



MASTER AGREEMENT #030425
CATEGORY: Public Safety Software
SUPPLIER: Off Duty Management, Inc.

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 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 local government and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) offering a Cooperative Purchasing Program to eligible participating government entities.

Under this Master Agreement entered with Sourcewell, Supplier will provide Included Solutions to Participating Entities through Sourcewell's Cooperative Purchasing Program.

Article 1:
General Terms

The General Terms in this Article 1 control the operation of this Master Agreement between Sourcewell and Supplier and apply to all transactions entered by Supplier and Participating Entities. Subsequent Articles to this Master Agreement control the rights and obligations directly between Sourcewell and Supplier (Article 2), and between Supplier and Participating Entity (Article 3), respectively. These Article 1 General Terms control over any conflicting terms. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

- 1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.
- 2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.
- 3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.
- 4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about

Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on July 17, 2029, unless it is cancelled or extended as defined in this Agreement.
 - a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
 - b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in Solicitation #030425, Category 3. Comprehensive Solutions, to Participating Entities. In-scope solutions include:
 - a) Category 1. Public Safety Response – Agency Situational Awareness, including but not limited to:
 - i) Incident command and management (incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.);
 - ii) Mapping (vertical location, indoor, outdoor);
 - iii) Asset tracking and location (personnel, vehicles, controlled substances, equipment, etc.);
 - iv) Community notifications (evacuations, minor crime reporting, shelter in place, etc.);
 - v) One-to-one and one-to-many collaboration and coordination (SMS, push to talk, video, voice, etc.); and
 - vi) Public safety focused data and analysis applications, to include but not limited to video, image, and pattern analysis, acoustic firearms discharge identification, incident response, investigative lead development, predictive analysis, and other data source integration.
 - b) Category 2. Public Safety Response – Agency Operations, including but not limited to:
 - i) Pre-incident planning software, such as:
 - (1) Fire prevention related inspections and enforcement;
 - (2) Operational management (scheduling, training, compliance, etc.); and
 - (3) Data analytics to inform staffing, deployment, station location, budget, and other management decisions.
 - ii) Incident/post-incident software, such as:
 - (1) CAD, RMS for law enforcement, fire, and EMS;
 - (2) Electronic Patient Care Reporting (ePCR) and data transfer to hospitals;
 - (3) Digital and physical evidence management;
 - (4) E-citation systems; and
 - (5) Law enforcement case management
 - c) Category 3. Comprehensive Solutions

- i) Solutions that offer at least one (1) or a combination of solutions from BOTH Category 1 and Category 2 above.

Complimentary equipment, accessories, and services must be directly related to the offering of systems or solutions described in sections 7)a) – c) above. Software platforms or solutions should be able to integrate with a broad range of other software and hardware solutions to improve and/or expand agency capabilities. Sourcewell IS NOT looking for artificial intelligence (AI) customization, but public safety software with existing AI capabilities is eligible.

- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.
- 11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.
- 12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) Supplier Representations:

- i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.
- ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.
- iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.
- 14) **Bankruptcy Notices.** Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.
- 15) **Debarment and Suspension.** 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 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 Agreement. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time during the term of this Agreement.

- 16) **Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R § 200).** Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement 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 Section, all references to “federal” should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier’s Included Solutions with United States federal funds.

- i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements 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.
- ii) **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 comply with all applicable Davis-Bacon Act provisions.

iii) **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, 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 Agreement. Supplier certifies that during the term of an award for all Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **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 Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

v) **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 Agreement it will comply with applicable requirements as referenced above.

vi) **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.

vii) **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).

viii) **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.

ix) **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.

x) **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.

xi) **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 Agreement 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.

xii) **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.

xiii) **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.

xiv) **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Agreement 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 Agreement or any purchase by an authorized user.

xv) **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 Agreement or any purchase by a Participating Entity.

xvi) **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.

xvii) **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Agreement or any aspect related to the anticipated work under this Agreement 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.

xviii) **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.

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

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

Article 2: Sourcewell and Supplier Obligations

The Terms in this Article 2 relate specifically to Sourcewell and its administration of this Master Agreement with Supplier and Supplier's obligations thereunder.

- 1) **Authorized Sellers.** Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time.
- 2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
 - Identify the applicable Sourcewell Agreement number;
 - Clearly specify the requested change;
 - Provide sufficient detail to justify the requested change;
 - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
 - Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions 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 Agreement and will be incorporated by reference.

- 3) **Authorized Representative.** Supplier will assign an Authorized Representative to Sourcewell for this Agreement and must provide prompt notice to Sourcewell if that person is changed. The Authorized Representative will be responsible for:
 - Maintenance and management of this Agreement;
 - Timely response to all Sourcewell and Participating Entity inquiries; and
 - Participation in reviews with Sourcewell.

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms, administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.
- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.

- 6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions 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;
- Sourcewell Participating Entity Account Number;
- Transaction Description;
- Transaction Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Transaction was invoiced/sale was recognized as revenue by Supplier.

If collected by Supplier, the Report may include the following fields as available:

- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.
- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.
- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.
- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.

- 11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.
- 12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.
- 13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.
- 14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement 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.
- 15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.
- 16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.
- 17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of any act or omission in the performance of this Agreement 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 design, condition, or performance of Included Solutions under this Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.
- 18) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.

19) Grant of License.**a) During the term of this Agreement:**

i) **Supplier Promotion.** 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, promotional materials, and informational sites for the purpose of marketing Sourcewell's Agreement with Supplier.

ii) **Sourcewell Promotion.** Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising, promotional materials, and informational sites for the purpose of marketing Supplier's Agreement with Sourcewell.

b) **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, partners, or agents (collectively "Permitted Sublicensees") in advertising, promotional, or informational materials for the purpose of marketing the Parties' relationship. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this section by any of their respective sublicensees.

c) Use; Quality Control.

i) 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.

ii) 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. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.

d) **Termination.** Upon the termination of this Agreement 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.

20) Venue and Governing law between Sourcewell and Supplier Only. The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and Participating Entity to negotiate this term to within any transaction documents.

21) Severability. If any provision of this Agreement 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 Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

22) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement 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:

- a) **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 Agreement.
 - \$1,500,000 each occurrence Bodily Injury and Property Damage
 - \$1,500,000 Personal and Advertising Injury
 - \$2,000,000 aggregate for products liability-completed operations
 - \$2,000,000 general aggregate
- b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.
- c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its 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 Agreement 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 Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve

the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

- 24) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3: Supplier Obligations to Participating Entities

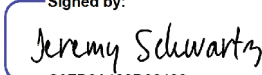
The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within the Suppliers proposal and Included Solutions within transaction documents.
- 2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.
- 3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.
- 4) **Ordering Process and Payment.** Supplier's ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.
- 5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier's standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity's unique Sourcewell account number.


- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.
- 7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.
- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell

Off Duty Management, Inc.

Signed by:

C0FD2A139D06489...

By: _____
Jeremy Schwartz
Title: Chief Procurement Officer
Date: 7/15/2025 | 6:18 AM CDT

DocuSigned by:

BB0C2C7FAF5C4F5...

By: _____
Greg Doran
Title: Chief Operating Officer
Date: 7/14/2025 | 9:41 PM PDT

RFP 030425 - Public Safety Software

Vendor Details

Company Name: Off Duty Managagement

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: 281-574-6154

HST#:

Submission Details

Created On: Tuesday January 28, 2025 08:52:11

Submitted On: Tuesday March 04, 2025 16:18:20

Submitted By: Becky Newman

Email: bnewman@offdutymanagement.com

Transaction #: 6f237fc9-ddca-4777-bf48-55f95e63af7e

Submitter's IP Address: 147.243.178.15

Specifications

Table 1: Proposer Identity & Authorized Representatives (Not Scored)

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).

Table 1 Specific Instructions. Sourcewell requires identification of all parties responsible for providing Solutions under a resulting master agreement(s) (Responsible Supplier). Proposers are strongly encouraged to include all potential Responsible Suppliers including any corporate affiliates, subsidiaries, D.B.A., and any other authorized entities within a singular proposal. All information required under this RFP must be included for each Responsible Supplier as instructed. Proposers with multiple Responsible Supplier options may choose to respond individually as distinct entities, however each response will be evaluated individually and only those proposals recommended for award may result in a master agreement award. Unawarded entities will not be permitted to later be added to an existing master agreement through operation of Proposer’s corporate organization affiliation.

Line Item	Question	Response *	
1	Provide the legal name of the Proposer authorized to submit this Proposal.	OFF DUTY MANAGEMENT, Inc.	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	Our legal name is Off Duty Management, Inc., and OfficerTRAK® is our proprietary technology and subsidiary. We do not have any other subsidiary entities. All our equipment, products, and services are developed and managed in-house.	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	N/A. Off Duty Management does not have a CAGE code nor a Unique Entity Identifier.	*
5	Provide your NAICS code applicable to Solutions proposed.	N/A	
6	Proposer Physical Address:	1906 Avenue D #200 Katy, TX 77493	*
7	Proposer website address (or addresses):	www.offdutymanagement.com	*
8	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):	Greg Doran, Chief Operating Officer 1906 Avenue D, 200 Katy, TX 77493 281-574-6195 gdoran@offdutymanagement.com	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Greg Doran, Chief Operating Officer 1906 Avenue D, 200 Katy, TX 77493 281-574-6195 gdoran@offdutymanagement.com	*
10	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 2A: Financial Viability and Marketplace Success (50 Points, applies to Table 2A and 2B)

Line Item	Question	Response *	
11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>BRIEF HISTORY + CORE VALUES + BUSINESS PHILOSOPHY + INDUSTRY LONGEVITY</p> <p>Off Duty Management (ODM) was founded in 2016 to protect public safety professionals when working extra jobs by providing agencies and municipalities with a comprehensive, no-cost solution that ensures accountability, transparency, and mitigates risk. Co-founders Sherry and Brett Rowley, with over 30 years of experience in managing off-duty law enforcement, recognized the lack of standardized approaches or private sector solutions for managing off-duty police programs. ODM was built to partner exclusively with local, county, and state police departments, managing special duty employment programs safely, efficiently, and cost-effectively.</p>	

CORE VALUES

Our core values emphasize accountability, transparency, and effective risk management. From our modest beginnings as a startup, we have grown into a pioneering force in our industry. Today, we support over 500 agencies across 37 states, and our influence continues to expand swiftly.

Our technology, customer support, accounting, and leadership teams reside in our corporate office in Katy, TX, while our Business Development Managers (BDMs) and state liaisons provide coverage across the nation. With a professional and experienced team available 24/7, ODM is committed to supporting and growing its partnerships with first responder agencies.

Off Duty Management's mission is to protect officers, agencies and the communities they serve by providing a comprehensive solution that fosters transparency, accountability and mitigates risks and liabilities of extra work. We take an agency-centric approach to streamline extra work program management for public safety agencies.

BUSINESS PHILOSOPHY

Leveraging decades of law enforcement expertise and industry-leading technology, ODM delivers end-to-end solutions for scheduling, job management, invoicing, collections, officer payroll, tax documentation, and comprehensive reporting. Our strategy has fulfilled our mission to protect and mitigate risks for officers during extra work assignments while simultaneously freeing resources for agencies. This approach allows officers to confidently fulfill extra work assignments which enhances an agency's ability to serve and protect their community.

At the heart of our solution is OfficerTRAK®, our proprietary software platform that integrates real-time updates, efficient scheduling, and customizable workflows to reduce administrative burdens and optimize resource allocation. This enables ODM to deliver a solution that is customized and configured to our partners' policies and processes.

OfficerTRAK® has played a pivotal role in maximizing protection, increasing transparency, and providing a means of effective communication as a specialized event management solution. Real-time officer tracking, interactive mapping, and seamless multi-jurisdictional coordination streamline public safety efforts.

INDUSTRY LONGEVITY

Although the off-duty management industry is relatively new (created within the last 10 years), our solution has continued to evolve with new challenges and experiences. We've had the pleasure of working alongside agencies that have used our platform to manage off-duty work for complex venues like Gillette Stadium and Madison Square Garden, including major concert events for performers like Taylor Swift. Our expertise is demonstrated through partnerships with elite organizations, such as: Colorado Rockies, Baltimore Orioles, New England Patriots, Baltimore Ravens, Denver Broncos, Boston Celtics, PGA, MLB Spring Training, NASCAR, and Phoenix International Raceway.

In addition, our OfficerTRAK® platform has become a trusted solution for managing severe weather events, natural disaster response, grant staffing and reporting, agency training programs, and was instrumental in managing COVID-19 testing facilities and grant documentation.

Through OfficerTRAK®, the public safety needs of government agencies providing comprehensive solutions for job management and resource allocation are met due to its customizable capabilities. OfficerTRAK® efficiently supports agency operations, including:

Basic Scheduling: Optimizes staffing and resource allocation.

Overtime Management: Simplifies overtime requests and assignments.

Specialized Training Coordination: Ensures timely, necessary training for personnel.

School Resource Officers: Supports schools in managing safety initiatives for a secure learning environment.

Public Works: Streamlines scheduling and management of public works projects for improved productivity and resource use.

Grants Management: Assists in administering and tracking grant-funded programs, ensuring compliance and effective fund use.

Special Events Coordination: Provides staffing and management solutions for large events, ensuring smooth operations and safety.

State DOT: Manages scheduling for transportation projects to ensure timely, efficient task completion.

Court Staffing: Optimizes scheduling for court personnel to enhance judicial system efficiency.

