



**RFP #815**  
**PROFESSIONAL, TECHNICAL AND EXPERT SERVICES**

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Clark County Washington

RELEASE DATE: WEDNESDAY, JANUARY 12, 2022  
DUE DATE: WEDNESDAY, FEBRUARY 2, 2022 by 1:30 pm

Request for Proposal for:

Clark Regional Emergency Services Agency (CRESA)  
**SERVICE LEVELS, STAFFING and INFRASTRUCTURE NEEDS  
ASSESSMENT**

**SUBMIT:**

One (1) Original  
Four (4) Complete Copies

of the Proposal to:

<u>Delivery by Shipping Method of your Choice or Hand Delivery</u>	<u>United States Postal Service</u>
Clark County ATTN: Office of Purchasing 1300 Franklin Street, 6 <sup>th</sup> Floor, Suite 650 Vancouver WA 98660 564-397-2323	Clark County ATTN: Office of Purchasing PO Box 5000 Vancouver WA 98666-5000 564-397-2323

**Office Hours:** 8:00 am – 3:00 pm, Monday – Friday, except Legal Holidays.

Proposals shall not be submitted via electronic submission.

**\*\*Proposals must be date and time stamped by Purchasing staff before 1:30 pm on due date.**

**\*\*DO NOT PUT IN ANY DROP BOX LOCATED IN THE BUILDING\*\***

**\*\*Hand Delivery Requires Entrance to the building using the North Door on the First Floor.**

**\*\*Anyone entering the building must wear a face mask\*\***

**Refer Questions to Project Manager:**

Doug Smith-Lee  
Program Manager / Clark Regional Emergency Services Agency  
[Doug.SmithLee@clark.wa.gov](mailto:Doug.SmithLee@clark.wa.gov)  
360-992-6276

## General Terms and Conditions

**ADMINISTRATIVE REQUIREMENTS** - Contractors shall comply with all management and administrative requirements established by Washington Administrative Code (WAC), the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to providers licensed in the State of Washington.

ALL proposals submitted become the property of Clark County. It is understood and agreed that the prospective Proposer claims no proprietary rights to the ideas and written materials contained in or attached to the proposal submitted. Clark County has the right to reject or accept proprietary information.

**AUTHORSHIP** - Applicants must identify any assistance provided by agencies or individuals outside the proposers own organization in preparing the proposal. No contingent fees for such assistance will be allowed to be paid under any contract resulting from this RFP.

**CANCELLATION OF AWARD** - Clark County reserves the right to immediately cancel an award if the contractual agreement has not been entered into by both parties or if new state regulations or policy make it necessary to change the program purpose or content, discontinue such programs, or impose funding reductions. In those cases where negotiation of contract activities are necessary, Clark County reserves the right to limit the period of negotiation to sixty (60) days after which time funds may be unencumbered.

**CONFIDENTIALITY** - Proposer shall comply with all applicable state and federal laws governing the confidentiality of information.

**CONFLICT OF INTEREST** - All proposals submitted must contain a statement disclosing or denying any interest, financial or otherwise, that any employee or official of Clark County or the appropriate Advisory Board may have in the proposing agency or proposed project.

**CONSORTIUM OF AGENCIES** - Any consortium of companies or agencies submitting a proposal must certify that each company or agency of the consortium can meet the requirements set forth in the RFP.

**COST OF PROPOSAL & AWARD** - The contract award will not be final until Clark County and the prospective contractor have executed a contractual agreement. The contractual agreement consists of the following parts: (a) the basic provisions and general terms and conditions, (b) the special terms and conditions, (c) the project description and goals (Statement of Work), and (d) the budget and payment terms. Clark County is not responsible for any costs incurred prior to the effective date of the contract. Clark County reserves the right to make an award without further negotiation of the proposal submitted. Therefore, the proposal should be submitted in final form from a budgetary, technical, and programmatic standpoint.

**DISPUTES** - Clark County encourages the use of informal resolution to address complaints or disputes arising over any actions in implementing the provisions of this RFP. Written complaints should be addressed to Clark County – Purchasing, P.O. Box 5000, Vancouver, Washington 98666-5000.

