

IMPORTANT
QUESTIONS TO
INCLUDE ON
OFF-DUTY
SOLUTION
RFPs





When looking for an Off-Duty Management platform for your law enforcement agency's extra-duty program, it is essential to evaluate the solution based on what your department needs. However, given the various ways off-duty programs are managed and the numerous solutions available, it can be difficult to identify exactly what those needs are.

Prior to creating an RFP, it's important to assess your department's off-duty program, and determine how a management solution can help. Does your department need a simple scheduling solution or something more robust that helps with payments and invoicing? Do your officers need access to general liability insurance for their off-duty work? Who pays for that coverage? Perhaps you need a way to oversee how many shifts your officers are working off-duty to ensure compliance with department policy. These are all important questions that should be included in an RFP and subsequently addressed in the vendor's proposal.

RollKall has worked with law enforcement agencies across the country to help identify the most commonly requested information and compiled the requests into a list. These are the questions we think are the most important for law enforcement agencies to consider when reviewing proposals for an off-duty management platform. Each question or request has a short explanation of why it is important, and each can be considered for their unique needs.

1

Please provide a company profile, including brief history and experience.

Before making a big decision to partner with a company, it's important to know their history and qualifications. How long have they worked in the off-duty industry? Do they have a solid track record of serving law enforcement agencies? Have leaders and team members in the company worked in law enforcement or dealt with the ins and outs of off-duty work? This is all important to know.

2

Briefly describe your offering(s)?

Make sure to get a clear picture of the full suite of the company's capabilities. Is it just a scheduling platform or does it also include invoicing and payment processing? Does the company help run your extra-duty program with managed services, or is it purely a tool to help you run it on your own?

3

**How do customers request the services of an off-duty officer?
How does an officer sign up for the detail?**

Make sure you get a clear understanding of how the process works, and even more so, that it is a user-friendly process for your customers and officers. Using an off-duty management platform requires buy-in from all stakeholders including officers and extra-duty coordinators, to the business requesting the officers.

4

Describe your methodology or approach to providing services.

This is less about the actual product or service a company provides and more about the customer service, training, and continued innovation/support. You want to make sure a company isn't just going to sell you a product then not provide the training, implementation, and continued support you need to ensure success utilizing the platform. Make sure they take a partnership approach where they are always working to improve and always there to problem solve.

5

To what extent does your platform allow administrative monitoring and oversight by our department?

Transparency in off-duty work is increasingly important. You want to make sure that your officers are following department protocols and procedures and that the management platform you choose provides visibility into the details of the assignment. It's important that the platform allows you to set restrictions on what off-duty jobs your officers can work based on location, hours/shifts worked per week, job and equipment requirements, and more. Additionally, being able to instantly pull reporting for auditing purposes is of the utmost importance.





6

Can you describe your solution's capability to handle payment invoicing and payment processing.

The invoicing and payment processing for extra-duty work can be very time consuming. You have to create the invoice, send to the business, correct mistakes or handle disputes, receive and deposit checks, and then distribute the payments to all parties (LEA, coordinators, officers). This also means it usually takes a long time for officers to get paid. Be sure to ask about a solution's ability to streamline and simplify this process with digital invoicing and credit card/ACH payment processing. An electronic hours tracking and payment platform improves accuracy of billing and significantly speeds up the process.

7

Who is responsible to follow up with customers for late or non-payment, and how are the situations handled if there are disputes?

The unfortunate reality with off-duty work, or any type of contractual work, is that sometimes clients don't pay on time or at all. This means following up with the customers and potentially escalating the issue. When adopting an off-duty management solution, find out who will handle payment resolution. Offloading the collections task to a third party is a significant value. Ensure the company you choose to partner with has set plans in place to handle any invoicing and payment issues that may arise. For instance, some solutions require a business to enter ACH or credit card information and charge the business as soon as a job is marked completed by an officer. Or, they allow your department to require pre-payment for jobs to ensure a timely payment. Additionally, with clock-in / -out and GPS tracking on an app, companies can solve disputes instantly by showing the officers were there on-time and stayed where they were supposed to be.

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Do you have the ability to remit payment to the officer directly for the assignment worked (via direct deposit) regardless of customer's payment status and the process for remitting payment? How long does it take for an officer to be paid for the off-duty detail?

This touches on the long payment process mentioned above. As your officers know all too well, sometimes it takes a very long time to get paid for off-duty work. Be sure to find out how your officers are paid, and how quickly they receive that payment. Some solutions even have ways to make sure officers are sent payment instantly once a job is completed which improves efficiency in getting all parties paid for, including coordinators and departments.