PARTNERSHIP EXAMPLES

Arizona Department of Education

In 2023, we partnered with the Arizona Department of Education (ADE) to help fill School Safety Officer (SSO) positions to increase public safety within their school districts. Our partnership has benefited ADE, schools, teachers, students, and AZ police agencies. Due to our strong reputation with over 30 AZ agencies, ADE extended our contract through 2026.

Using our OfficerTRAK® technology, we enabled cross-jurisdictional job selection, allowing officers to pick up SSO shifts outside their own jurisdictions. Our customer support team, located in our corporate office in Katy, TX, manages SSO staffing, scheduling, payments, and accounting.

Attachment

Folder: Marketing

M12 – ADE Landing Page (from ODM website)

Massachusetts State Police

We transformed the Massachusetts State Police's (MSP) permitting process into an efficient system using a custom workflow. With OfficerTRAK®, we automate same-day requests, ensuring permits are submitted and verified before officer assignments. We also developed a Special Events module to increase public safety for large-scale events, like marathons and New England Patriots games, with integrated mapping for optimal personnel placement.

Our partnership with MSP has deepened our expertise in managing complex agency needs, particularly Type 1 and Type 2 details, and shaped our effective solutions for extra duty programs.

Baltimore Police Department

In February 2024, the Baltimore Police Department (BPD) partnered with us to address gaps in their special duty program, creating a fair, transparent process for their 2,900 officers. The partnership aimed to resolve audit issues, financial risks, and potential fraud.

Our OfficerTRAK® platform streamlined special duty assignments by integrating with BPD's Workday system, supporting policies, procedures, and clear communication. This solution helps BPD meet consent decree requirements, enhance accountability, and improve program efficiency.

Orlando Police Department

By partnering with Off Duty Management, the Orlando Police Department has significantly enhanced its off-duty police work. Through the implementation of geo-fencing, they have achieved greater transparency and accountability by precisely tracking officers' locations. This partnership has also elevated customer service and responsiveness, allowing for the quick dispatch of officers to specific areas.

Additionally, the collaboration has increased special duty opportunities for officers, providing them with more chances to earn extra income. Community support has been boosted through improved fill rates, ensuring that off-duty shifts are consistently covered. Faster payments to finance officers have eliminated float, streamlining the financial process. Lastly, enhanced drop shift capability through customization has allowed for greater flexibility in scheduling, making it easier for officers to manage their off-duty commitments.

Boston Emergency Medical Services

In 2022, Boston EMS partnered with Off Duty Management to streamline their extra work processes. Leveraging the seamless integration capabilities of OfficerTRAK®, the implementation was achieved with minimal disruption to daily operations. Our solution effectively alleviated administrative burdens by incorporating real-time updates, efficient scheduling, and customizable workflows. This partnership was successfully adopted across all Boston EMS personnel.

		<p>Off Duty Management developed a fair and equitable job selection and distribution process for all EMS personnel, eliminating schedule conflicts and ensuring departmental compliance. Additionally, Off Duty Management managed all invoices and collections, ensuring accurate and timely payments to personnel, with corresponding reports provided weekly. Our user-friendly software solution enabled Boston EMS administrators to post all internal overtime opportunities, providing EMS personnel with a single source for all off-duty and overtime opportunities. This collaboration not only enhanced operational efficiency but also ensured that Boston EMS personnel could focus on their primary responsibilities, confident in the knowledge that their extra work processes were being managed effectively and equitably</p>
12	<p>What are your company's expectations in the event of an award?</p>	<p>By leveraging a Sourcewell cooperative agreement for public safety, we can extend our support to more agencies nationwide, in addition to the approximately 500 we currently serve. A third contract would complement our two previously awarded Sourcewell contracts, allowing us to continue helping agencies save time and money during their public safety software bidding processes. This partnership will streamline implementation, enabling agencies to quickly realize significant cost savings, reduce risk, and improve efficiency. The agreement offers the following benefits:</p> <p>Rapid Deployment: Fast implementation ensures timely access to essential tools for safeguarding agencies, personnel, and communities.</p> <p>Compliance & Simplification: Cooperative agreements simplify procurement and ensure regulatory compliance.</p> <p>Broad Reach: We can extend services to a wide range of agencies, maximizing the impact of our cost-saving solutions.</p> <p>No-Cost Solution: Agencies can utilize our solution without incurring any expense.</p> <p>LONG-TERM PARTNERSHIPS & CONTINUOUS IMPROVEMENT</p> <p>ODM is committed to fostering lasting partnerships with our clients. We view this award as the start of a long-term collaboration to enhance off-duty program administration through our software solution. Ongoing support includes:</p> <p>Dedicated Account Management: Access to an account manager to ensure seamless service and address concerns promptly.</p> <p>Regular Training & Updates: Continuous training and updates to maximize the effectiveness of our solutions.</p> <p>Feedback & Improvement: We value partner feedback and use it to continuously enhance our services.</p> <p>With this award, ODM anticipates immediate support, cost savings, and long-term partnerships, enabling government agencies to meet their objectives while conserving resources. Our proven no-cost solutions will help agencies manage their needs efficiently, allowing them to focus on their core missions.</p>
13	<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. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.</p>	<p>At ODM, our financial stability is a cornerstone of our success and a critical advantage for our partners. We do not have any debt, outside investments, or factoring – potentially putting officer payments at risk. ODM operates debt-free, with over \$35 million in liquidity. This financial independence guarantees reliability and peace of mind for agencies, officers and employers alike.</p> <p>Our financial stability is crucial for 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 are available upon request.</p> <p>BANKING RELATIONSHIPS AND LIQUIDITY</p> <p>ODM's strong relationship with JP Morgan Chase enhances our financial security and operational capabilities.</p> <p>Average Daily Bank Balances: Over \$35 million, ensuring we meet operational needs and respond swiftly to financial demands.</p> <p>Revolving Credit Facility: Access to an untapped facility for addressing unforeseen needs, bolstering our financial flexibility and stability.</p> <p>DEBT-FREE OPERATIONS</p> <p>At ODM, our debt-free status reflects our strong financial management and disciplined growth, ensuring we serve the best interests of partnering agencies.</p> <p>No External Investors: Our financial decisions are solely aligned with their needs, free</p>

from external influence.

No Factoring Arrangements: We maintain complete control over our financial resources and obligations.

Equity Injection: Immediate access to additional equity from shareholders provides a financial cushion for operational needs without external financing.

FINANCIAL DISCIPLINES AND PAYMENT RELIABILITY

At ODM, we prioritize the trust and confidence of our partnerships through our stringent financial disciplines and operational efficiency. Key points include:

Timely Payments: We have never missed payment to an officer or agency, ensuring reliability, regardless of delinquent or late payment from 3rd party customers.

Skilled Financial Team: Our experienced team and advanced software guarantee precise and timely financial operations.

Operational Cash Flow: Strong daily cash inflow and liquidity allow us to respond instantly to financial needs, ensuring seamless delivery service.

INSURANCE AND RISK MITIGATION

Our financial strength, complemented by superior insurance coverage, mitigates risks for our agency partners. Key points include:

Workers' Compensation Coverage: Acknowledged by Gallagher, providing an extra layer of security.

Comprehensive Insurance: Rated A (Excellent) by A.M. Best, covering general liability and workers' compensation, significantly reducing risk exposure.

EXAMPLES OF FINANCIAL STABILITY IN ACTION:

Massachusetts State Police: Utilizing ODM's software and services for off-duty management.

Arizona Department of Education: Partnering with ODM for state school safety programs.

M12 – ADE Landing Page (from ODM website)

City of Baltimore: Expanding services to support diverse needs, including large-scale events and weather emergencies.

SUPPORTING DOCUMENTS

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

Folder: Financial Strength and Stability

FS1 – Chase Reference Letter 2025

FS2 – Risk Management & Insurance

FS3 – Certificate of Insurance 2025

FS4 – Workers' Compensation EMR

FS5 – Gallagher Infographic

FS6 – Gallagher Reference Letter 2025

Financial Statements will be made available upon request. ODM is a privately held company, and considers this proprietary information.

ODM stands out in the industry with unparalleled financial strength and stability, providing a solid foundation for delivering public safety software. 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 to enhance public safety. Agencies choosing ODM can rely on our steadfast financial health and unwavering commitment to excellence.

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 the reasons for several of the largest agencies in the nation, including the Massachusetts State Police, Baltimore Police Department, Tucson Police Department, Orlando Police Department, Colorado State Patrol, and the Arizona Department of Education, utilize our software and comprehensive services.

		We are dedicated to supporting agencies' success and ensuring they have the resources needed to thrive.
14	What is your US market share for the Solutions that you are proposing?	<p>Off Duty Management (ODM) operates in the expanding field of off-duty administration, a sector that has seen significant growth over the past nine years. As the industry's pioneer, ODM has been a key driver of this expansion, experiencing remarkable growth. This year, we are on track to triple in size, underscoring the growing demand and widespread adoption of our services.</p> <p>More than 60 agencies of all types and sizes across the country have utilized our original Sourcewell Public Safety Software contract. Through our partnership with Sourcewell and this Public Safety Software contract, numerous government partners have been able to tap into the benefits of their Sourcewell memberships, fostering growth for our industry-leading, comprehensive services and public safety software. We are currently in discussions with six major cities/counties to utilize our Sourcewell Public Safety Software contract and they are inquiring about the potential of this contract's extension.</p> <p>CURRENT MARKET SHARE & GROWTH</p> <p>We estimate our current market penetration at 15% of the available governmental agencies which may require an off-duty solution. Given the market's rapid expansion, we anticipate continued growth in market share and demand. Our comprehensive solution, which includes software, administrative services, and insurance coverage, positions us as the leader in this evolving sector.</p> <p>EXPANSION INTO DIVERSE MARKET SEGMENTS</p> <p>Originally focused on the public safety sector, our software and solution have proven versatile across various governmental needs. Our experience and collaborative efforts with governmental partners have revealed numerous emerging channels, broadening our support for diverse requirements. This expansion demonstrates our expertise and adaptability in meeting the unique demands of our partners. These emerging segments include:</p> <p>School Resource Officers and Safety Programs: Managing school safety initiatives, addressing critical needs in educational institutions.</p> <p>Public Works and Infrastructure Projects: Managing public works projects, including state departments of transportation and public utilities.</p> <p>Specialized Training and Overtime Management: Streamlining specialized training programs and managing overtime, ensuring optimal resource allocation and efficiency.</p> <p>COMPREHENSIVE SOLUTION AT NO COST</p> <p>One major benefit 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 provides unmatched value and efficiency.</p> <p>EXAMPLES OF MARKET PENETRATION, EXPANSION, & GROWTH</p> <p>Arizona Department of Education: Managing the state's school safety program, showcasing our ability to extend services beyond traditional public safety roles.</p> <p>City of Baltimore: Expanding services to support a wide range of needs, including large-scale special events, grants, and weather events.</p> <p>Massachusetts State Police: Utilizing our OfficerTRAK® software and related services for off-duty scheduling, reflecting our strong market presence and reliability.</p> <p>Our current U.S. market share reflects our leadership and innovative approach in the off-duty administration industry. 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' public safety software needs.</p> <p>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. 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.</p>

		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 public safety software for governmental agencies nationwide.	
15	What is your Canadian market share for the Solutions that you are proposing?	<p>We currently have no market share in Canada as we navigate the complex governmental regulations impacting our business channels across the provinces. While we continue to pursue aggressive public safety growth and meet demand in the United States, we are simultaneously evaluating and developing a timeline for Canadian operations. Our team has been engaging with Canadian law enforcement entities, who have expressed significant interest in our comprehensive services, validating the positive feedback they have received from their U.S. counterparts.</p> <p>Our CEO, Sherry Rowley, brings valuable experience from her previous business, which successfully provided security services in one Canadian province. However, Canada's unique governmental structure presents distinct opportunities. Working with multiple provinces and meeting comprehensive service and insurance requirements necessitates thorough review to ensure we can deliver the high-quality, comprehensive services and support that our Canadian partners, their officers, and communities deserve—matching the standard of service excellence we provide to U.S. governmental entities.</p> <p>ODM is actively building a strategic plan for our services in Canada and remains open to providing our OfficerTRAK® software and service solutions throughout the country. While our business model aligns well with the Canadian market, our specific industry segment is not yet represented there.</p>	*
16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcwell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	At Off Duty Management (ODM), our commitment to financial prudence and strategic growth ensures a robust financial foundation. We have never petitioned for bankruptcy protection, giving our partners confidence in our long-term viability and reliability.	*

