

**NEW YORK CITY
POLICE DEPARTMENT**

Request for Proposals



**PAID DETAIL APPLICATION AND SOFTWARE
PLATFORM**

E-PIN #05626P0001

**Proposal Due Date & Time: See PASSPort for Due Date/Time
Send Proposals in Accordance with the Proposal Submission
Requirements as set forth in PASSPort**

**THE CITY OF NEW YORK
NEW YORK CITY POLICE DEPARTMENT
REQUEST FOR PROPOSALS**

**TITLE: Paid Detail Application and Software Platform
E-PIN # 05626P0001**

TABLE OF CONTENTS	PAGE #
SECTION I. TIMETABLE	3
SECTION II. SUMMARY OF THE REQUEST FOR PROPOSALS	4
SECTION III. SCOPE OF SERVICES	8
SECTION IV. FORMAT AND CONTENT OF THE PROPOSAL	15
SECTION V. EVALUATION AND CONTRACT AWARD	18
SECTION VI. LEGAL TERMS AND CONDITIONS	19
SECTION VII. GENERAL INFORMATION TO PROPOSERS	22

ALL ATTACHMENTS/ RIDERS TO THE RFP ARE IN THE PASSPORT SYSTEM.

AUTHORIZED DEPARTMENT CONTACT PERSON

Proposers are advised that the Authorized Department Contact Person for all matters concerning this Request for Proposals is:

Name:	Tiana Urey
Title:	Procurement Analyst
Mailing Address:	NYPD Contract Administration Section 375 Pearl Street, Room 15-207 New York, NY 10038
Telephone:	(718) 610-8625
E-Mail Address:	contracts@nypd.org

Request for Proposals (RFP) - Overview

The New York City Police Department (“NYPD” or “the Department”) allows qualified Uniformed Members of the Service (“UMOS”) to perform off-duty uniformed security work within New York City. The program, known as the Paid Detail Program, is coordinated by the NYPD’s Paid Detail Unit (“PDU”) and the off-duty work performed under this program is referred to as Paid Detail Employment. The NYPD is seeking an appropriate vendor to create or one which already has an electronic platform and application capable of supporting scheduling of paid details, assignment, billing, and reporting, for uniformed members of the service. Approximately 6,500 of the NYPD’s uniformed members of the service currently participate in the Paid Detail Program and are thus eligible to utilize the Paid Detail system to work overtime. Since the NYPD currently has about 33,000 Uniform Officers, the selected vendor’s electronic platform and application must allow for additional uniform members of the NYPD (in addition to the approximately 6,500 that are already in the Program) to join the Paid Detail program.

The Paid Detail Unit manages service requests from Clients/Businesses (“Clients”) requiring security coverage by NYPD UMOS. These clients include, but are not limited to, retail chains, department stores, supermarkets, banks, houses of worship, and private office buildings. Police officers are selected from a database of available volunteers, pre-screened, and assigned by the PDU. All assigned officers are active, armed, full-duty New York City Police Officers trained by the NYPD. While engaged in paid detail assignments, UMOS comply with federal, state, and New York City tax regulations.

SECTION I – RFP TIMETABLE

A. Release Date of this Request for Proposals

All questions and requests for additional information concerning this RFP should be directed to:

Procurement Analyst, Tiana Urey

Telephone: (718) 610-8625

E-mail Address: contracts@nypd.org

B. Virtual Pre-Proposal Conference

DATE/TIME: In PASSPort System

Attendance by proposers is optional, but highly recommended by the Department. If attending, please RSVP to Procurement Analyst Tiana Urey by no later than two days prior to the date/time set forth in the PASSPort System at contracts@nypd.org.

C. Final Questions: See PASSPort

Questions should be E-mailed to: contracts@nypd.org

D. Proposal Due Date, Time and Location

DATE: SEE PASSPort System

TIME: SEE PASSPort System

LOCATION: Proposals shall be submitted through the PASSPort System

E-mailed or faxed proposals will not be accepted by the Department.

Proposals received after the Proposal Due Date and Time are late and shall not be accepted by the Department, except as provided under New York City's Procurement Policy Board Rules. The Department will consider requests made to the Authorized Department Contact Person to extend the Proposal Due Date and Time prescribed above. However, unless the Department issues a written addendum to this RFP which extends the Proposal Due Date and Time for all proposers, the Proposal Due Date and Time prescribed above shall remain in effect.

E. Anticipated Contract Start Date: April 1, 2027

SECTION II - SUMMARY OF THE REQUEST FOR PROPOSALS

A. Background

The selected vendor (the "Contractor") should meet the following criteria:

- Demonstrated substantial and successful experience providing the same or similar services, including compliance with federal, state, and local requirements relating to data privacy and cybersecurity.
- Demonstrated capacity to provide technological services and operation for however many NYPD uniform members of the service participate in the Program. Currently, approximately 6,500 uniform members of the service participate in the Program, but it is possible that this number could increase substantially, and the Contractor's platform and application must be able to accommodate any increase in the numbers of uniform members of the NYPD that may wish to participate in the Program. The Program currently has approximately 300 Clients at 500 locations. These numbers could also potentially expand, and the Contractor's platform and application must also be able to accommodate any such expansion in these numbers of Clients and locations.
- Organizational capability to carry out the requirements of the RFP, including scheduling of details, assignment, billing, and reporting.

B. Definitions

The following defined terms have the meanings specified below. [NOTE: If a defined term is used only once, then it may be defined within the context in which it appears in that paragraph or section.]

“Agency Chief Contracting Officer” shall refer to the NYPD individual that is responsible for managing and overseeing the City of New York’s administrative contract and procurement processes required for contract award.

