

FINANCE & DEVELOPMENT COMMITTEE

Meeting Notes

Wednesday, 1 November 2023, 3:00 pm

400 N. Peters Street, Suite 206, New Orleans, LA 70130

1. Call to Order, Reading of the Agenda, and Roll Call

The meeting was called to order at 3:03 pm and the agenda was read into the record.

COMMITTEE MEMBERS				VOTES	
First Name	Last Name	Present	Absent	Approve mtg notes	Approve 2024 FQEDD Budget
Frank	Zumbo	x		Yes	Yes
Heidi	Raines	x		Yes	Yes
Sue	Klein	x		Yes	Yes
Christine	Bondio		x	-	-

INTRODUCTION OF ATTENDEES:

GUESTS		
First	Last	Role
Karley	Frankic	FQMD Executive Director
Shelby	Ursu	FQMD Coordinator
Eric	Smith	CAO's Office
Alex	Dunkenberger	CAO's Office
Glade	Bilby	FQMD Commissioner
Erin	Holmes	Vice-Chair Livability Committee

2. Public Comment

From: **Bob S** <nolabob74@gmail.com>
 Date: Wed, Nov 1, 2023 at 2:49 PM
 Subject: FQEDD Proposed Budget - Public Comment
 To: <publiccomments@fqmd.org>

I intended to be there in person today but something urgent just came up. Here's my comments on the proposed FQEDD Budget

- 1) Speed guns should be replaced with a more cost effective measure for enforcing speed limits. Either fixed speed cameras at selected locations or purchase of a small radar van similar to what the NOPD Traffic Dept already uses are two options to consider.
- 2) Purchasing a tow truck without the staff to operate it does not seem cost effective. The City has many tow trucks and could loan one to the 8th District for use by 8th District Officers who would be trained in the use of tow trucks

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3) Regarding Homeless Assistance: when we crafted the CEA, Capt Caprera was the Commander of the 8th District, and he wanted to include funding to staff BB's Homeless Assistance Unit(HAU). The words "homeless assistance" were added in the CEA. With BB now semi retired this would be a worthwhile investment in the Homeless Assistance category. The HAU did great things over the years and relieved 8th District Officers from some of the tasks associated with our FQ homeless population.

Respectfully Submitted

Bob Simms

FQMD Commissioner

3. Motion - Approval of previous meeting notes

Sue Klein made a motion to approve the previous meeting notes. Heidi Raines seconded the motion, and it was approved.

4. Discussion by Committee of State Cooperative Endeavor Agreement

Karley Frankic reviewed the Committee notes from October and noted that the to-do list from the last Committee meeting regarding the Cooperative Endeavor Agreement (CEA) included Ms. Raines and Ms. Frankic to further revise the "Relevant Activity" list before sending the draft to the FQMD staff attorney. The Committee reviewed the edits made last month to the CEA. Ms. Klein asked if there is a time limit on when the CEA needs to be submitted. Ms. Frankic answered that there is no time limit but noted that the finalized CEA needs to be submitted with the finalized budget. She added that the State funding must be spent in full by June 30th, 2024. Chair Frank Zumbo asked the Committee what the next steps are. Ms. Raines stated that some rearranging needs to be done within the CEA draft but overall, some minor cleaning up is all that is needed, and added that creating a budget is the next step. She stated that the appendices with the budget costs has yet to be determined but informed the Committee that a budget parking lot list was created using recommendations from committees. She with Commissioner Glade Bilby and Ms. Frankic reviewed the document earlier this week and Commissioner sponsors of each initiative were noted in the document. Potential programming will now be vetted and budgeted in Committee. She noted that this document will be open to public comment and ideas and will be submitted through the FQMD Committees for further feedback.

Ms. Raines reviewed the main focuses of the parking lot list with the Committee, stating that a public safety force multiplier program which would be an expansion of the Upper Quarter Patrol is going forward to the Security and Enforcement (SEC) Committee for further discussion. She stated that the next focus is to look into the successful programs utilized by the Downtown Development District (DDD) and find ways to duplicate them in the FQMD. She reported that a graffiti abatement on private property program similar to the DDD's graffiti abatement program will be headed by FQMD Vice-Chair Mamie Gasperecz and SEC Committee Chair Jane Cooper, as well as a Supplemental Sanitation Program, which will be headed by FQMD Commissioner Christian Pendleton. Ms. Raines noted that the DDD has a Request for Proposal (RFP) for a Supplemental Sanitation Program that the FQMD staff will cross reference with the current sanitation contract that is in place in the French Quarter to see how and where improvements can be made, and then an RFP for the FQMD will be written. She stated that the idea of a recycling program with Glass Half Full was also discussed and noted that the Livability Committee will be researching the recycling and sanitation programs and possibilities further. Ms. Raines stated that another focus that was discussed was hiring Clutch Consulting to do a master plan for the French Quarter regarding the unhoused population. Lastly, Ms. Raines added improved signage for pedestrians and vehicles and the re-striping of roads throughout the district similar to what the Department of Public Works (DPW) is currently doing to North Rampart Street, as well as a catch-basin cleanout contract will both be focuses that will move into Committees for discussion and budgeting.