17	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b).</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) provides public safety software along with administrative services for governmental agencies. Our turnkey, customizable solution includes administrative services, advanced technology, invoicing, payment management, insurance protection, program implementation, and ongoing support—all at no cost to the agencies. Our OfficerTRAK® software and mobile app are designed for public safety, educational institutions, public works, and municipal needs.</p> <p>OUR SALES AND SERVICE FORCE</p> <p>Internal Team: Our sales and service team consists of internal employees, ensuring high-quality control and consistency. We do not subcontract any of our services.</p> <p>Expertise: Our team members have extensive experience in public safety, law enforcement, and off-duty assignments, allowing them to address unique needs effectively.</p> <p>Dedicated Account Management: Each client is assigned a dedicated account manager for seamless service.</p> <p>Nationwide Presence: Our business development team and educational liaisons are strategically located across the country, providing localized support.</p> <p>24/7/365 Support: Our internal support team is always available to assist with any issues or questions.</p> <p>DELIVERY OF PRODUCTS AND SERVICES</p> <p>Advanced Technology: Our proprietary OfficerTRAK® software provides a seamless platform for scheduling, managing, and reporting off-duty assignments.</p> <p>Comprehensive Administrative Services: We handle payroll, invoicing, collections, and insurance, allowing public safety agencies to focus on core operations.</p> <p>Risk Mitigation and Financial Management: We manage invoicing, billing, and collections, minimizing financial risks and ensuring prompt payment.</p> <p>Tailored Solutions: Our services meet a wide range of needs, from off-duty scheduling to specialized training and public works projects.</p> <p>ODM offers a broad range of solutions supported by our proprietary public safety software and mobile app, OfficerTRAK®, and comprehensive administrative services. Our internal sales and service force, combined with our nationwide presence, ensures high-quality, consistent, and effective solutions. We are committed to meeting the evolving needs of governmental agencies and providing exceptional value through our tailored solutions.</p>
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18	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>Off Duty Management ensures compliance with all necessary licenses and certifications to operate efficiently and legally. Here is how we support our partners.</p> <p>LICENSES AND REGULATIONS</p> <p>State and Municipal Licenses: We proactively obtain and maintain any required licenses, including security licenses where necessary.</p> <p>Tax Compliance: We ensure all off-duty work complies with federal, state, and local tax regulations.</p> <p>WOMEN-OWNED BUSINESS CERTIFICATION</p> <p>WBENC Certification: We are a nationally certified Women's Business Enterprise, reflecting our commitment to diversity and excellence.</p> <p>Commitment to Diversity: Our certification promotes diversity in the workplace and opens opportunities for partnerships with organizations supporting women-owned businesses.</p> <p>COMPLIANCE AND RISK MANAGEMENT</p> <p>Simplified Administration: We simplify off-duty administration while mitigating risks and liabilities.</p> <p>Expert Compliance: Our solutions adhere to all federal, state, and local regulations, as well as internal SOPs, rules, and guidelines.</p> <p>PARTNERSHIP ASSURANCE</p> <p>Reliable Services: Our proactive approach to licensing and certification ensures uninterrupted and compliant operations.</p> <p>ODM holds all necessary licenses and certifications to operate legally and efficiently. As a WBENC-certified Women's Business Enterprise, we are committed to diversity and excellence. Our proactive compliance approach ensures you receive services that minimize risks and liabilities, meeting the evolving public safety software needs of governmental agencies.</p> <p>Attachment: Folder- WBENC Certification 2025 WBE 2024-2025</p>
19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	<p>At Off Duty Management (ODM), we pride ourselves on our unwavering commitment to ethical standards. We have never received suspension or debarment, ensuring trust throughout business transactions, accounting, software, insurance, and services.</p>
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<p>Off Duty Management (ODM) operates within a highly specialized industry segment that has been in existence for only nine years. Despite the relative newness of our sector, ODM has distinguished itself through a steadfast commitment to providing superior service to our governmental partners, their personnel, and customers. Below is a detailed account of the industry awards and recognition we have received over the past six years.</p> <p>INDUSTRY RECOGNITION AND AWARDS</p> <p>ODM has garnered recognition from numerous industry experts and associations for our innovative solutions and exceptional service. Notable accolades and recognitions include:</p> <p>Sourcewell: Off Duty Management's three awarded contracts reflect the highest compliance, competitiveness, operational excellence levels. Through these agreements agencies can confidently partner with us to leverage our industry validation, operational excellence, and comprehensive expertise.</p> <p>Public Safety Software- Awarded Contract #051321-OFF School Safety Officer Software- Awarded Contract #060624-OFF Off-Duty Work for Public Safety- Awarded Contract #061324-OFF</p> <p>Federal Bureau of Investigations National Academy Associates (FBINAA): Acknowledged for our contributions to enhancing off-duty management practices.</p> <p>Major City Chiefs Association (MCCA): Recognized for our impact on major urban law enforcement agencies.</p>

Major County Sheriffs' Association (MCSA): Commended for our work with large county sheriffs' offices.

National Sheriffs' Association (NSA): Recognized for our comprehensive and effective off-duty management services.

Virginia Sheriff's Association (VSA): Awarded a co-operative purchasing contract after being thoroughly vetted and held to this organization's standards.

North Carolina Sheriff's Association (NCSA): Awarded a co-operative purchasing contract after being thoroughly vetted and held to this organization's standards.

Purchasing Cooperative of America (PCA): Awarded a national co-operative purchasing contract after being thoroughly vetted and held to this organization's standards.

National Association of Women Law Enforcement Executives (NAWLEE): Established a partnership with NAWLEE and have sponsored several national conferences.

National Organization of Black Law Enforcement Executives (NOBLE): Established a partnership with NOBLE and have employees who are actively involved with the organization.

The Commission on Accreditation for Law Enforcement Agencies (CALEA): ODM's president, Brian Manley, has been featured as an industry leader and asked to speak about the off-duty "blind spot" and how our solution manages that challenge for agencies.

Arizona Department of Education (ADE): In 2023, we partnered with the Arizona Department of Education (ADE) to help fill School Safety Officer (SSO) positions. Our partnership has benefited ADE, schools, teachers, students, and AZ police agencies. Due to our strong reputation with over 30 AZ agencies, ADE extended our contract through 2026.

Superintendent Of Arizona Schools, Tom Horne, offers his perspective on ADE's partnership with ODM: "Our partnership with Off Duty Management is a vital part of ensuring safety. It is proving to be a successful, effective public-private partnership and the first of its kind in the nation."

CLIENT TESTIMONIALS AND DESCRIPTIONS OF SERVICE

Our services have been described as "world-class" by various law enforcement agencies, including:

Orlando Police Department, FL
 Virginal Beach Police Department, VA
 Maricopa Police Department, AZ
 Gilbert Police Department, AZ
 Tucson Police Department, AZ
 Kennesaw Police Department, GA
 Tallahassee Police Department, FL

INDUSTRY PARTNERSHIPS AND ASSOCIATIONS

ODM is proud to be associated with several key law enforcement organizations, reflecting our broad industry engagement and recognition:

International Association of Chiefs of Police (IACP)
 Major City Chiefs Association (MCCA)
 Major County Sheriffs Association (MCSA)
 National Sheriffs Association (NSA)
 Federal Bureau of Investigation National Academy Associates (FBINAA)
 National Law Enforcement Officers Memorial Fund (NLEOMF)
 National Association of Women Law Enforcement Executives (NAWLEE)
 National Organization of Black Law Enforcement Executives (NOBLE)

Our partnerships extend to several state law enforcement associations, further cementing our reputation and reach within the industry.

OPERATIONAL EXCELLENCE AND SOC2 COMPLIANCE

ODM has recently obtained the Service Organization Control Type 2 (SOC 2) Compliance Report. This certification ensures that, as a third-party service vendor, we store and process client data securely, reinforcing our commitment to data security and operational excellence.

		<p>DIVERSITY AND INCLUSION</p> <p>ODM is proud to be a Woman-Owned Business and an official member of the Women's Business Enterprise National Council (WBENC). This certification underscores our commitment to promoting diversity and inclusion within our company and the broader industry.</p> <p>Over the past six years, ODM has received significant industry recognition and awards, underscoring our contributions to the off-duty management sector. Our accolades from prestigious organizations and client testimonials highlight our commitment to excellence and innovation.</p> <p>Our SOC 2 compliance further emphasizes 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>	
21	What percentage of your sales are to the governmental sector in the past three years?	Off Duty Management exclusively serves the governmental sector with 100% of our sales accredited to government agencies.	*
22	What percentage of your sales are to the education sector in the past three years?	<p>From 2021 to 2024, approximately 14% of ODM's total sales were attributed to the education sector, reflecting our commitment to providing comprehensive software solutions to educational institutions. We expect this percentage to grow to 18% by the end of 2025.</p> <p>CASE STUDY: ARIZONA DEPARTMENT OF EDUCATION (ADE)</p> <p>2023 Success: Significant sales directed to AZ DOE for software, staffing, scheduling, and administration.</p> <p>2024 Success: 95% increase in job fill rate led to an extended contract through 2026.</p> <p>EXPANDING REACH ACROSS SCHOOL DISTRICTS</p> <p>Integration with Local Government: Enhancing public safety and administrative operations.</p> <p>Diverse Applications: Used by school districts, fire departments, public works, and other public safety entities.</p> <p>INNOVATIVE SOLUTIONS FOR THE EDUCATION SECTOR</p> <p>Comprehensive Solutions: End-to-end management of staffing, scheduling, and administrative needs to support school safety measures.</p> <p>Enhanced Software Tools: Robust scheduling and reporting tools to optimize operations.</p> <p>Seamless Integration: Smooth data exchanges with existing systems.</p> <p>FUTURE GROWTH IN THE EDUCATION SECTOR</p> <p>Projected Growth: Expecting education sector sales to exceed 18% by the end of 2025.</p> <p>Ongoing Efforts: Expanding presence and enhancing services to drive growth.</p> <p>High Client Retention: Strong, long-term relationships with continuous improvement.</p> <p>Proven Track Record: Positive feedback and testimonials from educational institutions.</p> <p>We are proud of our contributions to the education sector and remain committed to providing innovative and reliable solutions tailored to public safety needs.</p> <p>Attachment Folder: Marketing M12 – ADE Landing Page (from ODM website)</p>	*

23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	<p>Off Duty Management holds several prestigious state, provincial, and cooperative purchasing contracts, showcasing our ability to provide public safety software to governmental agencies. Here are some key contracts and their impact:</p> <p>SOURCEWELL COOPERATIVE AGREEMENTS</p> <p>Public Safety Software #051321 – Sourcewell Agreement Sales available through contracte reporting. Now over 60 agencies have used this agreement with another 10 large cities in various stages of finalizing partnerships</p> <p>School Safety Officer Software #060624 – Newly awarded contract Off-Duty Work for Public Safety #061324 - Newly awarded contract</p> <p>PURCHASING COOPERATIVE OF AMERICA (PCA)</p> <p>Secured a contract for off-duty administration, meeting the complex needs of various governmental entities with streamlined solutions.</p> <p>VIRGINIA SHERIFF'S ASSOCIATION (VSA)</p> <p>Awarded a cooperative purchasing contract, enabling us to offer a customizable turnkey solution, including OfficerTRAK® software, off-duty administration, and comprehensive reporting.</p> <p>NORTH CAROLINA SHERIFF'S ASSOCIATION (NCSA)</p> <p>Awarded a cooperative purchasing contract, enabling us to offer a customizable turnkey solution, including OfficerTRAK® software, off-duty administration, and comprehensive reporting.</p> <p>CITY OF GILBERT, AZ, AND GILBERT POLICE DEPARTMENT</p> <p>Awarded a publicly solicited contract, providing a comprehensive turnkey solution with free use of OfficerTRAK® software, online quotes, scheduling, invoicing, payment processing, and more. The contract includes a state clause for cooperative purchasing agreements, allowing other agencies to leverage the original contract.</p> <p>ADDITIONAL AGENCIES</p> <p>Agencies like the City of Tucson and Tucson Police Department, along with many others, have utilized cooperative agreements to implement similar off-duty management services.</p> <p>ANNUAL SALES VOLUME</p> <p>As a privately held company, we do not publicly disclose detailed sales information but are committed to transparency and will provide data upon request for due diligence and contract evaluation. Sales volume information is available upon request.</p> <p>ODM's contracts with Sourcewell, PCA, VSA, NCSA, and various municipalities highlight our expertise in delivering high-quality, customizable services that meet the diverse needs of governmental agencies. Our commitment to transparency, excellence, and partnership ensures we provide exceptional value in the public sector.</p>	*
24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	Off Duty Management does not have any GSA contracts or SOSA agreements.	*

Table 2B: References/Testimonials

Line Item 25. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *	
Tucson Police Department	Lieutenant Mikeal (Mike) Allen	(520) 286-6494	*
Orlando Police Department	Captain Michael Ochiuzzo	(407) 246-3915	*
Virginia Beach Police Department	Chief Paul Neudigate	(575) 385-4141	*
Arizona Department of Education	Director of School Safety Mike Kurtenbach	(602) 542-7112	
Fairfield Police Department	Captain Tony Granata	(203) 650-6769	

Table 3: Ability to Sell and Deliver Solutions (150 Points)