“Agreement” means the executable document that will include all labor, services, goods and equipment required by NYPD as a result of this procurement and shall incorporate the awarded Contractor’s written response to the RFP including any acknowledgement of addenda and further information that may be obtained as a result of oral presentations (if any), best and final offers, and final negotiations. The Agreement shall incorporate Appendix A and other standard City of New York required documents, including all exhibits attached to it and incorporated in it by reference, and all amendments, modifications, or revisions made in accordance with its terms, as attached in this RFP.

“Appendix A” means the City of New York’s General Provisions Governing Contracts for Consultants, Professional, Technical, Human and Client Services (Rev. Jan. 2018).

“Client” or “Clients” means the entities who will be utilizing the application to hire UMOS to work details.

“Commissioner” means the Police Commissioner of the City of New York, and any representative authorized in writing to act on the Commissioner’s behalf.

“Contractor” means the Proposer awarded a contract pursuant to this RFP process.

“Department” or “NYPD” means the New York City Police Department.

“Platform Management Fee” means the hourly fee proposed by the Contractor for providing all services related to the administration and management of the Paid Detail program, including operation of the platform. The hourly fee represents the Contractor’s compensation for program management services and will be collected from Clients.

“Proposal” means the written content and documents submitted by a Respondent in response to this RFP.

“Proposer” means the primary entity which submits a Proposal in response to this RFP.

“Services” means performance of all tasks, activities and deliverables as described in detail in Section III - Scope of Services and performed by qualified and licensed personnel of the selected Contractor from this RFP.

“UMOS” means Uniformed Members of Service of the NYPD.

C. Anticipated Contract Term

The contract term will be five (5) years, with two (2) renewal options for a term of three (3) years each. Renewal is at the NYPD’s discretion. The NYPD also has the option to extend the contract term, subject to acceptable performance by the Contractor.

D. Proposed Payment Terms and Structure

Payment Timeline: Contractor shall remit payment to UMOS no later than Friday of the week following completion of the paid detail.

Financial Liability: Contractor shall assume full financial liability for all payments related to the paid detail, including officer compensation and any applicable fees.

UMOS Compensation: Contractor shall not charge UMOS any fees for their services. Hourly compensation rates for participating UMOS are set by NYPD. The Contractor is responsible for collecting these amounts from Clients and remitting them directly to UMOS. Hourly compensation rates may vary over the course of the contract term.

NYPD Administrative Fee (10%): Contractor shall charge a separate 10% administrative fee to Clients, which Contractor will collect and pass through to NYPD.

Payment Options: Proposers are encouraged to propose and describe both of the following payment options. For both payment options, Clients utilizing the Paid Detail Program will be responsible for paying:

- The full compensation due to UMOS based on hours worked and applicable hourly rates.
- A 10% NYPD administrative fee payable to the NYPD, to be collected and remitted by the Contractor
- Platform Management Fee: The Contractor's proposed hourly fee for program management services is applied per hour worked by UMOS and collected from Clients.

Proposers are being asked to complete a Pricing Proposal with two Different Payment Options:

Option 1: Pre-Services Payment Option:

Clients using the Paid Detail Program would remit full payment to the selected Contractor at least three (3) days **before** services are to be provided by UMOS. This full payment would include (1) the full compensation due to UMOS based on hours worked and applicable hourly rates, (2) the NYPD administrative fee and (3) the Contractor's Platform Management fee for the management of the Paid Detail Program.

Option 2: Post Services Payment Option:

Clients using the Paid Detail Program would remit payment to the Contractor **after** services are rendered by UMOS. Under this model:

- The Contractor would be responsible for initially advancing payment for both (1) the full compensation due to UMOS based on hours worked and applicable hourly rates and (2) the NYPD administrative fee.

- The Contractor would then invoice and collect the full payment from Clients who use the Paid Detail Program. This full payment would include (1) the full compensation due to UMOS based on hours worked and applicable hourly rates, (2) the NYPD administrative fee and (3) the Contractor's hourly Platform Management fees for the management of the Paid Detail Program.

NOTE: It is possible that the NYPD may ask Contractors to run a program that allows both the pre-services payment option from some Clients and the post services payment option from other Clients.

Proposed Payment Structure Model Example: The following example is provided for illustrative purposes only to demonstrate how total charges may be calculated under the Paid Detail Program.

Officer Compensation:

- Officer A: \$294.00 (6 hours. x \$49.00/hr.)

Additional Fees:

- New York City Administrative Fee (10%): \$29.40
- Platform Management Fee: \$30.00 (6 hours x \$5.00/hour)

Total Invoice to Client: \$353.40

Note: The above is a sample payment structure and may be adjusted to accommodate different scenarios, such as varying officer numbers, hours worked, or fee structures.

Proposer Payment Structure Requirements - Proposers must provide detailed information regarding their proposed payment structure, including:

- Both payment options (Pre- and Post-Services Payment)
- Platform Management Fee*, clearly defined and separate from the pass-through costs.
- Payment terms and timelines
- Any relevant supporting documentation or rationale

*NOTE: The Platform Management Fee (i.e. the hourly Management Fees to be paid to the Contractor for each hour worked for each of the various titles for each year of the Contract for both Options). NOTE: The hourly rates paid to the Uniform Members of the Service that participate in the Paid Detail Program are set by the NYPD. These amounts are essentially amounts that the selected Contractor will be collecting from the Clients that use the Paid Detail Program and passing through to the Uniform Members of the NYPD that participate in the Program for the Services that they perform. These hourly amounts paid to UMOS are set by the NYPD and can be expected to vary over the course of the Contract term. The separate 10% Administrative fee payable to the NYPD is a fee that the Contractor will be collecting and passing through to the NYPD.

