



## **Solicitation Number: RFP #060624**

### **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 Software Solutions and Related Services for Public Sector and Education Administration from which Supplier was awarded a contract in Categories 1, 2, 3, and 4.

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 25, 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.

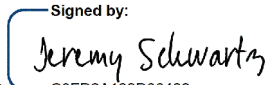
T. DOMESTIC PREFERENCES FOR PROCUREMENTS. To the extent applicable, Supplier certifies that during the term of this Contract will comply with applicable requirements of 2 C.F.R. § 200.322.

**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:  
  
By: C0FD2A139D06489...

Jeremy Schwartz  
Title: Chief Procurement Officer

Date: 10/23/2024 | 8:36 AM CDT

DocuSigned by:  
  
By: BB0C2C7FAF5C4F5...

Greg Doran  
Title: COO

Date: 10/23/2024 | 6:34 AM PDT

# RFP 060624 - Software Solutions and Related Services for Public Sector and Education Administration

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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 10:20:05  
Submitted On: Thursday June 20, 2024 15:55:21  
Submitted By: Becky Newman  
Email: bnewman@offdutymanagement.com  
Transaction #: fe0c27b6-adcb-418c-8aa1-3e8956391245  
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®, our proprietary software technology company, is a subsidiary of Off Duty Management. 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 our subsidiary that provides 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):	Greg Doran, COO, 1906 Avenue D #200, Katy, TX 77493 469-323-4602   gdoran@offdutymanagement.com
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Greg Doran, COO, 1906 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, 1906 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) offers robust scheduling and personnel management software (OfficerTRAK®) along with comprehensive administrative services and support. Our solution empowers governmental entities to effectively plan, schedule, staff, execute, and report on various labor scheduling requirements. This includes managing off-duty and secondary employment, large-scale events, education programs, public works initiatives, public safety operations, and grant tracking. The OfficerTRAK® platform optimizes operations by streamlining resource allocation, communication, billing, and reporting, thereby enhancing compliance, accountability, and transparency.</p> <p>Founded with a mission to protect police and other first responders, Off Duty Management (ODM) provides a comprehensive solution at no cost, encompassing software, administration, and insurance coverage. Our core values prioritize accountability, transparency, and risk management. Starting as a humble startup, we have emerged as a trailblazer in our field, currently assisting over 500 agencies spanning 35 states, with our reach expanding rapidly. Our experience extends from agencies as small as 3 sworn officers to those exceeding 3,000, serving agencies of every size in between.</p> <p>Our success stems from the straightforwardness and dependability of our software technology and associated administrative services. This foundation has enabled us to broaden our offerings beyond public safety professionals to encompass diverse government sectors that were not originally anticipated. These now span professional services, public sector education, social services, construction, public works management, security roles, traffic management, and beyond.</p> <p>Since our establishment in 2016, ODM has collaborated closely with law enforcement agencies and municipalities. Our comprehensive solution and software were Built By Officers For Officers, drawing from the firsthand insights of our team members who have served in law enforcement and gained experience from off-duty assignments. Our team includes individuals who have worked as officers in off-duty roles, supervised programs, and led initiatives for both governmental agencies and Fortune 500 companies in the private sector.</p> <p>As our influence has expanded across the industry, there has been considerable interest in adopting our solution across various governmental sectors. This interest initially emerged from educational institutions, which, just four years ago, lacked such solutions but now constitute 15% to 18% of our business. We are witnessing an increasing demand to explore the application of our software technology and other services, such as staffing, scheduling, and administration, as highlighted by our collaboration with the City of Baltimore and its Department of Transportation.</p> <p>Additionally, we have identified audiences interested in establishing a governmental cooperative with us. Most recently, Virginia Beach Schools approached ODM to inquire about the availability of such a cooperative. In summary, ODM's software and related services are experiencing strong demand and growth beyond our traditional focus on public safety sectors.</p> <p><b>BROAD AND DIVERSE OFFERINGS</b></p> <p>Off Duty Management (ODM) provides a wide range of functionalities with our OfficerTRAK® software, tailored to meet the specific needs of governmental agencies for software and comprehensive services. OfficerTRAK software is meticulously designed to efficiently manage job functions and allocate resources, ensuring optimal effectiveness across all aspects of agency operations.</p> <p><b>Broad Functionality</b></p> <p>ODM's offerings extend beyond off-duty management and secondary employment for public safety officers, including a diverse array of software solutions for scheduling, labor management, and project management, bolstered by our comprehensive services. Our OfficerTRAK® software caters to various governmental needs, as described below.</p> <p><b>Basic Scheduling</b> - Efficient management of day-to-day staffing requirements, ensuring optimal allocation of resources.</p> <p><b>Overtime Management</b> - Streamlines processes for handling overtime requests and assignments, reducing administrative burdens.</p> <p><b>Specialized Training Coordination</b> - Ensures personnel receive necessary and timely training, enhancing overall readiness and compliance.</p> <p><b>School Resource Officers</b> - Assists educational institutions in managing school safety initiatives to provide a secure learning environment.</p>

Public Works - Aids in the efficient scheduling and management of public works projects to enhance productivity and optimize resource utilization.

Grants Management - Supports agencies in administering and tracking grant-funded programs, ensuring compliance and effective use of funds.

Special Events Coordination - Offers comprehensive solutions for staffing and managing large-scale public events, ensuring smooth operations and safety measures are in place. Top of Form Bottom of Form

State Department of Transportation - Manage scheduling for transportation projects, ensuring tasks are completed promptly and efficiently.

Court Staffing - Optimize scheduling for court-related personnel to ensure efficient operation of the judicial system.

Partnership Examples

Our partnership with the Arizona Department of Education exemplifies our commitment to supporting diverse scheduling needs and grant management needs, particularly in school safety initiatives. This collaboration highlights how our software can be tailored to meet specific requirements, ensuring the safety and security of educational institutions.

Additionally, we are collaborating with the City of Baltimore to expand our services for managing special events, grants, and weather-related operational planning and execution needs. This demonstrates our ability to adapt our software and comprehensive services to various governmental contexts, providing tailored solutions that address specific challenges.

Why ODM?

ODM's OfficerTRAK® software stands out in the realm of innovative technology and services due to its versatility, comprehensive functionality, and ability to be customized to meet the unique needs of each agency. Our commitment to providing a no-cost, high-quality solution ensures that governmental entities can efficiently manage their scheduling, special events, traffic control, road construction, and administrative needs without additional financial burdens.

By choosing ODM, agencies gain access to a powerful, user-friendly platform that streamlines operations, enhances compliance, and improves overall efficiency. Our innovative approach and proven track record make us the ideal partner for any governmental entity seeking to optimize their scheduling and related services.

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. Collectively, our team brings hundreds of years of experience in the off-duty industry, spanning roles from officers to program directors across governmental and private sector organizations. This wealth of experience establishes us as a premier partner in service and software for public safety agencies across the country.

COMPREHENSIVE SERVICES AND TECHNOLOGY

ODM offers a turnkey solution that includes...

- Scheduling Technology: Our proprietary cloud-based software and mobile app, OfficerTRAK®, was designed with officers and governmental agencies in mind, providing a seamless user experience for managing off-duty jobs.
- Administrative Services: 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 is completely debt-free with no external owners, venture capital involvement, or private equity. We have never used factoring of receivables to finance our operations. This financial independence enables us to maintain consistent cash flow and guarantee timely payments to agencies and their personnel. Our robust financial health and rigorous accounting practices are supported by JP Morgan Chase, providing assurance of financial security and reliability.

INNOVATIVE SOLUTIONS AND CUSTOMIZATION

OfficerTRAK®, our exclusive cloud-based software and mobile app, includes advanced features like geofencing, GPS capabilities, detailed reporting, and precise time tracking, offering agencies thorough oversight and visibility. The software is customizable to align with agency policies, promoting equitable job distribution and reducing liabilities. In addition, employers gain a dedicated portal for efficient management of requests and payments, enhancing operational efficiency.

COMMITMENT TO EXCELLENCE

ODM is committed to fostering long-lasting partnerships through dedicated support, flexible solutions, and extensive service offerings. Our robust financial standing and operational proficiency enable us to effectively meet the diverse and evolving needs of our governmental partners, ensuring a straightforward, risk-free experience for all stakeholders.

Our commitment extends to developing solutions that directly address the requirements of first responders and personnel in governmental sectors. As the foremost provider of off-duty software and administrative services, ODM takes pride in offering unparalleled expertise and innovative solutions to public safety agencies throughout the United States, with plans to expand into Canada soon.

See Attachments:

Folder: Financial Strength and Stability  
 FS1 – Off Duty Management Summary

Folder: Additional Documents  
 A1 – ODM and OfficerTRAK® Detailed Overview

11	What are your company's expectations in the event of an award?	<p>Utilizing a Sourcewell cooperative agreement for software and related services will enable us to assist a broader range of agencies across the country. This partnership will streamline the implementation process, empowering agencies to swiftly realize significant cost savings for their budgets and taxpayers, in addition to reducing risk and liabilities. The agreement will facilitate the following benefits:</p> <ul style="list-style-type: none"> <li>• Rapid Deployment: Our partners can quickly deploy our solutions, ensuring timely access to essential tools to safeguard their agencies, personnel, and communities.</li> <li>• Compliance and Simplification: Cooperative agreements simplify procurement processes, ensuring regulatory compliance and a straightforward path to implementation.</li> <li>• Broad Reach: We can extend our services to a diverse array of agencies, enabling more organizations to benefit from our cost-saving solutions.</li> <li>• No-Cost Solution: Agencies and their personnel can utilize our solution without incurring any expense.</li> </ul> <p>LONG-TERM PARTNERSHIPS AND CONTINUOUS IMPROVEMENTS</p> <p>ODM is committed to building lasting partnerships with our clients. We see this award as the beginning of a long-term collaboration aimed at continuously enhancing the efficiency and effectiveness of off-duty program administration through our robust proprietary software solution. 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>ODM anticipates that receiving this award will lead to immediate support, cost savings, enhanced service delivery, and the establishment of long-term partnerships. With our proven track record and comprehensive, no-cost solutions, we are well-positioned to significantly benefit governmental agencies and municipalities, helping them achieve their objectives while conserving valuable resources. Leveraging our expertise in software and related services ensures that agencies can effectively manage their diverse needs and stay focused on their core missions.</p>
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<p>12</p>	<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 software 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 operational needs and respond swiftly to any financial demands.</p> <p>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.</p> <p><b>DEBT-FREE OPERATIONS (with ample Owner Equity Injection available)</b></p> <p>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.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Equity Injection: We have immediate access to additional equity injection from our shareholders, providing a significant financial cushion to support incremental operational cash demands without the need for external financing.</li> </ul> <p><b>FINANCIAL DISCIPLINES AND PAYMENT RELIABILITY</b></p> <p>ODM prides itself on its stringent financial disciplines and operational efficiency, which have contributed to our impeccable payment history.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Skilled Financial Team: Our highly skilled and experienced financial team, coupled with our state-of-the-art software, ensures precise and timely financial operations.</li> <li>• Operational Cash Flow: Our strong operational daily cash inflow and liquidity allow us to respond instantly to financial needs, ensuring seamless service delivery.</li> </ul> <p><b>INSURANCE AND RISK MITIGATION</b></p> <p>Our financial strength is complemented by superior insurance coverage that mitigates risks for our agency partners.</p> <ul style="list-style-type: none"> <li>• Workers' Compensation Coverage: ODM offers excellent workers' compensation coverage, as acknowledged by Gallagher, providing an extra layer of security for our partners.</li> <li>• 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.</li> </ul> <p><b>EXAMPLES OF FINANCIAL STABILITY IN ACTION</b></p> <p>Several high-profile agencies and departments have partnered with ODM, leveraging our financial strength and stability to enhance their operations.</p> <ul style="list-style-type: none"> <li>• Massachusetts State Police: Utilizing ODM's software and services to manage their off-duty needs.</li> <li>• Arizona Department of Education: Partnered with ODM to manage their state's school safety program, demonstrating trust in our financial and operational capabilities.</li> <li>• City of Baltimore: Expanding services to support diverse needs, including large-scale special events and weather events.</li> </ul> <p><b>SUPPORTING DOCUMENTS</b></p> <p>To provide further evidence of our financial strength and stability, we have attached the following documents:</p> <p>Folder: Financial Strength and Stability          FS2 – Chase Bank Reference Letter          FS3 – Insurance Coverage          FS4 – COI 2024          FS5 – AJG Infographic 2024          FS6 – Workers' Compensation EMR          FS7 – Gallagher Insurance Reference Letter</p> <p>Financial Statements will be made available upon request. ODM is a privately held company, and this is proprietary information.</p> <p><b>CONCLUSION</b></p> <p>ODM stands out in the industry with unparalleled financial strength and stability, providing a solid foundation for delivering comprehensive software solutions and related services. Our debt-free status, significant liquidity, and robust insurance coverage guarantee that we can consistently meet the needs of our agency partners, enhancing their off-duty scheduling, technology, and administrative capabilities. Agencies choosing ODM can rely on our steadfast financial health and unwavering commitment to excellence.</p> <p>"Superior rating for all companies across ALL industries offering workers compensations." – Gallagher</p> <p>This comprehensive demonstration underscores our 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 our software and comprehensive services.</p>
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<p>13</p>	<p>What is your US market share for the solutions that you are proposing?</p>	<p>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.</p> <p><b>CURRENT MARKET SHARE AND GROWTH</b></p> <p>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 solution, which includes software, administrative services, and insurance coverage positions us as the leader in this evolving sector.</p> <p><b>EXPANSION INTO DIVERSE MARKET SEGMENTS</b></p> <p>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 software and related services component.</p> <p><b>COMPREHENSIVE SOLUTION AT NO COST</b></p> <p>One of the major benefits for our governmental partners is that by using ODM for off-duty, third-party scheduling, they gain access to our advanced scheduling software at no cost. Additionally, they enjoy the assurance of 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.</p> <p><b>EXAMPLES OF MARKET PENETRATION, EXPANSION, AND GROWTH</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Massachusetts State Police: As a leading agency, the Massachusetts State Police utilizes our OfficerTRAK® software and related services to manage their off-duty scheduling needs, reflecting our strong market presence and reliability.</li> </ul> <p><b>EMERGING MARKET SEGMENTS</b></p> <p>Our solutions are increasingly being adopted in new and untapped markets, significantly broadening our scope and impact. These emerging segments are as follows:</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 OfficerTRAK® software and mobile app 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><b>CONCLUSION</b></p> <p>Our 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 our OfficerTRAK® scheduling software and mobile app, 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>
<p>14</p>	<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 OfficerTRAK® 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>

