

RFQ Contract Questions Submitted & ACRB Responses

October 27, 2026

ACRB responses are highlighted in red

1. Do we submit our full submissions to this email address? **Yes. All required submission materials must be emailed to shrobertson@atlantaga.gov no later than **November 11, 2026, at 12:00 p.m. EST.****
2. Will you accept my required documents if submitted by Monday? **All required documents must be submitted by **November 11, 2026, at 12:00 p.m. EST.** Submissions received by the deadline will be accepted.**
3. I am interested in applying for the contract position, but I wanted to be sure that it is fully remote. **Yes, this is a fully remote position. No in-person work is required.**
4. Would a hypothetical investigative case study be acceptable as a writing sample? **Yes. A hypothetical investigative case study is acceptable as a writing sample, provided it demonstrates the applicant's ability to objectively analyze evidence, evaluate relevant policies and procedures, establish findings of fact, and present clear, well-supported conclusions. The sample must not exceed 10 pages.**
5. Would former correctional supervisors qualify as references? **Yes. Former correctional supervisors may serve as references, provided they can speak to your qualifications, professional experience, and ability to perform the duties and responsibilities of the contract position.**
6. Should I submit my proposal directly to this email address? **Yes. All proposals and required documents must be submitted via email to shrobertson@atlantaga.gov by the stated submission deadline.**
7. Could you please confirm whether completed applications should be submitted to your email address or to a separate address? **All proposals and required documents must be submitted via email to shrobertson@atlantaga.gov by the stated submission deadline.**
8. What is the typical time required to review a case and prepare a completed investigative report? **The time required will vary depending on the contractor's level of expertise and the complexity of the case. Some cases may require less time to complete, while other cases may require more effort.**
9. Are contractors expected to carry a set monthly caseload, or are assignments based on case complexity and availability? **Contractors are not required to carry a set monthly caseload. Additional cases will be assigned as cases are completed, reviewed, and signed off.**

10. Are standard deadlines set for each assignment, and how are more complex cases handled? The goal is to complete as many cases as possible while ensuring that each investigative report is accurate, thorough, and meets ACRB's reporting standards. Contractors will receive completed investigative packets for review and preparation of an investigative report. Contractors are encouraged to complete assignments as efficiently and accurately as possible and submit completed reports for payment. Assignment deadlines and expectations will be communicated as appropriate, and additional time for more complex cases may be addressed in coordination with the designated ACRB supervisor.
11. Will selected contractors receive orientation on ACRB investigative procedures, evidentiary standards, applicable policies, and reporting expectations? Yes. Selected contractors will receive guidance on applicable ACRB investigative procedures, evidentiary standards, policies, and reporting expectations to support the preparation of investigative reports.
12. Are written guidelines, standard operating procedures, or other reference materials provided to ensure consistency? Yes. Selected contractors will be provided with applicable procedures and reference materials to promote consistency in the preparation of investigative reports.
13. Are sample approved reports or standardized report templates available? Yes. Selected contractors will be provided with sample investigative reports and/or standardized report templates to use as references when preparing their reports.
14. Will contractors need access to City of Atlanta or ACRB case-management systems? No. Contractors will prepare investigative reports using the case-related documents and materials provided to them. Access to City of Atlanta or ACRB case-management systems will not be required.
15. Will contractors have a designated supervisor or point of contact for procedural and evidentiary questions during an investigation? Yes. However, contractors will be responsible for drafting the investigative report based solely on the documents provided for the assigned case.
16. What is the process for requesting additional information or clarification on an assigned case file? Upon assignment, you will be provided with all relevant documents needed to prepare the investigative report. If additional information or clarification is needed, you may contact the designated ACRB investigator for assistance.
17. What does the review and approval process for completed reports involve? All completed investigative reports will be reviewed by the Investigations Manager and Deputy Director to ensure compliance with ACRB's investigative procedures,

reporting standards, and expectations. Following this review, the Executive Director will conduct a final review of the reports to ensure they meet ACRB's requirements.