9

**Does your solution have the ability to require advance payment from vendors?
What forms of payment do you accept?**

As previously mentioned, sometimes getting payment from customers for off-duty work can be a tedious process. It's worth figuring out if the off-duty management platform allows you to require business to pay for the jobs ahead of time so you can avoid the headache of late or non-payment.

10

**Does the system have the ability to apply different rates for different assignments?
Can the system apply administration fees to each off-duty work assignment, as well as fees for the use of various pieces of equipment or vehicles?**

Simply put, not all jobs are created equal. While your officers or department might have a set rate for certain off-duty assignments, such as working at a football game or concert, other duties that require more equipment - like a department vehicle - or holiday work hours likely cost more per hour. Make sure to ask if the management system can accommodate variable rates and additional fees, such as coordinator fees or equipment fees.

11

Does the solution have the flexibility to post jobs to different assignment groups of officers or individual officers?

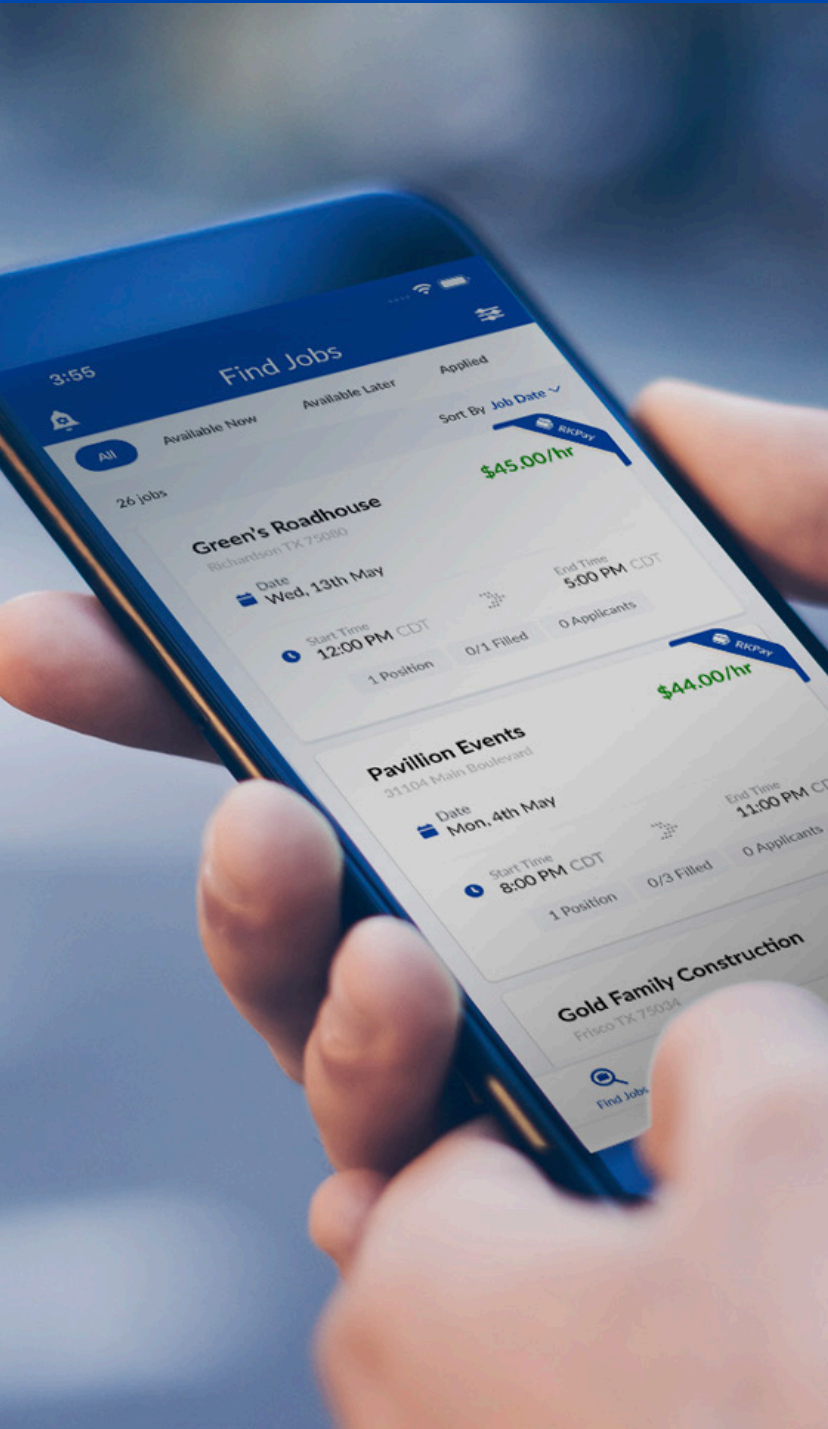
Some of your officers are likely better equipped to work certain jobs than others. It's important to make sure that the off-duty platform you select allows you to send the jobs to specific officers or specific groups of officers. While some jobs will post to all officers, others may have been worked by the same officer for years, and you want to make sure your off-duty management platform allows that to continue.