<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 our comprehensive solution, including our OfficerTRAK® technology, 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>Our 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 we are 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>a) Not Applicable</p> <p>b) Off Duty Management (ODM) is best described as a comprehensive service provider and a leading developer of software solutions for governmental agencies.</p> <p>Our turnkey, customizable solution combines comprehensive administrative services, advanced technology, 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 and mobile app, specifically designed for public safety, educational institutions, public works and municipal needs.</p> <p><b>RELATIONSHIP WITH SALES AND SERVICE FORCE</b></p> <p>Our sales and service force is integral to delivering our software solution 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>• Internal Sales and Service Force: 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>• Employee Expertise: 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>• Dedicated Account Management: 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>• Nationwide Presence: 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>• Comprehensive Support Team: 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>• Advanced Technology Solution: Our proprietary OfficerTRAK® software provides a seamless platform for scheduling, managing, and reporting off-duty assignments. This software is developed and maintained by our in-house team of experts.</li> <li>• Comprehensive Administrative Services: 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>• Risk Mitigation and Financial Management: 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>• Tailored Solutions: Our services are designed to meet a wide range of 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 robust service provider offering a broad range of solutions supported by our proprietary software and mobile app, OfficerTRAK®, 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 software 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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17	<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 operation.</p> <p><b>LICENSES AND CERTIFICATIONS HELD (BY ODM)</b></p> <ul style="list-style-type: none"> <li>• <b>State and Municipal Licenses:</b> Generally, no specific licensing is required to provide our software and related services. 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>• <b>Security Licenses:</b> 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>• <b>Tax Compliance:</b> 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><b>WOMEN-OWNED BUSINESS CERTIFICATION</b></p> <p>ODM is proud to be a nationally 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>• <b>Certification by WBENC:</b> The WBENC certification is a widely recognized and respected certification for women-owned businesses in the United States.</li> <li>• <b>Commitment to Diversity:</b> 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>• <b>Enhanced Business Opportunities:</b> 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><b>COMPLIANCE AND RISK MANAGEMENT</b></p> <p>Our 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><b>PARTNERSHIP ASSURANCE</b></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><b>CONCLUSION</b></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 provides exceptional software and administrative management that meet the evolving needs of governmental agencies.</p>
18	<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 *
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<p>19</p>	<p>Describe any relevant industry awards or recognition that your company has received in the past five years</p>	<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><b>CONCLUSION</b></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 software and related services 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>
<p>20</p>	<p>What percentage of your sales are to the governmental sector in the past three years</p>	<p>Currently, ODM exclusively serves the governmental sector with 100% of our sales accredited to government agencies.</p>

<p>21</p>	<p>What percentage of your sales are to the education sector in the past three years</p>	<p><b>SALES PERCENTAGE TO THE EDUCATION SECTOR (2021-2023)</b></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 software and comprehensive solution 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 software solutions to educational institutions. Over the past three years, from 2021 to 2023, a growing percentage has 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><b>CASE STUDY: ARIZONA DEPARTMENT OF EDUCATION (AZ DOE)</b></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>• <b>2023 Success:</b> Last year, a significant portion of our sales were directed to the AZ DOE, where we provided extensive solutions for software, staffing, scheduling, and administration.</li> <li>• <b>2024 Projections:</b> 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><b>EXPANDING REACH ACROSS SCHOOL DISTRICTS</b></p> <p>Beyond the AZ DOE, our services have been adopted by numerous school districts across the country. Our software technology, OfficerTRAK®, is tailored to meet the diverse needs of educational institutions, ensuring efficient and effective management of their scheduling and administrative requirements. Some key highlights include:</p> <ul style="list-style-type: none"> <li>• <b>Integration with Local Government:</b> Many school districts collaborate with local government agencies, leveraging our services to enhance their public safety and administrative operations.</li> <li>• <b>Diverse Applications:</b> 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><b>INNOVATIVE SOLUTIONS FOR THE EDUCATION SECTOR</b></p> <p>Our flagship software product, OfficerTRAK®, originally designed for governmental law enforcement agencies, has evolved to meet the specific needs of educational institutions. Key features and benefits:</p> <ul style="list-style-type: none"> <li>• <b>Comprehensive Solutions:</b> Our software provides end-to-end solutions, ensuring that educational institutions can manage their staffing, scheduling, and administrative needs efficiently and effectively.</li> <li>• <b>Enhanced Scheduling and Administrative Tools:</b> OfficerTRAK® offers robust scheduling and administrative tools, enabling schools to optimize their operations and improve overall productivity.</li> <li>• <b>Seamless Integration:</b> The platform integrates seamlessly with existing systems, allowing for smooth data exchanges and minimizing disruptions to daily operations.</li> </ul> <p><b>FUTURE GROWTH IN THE EDUCATION SECTOR</b></p> <p>ODM expects the education sector to grow to over 18% of our sales by the end of 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.</p> <p><b>COMMITMENT TO EXCELLENCE AND CUSTOMER SATISFACTION</b></p> <p>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...</p> <ul style="list-style-type: none"> <li>• <b>High Client Retention:</b> We have maintained strong, long-term relationships with our clients, ensuring continuous improvement and adaptation of our services to meet their evolving needs.</li> <li>• <b>Proven Track Record:</b> 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.</li> </ul> <p><b>CONCLUSION</b></p> <p>We are 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>
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<p>22</p>	<p>List any state, provincial, or cooperative purchasing contracts that you hold.</p> <p>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 software and related 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 SHERIFF'S 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 OfficerTRAK® software and mobile app use, 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 use of OfficerTRAK® software and mobile app for off-duty administration</li> <li>• Services fee management</li> <li>• Online quotes and scheduling</li> <li>• Invoicing and online payment processing</li> <li>• Vendor portal to request off-duty services</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>
<p>23</p>	<p>List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold.</p> <p>What is the annual sales volume for each of these contracts over the past three years?</p>	<p>Off Duty Management does not have any GSA contracts or SOSA agreements.</p>

**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	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 *
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Massachusetts State Police	Government	Massachusetts - MA	Off Duty Management (ODM) provides our exclusive software and mobile app, OfficerTRAK®, to support our comprehensive services, 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 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.
Arizona Department of Education (ADE)	Education	Arizona - AZ	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.	Transactions vary based on industry demand and needs. The organization does not pay for our services and software, as ours is a no-cost solution. Over 600,000 hours worked so far.	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.
City of Baltimore	Government	Maryland - MD	Off Duty Management (ODM) provides our exclusive software and mobile app, OfficerTRAK®, to support our comprehensive services, 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 services and software, as ours is a no-cost solution. (Will grow to over 175,000 hours per year. Currently the city is working through Union negotiations impacting the hours today.)	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.
City of Detroit PD	Government	Michigan - MI	Off Duty Management (ODM) provides our exclusive software and mobile app, OfficerTRAK®, to support our comprehensive services, 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 services and software, as ours is a no-cost solution. (Projected to be over 150000 hours)	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.

Maricopa County-SO	Government	Arizona - AZ	Off Duty Management (ODM) provides our exclusive software and mobile app, OfficerTRAK®, to support our comprehensive services, 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 services and software, as ours is a no-cost solution. (Projected at over 135,000 hours)	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 Sourcewell 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 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 off-duty 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>Attachments Folder: Additional Documents 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>
28	Service force.	<p>At Off Duty Management (ODM), we are dedicated to providing unparalleled service and support to our partners. Our operations, technology, and customer support teams, consisting of over 100 team members, work 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 dedicated team of service and support specialists, backed by our field sales teams, as well as insurance provider teams, ensures rapid assistance, typically within four hours or less, for all 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 software development, operations, scheduling, fee management, invoicing, accounting, billing, and collections.</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 off-duty employers are thoroughly trained on our OfficerTRAK® software 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 OfficerTRAK® scheduling software 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>Attachments  Folder: Additional Documents  A2 – National Sales Team Map  A3 – Insurance Service Support Map  A4 – Service Guarantee</p>
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<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 superior service 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 your strategy related to implementation, integration, and use of implementation partners.</p>	<p>Since 2017, ODM has successfully onboarded over 500 agency partners and their agency backups into our system. Upon award, ODM will work with governmental partners to outline a fully customized implementation timeline and establish a dedicated team to provide resources and training for a successful and smooth transition.</p> <p>Our easy-to-use software, OfficerTRAK®, is configured from the onset to reflect an agency's rules and requirements. The agency remains in complete control of their program while benefiting from unmatched customer service, oversight, transparency, and accountability. OfficerTRAK® regularly adds new features based on changes in the off-duty industry or requests from partner agencies.</p> <p>Our operations and software development teams work hand-in-hand to ensure that the agency's officers are highly satisfied with our software and services. The agency will receive a customized, comprehensive solution that best suits its needs and allows for the administrative monitoring and oversight of its secondary employment program.</p> <p>ODM will meet with the agency to conduct a comprehensive discovery meeting. As a result of this meeting, a customized and detailed data conversion plan will be established, reviewed, and implemented according to the agreed milestones. ODM provides a clear roadmap outlining the work activities, resources, and methodology necessary for a seamless deployment at the agency, ensuring minimal disruption to its ongoing public safety mission. We have defined the key elements of success that will be required to meet the agency's expectations as we onboard them:</p> <ul style="list-style-type: none"> <li>• Execute a seamless deployment and transition to ODM technology and services.</li> <li>• Maintain a high-performance account and program management team throughout the contract.</li> <li>• Optimize processes, systems, and management controls to ensure compliance and achieve cost efficiency and ease of use.</li> <li>• Ensure organizational and personnel performance in the delivery of support on a 24/7/365 basis over the life of the program.</li> </ul> <p>ODM will work with the agency to develop a project plan which outlines technology deliverables. ODM coordinates with our OfficerTRAK® team in the configuration and deployment of our industry leading solution. In addition to software implementation, end-user training is defined and included in the implementation plan to ensure a flawless Go-Live of the program.</p> <p>ODM has successfully onboarded our agency partners across the country without disruption or negative impact on their daily operations. We do the same for all new agency partners. This will be achieved by ODM through detailed advance planning, daily implementation management, and the involvement of senior ODM management personnel and those corporate resources identified above. Our approach includes:</p> <ul style="list-style-type: none"> <li>• A well-defined schedule of implementation activities with clear lines of responsibility that will be agreed upon at contract award.</li> <li>• The appointment of an ODM operations/implementation manager.</li> <li>• An effective communications plan among all stakeholders.</li> </ul> <p>Our experience in onboarding agencies of all sizes with varying needs ensures our new partners will immediately feel the positive impact of ODM's technology and comprehensive services.</p>
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<p>31</p>	<p>Describe in detail the process and procedure of your customer service program, if applicable.</p> <p>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. Below we outline 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> <li>• <b>Fast and Reliable Service:</b> 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.</li> </ul> <p><b>TECHNOLOGY: STATE-OF-THE-ART SOLUTION</b></p> <p>Our cloud-based platform enhances customer service and support operations through various advanced features:</p> <ul style="list-style-type: none"> <li>• <b>Omnichannel Capabilities:</b> Supports communication across multiple channels (voice, email, chat, social media, SMS) with seamless integration into a single interface. This provides service agents with a comprehensive view of customer interactions.</li> <li>• <b>Intelligent Routing:</b> Utilizes skill-based and priority routing to connect customers with the most appropriate service agents, ensuring efficient and effective handling of inquiries.</li> <li>• <b>Advanced Analytics and Reporting:</b> Offers real-time monitoring and comprehensive reporting to track performance and make data-driven decisions for service improvement.</li> <li>• <b>Automation and AI:</b> Automates routine tasks and uses AI-driven tools like chatbots to handle simple inquiries, freeing up service agents for more complex issues.</li> <li>• <b>Scalability and Flexibility:</b> Easily scales to meet growing demands and offers customizable features to adapt to changing business needs.</li> <li>• <b>Enhanced Agent Productivity:</b> An intuitive interface and integrated CRM system provides service agents with all necessary customer information for personalized and efficient service.</li> <li>• <b>Global Reach:</b> Supports international operations with multi-language support and global data centers, ensuring consistent service worldwide.</li> </ul> <p><b>SERVICE CAPABILITIES: ENSURING SUPERIOR SUPPORT</b></p> <ul style="list-style-type: none"> <li>• <b>Unmatched Response Time:</b> Our software system boasts a 99.9% reliability rating. We provide immediate support in emergencies, with job postings reaching every approved officer within minutes.</li> <li>• <b>Advanced CRM Integration:</b> Our industry-leading CRM system, integrated with call center technology, centralizes customer data and streamlines workflows, enhancing the customer service experience.</li> </ul> <p><b>RESPONSE TIME CAPABILITIES: QUICK AND EFFECTIVE SOLUTIONS</b></p> <ul style="list-style-type: none"> <li>• <b>24/7/365 Live Support:</b> Our operations specialists act as an additional layer of quality control, ensuring compliance with agency policies and identifying potential risks.</li> <li>• <b>Crisis Management:</b> 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.</li> </ul> <p><b>RESPONSE TIMEFRAMES: IMMEDIATE AND COMPREHENSIVE ACTION</b></p> <ul style="list-style-type: none"> <li>• <b>Incident Management:</b> For injuries requiring medical attention, incident reports are filed within 24 hours, with specific protocols for severe cases.</li> <li>• <b>Natural Disasters:</b> 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.</li> </ul> <p><b>COMMITMENTS: LONG-TERM PARTNERSHIP AND RELIABILITY</b></p> <ul style="list-style-type: none"> <li>• <b>Continuous Support:</b> We provide long-term support, owning our operations and software and covering all aspects of off-duty administrative services, technology, and insurance.</li> <li>• <b>Service and Performance Guarantee:</b> Our exclusive service guarantee ensures that all agencies and municipal partners receive consistent and high-quality service.</li> </ul> <p><b>TECHNOLOGY INTEGRATION: ENHANCING CUSTOMER SERVICE</b></p> <p>Our integration of CRM software with call center technology offers the following benefits:</p> <ul style="list-style-type: none"> <li>• <b>360-degree View of Customers:</b> Centralized data for personalized and relevant interactions.</li> <li>• <b>Efficient Call Routing:</b> Intelligent routing based on customer history and service agent skillset.</li> <li>• <b>Streamlined Workflows:</b> Automation of manual tasks for improved agent productivity.</li> <li>• <b>Omnichannel Support:</b> Consistent customer experience across all communication channels.</li> <li>• <b>Proactive Support:</b> Automated follow-ups and personalized outreach to build strong customer relationships.</li> <li>• <b>Analytics and Insights:</b> Valuable data for continuous service improvement.</li> </ul> <p>In summary, our 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 software 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>Attachments  Folder: Additional Information  A5 – Sample Implementation Process  A6 – Order Process Overview</p>
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<p>32</p>	<p>Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.</p>	<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>Our 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 off-duty 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 service 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 service agent based on their needs.</li> <li>• Personalized Service: 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 the 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 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>Our 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> <p>Comprehensive Services: Complete source for off-duty administrative services, technology, and insurance.          Exclusive Service Guarantee: All agencies and municipal partners are covered by our service and performance guarantee.</p> <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>
<p>33</p>	<p>Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.</p>	<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>



34	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	<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>
35	<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.</p> <p>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><b>DIRECT ANSWERS</b></p> <ul style="list-style-type: none"> <li>• <b>Segments We Cannot Serve:</b> There are no segments we cannot serve. We fully serve all governmental, educational, and not-for-profit sectors.</li> <li>• <b>National Presence:</b> We are a national company, ensuring our services are available across all 50 states, U.S. territories, and Canada.</li> <li>• <b>No Contract Limitations:</b> 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><b>SECTOR-SPECIFIC CAPABILITIES</b></p> <ul style="list-style-type: none"> <li>• <b>Governmental Entities:</b> 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>• <b>Education:</b> 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>• <b>Other Sectors:</b> 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><b>TECHNOLOGICAL CAPABILITIES</b></p> <ul style="list-style-type: none"> <li>• <b>OfficerTRAK® Software:</b> 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><b>CURRENT AND FUTURE EXPANSIONS</b></p> <ul style="list-style-type: none"> <li>• <b>Broader Applications:</b> 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>• <b>No Limitations:</b> 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><b>CONCLUSION</b></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>
36	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	<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 *
37	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>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.</p> <p>Leveraging the Sourcewell website and marketing tools, we are confident in the success of our collaborative partnership utilizing this Sourcewell contract. Please see our Marketing Resource that shows examples of our integrated marketing campaign.</p>

Attachment  
 Folder: Marketing  
 M11 – Marketing Resource Guide

OUR APPROACH

ODM will actively promote the benefits of this contract, highlighting how governmental agencies can save valuable time, money, and resources. 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.