In addition to the two payment options described above, NYPD also invites Proposers to propose additional alternative payment models that align with the following program objectives:

- Timely and accurate payment to NYPD officers.
- Efficient and cost-effective payment processing for Contractor.

- Compliance with all applicable laws and regulations.

NOTE: Submission of alternative payment models is optional.

SECTION III - SCOPE OF SERVICES

Proposers will submit an Operational Plan as part of their proposal submission, and this Plan should address how the following criteria will be met. The mobile application and online platform will herein be referred to as “the Platforms.”

The Department will utilize the Platforms with enhancements that will be discussed by the Department and the Contractor, that meet the following criteria:

A. GENERAL EXPECTED FUNCTIONALITY OF THE PLATFORMS

The Platforms need to be able to handle a high volume of users and transactions and utilize industry-standard technologies and development frameworks. The Platforms should implement robust Application Programming Interface (API) integrations for seamless data exchange between the Platforms and external systems. The Platforms must have the capability to store sensitive officer information, paid detail assignments, and system data, and adhere to NYPD’s Information Technology standards and guidelines.

The Platforms must operate efficiently and reliably to meet the operational needs of the NYPD. In the event of a disruption in service, the Contractor shall provide prompt and effective support to NYPD personnel experiencing technical issues. The Platforms must include offline functionality for mission-critical features to ensure uninterrupted performance in field operations.

The Contractor shall deliver a comprehensive, purpose-built solution for managing NYPD off-duty law enforcement assignments. This solution must support transparency, automated scheduling, robust oversight, and detailed reporting capabilities. The Platforms must ensure compliance with NYPD policies and procedures while minimizing operational, financial, and reputational risks associated with off-duty assignments.

I. Data Management and Analytics

The Platforms must have a centralized database to store officer, Client, and transaction data. Further, the Platforms must have the data analytics capabilities to generate reports and insights and ensure data integrity and accuracy.

II. User Roles and Permissions

The Platforms shall have the capability to define user roles (UMOS/Officers, Clients, NYPD Admin, Platform Admin) with appropriate permissions and access levels. Contractor’s systems shall implement robust authentication and authorization mechanisms.

III. Platforms Functionality

The Contractor shall ensure that the Platforms are secure and scalable, and accessible to NYPD UMOS and approved Clients. The Platforms must be user-friendly for both UMOS and Clients, with easy-to-use interfaces. Contractor must ensure compatibility with various mobile operating systems (iOS and Android).

IV. Customization

The Platforms should be adaptable to incorporate NYPD's specific policies and procedures seamlessly. The Platforms must have the capability to develop a rules engine to enforce UMOS eligibility criteria and allow for the creation of groups for specific job types and the option for agency coordinators. The agency coordinators will be individuals designated by the NYPD within the Paid Detail unit to oversee this function of enforcing UMOS eligibility criteria. In addition, the NYPD the Platforms should be able to integrate with the existing NYPD Medical District system (Sick/Limited/Restricted) and the NYPD CPR (Central Personnel Resource) system for Command Code Changes. This integration would automatically identify ineligible candidates and remove them from the roster for Paid Detail assignments on a daily basis. These agency coordinators must be able to go into the System to check to see if the Vendor is properly checking UMOS eligibility for participation in the Paid Detail Program.

V. Client Eligibility Management

The Platforms shall provide tools for vetting and onboarding Clients requesting paid detail services. The NYPD must have the ability to exclude or restrict certain Clients based on Department criteria. Contractor must offer a comprehensive onboarding process for NYPD users, including training sessions, documentation, and 24/7 technical support. The onboarding process should minimize disruption to current paid detail operations.

VI. Client Access

External entities seeking to hire NYPD officers for off-duty assignments (i.e. Clients that use services offered by the Paid Detail Program) must have streamlined access to the Contractor's platform and application. The Contractor's platform and application must provide an online portal, accessible via the NYPD or agency-designed website, through which Clients can register, submit requests, and manage assignments. Additionally, a 24/7/365 (& 366 days in Leap Years) customer support line must be available to assist Clients with inquires, troubleshoot issues, and ensure continuous support for all extra-duty service needs.

VII. Scheduling

There must be capabilities that enable Clients to post available shifts, manage bookings, and track officer attendance. The Platforms must include automated shift reminders and notifications for **both** UMOS and Clients.

VIII. Paid Detail Unit (PDU) Stakeholders

The Platforms must contain a Client portal to view UMOS check-in/check-out status and generate reports. The Platforms shall have a notification system to alert PDU stakeholders of UMOS check-ins.

The Platforms must include functionality to verify a UMOS's attendance electronically via a mobile device. The Contractor shall design and implement secure digital attendance verification features that comply with NYPD policies and incorporate necessary business rules and security protocols. The Platforms must also support the generation and printing of electronic paid detail slips and ensure full compatibility across both mobile and desktop devices.

IX. Invoicing and Payment

The Platforms must deliver a consolidated invoicing and payment solution that streamlines the financial process for NYPD's off-duty assignment program. It shall generate a single, itemized invoice per assignment, combining the City administrative fees, officer compensation, and the proposed management fee into one payment transaction. Upon collection from the Client, the Platforms must automatically and accurately distribute funds to the NYPD and to participating Members of the Service in accordance with predefined allocation rules, while retaining the Contractor's authorized management fee.

Clients must be able to submit payments securely through an online portal that supports multiple payment methods, including Automated Clearing House (ACH), wire transfers, and major credit cards. The Contractor shall implement a secure, PCI-DSS compliant payment process incorporating end-to-end encryption, fraud prevention, transaction tracking, and real-time payment confirmation. The system must support both one-time and recurring transactions and issue digital receipts.