18. When a report needs revision, will contractors receive feedback and an opportunity to make corrections? **Yes.** If a report requires revisions, the contractor will receive feedback identifying the necessary corrections and will be provided one (1) compensable opportunity to revise and resubmit the report. Contract investigators may bill a maximum of twenty (20) hours per week at a rate of \$30 per hour, establishing a maximum weekly compensation of \$600 per investigator. All billable activities must be directly related to the contract's scope of work and remain within the established weekly billing limit.
19. Is time spent on revisions, training, and administrative tasks compensable under the contract? **Contractors will have one (1) compensable opportunity to make revisions.** After orientation, compensable training needs will be assessed as needed to determine suitability for the investigative demands. Administrative task may be compensable if the tasks are directly connected to the completion of the investigative report. Contract investigators may bill a maximum of twenty (20) hours per week at a rate of \$30 per hour, establishing a maximum weekly compensation of \$600 per investigator. All billable activities must be directly related to the contract's scope of work and remain within the established weekly billing limit.
20. For the writing sample, is a clearly labeled simulated investigative report acceptable? **Yes.** A simulated investigative report is acceptable, provided it is clearly labeled as a sample and demonstrates your ability to prepare a thorough, objective, and well-organized investigative report.
21. Whether this litigation experience, together with my military background, may satisfy the RFQ's relevant-experience requirements. **Yes.** ACRB is seeking contractors with strong analytical reasoning, critical-thinking, and written communication skills. The ability to review and analyze documentary evidence and apply relevant policies and procedures when preparing objective, well-supported investigative reports are essential to successful performance under this contract.
22. Whether professional references familiar with my work may substitute for references from agencies receiving similar investigative services? **Yes.** Professional references who are familiar with your qualifications, work experience, and ability to perform investigative report-writing duties may be provided in lieu of references from agencies that have received similar investigative services.
23. Whether an original, clearly labeled sample investigative report demonstrating neutral analysis would be acceptable as the writing sample. **Yes.** An original investigative report is acceptable, provided it is clearly labeled as a sample and demonstrates objective analysis, neutrality, and professional report writing.

24. The email address for submitting the completed proposal. All proposals and required documents must be submitted via email to shrobertson@atlantaga.gov by the stated submission deadline.
25. Could you please clarify whether an anonymized reconstruction is acceptable as a writing sample? Yes. An anonymized reconstruction is acceptable as a writing sample, provided it demonstrates the applicant's ability to objectively analyze evidence, evaluate relevant policies and procedures, establish findings of fact, and present conclusions supported by the available information. The sample must protect confidential and personally identifying information and must not exceed 10 pages.
26. Is there an official application to complete, or should I simply just submit a cover letter via email? See Section IV of the RFQ for proposal submission requirements.
27. Will you consider applicants whose relevant experience comes from nonfiction research, editorial work, documentary production, and police-accountability storytelling, rather than a formal investigator position? Yes, experience in other disciplines may be considered. We are seeking contactors who are familiar and comfortable with analytical reasoning and writing. Application of documentary evidence to policy is necessary for a successful contractor. A successful contractor must demonstrate the ability to draw conclusions and support those conclusions based on the file evidence.
28. May applicants submit an original demonstration investigative report based on publicly available records, clearly identified as a writing sample rather than a commissioned investigation? Yes. Applicants may submit an original demonstration investigative report based on publicly available records, provided it is clearly labeled as a writing sample and not represented as an official or commissioned investigation.
29. May references include nonprofit leaders and editorial or research supervisors who can verify comparable analytical work? Yes. References may include nonprofit leaders, editorial supervisors, research supervisors, or other professional references who can attest to the applicant's analytical abilities, research experience, professional judgment, and report-writing skills. References should be familiar with the applicant's work and able to speak to qualifications relevant to the contract position.
30. Are there specific credentials, licenses, training, or background-screening requirements? No specific credentials or licenses are required. However, applicants should possess strong analytical, research, and written communication skills, along with the ability to review case documentation and prepare clear, objective, and professional investigative reports.