MARKETING STRATEGY: COMMUNICATING THE BENEFITS OF THE ODM AND SOURCEWELL PARTNERSHIP

- Cost Savings: Agencies can save tens of thousands of dollars by adopting our comprehensive administrative services and software solution.
- Risk Mitigation: Our A-rated liability insurance limits agency liability and risk exposure for off-duty jobs.
  - Resource Protection: The partnership helps protect critical resources from budget cuts.
  - Improved Oversight: Enhanced oversight, transparency, and reporting in off-duty work.
- Financial Security: Ensures officers are covered with workers' compensation during off-duty jobs.

MARKETING PRESENTATIONS

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.

WEBSITE PRESENCE

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.

We promote our current Sourcewell contract in the footer of our website, which links to the Sourcewell website homepage.

SOCIAL MEDIA

ODM utilizes LinkedIn, Facebook, Instagram, and other platforms to publish content and 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.

EMAIL CAMPAIGNS

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.

CONFERENCES/TRADESHOWS

Conferences are a vital strategy, providing a platform to educate law enforcement agencies, 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 adds value to our tradeshow 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.

Attachment  
 Folder: Marketing  
 M11 – Marketing Resource Guide

PUBLIC RELATIONS

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.

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.

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 distinguished marketing piece personalized for our largest agency prospects. See the Sourcewell promotional message on the back page with our national partnerships. The attachments that follow are examples of our extensive marketing efforts.

- Attachments  
 Folder: Marketing  
 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 & County 8x8  
 M10.2 – Gate Fold Example  
 M10.3 – Z-Fold Example

CONCLUSION

<p>38</p>	<p>Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.</p>	<p>We will develop a specific strategy and 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> <p>Off Duty Management (ODM) utilizes a multifaceted 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> Our integrated marketing strategy includes email, web, social media, and Customer Relationship Management (CRM) elements, supplemented by traditional platforms such as conferences/tradeshows, 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> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul> <p><b>LEVERAGING DIGITAL DATA AND TECHNOLOGY</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul> <p><b>GOVERNMENTAL VERTICALS MARKETED TO AND SERVICED BY ODM</b></p> <p>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...</p> <ul style="list-style-type: none"> <li>• Off-Duty Public Safety Administration: Managing off-duty work for law enforcement officers, ensuring compliance, and optimizing scheduling.</li> <li>• Security: Providing scheduling and staffing solutions for security personnel in various governmental facilities.</li> <li>• Traffic Control: Efficiently managing traffic control assignments and scheduling for special events or construction projects.</li> <li>• Overtime: Streamlining the management of overtime assignments for public safety and other governmental employees.</li> <li>• Public Sector Education: Facilitating the scheduling and management of school safety officers and other educational staff.</li> <li>• Administrative Services: Supporting the scheduling and staffing needs of various administrative roles within governmental agencies.</li> <li>• Compliance: Ensuring all staffing and scheduling adhere to regulatory requirements and internal policies.</li> <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><b>TARGETED MARKETING STRATEGIES FOR GOVERNMENTAL VERTICALS</b></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</li> </ul>
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		<p>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.</p> <ul style="list-style-type: none"> <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>
39	<p>In your view, what is Sourcewell's role in promoting contracts arising out of this RFP?</p> <p>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> <p>INTEGRATING A SOURCEWELL-AWARDED CONTRACT INTO OUR SALES PROCESS</p> <p>Here is how we will integrate our Sourcewell-awarded contract into our sales process:</p> <ol style="list-style-type: none"> <li>1. Leveraging Sourcewell's Trusted Platform: 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.</li> <li>2. Utilizing Sourcewell's Network and Resources: 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. ODM will provide Sourcewell contract partners with co-branded marketing collateral for use at major events and conferences.</li> <li>3. Facilitating Easy Adoption of Contracts: We will ensure the contract process is straightforward and efficient for any municipality looking to adopt a contract with ODM through our Sourcewell cooperative agreement.</li> </ol> <p>ONGOING SUPPORT AND RESOURCES FROM SOURCEWELL</p> <p>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.</p> <p>SALES AND MARKETING INTEGRATION</p> <p>Our Sourcewell-awarded contract will be heavily integrated into our selling, marketing, and educational processes:</p> <ul style="list-style-type: none"> <li>• Field Teams: Our field teams will be equipped with materials to provide detailed information to agencies and municipalities.</li> <li>• 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.</li> <li>• 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.</li> </ul> <p>MARKETING AND EDUCATION INITIATIVES</p> <p>We will implement a comprehensive marketing and education strategy to promote our Sourcewell-awarded contract:</p> <ul style="list-style-type: none"> <li>• 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 contract.</li> <li>• Industry Conferences and Tradeshows: Our presence at industry conferences and tradeshows will include co-branded marketing materials and presentations about the advantages of partnering with ODM through Sourcewell.</li> <li>• 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 contract.</li> </ul> <p>CONCLUSION</p> <p>Sourcewell's platform provides a solid foundation, but it is ODM's responsibility to actively promote and integrate the Sourcewell 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.</p>
40	<p>Are your products or services available through an e-procurement ordering process?</p> <p>If so, describe your e-procurement system and how governmental and educational customers have used it.</p>	<p>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.</p>

Table 8: Value-Added Attributes

Line Item	Question	Response *
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<p>41</p>	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcwell participating entities.</p>	<p>Off Duty Management (ODM) offers extensive training, support, and software upgrades, all at no cost to governmental agencies. Our training is conducted by our implementation manager and their experienced team in two phases: implementation and ongoing support. It is recommended that all participants attend, though it is not mandatory. The agency will ultimately determine what is the preferred method and timing of their implementation training.</p> <p>All training is conducted by our highly skilled and experienced ODM team, whether onsite, via an online seminar or verbal communication. Training times are quick and efficient, as the OfficerTRAK® software and mobile app is simple and easy to use, putting everything needed to work a job right in the palm of the hand. Our product is Built by Officers for Officers and is constantly being upgraded and customized to fit the diverse needs of agency and municipal partners.</p> <p>Implementation training consists of but is not limited to the following:</p> <ul style="list-style-type: none"> <li>• Onsite or webinar app training</li> <li>• Onsite or webinar administrator training with portal access</li> <li>• Unlimited number of administrator training</li> <li>• Physical and online training guide options</li> <li>• Pre-Go-Live or activation test period (typically one week prior)</li> <li>• Participants are fully immersed in the OfficerTRAK® system and mobile app</li> <li>• Communication and training options are available</li> <li>• Self-guided training via cloud-based portal for off-duty employers</li> <li>• Access to our live, bilingual 24/7/365 support team</li> </ul> <p>Attachment Folder: Additional Documents A5 – Sample Implementation Process</p> <p>ONGOING TRAINING:</p> <ul style="list-style-type: none"> <li>• New officer training guides are available during agency cloud-based video and webinar training.</li> <li>• 24/7/365 live, bilingual support team.</li> <li>• Administrator training upon request.</li> <li>• Off-duty employer cloud-based, step-by-step guide is available in online vendor portal.</li> </ul> <p>CUSTOMER SUCCESS (CS) TEAM</p> <p>ODM provides ongoing support through our customer success team. This team keeps regular communication with our partners to ensure everything is operating well and superior service is provided to the government agency, its staff, and community. The CS Team will also conduct product reviews, surveys, and innovation symposiums to ensure that ODM and our OfficerTRAK® software continue to lead the industry and provide our partners with simple yet highly effective technology to streamline their scheduling, invoicing, and administrative needs.</p> <p>OfficerTRAK® was built upon years of industry experience. This knowledge ensures that whether the user is an agency admin, officer, or off-duty employer, our system is simple, intuitive, and easy to navigate. Additionally, our service specialists guarantee that training, support, and partnership are available on demand 24/7/365.</p> <p>We constantly review our training, processes, software, mobile app, and online portal. We do this to guarantee ODM is providing the most technologically advanced, efficient, and effective solution for managing, working, and paying for off-duty jobs. We continually work with leading law enforcement associations across the nation, including the IACP, MCCA, FBINAA, NSA, and several other state agencies, to ensure we are helping reduce the risks and liabilities of off-duty work while saving municipalities and agencies valuable time, money, and resources.</p> <p>Attachment Folder: Financial Strength and Stability FS1 – Off Duty Management Summary</p>
<p>42</p>	<p>Describe any technological advances that your proposed products or services offer.</p>	<p>Off Duty Management (ODM) is at the forefront of the off-duty management industry, continually advancing our software and services to enhance our governmental partner and user experience through leading-edge operational efficiency for agency administrators, staff, and off-duty employers/vendors. Our flagship product, OfficerTRAK®, exemplifies this commitment to innovation. Below are some of the features.</p> <p>Innovative Features</p> <ul style="list-style-type: none"> <li>• Online Vendor Request and Payment Portal - Streamlines the process for off-duty vendors to request and pay for services, making it convenient and efficient.</li> <li>• Notifications Module- Keeps all parties informed in real-time with automated notifications, ensuring timely communication and updates.</li> <li>• Job and Event Resource Mapping Technology:Provides visual insights into activity patterns and resource allocation, optimizing operational planning and response.</li> </ul> <p>Attachment Folder: Additional Documents A9 - Job &amp; Event Mapping</p> <p>OfficerTRAK® is an innovative technology that we continue to enhance with new features to simplify the overall user experience for agency administrators, staff, and off-duty employers/vendors. This includes the online vendor request and payment portal, notifications module, heat mapping technology, geofence tracking, and estimated fee calculations. Also, customized web and mobile app experiences for off-duty vendors and agency staff.</p> <p>Lastly, we are committed to ensuring our system has the strongest data encryption and security protocols in the industry. We are always searching for more enhanced options than those we currently use so we can provide a solution that is safe and secure. We have regularly scheduled app and software updates to provide the benefits of our technology and its enhancements to all of our partners and their staff at zero cost.</p>

<p>43</p>	<p>Please describe your software innovation maturity related to the following technology areas:</p> <ul style="list-style-type: none"> <li>o Machine learning</li> <li>o Natural language processing</li> <li>o Virtual assistants/chatbots</li> <li>o Predictive analytics</li> <li>o Big data analytics</li> <li>o AI/Generative AI</li> </ul>	<p>Off Duty Management (ODM) is committed to leveraging advanced technologies to enhance our OfficerTRAK® software solution. We are in the early stages of exploration, analysis, and deployment of several key technologies. The following describes an overview of our current status and future plans in each area.</p> <p><b>Machine Learning</b></p> <p>Our IT and Operations Development teams are constantly evaluating technological advancements to improve the speed, efficiency, and simplicity of our solutions. We are in the early exploration and analysis phase of integrating machine learning into our software. Our goal is to create models capable of predicting staffing requirements, optimizing scheduling, enhancing operational efficiency, and most importantly, improving customer engagement. Machine learning will enable us to analyze historical data and identify patterns that can inform better decision-making processes while providing a superior experience for our customers.</p> <p><b>Natural Language Processing (NLP)</b></p> <p>ODM is beginning to explore the application of natural language processing to enhance our customer service and engagement. Our operations development team is working closely with our cloud contact center solutions partner, Five9, to leverage NLP, chatbots, and other AI features. NLP will enable us to better understand and respond to customer inquiries, providing more accurate and contextually relevant answers. We envision using NLP to improve our sentiment analysis capabilities, helping us gauge customer satisfaction and address concerns more effectively.</p> <p><b>Virtual Assistants/Chatbots</b></p> <p>We have deployed AI to assist with customer engagement and sentiment analysis. We are greatly encouraged by the results we are achieving and their impact on our overall business model and customer journey. As a result, we have significant growth plans to expand the current use of this technology to support our rapid growth needs. Our current deployment includes basic chatbot functionalities that handle common customer queries and direct users to the appropriate resources. We are actively developing more advanced virtual assistant capabilities to improve response times and provide interactive knowledge base harvesting. While we embrace these technological advancements, ODM strives to maintain a balance between technology and human interaction. Our founders believe that customers must be able to speak personally to team members when requested.</p> <p><b>Predictive Analytics</b></p> <p>Predictive analytics is another area we are exploring to enhance our service offerings. Based on our recent implementation of several technology partners, it has been determined that we have limited data which is further complicated by our rapid growth. While we intend to utilize predictive analytics, we need more data stores and better projections around growth patterns to ensure the data being mined with be stable to provide the analytics desired. Based on our review and assessment, we will further our testing in 2025. We believe we will then be able to analyze more stable historical data. We aim to develop predictive models that will forecast staffing demands, identify potential operational demand and opportunities, and optimize resource allocation. This proactive approach will allow us to better support our governmental partners, improve the overall efficiency of our services and support our ongoing commitment to superior service.</p> <p><b>Big Data Analytics</b></p> <p>ODM is in the initial stages of analyzing how big data analytics can be utilized to enhance our software solutions. We are focused on developing the infrastructure necessary to process and analyze large volumes of data, which will enable us to gain deeper insights into operational trends, customer behavior, and service performance. This data-driven approach will support more informed decision-making and strategic planning. We are exploring enhanced analytics and reporting and expect to deploy significant updates in this area by the end of 2024.</p> <p><b>AI/Generative AI</b></p> <p>We are currently utilizing AI and generative AI in our operations areas at Off Duty Management. Although we are in the early stages of deployment, we are highly encouraged by current results. The immediate impact has been evident through enhanced service and engagement, enabling ODM to gain valuable insights into customer sentiment. We are continually assessing how these technologies can enhance different facets of our operations, including automating routine tasks and generating insights and recommendations that enhance service delivery.</p> <p>As we continue to integrate AI and generative AI into our operations at ODM, we expect to enhance overall user experience and operational efficiencies. The AI advancements we are exploring will provide ODM with a platform for superior service, solidifying our position as industry leaders in service excellence.</p> <p>ODM is dedicated to staying at the forefront of software innovation. Our early-stage efforts in these technology areas are focused on exploring and analyzing their potential applications to improve our services. We are excited about the possibilities these technologies offer and are committed to leveraging them to provide the best possible solutions for our governmental partners. Our current and future initiatives in AI, machine learning, NLP, virtual assistants, predictive analytics, and big data analytics are integral to our strategy of continuous improvement and innovation. While we embrace technology, we also value human interaction, ensuring that customers can speak personally to our team members upon request.</p>
<p>44</p>	<p>Describe connectivity and integration capabilities between your offered solution(s) and other software systems.</p>	<p>OfficerTRAK® can interface with any software program through an open API and is currently doing so with partners who desire it. Our ability to integrate with other systems, however, is dependent on agreements our governmental partners have with those systems, as well as the current system versions being used. Off Duty Management will not charge any fees for most of our integrations. We build, develop, and own our software, and therefore, we have the capacity and capability to integrate with virtually any other software solutions.</p>



