



REQUEST for PROPOSAL # 940
PROFESSIONAL, TECHNICAL AND EXPERT SERVICES

Clark County Washington

RELEASE DATE: WEDNESDAY, OCTOBER 15, 2025

DUE DATE: WEDNESDAY, NOVEMBER 5, 2025 by 11:00 am

Request for Proposal for:

**INTERACTIVE CALL HANDLING SYSTEM for NON-EMERGENCY
PUBLIC SAFETY CALLS**

SUBMIT:

One (1) Original

Four (4) Complete Copies

of the Proposal to:

UPS / FedEx or Hand Delivery

Clark County
ATTN: Office of Purchasing
1300 Franklin Street, 6th Floor, Suite 650
Vancouver WA 98660
564-397-2323

United States Postal Service (ONLY)

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.

No electronic submissions.

****Proposals must be delivered to the Purchasing office – No Exceptions**

****Proposals must be date and time stamped by Purchasing staff by 1:30 pm on due date – No Exceptions**

****Proposal shall be sealed and clearly marked on the package cover with RFP #, Title & Company Name**

Refer Questions to Project Manager:

Jason Fritz
Deputy Director
Clark Regional Emergency Services Agency
Jason.Fritz@cresa.wa.gov
360-992-9210

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 Regional Emergency Services Agency (CRESA) and 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 - CRESA 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.

CONFIDENTIALLY - 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 CRESA 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. CRESA is not responsible for any costs incurred prior to the effective date of the contract. CRESA 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 CRESA and 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.

MUNICIPAL RESEARCH and SERVICE CENTER - Clark County (WA) contracts with the Municipal Research and Service Center (MRSC) to maintain our Consultant, Small Works and Vendor rosters. To be eligible to participate in this Clark County public solicitation and the resulting contract, your business must be registered with the MRSC Rosters. Failure to register may result in your proposal being marked nonresponsive. Be sure to select Clark County in your application. If you have questions about the registration process, contact the MRSC Rosters at 206-436-3798 or <https://mrscrosters.org/businesses/business-membership/>

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 – CRESA and 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 CRESA 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 CRESA or 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.

REQUEST for PROPOSALS – This solicitation is an invitation by CRESA for Proposers to submit an offer, which may be subject to subsequent discussions and negotiations by the County and the Proposer. It is not a request for a competitive bid. A Proposal means any document, submittal, interview presentation, negotiation, and everything and anything provided in response to this RFP regardless of whether the submission is an oral or written submission.

CRESA 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 CRESA to do so.

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. CRESA 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.

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 CRESA. 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

Request for Proposals

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Interactive Call Handling System for Non-Emergency Public Safety Calls

Part I Proposal Requirements

Section IA	General Information
1. Introduction	<p>The purpose of this Request for Proposal (“RFP”) is to obtain competitive proposals from qualified vendors/contractors/consultants (“Proposer” or “Vendor”) interested in providing Clark Regional Emergency Services Agency (“CRESA”) with an Interactive Call Handling System to assist with receiving and processing Non-Emergency Public Safety Calls as described in the Scope of Work (“Services”).</p> <p>The objective of CRESA is to procure a comprehensive, state-of-the-art interactive call handling (ICH) system to process non-emergency public safety calls as efficiently and effectively as possible, while maintaining strong customer service. The system should include:</p> <ul style="list-style-type: none"> • Artificial Intelligence (e.g. Natural Language Translation) for an intuitive interaction for members of the public who call the non-emergency line. • Cloud-based or cloud native. • Transcription and audio recordings for each call. • Recognize when something could be an emergency and prompt the caller to call, or have the ability to transfer the caller, to 911 instead. • The ability for the administrator to easily modify call flows without programming knowledge. • Geo-fencing capability to allow for geolocation validation and provide a dispatchable location. • A dashboard showing all completed calls and any follow-up that needs to occur. • The ability to track the follow-up performed by employees for record keeping and to avoid duplication of efforts. • The ability to automatically transfer to another phone number and send text messages and emails. • The ability to interact with the system through forms and other communications links via our website. • Text back feature to caller to inform them their call has been addressed. • The ability to evaluate call flows prior to implementing them. • The ability to process and/or interact with different languages. • Meet records retention requirements, including automatic deletion of files that are no longer required. • API for direct integration with CAD, or OTT solution for transferring caller data into CAD. • Data centers and/or data processing must occur in the US. <p>Each Proposer shall demonstrate their experience and qualifications in the ability to provide a high-quality Interactive Call Handling System for Non-Emergency Public Safety Calls for service and must submit a written proposal pursuant to the instructions of this RFP.</p>