31. Is there a preferred report format or publicly available example of an ACRB complaint investigation report? **Yes. Selected contractors will be provided with examples of ACRB investigative reports to use as references when preparing their reports.**
32. What email address should applicants use for final submissions, and are there attachment or page limits? **All proposals and required documents must be submitted via email to shrobertson@atlantaga.gov. The writing sample must not exceed ten (10) pages. Please ensure all required documents are included with your submission.**
33. What, if any, in-person interviews, meetings, hearings or field duties are expected, and how frequently? **None. The contractor's responsibilities are limited to drafting investigative reports based solely on the documents provided for each assigned case. No in-person interviews, meetings, hearings, or field duties are required.**
34. Should an applicant who owns a licensed investigative agency apply and register as an individual or through the agency? **How you handle your tax filings may determine how you should register with the city. All payments from the city will be provided based on the information you provide when you register as a vendor. Are there restrictions on continuing unrelated private-investigation work? Any potential conflicts of interest must be brought to the immediate attention of the agency. Conflicts of interest may include, but limited to, litigation against or involving the city of Atlanta, and individual citizens or officers involved in an ACRB complaint.**
35. What production and turnaround standards apply? **Following the initial case assignment, additional cases will be assigned as previously submitted investigative reports are completed, reviewed, and signed off on. The successful contract investigator should generally be able to complete approximately two (2) to three (3) investigative reports per week, depending on case complexity. ACRB will make every effort to review completed reports promptly to facilitate the timely assignment of additional cases and allow contractors to maximize their productivity while maintaining the accuracy and quality of their work.**
36. Are required orientation and report revisions billable within the hourly limit, and when does the Net 30 period begin after report approval and invoice submission? **Yes. Required orientation and one (1) round of report revisions will be compensable and must fall within the established maximum weekly billing limit of twenty (20) hours. The Net 30 payment period will begin once the investigative report has been reviewed and signed off on by ACRB and the accompanying invoice has been approved.**
37. How many agency references are required? May references be private investigative firms for comparable analytical/reporting services? Is a clearly labeled original hypothetical report acceptable as the writing sample, or must it be an authorized, redacted prior work product? **Applicants should provide the number of agencies or professional references specified in the RFQ. References from private investigative**

firms that can speak to the applicant's relevant investigative, analytical, and report-writing experience are acceptable. A clearly labeled original hypothetical investigative report is also acceptable as a writing sample; it does not need to be an authorized, redacted report from a prior investigation. The writing sample must demonstrate objective evidence analysis, sound reasoning, and clear, professional reporting, and must not exceed ten (10) pages.

38. Please confirm that the complete qualifications package should be emailed to you under the required subject, and advise of any page/file limits, required forms, secure system requirements or restrictions on external software used to process confidential material. All proposals and required documents must be submitted via email to shrobertson@atlantaga.gov. The writing sample must not exceed ten (10) pages. Please ensure all required documents are included with your submission.
39. Will the ACRB consider applicants with strong analytical and report-writing experience who have not held a formal investigator title? What types of experience count as "experience related to investigations"? Yes. Applicants with strong analytical, research, and report-writing skills may be considered even if they have not held a formal investigator title. Relevant experience may include reviewing case files, analyzing evidence and documentation, conducting research, evaluating statements, preparing findings, and drafting objective reports in fields such as law enforcement, corrections, compliance, auditing, legal services, or administrative investigations.
40. Must the sample be an investigation report, or is a policy analysis or other professional analytical report acceptable? Is there a preferred length, and may identifying information be redacted? An investigative report is preferred to demonstrate the applicant's ability to review case documentation, analyze evidence, and present objective findings. However, a policy analysis or other professional analytical report may be accepted if it demonstrates strong analytical and report-writing skills. The writing sample must not exceed 10 pages. Applicants may redact confidential or personally identifying information from submitted samples.
41. Must references come from agencies that have received similar services, or are professional references from supervisors in related analytical or project roles acceptable? Professional references from supervisors who are familiar with the applicant's qualifications, work performance, analytical abilities, and report-writing skills are acceptable. References from agencies that have received similar investigative services are not required.
42. Is a scanned or electronic signature on the cover letter acceptable? Should all materials be sent as PDF attachments in a single email? Yes. Scanned or electronic signatures on the cover letter are acceptable. Applicants should submit all required

materials as PDF attachments in a single email to shrobertson@atlantaga.gov by **November 11, 2026, at 12:00 p.m. EST.**