<p>45</p>	<p>Describe your migration, customization, configuration, and upgrade processes.</p>	<p><b>MIGRATION PROCESS</b></p> <p>At Off Duty Management (ODM), we ensure a seamless migration to our OfficerTRAK® solution and related services. Our migration strategy is meticulously planned and executed to minimize disruption and maximize efficiency.</p> <ul style="list-style-type: none"> <li>• Assessment and Planning             <ul style="list-style-type: none"> <li>○ Conduct a thorough assessment of the existing system and identify specific needs and requirements.</li> <li>○ Develop a detailed migration plan that includes timelines, milestones, and risk management strategies.</li> </ul> </li> <li>• Data Preparation and Transfer             <ul style="list-style-type: none"> <li>○ Extract, clean, and validate data from the existing system.</li> <li>○ Transfer data securely to the OfficerTRAK® platform, ensuring data integrity and compliance with all relevant regulations.</li> <li>○ ODM acquired its Service Organization Control Type 2 (SOC2) Compliance Report. SOC2 is a cybersecurity compliance framework developed by the American Institute of Certified Public Accountants (AICPA). Our SOC2 ensures that we, as a third-party service provider, store and process client data in a secure manner.</li> </ul> </li> <li>• Testing and Validation             <ul style="list-style-type: none"> <li>○ Perform rigorous testing to validate data accuracy and system functionality.</li> <li>○ Conduct user acceptance testing (UAT) to ensure the migrated system meets the agency's requirements.</li> </ul> </li> <li>• Go-Live and Support             <ul style="list-style-type: none"> <li>○ Execute the go-live plan with minimal downtime.</li> <li>○ Provide post-migration support to address any issues and ensure a smooth transition.</li> </ul> </li> </ul> <p><b>CUSTOMIZATION PROCESS</b></p> <p>Our services are entirely customizable to fit the unique needs of each agency.</p> <ul style="list-style-type: none"> <li>• Requirement Analysis             <ul style="list-style-type: none"> <li>○ Collaborate with the agency to understand their specific requirements and objectives.</li> <li>○ Document all customization needs and create a comprehensive project plan.</li> </ul> </li> <li>• Design and Development             <ul style="list-style-type: none"> <li>○ Design custom features and functionalities based on the documented requirements.</li> <li>○ Develop and integrate these features into the OfficerTRAK® platform, ensuring they align with the agency's policies and procedures.</li> </ul> </li> <li>• Testing and Feedback             <ul style="list-style-type: none"> <li>○ Conduct extensive testing to ensure the customizations function as intended.</li> <li>○ Gather feedback from the agency and make necessary adjustments.</li> </ul> </li> <li>• Implementation and Training             <ul style="list-style-type: none"> <li>○ Implement the customized features and provide training to agency staff on how to utilize them effectively.</li> </ul> </li> </ul> <p><b>CONFIGURATION PROCESS</b></p> <p>Configuring the OfficerTRAK® platform to meet the agency's specific needs is a critical step. Our configuration process includes:</p> <ul style="list-style-type: none"> <li>• Initial Setup             <ul style="list-style-type: none"> <li>○ Set up the platform with basic configurations tailored to the agency's operational requirements.</li> </ul> </li> <li>• Detailed Configuration             <ul style="list-style-type: none"> <li>○ Fine-tune settings, workflows, and processes to align with the agency's policies and procedures.</li> <li>○ Configure user roles, permissions, and access controls to ensure security and compliance.</li> </ul> </li> <li>• Integration             <ul style="list-style-type: none"> <li>○ Integrate the OfficerTRAK® platform with existing systems, such as payroll and HR systems, to streamline operations and data flow.</li> </ul> </li> <li>• Validation             <ul style="list-style-type: none"> <li>○ Validate the configurations through testing and user feedback to ensure optimal performance.</li> </ul> </li> </ul> <p><b>UPGRADE PROCESS</b></p> <p>We are committed to keeping the ODM platform updated with the latest features and security enhancements. Our upgrade process includes:</p> <ul style="list-style-type: none"> <li>• Planning             <ul style="list-style-type: none"> <li>○ Schedule upgrades during off-peak hours to minimize disruption.</li> <li>○ Communicate the upgrade plan and schedule to all stakeholders.</li> </ul> </li> <li>• Testing             <ul style="list-style-type: none"> <li>○ Test all new features and functionalities in a controlled environment to ensure compatibility and performance.</li> </ul> </li> <li>• Deployment             <ul style="list-style-type: none"> <li>○ Deploy the upgrade in stages, starting with non-critical systems, to ensure stability.</li> <li>○ Monitor the upgrade process closely and address any issues promptly.</li> </ul> </li> <li>• Post-Upgrade Support             <ul style="list-style-type: none"> <li>○ Provide comprehensive support and training to ensure users are familiar with new features and functionalities.</li> <li>○ Gather feedback and make any necessary adjustments to improve the user experience.</li> </ul> </li> </ul> <p>By following these robust processes and leveraging our SOC2 compliance, ODM ensures that our governmental partners receive a seamless and efficient transition to our platform, fully customized to their needs and continuously updated to provide the best possible service.</p>
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<p>46</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><b>CLOUD-BASED SOFTWARE AND MOBILE APP CREATES WASTE REDUCTIONS</b></p> <p>Our centrally administered cloud-based software program and mobile app, OfficerTRAK®, is one of the most effective tools available to governmental agencies for reducing emissions and overall waste. Our solution helps in several ways.</p> <ul style="list-style-type: none"> <li>• Paper and Plastic Waste Reduction: 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. Individual site visits to ensure compliance with off-duty time and attendance policy can be eliminated through our geolocation technology.</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><b>COMPANY-WIDE GREEN INITIATIVES</b></p> <p>In addition to our software solution, ODM has implemented several company-wide green initiatives.</p> <ul style="list-style-type: none"> <li>• Eco-Friendly Products: We prioritize the use of eco-friendly or recycled brands and products in our daily operations.</li> <li>• Recycling Programs: We have established robust recycling programs for paper, plastic, aluminum, metal, ink and toner cartridges.</li> <li>• Energy Conservation: Our energy conservation measures include powering down devices when not in use and optimizing energy usage across our facilities.</li> <li>• Document Shredding and Recycling: Our document shredding protocol guarantees that all papers are recycled appropriately, ensuring confidentiality and environmental responsibility.</li> <li>• LEED Certification: Our upcoming headquarters expansion is designed to incorporate many Leadership in Energy and Environmental Design (LEED) certification guidelines. Our new facilities will be built with sustainability in mind.</li> <li>• Solar Technology Integration: 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> <ul style="list-style-type: none"> <li>• Certifying Agencies: Our green initiatives strive to adhere to and follow the certifications and standards set by reputable agencies, including:             <ul style="list-style-type: none"> <li>◦ LEED (Leadership in Energy and Environmental Design): Our future headquarters expansion will follow many LEED recommend practices in construction and ongoing operations.</li> <li>◦ Energy Star: Many of the products we use, including office equipment and appliances, meet Energy Star standards for energy efficiency.</li> </ul> </li> </ul> <p><b>CONCLUSION</b></p> <p>ODM is dedicated to providing innovative, efficient solutions to our clients, in addition 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>
<p>47</p>	<p>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.</p>	<p>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/vendors. 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.</p>

<p>48</p>	<p>Describe your strategy related to ecosystem partners for additional functionalities or capabilities.</p>	<p>ODM recently deployed a rigorous Ecosystem Partner Strategy. Prior to 2024, our size and growth did not warrant an official program. We have since created a strategic plan to leverage our existing partners and seek out new partners that may enhance our overall capabilities and product offering for our governmental partners. The Arizona Department of Education is one such example where, through shared goals, we were able to collaboratively devise software usage in a new vertical to assist the state of Arizona in solving a complex problem associated with their school safety grants. Please find an example of our partner strategy below and the steps we follow to explore and build out any potential ecosystem partners.</p> <p><b>ECOSYSTEM PARTNER STRATEGY</b></p> <p><b>1. Define Objectives and Goals</b></p> <p>Identify Business Objectives: Determine what you aim to achieve by partnering with ecosystem players. This could be market expansion, innovation acceleration, customer satisfaction, or operational efficiency.</p> <p>Set Clear Goals: Establish measurable goals such as increasing market share by a certain percentage, launching new products, or improving service delivery.</p> <p><b>2. Identify Potential Partners</b></p> <p>Market Analysis: Conduct a thorough market analysis to identify potential partners, including suppliers, distributors, technology providers, research institutions, and industry influencers.</p> <p>Partner Profiling: Create profiles for potential partners, assessing their strengths, weaknesses, market position, and strategic fit with our organization.</p> <p><b>3. Develop Partner Value Proposition</b></p> <p>Mutual Benefits: Define the value proposition for partners, highlighting the benefits of collaboration, such as access to new markets, shared technology, co-marketing opportunities, and innovation through joint research.</p> <p>Synergy and Alignment: Ensure that our value proposition aligns with the partner's goals and values, emphasizing how the partnership will create synergies.</p> <p><b>4. Engage and Onboard Partners</b></p> <p>Outreach and Communication: Initiate communication with potential partners through formal proposals, meetings, and networking events. Utilize industry conferences and tradeshows for initial engagements.</p> <p>Due Diligence: Conduct due diligence to ensure the partner's credibility and financial stability align with our strategic goals.</p> <p>Contract Negotiation: Develop clear and mutually beneficial agreements that outline the terms of the partnership, responsibilities, and expectations.</p> <p><b>5. Collaboration and Integration</b></p> <p>Joint Planning: Develop joint business plans with our partners, setting out shared objectives, strategies, and action plans.</p> <p>Resource Sharing: Identify and agree on the resources each party will contribute, such as technology, expertise, market access, and financial investment.</p> <p>Integration Processes: Implement systems and processes to integrate partner activities into our operations, ensuring seamless collaboration.</p> <p><b>6. Manage and Nurture Relationships</b></p> <p>Regular Communication: Maintain regular communication with partners through meetings, progress reviews, and joint task forces.</p> <p>Performance Monitoring: Track the performance of the partnership against the set goals using key performance indicators (KPIs) and metrics.</p> <p>Conflict Resolution: Establish mechanisms for promptly resolving conflicts and addressing issues to maintain a healthy partnership.</p> <p><b>7. Innovation and Growth</b></p> <p>Collaborative Innovation: Foster a culture of innovation by collaborating with partners on research and development projects, joint ventures, and new product development.</p> <p>Market Expansion: Leverage partnerships to enter new markets, expand our customer base, and enhance our product and service offerings.</p> <p>Continuous Improvement: Regularly review and refine our partnership strategy to adapt to market changes, emerging trends, and new opportunities.</p> <p><b>8. Evaluate and Optimize</b></p> <p>Performance Evaluation: Periodically evaluate the performance of our partnerships to determine their effectiveness and impact on our business objectives.</p> <p>Feedback Loop: Establish a feedback loop with partners to gather insights, address concerns, and identify areas for improvement.</p> <p>Strategic Adjustments: Make strategic adjustments based on the evaluation to optimize the partnership strategy and ensure long-term success.</p> <p>Off Duty Management is currently leveraging our ecosystem strategy with different verticals, developers, and scheduling system integration.</p>
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49	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. WBENC National Certification Number: WBE1801466</p> <p>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.</p> <p>Attachment Folder: WBENC Certificate 2024 WBENC 2023-2024</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 a veteran-owned business, 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>Our 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>
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<p>50</p>	<p>What unique attributes does your company, your products, or your services offer to Sourcwell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcwell participating entities?</p>	<p>Off Duty Management (ODM) is among the largest and most experienced off-duty management providers 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 understanding of the intricacies of off-duty management in the U.S. and Canada. We are experts in providing industry-leading software and comprehensive services for the administration and management for law enforcement, fire and EMS off-duty programs. ODM is rapidly expanding into education through our partnerships with the Arizona Department of Education and other educational institutions nationwide.</p> <p><b>UNIQUE ATTRIBUTES OF OUR SERVICES</b></p> <ul style="list-style-type: none"> <li>• <b>Broadest Reach for Governmental Entities:</b> 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.</li> <li>• <b>Innovative Technology:</b> OfficerTRAK®, our cutting-edge software and mobile app, offers a state-of-the-art platform tailored for governmental agencies, first responders, municipalities, and off-duty employers/vendors. It includes user-friendly features such as real-time dashboards, app-based time management, geo-fencing, GPS functionality, and an efficient online payment portal.</li> <li>• <b>No-Cost Solutions:</b> We provide a valuable no-cost software and administrative solution for agencies and their officers, eliminating unnecessary expenses while delivering top-tier service and support.</li> <li>• <b>Financial Strength and Stability:</b> ODM distinguishes itself with superior financial strength and stability. We operate without debt, venture capital, third-party owners, or factoring, adhering to strict financial disciplines and principles. This ensures a secure and stable foundation for our partners.</li> <li>• <b>Comprehensive Insurance Coverage:</b> We offer comprehensive liability insurance rated A by AM Best, along with full statutory workers' compensation coverage. This provides multimillion-dollar protection for all parties involved in off-duty job assignments.</li> <li>• <b>Unmatched Customer Service:</b> Our 24/7/365 live support, staffed by dedicated operations managers with bilingual capabilities, ensures continuous assistance for agencies, officers, and off-duty employers/vendors. We are dedicated to fostering a professional and accessible environment, along with maintaining a highly efficient system for all involved in the off-duty process.</li> </ul> <p><b>EXPANDING CAPABILITIES AND APPLICATIONS</b></p> <p>Our services and technology are not limited to public safety. We are rapidly expanding into other governmental sectors, including:</p> <ul style="list-style-type: none"> <li>• <b>Public Safety Administration:</b> Managing off-duty work for law enforcement officers, ensuring compliance, and optimizing scheduling.</li> <li>• <b>Security and Traffic Control:</b> Providing solutions for security personnel and traffic control assignments.</li> <li>• <b>Public Sector Education:</b> Facilitating the scheduling and management of school safety officers and educational staff.</li> <li>• <b>Administrative Services:</b> Supporting the scheduling and staffing needs of various administrative roles.</li> <li>• <b>Public Works, Courts, and Construction:</b> Managing staffing for public works projects, court staff, and construction projects.</li> <li>• <b>Department of Transportation and Managed Services:</b> Efficiently managing transportation projects and providing comprehensive managed services.</li> </ul> <p><b>COMMITMENT TO DIVERSITY AND INCLUSION</b></p> <p>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.</p> <p><b>CONCLUSION</b></p> <p>ODM is uniquely positioned to offer Sourcwell 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 and using our innovative proprietary software, governmental agencies can leverage our world-class solution to streamline their staffing, scheduling, and administrative needs, ultimately saving time, money, and resources.</p> <p>Attachment Folder: Additional Documents A1 – Software Detailed Overview</p>
<p>51</p>	<p>If applicable, how does your solution facilitate increased citizen engagement and feedback in public sector processes?</p>	<p>Our solution lifts some of the administrative burden faced by local businesses and the community that hire off-duty police officers or other first responders. They will reap the benefits of our industry-leading software and mobile app, exceptional 24/7/365 service, liability insurance coverage for their business and the officers, and easy online access to request off-duty services and check the status of these requests. Through their dedicated online portal (via OfficerTRAK®), off-duty employers/vendors can set up an account, view and approve estimates of requested services, make payments (via credit card and ACH), verify and review orders for accuracy, and view the entire disclosure of their agreement. ODM makes it easy for citizens to connect with and hire off-duty officers. Our governmental partners have the same software and reporting capabilities for all internal government-funded jobs.</p> <p>Making it easy to hire and administer off-duty services has, we have noticed, increased the amount of work offered to public safety officers across the country.</p>