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 *	
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26	Sales force.	<p>At Off Duty Management (ODM), we have a robust internal sales team operating in 37 states in conjunction with our corporate office in Katy, TX. Our experienced professionals, including our President, Chief Partnership Officer, Directors of Business Development, and Regional Business Development Managers, are strategically located across key regions such as Austin, Phoenix, Tampa, Minneapolis, Houston, Myrtle Beach, New York City, Kansas City, and Ridgeland.</p> <p>To enhance our outreach, we have over 250 educational liaisons nationwide. Currently, ODM covers 37 states and serves 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. within four hours.</p> <p>Our sales team brings a unique and diverse perspective to the off-duty industry, with hundreds of years of combined experience. We have collaborated with corporate executives from notable Fortune 100 companies, allowing us to deliver unparalleled service and innovation.</p> <p>We have strategic plans for physical office expansion in critical regional markets and see significant growth opportunities in Canada. Our sales team is exceptionally well-qualified, with over 80% having public sector or law enforcement experience.</p> <p>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 associations like the National Association of Women Law Enforcement Executives (NAWLEE), National Organization of Black Law Enforcement Executives (NOBLE), Hispanic National Law Enforcement Association (HNLEA).</p> <p>ODM operates on a secure internet network, allowing 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. within four hours, supported by our 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 increases overall satisfaction among our agencies and positions us for continued success. To meet our goals, we have developed and continue to improve a strong educational platform, including 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 public safety software 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.</p> <p>We constantly update 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.</p> <p>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. 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 Sheriff's Association (NCSA), Virginia Sheriff's Association (VSA), Purchasing Cooperative of America (PCA), and City of Gilbert PD awarded contracts.</p> <p>Many of our agency partners utilize Sourcewell as their preferred method for new agreements. 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 provides 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 A2 – National Sales Team Map</p>
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27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	<p>At Off Duty Management (ODM), we manage all aspects of our business internally, ensuring top-notch service without relying on a dealer network. Our internal sales team handles services, sales, and technology, prioritizing service, culture, and education to protect law enforcement and governmental agencies effectively. This approach allows us to maintain high standards and deliver exceptional service.</p> <p>With over 300 full-time and contract employees, we support our mission and off-duty program administration nationwide. This direct approach ensures a seamless, efficient, and satisfying experience for our clients. By maintaining close relationships with our clients, we meet their specific needs and exceed expectations. We also offer a Service Guarantee: any agency or municipal partner can cancel our services with a 30-day notice if they are not satisfied for any reason.</p> <p>By managing all aspects of our comprehensive solution and software in-house, we uphold our high standards and deliver exceptional service to every partner we serve.</p>
28	Service force.	<p>At Off Duty Management (ODM), we are committed to delivering exceptional service and support to our partners. Our dedicated team of over 100 professionals in operations, technology, and customer support works tirelessly around the clock to ensure top-notch service across 37 states. Based in Katy, TX, our service center provides live, bilingual support for agencies, officers, first responders, and their employers. With the backing of our field sales teams and insurance provider teams, we guarantee rapid assistance, typically within four hours or less, for partners nationwide.</p> <p>We focus on hiring the best talent and fostering a culture of mission alignment, innovation, and efficiency. This commitment enables us to offer superior service every day of the year. Our team includes experts in off-duty management, software development, operations, scheduling, fee management, invoicing, accounting, billing, and collections. Including our business development team that is bolstered by an extensive network of over 250 educational liaisons (i.e. contract employees) that enhance our outreach and support across the nation.</p> <p>Each governmental partner is assigned a dedicated service implementation and project manager, a regional operations manager, and a customer service specialist upon agreement execution. Additionally, partners benefit from ongoing support from their dedicated Business Development Manager (BDM).</p> <p>Our reputation for delivering world-class service is backed by references and active agencies. We prioritize our partners in every aspect of our operations. To achieve our service goals, we have assembled a team of service and operational specialists led by experienced leaders, including former private sector executives who understand employer needs for off-duty services. This team ensures timely and efficient responses to all inquiries and shares relevant information to facilitate proper feedback and assessment.</p> <p>ODM takes full responsibility for all training and implementation exercises. Our operations team ensures that all officers, agency admins, and off-duty employers are thoroughly trained on our OfficerTRAK® software and mobile app, with continuous support available 24/7/365.</p> <p>Our extensive support network, combined with our cloud-based OfficerTRAK® scheduling software and comprehensive services, allows us to provide quick and immediate support. This robust infrastructure ensures that our partners receive the highest levels of service and support, regardless of the time or situation.</p> <p>Attachments Folder: Additional Documents A2 – National Sales Team Map A3 – Insurance Service Support Map A9 – 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 handle the entire ordering process internally, ensuring a seamless and efficient experience for our partners. By eliminating the need for distributors, dealers, or other third parties, we maintain complete control over the quality and timeliness of our services.</p> <p>CUSTOMIZED IMPLEMENTATION TIMELINE</p> <p>When partnering with a new governmental agency, we establish a customized implementation timeline to ensure a smooth transition and minimal disruption to ongoing public safety efforts. We are consistently updating all materials provided to ensure we are updated on the processes and procedures related to public safety. Our dedicated team provides comprehensive resources and training to facilitate this process effectively.</p> <p>DEDICATED IMPLEMENTATION TEAM</p> <p>Our implementation team delivers training both onsite and through online seminars, supported by regular follow-up calls to ensure all stakeholders are fully equipped to use our services. Our goal is to make the transition as smooth and effortless as possible.</p> <p>24/7/365 TECHNICAL SUPPORT</p> <p>Technical support is available 24/7/365 to troubleshoot any issues with our OfficerTRAK® software, ensuring uninterrupted access for officers, agency administrators, and other users.</p> <p>HANDLING ALL TRANSACTIONS</p> <p>ODM handles all transactions directly for our agency partners, providing superior service for officers, agency administrators, their communities, and employers/vendors. By managing everything in-house, we ensure accuracy, efficiency, and high customer satisfaction.</p> <p>NO THIRD-PARTY INVOLVEMENT</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 consistent, reliable, and high-quality service for our partners.</p> <p>In summary, ODM's internal management of the ordering process, dedicated implementation team, and 24/7/365 technical support guarantee 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 superior service and uninterrupted off-duty program administration.</p> <p>Attachment Folder: Additional Attachments A6- Ordering Process</p>
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30	Describe your product implementation strategy. If utilizing installation partners, describe and define their role in the strategy.	<p>Since 2017, ODM has onboarded over 500 agency partners and backups. Upon award, we collaborate with governmental partners to create a customized implementation timeline and establish a dedicated team for resources and training, ensuring a smooth transition.</p> <p>Our user-friendly software, OfficerTRAK®, is tailored to each agency's rules and requirements, keeping agencies in control while benefiting from exceptional customer service, oversight, transparency, and accountability. OfficerTRAK® regularly updates with new features based on industry changes or partner requests.</p> <p>Our operations and software development teams work closely to ensure high satisfaction with our software and services. Agencies receive a customized solution for monitoring and overseeing their secondary employment programs.</p> <p>ODM conducts a comprehensive discovery meeting to establish a detailed data conversion plan, reviewed and implemented according to agreed milestones. We provide a clear roadmap for seamless deployment, minimizing disruption to public safety missions.</p> <p>Key elements for success include:</p> <ul style="list-style-type: none"> + Seamless deployment and transition to ODM technology and services. + High-performance account and program management throughout the contract. + Optimized processes, systems, and management controls for compliance and cost efficiency. + 24/7/365 support for organizational and personnel performance. + ODM develops a project plan outlining technology deliverables and coordinates with our OfficerTRAK® team for configuration and deployment. End-user training is included to ensure a flawless Go-Live. <p>Our experience in onboarding agencies of all sizes ensures a positive impact from ODM's technology and services. This is achieved through detailed planning, daily implementation management, and involvement of senior ODM management.</p> <p>Our approach includes:</p> <ul style="list-style-type: none"> + A well-defined schedule of implementation activities with clear responsibilities. + Appointment of an ODM operations/implementation manager. + An effective communications plan among all stakeholders. <p>Attachment Folder: Additional Attachments A5- Sample Implementation Process</p>	*
31	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>At Off Duty Management (ODM), our people, processes, and technology drive our commitment to world-class service. Our innovative software, OfficerTRAK®, offers a comprehensive, user-friendly interface for officers, administrators, command staff, and employers requesting off-duty services. Outlined below is how we achieve unparalleled service and support.</p> <p>PEOPLE: A DEDICATED AND SKILLED TEAM</p> <p>Our Team: Over 150 members provide 24/7/365 bilingual support to meet customer needs promptly and efficiently.</p> <p>Centralized for Efficiency: Our corporate office brings together leadership, technology, and operations teams to ensure any issue that cannot be resolved by our customer support team is swiftly escalated to the appropriate department for quick resolution.</p> <p>Seeking Continuous Improvement: Suggestions from partners and potential software issues are shared with our customer success and software development teams for continuous improvement.</p> <p>PROCESSES: EFFICIENT AND RESPONSIVE OPERATIONS</p> <p>Omnichannel Capabilities: Supports communication across multiple channels with seamless integration into a single interface.</p> <p>Intelligent Routing: Connects customers with the most appropriate service agents for efficient handling of inquiries.</p>	

	<p>Advanced Analytics and Reporting: Provides real-time monitoring and comprehensive reporting for data-driven decisions.</p> <p>Automation and AI: Automates routine tasks and uses AI-driven tools like chatbots for simple inquiries.</p> <p>Scalability and Flexibility: Easily scales to meet growing demands and offers customizable features.</p> <p>Enhanced Agent Productivity: An intuitive interface and integrated CRM system provide service agents with necessary customer information.</p> <p>Global Reach: Supports international operations with multi-language support and global data centers.</p> <p>SERVICE CAPABILITIES: ENSURING SUPERIOR SUPPORT</p> <p>Unmatched Response Time: Our software system boasts a 99.9% reliability rating, providing immediate support in emergencies.</p> <p>Advanced CRM Integration: Centralizes customer data and streamlines workflows for enhanced customer service.</p> <p>RESPONSE TIMEFRAMES: IMMEDIATE AND COMPREHENSIVE ACTION</p> <p>24/7/365 Live Support: Operations specialists ensure compliance with agency policies and identify potential risks.</p> <p>Crisis Management: Our systems remain fully operational even in severe circumstances, providing uninterrupted service during crises.</p> <p>Incident Management: Incident reports for injuries requiring medical attention are filed within 24 hours.</p> <p>Natural Disasters: Our office remains fully operational during natural disasters thanks to strategic Business Continuity planning and a secure cloud-based system.</p> <p>COMMITMENTS: LONG-TERM PARTNERSHIP AND RELIABILITY</p> <p>Continuous Support: We provide long-term support, covering all aspects of off-duty administrative services, technology, and insurance.</p> <p>Service and Performance Guarantee: Ensures consistent and high-quality service for all agencies and municipal partners.</p> <p>360-degree View of Customers: Centralized data for personalized interactions.</p> <p>Efficient Call Routing: Intelligent routing based on customer history and service agent skillset.</p> <p>Streamlined Workflows: Automation of manual tasks for improved agent productivity.</p> <p>Omnichannel Support: Consistent customer experience across all communication channels.</p> <p>Proactive Support: Automated follow-ups and personalized outreach.</p> <p>Analytics and Insights: Valuable data for continuous service improvement.</p> <p>In summary, our comprehensive approach, powered by a dedicated team, efficient processes, and advanced technology, ensures seamless, efficient, and personalized service. Our ability to adapt and respond quickly, even in crises, underscores our commitment to world-class service. ODM provides a turnkey solution for all off-duty management needs, delivering a superior experience through cutting-edge technology and a dedicated team.</p> <p>Attachments Folder: Additional Information A5 – Sample Implementation Process A6 – Ordering Process A9 - Service Guarantee</p>	
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32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>ODM provides comprehensive service, support, and coverage across all 50 states and U.S. territories. Our cloud-based OfficerTRAK® software ensures rapid and immediate response to any service or performance needs, minimizing the need for onsite repairs or maintenance.</p> <p>We offer on-site training and implementation when necessary, ensuring that all regions are fully serviced. Our solution can be accessed and supported remotely, providing efficient and effective coverage nationwide.</p>	*
33	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>Our strategic growth plan targets Canadian opportunities and needs. As market acceptance grows, we will aggressively expand in Canada. Currently, we are in regular communication with Canadian agencies exploring our solutions. Our services, software, and mobile app are fully functional in Canada.</p> <p>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 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 agreement.	<p>At ODM, we are committed to providing comprehensive services, software, insurance, and support across the United States. We have no geographic limitations and are fully prepared to serve all 50 states and U.S. territories.</p> <p>INFRASTRUCTURE AND CAPACITY</p> <p>Robust Infrastructure: Our state-of-the-art infrastructure ensures consistent and reliable service delivery nationwide.</p> <p>Operational Capacity: Our scalable framework effectively manages and supports large volumes of off-duty service requests.</p> <p>Talent and Expertise: Our team of skilled professionals has extensive experience in managing off-duty services, catering to the unique needs of various governmental entities.</p> <p>TECHNOLOGY & FINANCIAL STRENGTH</p> <p>Advanced Technology: Our cloud-based software, OfficerTRAK®, ensures seamless operation and high availability, serving clients efficiently across vast geographic areas.</p> <p>Financial Strength: With strong financial resources, we invest in the necessary tools and technologies to expand and enhance our service offerings.</p> <p>COMMITMENT TO COMPREHENSIVE SERVICE</p> <p>Our goal is to partner with governmental entities throughout the United States, providing 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. ODM is fully committed to ensuring that every governmental entity has access to our top-tier off-duty management services and support.</p>	*