**DIVERSITY IN EMPLOYMENT AND CONTRACTING REQUIREMENTS** - It is the policy of Clark County to require equal opportunity in employment and services subject to eligibility standards that may be required for a specific program. Clark County is an equal opportunity employer and is committed to providing equal opportunity in employment and in access to the provision of all county services. Clark County's Equal Employment Opportunity Plan is available at <http://www.clark.wa.gov/hr/documents.html>. This commitment applies regardless of race, color, religion, creed, sex, marital status, national origin, disability, age, veteran status, on-the-job injury, or sexual orientation. Employment decisions are made without consideration of these or any other factors that are prohibited by law. In compliance with department of Labor Regulations implementing Section 504 of the rehabilitation Act of 1973, as amended, no qualified handicapped individual shall be discriminated against in admission or access to any program or activity. The prospective contractor must agree to provide equal opportunity in the administration of the contract, and its subcontracts or other agreements.

**ENVIRONMENTALLY RESPONSIBLE PURCHASING PROGRAM** - Clark County has implemented an Environmentally Responsible Purchasing Policy with a goal to reduce negative impacts on human health and the environment. Negative environmental impacts include, but are not limited to, greenhouse gases, air pollution emissions, water contamination, waste from the manufacturing process and waste in packaging. This policy also seeks to increase: 1) water and energy efficiency; 2) renewable energy sources; 3) use of products with recycled content; 4) product durability; 5) use of products that can be recycled, reused, or composted at the end of its life cycle. Product criteria have been established on the Green Purchasing List

<https://clark.wa.gov/sites/default/files/dept/files/general-services/Purchasing/ERP%20Policy.pdf>

**INDEPENDENT PRICE DETERMINATION** - The prospective contractor guarantees that, in connection with this proposal, the prices and/or cost data have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition. This does not preclude or impede the formation of a consortium of companies and/or agencies for purposes of engaging in jointly sponsored proposals.

**INTERLOCAL AGREEMENT** - Clark County has made this RFP subject to Washington State statute RCW 39.34. Therefore, the proposer may, at the proposers option, extend identical prices and services to other public agencies wishing to participate in this RFP. Each public agency wishing to utilize this RFP will issue a purchase order (or contract) binding only their agency. Each contract is between the proposer and the individual agency with no liability to Clark County.

**LIMITATION** - This RFP does not commit Clark County to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or contract for services or supplies.

**LATE PROPOSALS** - A proposal received after the date and time indicated above will not be accepted. No exceptions will be made.

**ORAL PRESENTATIONS** - An oral presentation may be required of those prospective contractors whose proposals are under consideration. Prospective contractors may be informed that an oral presentation is desired and will be notified of the date, time and location the oral presentation is to be conducted.

**OTHER AUDIT/MONITORING REQUIREMENTS** - In addition, auditing or monitoring for the following purposes will be conducted at the discretion of Clark County: Fund accountability; Contract compliance; and Program performance.

**PRICE WARRANT** - The proposer shall warrant that the costs quoted for services in response to the RFP are not in excess of those which would be charged any other individual or entity for the same services performed by the prospective contractor, in a similar socioeconomic, geographical region.

**PROTESTS** - Must be submitted to the Purchasing Department.

**PUBLIC SAFETY** - May require limiting access to public work sites, public facilities, and public offices, sometimes without advance notice. The successful Proposer's employees and agents shall carry sufficient identification to show by whom they are employed and display it upon request to security personnel. County project managers have discretion to require the successful Proposer's employees and agents to be escorted to and from any public office, facility or work site if national or local security appears to require it.

**REJECTION OF PROPOSALS** - Clark County reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any or all prospective contractors on modifications to proposals, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP if it is in the best interest of Clark County to do so.

**SUBCONTRACTING** - No activities or services included as a part of this proposal may be subcontracted to another organization, firm, or individual without the approval of Clark County. Such intent to subcontract shall be clearly identified in the proposal. It is understood that the contractor is held responsible for the satisfactory accomplishment of the service or activities included in a subcontract.

**VERBAL PROPOSALS** - Verbal proposals will not be considered in making the award of any contract as a result of this RFP.

**WORKERS COMPENSATION INSURANCE** – The contractor shall comply with R.C.W. Title 51- with minimum coverage limits of \$500,000 for each accident, or provide evidence that State law does not require such coverage.