<p>52</p>	<p>How does your solution support digital transformation initiatives within the public sector, including cloud adoption, mobile access, and digital service delivery?</p>	<p>OfficerTRAK® is a comprehensive solution designed to support digital transformation initiatives within the public sector. It addresses key aspects such as cloud adoption, mobile access, and digital service delivery, providing a robust framework to modernize and streamline public sector operations. Here's how OfficerTRAK® can support these initiatives.</p> <p>1. Cloud Adoption</p> <p>Scalable and Secure Infrastructure</p> <ul style="list-style-type: none"> <li>• Cloud-Based Hosting: OfficerTRAK® is hosted on a secure and scalable cloud infrastructure, specifically designed to meet the stringent requirements of the public sector. This ensures that the system can handle large volumes of data and users efficiently, without compromising on performance.</li> <li>• Government Cloud Compliance: The platform is compliant with government cloud regulations and standards, providing a secure environment for sensitive public sector data. This includes adherence to data protection laws and cybersecurity measures to safeguard against breaches.</li> <li>• Disaster Recovery and Backup: Cloud adoption includes robust disaster recovery and backup solutions, ensuring data integrity and availability even in the event of an outage or other disruptions.</li> </ul> <p>Cost Efficiency</p> <ul style="list-style-type: none"> <li>• Reduced IT Costs: By leveraging a cloud infrastructure, public sector organizations can reduce the costs associated with maintaining and upgrading physical servers and data centers. This allows for more efficient use of budgetary resources.</li> <li>• Pay-as-You-Go Model: The cloud model often follows a pay-as-you-go pricing structure, enabling organizations to pay only for the resources they use, further optimizing operational costs.</li> </ul> <p>2. Mobile Access</p> <p>User-Friendly Mobile Application</p> <ul style="list-style-type: none"> <li>• Cross-Platform Accessibility: OfficerTRAK® provides a user-friendly mobile application accessible across various device platforms, including smart phones and tablets. This ensures that officers and administrators can access the system anytime, anywhere.</li> <li>• Real-Time Updates: The mobile app offers real-time updates and notifications, keeping officers informed about their schedules, job assignments, and any changes on-the-go. This enhances responsiveness and operational efficiency.</li> <li>• Geofencing and Time Punching: The app includes features like geofencing, to ensure officers are within designated work areas, and mandatory in/out time punching for accurate tracking of work hours. This helps in maintaining accountability and precision in operations.</li> </ul> <p>Improved Field Operations</p> <ul style="list-style-type: none"> <li>• Enhanced Mobility: Officers can perform their duties more effectively without being tied to a physical office location. They can access job details, submit reports, and communicate with their team directly from the field.</li> <li>• Integration with Devices: The mobile app can integrate with other mobile devices, further enhancing the functionality and usability of the platform in various field scenarios.</li> </ul> <p>3. Digital Service Delivery</p> <p>Streamlined Administrative Processes</p> <ul style="list-style-type: none"> <li>• Role-Based Access and Reporting: OfficerTRAK® provides role-based administrative access, allowing different levels of users to access relevant information and reports. This ensures that decision-makers have the data they need to manage operations effectively.</li> <li>• Automated Scheduling and Notifications: The system automates scheduling and sends notifications and reminders to officers, admins, and vendors. This reduces manual administrative tasks and improves efficiency.</li> <li>• Integration with Existing Systems: OfficerTRAK® integrates with existing systems, like Telestaff, to import schedules and prevent conflicts, ensuring seamless operations and reducing the risk of errors.</li> </ul> <p>Enhanced Transparency and Accountability</p> <ul style="list-style-type: none"> <li>• Audit Trails: The platform includes features for clear audit trails, enabling detailed tracking of activities and changes within the system. This promotes transparency and accountability in public sector operations.</li> <li>• Real-Time Reporting: Real-time reporting capabilities provide up-to-date information on schedules, time clocks, and officer locations. This allows for better monitoring and management of resources.</li> </ul> <p>Citizen Engagement and Satisfaction</p> <ul style="list-style-type: none"> <li>• Improved Service Delivery: By optimizing the scheduling and management of officers, OfficerTRAK® helps public sector organizations deliver services more efficiently and reliably. This leads to improved citizen satisfaction.</li> <li>• Feedback Mechanisms: The software platform can include mechanisms for collecting feedback from officers and citizens, allowing for continuous improvement in service delivery. The configuration will depend on an agency needs. Feedback is regularly captured and shared in accordance with an agency's requirements.</li> </ul> <p>Conclusion</p> <p>OfficerTRAK® supports digital transformation in the public sector by providing a scalable, secure cloud-based platform, enhancing mobile access for field operations and streamlining digital service delivery. Its comprehensive features address the unique challenges faced by public sector organizations, thereby driving efficiency, transparency, and improved service outcomes.</p>
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**Table 9A: Warranty**

Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure.

You may upload representative samples of your warranty materials (if applicable) in the document upload section of your response in addition to responding to the questions below.

Line Item	Question	Response *
53	Do your warranties cover all products, parts, and labor?	<p>Yes, our agreement is covered by our 100% satisfaction guarantee. An agency partner can end their relationship with ODM at any time with 30-day notice at no cost. Our comprehensive cloud-based app and software, along with our comprehensive services, also come at no cost to our governmental partners and their officers. As long as the governmental entities utilize our comprehensive secondary employment services, there will never be a cost for the agency or its employees. Unique and new software configurations may be subject to cost if there is not a widespread application of the requested enhancement.</p> <p>Attachment Folder: Additional Documents A4 – Service Guarantee</p>
54	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	There are no restrictions or limitations with ODM and OfficerTRAK® or our warranties. ODM is committed to providing superior service and performance for our agency partners.
55	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	Yes. There is never any cost for our governmental partners. Most issues can be resolved remotely with our highly secure cloud-based solution. Should an onsite visit be necessary, ODM will incur all costs.
56	Are there any geographic regions of the United States or Canada (as applicable) for which you cannot provide a certified technician to perform warranty repairs?  How will Sourcewell participating entities in these regions be provided service for warranty repair?	<p>No. ODM can and will provide service, support, and coverage for all 50 states, U.S. territories, and Canada. There is minimal need for any onsite repairs. Our OfficerTRAK® software solution is cloud-based allowing for a rapid and immediate response to any partner service or performance needs. There is little to no need for onsite warranty repairs or maintenance.</p> <p>ODM covers all regions. Although we currently do not have customers in Canada, we are prepared to provide complete coverage upon entering the market, just as we do in the U.S. Our cloud-based solution can be immediately accessed and supported remotely, minimizing the need for on-site intervention. However, we do offer on-site training and implementation if an agency's size or customized solution requires it. We have no territories that cannot be serviced with on-site training if needed.</p>
57	Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?	No, Off Duty Management (ODM) will only cover our OfficerTRAK® software and comprehensive services. No other equipment or items are required from other providers and therefore no additional warranties or coverage are necessary. We provide a complete satisfaction guarantee that allows our partners to end our agreement at any time as a result of service or performance shortfalls.
58	What are your proposed exchange and return programs and policies?	There is no cost for any of our software features or functionality. There is nothing to exchange. Everything is cloud-based and no cost to our governmental partners or their employees.
59	Describe any service contract options for the items included in your proposal.	<p>It is important to note that our contract represents a service and performance agreement, and neither our agency partners nor their officers or other first responders pay for our services and technology. Contract options can and should be for multiple years with 1-year extensions, depending on the needs of the entity. These contract durations guarantee that the administrative fee structure for off-duty employers remains unchanged for a minimum of two years or longer, as mutually agreed upon between us and our agency or municipal partners. In a multi-year contract, our partners assume zero risk with a guaranteed 30-day escape clause that incurs no fees, penalties, or residual costs. Our services are provided at no cost to our partners and their staff. Additionally, there may be bonus contract options based on the services requested or required.</p> <p>We offer two options to pay officers: pay them directly and issue 1099s at the end of the year; or pay the agency/municipality and they pay the officers through their payroll system. Different payment methods do not impact our service, software scheduling, agency fee management, invoicing, collections, or online portal services provided to officers' and off-duty employers. The only impact we feel is when insurance coverage is required.</p> <p>In the first option, when ODM pays officers directly and issues them 1099s, all the above services are provided, as well as statutory workers' compensation at no cost. We will also pay the agency directly for any vehicle and/or administrative fees.</p> <p>With the second option, workers' compensation coverage is not needed if the agency or municipality is paying their officers through their own payroll system. When ODM pays the agency or municipality for collected partner fees and officer wages, it leads to a reduced ODM administrative fee percentage for the off-duty employer/vendor, as no workers' compensation is needed or provided by ODM. In this scenario, the agency assumes responsibility for all workers' compensation coverage.</p> <p>There are a couple of seldom used options available for our governmental partners:</p> <ul style="list-style-type: none"> <li>• Scheduling and invoicing only</li> <li>• Software-only - Enables agencies to maintain internal management of their program without utilizing ODM's administrative services. However, most agencies opt for our comprehensive services, including insurance, at no cost. This option avoids the use of taxpayer funds for managing and administrating an internal off-duty program.</li> </ul> <p>No additional service or support options are needed when utilizing our full-service software and administration solution, as everything is included at no cost to the agency or municipality and their first responders. Opting for a software-only solution, however, requires agencies to cover the costs associated with software licensing.</p> <p>Attachment Folder: Pricing P1 – Pricing &amp; Fee Philosophy</p>

**Table 9B: 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>60</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>• 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> </ul> <p>NO COSTS OR FEES FOR AGENCY AND EMPLOYEES</p> <ul style="list-style-type: none"> <li>• We provide a no-cost solution for our governmental partners, with no additional or hidden fees. We also never require extra fees for faster payment, use of third-party payment methods, or insurance coverage. All of this is included in our comprehensive solution package. 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>GUARANTEED WEEKLY PAYMENT</p> <ul style="list-style-type: none"> <li>• We GUARANTEE weekly payment to agencies or their employees promptly following work (or timing specified by the governmental agency). Payments are guaranteed irrespective of the collection status from off-duty employers/vendors. Our financial stability enables us to advance funds for weekly (or as specified) payments. ODM assumes full responsibility for any late or non-payment from off-duty employers/vendors. In cases of delinquent payments, ODM adheres to commercial collection practices as per state laws.</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>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>61</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> <li>• 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.</li> <li>• 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.</li> </ul> <p>HIGH RELIABILITY AND DISASTER RESILIENCE</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p>PERFORMANCE METRICS AND FEEDBACK</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Service Surveys: We regularly conduct service surveys to gather feedback from our partners, ensuring we are meeting their needs and expectations.</li> <li>• First Contact Resolution: We aim to resolve the majority of service requests and issues during the first contact, ensuring quick and effective solutions.</li> <li>• Call Response Times: We track and optimize call response times to ensure that our partners receive prompt assistance whenever needed.</li> <li>• Interaction Analytics: Our advanced analytics tools evaluate customer sentiment during interactions, helping us understand and improve the customer experience continuously.</li> </ul> <p>EXCLUSIVE SERVICE GUARANTEE</p> <ul style="list-style-type: none"> <li>• Multi-Year Agreements: For agencies seeking long-term stability, we offer multi-year agreements with consistent</li> </ul>



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
  - Automated Scheduling: Our system automates shift assignments based on availability, preferences, and regulatory compliance, reducing human errors and scheduling conflicts.
  - Real-Time Updates: Officers receive immediate updates on their schedules and any changes, ensuring they are always informed and prepared.
- Weekly Payment
  - ODM guarantees payment to agencies or their employees the week following work or as prescribed by the governmental agency. Payments are guaranteed regardless of off-duty employer/vendor collection status. Our financial strength allows us to float funds to pay the agency/employees every week (or as prescribed). ODM assumes all risk of off-duty employer/vendor late payment or non-payment. In instances of delinquent payment, ODM will follow commercial collection practices in accordance with state law.
- Compliance and Transparency
  - Regulatory Compliance: OfficerTRAK® ensures adherence to all relevant regulations, union agreements, departmental policies, and legal requirements.
  - Clear Audit Trails: Every action within OfficerTRAK® is logged, creating a transparent and auditable record of all activities, promoting accountability.
- Enhanced Accountability
  - Mandatory Time Punching: Officers clock in and out using the OfficerTRAK® mobile app, ensuring precise tracking of work hours and preventing discrepancies.
  - Geofencing: The app's geofencing technology confirms officers are at their designated locations, enhancing accountability and accuracy.
- User-Friendly Mobile Access
  - Cross-Platform Compatibility: The OfficerTRAK® mobile app works on various devices, including smartphones and tablets, providing easy access to schedules and information.
  - Intuitive Interface: Designed for ease of use, the app ensures officers can navigate and utilize its features effectively.
- Efficient Administrative Processes
  - Role-Based Access: Administrators and supervisors have role-based access to manage schedules, monitor compliance, and generate reports seamlessly.
  - Seamless Integration: OfficerTRAK® integrates with existing systems like Telestaff, ensuring smooth data exchanges and preventing scheduling conflicts.
- Support and Training
  - Comprehensive Training: We provide thorough training for all users, ensuring they are equipped to utilize the platform's features effectively.
  - 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.

**MEETING BROAD STAFFING AND RELATED SERVICE NEEDS**

- 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.
- Staffing Solutions: ODM excels in managing off-duty staffing needs, providing seamless coordination and deployment of personnel across different sectors.
- Scheduling Solutions: Our advanced scheduling system ensures optimal allocation of resources, reducing conflicts and maximizing efficiency.
- Technology Integration: Our OfficerTRAK® platform integrates with existing systems, providing a unified solution that enhances operational capabilities.

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.

