



CITY OF STAMFORD
OFFICE OF ADMINISTRATION
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ADDENDUM NO. 1
(March 22, 2021)
Request for Proposals No. 831
Administrative Services for the Police Department Extra Duty Employment

Addendum No. 1 is being issued to all potential bidders to provide the items and attachments set forth herein which shall act to qualify, clarify, or otherwise modify the Contract Documents previously issued regarding the above referenced project. These items, whether of omission, addition, substitution, or clarification, shall be incorporated into the proposals submitted by all bidders, and receipt of this document and its attachments must be acknowledged, either in the space provided on the Bid Form or on the Contractor's Form of Proposal. Failure to do so may subject the Bidder to disqualification.

The items and references:

1. How many annual hours are represented in the 17,000 annual jobs?
A: Approximately 175,000 hours.
2. How many of the total annual hours were at the officer rate and how many at the supervisor rate?
A: Only approximately 2-5% of all jobs are billed at the supervisor rate.
3. How many of the annual hours make up requests from 501c Charities?
A: Less than 10%.
4. Please confirm the current rate for officers if \$68 p/h and supervisor is \$79 p/h per the website?
A: With city admin %16 fee \$78.88 for Officers and \$91.64 is charged to end-users.
5. Does the agency anticipate any changes in the officers/supervisors payrates through this processes?
A: Yes. The current police contract is in the process of negotiation which could result in a side-job rate change.
6. Will details that go beyond the 4 hour minimum still be assessed in 2 hour increments for non-permitted jobs and four hour increments for permitted jobs?
A: Only City jobs are billed at 2 hour increments. Private companies are billed at the 4 hour increment. Permit / non-Permit is not a factor.
7. What is the vehicle fee for details requiring (night jobs) or requesting a police vehicle?
A: \$25 per hour
8. Are there any other special equipment fees such as boats, tactical, traffic cones, flares, etc...?
A: No
9. Will the proposer's representative be expected to handle cash at the on-site location?
A: No. There is no requirement for an on-site representative. Cash is not accepted.

10. Beyond processing payments for extra duty details and notwithstanding the financial/operations reporting outlined in the RFP, what additional administrative duties will be required of the proposer's on-site representative? (Specific duties that could not be handled remotely)

A: There is no requirement for an on-site representative.

11. In your best unit of measurement please described the amount of foot traffic the proposer's on-site representative will attend to on a daily basis? (average number of people, percent of time spent w/customer interaction etc...)

A: There is no requirement for an on-site representative.

12. Does the city currently provide permanent customers with ACH payment method?

A: Yes. This is and would be the responsibility of the selected vendor.

13. Regarding the "Exceptions to Normal Processing", what, if any, will be the responsibilities or expectations of proposer concerning City sewer jobs classified as city capital projects and/or City operating department jobs?

A: All City jobs get billed in 2 hour increments after the initial 4 hour minimum.

14. Regarding officer/supervisor pay, we would like to better understand your payroll process concerning extra duty details. Based on the listed pay rates (officer - \$68/supervisor - \$79):

a. Do the officers and supervisors realize that hourly rate or is their actual compensation based on the individual officer's p/h department pay rate and overtime calculation?

A: Only the side job rates apply.

b. Does the officer receive compensation for extra duty details on their regular department payroll or is it a separate transaction from on-duty pay?

A: The vendor is required to provide City payroll with the hours/amounts owed and the City issues the checks

c. If payroll for extra duty details are a separate transaction from the officer's department pay, is it distributed under your W-2 relation with the officer with applicable tax withholdings, or via form 1099 with no tax withholdings, or something different? (Please explain)

A: The vendor provides City payroll with hours and pay earned and the City issues checks, w-2's, etc.

15. Regarding the Insurance requirements, please clarify specifically who are the intended beneficiaries of the proposer's General Liability protections. To explain, insurance requirements are often listed in an RFP as a standard for showing the proposing company itself is covered. Coverage that extends beyond the proposing company may be intended and/or believed to be included. Coverages beyond the proposing company and can be provided in various combinations. Each proposer to this RFP has the ability, under your current request, to provide coverage, at the limits of their policy, that can be applied independently to protect the City, Officers, and the members of your community who hire your officers. In doing so, the City would be named as an insured on the policy, the officers would be insured separately as well, and your community partners would also be named as insureds under the policy. Whether none, one, two, or all three, it can have an impact on pricing. We recommend the City require the protections for all three. It mitigates risk for the city as well as the officers and is a benefit and risk mitigator for your community partners that hire the officers. As such, please clarify or amend for your desired or expected coverage and specifically identify the covered parties.

A: The minimum as listed is required. We are open to enhanced plans.