FOR ALTERNATIVE FORMATS  
Clark County ADA Office: V: 564-397-2322  
[ADA@clark.wa.gov](mailto:ADA@clark.wa.gov)

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# Request for Proposal #815 – Clark Regional Emergency Services Agency Service Levels, Staffing and Infrastructure Needs Assessment

## Part I Proposal Requirements

### Section IA General Information

#### 1. Introduction

The purpose of this RFP is to solicit proposals for professional services related to recommending appropriate service levels for Clark Regional Emergency Services Agency (CRESA), as well as determining the staff and resources needed to support those service levels based on an assessment of current and future workload.

Proposers shall respond to all sections to be considered.

Clark County has made this Request for Proposal subject to Washington State statute RCW 39.34. Therefore, the proposer may, at the proposers' option, extend identical prices and services to other public agencies wishing to participate in this RFP. Each public agency wishing to utilize this proposal will issue a purchase order (or contract) binding only their agency. Each contract is between the proposer and the individual agency with no liability to Clark County.

#### 2. Background

CRESA was first organized under the Interlocal Cooperation Act of the State of Washington (R.C.W. 39.34) in 1976. In 2017, CRESA began the process to become a public corporation organized under the state's Public Development Authority laws (R.C.W. 35.21.730 – 35-21-759). CRESA contracts with Clark County, Washington for certain services including purchasing.

CRESA is a regional public safety agency that provides: 1) 9-1-1 dispatch services; 2) public safety 800 MHz radio system and services; and 3) emergency management services.

CRESA provides such services to: Clark County, the Cities of Battle Ground, Camas, La Center, Ridgefield, Vancouver, Washougal, and Yacolt, and Clark County Fire District's 3, 6, 9 (dba, East County Fire and Rescue), 10, 11 (dba, Clark County Fire and Rescue), 13, North Country EMS and Cowlitz-Skamania Fire District #7.

CRESA also hosts the Region IV Homeland Security Office which coordinates homeland security efforts with the four SW Washington Counties of Clark, Cowlitz, Skamania and Wahkiakum.

In 2020, CRESA served approximately 500,000 citizens in Clark County handling an estimated 411,000 calls for service and generated around 383,000 events (See D "CRESA's Vital Statistics" for further details). Based on a 2017 environmental scan done by staff, CRESA projects a 31% growth in population and a 23% increase in calls for service over the next 25 years (see Attachment D for "2017 Environmental Scan" for further details). CRESA is located in a 23,852 square foot facility that includes 9-1-1 operations, a regional Emergency Operations Center (EOC), a radio and telephone room, a training room and administrative office space. CRESA's 9-1-1 operations has # consoles all of which are capable of receiving 9-1-1 calls and dispatching.

#### 3. Scope of Project

CRESA desires to proactively define the components of service in order to continually provide that high level of service in the future. Changes in population and technology; and changes within the agencies CRESA serves requires the agency to anticipate what it will need in the future regarding staffing and infrastructure.

Based on historic call volumes and projected population growth rates, CRESA will continue to see an increase in emergency and non-emergency calls. Both of which come with a corresponding increase in the number of emergency responders tracked and supported by CRESA. In addition, recent changes to the law in Washington State, have required longer times on task for the call takers to determine if a law response is warranted, vs. response or referral to a mental health or "crisis responder" (yet to be determined).

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The successful will work with the CRESA Board and client agencies to identify meaningful performance measurements and define appropriate service levels. It is important to work with these agencies since their staffing and performance goals have a direct impact on CRESA's resources. The successful bidder will also compare CRESA's current work processes to other public safety communication centers and industry standards to identify any measures that may enhance the effective and efficient delivery of services.

Based on the defined service levels, the successful bidder will then work with CRESA's stakeholders and staff to establish an agreed upon approach for determining appropriate equipment needs and staffing levels. This approach will include the development of a plan with identified decision points indicating when change needs to occur.