Attachments  
 Folder: Additional Documents  
 A4 - Service Guarantee  
 A8 - Standards & Benefits

<p>62</p>	<p>Describe your data integrity and protection standards, data backup, recovery, and secure storage solutions.</p>	<p>Off Duty Management (ODM) and our subsidiary, OfficerTRAK®, places the highest priority on data integrity, security, and availability. We utilize industry-leading technologies and best practices to ensure that our data management processes are robust and reliable. Our comprehensive approach encompasses data integrity standards, data backup and recovery, and secure storage solutions, all within the Azure environment.</p> <p><b>Data Integrity Standards</b></p> <p>ODM employs a standard Relationship Database Management System (RDBMS) that supports Point in Time Recovery (PITR) to maintain data integrity. Key aspects of our data integrity standards include the following:</p> <ul style="list-style-type: none"> <li>• Point in Time Recovery (PITR):             <ul style="list-style-type: none"> <li>○ Enables the restoration of data to any specific point in time, providing a powerful tool for data recovery in case of accidental deletions or corruptions.</li> <li>○ Ensures continuous data protection and minimizes data loss risks.</li> </ul> </li> <li>• Data Encryption:             <ul style="list-style-type: none"> <li>○ Data at Rest: All data stored within our RDBMS is encrypted using advanced encryption algorithms, ensuring that sensitive information is protected from unauthorized access.</li> <li>○ Data in Transit: Data transmitted over networks is secured with Secure Socket Layer (SSL) encryption over HTTPS and Transport Layer Security (TLS). This encryption ensures that data remains confidential and unaltered during transfer between client devices and our servers.</li> </ul> </li> <li>• Secure Access Controls:             <ul style="list-style-type: none"> <li>○ Role-based access controls (RBAC) are implemented to ensure that only authorized personnel have access to specific data and system functions.</li> <li>○ Regular audits and monitoring are conducted to detect and prevent unauthorized access or activities.</li> </ul> </li> </ul> <p><b>Data Backup and Recovery</b></p> <p>Our data backup and recovery solutions are designed to ensure data availability and resilience against potential data loss events.</p> <ul style="list-style-type: none"> <li>• Regular Backups:             <ul style="list-style-type: none"> <li>○ Automated backups are performed on a regular schedule to capture and store data snapshots. These backups include full, differential, and incremental backups to optimize storage usage and recovery times.</li> </ul> </li> <li>• Redundant Storage:             <ul style="list-style-type: none"> <li>○ Backup data is stored in multiple geographically dispersed locations to ensure data availability even in the event of a regional disaster or outage.</li> </ul> </li> <li>• Disaster Recovery Plan:             <ul style="list-style-type: none"> <li>○ ODM has a comprehensive disaster recovery plan that outlines the procedures and processes for recovering data and resuming normal operations in the event of a catastrophic failure.</li> <li>○ Regular disaster recovery drills are conducted to test and validate the effectiveness of our recovery procedures.</li> </ul> </li> </ul> <p><b>Storage Solutions</b></p> <p>We leverage the Azure cloud environment for its data storage needs, benefiting from the robust features and capabilities provided by Azure:</p> <ul style="list-style-type: none"> <li>• Scalability:             <ul style="list-style-type: none"> <li>○ Azure's cloud storage solutions offer virtually unlimited scalability, allowing ODM to efficiently handle growing data volumes without the need for significant capital investment in physical hardware.</li> </ul> </li> <li>• High Availability:             <ul style="list-style-type: none"> <li>○ Azure provides high availability and redundancy through features such as geo-redundant storage (GRS), which replicates data across multiple geographic regions to ensure data durability and availability.</li> </ul> </li> <li>• Security and Compliance:             <ul style="list-style-type: none"> <li>○ Azure complies with a wide range of industry standards and regulations, including ISO/IEC 27001, HIPAA, and GDPR, ensuring that ODM's data storage practices meet stringent security and compliance requirements.</li> </ul> </li> <li>• Advanced Threat Protection:             <ul style="list-style-type: none"> <li>○ Azure offers advanced threat protection services that continuously monitor and protect against potential security threats. This includes features such as Azure Security Center and Azure Advanced Threat Protection (ATP).</li> </ul> </li> <li>• Cost Efficiency:             <ul style="list-style-type: none"> <li>○ Azure's pay-as-you-go pricing model allows ODM to optimize costs by only paying for the storage and compute resources that are actually used. This flexibility is particularly beneficial for managing variable data workloads.</li> </ul> </li> </ul> <p>ODM and OfficerTRAK® prioritize data integrity, security, and availability through rigorous data management practices and utilization of the Azure cloud environment. By leveraging advanced encryption, comprehensive backup and recovery strategies, and the scalable, secure features of Azure, we ensure that our clients' data is protected, available, and resilient. This enables us to provide a reliable and secure staffing and scheduling solution for our governmental partners.</p>
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63	What are your policies and governance features regarding large language models and generative AI?	<p>At this point, our OfficerTRAK® software is not utilizing generative AI or large language models. As mentioned earlier, we are aggressively pursuing several use cases and will at some point deploy these technologies. We will develop and implement the appropriate policies in advance of future usage. A framework for that policy is outlined below.</p> <p><b>ODM Generative AI and Large Language Policy</b></p> <p><b>Purpose</b></p> <p>This policy establishes guidelines for the ethical and responsible use, development, and deployment of large language models (LLMs) and generative AI technologies within ODM and OfficerTRAK®. It ensures that these technologies are used in a manner that promotes transparency, accountability, and fairness while mitigating risks associated with misuse.</p> <p><b>Scope</b></p> <p>This policy applies to all employees, contractors, and third-party partners who interact with or utilize large language models and generative AI technologies during their work.</p> <p><b>Policy Guidelines</b></p> <p><b>Ethical Use</b></p> <p><b>Compliance with Laws and Regulations:</b> All use of LLMs and generative AI must comply with applicable laws, regulations, and industry standards.</p> <p><b>Non-Discrimination:</b> Ensure that AI technologies do not perpetuate or amplify biases or discrimination based on race, gender, age, disability, or other protected characteristics.</p> <p><b>Transparency</b></p> <p><b>Disclosure:</b> Clearly inform users when they are interacting with AI-generated content or AI-driven systems.</p> <p><b>Explainability:</b> Strive to make the decision-making processes of AI systems as transparent as possible. Where feasible, provide explanations for AI-driven decisions or outputs.</p> <p><b>Accountability</b></p> <p><b>Human Oversight:</b> Ensure that AI systems operate under appropriate human oversight. Critical decisions should not be made solely by AI systems without human review.</p> <p><b>Responsibility:</b> Assign clear responsibility for the development, deployment, and monitoring of AI systems. Designate an AI Ethics Officer or committee to oversee compliance with this policy.</p> <p><b>Data Privacy and Security</b></p> <p><b>Data Protection:</b> Adhere to data protection regulations and best practices for securing data used by AI systems. Ensure that personal data is anonymized or de-identified where possible.</p> <p><b>Consent:</b> Obtain informed consent from individuals before using their data in training or deploying AI systems.</p> <p><b>Fairness and Bias Mitigation</b></p> <p><b>Bias Detection and Correction:</b> Implement processes to regularly audit AI systems for biases and take corrective actions as needed. Use diverse and representative datasets to train AI models.</p> <p><b>Fair Treatment:</b> Ensure that AI systems treat all individuals fairly and do not result in unfair or harmful outcomes.</p> <p><b>Safety and Reliability</b></p> <p><b>Testing and Validation:</b> Thoroughly test AI systems to ensure they operate safely and reliably under expected conditions. Regularly update and maintain AI models to address new risks and improve performance.</p> <p><b>Incident Response:</b> Establish procedures for responding to incidents involving AI systems, including unintended harmful outcomes or system failures.</p> <p><b>Continuous Improvement</b></p> <p><b>Training and Education:</b> Provide ongoing training and education for employees on AI technologies' ethical use and implications. Encourage awareness and understanding of AI ethics across the organization.</p> <p><b>Feedback Mechanisms:</b> Implement mechanisms for stakeholders, including employees and users, to provide feedback on AI systems. Use this feedback to improve AI policies and practices continually.</p> <p><b>Enforcement</b></p> <p>Non-compliance with this policy may result in disciplinary action, up to and including termination of employment or contracts. The organization will conduct regular audits to ensure adherence to this policy and take corrective actions as necessary.</p> <p><b>Review and Updates</b></p> <p>This policy will be reviewed annually and updated to reflect changes in technology, regulations, and organizational practices. The AI Ethics Officer or designated committee will oversee the review and update process.</p>
64	User Accessibility: How does your software ensure accessibility for all users, including those with disabilities, in compliance with standards?	<p>OfficerTRAK® and Off Duty Management (ODM) are proud to announce that we recently became VPAT (Voluntary Product Accessibility Template) certified. VPAT certification is a crucial aspect of demonstrating and ensuring product accessibility. By providing detailed, transparent information about a product's conformance with accessibility standards, it helps organizations comply with legal requirements, promote inclusivity, and gain a competitive advantage in the market. For the public sector, in particular, VPAT certification is essential to meeting the accessibility needs of all users and ensuring compliance with legal mandates. This certification validates our compliance with Section 508 of the Rehabilitation Act and Web content accessibility guidelines (WCAG).</p>

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

Line Item	Question	Response *
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<p>65</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. Our approach to payment options and terms is as follows.</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>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>Attachment Folder: Pricing P4 - Payment Terms &amp; Methods</p>
<p>66</p>	<p>Describe any leasing or financing options available for use by educational or governmental entities.</p>	<p>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.</p>

67	<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 software 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 have access to an agency landing page with specific rates and rules for each agency, Terms and Conditions, and invoices. The order 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 operations team reviews, validates, and verifies job requests, ensuring compliance with the agency's rules and preventing 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 (or agency) 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 the online portal using multiple payment options for invoiced services. Some vendors will be required to make pre-payments based on agency guidelines and specifics.</li> <li>8. Our OfficerTRAK® software and mobile app comprehensively capture and store critical information, facilitating real-time and historical reporting on fee management, hours worked, and payments. The system offers extensive customization options for reporting, ensuring agencies have the oversight, transparency, and accountability they require. Being cloud-based ensures secure reporting and data analytics, enabling ODM to deliver accurate, up-to-date accounting of all hours worked.</li> </ol> <p>Attachments                  Folder: Pricing                  P5 - MSA                  P6 - OfficerTRAK Terms and Conditions                  Folder: Additional Documents                  A1 - Detailed Overview (Ordering Process starts on page 4)</p>
68	<p>Do you accept the P-card procurement and payment process?                   If so, is there any additional cost to Sourcewell participating entities for using this process?</p>	<p>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/vendors when they pay our small administrative fee, including Visa, Mastercard, and Amex.</p>

**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 Sourcewell Price and Product Change Request Form.

Line Item	Question	Response *
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<p>69</p>	<p>Describe your pricing model (e.g., line-item discounts or product-category discounts).</p> <p>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>Our software, comprehensive services, insurance, and live support incur no cost to governmental agencies, first responders, or employees. Instead, Off Duty Management (ODM) charges a small administrative fee to the off-duty employer/vendor requesting services.</p> <p>Governmental agencies are required to enter into an agreement with ODM to facilitate services for all off-duty first responder assignments. Off-duty employment refers to situations where a third-party or private entity hires a governmental employee for tasks that align with their specific skills from their official job duties.</p> <p>For example, a police officer directing traffic at a school, parade, or festival. This third-party will pay fees for the officer, along with any administrative fees required by the officer's agency and ODM. When agencies partner with ODM in this fashion, they receive free use of our technology and software (OfficerTRAK®) to deploy their personnel for internal needs as they see fit. We are always exploring other options for free use based on the special requests of our governmental partners.</p> <p>Our pricing model 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.</p> <p>Whether ODM or the agency will pay the officer/employee directly has an impact on the administrative fee percentage charged to the off-duty employers/vendors. Typically, this percentage will never exceed 20% of the hourly rate. Our fee will be added to the officer/employee's hourly rate and includes all ODM fees charged to the employer/vendor. There will not be any hidden costs, fees, or add-ons.</p> <p>Should an off-duty employer/vendor 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 to automatically calculate estimates for services based on off-duty service requests. Off-duty employers/vendors can review and approve estimates prior to requesting services. If preferred, however, an employer can call our 24/7/365 customer service coordinators to quote and schedule services.</p> <p>It is important 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 allow risk/liability based on our expert industry knowledge.</p> <p>Attachments Folder: Pricing P1 – Pricing &amp; Fee Philosophy P2 - Pricing Methodology</p> <p>Neither our partnering governmental agencies nor their first responders/ employees will have any fees or costs when they utilize our services. 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>Attachment Folder: Additional Documents A7 – References</p>
<p>70</p>	<p>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>	<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/vendors with a reduction in their cost per hour.</p>
<p>71</p>	<p>Describe any quantity or volume discounts or rebate programs that you offer.</p>	<p>Off Duty Management (ODM) is proud to offer the most competitive pricing in our industry. Our complete package includes administrative services, advanced proprietary software, and insurance, all supported by live 24/7/365 phone support. Our proprietary software, OfficerTRAK®, 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/vendors (not the governmental entity or their employees) who request services related to off-duty, overtime, or grant-funded work.</p> <p>VOLUME DISCOUNTS AND REBATE PROGRAMS</p> <p>ODM's pricing structure is designed to be straightforward and transparent. There is NO COST to the governmental agency or its employees for our off-duty software and comprehensive solution. As a result of our no cost solution, there are no volume discounts applied unless a software-only option is utilized.</p> <p>ODM provides 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 resource and cost savings. Our turnkey solutions are designed to meet the diverse needs of our partners, enhancing their operational capabilities and delivering powerful, compelling results.</p>
<p>72</p>	<p>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>	<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>
<p>73</p>	<p>Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response.</p> <p>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>	<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. These benefits come at no cost to our partners or their employees, and we guarantee that any agency or municipality that utilizes this Sourcewell cooperative agreement will never pay for our comprehensive services.</p>
<p>74</p>	<p>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>	<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>

75	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 employees.</p> <p>There are no additional administrative fees or costs for off-duty employers/vendors in Alaska, Hawaii, Canada, or U.S. territories. All fees for our services to off-duty employers/vendors 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>
76	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 hassles 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
77	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, software, 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" provider for 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/vendor 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 *
78	<p>Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcwell.</p> <p>This process includes ensuring that Sourcwell 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 Sourcwell.</p> <p>Provide sufficient detail to support your ability to report quarterly sales to Sourcwell 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 that 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.</p> <p>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 the officer's weekly off-duty pay remittance and the off-duty employer/vendor invoicing that is satisfied via our online payment portal.</p> <p>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 is critical to us. In fact, it is a service commitment that we will not break.</p> <p>ODM is first and foremost a service company that is passionate about delivering exceptional service every day. In our industry, timely no-cost 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.</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 Sourcwell with timely and detailed reporting as outlined in the contract template.</p> <p>ODM will work with Sourcwell upon award of the contract to meet their needs and requirements for quarterly sales reporting.</p>
79	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>Internal metrics will include the following:</p> <ul style="list-style-type: none"> <li>• Agency/Municipality Feedback &amp; Satisfaction</li> <li>• Officer/Employee Feedback &amp; Satisfaction</li> <li>• Off-Duty Employer/Vendor Feedback &amp; Satisfaction</li> <li>• Mobile App Reviews</li> <li>• 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> </ul>



<p>80</p>	<p>Identify a proposed administrative fee that you will pay to 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.</p> <p>(See the RFP and template Contract for additional details.)</p>	<p>Please review this section carefully. It is very unique from 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.</p> <p>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.</p> <p>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.</p> <p>Sourcewell Administrative Fee Example</p> <p>The City of Minneapolis St. Paul Police Department (SPPD) utilizes the Sourcewell contract for our software and comprehensive services. The Sourcewell administrative fee payment from ODM would be as follows:</p> <ul style="list-style-type: none"> <li>• Annual Minneapolis off-duty hours: 250,000 (estimated hours from Minneapolis)</li> <li>• Sourcewell Admin Fee: \$.20/hr</li> <li>• Administrative Fee Paid to Sourcewell: \$50,000 per year</li> <li>• *Total Sourcewell Payment from Minneapolis Contract: \$200,000</li> </ul> <p>*Assumes Minneapolis signs a 4-year contract and estimated off-duty hours remain the same.</p> <p>If ODM utilizes the Sourcewell contract with 10 agencies of similar size and contract length within a year, it will yield more than \$2,000,000 in Sourcewell administrative fees this year.</p> <p>Over 4 years, total annualized Sourcewell administrative fee payment will be in excess of \$6,000,000 and realistically well above \$8,000,000.</p> <p>Please note that the total admin fee to Sourcewell could be much higher based on the high growth projections and low total market penetration.</p> <p>Attachment Folder: Pricing P3 - Administrative Fee Example</p> <p>Business Projections</p> <p>ODM conservatively expects to partner with 80 additional governmental agencies/municipalities per year, with varying levels of annual off-duty hours worked. 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 to 30% to 40% of our annual agency growth that will utilize this cooperative agreement.</p> <p>Minneapolis' annual off-duty hours are in the mid-range for large municipalities. There are several agencies in excess of 300,000 to 400,000 off-duty hours annually. Our core business category includes over 18,000 law enforcement agencies in the U.S. with less than 5% of the total market share realized.</p> <p>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.</p> <p>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/vendors do not have any cap on growth and are expected to rise dramatically with the police reform efforts still underway. Businesses need off-duty officers, not security guards, as off-duty officers carry 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 estimate 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 demand on agencies to save budget dollars, increase transparency, and minimize risk and liability. 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 14: Depth and Breadth of Offered Equipment Products and Services**

Proposers including solutions offered within the scope of Categories 1, 2, 3, and 4 within its singular proposal must designate they are seeking award in **Category 5** in the Sourcewell Procurement Portal. Proposers seeking award in Category 1, 2, 3, or 4, as defined herein must make that designation below. Proposers may only receive an award within the Category(-ies) they designate. Sourcewell reserves the right to re-categorize any designation as it deems appropriate.