35	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	<p>Off Duty Management (ODM) is dedicated to serving all Sourcewell participating entities across the United States. We have the infrastructure, talent, technology, and operational capacity to support governmental, educational, and not-for-profit entities nationwide.</p> <p>CAPABILITIES AND COVERAGE</p> <p>No Service Limitations: We fully serve all governmental, educational, and not-for-profit sectors.</p> <p>National Presence: Our services are available across all 50 states and U.S. territories.</p> <p>No Contract Limitations: Our Sourcewell contract is our primary source for partnering with any governmental entity.</p> <p>SECTOR-SPECIFIC EXPERTISE</p> <p>Governmental Entities: We provide extensive support for law enforcement and fire/EMS departments, tailored to meet their unique needs and regulations.</p> <p>Education: We have expanded significantly in the educational sector, partnering with entities like the Arizona Department of Education to facilitate school safety programs.</p> <p>Other Sectors: We explore collaborations with federal agencies and see potential in expanding our software to support public works, schools, courts, and other municipal departments.</p> <p>TECHNOLOGICAL STRENGTH</p> <p>OfficerTRAK® Software: Our cloud-based software supports online/app-based job assignments and dispatch for various governmental agencies, demonstrating its versatility and broad appeal.</p> <p>CURRENT AND FUTURE EXPANSIONS</p> <p>Broader Applications: We continually enhance our technology to support a wider range of entities, managing state-funded construction work, citywide special events, grant programs, and more.</p> <p>No Limitations: Our technology and services have broad applicability, reaching sectors beyond our original strategic plan.</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 we meet the needs of governmental, educational, and not-for-profit entities across the United States. We continue to explore and expand our capabilities to provide world-class service and support to all our partners.</p>	*
36	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	We have no restrictions on delivering our comprehensive services and software to Hawaii, Alaska, or other U.S. territories. Governmental entities in these areas will receive the same level of service and support as those in the contiguous 48 states.	*
37	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	<p>At Off Duty Management, our solutions are fully capable of meeting the needs of nonprofit entities. We are willing and open to extending our services to this sector. Currently, we partner with the Arizona Department of Education to fill Safety School Officers (SSO) positions to foster a safer learning environment for students, staff and all personnel.</p> <p>Our ability to customize our solution to not only meet the SSO needs for schools but also combat the shortage of officers by using a cross-jurisdictional approach, has led to an extension of our contract through 2026.</p> <p>Our OfficerTRAK® technology was designed with versatility in mind. We understand the needs of government agencies differ across the nation. We are confident in our ability to enhance public safety through our software for not only nonprofits, but for all companies and agencies.</p> <p>Attachment Folder: Marketing M12 – ADE Landing Page (from ODM website)</p>	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
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38	<p>Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.</p>	<p>Off Duty Management (ODM) has developed a comprehensive co-branded marketing plan to integrate Sourcewell into 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 across the U.S. and Canada. By leveraging the Sourcewell website and marketing tools, we are confident in the success of our collaborative partnership. Please refer to our Marketing Resource for examples of our integrated marketing campaign.</p> <p>Attachment Folder: Marketing M11 – Marketing Resource Guide</p> <p>OUR APPROACH</p> <p>ODM will actively promote the benefits of this contract, emphasizing how governmental agencies can save time, money, and resources. Given the financial and budgetary challenges impacting public safety and governmental budgets, this contract can help mitigate risk and liability exposure. If selected, ODM will continue to employ best practices with a co-branded marketing plan for trade shows (conferences), email & social campaigns, web pages, and other marketing assets to increase awareness.</p> <p>MARKETING STRATEGY: COMMUNICATING THE BENEFITS OF THE ODM AND SOURCEWELL PARTNERSHIP</p> <p>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.</p> <p>Resource Protection: The partnership helps protect critical resources from budget cuts.</p> <p>Improved Oversight: Enhanced oversight, transparency, and reporting in off-duty work.</p> <p>Financial Security: Ensures officers are covered with workers' compensation during off-duty jobs.</p> <p>MARKETING SALES PRESENTATIONS</p> <p>All sales presentations, both online and in-person, will include materials outlining Sourcewell's national cooperative contract and its benefits 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. Given the high demand for this cooperative agreement, our marketing collateral will highlight its benefits for city managers, procurement officers, and HR state-level conference attendees.</p> <p>WEBSITE PRESENCE</p> <p>Our strong online presence positions us as industry experts, increasing demand for our solutions, customer engagement, and agency adoption rates. Agencies can easily access information about ODM and our solution online. We provide educational materials for agencies, officers/first responders, and off-duty employers, creating a valuable online environment.</p> <p>We promote our current Sourcewell contracts on the footer of our website which links to our contract page on the Sourcewell website. We also created a Sourcewell landing page on our website showcasing our three Sourcewell awarded contracts. Each have a link that drives to the associated Sourcewell contract page on the Sourcewell website.</p> <p>SOCIAL MEDIA</p> <p>ODM leverages LinkedIn, Facebook, Instagram, and other platforms to publish content and blog articles, enhancing our marketing strategy. These platforms help us build relationships, increase engagement, generate leads, and educate the public safety community and governmental partners. We also announce partnerships through these channels.</p> <p>We use audience targeting and paid search to create a supportive environment and will collaborate with Sourcewell on specific targeting strategies. Our social posts include videos, imagery, and shared content to promote partner events and special updates.</p> <p>EMAIL CAMPAIGNS</p> <p>Email marketing campaigns are essential to our strategy. They educate and protect partners, gather valuable data, and motivate potential agency partners. These campaigns share educational articles, direct agencies to partnerships, and support the public safety community and governmental partners. This approach engages leadership and various governmental roles across U.S. territories, enhancing awareness of our services and</p>
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		<p>procurement partners.</p> <p>CONFERENCES/TRADESHOWS Conferences are essential for educating law enforcement agencies, the public safety community, and governmental partners about off-duty administrative risks and liabilities. ODM aims to protect officers and offer solutions that save agencies time, money, and resources. Co-branding with Sourcewell enhances our tradeshow presence, emphasizing the peace of mind our partnership provides. Sourcewell's trusted reputation aligns with our commitment to efficiency and cost savings for agencies.</p> <p>Attachment Folder: Marketing M9 – Booth + Sourcewell Flag</p> <p>PUBLIC RELATIONS ODM recently partnered with Lukas Partners to raise awareness of our growth, initiatives, and subject-matter experts, including our founder and CEO, Sherry Rowley, and President, Brian Manley. Their outreach aims to showcase ODM's versatility and effectiveness through news media articles, podcasts, and online platforms. If ODM wins this Sourcewell contract, we will issue a press release and welcome a joint release with Sourcewell.</p> <p>EXAMPLES OF CO-BRANDED ADVERTISING Please review the attached examples of co-branding ODM deploys, always adhering to Sourcewell's protocols. Our brochures, personalized for our largest agency prospects, include a Sourcewell promotional message. The attachments demonstrate our extensive marketing efforts. Included in the Marketing Attachments folder are examples of our handouts (printed or used digitally), brochures, and a full guide showing our many other marketing materials that promote Sourcewell.</p> <p>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 – 8X8 Handout Example M10.2 – Gate Fold Example M10.3 – Z-Fold Example M11 – Marketing Resource Guide</p>
39	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>COMPREHENSIVE MARKETING STRATEGY</p> <p>Off Duty Management (ODM) employs a multifaceted marketing strategy that leverages technology and digital data to maximize effectiveness and expand market share. Our approach combines modern digital tools with traditional marketing platforms for comprehensive reach.</p> <p>DATA-DRIVEN INSIGHTS AND OPTIMIZATION</p> <p>Data Mining and Analytics: ODM employs a robust strategy to gather critical insights by collecting and analyzing data on market trends, customer behavior, and engagement patterns. These insights help us craft relevant content, messaging, branding, channel optimization, and creative materials.</p> <p>Optimization Processes: We use the information from data mining and analytics to continuously optimize our marketing processes. This includes improving ROI, diversifying our communication strategy, enhancing educational effectiveness, and increasing awareness and engagement. These efforts lead to higher service contract adoption rates nationwide. If selected for the Sourcewell contract, these processes will be deployed to optimize contract adoption rates.</p> <p>LEVERAGING DIGITAL DATA AND TECHNOLOGY</p> <p>Social Media: We actively engage on social media by sharing, commenting, and connecting with Sourcewell's posts to increase visibility. We develop targeted social campaigns, especially around conferences, to maximize impact and attract more cooperative agreements.</p> <p>Email Marketing: We use our existing email database to promote the Sourcewell Cooperative. By incorporating the partnership logo into specific email distributions, we aim to build awareness, generate interest, and engage our existing agencies, forming the foundation for new campaigns.</p> <p>CRM and Targeted Campaigns: Our CRM system segments and targets specific audiences</p>

with tailored campaigns. By understanding the unique needs of different segments, we deliver personalized content that leads to higher engagement and conversion rates.

Metadata Usage: We track and analyze customer interactions across digital platforms using metadata. This helps refine our marketing strategies, ensuring we reach the right audience with the right message at the right time.

Technology-Driven Marketing: We consistently explore new opportunities to leverage technology in our marketing efforts, including the use of AI and ML to analyze data, predict trends, and optimize campaigns.

GOVERNMENTAL VERTICALS MARKETED TO AND SERVICED BY ODM

By securing the Sourcewell contract, ODM can expand its staffing, scheduling, technology, and services to various governmental sectors. Our OfficerTRAK® technology can be utilized in the following areas:

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

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

Traffic Control: Managing traffic control assignments and scheduling for special events or construction projects.

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

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

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

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

Public Works: Managing staffing and scheduling for public works projects and maintenance tasks.

Courts: Streamlining the scheduling of court staff, security, and related roles.

Construction: Coordinating staffing for construction projects managed by governmental entities.

Department of Transportation: Managing the scheduling and staffing needs for transportation projects and maintenance.

Managed Services: Providing comprehensive managed services, including staffing, scheduling, and administrative support for various governmental departments.

TARGETED MARKETING STRATEGIES FOR GOVERNMENTAL VERTICALS

Off-Duty Public Safety Administration and Security: We will use data-driven campaigns targeting law enforcement and security departments. Through 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 will build trust and demonstrate effectiveness.

Traffic Control and Overtime: For departments managing traffic control and overtime, our strategy includes webinars, educational content, and targeted ads. We will use metadata to identify and engage with departments with high traffic control needs or frequent overtime, providing tailored solutions to streamline their processes.

Public Sector Education and Administrative Services: We will create specialized content and campaigns for educational institutions and administrative departments. This includes 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 our outreach.

Compliance and Public Works: We will use digital advertising, social media engagement, and direct mail campaigns to reach compliance officers and public works departments. Highlighting our comprehensive services and technology solutions, we will demonstrate how we can help maintain compliance, manage projects, and optimize scheduling.

Courts and Construction: Targeted campaigns will address the unique needs of court systems and construction projects. Through digital ads, case studies, and email marketing,

	<p>we will illustrate how OfficerTRAK® can streamline scheduling, enhance security, and improve project management.</p> <p>Department of Transportation and Managed Services: Our strategy includes 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.</p> <p>In conclusion, Off Duty Management (ODM) strategically integrates technology and digital data to enhance its marketing efforts, ensuring targeted and impactful outreach to governmental sectors. By utilizing data mining, social media, email campaigns, CRM systems, and advanced analytics, ODM optimizes its marketing initiatives to engage the right audiences and drive higher conversion rates.</p> <p>Through targeted content and specialized strategies for different governmental verticals, ODM is poised to offer tailored solutions that improve operational efficiency, compliance, and service delivery. With a commitment to continuous optimization and leveraging cutting-edge technology, ODM is well-equipped to expand its reach and foster strong partnerships across public sectors, ultimately contributing to a more effective and efficient marketing approach.</p>
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40	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	<p>We believe Sourcewell provides a valuable platform for supporting governmental agencies. However, it is our responsibility at Off Duty Management (ODM) to actively promote this partnership in the U.S. and Canada. While Sourcewell offers the foundational platform and resources, ODM will take a proactive role in marketing and promoting the Sourcewell awarded contract.</p> <p>INTEGRATE THE SOURCEWELL CONTRACT INTO OUR SALES PROCESS</p> <ol style="list-style-type: none"> 1. Leverage Sourcewell's Trusted Platform: We will maintain the respect and trust Sourcewell has built, enabling agencies to partner with private businesses efficiently, reducing acquisition time and costs. 2. Utilize Sourcewell's Network and Resources: We will make information about our Sourcewell contract available to Sourcewell's network through their website and other channels. ODM will provide co-branded marketing collateral for major events and conferences. 3. Facilitate 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. <p>ADVANTAGE: ONGOING SUPPORT & RESOURCES FROM SOURCEWELL</p> <p>We value the comprehensive support and online resources Sourcewell provides, including contract training, marketing tools, and website resources. These resources will be fully utilized to maximize the impact of our Sourcewell awarded contract.</p> <p>SALES & MARKETING INTEGRATION</p> <p>Our Sourcewell awarded contract will be integrated into our sales, marketing, and educational processes:</p> <p>Business Development Team: Equipped with materials to provide detailed information to agencies and municipalities.</p> <p>Promotional Campaigns: Promoting the ease and benefits of the Sourcewell contract through various channels.</p> <p>Requests and Inquiries: We have received interest from several municipalities and agencies about utilizing our services through the Sourcewell network.</p> <p>MARKETING & EDUCATION INITIATIVES</p> <p>Webinars & In-Person Presentations: Educating potential clients about the benefits and process of adopting our Sourcewell contract.</p> <p>Public Safety Conferences and Tradeshow: Featuring co-branded marketing materials and presentations about partnering with ODM through Sourcewell.</p> <p>City Manager/Risk/Procurement Conferences: Targeting key decision-makers to highlight the efficiency and cost savings of our Sourcewell contract.</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>	*
41	Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	Currently, we do not have partners using an e-procurement process because our complete solution, including administrative services, software, and insurance, is provided at no cost to governmental agencies or officers. We have developed a highly efficient, simplified agreement process based on partner feedback, allowing for quick adoption according to their needs and policies	*

Table 5A: Value-Added Attributes (100 Points, applies to Table 5A and 5B)