Specific tasks of this project will be based on the awarded contract and may include, but are not limited to:

1. **Project Kick-Off** - Meet with CRESA staff to get a shared understanding of the project's purpose, objectives, RAID (risks, assumptions, issues and dependencies) scope, timeline and communications plan.
2. **Current Workload Assessment & Staffing Analysis** – Based on an approach similar to APCO Project RETAINS<sup>1</sup>, determine CRESA 9-1-1 Operations workload demand and staffing needs by examining:
  - ✓ Comparison of System Design and Workflow - Compare CRESA's current system design and work processes to other similar and larger sized public safety communication centers and industry standards to identify any measures that may enhance the effective and efficient delivery of services.
  - ✓ Employee Availability – Staff availability by factoring in average leave (i.e., vacation, sick, FMLA, breaks, etc.)
  - ✓ Employee Turnover Rates – Overall staff turnover rates broken down by probationary and non-probationary employees
  - ✓ Service Demand – Total calls broken down by incoming 9-1-1, 3-1-1 and other non-emergency calls; and outgoing calls
  - ✓ Call Processing Capability – Average call completion time (from call answer to call being disconnected) plus average radio talk time per dispatched call.
  - ✓ Staffing Estimates – The staff needed using the “volume influenced position” methodology.
3. **Performance Metrics and Desired Service Levels:**
  - ✓ Time-life Critical Standards - Related to call triage, what processes are considered “Best Practice” to identify and dispatch time-life critical events as quickly as possible. What metrics should be used to measure these incidents?
  - ✓ Lower Priority Standards - Should low priority (non-emergent) calls be measured in the same manner as time-life critical calls? If not, what is a meaningful measurement?
  - ✓ Client Agency Services Desired – The successful bidder will meet and work with CRESA's client agencies to determine the desired services levels and performance standards.
4. **Future Technology** - As Technical networks and systems evolve are there other technologies and services that CRESA should be investing in and providing? (e.g., ESInet development; mobile equipment and IT support; countywide real-time data analysis such as crime and traffic data; and caller GPS data; single countywide RMS).

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<sup>1</sup> APCO Project RETAINS: Effective Practice Guide and Staffing Workbook, August 2005, DOJ/National Institute of Justice Award No. 2003-MU-MUK01 3 to APCO International and subcontracted to the University of Denver Research Institute.

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## 5. Strategic Implementation Plan<sup>2</sup>:

- ✓ Recommend Performance Metrics & Standards Based on the "Workload Assessment and Staffing Analysis" plus the findings from the "Performance Metrics and Desired Service Levels" recommend standards for the following metrics that may include but are not limited to:
  - Call Answer Times
  - Call Abandonment Rates
  - Call Processing Times by Priority and Discipline
  - Dispatch Processing Times by Priority and Discipline
- ✓ Recommend Dispatcher to Officer Ratios. With the goal of maintaining a high level of officer safety and awareness, determine the number of officers that one dispatcher is able to track and support under routine operations verses high-risk incidents. Recommend best practice to transition from routine to a more focused support when needed.
- ✓ Recommend Dispatcher to Fire Unit Ratios. With the goal of maintaining a high level of firefighter safety and awareness, determine the number of units that one dispatcher is able to track and support under routine operations verses incidents that involve a "working fire" or other high-risk incidents. Recommend best practices to transition from routine to a more focused support when needed.
- ✓ Recommended Operations Staffing: Based on the results from the tasks listed above, recommend 9-1-1 Operations staffing levels by hour of day and day of week and per month factoring in projected growth in demand through 2045.
- ✓ Recommend Staff Levels for Other CRESA Divisions:
  - Recommend Emergency Management Staffing factoring in anticipated growth in service demand through 2045.
  - Recommend Technical Services Staffing factoring in anticipated growth in service demand through 2045.
  - Recommend Administrative Services Staffing factoring in anticipated growth in service demand through 2045.
- ✓ Recommend Emergency Management Service Levels based on most recent hazard and vulnerability assessment; and needs and capabilities of participating jurisdictions.

Recommend Infrastructure (technology and facility) factoring in anticipated growth in service demand and staffing needs through 2045.

## 4. Project Funding

Allocation of funds for this RFP will be established based on the funds requested in the selected proposal.

Clark County, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

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<sup>2</sup> Note – The Strategic Implementation Plan should identify trigger points as to when investments in staffing and resources should occur.