Ms. Frankic stated that each budget line-item request will have a Commissioner sponsor, noting that the SEC and Livability Committees will develop the scope and budget with staff support. She added that everything will then make a stop in the Government Affairs Committee, which will vet the proposals for alignment with the appropriation purposes of public safety and quality-of-life. Ms. Frankic stated that after this, the next step will be to bring these proposals to the Finance and Development Committee to map out the financial aspects in relation to the total budget. The final stop will be presenting this budget to the Board of Commissioners for review and approval to include in the CEA. Mr. Zumbo asked what the timeline is to get the final budget approved by the Board. Ms. Raines replied that the goal is to get everything approved by the Board at the end of this year. Ms. Klein expressed her concern over this timeline, stating that there would be only six months left to spend this State funding. Ms. Raines noted that the aim is to fund bigger-ticket items and programs that can be implemented quickly that do not

have long approval periods before being initiated. Mr. Zumbo asked if there would be a possibility of the City matching funding towards any of these potential programs if the City already has budgets in place for them so that the lengthy process of procurement can be shortened. Eric Smith answered that they are always open to having conversations, but pointed out that the process would not necessarily be faster because a separate CEA will need to be created regardless. Mr. Bilby stated that, based on the public feedback from the firefighter who spoke at the special Board meeting regarding the lack of towing and Parking Enforcement, he would like to see the State funding discussion revolving around the road restriping, adequate high-visibility signage, and Parking Enforcement at the SEC Committee meeting. Ms. Raines pointed out that this State funding should be used for tasks that are above the City's obligations. Erin Holmes, Vice-Chair of the Livability Committee pointed out that at the special Board meeting, over 50% of the public comments were in regard to improving the safety and infrastructure of North Rampart Street. She stated that high visibility signage, including signs for crosswalks, would greatly increase public safety and quality of life, and acknowledged that while permanent solutions may be further down the road, prioritizing some of these smaller implementations now would greatly appeal to residents, workers, visitors, and business owners. Mr. Bilby agreed with Ms. Holmes, stating that he believes it would be both possible and beneficial for the restriping and sign enforcement on North Rampart Street to be scaled throughout the French Quarter. Ms. Raines suggested that Ms. Holmes take this discussion to the Livability Committee to further detail the proposal and the budget. Mr. Bilby noted that Senator Harris wants to avoid concerns about using this State funding for what the City should be doing. Ms. Raines added that Senator Harris stated that the biggest concerns he heard at the State-level were related to sanitation and safety, adding that the goal for the FQMD is to bring forward tangible results from the utilization of this State funding.

5. Discussion – Discussion by Committee to review 2024 FQEDD budget

See attached document. Ms. Raines stated that during today's Committee meeting, the Committee members will be reviewing the 2024 FQEDD budget draft that has been previously discussed at the October Agreement Monitors meeting and approved at the October SEC Committee meeting. She reported that the pending approval of the weekend special rate for the Supplemental Police Patrol Program (SPPP), as well as the SPPP miscellaneous maintenance and repairs expenses were approved. Ms. Raines stated that the Real Time Crime Center equipment maintenance expense was approved and noted that the attic stock expense was lowered from \$21,000 to \$14,688 and approved. She added that, in regard to streetlights, it was agreed in the SEC Committee to remove this item from the 2024 budget due to the lack of utilizing streetlighting funds last year as well as the change in leadership at the DPW, noting that this could be revisited in the future. Ms. Raines went on to discuss Parking Enforcement, stating that at the SEC Committee meeting, Josh Grippo suggested putting more emphasis and funding towards the Immobilization Unit instead of purchasing a tow truck, adding that by booting vehicles with two boots instead of one, this could help to deter the repeat offenders throughout the district who are illegally parking. Ms. Raines pointed out that this would not include those who park in front of fire hydrants or on street corners that block the routes of emergency responder vehicles. She stated that the idea is to focus more on the Immobilization Unit, which would make the Towing Unit more readily available for the instances where cars are blocking emergency routes or fire hydrants. Ms. Raines stated that Cpt. Roberts vetted obtaining a tow truck for the Eighth District, but due to the challenge regarding the lack of lot space available for towed vehicles, now he is not sure if this is the best way to utilize funding. She reported that the title in the budget draft has been changed to "Parking Enforcement" to allow for more flexibility for how the funds are managed. Ms. Klein suggested paying for fencing for the lot under the Claiborne Avenue expressway, stating that there is more space available there for towed vehicles. Mr. Bilby stated that the main issue is the lack of qualified tow truck drivers and suggested finding a new way to approach this issue. He added that for booting a vehicle, the individual has to have three unpaid tickets before being booted, noting that this is a complex challenge that will take time to solve.