The Contractor is responsible for ensuring direct deposit payments to UMOS bank accounts, regardless of Client payment status. Officers must never incur service charges or fees. The Platforms must include automated notifications and follow-up reminders to Clients with outstanding balances, ensuring full payment to any UMOS who has completed an assignment. A full transaction history and payment audit trail must be maintained.

For payroll and tax compliance, the Platforms must support integration with payroll systems and issue a consolidated IRS 1099 tax form per UMOS annually, no later than February 1 of the following calendar year.

In addition, the Platforms must offer detailed reporting and analytics, including summaries of payments, revenue, fees, and outstanding balances. A secure payment interface must be provided for Clients to settle invoices electronically.

The Contractor assumes all financial risk associated with delayed or non-payment by Clients and must guarantee timely weekly disbursements to both the NYPD and UMOS. Under no circumstances shall the NYPD, its officers, or the City be held liable for Client delinquency.

X. PDU W-9 Review and Approval

The Platforms must have the capability to provide W-9 Document Management, Notification, Review and Approval, and Document Access. The Platforms shall allow UMOS users to upload, view, and manage their W-9 forms. Additionally, the Platforms shall send notifications to PDU stakeholders when a new W-9 is uploaded, enable PDU stakeholders to review uploaded W-9 forms and approve or deny them, and provide PDU stakeholders with access to all uploaded W-9 forms.

XI. Communication and Messaging

The Platforms are required to have a secure messaging system for real-time communication between officers and Clients, and provide options for group messaging and announcements.

XII. Paid Detail Guidelines

The Platforms must include the ability to upload a PDF of the latest Paid Detail Guidelines to the system for UMOS access, the link to the most recent Paid Detail Guidelines on the UMOS Paid Detail Application form, and a pop-up that requires UMOS users to acknowledge reading the Paid Detail Guidelines before submitting the Paid Detail Enrollment Application.

XIII. Report Migration from Former System

The new Platforms must replicate all standard reports currently available in the NYPD's existing Paid Detail system. At a minimum, the following reports must be included:

- Monthly Administrative Fee Deposit Report
- Monthly Administrative Fee Report by Client
- Bi-Weekly Payment and Assignment Summary Report
- Executive Paid Detail Daily Roll Call
- Executive Schedules and Time Count Reports (daily, weekly, and monthly formats)
- Nonpayment Report identifying vendors with outstanding balances exceeding two months
- Average Assignment Report showing monthly averages by officer rank
- Fiscal Year Revenue Forecast Report
- Client Activity Report sortable by precinct or service category
- Rank-Based Time Report showing hours worked by officer rank within a specified date range

The Platforms must also include the ability for authorized users to generate custom reports and extract data without relying on Excel or third-party software.

Additionally, the system must have the flexibility to support the creation of new reports as operational needs evolve, ensuring adaptability to future NYPD requirements.

XIV. Data Security

The Platforms should be hosted on a secure, government-approved cloud environment compliant with FedRAMP standards. The software must be SOC 2 certified with annual renewals to ensure the highest level of data security and compliance. The Platforms must adhere to industry best practices for data security, including encryption of sensitive information, access controls, and intrusion detection/prevention systems. The Platforms must allow for tiered permissions allowing the Paid Detail Unit the ability to assign different levels of access based on user. The software should be configurable to accommodate specific agency policies. Data must be continuously backed up and protected. The Platforms must comply with relevant federal, state, and New York City data privacy regulations.

Contractor must adhere to strict data privacy and security standards, including compliance with relevant regulations (e.g., HIPAA, GDPR). The Platforms must contain robust security measures to protect sensitive UMOs and Client information. Contractor is required to conduct regular security audits and vulnerability assessments, generate comprehensive reports on scheduling, staffing, billing, and performance metrics, and offer data visualization tools for analysis and decision-making.

The Platform will have access to sensitive data provided to Contractor by the Department. It is expected and required that Contractor and the Platforms protect sensitive officer data through encryption and access controls. Contractor must protect all data provided by the Department in accordance with city, state, and federal data privacy laws.

XV. Insurance

The Platforms must ensure Client provides evidence of any required New York State workers' compensation coverage. The Client must provide multi-million dollar 'A' rated comprehensive liability insurance coverage for the agency, officers, and customers. The NYPD will be named as an additional insured party on the Certificate of Insurance (COI).

B. EXPECTED FUNCTIONALITY FOR UMOs USERS

I. Officer Management

The Platforms will permit UMOs to apply for paid detail participation through an online application that will be available on NYPD mobile phones, including required fields and document uploads (i.e. photos, signed Paid Detail Cards, etc.) to completed assignments. Contractor will create user accounts for officers with secure login and role-based access control (RBAC). Through the Platforms, Officers will have the ability to view available paid details, express interest in specific paid details, and the option to submit availability for upcoming dates.

II. UMOs Eligibility Restrictions

The Platforms must have the capability to define specific eligibility criteria for UMOs to participate in the paid detail program and accommodate changes in eligibility criteria. Through this capability, UMOs access must be restricted on the basis of the defined eligibility criteria. These restrictions,

which will be communicated to the successful Contractor, must be updated in real-time based on changes in officer status. The Platforms shall provide clear communication to UMOS regarding their access status and reasons for restrictions.

The Paid Detail event description must include specific eligibility criteria for participation, making events “unavailable” or not allowing UMOS to apply who do not fit the criteria.

III. UMOS Schedule/Cancel/Un-schedule Paid Details:

The Platform shall include a comprehensive scheduling and management workflow that ensures compliance with all Paid Detail Unit operational policies and eligibility requirements.