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El Condado de Clark, de acuerdo con las disposiciones del Título VI de la Ley de Derechos Civiles de 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d a 2000d-4) y el Reglamento, por la presente notifica a todos los postores que se asegurará afirmativamente de que cualquier contrato celebrado de conformidad con este anuncio, las empresas comerciales desfavorecidas tendrán la oportunidad plena y justa de presentar ofertas en respuesta a esta invitación y no serán discriminadas por motivos de raza, color u origen nacional en consideración a un laudo.

5. Timeline for Selection

The following dates are the **intended** timeline:

Proposals Due	February 2, 2022
Proposal Review/Evaluation Period	February 3 – 17, 2022
Selection Committee Recommendation	February 17, 2022
Board Approval of Recommendation	March 3, 2022
Contract Negotiation/Execution	March 4 – April 7, 2022
Contract Intended to Begin	April 11, 2022

6. Employment Verification

Effective November 1, 2010, to be considered **responsive** to any formal Clark County Bid/RFP or Small Works Quote, all vendors shall submit before, include with their response or within **48 hours** after submittal, a recent copy of their E-Verify MOU or proof of pending enrollment. The awarded contractor shall be responsible to provide Clark County with the same E-Verify enrollment documentation for each sub-contractor (\$25,000 or more) within thirty days after the sub-contractor starts work. Contractors and sub-contractors shall provide a report(s) showing status of new employee's hired after the date of the MOU. The status report shall be directed to the county department project manager at the end of the contract, or annually, whichever comes first. E-Verify information and enrollment is available at the Department of Homeland Security web page: [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify)

**How to submit the MOU in advance of the submittal date:**

1. Hand deliver to 1300 Franklin St, Suite 650, Vancouver, WA 98660, or;
2. E-mail: [koni.odell@clark.wa.gov](mailto:koni.odell@clark.wa.gov) or [priscilla.ricci@clark.wa.gov](mailto:priscilla.ricci@clark.wa.gov)

*Note : Sole Proprietors shall submit a letter stating exempt.*

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## Section IB Work Requirements

### 1. Required Services

The Contractor shall provide the services as outlined under the Scope of Project (Section I.A.3).

### 2. County Performed Work

CRESA's staff shall perform the following work:

- Develop and monitor the budget and work plans to ensure the deliverables are met
- Provide all data and reference materials to the contractor as needed
- Coordinate meetings related to the project to ensure the inclusion of key stakeholders
- Prepare meeting materials (agenda, minutes, handouts, etc.)
- Monitor invoices and payments to contractor
- Monitor contractor performance

### 3. Deliverables & Schedule

DELIVERABLES	START DATE	END DATE
Project Kick-Off Meeting	April 11, 2022	April 15, 2022
Work Load Assessment & Staffing Analysis	April 18, 2022	May 20, 2022
Performance Metrics and Service Levels	April 18, 2022	June 3, 2022
Future Technology Assessment	June 6, 2022	July 1, 2022
Strategic Implementation Plan	July 5, 2022	August 5, 2022
Project Wrap Up	August 8, 2022	August 12, 2022

### 4. Place of Performance

Clark Regional Emergency Services Agency, 710 West 13<sup>th</sup> Street, Vancouver, WA 98660.

### 5. Period of Performance

A contract awarded as a result of this RFP will be for five (5) months and is intended to begin on April 11, 2022 and end August 12, 2022.

CRESA reserves the right to extend the contract resulting from this RFP for a period of two (2) additional years, in one (1) year increments, with the same terms and conditions, by service of a written notice of its intention to do so prior to the contract termination date.

### 6. Prevailing Wage (When Applicable)

As of July 1, 2019, it is required that contractors meet the new requirements for Prevailing Wage and public works requirements, per RCW 39.04.350. Proposer shall be either exempt, by having a valid Washington business license for three years or more and completed three or more public works projects or received and completed training on prevailing wage and public works requirements.

Pursuant to State of Washington RCW 39.12, all payment for salaries and wages shall conform to State of Washington Department of Labor and Industries as prevailing wage rates.



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For this project select the Clark County rates that apply on the proposal closing date from either of these sites:

<http://www.wsdot.wa.gov/Design/ProjectDev/WageRates/default.htm>

<http://www.ini.wa.gov/TradesLicensing/PrevWage/WageRates>

Before payment is made by the Local Agency of any sums due under this contract, the Local Agency must receive from the Contractor and each Subcontractor a copy of "Statement of Intent to Pay Prevailing Wages" (Form L & I Number 700-29) approved by the Washington State Department of Labor and Industries.