Before moving forward, Ms. Raines reviewed the approved SPPP 2024 expenses with the Committee noting that with both the one-time costs and the reoccurring costs being taken into consideration, the SPPP expenses are hovering around the dollar amount of the tax that is taken in, adding that the draft is overbudget in both the reoccurring and one-time columns. Moving on to discuss the Rapid Rehousing Program, Ms. Raines pointed out that this will be the first time that Committee members Zumbo and Klein are hearing details of the proposal. She reiterated that in the CEA between the FQEDD and the FQMD, the deadline for the Chief Administrative Office (CAO) to present a budget to the FQMD is by October 15th, noting that the Rapid Rehousing Program was first introduced to the Agreement Monitors on the 16th. She stated that the proposal is currently going back through each Committee to see how to determine the next steps. Mr. Zumbo stated that moving forward it is important to make sure that processes are being followed accordingly and deadlines are being met. He added that everyone involved in this

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budget process has the same goal of improving the French Quarter and stressed the importance in collaborating together to achieve this goal. Mr. Smith pointed out that the only difference in the budget that the CAO created in comparison to the budget that the FQMD and the FQEDD created is the Rapid Rehousing Program. Mr. Zumbo stated that, with this addition to the budget, it will not be ready to present to the Board by November 13th. Mr. Smith suggested creating a supplement to the 2024 budget that will be presented at the December Board meeting after going through both the Livability and the SEC Committees so that the proposal can go through the appropriate public vetting before moving forward in 2024. Mr. Smith will submit an amended budget to the Committee members tomorrow. Mr. Zumbo clarified that the budget created by the FQEDD and the FQMD that was reviewed today should be approved and submitted as is, without the Rapid Rehousing Proposal, with the understanding that the City will send an amended budget that will have minor differences. Mr. Smith stated that thanks to the influx of funding from this grant, this proposal presents a unique and time-sensitive opportunity to address the needs of the unhoused and noted that this is not an option to return back to in the future because the funding will no longer be available. He pointed out that this plan came together out of a request first discussed at the August FQEDD Agreement Monitors meeting, and efforts were made to get this proposal ready as timely as possible.

Mr. Smith went on to discuss the details of the Rapid Rehousing Program for the Committee members, stating that funding for this program is coming from a \$15M grant through Unity as well as public private partnerships. Mr. Zumbo stated that he discussed the proposal with Kevin Ferguson, and he believes that this program could be revolutionary and present long-term solutions but noted that he still has unanswered questions about the details. He asked Mr. Smith why the City is asking the FQEDD for funding if they have grant money as well as the funding from the public private partnerships. Mr. Smith answered that it is because additional funding is still required, explaining that the goal is to house 1,100 individuals within the program, and with the current \$15M of funding, only 420 individuals can be reached for the immediate services. He stated that the City is aiming to get as many partnerships and sources of funding for this program as possible. Mr. Zumbo asked how will the program determine if an individual is based in the French Quarter, since the funding being requested from the FQEDD 2024 budget is to be utilized to house individuals specifically based in the French Quarter. Mr. Smith responded that Angela Owczarek from the Traveler's Aid Society of Greater New Orleans (TASGNO) and Nathaniel Fields, the Director of Homeless Strategies and Services, can better address this question and added that they will both be attending the November 6th Livability Committee meeting to discuss the inner details of the program. He noted that the encampments on Claiborne Avenue and Tchoupitoulas Street are the immediate areas of focus. Ms. Raines stated that metrics and indicators of the pilot for the Rapid Rehousing Program will need to be defined further in the Livability and SEC Committees.

Mr. Zumbo stated that a big concern is that currently, the budget is \$460,000 over, and pointed out that the incentive budget items for the SPPP will need to continue in the future. Mr. Smith stated that there is presently a surplus of \$2.7M and pointed out that by adding this additional one-time cost for the Rapid Rehousing program, there will still be a surplus that would cover any overages going into 2025 and 2026. Ms. Holmes stated that the Livability Committee has prepared questions to ask at the November 6th Committee meeting regarding the content within the program. Ms. Holmes will provide these questions to Mr. Smith ahead of the Livability Committee meeting so that he can distribute them to Mr. Fields and Ms. Owczarek in preparation for the discussion. Ms. Raines stated that in the CEA the FQMD is obligated to hold public hearings on trust-funded programs and operations and noted that the CEA also states that key performance indices (KPIs) in collaboration with the City and the FQEDD must be established, reiterating that as this proposal goes back through the SEC and Livability Committees that a list of KPIs be created and brought back to the FQEDD for approval. She suggested that KPIs extending beyond twelve months also be taken into consideration. Mr. Zumbo agreed, stating that tracking the sustainability of the program will be necessary to measure the overall success. Mr. Smith pointed out that New Orleans is not the first city to implement this kind of program, noting that it has been successful in other cities, and added that Ms. Owczarek will be prepared to answer any questions regarding the inner workings of the program.