- The Platforms shall provide an automated scheduling process that incorporates business rules, eligibility checks, and user validation to maintain the integrity of all Paid Detail assignments.
- Automated email notifications shall be sent to all relevant parties during scheduling, cancellation, and un-scheduling actions to ensure timely and consistent communication.
- Real-time validation shall be enforced through system controls to prevent unauthorized scheduling, un-scheduling, or modification of Paid Detail assignments.
- The Platforms shall be capable of automatically un-scheduling UMOS who are determined to be ineligible under Paid Detail Program criteria established by the NYPD.
- A Service Eligibility Flag shall be implemented within the system to identify UMOS who meet the eligibility standards for participation in the Paid Detail Program. Only officers with an active eligibility flag shall be permitted to schedule or participate in off-duty employment through the Platforms.
- The scheduling functionality shall recognize and apply all eligibility and un-scheduling rules based on current data and supervisory determinations.
- The Platforms shall maintain an auto-numbering mechanism for all Paid Detail records to ensure traceability, facilitate auditing, and support data management requirements.

C. EXPECTED FUNCTIONALITY FOR NYPD ADMINISTRATIVE PERSONNEL

In addition to the functionality available to UMOS users, NYPD Administrative Personnel shall be granted the following enhanced capabilities, subject to appropriate access controls and supervisory authorization.

I. Performance Monitoring

The Platforms shall enable the Paid Detail Unit and authorized administrative users to monitor officer attendance, participation, and performance. System reporting shall support review of historical data for compliance, trend analysis, and performance evaluation.

II. Scheduling and Management

The Platforms shall provide administrative personnel with real-time access to assignment status, attendance records, payment tracking, and performance metrics. All access and actions shall be governed by authentication and authorization protocols consistent with NYPD security standards.

III. Override Ability

- The Platforms shall include functionality permitting designated supervisory personnel to authorize exceptions to established scheduling or eligibility limits, subject to documented justification.
- A Cap Override Option shall be accessible only to authorized Paid Detail Unit supervisors or their designees. This option shall allow approved exceptions for officers who have reached their maximum allowable Paid Detail hours. Members of all ranks may not perform paid detail assignments beyond the limits established by Department guidelines.
- The Platforms shall record all override actions in an audit log, capturing the user, date, time, and rationale for the exception.
- System processes shall support necessary modifications to assignment records when an override is approved, ensuring full accountability and transparency.

D. ADDITIONAL CONSIDERATIONS

I. Relevant Expertise

The NYPD prefers that the Contractor demonstrate a strong understanding of the operational, security, and administrative needs of law enforcement agencies or other comparable entities. Preference will be given to Proposers with previous experience serving similar municipalities and police departments or experience with other large entities which could be considered to be comparable.

II. User Experience

Proposers should provide details of their company's experience in developing similar platforms or applications and highlight successful implementations and customer testimonials.

III. Customer Support

Please describe your customer support plans, including response times and escalation procedures.

IV. Integration with CityPay

The Platforms must be able to facilitate the collection of the 10% administrative fee from Clients. This facilitation could potentially at some point in the contract term include integration with CityPay, the City of New York's official online payment system. Any such potential

integration would have to enable secure and seamless online transactions directly through the Platforms, ensuring accurate and timely remittance of administrative fees in accordance the City's financial protocols.

V. Payment Models

While the primary payment model involves Clients paying a fee to the Contractor, the Department welcomes alternative payment models that may benefit both parties. Please outline any proposed alternatives.

SECTION IV - FORMAT AND CONTENT OF THE PROPOSAL

A. Proposal Submission Process

Proposers will submit all relevant documentation to the NYPD through PASSPort.

B. Proposal Content

Proposals should address all of the components described above in Section III – Scope of Services, and should demonstrate Proposer's experience and capability to meet all criteria:

1. Overall Approach & Implementation. Proposers must provide a detailed plan for platform setup, including timeline, key deliverables, and training for all stakeholders. The system must be adaptable to NYPD's operational requirements, including updates as necessary for changes in regulations or procedures.
2. Platform and Mobile App Development. Proposers must have Platforms that are secure and scalable, where NYPD UMOS can apply for paid detail participation with authorized Clients, and be paid directly and expeditiously. Proposer shall explain how it will meet the following expectations:

General Expected Functionality of the Platforms

- I. Data Management and Analytics
- II. User Roles and Permissions
- III. Platforms Functionality
- IV. Customization
- V. Client Eligibility Management
- VI. Client Access
- VII. Scheduling
- VIII. Paid Detail Stakeholders
- IX. Invoicing and Payment
- X. PDU W-9 Review and Approval
- XI. Communication and Messaging
- XII. Paid Detail Guidelines
- XIII. Report Migration from Former System
- XIV. Data Security

XV. Insurance

Expected Functionality for UMOS

- I. Officer Management
- II. UMOS Eligibility Restrictions
- III. UMOS Schedule/Cancel//Un-Schedule Paid Details
- IV. UMOS Access Control

Expected Functionality for NYPD Administrative Personnel

- I. Performance Monitoring
- II. Scheduling and Management
- III. Override Ability

Additional Considerations:

- I. Law Enforcement Expertise
- II. User Experiences
- III. Payment Models
- IV. Customer Support
- V. Integration with City Pay

3. At the time of proposal submission, Proposer should have a minimum of five (5) years' recent relevant experience. Proposers must submit the following:
- Résumé or company background/detailed description of the Proposer's professional qualifications, demonstrating extensive experience in the technological industry, including any experience with law enforcement and municipal clients
 - Detailed implementation plan and timeline for the project
 - Platform features and functionality description
 - Pricing structure, including any licensing or subscription fees
 - Proposer's Company Information, including:
 - List of all projects where Proposer is currently operating an application and platform for a law enforcement agency with account name; contact person name; dates of operation; number of Clients served; if applicable.
 - List of all projects where Proposer is currently operating an application and platform for non-law enforcement entities with account name; contact person name; dates of operation; number of Clients served; if applicable.
 - Management résumés, organizational structure, and any applicable staff qualifications/certifications.
 - List of at least two (2) relevant references that have implemented a similar platform. Ideally these references should be contact person from Proposer's current projects. If less than two (2) accounts, provide references familiar with Proposer's work and/or who can otherwise speak to Proposer's financial, operational, and/or management capability. References should include the name of the reference entity; a description of the nature of the reference's

experience with the Proposer; and the name, title, address, email and phone number of a contact person at the reference entity.