Line Item	Category Selection	Offering *
81	Category 1: Core Administrative Systems	<input checked="" type="radio"/> Yes <input type="radio"/> No
82	Category 2: Education and Public Sector Information and Work Management	<input checked="" type="radio"/> Yes <input type="radio"/> No
83	Category 3: Asset and Risk Management	<input checked="" type="radio"/> Yes <input type="radio"/> No
84	Category 4: Public Engagement and Specialized Services	<input checked="" type="radio"/> Yes <input type="radio"/> No
85	Category 5: Integrated Enterprise Solutions	<input type="radio"/> Yes <input checked="" type="radio"/> No

**Table 15: Category 1 - Depth and Breadth of Offered Equipment Products and Services**

Indicate below if the listed types of software are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Proposers submitting a proposal in Category 1 will be submitting in the broad category that includes Core Administrative Systems. See RFP Section II. B. 1 for details.

We will not be submitting for Table 15: Category 1 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments
86	Human Resources Software	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>ODM's OfficerTRAK® software is expertly equipped to handle a wide range of HR scheduling and staffing needs. In addition to its robust capabilities, OfficerTRAK® seamlessly integrates with other human resource software solutions such as Workday, Telestaff, and more through open APIs.</p> <p>Versatile Scheduling and Management</p> <p>OfficerTRAK® empowers agencies to create, schedule, and allocate off-duty jobs, manage internal staffing, oversee overtime, coordinate special events, and respond to weather and mutual aid events. The software also facilitates efficient communication by deploying messages regarding job requirements, needs, and operational plans.</p> <p>Comprehensive HR Functions</p> <p>OfficerTRAK® includes timekeeping and robust reporting features to assist with HR compliance, accountability, and transparency. Training activities can be scheduled and tracked within the app, ensuring thorough documentation and compliance.</p> <p>Dynamic and Integrated Solution</p> <p>Our agency partners benefit from a dynamic software solution that not only excels in managing off-duty public safety assignments but also supports a broad array of HR functions for specific projects or departments. With OfficerTRAK®, agencies gain a powerful tool that enhances operational efficiency, improves communication, and ensures compliance across all HR activities.</p>
87	Financial Performance, Spend, or Expense Management Software	<input type="radio"/> Yes <input checked="" type="radio"/> No	<p>ODM does not offer any Financial performance, spending, or expense management software solutions at this time</p>
88	Accounts Payable, Accounts Receivable, Billing, or Revenue Collection Solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Off Duty Management's (ODM) OfficerTRAK® software significantly reduces costs and resources allocated to accounts payable, receivable, billing, and revenue collections related to off-duty and secondary employment. By handling all invoicing, billing, and collections activities for off-duty assignments, ODM ensures a seamless and efficient process that minimizes financial exposure for governmental entities and allow for resource savings or reallocation.</p> <p>Comprehensive Financial Management</p> <p>OfficerTRAK® allows ODM to invoice off-duty employers/vendors for the hours worked by officers/employees. Employers can easily pay their invoices through the vendor portal, which features an online fee management and payment system. This portal provides a simple and user-friendly method for making requests and understanding total related fees before submitting a work request.</p> <p>Direct Payments and Financial Protection</p> <p>ODM can pay officers directly or the agency weekly, ensuring timely compensation. By floating all funds, ODM removes any financial exposure from the governmental entity, providing substantial financial protection and resource savings.</p> <p>Automated Service Estimates</p> <p>A valuable feature of OfficerTRAK® is its ability to automatically calculate estimates for services based on special duty service requests. Customers can set up accounts, view and approve estimates, make payments via credit card and ACH, verify and review orders for accuracy, and access the full disclosure of their agreements. This automation streamlines financial processes, reducing administrative burdens and enhancing accuracy.</p> <p>Example Use Case</p> <p>Consider a large-scale community event requiring multiple off-duty officers. With OfficerTRAK®, the event organizer can:</p> <ul style="list-style-type: none"> <li>• Submit a request through the online portal.</li> <li>• Receive an automatic estimate for the services required.</li> <li>• Approve the estimate and make a payment.</li> <li>• Monitor the job's progress and financial details in real time.</li> </ul> <p>The governmental agency overseeing the event benefits from ODM's comprehensive service, as all invoicing, billing, and collections are managed efficiently without additional administrative effort.</p> <p>ODM's OfficerTRAK® platform delivers a powerful and compelling software solution and comprehensive service for managing financial aspects of off-duty and secondary employment. By eliminating most costs and resource allocations related to accounts payable, receivable, billing, and revenue collections, OfficerTRAK® enhances operational efficiency and provides significant financial protection for governmental entities. The platform's automated features and direct payment options ensure a streamlined and transparent process, benefiting both the agency and its partners.</p>
89	Procure-to-Pay and Contract Management Systems	<input type="radio"/> Yes <input checked="" type="radio"/> No	<p>Off Duty Management does not offer any Procure to Pay software solutions at this time</p>

**Table 16: Category 2 - Depth and Breadth of Offered Equipment Products and Services**

Indicate below if the listed types of software are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Proposers submitting a proposal in Category 2 will be submitting in the broad category that includes Education and Public Sector Information and Work Management. See RFP Section II. B. 1 for details.

We will not be submitting for Table 16: Category 2 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments
90	Student Information System (SIS)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Off Duty Management Does not offer any SIS software solutions at this time.
91	Learning Management System (LMS)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Off Duty Management does not offer any LMS software solutions at this time. We have the capability to integrate with LMS solutions and regularly explore potential synergies to enhance our governmental partners overall efficiency.
92	Work Management Software	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Off Duty Management's OfficerTRAK® software offers a robust and adaptable solution for governmental agencies, addressing not only off-duty or secondary employment jobs but also a wide range of internal needs. This includes managing government grants, special events, overtime, staffing, and more. The platform allows officers to manage their assignments, clock in and out, and receive notifications through the mobile app, enhancing convenience and efficiency. Vendors can effortlessly hire off-duty officers online, and agencies have comprehensive oversight through robust reporting capabilities. Collectively ODM provides a unique opportunity for agencies to manage a myriad of work and labor management projects.</p> <p>Seamless Integration and Conflict Prevention</p> <p>OfficerTRAK® features an open API that enables seamless integration with existing agency systems. This ensures that officers cannot schedule conflicting on/off duty work or excessive hours, maintaining compliance with agency policies and improving operational efficiency.</p> <p>Configurable and Comprehensive Support</p> <p>Our software is highly configurable, supporting the processing of assignments according to your agency's specific business rules, directives, and specifications. This flexibility ensures that the solution meets the unique needs of each agency, enhancing overall effectiveness.</p> <p>24/7/365 Customer Support</p> <p>Should any issues arise with the use and functionality of OfficerTRAK®, or if there are concerns or special requests regarding off-duty scheduling, our live customer coordinators are available 24/7/365. This round-the-clock support ensures that agencies and officers have the assistance they need whenever it's required.</p> <p>Savings and Efficiency</p> <p>By leveraging OfficerTRAK® for internal use, agencies can manage internal government grants, special events, overtime, staffing, and more, all at no cost. This not only saves significant time, money, and resources but also improves overall efficiency. The no-cost solution provided by ODM allows agencies to focus their financial and human resources on other critical areas, enhancing service delivery and operational effectiveness.</p> <p>OfficerTRAK® by Off Duty Management is a comprehensive, adaptable, and efficient solution for managing off-duty and secondary employment jobs as well as a variety of internal agency needs. Its robust features, diverse work and labor management capabilities, seamless integration, and exceptional customer support make it an invaluable tool for governmental agencies. By adopting OfficerTRAK®, agencies can achieve substantial savings, improve operational efficiency, and ensure effective management of their off-duty programs and internal staffing, project and scheduling initiatives.</p>
93	Enterprise Content Management/Records Management	<input type="radio"/> Yes <input checked="" type="radio"/> No	Off Duty Management does not offer and Content Management or Records Management solutions at this time.
94	Enrollment Management Systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Off Duty Management (ODM) offers a unique software solution through OfficerTRAK®, enabling government employees, including law enforcement and public safety team members, to enroll in the system for job participation, scheduling, and operational command. Our software provides specialized applications for managing special events, secondary employment, grant administration, and training compliance.</p> <p>For example, the Arizona Department of Education partnered with ODM to administer their SSO grant for school safety. The critical first task was to ensure an adequate number of AZ POST-certified law enforcement officers were available to fill shifts statewide. ODM's software and comprehensive services facilitated the enrollment, tracking, and completion of the required training for these officers.</p> <p>OfficerTRAK® is designed to meet the diverse needs of governmental agencies, starting from its core functionality of monitoring and managing secondary employment jobs. Its scalability and adaptability make it an invaluable tool for various applications, ensuring efficient and effective operations across different governmental sectors.</p>

**Table 17: Category 3 - Depth and Breadth of Offered Equipment Products and Services**

Indicate below if the listed types of software are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Proposers submitting a proposal in Category 3 will be submitting in the broad category that includes Asset and Risk Management. See RFP Section II. B. 1 for details.

We will not be submitting for Table 17: Category 3 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments
95	Computerized Maintenance Management System (CMMS)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Off Duty Management does not offer any CMMS software solutions at this time.
96	Facility Management Software	<input type="radio"/> Yes <input checked="" type="radio"/> No	Off Duty Management does not offer any Facility Management software uses at this time.
97	Energy Management Software	<input type="radio"/> Yes <input checked="" type="radio"/> No	Off Duty Management does not provide any energy management solutions uses at this time.
98	Insurance and Risk Management	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Off Duty Management (ODM) goes beyond our OfficerTRAK® software solution by providing unmatched insurance protection and risk mitigation support for our agency partners administering their off-duty programs. ODM offers comprehensive insurance coverage for governmental partners and their businesses, shielding them from liability and workers' compensation exposure during off-duty assignments. We believe our insurance coverage is the best in the industry today.</p> <p>ODM's insurance offers higher liability limits than those typically provided by our competitors. We exclusively offer A-rated insurance through Gallagher Security Insurance Company, our long-term broker. Gallagher is notably the only company in its field to be named one of the World's Most Ethical Companies by Ethisphere, a distinction it has received thirteen times.</p> <p>Our insurance covers all parties involved in special duty assignments, including officers, agencies, municipalities, and customers. To our knowledge, ODM provides the highest total liability coverage in the industry, with \$15 million in total coverage. This includes a \$5 million aggregate coverage limit and an additional \$10 million umbrella insurance policy. Furthermore, our coverage includes \$2 million in aggregate cyber insurance. Additionally, when we pay officers directly and issue them 1099s, we protect them with workers' compensation.</p> <p>By partnering with ODM, agencies can ensure they have the most comprehensive and reliable insurance protection available, safeguarding all stakeholders involved in off-duty assignments.</p>
99	Environmental, Health, and Safety (EHS) management	<input type="radio"/> Yes <input checked="" type="radio"/> No	At this time OfficerTRAK is not utilized for any EHS needs. We do have some agency partners that are utilizing this technology during critical weather events to assist in resource allocation for public safety.

**Table 18: Category 4 - Depth and Breadth of Offered Equipment Products and Services**

Indicate below if the listed types of software are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Proposers submitting a proposal in Category 4 will be submitting in the broad category that includes Public Engagement and Specialized Services . See RFP Section II. B. 1 for details.

We will not be submitting for Table 18: Category 4 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments
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100	Court, Corrections, and Justice System	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>OfficerTRAK® software offers a comprehensive and customizable platform that significantly benefits court and corrections operations by efficiently managing and administering human capital needs for complex assignments. ODM's software allows governmental partners to post jobs, assign tasks, and monitor coverage seamlessly. It provides multiple communication tools to manage specific job requirements and a platform to maintain operational plans, notes, and photos if needed.</p> <p><b>Enhanced Court Operations</b></p> <p>OfficerTRAK® facilitates the efficient scheduling and assignment of court officers, ensuring that all court sessions are adequately staffed. The platform's robust reporting capabilities and real-time monitoring tools enable administrators to track hours worked, ensuring compliance with legal and administrative requirements. Additionally, detailed logs and documentation within OfficerTRAK® support transparent and accountable court operations, enhancing trust and efficiency in the judicial process.</p> <p><b>Streamlined Corrections Management</b></p> <p>For corrections operations, OfficerTRAK® can offer a reliable solution for managing staffing needs, including shift assignments, overtime, and special duty tasks. The platform's communication tools ensure that all personnel are informed of their duties and any updates, reducing the risk of miscommunication. By maintaining operational plans, notes, and photos, OfficerTRAK® supports the comprehensive documentation required in corrections facilities, promoting a secure and well-organized environment.</p> <p><b>Operational Efficiency and Accountability</b></p> <p>OfficerTRAK® provides an effective way to monitor hours worked and delivers robust reporting capabilities, equipping court and corrections administrators with the tools necessary for transparency and accountability. This comprehensive solution ensures efficient management and administration of staffing requirements, enhancing overall operational effectiveness. By leveraging OfficerTRAK® and ODM's expertise, court and corrections agencies can optimize their operations, improve resource allocation, and maintain high standards of service delivery.</p>
101	Municipal Services, Inspections, Licensing, Grants, Tax, and Permitting Management Solutions	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>OfficerTRAK® software is highly effective for managing grants that require staffing and scheduling activities. ODM's software supports planning, staffing, scheduling, operational planning, data capture, and detailed customized reporting, which are essential for grant justification and administration follow-up. Many governmental partners have utilized OfficerTRAK® for grant management and administration.</p> <p>During COVID-19, several agencies, including the Apache Nation, leveraged our software to comply with U.S. government grant requirements. The Arizona Department of Education partnered with ODM to manage their three-year grant for school safety, and the Colorado State Patrol used OfficerTRAK® to oversee various state traffic and road construction grants. This collaboration led to innovative software enhancements, such as vehicle mileage capture for specific grant requirements.</p> <p>ODM's software is diverse and continually evolving to meet the demands of agency partners, effectively managing human capital related to off-duty work, general staffing, and event management.</p>
102	Parks and Recreation Software	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Our OfficerTRAK® software offers extensive applications for governmental entities, particularly for parks and recreation departments. These departments manage various special events, public pools, and community activities requiring comprehensive scheduling and staffing solutions. OfficerTRAK® facilitates efficient scheduling, operational planning, and after-action reviews, ensuring seamless event management and administration. The robust features of OfficerTRAK® support all aspects of these tasks, providing a reliable and user-friendly platform for effective event coordination and oversight.</p>
103	Citizen Relationship/Engagement Management	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Our software solution, OfficerTRAK®, can alleviate the administrative burdens faced by local businesses and communities when hiring off-duty police officers, first responders or governmental employees. By streamlining and managing these processes, OfficerTRAK® enhances citizen relationships and engagement in several impactful ways as described below.</p> <p><b>Community Event Management</b></p> <ul style="list-style-type: none"> <li>OfficerTRAK® is now widely used by agencies to manage special community events such as local 5k's, holiday parades, festivals, fairs, and other agency-wide activities. Our software allows for efficient planning and execution of these events, ensuring a seamless experience for the community. Detailed notes, photos, and operational plans are readily accessible within the platform, enabling organizers to provide better coordinated and more enjoyable community events.</li> </ul> <p><b>Exceptional Service and Accessibility</b></p> <ul style="list-style-type: none"> <li>Citizens and local businesses benefit from our exceptional 24/7/365 service, comprehensive liability insurance coverage for both their businesses and the officers, and easy online access to request off-duty services and check the status of filled jobs. Through their dedicated online portal via OfficerTRAK®, off-duty employers can:             <ul style="list-style-type: none"> <li>Set up accounts</li> <li>View and approve job estimates</li> <li>Make payments via credit card and ACH</li> <li>Verify and review orders for accuracy</li> <li>Access the full disclosure of their agreements</li> </ul> </li> </ul>