Ms. Klein asked that, because the spending per person is close to \$36,000 in this program, would this funding provide more than just housing. Mr. Smith answered yes and stated that the goal is to permanently remove them from homelessness and help them to gain the necessary life skills needed to be able to function in society on their own. He added that each individual will have intensive housing case management on a permanent basis and will be trained with workplace skills. Mr. Smith stressed that though there is a long road to success, it is important to begin to take the steps now to start the process. Ms. Klein asked if there is any action required of the Finance and Development Committee today. Mr. Zumbo stated that he believes the Committee should approve the previously discussed 2024 FQEDD budget today in order to get it to the Board

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meeting on November 13th, with the understanding that Mr. Smith is going through the Committees to discuss the Rapid Rehousing program and will still present the program's proposal to the Board on November 13th. Mr. Smith agreed but reminded the Committee of the minor differences made in the CAO's budget draft that are not in relation to the Rapid Rehousing Program, versus the FQEDD budget draft reviewed by the Committees. Mr. Smith will provide the Committee with the modified CAO's FQEDD 2024 budget draft for Committee review before presenting it to the Board of Commissioners. Ms. Raines will review the modifications in the CAO's FQEDD budget. On a separate note, Mr. Zumbo stated that he wanted to have it on the record that the Committee is committed to getting the Rapid Rehousing Program budget proposal reviewed and vetted by the Committees before moving it forward to be presented to the Board of Commissioners by the December 11th meeting.

Ms. Klein motioned that the Finance and Development Committee approve the 2024 French Quarter Economic Development District budget vetted by the French Quarter Economic Development District Agreement Monitors and the Security and Enforcement Committee to be presented to the November 13th, 2023 Board of Commissioners meeting with the understanding that the City has minor changes that they will send. We authorize the Board Chair to review those revisions and as long as they are not material, we authorize to move forward to the full Board of Commissioners meeting on November 13th, 2023. Ms. Raines seconded the motion, and it was approved.

6. Discussion – Discussion by Committee of a Request for Proposal for Information Technology Support Services

Ms. Raines stated that she would like to defer this discussion to the next Committee meeting and welcomed Committee members to collaborate with Ms. Frankic on this task.

7. New Business– To consider and take action upon any other matters that may properly come before the French Quarter Management District Finance & Development Committee

No new business was discussed.

8. Next meeting date:

The next scheduled meeting of the Committee is Tuesday, December 5th, 2023 at 3:00 pm.

9. Adjournment

Ms. Klein made a motion to adjourn. Ms. Raines seconded the motion, and the meeting was adjourned at 4:33 pm.

	2023 Budget Approved	2024 Budget Recurring Draft	2024 Budget One-Time Cost Draft	2024 for Mid- Year Consideration	Notes
Sales Tax Collections	3,000,000	3,000,000			Projected - Estimate per CAO Analyst
TOTAL INCOME	3,000,000	3,000,000		0	
SPPP EXPENSES					
Personnel					
Overtime - SPPP Patrol Officers	1,164,618	1,965,600			Increased to \$50/hr average per Sgt. Boudreau. * Sgt Boudreaux projects 90% of shifts filled in 2024
Weekend Special Rate	936,000	356,638			\$100/weekend shift
Anticipated Weekday Special Rate		314,404			\$50/weekend shift
(SPPP Patrol CEA Minimum Shifts)	2,100,618	2,636,642	0	0	
Wages - Full-time Supervisor	102,850	119,872			5% COLA from 2023 + 11% Lieutenant Raise
Wages - Full-time Program Assistant (Fringe, taxes, etc.)	55,184	57,943			5% COLA from 2023
NOPD Overtime RTCC Assignment	135,000	13,000			
(SPPP Personnel Total)	2,393,652	2,827,457	0	0	
Vehicles					
SPPP Patrol Automobile	35,000				
Polaris Ranger XP 1000	30,000				
Golf Cart	16,270				
Tow Truck					
Vehicle Maintenance	35,000	15,000			decrease reflective of 2023 actual of \$1k
Technology					
SPPP Application Licensing	50,000	50,000			*Pending RFP and contracting.
iPads	1,200				
Mobile Internet Data		3,000			
SPPP App Awareness campaign			7,500		
General Office Supplies	5,250	3,000			Decrease based on 2023 actual expense
Miscellaneous Maintenance and Repairs			15,000		*Request City to match funds
Mobile Light Unit			36,816		NOPD verified 3 units to start
Speed Radar		5,000			Request by NOPD for 2 units - lease
DigiTicket Machines	8,000	8,000			Annual renewal - Leased item
NOPD Training			4,000		Speed radar training for 5 SPPP officers
TOTAL SPPP EXPENSES	2,566,372	2,911,457	63,316	0	
OTHER PUBLIC SAFETY EXPENSES					
RTCC personnel				62,000	Hold until mid-year budget adjustment for consideration per CAO & RTCC . Decreased to 1 FTE & reevaluate 2nd FTE at mid-year budget adjustment - pending review of KPIs and objectives met
RTCC FQEDD Equipment Maintenance		56,000			*see proposal from Convergent
RTCC Attic Stock			14,688		*see proposal - backup hot spares for immediate repair of outages 10% of initial purchase
License Plate Readers		47,666			Annual Renewal - Leased item
TASGNO Case Management (Agreement with FMC)	97,963	205,636			Adding a 3rd case manager (75% FQEDD 25%FMC)
TASGNO Transportation		7,725	29,625		(75% FQEDD 25%FMC)
TASGNO Rapid Rehousing Support					*City added 10/17/2023 - For consideration by SEC & FQEDD - Pilot Program: Rapid rehousing flex fund for 20 qualified individuals while they wait for vouchers
Dedicated Code Enforcement Officer	82,000	82,000			Salary, fringe, and transportation. Dedicated to French Quarter