4. Financial Capability. Proposers should include a financial statement or statements prepared in accordance with standard accounting procedures. Financial statements should include, but are not limited to, annual income and net worth (assets and liabilities), including a breakdown of liquid and non-liquid assets. Proposers should include supporting documentation of their financial worth, including but not limited to Certified Financial Statements, Balance Sheets and Income Statements and tax returns from the past three (3) years (corporate and/or personal).

Proposers should identify the intended source of all funds proposed to be invested in the mobile application and platform development. Proposers must demonstrate financial soundness to support ongoing operations, including providing financial records upon request. Proposers must provide evidence of business insurance and compliance with relevant data protection regulations.

SECTION V – EVALUATION AND AWARD PROCESS

A. Evaluation Procedures

Proposals will be evaluated by an Evaluation Committee composed of a minimum of three (3) NYPD employees. Proposals will first be evaluated to determine whether they are responsive or non-responsive to the requisites of this RFP. Proposals that are determined by the Department to be non-responsive will be rejected. The Department's Evaluation Committee will evaluate and rate all remaining proposals based on the Evaluation Criteria prescribed below.

The Department reserves the right to conduct interviews and/or to request that Proposers make presentations and/or demonstrations, as the Department deems applicable and appropriate. Although discussions may be conducted with Proposers submitting acceptable proposals, the Department reserves the right to award contracts on the basis of initial proposals received, without discussions; therefore, the Proposer's initial proposal should contain its best technical and fee offer terms.

B. Technical Proposal Evaluation Criteria

Technical Proposals will be evaluated based on the following criteria:

Relevant experience and expertise with law enforcement entities or other comparable large entities	30 %
Financial stability and ability to support long-term operations	20 %
Functionality and scalability of the proposed platform and	

mobile app development	25 %
Overall Approach and Implementation	25 %

C. Basis for Contract Award

A contract will be awarded to the responsible Proposer whose proposal is determined to be the most advantageous to the City, taking into consideration the fee offer (the fee payable to the Contractor by the client(s) for program management services) and such other factors or criteria which are set forth in this RFP. The Agency's evaluation committee will review and rate each technical proposal. The proposals will be ranked in order of highest to lowest technical score and the agency will establish a shortlist by establishing a minimum threshold score for technically viable proposals. The minimum threshold for technically viable proposals is 70 %. The Agency reserves the right to conduct site visits and/or interviews and/or to request that proposers make presentations and/or demonstrations, as the Agency deems applicable and appropriate. Although discussions may be conducted with proposers submitting acceptable proposals, the Agency reserves the right to award contracts on the basis of initial proposals received, without discussions; therefore, the proposer's initial proposal should contain its best programmatic/ technical and price terms. The price proposals of the short-listed vendors will then be opened and reviewed by the evaluation committee. The price proposals of New York City and NY State certified M/WBE vendors who are shortlisted shall receive a 10% price preference. The City also reserves the right to request Best and Final Price Offer(s) (BAFO's.) M/WBE vendors shall receive the same 10% price preference in any BAFO's that are requested and submitted. In considering price, the Department reserves the right to make appropriate adjustments for Price Proposals which are not based upon the same level of services. The Agency will review proposers' price proposals for the contract period to determine the best overall value for the City. Award selection will be based on the proposal (technical and pricing, including consideration of the application of any M/WBE price preferences) which is the most advantageous to the City. Contract award shall be subject to the timely completion of contract negotiations between the Department and the selected proposer.

NOTE REGARDING M/WBE Price Preference: For the purposes of the application of the 10% M/WBE Price Preference that is set forth in this Basis for Award Section of the RFP, M/WBE status will be determined as of the Proposal Due Date and Time that is set forth in this RFP (or the extended Proposal Due Date and Time for this RFP if the Proposal Due Date and Time is extended by an Addendum to this RFP). Thus, any Vendor responding to this RFP that is seeking the application of the 10% M/WBE Price Preference for this solicitation must be an active certified M/WBE by (1) New York City and/ or (2) New York State by no later than the Proposal Due Date and Time that is set forth in this RFP (or the extended Proposal Due Date and Time for this RFP if the Proposal Due Date and Time is extended by an Addendum to this RFP).

All Proposers submitting Proposals in response to this RFP should complete Attachment A (M/WBE Certification Form) and submit this completed Attachment A (M/WBE Certification Form) with the submission of their Proposals. Also, Proposers that are active NYC or NY State

Certified M/WBE's should attach/upload their NYC and/ or NY State M/WBE Certifications to their completed M/WBE Certification Form.

SECTION VI – LEGAL TERMS AND CONDITIONS

The NYPD reserves the right to make all final decisions regarding the Platforms functionality, policies, and ongoing service agreements. The Platforms should support NYPD discretion in the approval of paid detail assignments, officers, and customers.