		<p>Enhanced Engagement and Trust</p> <ul style="list-style-type: none"> <li>By simplifying the process of hiring and administering off-duty services, OfficerTRAK® fosters stronger engagement and trust between the community and law enforcement. The transparent and efficient management of off-duty jobs has led to increased work opportunities for departments of law enforcement and other public safety entities, thereby enhancing their visibility and presence within the community.</li> </ul> <p>User-Friendly Experience</p> <ul style="list-style-type: none"> <li>Our platform makes it easy for citizens to connect with and hire off-duty officers, ensuring that all interactions are smooth, professional, and well-documented. This user-friendly experience encourages more frequent and positive interactions between the community and public safety personnel, further strengthening community relations.</li> </ul> <p>Internal Staff Management Enhancement</p> <ul style="list-style-type: none"> <li>OfficerTRAK® is not only beneficial for external community engagement but also serves as a powerful tool for internal staff management within agencies. By utilizing OfficerTRAK®, agencies can:             <ul style="list-style-type: none"> <li>Optimize Staffing: Efficiently schedule and manage officer assignments for various duties, ensuring optimal staff utilization and reducing administrative overhead.</li> <li>Improve Communication: Facilitate clear and timely communication between management and officers, as well as among officers, enhancing overall coordination and response times.</li> <li>Track Performance: Monitor officer performance and job completion status in real-time, providing valuable insights for performance reviews and resource allocation.</li> <li>Streamline Reporting: Generate detailed reports on staff activities, job statuses, and event management, aiding in strategic decision-making and operational improvements.</li> <li>Boost Morale: By simplifying administrative tasks and ensuring timely and accurate compensation, OfficerTRAK® helps improve officer satisfaction and morale, leading to a more engaged and motivated workforce.</li> </ul> </li> </ul> <p>Impact of Internal Staff Management on Citizen Relationships and Engagement</p> <ul style="list-style-type: none"> <li>Improved internal staff management directly enhances citizen relationships and engagement management in several ways:             <ul style="list-style-type: none"> <li>Increased Efficiency: Streamlined staffing and communication processes ensure that officers are more available and responsive to community needs, improving overall service quality.</li> <li>Better Event Management: Effective internal coordination leads to smoother and more successful community events, fostering positive community experiences and stronger relationships with law enforcement.</li> <li>Enhanced Trust: Transparent and efficient handling of off-duty jobs and community events builds trust between citizens and public safety agencies, as community members see their needs being met promptly and professionally.</li> <li>Positive Officer-Citizen Interactions: Higher officer morale and satisfaction translate to more positive interactions with the community, as motivated and well-supported officers are better equipped to engage with citizens effectively.</li> </ul> </li> </ul> <p>Comprehensive Insurance Protection</p> <ul style="list-style-type: none"> <li>Our exclusive service feature includes comprehensive insurance policies protecting agencies, officers, and off-duty employees. We offer full statutory workers' compensation coverage, general liability coverage, and aggregate insurance for bodily injury and property damage. These services are provided at no cost to municipalities, agencies, or first responders, saving valuable time, money, and resources while offering unparalleled protection and service.</li> <li>OfficerTRAK® not only simplifies administrative processes but also actively enhances citizen engagement and relationship management. By providing a transparent, efficient, and user-friendly platform, we help local businesses, community members, and law enforcement agencies collaborate more effectively, ultimately fostering stronger, safer, and more connected communities. Additionally, by improving internal staff management, OfficerTRAK® ensures that agencies can deliver better services to the community while maintaining high levels of staff engagement and satisfaction, further reinforcing positive citizen relationships and engagement.</li> </ul>
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**Table 19: Category 5 - Depth and Breadth of Offered Equipment Products and Services**

Indicate below if the listed types of software are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Proposers submitting a proposal in Category 5 will be submitting in the broad category that includes Integrated Enterprise Solutions. See RFP Section II. B. 1 for details.

We will not be submitting for Table 19: Category 5 - Depth and Breadth of Offered Equipment Products and Services

Line Item	Category or Type	Offered *	Comments
104	Comprehensive suites that encompass Enterprise Resource Planning (ERP) and at least one solution from EACH category 1-4 above	<input type="radio"/> Yes <input checked="" type="radio"/> No	ODM does not classify its software and services as an ERP solution. However, our offerings have broad applications across governmental agencies. Our current and future partners recognize the value of OfficerTRAK® and continually explore new, innovative uses for it across their operations. For example, the City of Baltimore is collaborating with ODM to utilize OfficerTRAK® technology for staffing, large-scale event communication, and grant management.

**Table 20: Depth and Breadth of Offered Equipment Products and Services**

Line Item	Question	Response *
105	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 software scheduling and timekeeping 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>• <b>Administrative Software and Services</b> <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>○ OfficerTRAK® Scheduling and Job Management 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 the job.</li> </ul> </li> <li>• <b>OfficerTRAK® Technology</b> <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ Geofencing: Our app uses geofencing technology to ensure officers are at their designated locations during their shifts, enhancing accountability and accuracy.</li> <li>○ State-of-the-Art Software and Technology Functionality: OfficerTRAK® software offers advanced job management 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.</li> <li>○ Field Notes and Communication: Officers can use the app to attach photos, videos, and notes to job records, facilitating clear communication and reporting.</li> </ul> </li> <li>• <b>Customization and Flexibility</b> <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ Service Options:                             <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Schedule and Invoice Only: For agencies with existing liability coverage, ODM provides scheduling and invoicing services without insurance coverage.</li> <li>• 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.</li> </ul> </li> </ul> </li> </ul> <p><b>FINANCIAL STRENGTH AND GUARANTEE</b></p> <p>ODM's financial strength allows us to offer a unique guarantee: officers are compensated the following 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.</p> <p><b>OPERATIONAL EFFICIENCY AND TRANSPARENCY</b></p> <p>ODM delivers a highly efficient, transparent, and centrally administered program that adheres to all agency regulations and procedures. Our comprehensive solution includes:</p> <ul style="list-style-type: none"> <li>• 24/7/365 Support: A dedicated operations team and live support service ensure continuous assistance and oversight.</li> <li>• Secure Online Portals: Agencies and off-duty employers have secure access to online portals for tracking, managing, and monitoring jobs in real-time.</li> <li>• Automated Collections and Payroll: ODM handles all invoicing, collections, and payroll through our secure, online payment portal, ensuring financial transactions are smooth and reliable.</li> </ul> <p><b>ADVANCED REPORTING AND DATA MANAGEMENT</b></p> <p>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.</p> <p><b>INSURANCE AND LIABILITY COVERAGE</b></p> <p>ODM offers comprehensive insurance coverage to protect agencies, officers, and 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><b>CONCLUSION</b></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.</p>



106	<p>Equipment and accessories related to the offering of systems or solutions described in subsections categories 1-5 above, including but not limited to, hardware, peripherals, and accessories</p>	<p>Our solution, OfficerTRAK®, is a versatile cloud-based software requiring no additional hardware, peripherals, or accessories for governmental partners to fully utilize its comprehensive services and insurance. Off Duty Management (ODM) offers a holistic product encompassing the full spectrum of off-duty job processes. This includes scheduling, job assignment, collections, payroll, insurance policies for officer protection, and customer service to assist all involved parties. Recognizing that no two agencies are alike, our solution is engineered for customization to meet the diverse needs of different agencies, adhering to their unique policies and procedures, all at no cost. Please see below for an overview of some of the included features, accessories, and services that accompany our OfficerTRAK® solution.</p> <p>Comprehensive Services and Customization</p> <p>ODM provides extensive services for on-duty scheduling, government-funded special events, internal overtime/grants, ICS, and other occasions requiring efficient, transparent, and straightforward accessibility. Our solution ensures secure data management while executing all agency rules and guidelines. OfficerTRAK® is designed to simplify off-duty job management, putting all necessary tools into the officers' hands and eliminating the usual headaches and risks associated with managing off-duty jobs, special events, and overtime.</p> <p>Our solution offers unmatched capacity, capability, and functionality, ensuring dynamic, configurable, yet simple usability. It consistently delivers results tailored to the varied rules, orders, statutes, and needs of our agency partners, which differ based on the agency type (county, state, local) and classification (police, fire, public works). Geographic and jurisdictional differences are also accommodated, providing hundreds of technical programming variations based on partner specifications. Despite these variations, we deliver comprehensive services with high satisfaction levels consistently.</p> <p>Service Customization Examples</p> <ol style="list-style-type: none"> <li>Full Comprehensive No-Cost Solution with Direct Pay to Officers             <ul style="list-style-type: none"> <li>Our most popular solution is offering complete services at no cost to agencies, officers, or municipalities.</li> </ul> </li> <li>Comprehensive No-Cost Solution with Direct Pay to Governmental Agency (Excludes Workers' Compensation)             <ul style="list-style-type: none"> <li>This solution includes job administration, payroll management, liability insurance, etc., excluding workers' comp, typically chosen by agencies with existing coverage.</li> </ul> </li> <li>Scheduling and Invoicing Services Only             <ul style="list-style-type: none"> <li>ODM pays the agency directly, excluding liability protection and workers' comp, suitable for partners with existing coverage linked to their municipality.</li> </ul> </li> <li>Software-Only Solution             <ul style="list-style-type: none"> <li>Agencies purchase our software, managing internal costs for their off-duty program. This rare solution, featuring full functionality of OfficerTRAK® with no-cost application support and updates, is typically selected by agencies in transition or with unique municipal guidelines.</li> </ul> </li> </ol> <p>Any service customization involving our no-cost payroll service guarantees officer compensation within the week, regardless of off-duty employer payment status. Ensuring prompt and accurate payment is crucial to us, and we consistently deliver on this guarantee.</p> <p>Additional Capabilities and Features</p> <p>ODM's services allow agencies to tailor our solution to their specific needs while maintaining full control over their off-duty program. Our trained professionals offer 24/7/365 live support at no extra cost. We provide a centrally administered program adhering to all agency policies and procedures through dedicated operations and service managers, live customer coordinators, proprietary software, and comprehensive insurance.</p> <p>ODM handles all aspects of off-duty service requests, scheduling, invoicing, collections, and payroll via OfficerTRAK®. Agencies and off-duty employers access dedicated online portals for secure, real-time, and historical job tracking and management. This transparency ensures clear communication and job distribution fairness, with options to limit work hours and establish selection protocols like seniority or eligibility. Our effective communication network enabled through OfficerTRAK®, supports real-time reporting and data mining.</p> <p>Comprehensive Insurance Protection</p> <p>Our exclusive service feature includes comprehensive insurance policies protecting agencies, officers, and off-duty employers. We offer full statutory workers' compensation coverage, general liability coverage, and aggregate insurance for bodily injury and property damage. These services are provided at no cost to municipalities, agencies, or first responders, saving valuable time, money, and resources while offering unparalleled protection and service.</p> <p>In conclusion, ODM's OfficerTRAK® delivers a robust, customizable, and comprehensive solution, ensuring seamless, secure, and efficient management of off-duty job processes, supported by extensive insurance coverage and 24/7 professional assistance, all at no cost to our governmental partners.</p> <p>Attachment Folder: Additional Documents A1 – Detailed Overview</p>
107	<p>Services related to the offering of systems or solutions described in categories 1-5, including, but not limited to, hosting, cloud migration, modernization, customization, integration, implementation, installation, maintenance, training, data collection, import, export and backup, record-keeping and reporting, mobile, cloud, and web-based applications or platforms, customer service, auditing, compliance, security, and technical and user support</p>	<p>ODM provides a full range of services related to the systems and solutions in categories 1-5, including hosting, cloud migration, customization, and more. Please reference the attached document for details.</p> <p>Attachment Folder: Additional Documents A1 – Detailed Overview A10 – OfficerTRAK Related Services</p>

**Table 21: Exceptions to Terms, Conditions, or Specifications Form**

**Line Item 108. NOTICE:** To identify any exception, or to request any modification, to Sourcwell 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 Sourcwell 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 20, 2024 14:47:57
  - [Financial Strength and Stability](#) - Financial Strength and Stability .zip - Thursday June 20, 2024 14:48:56
  - [Marketing Plan/Samples](#) - Marketing.zip - Thursday June 20, 2024 14:51:19
  - [WMBE/MBE/SBE or Related Certificates](#) - WBENC Certificate 2024.zip - Thursday June 20, 2024 14:52:59
  - Warranty Information (optional)
  - Standard Transaction Document Samples (optional)
  - Requested Exceptions (optional)
  - [Upload Additional Document](#) - Additional Documents.zip - Thursday June 20, 2024 15:43:17

**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. - Greg Doran, Chief Operating Officer, Off Duty Management

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
<b>Addendum 17 Software Solutions RFP 060624</b> Mon June 3 2024 10:31 AM	<input checked="" type="checkbox"/>	1
<b>Addendum 16 Software Solutions RFP 060624</b> Thu May 30 2024 10:38 AM	<input checked="" type="checkbox"/>	4
<b>Addendum 15 Software Solutions RFP 060624</b> Tue May 28 2024 02:32 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_14_Software_Solutions_RFP_060624</b> Fri May 24 2024 03:00 PM	<input checked="" type="checkbox"/>	4
<b>Addendum_13_Software_Solutions_RFP_060624</b> Tue May 21 2024 04:25 PM	<input checked="" type="checkbox"/>	1
<b>Addendum_12_Software_Solutions_RFP_060624</b> Mon May 20 2024 06:33 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 11 Software Solutions RFP 060624</b> Fri May 17 2024 03:19 PM	<input checked="" type="checkbox"/>	2
<b>Addendum 10 Software Solutions RFP 060624</b> Thu May 16 2024 01:38 PM	<input checked="" type="checkbox"/>	4
<b>Addendum 9 Software Solutions RFP 060624</b> Tue May 14 2024 03:18 PM	<input checked="" type="checkbox"/>	2
<b>Addendum 8 Software Solutions RFP 060624</b> Thu May 9 2024 12:50 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 7 Software Solutions RFP 060624</b> Wed May 8 2024 01:39 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 6 Software Solutions RFP 060624</b> Tue May 7 2024 12:00 PM	<input checked="" type="checkbox"/>	2
<b>Addendum 5 Software Solutions RFP 060624</b> Fri May 3 2024 01:56 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 4 Software Solutions RFP 060624</b> Thu May 2 2024 12:30 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 3 Software Solutions RFP 060624</b> Tue April 30 2024 03:17 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 2 Software Solutions RFP 060624</b> Mon April 22 2024 02:21 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 1 Software Solutions RFP 060624</b> Fri April 19 2024 02:53 PM	<input checked="" type="checkbox"/>	1