Parking Enforcment	92,300		69,225		* City to provide additional info on quick access to CNO Parking Enforcement, Tow Truck & Personnel
Royal Street Barricade Sleeves			2,500		
TOTAL OTHER PUBLIC SAFETY EXPENSES	272,263	399,026	116,038	62,000	515,065
FQMD Administrative Fee	150,000	150,000			
TOTAL EXPENSES	2,988,635	3,460,483	179,354	62,000	
(OVER)/UNDER BUDGET	11,365	(460,483)	(179,354)	(62,000)	* Discuss Deficit in Finance & Development Committee Meetings. Determine the use of the FQEDD Fund balance for 1x expenditures.

Request for Professional Services Proposals Information Technology Services

October XX, 2023

The French Quarter Management District is a state political subdivision created by the Louisiana Legislature as a means for the residential and business communities to work together to protect, preserve, and maintain the world-famous French Quarter as a safe, clean, vibrant and friendly neighborhood for residents, businesses, and visitors.

I. REQUEST FOR PROPOSALS

Notice is hereby given that the Board of Commissioners of the French Quarter Management District ("FQMD") is seeking proposals from one or more qualified professional technology vendors ("Respondents") for a full range of Information Technology ("IT") Support Services. The qualified vendor will provide necessary technical services that will enable FQMD to:

- Serve as the outsourced IT and network consultant for an organization with two full-time staff and a thirteen-person board of commissioners.
- Ensure the efficient procurement and operation of its computer systems, internet network, and key applications used by staff and executive board members
- Minimize spending and maximize the ROI for expenditures on technology support
- Consult on the security and operability of FQMD's computer system and IT infrastructure
- Provide technical assistance when requested by FQMD staff. The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to implement and maintain a help desk service that efficiently and consistently responds to the needs of FQMD staff and ensure that there is no significant computer downtime during working hours in the New Orleans office. The ideal vendor will provide support by an engineer on an as needed basis. The vendor is expected to report on the status of technology issues and communicate effectively with FQMD staff.

FQMD contemplates award of a time and materials contract for one base year with an option for additional years of service contingent upon performance during the first year.

FQMD is NOT required to award any Agreement based solely on proposal pricing and may cancel this Request For Proposals ("RFP") and not award an Agreement in its sole discretion for any reason.

FQMD is subject to the Louisiana Public Records Law, La. R.S. 441:1, *et seq.*, which governs the public disclosure of certain records maintained by the FQMD. Proposal submission materials will generally be made available for inspection and copying upon written request, except when exempted from disclosure by law.

Costs of preparation or any other costs incurred to respond to the RFP and any costs associated with any administrative or judicial proceedings resulting from the solicitation process are the sole responsibility of the Respondent.

II. SCOPE OF SERVICES

This section summarizes the services to be provided to FQMD. FQMD is looking for a firm that will provide a consistently high level of IT customer service, maintenance and support. FQMD expects the vendor proposal to define, in detail, the approach to be used to service and improve its existing computer system infrastructure and meet future requirements in a cost-effective manner. Each proposal should take into consideration the following key requirement areas (See A thru H of this section); and each firm must be equipped to meet each requirement area.