Line Item	Question	Response *
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42	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	<p>Off Duty Management (ODM) provides comprehensive training, support, and software upgrades at no cost to governmental agencies. Training is conducted by our implementation manager and team in two phases: implementation and ongoing support. While attendance is recommended, it is not mandatory, and agencies can choose their preferred training method and timing.</p> <p>Our training, whether onsite, online, or via verbal communication, is quick and efficient due to the simplicity of the OfficerTRAK® software and mobile app. The product is continuously upgraded to meet the diverse needs of agencies and municipal partners.</p> <p>Implementation training includes: Onsite or online app training Administrator training with portal access Unlimited administrator training sessions Physical and online training guides Pre-Go-Live test period Full immersion in the OfficerTRAK® system and mobile app Various communication and training options Self-guided training via a cloud-based portal 24/7/365 live, bilingual support team</p> <p>Ongoing training includes: New officer training guides via cloud-based video and webinars 24/7/365 live, bilingual support team Administrator training upon request Cloud-based, step-by-step guide for off-duty employers</p> <p>Our Customer Success (CS) Team ensures ongoing support and regular communication with partners to maintain superior service. They conduct product reviews, surveys, and innovation symposiums to keep ODM and OfficerTRAK® at the forefront of the industry. OfficerTRAK® is designed to be simple and intuitive for agency admins, officers, and off-duty employers. Our service specialists provide on-demand training and support 24/7/365. We continually review and enhance our training, processes, software, mobile app, and online portal to offer the most advanced and effective solution for managing off-duty jobs. We collaborate with leading law enforcement associations to reduce risks and liabilities while saving time, money, and resources for municipalities and agencies.</p>	*
43	Describe any technological advances that your proposed solutions offer.	<p>Off Duty Management (ODM) leads the off-duty management industry by continuously advancing our software and services to enhance operational efficiency for agency administrators, staff, and off-duty employers/vendors. Our flagship product, OfficerTRAK®, exemplifies this commitment to innovation and some features are listed below.</p> <p>Special Events and Emergency Services: ODM's OfficerTRAK® technology provides agency partners with a specialized event management solution, offering free internal use for all city-funded projects and agency overtime management. Our proven expertise is demonstrated through partnerships with elite organizations including the Colorado Rockies, Baltimore Orioles, New England Patriots, Baltimore Ravens, Denver Broncos, Boston Celtics, PGA, Spring Training, NASCAR, and Phoenix International Raceway, along with major concert events including Taylor Swift tours.</p> <p>OfficerTRAK® has become the trusted solution for weather events, natural disaster response, grant staffing and reporting, and agency training programs. It was also instrumental in managing COVID-19 testing facilities and grant documentation. We are continuously enhancing our special event and emergency services functionality, revolutionizing the way off-duty technology supports these critical public safety needs.</p> <p>Online Vendor Request and Payment Portal: Streamlines the process for off-duty vendors to request and pay for services, making it convenient and efficient.</p> <p>Notifications Module: Keeps all parties informed in real-time with automated notifications, ensuring timely communication and updates.</p> <p>Job and Event Resource Mapping Technology: Provides visual insights into activity patterns and resource allocation, optimizing operational planning and response.</p> <p>OfficerTRAK® is continuously enhanced with new features to simplify the user experience for agency administrators, staff, and off-duty employers/vendors. These features include the online vendor request and payment portal, notifications module, heat mapping technology, geofence tracking, and estimated fee calculations, along with customized web and mobile app experiences.</p> <p>We are committed to ensuring our system has the strongest data encryption and security protocols in the industry. We regularly seek enhanced options to provide a safe and secure solution. Our app and software updates are scheduled regularly to offer the latest technological benefits to our partners and their staff at no cost.</p>	*

44	Demonstrate your solution's capabilities in data privacy, integrity, storage and protection standards, and the adherence of your products and services to applicable cybersecurity and industry standards, such as but not limited to the requirements of the Criminal Justice Information Services (CJIS), the Health Insurance Portability and Accountability Act (HIPAA), etc.	<p>Off Duty Management (ODM) and our proprietary software, OfficerTRAK®, prioritize data integrity, security, and availability. We use industry-leading technologies and best practices to ensure robust and reliable data management within the Azure environment.</p> <p>DATA INTEGRITY STANDARDS</p> <p>Point in Time Recovery (PITR): Allows data restoration to any specific point, ensuring continuous protection and minimizing data loss risks.</p> <p>Data Encryption At Rest: All stored data is encrypted using advanced algorithms. Data Encryption In Transit: Data is secured with SSL encryption over HTTPS and TLS during transmission.</p> <p>Secure Access Controls: Role-based access controls (RBAC) and regular audits prevent unauthorized access.</p> <p>DATA BACKUP & RECOVERY</p> <p>Regular Backups: Automated backups, including full, differential, and incremental, optimize storage and recovery times.</p> <p>Redundant Storage: Backup data is stored in multiple locations to ensure availability during regional outages.</p> <p>Disaster Recovery Plan: Comprehensive plan with regular drills to ensure effective data recovery and operational resumption.</p> <p>Storage Scalability: Azure's cloud storage offers virtually unlimited scalability.</p> <p>High Availability: Geo-redundant storage ensures data durability and availability. Security and Compliance: Azure meets industry standards like ISO/IEC 27001, HIPAA, and GDPR.</p> <p>Advanced Threat Protection: Continuous monitoring and protection against security threats.</p> <p>Cost Efficiency: Pay-as-you-go pricing optimizes costs for variable data workloads.</p> <p>ODM and OfficerTRAK® ensure data integrity, security, and availability through rigorous practices and Azure's advanced features. This enables us to provide a reliable and secure staffing and scheduling solution for our governmental partners.</p>
45	Describe your data backup and recovery solutions.	<p>Our data backup and recovery solutions are designed to ensure data availability and resilience against potential data loss events. Here are the key components:</p> <p>Regular Backups: We perform automated backups on a regular schedule, including full, differential, and incremental backups, to optimize storage usage and recovery times.</p> <p>Redundant Storage: Backup data is stored in multiple geographically dispersed locations to ensure availability even in the event of a regional disaster or outage.</p> <p>Disaster Recovery Plan: We have a comprehensive disaster recovery plan that outlines procedures for recovering data and resuming normal operations in case of a catastrophic failure. Regular disaster recovery drills are conducted to test and validate our recovery procedures.</p> <p>These measures ensure that our data management processes are robust, reliable, and capable of maintaining data integrity and availability</p>
46	Demonstrate your connectivity, interoperability and integration capabilities between your offered solution(s) and other software systems.	<p>OfficerTRAK® can interface with any software program through an open API and is currently doing so with partners who request it. Our integration capabilities depend on the agreements our governmental partners have with those systems and the versions being used. Off Duty Management does not charge fees for most integrations. Since we build, develop, and own our software, we have the capacity to integrate with virtually any other software solutions.</p>

47	Describe any “green” initiatives that relate to your company or to your solutions, and include a list of the certifying agency for each.	<p>Off Duty Management (ODM) is dedicated to implementing and promoting green initiatives that benefit both our company and clients. Our efforts focus on operational efficiencies and broader environmental goals.</p> <p>Cloud-Based Software and Mobile App Our cloud-based software, OfficerTRAK®, helps governmental agencies reduce emissions and waste by:</p> <p>Reducing Paper and Plastic Waste- Transitioning to a digital platform eliminates excessive paperwork and plastic materials.</p> <p>Lowering Fuel Consumption- Reducing the need for physical travel related to off-duty logistics through geolocation technology.</p> <p>Supporting Green Programs- Assisting governmental partners in meeting their green and net-zero carbon emissions targets.</p> <p>Company-Wide Green Initiatives ODM has implemented several green initiatives, including:</p> <p>Eco-Friendly Products: Prioritizing eco-friendly or recycled brands and products.</p> <p>Recycling Programs: Establishing robust recycling programs for paper, plastic, aluminum, metal, ink, and toner cartridges.</p> <p>Energy Conservation: Powering down devices when not in use and optimizing energy usage.</p> <p>Document Shredding and Recycling: Ensuring all papers are recycled appropriately.</p> <p>LEED (Leadership in Energy and Environmental Design): Following LEED practices in construction and operations.</p> <p>Energy Star: Using products that meet Energy Star standards for energy efficiency.</p> <p>LEED Certification: Designing our upcoming headquarters expansion to incorporate LEED certification guidelines.</p> <p>Solar Technology Integration: Exploring the integration of solar technology into our new corporate campus.</p> <p>ODM is committed to providing innovative, efficient solutions while ensuring our operations and products are environmentally responsible. Our green initiatives reflect our dedication to sustainability and support the environmental goals of our partners. By integrating these practices and expanding efforts like LEED guidance and potential solar technology adoption, we are taking meaningful steps toward a greener future and reducing our carbon footprint.</p>	
48	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>Off Duty Management’s cloud-based services, software, and insurance protections significantly reduce paper, toner, and plastic usage for governmental agencies and off-duty employers/vendors. Understanding the importance of conservation to our partners and their communities, our comprehensive solution supports service requests, scheduling, time management, invoicing, and reporting—all through the cloud and app. This makes ODM a proud, eco-friendly partner in promoting sustainability and efficiency.</p>	*

49	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<p>Off Duty Management (ODM) is one of the largest and most experienced off-duty management providers in the nation. Our team brings hundreds of years of combined experience in law enforcement and off-duty work, offering unmatched expertise in the U.S. and Canada. We provide industry-leading software and comprehensive services for law enforcement, fire, and EMS off-duty programs, and are expanding into education through partnerships with the Arizona Department of Education and other institutions.</p> <p>UNIQUE ATTRIBUTES</p> <p>Broad Reach: Our services, software, insurance, and support cater to a wide range of governmental entities, from public safety to education.</p> <p>Innovative Technology: OfficerTRAK®, our advanced software and mobile app, offers real-time dashboards, app-based time management, geo-fencing, GPS functionality, and an efficient online payment portal.</p> <p>No-Cost Solutions: We provide valuable no-cost software and administrative solutions, eliminating unnecessary expenses while delivering top-tier service and support.</p> <p>Financial Strength: ODM operates without debt, venture capital, third-party owners, or factoring, ensuring a secure and stable foundation for our partners.</p> <p>Comprehensive Insurance: We offer comprehensive liability insurance rated A by AM Best and full statutory workers' compensation coverage, providing multimillion-dollar protection for all parties involved in off-duty job assignments.</p> <p>Unmatched Customer Service: 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.</p> <p>Expanding Capabilities and Applications: Our services and technology extend beyond public safety to other governmental sectors, including:</p> <p>Public Safety Administration Security and Traffic Control Public Sector Education Administrative Services Public Works, Courts, and Construction Department of Transportation and Managed Services</p> <p>Commitment to Diversity and Inclusion: ODM is a certified Women and Minority Business Enterprise (WMBE) and a 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 partnerships, enhancing our ability to innovate and serve our clients effectively.</p> <p>ODM offers unparalleled expertise, comprehensive services, and innovative technology. Our commitment to legal and regulatory compliance, financial stability, and exceptional customer service sets us apart. Partnering with ODM allows governmental agencies to streamline their staffing, scheduling, and administrative needs, saving time, money, and resources.</p> <p>Attachment Folder: Additional Documents A1- History & Organizational Structure A2- National Sales Team Map A3- Insurance Service Support Map A4- Our Services A7- OfficerTRAK® A8- OfficerTRAK® Features A9- Service Guarantee</p>
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Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment	
50	Select 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 and a listing of dealerships, HUB partners or resellers if available. Select all that apply.		<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
51		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
52		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, we are a WBENC-certified company. Additionally, we hold WBE certifications across numerous states, including Massachusetts, and in major cities such as Boston. Attachment: Folder- WBENC Certification 2025 WBE 2024-2025	*
53		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
54		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
55		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
56		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
57		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
58		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*

Table 6A: Pricing (400 Points, applies to Table 6A and 6B)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *
59	Describe your payment terms and accepted payment methods.	<p>NO-COST COMPREHENSIVE SOLUTION</p> <p>Our service model is designed for cost-effectiveness and efficiency, ensuring no financial burden on governmental agencies. There is NO cost charged to the municipality and/or its agency for our full solution, including our software; therefore, payment terms and payment methods aren't applicable to our governmental partners.</p> <p>Instead, off-duty employers/vendors are charged a nominal administrative fee, typically less than a restaurant tip. This fee grants them valuable benefits, such as schedule and fee management, invoicing services, flexible billing options, and access to an online payment portal for convenience.</p> <p>Moreover, they receive access to OfficerTRAK®, our efficient cloud-based system offering superior tracking and reporting capabilities for all jobs. Additionally, comprehensive liability insurance coverage is</p>

		<p>included, alleviating the need for employers to purchase or demonstrate proof of insurance.</p> <p>Our nominal administrative fee will be added to the officer's hourly rate.</p> <p>This administrative fee includes all fees charged to the customer.</p> <p>No fees are charged to the government entity or its officers.</p> <p>Our fee is all-inclusive (no hidden costs, fees, or add-ons).</p> <p>Most payments are granted net 30 terms to allow payment flexibility.</p> <p>Payments can be made quickly and efficiently through the OfficerTRAK® online portal via credit card or ACH payment.</p> <p>Credit card processing fee of 3% is included as a separate line item on the invoice.</p> <p>Credit card processing fee is a direct bank cost and is not marked up by ODM.</p> <p>Governmental agencies will never be charged any fees or costs for our comprehensive solution of administrative services, software, and insurance. In addition, governmental agencies and their off-duty employers/vendors pay nothing for implementation, training, or onboarding.</p> <p>SOFTWARE ONLY</p> <p>While we believe governmental agencies will benefit the most from our no-cost comprehensive solution that includes administration, OfficerTRAK® software, and insurance, we also offer the flexibility of providing only our OfficerTRAK® software for their use. Flexible payment terms are available for agencies opting for software only, allowing them to manage their own administrative and payroll functions.</p> <p>Off Duty Management (ODM) offers a comprehensive, no-cost solution tailored to meet the needs of governmental partners, providing exceptional value without financial burden.</p> <p>Support and Maintenance: Full-Service Support: 24/7/365 live customer service, technical support, and regular software maintenance and updates.</p> <p>Dedicated Account Management: Each agency partner is assigned a dedicated account manager and service coordinator for personalized support.</p> <p>ODM is committed to providing 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 enhance the value and accessibility of our services. Partnering with ODM allows agencies to 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 & Methods</p>	*
60	Describe any leasing or financing options available for use by educational or governmental entities.	<p>Leasing or financing terms are unnecessary because our comprehensive solution, including software, support, and insurance, is available to agencies and municipalities at no cost. If an agency opts for a software-only solution, minimal fees apply, but these do not require financing or leasing options.</p>	*