12

Describe the experience of the customer success staff that will be assigned to the department.

More so than just the qualifications of the company as a whole, you want to make sure the customer success managers and product managers that will be working with your department are professionals and understand your needs. Ask for their experience working with departments like yours and how they approach problem solving. It's also important to ensure that you will have the same points of contact within the company. By having an assigned customer success manager and an assigned product manager, you can build relationships and trust. Speaking with different people every time you have an issue can lead to confusion, whereas singular reps will know you and your department's needs and circumstances.





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Is there a mobile app for officers to clock in and out?

This touches on the point brought up before about ensuring your officers are happy with the platform. It's unrealistic to expect your officers to get on a computer to use the system, so make sure to ask if the company provides a mobile app. The mobile app should be user-friendly and allow your officers easy access to finding and applying for positions, and to clock-in and -out of their off-duty details from the app. This will streamline their off-duty work and help ensure they get paid for all the hours they work.

14

Do you provide both general liability and occupational accident insurance? If so, what are the coverage amounts?

This is a big one because it covers your agency, your officers, as well as the businesses you work with. As with all police work, off-duty details come with risk. In order to ensure your department and your officers are protected, make sure your off-duty management platform provides general liability insurance and occupational accident insurance. Taking it one step further, ensure the coverage amounts will actually cover for incidents. In the long run, you and your officers will be very grateful to have this extra protection in the event of an incident .

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Does the solution allow customers to provide feedback to the department on officers working off-duty jobs?

When officers work off-duty jobs, they are a direct representation of their department - especially if they are working the shift in uniform and using a department vehicle. To ensure they are showing up on time, being professional, and performing their duties to the standard you expect, make sure the off-duty solution you select allows for your customers to provide feedback in an organized manner. While businesses may already provide feedback through email and phone calls, you will likely get more feedback if it's a simple process to provide it on a platform. It also compiles the feedback for you, so you track if common issues, like lateness, seem to be common with certain officers.

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Does the solution allow the officer to rate the customer within the app?

On the other hand, you've surely heard (or even experienced) some of the horror stories of what your officers have experienced when working off-duty. Whether it's rude customers or less-than-ideal working conditions, it's nice to be able to note such details for future consideration. Picking a solution that lets officers rate the job will help other officers make informed decisions about whether to accept that detail in the future.

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Describe your solution's reporting capabilities.

This plays into the demands for greater transparency mentioned above. Ensure that the chosen solution has robust reporting capabilities so you can quickly and easily pull reports like total hours each officer has worked off-duty in a given time period, what equipment has been used, and payment history. Whether for auditing purposes or simply to ensure officers are following guidelines, reporting is a very important feature.

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Is your system available 24/7? What is the system uptime? Do you have regular times the system is shut down for maintenance? How often does the system provider conduct maintenance?

This is all about reliability. We've all experienced the frustration of apps and websites crashing at the most inopportune times. Make sure the solution you choose has minimal - if any at all - downtime, but is still constantly making updates to improve the platform.

19

Describe your implementation process and timing.

One of the most difficult aspects of introducing a new technology to your department is the implementation process and how quickly it can be set up. Get all the details on how the company handles implementation and what a REALISTIC timeline is to go-live. Some companies can get you up and running within four to six weeks, and will work closely with you every step of the way.

20

What training do you provide?

One of the easiest ways to get officers, staff, and customers frustrated is to introduce a new platform without providing proper training. Thorough, dedicated training for administrators, officers, and businesses will help with buy-in and ensure a smooth start up. Some companies will even send the customer success staff, who will be working with your department, to help train your officers, coordinators, admins, and anyone else that will interact with the platform. This ensures that everyone is comfortable with the platform prior to go-live.

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Describe your technical support.

No matter how thorough the training is, chances are your department and your officers are going to need technical support from time to time. Make sure the company you choose has dedicated staff that is always available to help when you need it.



About RollKall

RollKall partners with law enforcement agencies to make it easy to coordinate and manage every facet of off-duty staffing – from hiring to payment. As the law enforcement industry's only comprehensive off-duty solution, RollKall brings transparency to off-duty security by connecting every stakeholder in the process.



\$1 Billion

We have enabled over \$1 Billion in off-duty payments



29.6 Million

We have facilitated more than 29.6 million hours of off-duty jobs



6.1 Million

We have expedited over 6.1 million off-duty jobs



59,000

We have served more than 59,000 officers and deputies across the country



1,400

Officers and deputies are connected to 1,400+ law enforcement agencies in 38 states