- A. Initial Assessment: Review of inventory, update network diagram, assessment of system architecture and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted by December XX, 2023, and each September 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.
- B. Convert FQMD office operating and hosting software and applications from Google to Microsoft utilizing Government Plan from Microsoft, assure secure backup of all data and functionality during transition, and provide training to staff on new operating platform, programs, and applications associated with the transition.
- C. Desktop Application Support: Performance of basic support functions, including the installation of PC's, laptops, mobile devices, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's, laptops and mobile devices for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer-related hardware, to be available to designated FQMD personnel upon request.
- D. Workstation Administrative Services: Management of networks and computer systems, including SaaS applications, Saas databases, messaging, associated hardware, software, communications, and operating systems necessary for performance, security, reliability, and recoverability of the systems.

Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for on-site visits, remote support, and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed.

Configuration management, including changes, upgrades, patches, etc. is maintained; management and security of user login credentials are documented, and support of software products relating workstations; timely response to repair and maintenance work for the user.

- E. Network Administration Services: Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices are included. Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration

changes, and installation of patches and upgrades; minor cabling as needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting is required.

Maintenance of network documentation for daily, weekly, and monthly services is required.

F. Email, Security and Backup Efforts: Maintenance of organizational email accounts using the FQMD domain and Microsoft Government Account, adding, changing, and/or deleting FQMD employee accounts as requested; maintenance of virus-detection programs on the FQMD servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to designated FQMD point of contact are required. Voice of Internet Phone: Setup and maintain functionality of systems and hardware for VoIP telephone network and software.

G. Other General Requirements:

In addition to the requirements outlined in sections A-F of this RFP, the successful firm will reflect a demonstrated ability to respond to staff requirements in the following areas:

1. an ability to research and identify software solutions that meet the needs of FQMD staff;
2. identification and resolution of redundancies in FQMD's current computer system environment
3. effective communication with staff to keep them updated on the progress of troubleshooting Issues

H. Not Included: The contract to be awarded does not obligate FQMD to purchase computer equipment, hardware devices, cabling, licenses, software et al from the successful vendor. Replacement parts are not part of this contract. The scope also does not include computer equipment and networks not owned by FQMD.

III. PROPOSAL REQUIREMENTS

A. Written Proposals

The following shall be included in the bound submission:

1. Minimum Qualifications Summary (16-page limit): Respondents should provide a summary stating how they meet the evaluation criteria set forth in Section III A through F.
2. Resumes & List of Referrals: Respondents should include detailed resumes or curricula vitae for the principals performing the Services and a list of referrals in accordance with Section III B.
3. Price Proposal: Respondents should provide the hourly flat rate and annual maximum fee it proposes to charge FQMD to provide the Services in a separate sealed envelope, marked with the Respondent's name and "Request for Proposals – Information Technology Support Services."
4. Authorized Signatory: Respondents should provide the name of the individual who will be authorized

to sign an Agreement on its behalf if the event that its proposal is accepted; including his/her contact information.

By responding to this RFP, Respondent agrees to FQMD's Agreement, which is attached hereto, and therefore waives any future right to contest the provisions set forth therein.

B. Additional/Optional Information

The following may be included in Respondents' bound submissions:

1. Professional reference letters, limited to three (3), preferably directly related to work/services that are similar to the Services to be performed under this procurement.

C. Submission Instructions

Written proposals, required forms, and additional/optional information shall be submitted in a sealed box/envelope and contain the following:

- 1 **original** of the proposal bound with any required forms;
- 3 copies of the proposal bound with any required forms;
- A complete electronic copy of the proposal on flash drive; and
- Price proposal in a separate sealed envelope.

In the event of any inconsistencies between the bound proposal and the electronic copy, FQMD reserves the right to accept the version with the terms most favorable to FQMD.

Proposals shall be delivered to the Coordinator, Board of Commissioners of the French Quarter Management District, 400 N. Peters Street, Suite 206, New Orleans, LA 70130, no later than **11:00 a.m. (CST) on Tuesday, November XX, 2023**. FQMD will not accept proposals after this deadline or allow any Respondent to change or submit additional information after the deadline.

Proposals will only be accepted Monday through Friday, excluding holidays, from 8:30 a.m. to 4:30 p.m. FQMD will not accept proposals submitted by fax or email or which are not sealed.

Any Respondent failing to submit any material information (as determined by Coordinator) will be considered non-responsive.

IV. BOARD CONTACT

All questions, correspondence, inquiries, and other communications regarding this procurement shall be directed to Board of Commissioners of the French Quarter Management District, Coordinator, 400 N. Peters Street, Suite 206, New Orleans, LA 70130 or coordinator@fqmd.org no later than 5:00 p.m. (CST) on **Friday, October XX, 2023**. All questions will be answered via addenda and will be posted on the FQMD's website at: <https://fqmd.org/opportunities>

V. TENTATIVE SCHEDULE

Anticipated Proposal Timetable:

RFP Release	Tuesday, October XX, 2023
Respondents' Questions Due	Friday, November XX, 2023
Proposal Submissions Due	Tuesday, November XX, 2023

FQMD will make every effort to administer the proposal process in accordance with the terms and dates outlined in the request for proposals, but FQMD reserves the right to modify the proposal process and dates as deemed necessary.

