

**RFI203-01**

**REQUEST FOR INFORMATION FOR EAST BANK LEVEE POLICE  
EAST JEFFERSON AND ORLEANS DIVISIONS**

The Southeast Louisiana Flood Protection Authority–East ("FPA"), on behalf of the East Bank Levee Police Department, which includes the Orleans Levee and East Jefferson Levee Divisions, is requesting information for the administration of off-duty police details. The FPA is requesting information concerning the scheduling, fee structure, payment processing, and record-keeping of off-duty police details administration.

This Request for information (RFI) is being sought strictly to gain knowledge of current options available and shall not be construed as intent, commitment, or promise to acquire services, supplies, or solutions offered. No contract will result from any response to this RFI.

Information submitted in response to this RFI will become the property of the FPA. And will be subject to Louisiana's Open Public Record Act. RFI responses **must** be received on **Friday, February 24, 2023, prior TO 4:00 PM** in a sealed envelope addressed to Superintendent of Police Thomas Harrington, Ph.D., East Bank Levee Police Department (EBLPD) Southeast Louisiana Flood Protection Authority–East, 6920 Franklin Ave, New Orleans, LA 70122 or **via email** at [tharrington@floodauthority.org](mailto:tharrington@floodauthority.org). The contact name, address and **RFI#2023-01** shall be identified on the front of the sealed envelope or in the subject line

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## **ADMINISTRATION OF OFF-DUTY POLICE DETAILS**

### **1.1 PURPOSE:**

The FPA is requesting information from qualified service providers to provide complete administration of all extra duty police details, including requests for service, scheduling work, payroll, invoicing, financing accounts payable and collecting payments. The FPA reserves the right to add terms and conditions during the contract negotiations, within the scope of the RFI.

**TERM:** The term of the contract award shall be for a one-year term, with two one-year extension options.

### **1.2 SCOPE OF WORK:**

1. The contractor will provide complete administration of all extra duty police details, including requests for service, scheduling work, payroll, invoicing, financing accounts payable, collecting payments, tax reporting, and completing weekly/monthly reports.
2. The contractor will provide the administration personnel to handle the administration of off-duty details. This administration includes but is not limited to, handling all service requests, scheduling all details, invoicing and collecting payment from customers, providing payment to officers and completing all necessary and associated reporting. The contractor must supply at least one primary and at least one secondary extra duty coordinator for engaging with customers over the phone. If no extra duty coordinator is available to field an incoming customer call, the customer will be presented with on-call messaging of wait times and call back/voicemail options.
3. The contractor must field all incoming off-duty customer requests, including providing a local or toll-free number for such purposes.
4. Contractor will provide a technology infrastructure that has the capability to perform the following tasks: communicating detail opportunities to officers, awarding detail opportunities: the ability to enable recurring customers to submit detail requests online: and input



- laptop, tablet, desktop or mobile device.
2. Reminder online outreaches to Officers regarding details they have signed up to work.
  3. Individual detailed-level check-in and check-out capture in an online, documented manner.
  4. Extra duty detail reporting including but not limited to: calendar format scheduling details summarized by the time period, customer, Officer, or detail type.
  5. Extra duty details shall be awarded from an established list containing the names of all Officers interested in working extra duty assignments. The list will be developed and based on the standards, and policies of the Southeast Louisiana Flood Protection Authority-East, EBLPD (Orleans Levee Police and East Jefferson Levee Divisions).
  6. It will be the obligation of the contractor to exhaust all means to find coverage for all jobs, including emergency jobs.
  7. The contractor will send a department-wide e-mail advising members of the EBLPD that a detail has yet to be filled forty-eight hours prior to using another agencies officer to fill the position. If the detail is not filled twenty-four hours prior to the detail the contractor may fill the detail with an outside entity.
  8. The contractors monthly report to the EBLPD shall include the officers and their agency in the report.
  9. Training on how to use the scheduling and management infrastructure must be provided to the officers.
  10. The contractor will be given a list of permanent assigned details at the beginning of the contract which shall honored until the Officer resigns that position.
  11. The contractor must ensure Police Officers are not scheduled for extra-duty employment that requires them to:
    - A. Serve or sell alcoholic beverages
    - B. Perform work as bouncers, doormen, or cashiers at nightclubs or bars
    - C. Perform work for insurance agencies, collection agencies, private investigators, attorneys, bail bond agencies, or taxi companies

- D. Perform work with wreckers or service stations that contract services with the FPA.
- E. Work or openly associate with convicted or known criminals.

### **3.0 PAYMENT PROCESSING:**

Twice a month, the Contractor will run a report that captures all of the hours submitted by the officer and verified by the customer.

The FPA will provide the Contractor with a list of approved officers for this Program, a list of authorized users and guidelines for this work.

#### **3.1 BILLING:**

The Contractor may require advanced payment by customers who are deemed credit risks or choose to invoice customers on a weekly basis. The contractor will finance any float and may charge associated finance fees to customers desiring credit in an amount agreed upon with the FPA. The contractor is responsible for all invoice collection and accepts all credit risk.

#### **3.2 REPORTS:**

The contractor will provide the following reports to the FPA each pay period.

1. Invoice Register
2. Officer reports – hours worked, location and Customer.

#### **3.3 CHARGES AND PAYMENTS:**

For the management, services receivable financing and for police officers' service each week, the Contractor will charge the Customer an hourly rate on all extra duty details.

The rate may be increased no more than annually, upon mutual agreement between the Contractor and the FPA.