A fee of \$45.00 per each "Statement of Intent to Pay Prevailing Wages" and "Affidavit of Wages Paid" is required to accompany each form submitted to this Department of Labor and Industries. The Contractor is responsible for payment of these fees and shall make all applications directly to the Department of Labor and Industries. These fees shall be incidental to all the proposed items of this contract.

7. Debarred/Suspended Federally or Washington State debarred or suspended suppliers may not participate in this Request for Proposal.

All proposer's must fill out, sign and submit the "Certification Regarding Debarment, Suspension, and Other Responsibility Matter" form with their proposal to be eligible to participate.

8. Public Disclosure This procurement is subject to the Washington Public Records Act (the "Act"), chapter 42.56 RCW. Once in the County's possession, all of the RFP Submittals shall be considered public records and available for public records inspection and copying, unless exempt under the Act.

If a Respondent or Proposer considers any portion of an RFP Submittal to be protected under the law, whether in electronic or hard copy form, the Respondent or Proposer shall clearly identify each such portion with the word "PROPRIETARY". The County will notify the Respondent or Proposer in writing of the request and allow the Respondent or Proposer ten (10) days to obtain a court order enjoining release of the record(s). If the Respondent or Proposer does not take such action within the ten (10) day period, the County will release the portions of the RFP Submittal deemed subject to disclosure. All Respondents and Proposers who provide RFP Submittals for this procurement accept the procedures described above and agree that the County shall not be responsible or liable in any way for any losses that the party may incur from the disclosure of records to a third party who requests them.

9. Insurance/Bond

A. Waiver of Subrogation

All insurance coverage maintained or procured pursuant to this agreement shall be endorsed to waive subrogation against County, its elected or appointed officers, agents, officials, employees and volunteers or shall specifically allow Contractor or others providing insurance evidence in compliance with these specifications to waive their right of recovery prior to a loss. Contractor hereby waives its own right of recovery against County and shall require similar written express waivers and insurance clauses from each of its subcontractors.

B. Proof of Insurance

Proof of Insurance shall be provided prior to the starting of the contract performance. Proof will be on an ACORD Certificate(s) of Liability Insurance, which the Proposer shall provide to Clark County. Each certificate will show the coverage, deductible and policy period. Policies shall be endorsed to state that coverage will not be suspended, voided, canceled or reduced

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## Service Levels, Staffing and Infrastructure Needs Assessment

without a 30-day written notice by mail. It is the Proposer's responsibility to provide evidence of continuing coverage during the overlap periods of the policy and the contract.

### C. Worker's Compensation

As required by the industrial insurance laws of the State of Washington.

### D. Automobile

If the Proposer or its employees use motor vehicles in conducting activities under this Contract, liability insurance covering bodily injury and property damage shall be provided by the Proposer through a commercial automobile insurance policy. The policy shall cover all owned and non-owned vehicles. Such insurance shall have minimum limits of \$1,000,000 per occurrence, combined single limit for bodily injury liability and property damage liability with a \$1,000,000 annual aggregate limit. If the Proposer does not use motor vehicles in conducting activities under this Contract, then written confirmation to that effect on Proposer letterhead shall be submitted by the Proposer.

E. Commercial General Liability (CGL) Insurance written under ISO Form CG0001 or its latest equivalent with minimum limits of \$1,000,000 per occurrence and in the aggregate for each one year policy period. Personal and Advertising Injury \$1,000,000 and General Aggregate \$1,000,000. This policy will renew annually. This coverage may be any combination of primary, umbrella or excess liability coverage affording total liability limits of not less than \$1,000,000 per occurrence and in the aggregate. However, if other policies are added they must be a follow-form policy in language, renewal date, and have no more exclusions than the underlying coverage. Products and Completed Operations coverage shall be provided for a period of three years following Substantial Completion of the Work. The deductible will not be more than \$50,000 unless prior arrangements are made with Clark County on a case by case basis; the criterion is the Contractor's liquidity and ability to pay from its own resources regardless of coverage status due to cancellation, reservation of rights, or other no-coverage-enforce reason. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability. Clark County needs to be listed as additional insured.