VI. ETHICS

FQMD calls the attention of all potential Respondents to the Louisiana Ethics Code, La. R.S. 42:1101, *et seq.* Those laws prohibit FQMD from doing business with any of its current directors or those who have served on the FQMD within the past two (2) years or from doing business with certain companies with which the following persons are connected.

2023 Commissioners:	Commissioners Serving in the Past Two Years:
David Bilbe Glade Bilby Christine Bondio Steve Caputo Jane Cooper Matthew Emory Jerome A. "Alex" Fein Mamie Gasperecz Susan "Sue" Klein Christian Pendleton Robert "Bob" Simms Frank Zumbo	Gail Cavett Brittany Mulla McGovern Jazz Rizzuto Robert Watters

VII. INSURANCE

Before an Agreement is executed, the selected Respondent must provide its current certificate(s) of insurance for the types and amounts of coverage as indicated in the Agreement.

FRENCH QUARTER MANAGEMENT DISTRICT

Request for Professional Services Proposals: Information Technology Services

FORM KPI

KEY PERSONNEL INFORMATION

Include Key Personnel Employed by Prime and any Sub-Consultants

Complete Chart as Applicable Specifically to this Proposal

Prime Consultant Name: _____

Lead Personnel	Name	Years of Applicable Experience	Professional Registration and/or Certification (if applicable)	Area of Expertise for this Contract (refer to minimum personnel requirements in RFQ)	Firm Employed By for This Contract	Percent of Time Dedicated to This Contract	Primary Office Location (CITY, STATE)
Project Manager							

1 of 1

RFP
KPI – Key Personnel Information
KeyPersonnelInformation.doc

Invoice #		15	16	17	18	19	20	21	22	23					
Date		1/31/2023	2/28/2023	3/31/2023	4/30/2023	5/31/2023	6/30/2023	7/31/2023	8/31/2023	9/30/2023	10/31/2023	11/30/2023	12/31/2023		
Billable Month		January	February	March	April	May	June	July	August	September	October	November	December	2023 Total	Mo Average
Personnel	Hours	186.25	86.50	126.75	76.75	192.25	197.75	263.50	218.55	180.00				1,528.30	169.81
	Invoiced	9,764.25	4,917.00	7,985.25	4,835.25	9,876.75	10,365.75	12,828.00	10,346.50	9,284.00				80,202.75	8,911.42
Expenses															
	Accounting	280.00	240.00	300.00	240.00	400.00	240.00	280.00	408.00	344.00				2,732.00	303.56
	Copies	262.50	231.50	343.00	289.50	163.50	196.50	270.00	244.00	66.00				2,066.50	229.61
	Insurance													-	#DIV/0!
	Software	24.00	24.00	24.00	24.00	24.00	24.00	36.00	36.00	36.00				252.00	28.00
	Office Supplies													-	#DIV/0!
	Parking/Mileage					6.35			10.70	6.35				23.40	7.80
	Rent			400.00	400.00	400.00	400.00	400.00	400.00	400.00				2,800.00	400.00
Expenses Total		566.50	495.50	1,067.00	953.50	993.85	860.50	986.00	1,098.70	852.35	-	-	-	7,873.90	656.16
Invoice Total		10,330.75	5,412.50	9,052.25	5,788.75	10,870.60	11,226.25	13,814.00	11,445.20	10,136.35	-	-	-	88,076.65	
Payment Received		3/7/2023	3/31/2023	5/3/2023	6/5/2023	7/5/2023	8/3/2023	9/5/2023	10/2/2023						
Days to remit		35	31	33	36	35	34	36	32						34.00
Paid Total		\$ 10,330.75	5,412.50	9,052.25	5,788.75	10,870.60	11,226.25	13,814.00	11,445.20					77,940.30	

	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Income	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ -	\$ -	\$ 1,000,000
Expenses													
FQMD 10% Admin Fee	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000			\$ 100,000
Public Safety Services Corp.	\$ 74,893	\$ 64,458	\$ 57,282	\$ 120,244	\$ 78,120	\$ 88,473	\$ 90,944	\$ 79,301	\$ 82,761	\$ 110,712	\$ -	\$ -	\$ 847,187
Total Expense	\$ 84,893	\$ 74,458	\$ 67,282	\$ 130,244	\$ 88,120	\$ 98,473	\$ 100,944	\$ 89,301	\$ 92,761	\$ 120,712	\$ -	\$ -	\$ 947,187
Net Income	\$ 15,107	\$ 25,542	\$ 32,718	\$ (30,244)	\$ 11,880	\$ 1,527	\$ (944)	\$ 10,699	\$ 7,239	\$ (20,712)	\$ -	\$ -	\$ 52,813
Balance	\$ 259,508	\$ 285,050	\$ 317,768	\$ 287,524	\$ 299,404	\$ 300,931	\$ 299,988	\$ 310,687	\$ 317,926	\$ 297,214	\$ 297,214	\$ 297,214	\$ 297,214