61	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.	<p>Our software and comprehensive services are free for agencies, governmental partners, and their first responders and employees. We do not use third-party distributors or dealer networks; our highly trained Off Duty Management (ODM) team members exclusively service our agency partners. We only require our standard MSA and OfficerTRAK® terms and conditions.</p> <p>We offer detailed reporting capabilities, providing comprehensive analytics for historical and real-time review at intervals of the partner's choosing. Our enhanced reporting includes all sales, officer payroll, vehicle fees, and other agency fees. This robust reporting allows us to provide Sourcewell with timely, detailed reports as outlined in the contract template.</p> <p>The order process for off-duty employers/vendors is managed through our OfficerTRAK® software, ensuring full transparency, easy fee management, and pricing proposals via a secure, cloud-based website with data storage for up to seven years. Vendors have access to an agency landing page with specific rates, rules, terms, conditions, and invoices. The order process is as follows:</p> <ol style="list-style-type: none"> 1 Vendor submits a request for off-duty officers via our online portal (OfficerTRAK®). 2 Our operations team reviews, validates, and verifies job requests, ensuring compliance with agency rules. (A dedicated account manager is assigned to each agency.) Any discrepancies are resolved by ODM. 3 Approved requests are published according to agency guidelines and posted via the OfficerTRAK® mobile app for officers to accept. 4 Officers receive app notifications for pending jobs, including job site location, vendor contact, and reminders to clock in and out (all timekeeping is managed through OfficerTRAK®). 5 Jobs worked are reviewed for accuracy by the account manager. 6 Officers (or agencies) are paid weekly by ODM. 7 Vendors are invoiced weekly including any additional fees charged by the agency. 8 Vendors pay through the online portal using multiple payment options. (Some vendors may need to make pre-payments based on agency requirements.) 9 OfficerTRAK® captures and stores critical information, facilitating real-time and historical reporting on fee management, hours worked, and payments. <p>Attachment Folder: Additional Information A6 – Ordering Process</p> <p>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.</p> <p>Attachments Folder: Pricing P5 - MSA P6 - OfficerTRAK Terms and Conditions</p>
62	Explain your licensing process and the service agreements required of end users.	<p>ODM offers comprehensive administrative services and software without the need for specific licensing or service agreements. All support, software, and application use are provided at no cost. Our master service agreement is concise yet ensures the protection of all proprietary information. If an agency opts to use OfficerTRAK® as a stand-alone product, a detailed alternative licensing process and service agreement will be implemented.</p> <p>Attachment Folder: Pricing P5 - MSA P6 - OfficerTRAK Terms & Conditions</p>
63	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>Off Duty Management (ODM) can accept P-card procurement, although it is not necessary since our partners do not pay for our comprehensive service, OfficerTRAK® technology, insurance, or live support. However, we accept various forms of payment from off-duty employers/vendors for our small administrative fee, including Visa, Mastercard, and Amex.</p>

64	<p>Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.</p>	<p>Our software, comprehensive services, insurance, and live support are free for governmental agencies, first responders, and employees. Instead, Off Duty Management (ODM) charges a small administrative fee to the off-duty employer/vendor requesting services.</p> <p>Governmental agencies must enter into an agreement with ODM to facilitate services for all off-duty first responder assignments. Off-duty employment involves a third-party hiring a governmental employee for tasks related to their official duties, such as a police officer directing traffic at an event. The third-party pays fees for the officer and any administrative fees required by the officer's agency and ODM.</p> <p>Partnering with ODM provides agencies with free use of our technology and software (OfficerTRAK®) for internal needs. We also explore other free-use options based on governmental partners' requests.</p> <p>Our pricing model is simple and transparent. We work with agency partners to create a fixed administrative fee percentage for the contract duration, determined by factors like officer pay rate, insurance costs, and financial risks. Whether ODM or the agency pays the officer directly impacts the administrative fee percentage, which typically does not exceed 20% of the hourly rate. This fee is added to the officer's hourly rate and includes all ODM fees, with no hidden costs.</p> <p>If an off-duty employer/vendor pays by credit card, a processing fee is included as a separate line item on the invoice, reflecting direct bank costs, not an ODM markup.</p> <p>OfficerTRAK® can automatically calculate service estimates based on off-duty requests, allowing employers/vendors to review and approve estimates before requesting services. Alternatively, they can call our 24/7/365 customer service coordinators for quotes and scheduling.</p> <p>Agencies and municipalities set all officer or governmental employee hourly pay rates and administrative fees, typically outlined in their general rules and orders governing off-duty employment. ODM follows these rules and policies, advising on potential risk/liability based on our industry expertise.</p> <p>Attachments Folder: Pricing P1 – Pricing & Fee Philosophy P2 - Pricing Methodology</p> <p>Our partnering governmental agencies and their first responders/employees will incur no fees or costs when utilizing our services. For firsthand insights into the simplicity and transparency of our process for off-duty employers/vendors, please refer to the active agency references provided herein.</p> <p>Attachment Folder: Additional Documents A8 – References</p>
65	<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>Due to our no-cost services, we do not need to offer discounts or rebates, particularly for our partners and first responders. However, if an agency opts for the software-only solution, we will provide a 2% discount on the cost of our software. The agency can then utilize our OfficerTRAK® system to manage their off-duty program in-house, under the supervision of their personnel. Please note that the online and app-based options do not include any additional services or insurance coverage.</p> <p>Additionally, ODM will offer a 1% reduction on our administrative fee charged to off-duty employers for any governmental agency or municipality that utilizes this Sourcewell cooperative agreement. This initiative will positively impact the community by reducing the cost per hour for off-duty employers/vendors.</p>

66	Describe any quantity or volume discounts or rebate programs that you offer.	<p>Off Duty Management (ODM) proudly offers the most competitive pricing in our industry. Our comprehensive 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 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, volume discounts are not 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>	*
67	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". 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.	Off Duty Management's complete solution, which includes our services, software, insurance, and live support, is provided at no cost to governmental agencies and their first responders, unless they opt for our software-only option.	*
68	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	<p>No additional charges are required with Off Duty Management's suite of services, software, insurance, and live support. There will never be any shipping or freight charges, installation, setup, implementation, software upgrades, or training fees. These benefits come at no cost to our partners or their employees, and we guarantee that any agency or municipality utilizing this Sourcewell cooperative agreement will never pay for our comprehensive services.</p> <p>Note: If an agency requests a very specific software enhancement that does not have multi-agency and enterprise applications, there may be a development fee charged. To date, we have never charged an agency partner (Sourcewell member or not) any development costs.</p>	*
69	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Freight, delivery, and shipping are not required for our cloud-based OfficerTRAK® solution. There will never be any costs or additional fees for program delivery.	*
70	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. There are no costs for any offshore deliveries. Off Duty Management's services are free to governmental agencies, 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 determined solely by the agency's internal rules, guidelines, and off-duty employer risk factors.</p>	*
71	Describe any unique distribution and/or delivery methods or options offered in your proposal.	Off Duty Management (ODM) is unique in providing a comprehensive, no-cost, no-fees-attached off-duty administrative and technology solution. Delivered via a highly secure, cloud-based system, our solution requires no additional distribution or delivery methods. Additionally, our turnkey solution is supported by 24/7/365 live, bilingual customer support (by phone). Our methods save agencies valuable time, money, and resources while offering unparalleled protection and support. Our process eliminates all hassles related to off-duty management, scheduling, invoicing, collections, and online payment processing.	*

72	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcwell. This process includes ensuring that Sourcwell participating entities obtain the proper pricing.	<p>Off Duty Management (ODM) has included in-depth pricing models in our response. Our system is customizable based on variables such as different pay rates, orders, vendor risks, and job distribution expectations. The attached pricing model outlines our process, ensuring 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 use to document officer hours worked, aligning 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 distributed systematically by ODM.</p> <p>There are multiple layers of verification to satisfy audit protocols and avoid redundancy. Accurate accounting is critical as these hours form the basis for our online and app-based solution, OfficerTRAK®, as well as the officer's weekly off-duty pay remittance and the off-duty employer/vendor invoicing, which is satisfied via our online payment portal.</p> <p>Given the unique nature and parties involved in an off-duty officer working an off-duty job, numerous built-in audit mechanisms are in place. Timely and accurate payments to officers and other first responders are 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 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, we can 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>	*
73	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	<p>Internal metrics will include the following:</p> <ul style="list-style-type: none"> Number of Agencies Using Our Sourcwell Contract Agency/Municipality Feedback Survey Results Officer/Employee Feedback Survey Results Off-Duty Employer/Vendor Feedback Survey Results Mobile App Reviews (App Stores & Google) Feedback from Business Development Team Increase in Available Jobs Off-Duty Job Fill Rates Percentage & Total Amount of Delinquent Payments by Off-Duty Employers Risk Assessment Liability & Workers' Comp Claims 	*
74	Provide a proposed Administration Fee payable to Sourcwell. The Fee is in consideration for the support and services provided by Sourcwell. The propose an Administrative Fee will be payable to Sourcwell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	<p>Off Duty Management (ODM) has discussed our pricing methodology with Sourcwell and determined that, as we offer a no-cost solution for governmental partners, the following methodology is acceptable to provide Sourcwell with the appropriate contract administrative fee.</p> <p>Sourcwell partners will not make any payments unless they utilize a software-only version, which no partners currently do. ODM provides exceptional value to Sourcwell partners and governmental entities through our no-cost scheduling software, advanced technology, and comprehensive services.</p> <p>If selected, ODM will provide Sourcwell an administrative contract fee of \$0.20 per officer hour worked, with no cap or maximum, for</p>	

the life of the contract, including renewals with each agency or municipal partner using this cooperative agreement. The fee will be paid quarterly for any partner leveraging this agreement and utilizing ODM's services and technology.

Sourcewell Contract Fee Example

Annual Gotham Police Dept. Off-Duty Hours: 250,000 (estimated)

Sourcewell Contract Admin Fee: \$0.20/hr

Administrative Fee Paid to Sourcewell: \$50,000 per year

Total Sourcewell Payment from Gotham PD: \$200,000 (assuming a 4-year contract with consistent hours)

If ODM utilizes the Sourcewell contract with 10 similar-sized agencies within a year, it will yield over \$2,000,000 in Sourcewell administrative fees. Over 4 years, the total annualized fee will exceed \$6,000,000 and realistically well above \$8,000,000. The total admin fee to Sourcewell could be much higher based on high growth projections and low market penetration.

Attachment

Folder: Pricing

P3 - Sourcewell Contract Fee Example

BUSINESS PROJECTIONS

ODM expects to partner with 50-80 additional governmental agencies/municipalities per year, with varying levels of annual off-duty hours worked. Our examples refer to 10 agencies using the Sourcewell cooperative agreement, representing about 15-20% of our expected annual growth. We anticipate this could increase to 30-40% due to the strong interest in Sourcewell agreements.

250,000 annual off-duty hours are mid-range for large municipalities, with some agencies exceeding 300,000 to 400,000 hours annually. Our core market includes over 18,000 U.S. law enforcement agencies, with less than 5% market share realized.

Every active ODM agency has seen an increase in annual off-duty hours since employing our services, despite seasonal and regional fluctuations. This high-growth service has under 5% market share realized, with less than 3% of agencies having a comprehensive solution.

Off-duty hours worked and paid for by employers/vendors are expected to rise significantly with ongoing police reform efforts. Businesses prefer off-duty officers over security guards due to their policing powers. The Sourcewell admin fee will fluctuate based on total quarterly hours worked for each agency using the cooperative agreement.

The 4-year value of this cooperative contract may exceed \$8M, not accounting for industry growth projections or new governmental partner departments like education, public works, and transportation.

We expect significant acceleration in agency adoption rates as ODM's services become mainstream and essential. Agencies are increasingly focused on saving budget dollars, increasing transparency, and minimizing risk and liability. Growth rates for agency utilization of our comprehensive off-duty staffing and administrative services, software, and insurance protections will likely exceed 100% for the foreseeable future.

Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
75	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	<p>\$0.00. No Cost for municipalities and their employees. We do not charge municipalities or their employees for the use of our public safety software, OfficerTRAK®, when included as part of our comprehensive solution, which also provides administrative services and insurance. Our no-cost solution remains the same for every governmental agency that partners with us. We will always be a "no-cost" provider for our agency and municipal partners, with no hidden fees, add-ons, or unexpected charges. Therefore, we cannot provide a cost or benefit below zero.</p> <p>Attachments Folder: Pricing P1 – Pricing & Fee Philosophy P2 – Pricing Methodology</p>

Table 7A: Depth and Breadth of Offered Solutions (200 Points, applies to Table 7A through 7D)

Line Item	Question	Response *
76	Provide a detailed description of all the Solutions offered, including used Solutions if applicable, offered in the proposal.	<p>Off Duty Management (ODM) offers a comprehensive suite of solutions designed to support governmental, educational, and not-for-profit entities across the United States. Here are the key solutions included in our proposal:</p> <p>OfficerTRAK® Software: Our cloud-based software provides seamless operation and high availability, supporting online and app-based job assignments and dispatch for various governmental agencies. It ensures efficient scheduling and tracking, demonstrating its versatility and broad appeal.</p> <p>Comprehensive Services: We offer extensive support for law enforcement and fire/EMS departments, tailored to meet their unique needs and regulations. Our services include off-duty management, scheduling, and administrative support.</p> <p>Insurance and Support: ODM provides comprehensive insurance coverage and 24/7 support to ensure that all service needs are met promptly and efficiently. Our team of skilled professionals is equipped to handle the unique requirements of various governmental entities.</p> <p>Training and Implementation: We offer on-site and online training to ensure a smooth and disruption-free transition for our partners. Our implementation team provides regular follow-up calls and verbal communication to support the adoption of our solutions.</p> <p>Marketing and Promotional Support: ODM actively promotes our Sourcewell-awarded contract through various channels, including webinars, on-site presentations, industry conferences, and tradeshow. We provide co-branded marketing materials and presentations to educate potential clients about the benefits of partnering with ODM.</p> <p>Scalable Operational Framework: Our scalable framework effectively manages and supports large volumes of off-duty service requests, ensuring consistent and reliable service delivery nationwide.</p> <p>These solutions are designed to provide a turnkey approach to off-duty management, leveraging our robust infrastructure, advanced technology, and extensive expertise to deliver world-class service and support to all our partners.</p>
77	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<ul style="list-style-type: none"> - Governmental agency administrative scheduling software and services - Public sector software and administrative services - Law enforcement off-duty comprehensive administrative services and software - Public Sector administrative services, software, and insurance. - Public Sector scheduling, software, and administrative services, - Extra -duty administrative services and software - Law enforcement off-duty, scheduling software, invoicing services, and fee management - Law enforcement off-duty solutions for scheduling, billing, invoicing, tracking and online payment portal - Law enforcement off-duty administrative, technology and insurance services - Fire Department off-duty administrative services and software - Fire Department off-duty scheduling software - Public Works off-duty scheduling software

Table 7B: Category 1. Public Safety Response - Agency Situational Awareness. Proposers selecting Category 1 are ONLY able to provide one (1) or a combination of solutions below (Line 78 - 83). *See the Appendix in the RFP for further information.

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

☒ We will not be submitting for Table 7B: Category 1. Public Safety Response - Agency Situational Awareness. Proposers selecting Category 1 are ONLY able to provide one (1) or a combination of solutions below (Line 78 - 83). *See the Appendix in the RFP for further information.

Line Item	Category or Type	Subcategory	Offered *	Comments	
78	Incident command and management	Incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
79	Mapping	Vertical location, indoor, outdoor	<input type="radio"/> Yes <input type="radio"/> No		*
80	Asset tracking and location	Personnel, vehicles, controlled substances, equipment, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
81	Community notifications	Evacuations, minor crime reporting, shelter in place, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
82	One-to-one and one-to-many collaboration and coordination	SMS, push to talk, video, voice, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
83	Public safety focused data and analysis applications	Video, image, and pattern analysis, acoustic firearms discharge identification, incident response, investigative lead development, predictive analysis, and other data source integration	<input type="radio"/> Yes <input type="radio"/> No		*

Table 7C: Category 2. Public Safety Response - Agency Operations. Proposers selecting Category 2 are ONLY able to provide one (1) or a combination of solutions below (Lines 84 - 92). *See the Appendix in the RFP for further information.

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

☒ We will not be submitting for Table 7C: Category 2. Public Safety Response - Agency Operations. Proposers selecting Category 2 are ONLY able to provide one (1) or a combination of solutions below (Lines 84 - 92). *See the Appendix in the RFP for further information.

Line Item	Category or Type	Subcategory	Offered *	Comments	
84	Pre-incident planning software	Fire prevention related inspections and enforcement	<input type="radio"/> Yes <input type="radio"/> No		*
85		Operational management (scheduling, training, compliance, etc.)	<input type="radio"/> Yes <input type="radio"/> No		*
86		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	<input type="radio"/> Yes <input type="radio"/> No		*
87	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	<input type="radio"/> Yes <input type="radio"/> No		*
88		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	<input type="radio"/> Yes <input type="radio"/> No		*
89		Digital and physical evidence management	<input type="radio"/> Yes <input type="radio"/> No		*
90		E-citation systems	<input type="radio"/> Yes <input type="radio"/> No		*
91		Law enforcement case management	<input type="radio"/> Yes <input type="radio"/> No		*

Table 7D: Category 3. Comprehensive Solutions. Proposers selecting Category 3 can provide one (1) or a combination of solutions in BOTH Category 1 and Category 2 (Lines 93 - 109). *See the Appendix in the RFP for further guidance.

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

☐ We will not be submitting for Table 7D: Category 3. Comprehensive Solutions. Proposers selecting Category 3 can provide one (1) or a combination of solutions in BOTH Category 1 and Category 2 (Lines 93 - 109). *See the Appendix in the RFP for further guidance.

Line Item	Category or Type	Subcategory	Offered *	Comments	
92	Category 1 - Public Safety Response Agency Situational Awareness		<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, our OfficerTRAK® platform has become a trusted solution for managing severe weather events, natural disaster response, grant staffing and reporting, agency training programs, and was instrumental in managing COVID-19 testing facilities and grant documentation.	*

93	Incident command and management	Incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Yes, ODM's OfficerTRAK® software offers our governmental partners advanced public safety technology to help plan and manage critical incidents, grant-funded projects, weather events, traffic assignments, public safety initiatives, and much more.</p> <p>Following our successful award of the public safety RFP in 2021, we've partnered with agencies nationwide that have utilized our technology for critical incident planning, weather response, statewide traffic management programs, and operational training events such as firearms training.</p> <p>Our proven track record underscores ODM's ongoing commitment to providing public safety solutions that enhance operational efficiency and improve community safety.</p>	*
94	Mapping	Vertical location, indoor, outdoor	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Yes, OfficerTRAK® offers unique features that allow for mapping and planning special events, parades, and critical incidents such as COVID vaccination centers. Our agency partners can use this mapping tool alongside other features to develop operational plans with event-specific communication capabilities.</p>	*
95	Asset tracking and location	Personnel, vehicles, controlled substances, equipment, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Yes, OfficerTRAK® allows our governmental partners to have transparent management of public safety personnel during off-duty, special events or agency overtime. The GPS location functionality allows for seamless communication and public safety personal management. ODM does not support vehicle tracking actively, but does allow for static tracking of requested vehicles and mileage. Our solution does not allow for management or tracking of controlled substances and equipment.</p>	*
96	Community notifications	Evacuations, minor crime reporting, shelter in place, etc.	<input type="radio"/> Yes <input checked="" type="radio"/> No	<p>No, this functionality does not exist today. Our services and software are designed to fully support governmental entities and communication between individuals utilizing the OfficerTRAK® app.</p>	*

97	One-to-one and one-to-many collaboration and coordination	SMS, push to talk, video, voice, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, Off Duty Management's unique notification functionality enables one-to-one communication, as well as messaging to specified groups or the entire agency using ODM's OfficerTRAK® app and supporting technology.	*
98	Public safety focused data and analysis applications	Video, image, and pattern analysis, acoustic firearms discharge identification, incident response, investigative lead development, predictive analysis, and other data source integration	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, ODM's software enables data analysis through comprehensive reporting for all off-duty jobs and internal public safety use. All data fields within OfficerTRAK® can be mined and integrated with government technologies such as RMS, HRIS, and more. Currently, data analysis and integration are the only capabilities ODM offers in response to this category. However, we are actively collaborating with our public safety partners, including Baltimore City and others, to develop systematic integrations with AI and predictive analytics partners.	*
99	Category 2 - Public Safety Response Agency Operations		<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, ODM's OfficerTRAK® technology provides agency partners with a specialized event management solution, offering free internal use for all city-funded projects and agency overtime management. OfficerTRAK also offers mapping technology that provides visual insights into activity patterns and resource allocation, optimizing operational planning and response	*
100	Pre-incident planning software	Fire prevention related inspections and enforcement	<input type="radio"/> Yes <input checked="" type="radio"/> No	At this time, we do not offer pre-incident planning software. ODM is currently working with Fire Departments to manage the human resources required for off-duty and internal overtime assignments. While our solution is not used for managing fire inspections and enforcement now, we see potential for OfficerTRAK® to be applied in similar use cases in the future.	*

101		Operational management (scheduling, training, compliance, etc.)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Yes, ODM's OfficerTRAK® offers a robust platform for the operational management of special events and training activities. Our technology has been used by agencies nationwide to manage events such as NFL games, MLB games, Taylor Swift concerts, Country Thunder festivals, NASCAR races, large parades, and more. ODM's services and technology play a critical role in the Arizona Department of Education's SSO program, where our technology is used to track officer training and subsequent assignments in schools throughout the state. Thanks to our operational management services and tools, ODM was able to deploy an officer to a Tucson school just two weeks after the school received grant funding. This officer successfully apprehended a suspect who stated, "I was there to kill children." This is a powerful example of how ODM partners with communities to enhance public safety through strong operational management. Additionally, ODM allows agencies to use our software to ensure compliance with strict internal standards governing off-duty work, providing enhanced transparency and accountability.</p>	*
102		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Yes, ODM allows the capture of numerous data points that can be used to enhance officer performance, ensure adherence to standards, and provide detailed information for comprehensive after-action reports. This capability supports more informed management decisions regarding off-duty assignments, special events, or any other internal uses chosen by our public safety partners.</p>	*

103	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes, ODM captures comprehensive data that can be used independently or integrated with other software systems, such as RMS, staffing programs, and more. Our partners, including Boston EMS, West Palm Beach PD, and many others, benefit from this integration. We are also actively working with the Maricopa County Sheriff's Office to fully integrate with their innovative RMS system, scheduled for full deployment in 2026. We offer these services at no cost to our governmental partners.	*
104		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	<input type="radio"/> Yes <input checked="" type="radio"/> No	Electronic PCR and data transfer is not part of this proposal.	*
105		Digital and physical evidence management	<input type="radio"/> Yes <input checked="" type="radio"/> No	Evidence management is not available and not likely to be part of future development.	*
106		E-citation systems	<input type="radio"/> Yes <input checked="" type="radio"/> No	E-citation systems are not currently available.	*
107		Law enforcement case management	<input type="radio"/> Yes <input checked="" type="radio"/> No	No We're unable to assist with case management at this time. While our robust data has been utilized in several cases, including both internal affairs (IA) and external cases, ODM's OfficerTRAK® collects hundreds of data sets on a specific channel. It can support case management but is not designed to be a comprehensive case management solution.	*

Table 8: Exceptions to Terms, Conditions, or Specifications Form

Line Item 108. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Master Agreement terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Master Agreement Template provided in the “Bid Documents” section. Proposer must upload the redline in the “Requested Exceptions” upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Master Agreement.

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 - Tuesday March 04, 2025 15:23:00
- [Financial Strength and Stability](#) - Financial Strength and Stability.zip - Tuesday March 04, 2025 15:23:27
- [Marketing Plan/Samples](#) - Marketing.zip - Tuesday March 04, 2025 15:23:44
- [WMBE/MBE/SBE or Related Certificates](#) - WBENC Certification 2025.zip - Tuesday March 04, 2025 15:24:04
- Standard Transaction Document Samples (optional)
- Requested Exceptions (optional)
- [Upload Additional Document](#) - Additional Documents.zip - Tuesday March 04, 2025 15:24:27

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

I certify that I am an authorized representative of Proposer and have authority to submit the foregoing Proposal:

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 award.
3. The Proposer certifies that:
 - (1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to-
 - (i) Those prices;
 - (ii) The intention to submit an offer; or
 - (iii) The methods or factors used to calculate the prices offered.
 - (2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before award unless otherwise required by law; and
 - (3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting competition.
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 is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.
5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.
6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.
7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
8. 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, 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 Operations 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
Addendum_12_Public_Safety_Software_RFP030425 Mon February 24 2025 04:31 PM	<input checked="" type="checkbox"/>	4
Addendum_11_Public_Safety_Software_RFP030425 Fri February 21 2025 08:25 AM	<input checked="" type="checkbox"/>	2
Addendum_10_Public_Safety_Software_RFP030425 Wed February 19 2025 02:57 PM	<input checked="" type="checkbox"/>	2
Addendum_9_Public_Safety_Software_RFP030425 Wed February 12 2025 04:18 PM	<input checked="" type="checkbox"/>	2
Addendum_8_Public_Safety_Software_RFP030425 Mon February 10 2025 10:04 AM	<input checked="" type="checkbox"/>	2
Addendum_7_Public_Safety_Software_RFP030425 Mon February 3 2025 04:39 PM	<input checked="" type="checkbox"/>	4
Addendum_6_Public_Safety_Software_RFP030425 Fri January 31 2025 10:29 AM	<input checked="" type="checkbox"/>	2
Addendum_5_Public_Safety_Software_RFP030425 Wed January 29 2025 03:58 PM	<input checked="" type="checkbox"/>	2
Addendum_4_Public_Safety_Software_RFP030425 Fri January 24 2025 11:47 AM	<input checked="" type="checkbox"/>	2
Addendum_3_Public_Safety_Software_RFP030425 Tue January 21 2025 02:21 PM	<input checked="" type="checkbox"/>	3
Addendum_2_Public_Safety_Software_030425 Fri January 17 2025 03:35 PM	<input checked="" type="checkbox"/>	1
Addendum_1_Public_Safety_Software_030425 Fri January 17 2025 10:38 AM	<input checked="" type="checkbox"/>	1