The NYPD will retain full control over the Platforms policies, including changes to rates, scheduling rules, and assignment approvals. The Contractor must provide tools that allow for audits, reports, and oversight on the Platforms activities to maintain transparency and accountability.

The Riders and Attachments below are **not** an exhaustive list of the terms and conditions that may be applicable to the final contract. Applicability is dependent on the substance of the proposal submitted by Proposer (i.e. a cloud rider is necessary should a cloud-based system be included in the proposal). Please review all the terms and conditions below, as they may be attached to the final contract.

Acceptance of City of New York Terms and Conditions

Appendix A, and Section VII of the Solicitation below contain the City of New York's legal terms and conditions for the proposed contract. The final contract will substantially contain all of these terms and conditions. Proposers must accept the terms and conditions contained in Appendix A in order to be considered to receive this contract. By submitting their proposals, Proposers acknowledge and agree to all of the terms and conditions contained in Appendix A, as these terms and conditions govern the contract and are non-negotiable. Proposers who submit proposals are bound by the terms and conditions of Appendix A. Appendix A is annexed hereto as **Attachment B**.

Compliance with Local Law 34 of 2007

Pursuant to Local Law 34 of 2007, amending the City's Campaign Finance Law, the City is required to establish a computerized database containing the names of any "person" that has "business dealings with the city" as such terms are defined in the Local Law. In order for the City to obtain necessary information to establish the required database, vendors responding to this solicitation are required to complete the *Doing Business Data Form/ Information* in Passport. The Doing Business Data Form/Information document is annexed hereto as **Attachment C**.

Data Privacy Terms and Conditions

The terms and conditions of data privacy under this RFP and the final agreement include, but are not limited to, the City of New York Office of Technology and Innovation ("NYC OTI") Identifying Information Rider, Privacy Protection Rider, and SCY Attachment, and the NYPD Cloud Rider.

Identifying Information Rider

The Citywide Privacy Protection Policies and Protocols are binding on all agencies subject to the Identifying Information Law as well as contractors for human services, technology services involving sensitive identifying information, and outreach services involving the identifying information of another agency. Due to the nature of this contract, Proposers must comply with the provisions of the NYC OTI Identifying Information Rider. Proposers will be collecting personal identifying information (“PII”) of each uniformed member of the service who elects to utilize the Paid Detail Application. The rider is non-negotiable and not subject to amendment. **By submitting a proposal, Proposers acknowledge and accept all terms embodied in the Identifying Information Rider.** The Identifying Information Rider is annexed hereto as **Attachment D**.

Privacy Protection Rider

The Privacy Protection Rider governs the collection, use, disclosure, or access to sensitive identifying information, that the successful vendor must abide by under the contract. **By submitting a proposal, Proposers acknowledge and accept all terms embodied in the Privacy Protection Rider.** Proposers of the terms of the Privacy Protection Rider. The Privacy Protection Rider is annexed hereto as **Attachment E**.

Cloud Rider

In any contract where a vendor will utilize cloud services, including to process and/or store NYPD data outside of the NYPD information technology environment, such as personally identifying information of any member of the NYPD, vendors must enter into a cloud services agreement (“Cloud Rider”) with the NYPD. The Cloud Rider annexed hereto as **Attachment F** must be reviewed and will be modified accordingly based on the system presented by the selected contractor and to suit the requirements detailed in the RFP.

SCY Attachment

All persons who may have access to any City Confidential Information or City Information Assets, in the course of carrying out their responsibilities or job function must comply with the Citywide Information Security Policies and Standards, Cyber Command Policies and Standards, or any policies and procedures established by OTI. **By submitting a proposal, Proposers acknowledge and accept all terms embodied in the Privacy Protection Rider.** The SCY Attachment is annexed hereto as **Attachment G**.

Iran Contract Compliance Rider

Pursuant to State Finance Law Section 165-a and General Municipal Law Section 103-g, the City is prohibited from entering into contracts with persons engaged in investment activities in the energy sector of Iran. Each applicant is required to complete the attached Bidders Certification of Compliance with the Iran Divestment Act (Attachment F), certifying that it is not on a list of entities engaged in investments activities in Iran created by the Commissioner of the NYS Office of General Services. If an applicant appears on that list, the Agency/Department will be able to award a contract to such applicant only in situations where the applicant is taking steps to cease its investments in Iran or where

the applicant is a necessary sole source. Please refer to **Attachment H** for information on the Iran Divestment Act required for this solicitation and instructions on how to complete the required form.

MacBride Principles Rider

Local Law No. 34 of 1991 added section 6-115.1 to the Admin. Code of the City of New York provides for certain restrictions on City contracts to express the opposition of the people of the City of New York to employment discrimination practices in Northern Ireland and to encourage companies doing business in Northern Ireland to promote freedom of workplace opportunity. Pursuant to Section 6-115.1, prospective contractors for contracts to provide goods or services involving an expenditure of an amount greater than ten thousand dollars, or for construction involving an amount greater than fifteen thousand dollars, are asked to sign a rider in which they covenant and represent, as a material condition of their contract, that any business in Northern Ireland operations conducted by the contractor and any individual or legal entity in which the contractor holds a ten percent or greater ownership interest and any individual or legal entity that holds a ten percent or greater ownership interest in the contractor will be conducted in accordance with the MacBride Principles of nondiscrimination in employment. The MacBride Principles Rider is annexed hereto as **Attachment I**.