Date	1/8/2023	1/22/2023	2/5/2023	2/19/2023	3/5/2023	3/19/2023	4/10/2023	4/16/2023	4/30/2023	5/14/2023	5/28/2023	6/11/2023	6/25/2023	7/9/2023	7/23/2023	8/6/2023	8/20/2023	9/3/2023	9/17/2023	10/1/2023	10/15/2023	10/29/2023	Totals
Invoice	1026	1027	1028	1029	1030	1031	1032	1033	1034	1035	1036	1037	1038	1039	1040	1041	1042	1043	1044	1045	1046	1047	
dates	12/32-1/7	1/8-1/21	1/22-2/4	2/5-2/18	2/19-3/4	3/5-3/18	3/19-4/1	4/2-4/15	4/16-4/29	4/30-5/14	5/15-5/27	5/28-6/10	6/11-6/24	6/25-7/8	7/9-7/22	7/23-8/5	8/6-8/19	8/20-9/2	9/3-9/16	9/17-9/30	10/1-10/14	10/15-10/29	
Patrol Hours	652.26	677.96	716.3	375.72	440.52	547.16	633.31	756.1	738.52	624.73	772.3	758.3	847.78	819.81	820.12	719.89	770.54	785.6	728.97	762.3	778.94	589.47	15,317
% shifts filled	80%	83%	88%	46%	54%	67%	78%	93%	91%	77%	95%	93%	104%	100%	101%	88%	94%	96%	89%	93%	95%	72%	
Patrol Staffing	\$ 30,188.52	\$ 30,884.57	\$ 31,542.28	\$ 18,434.82	\$ 19,804.58	\$ 24,264.54	\$ 27,996.41	\$ 36,510.24	\$ 34,572.38	\$ 30,050.18	\$ 34,511.22	\$ 35,056.68	\$ 39,046.74	\$ 40,133.31	\$ 36,956.34	\$ 32,273.57	\$ 34,643.48	35237.42	\$ 33,926.63	\$ 34,292.52	\$ 35,022.66	\$ 26,819.95	\$ 702,169.04
Admin & Supervision	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 5,440.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ 6,480.00	\$ -	\$ 135,040.00
Insurance		\$ 242.25		\$ 811.39		\$ 252.42		\$ 252.42				\$ 757.26			\$ 252.42		\$ 252.42			\$ 252.42	\$ 252.42		\$ 3,325.42
Equipment																							\$ -
Mobile fees	\$ 250.00		\$ 250.00				\$ 378.00		\$ 284.34		\$ 158.66		\$ 212.22		\$ 211.53		\$ 211.57			211.73		211.86	\$ 2,379.91
Software		\$ 367.50		\$ 460.00			\$ 370.00		\$ 440.00		\$ 440.00		\$ 440.00		\$ 430.00			425		465		435	\$ 4,272.50
	\$ 36,918.52	\$ 37,974.32	\$ 38,272.28	\$ 26,186.21	\$ 26,284.58	\$ 30,996.96	\$ 35,224.41	\$ 43,242.66	\$ 41,776.72	\$ 36,530.18	\$ 41,589.88	\$ 42,293.94	\$ 46,178.96	\$ 46,613.31	\$ 44,330.29	\$ 38,753.57	\$ 40,547.47	\$ 42,142.42	\$ 40,618.36	\$ 41,489.94	\$ 41,966.94	\$ 27,254.95	\$ 847,186.87
Date	1/18/2023	2/1/2023	2/9/2023	2/27/2023	3/24/2023	3/24/2023	4/20/2023	4/20/2023	5/4/2023	5/19/2023	6/9/2023	6/22/2023	7/6/2023	7/17/2023	8/2/2023	8/15/2023	8/24/2023	9/12/2023	9/29/2023	10/4/2023	10/20/2023		
Paid	\$ 36,918.52	\$ 37,974.32	\$ 38,272.28	\$ 26,186.21	\$ 26,284.58	\$ 30,996.96	\$ 35,224.41	\$ 43,242.66	\$ 41,776.72	\$ 36,530.18	\$ 41,589.88	\$ 42,293.94	\$ 46,178.96	\$ 46,613.31	\$ 44,330.29	\$ 38,753.57	\$ 40,547.47	\$ 42,142.42	\$ 40,618.36	\$ 41,489.94	\$ 41,966.94		\$ 819,931.92