrees to deliver equipment, products, and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.
9. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
10. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statutes Section 13.591, subdivision 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals become public data. Minnesota Statutes Section 13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
11. Proposer its employees, agents, and subcontractors are not:
  1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
  2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
  3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated

by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Brian Manley, President, Off Duty Management Inc.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the obligations contemplated in the solicitation proposal.

Yes  No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_12_Staffing_Related_Services_Solutions_RFP_061324 Thu June 6 2024 02:31 PM	<input checked="" type="checkbox"/>	11
Addendum_11_Staffing_Related_Services_Solutions_RFP_061324 Tue June 4 2024 07:49 PM	<input checked="" type="checkbox"/>	2
Addendum_10_Staffing_Related_Services_Solutions_RFP_061324 Thu May 30 2024 02:00 PM	<input checked="" type="checkbox"/>	1
Addendum_9_Staffing_Related_Services_Solutions_RFP_061324 Wed May 29 2024 04:12 PM	<input checked="" type="checkbox"/>	1
Addendum_8_Staffing_Related_Services_Solutions_RFP_061324 Fri May 24 2024 02:56 PM	<input checked="" type="checkbox"/>	4
Addendum_7_Staffing_Related_Services_Solutions_RFP_061324 Mon May 20 2024 06:26 PM	<input checked="" type="checkbox"/>	10
Addendum_6_Staffing_Related_Services_Solutions_RFP_061324 Fri May 10 2024 03:25 PM	<input checked="" type="checkbox"/>	1
Addendum_5_Staffing_Related_Services_Solutions_RFP_061324 Wed May 8 2024 04:17 PM	<input checked="" type="checkbox"/>	5
Addendum_4_Staffing_Related_Services_Solutions_RFP_061324 Tue May 7 2024 02:33 PM	<input checked="" type="checkbox"/>	2
Addendum_3_Staffing_Related_Services_Solutions_RFP_061324 Thu May 2 2024 04:45 PM	<input checked="" type="checkbox"/>	4
Addendum_2_Staffing_Related_Services_Solutions_RFP_061324 Tue April 30 2024 04:26 PM	<input checked="" type="checkbox"/>	2
Addendum_1_Staffing_Related_Services_Solutions_RFP_061324 Mon April 29 2024 03:31 PM	<input checked="" type="checkbox"/>	3