43. How many cases per investigator are typical during the term, and what is the expected turnaround time per report? The number of cases assigned to each investigator depends on the contractor's ability to consistently produce high-quality reports that meet ACRB standards. Case complexity also influences caseload; for example, cases involving a single citizen, a single officer, and one allegation generally require less time to complete. Contractors who demonstrate efficient, accurate, and timely case production are more likely to maintain active engagement with the agency. Turnaround time for completing investigative reports is driven largely by the investigator's diligence and work practices. A high-performing contract investigator can be expected to deliver quality reports within a reasonable timeframe that supports the agency's workflow and standards.
44. How much direct contact, such as calls or interviews, should contract investigators expect? None. Contract investigators will not have direct contact with any parties involved in the case. Their responsibilities are limited to drafting investigative reports based solely on the materials and documents provided for each assigned case.
45. Is this role a traditional 9-5pm role? No. This is a remote contract position with a maximum workload of twenty (20) hours per week. Compensation shall not exceed \$30 per hour. The position does not require a traditional 9:00 a.m. to 5:00 p.m. schedule.
46. I would like to confirm that the submission deadline is November 11, 2026, at 12:00 PM Eastern? All required documents must be submitted by **November 11, 2026, at 12:00 p.m. EST.** Submissions received by the deadline will be accepted.
47. Are we allowed to add to or correct any submitted RFQ materials prior to the deadline if needed. Yes. Applicants may submit corrected or updated RFQ materials before the submission deadline of **November 11, 2026, at 12:00 p.m. EST.** Any revised materials should be submitted by email, with the updated documents clearly identified as replacements for the previously submitted versions.
48. Does the ACRB consider investigative experience obtained in educational administration, including student and employee misconduct investigations, evidence analysis, policy compliance, and investigative report writing, as qualifying professional investigative experience? Yes. Investigative experience gained in educational administration may be considered qualifying professional investigative experience, particularly when it involves investigating student or employee misconduct, analyzing evidence and documentation, evaluating compliance with policies and procedures, and preparing objective investigative reports. Relevant

experience will be evaluated based on its applicability to the duties and requirements of the contract position.

49. Will contract investigators primarily analyze completed investigative case files and prepare reports, or will assignments also require supplemental interviews, additional evidence collection, and independent investigative activities?

Contract investigators will primarily review completed investigative case files and supporting documentation to analyze the evidence and prepare objective investigative reports. The scope of work does not include conducting interviews, collecting additional evidence, contacting parties, or performing independent field investigations. All reports must be based on the case materials provided by the ACRB.

50. Will the ACRB accept a redacted administrative investigative report from a non-law-enforcement setting that demonstrates objective evidence analysis, policy evaluation, findings of fact, and supported conclusions? Yes. A redacted administrative investigative report from a non-law-enforcement setting may be accepted, provided it demonstrates the applicant's ability to objectively analyze evidence, evaluate applicable policies and procedures, establish findings of fact, and develop conclusions supported by the evidence. Any confidential or personally identifying information should be redacted before submission.

51. What is the anticipated caseload for each contract investigator, and are there established turnaround times or production standards for completing investigative reports? Following completion and sign-off of the initial case, additional cases will be assigned as previously assigned cases are completed, reviewed, and approved. ACRB's goal is to reduce the backlog of aging cases before the conclusion of the contract term. Depending on case complexity, contract investigators are expected to complete approximately two (2) to three (3) investigative reports per week. Contractors who consistently demonstrate strong productivity and submit accurate, thorough, and acceptable investigative reports may receive additional case assignments and continued opportunities to work with the agency. ACRB reserves the right to discontinue a contractor's engagement if the contractor is unable to consistently produce acceptable investigative reports within a reasonable timeframe or otherwise fails to meet the expectations of the contract.

52. Are case review, evidence analysis, report preparation, revisions, and required meetings considered compensable activities? The activities listed are expected responsibilities of the contract investigator. Compensation will be provided for reviewing assigned investigative packets, analyzing the evidence, preparing and submitting investigative reports, and completing one (1) round of revisions, if necessary. If ACRB requires a contractor to attend a meeting, that meeting will also be compensable in accordance with the applicable contract terms. Contract investigators may bill a maximum of twenty (20) hours per week at a rate of \$30 per hour, establishing a maximum weekly compensation of \$600 per investigator. All

billable activities must be directly related to the contract's scope of work and remain within the established weekly billing limit.

53. Are there maximum billable hours established for individual investigations?

Yes. Contract investigators may bill a maximum of twenty (20) hours per week at a rate of \$30 per hour, establishing a maximum weekly compensation of \$600 per investigator. All billable activities must be directly related to the contract's scope of work and remain within the established weekly billing limit.