### **4.0 GENERAL:**

Neither the FPA nor the Contractor will be responsible for acts of God (hurricanes, floods, etc.) or items beyond their control (power failures, etc.); however, both the FPA and the Contractor will make every effort urgently to correct the problem and difficulties caused by such acts.

#### **4.1 REVIEW:**

The Contractor will permit the FPA to review, at any time, all work performed

under the terms of the Agreement at any stage of the work.

#### **4.2 BOOKS AND RECORDS:**

The Contractor will maintain or cause to be maintained all records, books, or other documents relative to the date and time of job assignments, names of police officers assigned to jobs, all billing invoices, extra duty business contracts and any permits that are affiliated with the job and supplied to the contractor.

#### **5.0 REQUEST FOR QUOTE INSTRUCTIONS**

Briefly state the proposer's understanding of the work within their proposal and examples of prior experience with work performed. State the fee for the engagement.

Profile of Proposer (Please number subsections 1 to 4 to correspond to the items below)

1. Indicate your experience in providing administrative services, including customer service, scheduling, billing, collections, payroll, and administrative services management.
2. Provide samples of the reports that will be provided to the FPA and a description of the hardware and software that will be used for this engagement.
3. Identify the key individuals, their roles, and the experience of who would be assigned to the FPA. Describe their roles in detail and briefly describe their professional experience in administrative services management.
4. Please provide any additional information that you believe will assist the FPA in moving forward with the outside administration of off-duty employment. Provide the standard fees and cost structure for these services.

#### **5.1 FEE:**

Indicate a proposal fee for this project. The stated price should be all-inclusive and structured via an hourly administrative fee added to each detail hour worked. The cost should be proposed for year one, and the option to extend an additional year. Costs should include all out-of-pocket expenses.

#### **6.0 CRITERIA OF INTEREST:**

- Demonstration of the entire understanding of the work to be performed.



- Qualifications and Experience of Proposer
- Experience and expertise of personnel
- The service provider's experience and expertise in administrative services management.

## **6.1 REQUIREMENTS**

1. Contractor must be able to utilize the existing FPA assignment process, which could range from a first come, first serve basis to a select group of officers eligible for specific details.
2. Contractor must provide access to their system to FPA to review all detail activity worked, the officer assigned, details billed, and bills collected at any given time.
3. Vendor must report on outside agency officers working on FPA details and coordinate officer Payments directly with each outside agency.
4. Vendor must be able to split specific details between officers to ensure no officers work more than the allowed total hours per day or per week for extra duty work.
5. Vendor must be able to bill at various rates for details.
6. Please provide at least three references for which the vendor is performing similar work.
7. The vendor may make a written request to modify or withdraw the offer at any time prior to opening. No oral modifications will be allowed. Such requests must be addressed and labeled in the same manner as the original proposal and plainly marked Modification to (or Withdrawal of) Proposal. Only written requests received by FPA prior to the scheduled opening time will be accepted.
8. If the organization submitting a proposal intends to outsource or subcontract any work to meet the requirements contained herein, such must be clearly stated in the proposal, and details must be provided, including a name and description of the organization(s) being contracted. All forms and requirements of the Vendor per this RFP shall equally pertain to any subcontractor(s).
9. Please provide a summary of services to be provided by the vendor that

meets the requirements of this RFP, highlighting any of the vendor's strengths and identifying any known weakness or inability to provide the services requested (whether mandatory or preferred).

10. If a vendor suspects an error, omission, or discrepancy in this solicitation, the vendor must immediately notify FPA's designee in writing, at the above-stated address or by email at [tharrington@floodauthority.org](mailto:tharrington@floodauthority.org), written instructions if appropriate and make any necessary changes available to all interested parties.
11. Amendments to this RFP, if issued, will be made available to all interested vendors registered through the Department of Finance's Purchasing Division. The amendment(s) will incorporate the clarification or change and provide a new date and time for new or amended proposals.
12. Any vendor whose proposal does not meet the mandatory requirements and does not provide a primary proposal that meets all the required specifications of the RFP will be considered non-compliant.

## **7.0 RFI PROCESS**

The FPA is issuing this RFI to seek initial vendor input through a written response. Once the responses have been received, the FPA may request a vendor to present their solution in person. This presentation is informational or for clarification only for the purpose of determining feasible solutions and recommendations that could be included in a potential future procurement. The invitation **does not** indicate the FPA is engaged in a pre-selection process for an implementation vendor.

~~All vendors participating in this Request for Information process can register with the FPA by signing up at <https://www.floodauthority.org>~~

## **7.1 RFI Related Questions / Clarifications / Submission**

All questions related to this RFI must be submitted in writing to [tharrington@floodauthority.org](mailto:tharrington@floodauthority.org)

## **7.2 RESERVATIONS**

In addition to any other reservations made herein, FPA hereby reserves the right to cancel this RFP; to reject any or all proposals; to reject individual proposals for failure to meet any requirement; to award by item, part or portion of an item,



group of items, or total; and to waive minor defects and/or seek additional proposals. FPA reserves the right to award the contract to a vendor other than the lowest-priced vendor if a higher-priced proposal provides the best value as determined by FPA. Submission of a proposal confers on the vendor no right to a selection or to a subsequent contract. This process is only for the benefit of FPA and is to provide FPA with competitive information to assist in the selection process. All decisions on compliance, evaluation, terms, and conditions will be made solely at the discretion of FPA.