16. How are the extra duty jobs currently distributed to the officers? (First come first served, seniority etc..)

A: The assignment of jobs is handled by our internal staff based on agreements with the Union (R/O, low hours, seniority)

17. If, for whatever reason, SPD Officers are unable to fill an open job, are officers from other agencies allowed to fill the open shifts, and/or is there a contingency plan? (Please explain)

A: No

18. Can you confirm that the end users will pay the proposer directly for requested services and then proposer will remit funds to the City in the manor directed?

A: Currently, the end user make checks, etc. out to the city and they are processed by the proposer and deposited into the City Extra Duty account.

19. Can you confirm that the requirement for proposer to have the “ability for all scheduling and payment processing to be done on-line through the agency’s website” means that the agency’s website will link to the proposer’s scheduling and payment processing systems?

A: Currently, an end user clicks on the extra duty link on the City site, which links them to the proposer’s site for processing.

20. Does the City intend to pay the awarded prosper the full amount of the contract up front and if not, please describe the arrangement?

A: The annual cost of the contract is paid in equal monthly payments.

21. Is the purpose for going back out for bid the sole fact that it is a 1-year contract? We are aware that Extra Duty Solutions won the bid last year.

A: The last bid put out was for a more comprehensive “outsourcing” of the entire extra duty program. This bid was never awarded.

22. Is the "On-Site" call center agent stipulation still in effect? Last year, it was mandatory that you had agents on site.

A: No.

23. Is your off-duty program currently administered completely internally, or is it currently outsourced? Also, do you utilize vendor software, or is the process manual?

A: Currently it is a combination of both. We internally assign officers. Most job requests, back end billing, collections and payroll is outsourced.

24. How many internal personnel are administering the off-duty program today?

A: Five

25. Is it a requirement to have a Customer Service Representative on-site with the City's Police Department? What would be the expected duties for this Individual?

A: No.

26. It is our understanding that when your officers work extra-duty, they are paid through City payroll and receive a W2. Are there times when the officers are paid directly and receive 1099s, and if not, would this be a consideration?

A: No.

- a. Are the job rates changing based on the individual officer rates? Meaning - do vendors have a flat rate that covers the majority of officers, or would the vendor charge change based on which officer is assigned? A: No. They are at the set side-job rates.

- b. Payroll Processing - Is the City paying officers for the extra duty before the City is paid, or is payment withheld until the vendor issues payment?

A: Yes. Officers are paid in two week increments regardless of collections.

27. What percentage of your off-duty jobs are actually overtime requested and paid for by the City (City sewer jobs, municipal security, etc.) versus those requested and paid for by vendors (businesses, individuals, etc.)? How is this difference currently handled? (e.g., each officer's overtime rate, standard off-duty rates, pay codes, etc.)

A: There is no difference in payrates. The only difference is the 2 or 4 hour increment

28. Your RFP references a 16% administrative fee. What does this cover? Is the city expecting to maintain a fee-based income from the police off duty work? If so, how much?

A: End-users are charged the 16% admin fee which is deposited to the City.

29. With regard to collection efforts, what percentage of vendors/details typically carry past due accounts?

A: It varies, depending on capital projects. Most pay on time. End users who default are very low.

30. Would the City be agreeable to asking slow paying vendors to prepay for their extra duty jobs?

A: Yes. That is currently done.

31. How are cash payments handled today?

A: We do not accept cash.

32. Does the Stamford PD use Telestaff for 1) on-duty, 2) overtime and 3) off-duty scheduling currently?

A: Yes

33. Is the Stamford PD open to using an alternative off-duty scheduling platform that integrates with Telestaff and will export all off-duty hours to the city's Ceridian HPW, Version 7.31 payroll system?

A: Would be open for discussion, but would have to integrate seamlessly.

34. When a business requests an officer or vehicle from this site, does it automatically send out the bid request to the officers to bid on or does someone have to manually copy it from the portal request form to the current off-duty scheduling system?

Manually copied.

A: Currently it is manually copied over.

35. Does the administrative services vendor have to use the City's credit card processing portal on the city's website <https://hirespd.com/shop/pay-your-bill/> or can they use their own credit card processing portal? (ours integrates into AR reports and can pay different bank accounts including the City's or Police Departments)

A: To be determined/negotiated.

36. Does the businesses/employers actual invoice appear in the portal (auto-populated with the invoice amount) or do they have to look at the email invoice and then type their invoice amount into the credit card payment portal? In other words is it integrated on one platform or two different systems that don't share data with each other?

A: It currently auto-populates the invoice.

37. Does the city have an off-duty or secondary employment policy that can be shared with proposers?
A: Our current polices are in the process of being updated. Any policies in force can be provided to the selected vendor.
38. Will the "invoiced" hours data contain "notes" when details are not worked as scheduled? This enables our team to properly answer questions from vendors should they arise.
A: Unusual circumstances are handled by the internal supervisor. Only hours actually worked are billed.

All other terms and conditions of **RFQ No. 831** remain the same.

Erik J. Larson
Purchasing Agent

Cc: Capt. Scott Duckworth
Purchasing Department File