Community Hiring Requirements

Pursuant to Section 3502 of the New York City Charter, the Contract to be awarded from this solicitation will be subject to the Community Hiring requirements set forth in the rules promulgated under Title 74 of the Rules of the City of New York (“Community Hiring Rules”). The Contract with a value in excess of three million dollars (\$3,000,000) will require the Contractor to make best efforts to employ Income-Based Community Hires as defined under Section 1-02 of the Community Hiring Rules, in order to meet the workforce goal (the “Community Hiring Goal”). Any Subcontractor awarded to perform services or other obligation under a sub-agreement exceeding twenty thousand dollars (\$20,000) in total dollar value will be required to make best efforts to extend offers of employment to Income-Based Community Hires.

The Community Hiring Goal is to hire one Income-Based Community Hire for every five hundred thousand dollars (\$500,000) in total value of the Contract. For credit towards the Community Hiring Goal, the Income-Based Community Hire hired by the Contractor or Subcontractor does not need to perform services under this Contract to be credited towards the fulfillment of the goal. The Community Hiring Rider is annexed hereto as **Attachment J**.

The Total Value of the Contract resulting from this solicitation is anticipated to be the amount of the selected Proposer’s Total Management Fee.

SECTION VII - GENERAL INFORMATION TO PROPOSERS

A. Complaints. The New York City Comptroller is charged with the audit of contracts in New York City. Any Proposer who believes that there has been unfairness, favoritism or impropriety in the proposal process should inform the Comptroller, Office of Contract Administration, 1 Centre Street,

Room 835, New York, NY 10007; the telephone number is (212) 669-3000. In addition, the New York City Department of Investigation should be informed of such complaints at its Investigations Division, 80 Maiden Lane, New York, NY 10038; the telephone number is (212) 825-5959.

B. Applicable Laws. This Request for Proposals and the resulting contract award(s), if any, unless otherwise stated, are subject to all applicable provisions of New York State Law, the New York City Administrative Code, New York City Charter and New York City Procurement Policy Board (PPB) Rules.

C. General Contract Provisions. Contracts shall be subject to New York City's general contract provisions, in substantially the form that they appear in "Appendix A—General Provisions Governing Contracts for Consultants, Professional and Technical Services" or, if the Department utilizes other than the formal Appendix A, in substantially the form that they appear in the Department's general contract provisions. A copy of the applicable document is available through the Authorized Department Contact Person.

D. Contract Award. Contract award is subject to each of the following applicable conditions and any others that may apply: New York City Fair Share Criteria; Iran Divestment Act; New York City MacBride Principles Law; submission by the proposer of the requisite New York City Department of Business Services/Division of Labor Services Employment Report and certification by that office; submission by the proposer of the requisite Procurement and Sourcing Solutions Portal (PASSPort) online disclosure process and review of the information contained therein by the New York City Department of Investigation; all other required oversight approvals; applicable provisions of federal, state and local laws and executive orders requiring affirmative action and equal employment opportunity; and Section 6-108.1 of the New York City Administrative Code relating to the Local Based Enterprises program and its implementation rules.

E. RFP Postponement/Cancellation. The Department reserves the right to postpone or cancel this RFP, in whole or in part, and to reject all proposals.

F. Proposer Costs. Proposers will not be reimbursed for any costs incurred to prepare proposals.

G. Legal Contract.

The Proposer affirms and declares:

- a. The said Proposer is of lawful age and the only one interested in this solicitation; and that no person, firm or corporation other than the entity submitting the proposal has any interest in this solicitation, or in the Contract proposed to be taken.
- b. By submission of this proposal, each applicant and each person signing on behalf of any proposer organization certifies, and in the case of a joint proposal, each party, thereto certifies as to its own organization under penalty of perjury, that to the best of knowledge and belief:
 - (i) The prices in this proposal have been arrived at independently without collusion, consultation, communication or agreement for the purpose of restricting competition, as to any

matter relating to such prices with any other applicant or with any competitor or potential competitor;

(ii) Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by the Proposer directly or indirectly to any other proposer or to any competitor or potential competitor;

(iii) No attempt has been made or will be made by the Proposer to induce any other person, partnership or corporation to submit or not to submit a proposal for the purpose of restricting competition; and,

(iv) That no councilmember or other officer or employee or person whose salary is payable in whole or in part from the City Treasury is directly or indirectly interested in this solicitation, or in the supplies, materials, equipment, work or labor to which it relates, or in any of the profits.

(v) The terms of the Law Department Appendix A have been reviewed by Proposer and the Proposer acknowledges and fully accepts all terms contained in Law Department Appendix A. Further, Proposer acknowledges and accepts that the terms in Law Department Appendix A are non-negotiable and may not be changed under any circumstances, absent the Law Department itself changing a term of Appendix A.

H. PASSPort Fees. Pursuant to PPB Rule 2-08(f)(2), the contractor will be charged a fee for the administration of the PASSPort system, including the Vendor Name Check Process, if a Vendor Name Check review is required to be conducted by the Department of Investigation. The Contractor shall also be required to pay the applicable fees for any of its subcontractors for which Vendor Name Check reviews are required. For contracts with an estimated value of less than or equal to \$1,000,000, the fee will be \$175. For contracts with an estimated value of greater than \$1,000,000, the fee will be \$350.

I. Charter Section 312(a) Certification

 X The Agency has determined that the contract(s) to be awarded through this Solicitation will not result in the displacement of any New York City employee within this Agency.

 The Agency has determined that the contract(s) to be awarded through this Solicitation will result in the displacement of New York City employee(s) within this Agency. See attached Displacement Determination Form.

 The contract to be awarded through this Solicitation is a task order contract that does not simultaneously result in the award of a first task order; a displacement determination will be made in conjunction with the issuance of each task order pursuant to such task order contract. Determinations for any subsequent task orders will be made in conjunction with such subsequent task orders.

Jordan Glickstein, Acting Asst. Commissioner/ACCO
NYPD Acquisitions Management Division