### F. Professional Liability (aka Errors and Omissions)

The Proposer shall obtain, at Proposer's expense, and keep in force during the term of this contract Professional Liability insurance policy to protect against legal liability arising out of contract activity. Such insurance shall provide a minimum of \$1,000,000 per occurrence. The deductible will not be more than \$25,000 unless prior arrangements are made with Clark County on a case by case basis; the criterion is the Proposer's liquidity and ability to pay from its own resources. It should be an "Occurrence Form" policy. If the policy is "Claims Made", then Extended Reporting Period Coverage (Tail coverage) shall be purchased for three (3) years after the end of the contract.

### G. Umbrella Liability Coverage

Umbrella Coverage in the amount of \$1,000,000 shall be provided and will apply over all liability policies without exception, including Commercial General Liability and Automobile Liability. All policies must have a Best's Rating of A-VII or better.

## Request for Proposal #815 – Clark Regional Emergency Services Agency Service Levels, Staffing and Infrastructure Needs Assessment

### 10. Plan Holders List

All proposers are required to be listed on the plan holders list.

- ✓ Prior to submission of proposal, please confirm your organization is on the Plan Holders List below:

To view the Plan Holders List, please click on the link below or copy and paste into your browser. Clark County RFP site: <https://clark.wa.gov/internal-services/purchasing-overview>

- If your organization is NOT listed, submit Attachment B - Letter of Interest to ensure your inclusion.
- Proposals received by Clark County by proposers not included on the Plan Holders List may be considered non-responsive.



# Request for Proposal #815 – Clark Regional Emergency Services Agency Service Levels, Staffing and Infrastructure Needs Assessment

Proposers are encouraged to print/copy on both sides of a single sheet of paper wherever applicable; if sheets are printed on both sides, it is considered to be two pages. Color is acceptable, but content should not be lost by black-and-white printing or copying.

All submittals will be evaluated on the completeness and quality of the content. Only those Proposers providing complete information as required will be considered for evaluation. The ability to follow these instructions demonstrates attention to detail.

Additional support documents, such as sales brochures, should be included with each copy unless otherwise specified.

## Section IIC

### Proposal Content

1. Cover Sheet  
This form is to be used as your proposal Cover Sheet.  
See Cover Sheet - Attachment A
2. Project Team  
Provide an organizational chart that clearly delineates responsibility, authority, and chain of command within the organization. Provide resume(s) of the key project individual(s).
3. Management Approach  
Describe how your organization manages projects including planning, implementation, monitoring and control, completion of deliverables and project closeout.
4. Respondent's Capabilities  
Please furnish such information and references that will help the District assess your organization's reputation within the management consulting industry. Specifically, furnish the following required information:
  - a) Organization. Provide description of legal organization stating whether it is an individual proprietorship, partnership, corporation, or subsidiary of any other corporation.
  - b) History of Service. List previous experience in facility needs assessment and other relevant consulting services within the past five (5) years. Experience in working with emergency communications centers preferred. For each organization listed, provide the name, address and phone number of a key contact.
  - c) Industry Leadership. Supply evidence of leadership within the industry, including offices held in national trade organizations, awards received, publications written by your organization's personnel, contributions to published research, and other
5. Project Approach and Understanding  
Using the Deliverables and Schedule in Section I.B.3 as a basic outline to start from, describe your approach in managing this project. This approach should be sufficiently broad in scope so as to accomplish the key deliverables in order to provide a complete facility needs assessment.
6. Proposed Cost  
Provide a proposed budget that details: team hourly rates, estimated hours and total personnel fees; travel expenses; and estimated equipment and supply costs.
7. Employment Verification  
**Please refer to section 1A.6. – E-Verify**

**IMPORTANT NOTE:** Include this portion of the response immediately **AFTER** the cover page, if not already on file with Clark County. Current vendors on file can be viewed at:

<https://clark.wa.gov/internal-services/purchasing-overview>

# Request for Proposal #815 – Clark Regional Emergency Services Agency Service Levels, Staffing and Infrastructure Needs Assessment

## Part III Proposal Evaluation & Contract Award

### Section IIIA Proposal Review and Selection

1. Evaluation and Selection: Proposals received in response to this RFP will be evaluated by a Review Committee. The Committee review results and recommendations may be presented to an appropriate advisory board prior to the consent process with the Clark Regional Emergency Services Agency Administrative Board.
2. Evaluation Criteria Scoring: Each proposal received in response to the RFP will be objectively evaluated and rated according to a specified point system.

**A one hundred (100) point system will be used, weighted against the following criteria:**

Proposal Approach and Understanding	30
Proposers Capabilities:	
• Organization	Pass/Fail
• Project Team	20
• History of Service	20
• Industry Leadership	20
Cost	10
<b>Total Points</b>	<b>100</b>

### Section IIIB Contract Award

1. Consultant Selection: CRESA will award a contract to the highest scoring Proposer. Should CRESA not reach a favorable agreement with the highest scoring Proposer, CRESA shall terminate negotiations and commence negotiations with the second highest scoring Proposer and so on until a favorable agreement is reached.
2. Contract Development: The proposal and all responses provided by the successful Proposer may become a part of the final contract.
3. Award Review: The public may view proposal documents by public records request at [www.clark.wa.gov](http://www.clark.wa.gov) . After contract execution, proposers may seek additional clarification on the scores, proposals and interviews.
4. Orientation/Kick-off Meeting: CRESA intends to complete negotiations by February 18, 2022. Following the CRESA Administrative Board authorization of the contract at the March 7, 2022 meeting, a kick-off meeting with the CRESA management team will be scheduled.

# Request for Proposal #815 – Clark Regional Emergency Services Agency Service Levels, Staffing and Infrastructure Needs Assessment

## Attachment A: COVER SHEET

### General Information:

Legal Name of Proposing Firm \_\_\_\_\_

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Program Location (if different than above) \_\_\_\_\_

Email Address \_\_\_\_\_

Tax Identification Number \_\_\_\_\_

### **ADDENDUM:**

Proposer shall acknowledge receipt of Addenda by checking the appropriate box(es).

None     1     2     3     4     5     6

***NOTE: Failure to acknowledge receipt of Addendum may render the proposal non-responsive.***

I certify that to the best of my knowledge the information contained in this proposal is accurate and complete and that I have the legal authority to commit this agency to a contractual agreement. I realize the final funding for any service is based upon funding levels, and the approval of the Clark County Council and required approvals.

\_\_\_\_\_  
Authorized Signature of Proposing Firm

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

**Request for Proposal #815 – Clark Regional Emergency Services Agency  
Service Levels, Staffing and Infrastructure Needs Assessment**

**Attachment B: LETTER OF INTEREST**

Legal Name of Applicant Agency \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Program Location (if different than above) \_\_\_\_\_

Email Address \_\_\_\_\_

- All proposers are required to be included on the plan holders list.
- If your organization is NOT listed, submit the ‘Letter of Interest’ to ensure your inclusion.

Email Letter of Interest to: [Koni.Odell@clark.wa.gov](mailto:Koni.Odell@clark.wa.gov) and [Priscilla.Ricci@clark.wa.gov](mailto:Priscilla.Ricci@clark.wa.gov)

Clark County web link: <https://clark.wa.gov/internal-services/request-proposal-1>

**This document will only be used to add a proposer to the plan holders list. Submitting this document does not commit proposer to provide services to Clark County, nor is it required to be submitted with proposal.**

**Proposals may be considered non-responsive if the Proposer is not listed on the plan holders list.**



**Request for Proposal #815 – Clark Regional Emergency Services Agency  
Service Levels, Staffing and Infrastructure Needs Assessment**

**Attachment C**



Clark County, Washington

**Certification Regarding  
Debarment, Suspension and Other Responsibility Matters**

The prospective participant certifies to the best of its knowledge and belief that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c) Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
- (d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

I understand that a false statement on this certification may be grounds for rejection of this proposal or termination of the award. In addition, under 18 USC Sec. 1001, a false statement may result in a fine of up to \$10,000 or imprisonment for up to 5 years, or both.

\_\_\_\_\_  
Typed Name & Title of Authorized Representative

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

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I am unable to certify to the above statements. My explanation is attached.