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	<p>CRESA extends this invitation to companies to submit a written proposal addressing the following:</p> <ul style="list-style-type: none"> • System Design • Functionality <p>The Vendor should address the requirement for system ease of use for both the calling public and CRESA employees.</p> <p>The proposal should clearly define how the proposed system can satisfy CRESA's requirements. This Request for Proposal (RFP) states the scope of the requirements and specifies the general rules for preparing the Proposal. CRESA desires to purchase a complete system from a single Prime Contractor who will have complete responsibility for meeting the requirements specified within this RFP.</p> <p>Clark County (WA) contracts with the Municipal Research and Service Center (MRSC) to maintain our Consultant, Small Works and Vendor Rosters. To be eligible to participate in this Clark County public solicitation and the resulting contract your business must be registered with the MRSC Rosters. Failure to register may result in your proposal being marked nonresponsive. Be sure to select Clark County in your application. If you have questions about the registration process, contact the MRSC Rosters at 206-436-3798 or https://mrscrosters.org/businesses/business-membership/</p> <p>If your company contact details <i>are not</i> on the Plan Holder List at https://clark.wa.gov/internal-services/request-proposal-1 Attachment B, Letter of Interest must be submitted to participate in this RFP.</p> <p>Proposers shall respond to all sections to be considered.</p> <p>Clark County has made this Request for Proposal subject to Washington State statute RCW 39.34 Interlocal Cooperation Act. The proposer may opt to extend identical services and prices to qualified public agencies. Each contract is between the proposer and individual agency binding only their agency, with no liability to Clark County.</p>
2. Background	<p>CRESA provides emergency and non-emergency public safety communications within Clark County, Washington. CRESA serves a population of 527,269 (2024 estimate) within 656 square miles. CRESA processes incoming 911 and non-emergency phone calls for Police, Fire, and EMS. CRESA processed 164,642 non-emergency calls in 2024. Most calls will be entered into CAD as a dispatchable call for service, but some calls may need to be referred to other agencies.</p>
3. Scope of Project	<p>1. Introduction</p> <p>This Statement of Work (SOW) outlines the requirements for the procurement of an Interactive Call Handling (ICH) system to facilitate the effective handling of non-emergency public safety phone calls for Clark Regional Emergency Services Agency (CRESA). The document delineates the project scope, deliverables, timelines, and expectations from the selected vendor.</p> <p>2. Purpose</p> <p>The purpose of this SOW is to communicate the project objectives, outlines of deliverables, performance expectations, and the timeline for the installation and operationalization of the selected ICH solution that meets CRESA's specified requirements.</p>

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3. Project Objectives

The primary objective of this project is to implement a state-of-the-art ICH system that ensures:

- Efficient processing of non-emergency public safety calls.
- High levels of customer service and satisfaction for callers.
- Automatic differentiation between emergency and non-emergency calls with appropriate guidance for callers.
- Data retention compliance and record-keeping efficiency.

4. Scope of Work

The selected vendor will provide, implement, and support a cloud-based ICH system that includes but is not limited to the following features:

- a. **Artificial Intelligence Integration:** Utilize Natural Language Processing capabilities to facilitate intuitive caller interactions
- b. **Call Processing Features:**
 - c. Ability to recognize potential emergencies and redirect callers appropriately
 - d. Automatic transfer capabilities to designated numbers
 - e. Options to send text messages and emails
 - f. Multi-language processing capabilities
 - g. Automated text back feature to advise the caller their call has been addressed.
- h. **Administrative Interface:**
 - i. An easy-to-use interface for modifying call flows without requiring programming knowledge
 - j. A dashboard for real-time call data tracking, including completion status and necessary follow-up actions
- k. **Recording & Retention:**
 - l. Automatic transcription and recording of calls
 - m. Compliance with specified records retention policies and automatic deletion of files no longer needed
- n. **Integration Capabilities:**
 - o. API access for direct integration with CAD or other OTT solution

5. Deliverables

The vendor is expected to provide the following deliverables:

- **Implementation Plan:** A detailed approach for system design, development, and deployment.

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	<ul style="list-style-type: none"> • Functional Demonstration: A demo showcasing the capabilities of the ICH system to CRESA’s evaluation team. • User Training Materials: Comprehensive training materials and sessions for CRESA personnel. • Documentation: Complete system documentation covering all aspects of the ICH solution for future reference. • Support Services: Ongoing maintenance and support service agreement post-implementation. <p>6. Timeline</p> <ul style="list-style-type: none"> • Proposal Submission Deadline: November 5, 2025, at 11:00 AM (PST) • Proposal Evaluation Period: November 6 – November 17, 2025 • Contract Award Notification: December 4, 2025 • Project Kickoff Meeting: December 8, 2025 • Completion of Implementation: January 12, 2026 • Post-Implementation Support: January 2026 onwards as per the support agreement <p>7. Payment Terms</p> <p>Payment terms will be outlined in the contract and may include milestones tied to completion of deliverables and final acceptance of the ICH system.</p> <p>8. Reporting and Evaluation</p> <p>The vendor will provide regular updates on the progress of the project and will be required to participate in evaluation meetings with CRESA as scheduled.</p> <p>9. Conclusion</p> <p>This SOW serves to ensure that both CRESA and the selected vendor have a clear understanding of the objectives, expectations, and timeline for the ICH system project. The successful execution of this project is critical to enhancing non-emergency public safety call handling in Clark County.</p> <p>10. Contact Information</p> <p>For any questions or clarifications regarding this SOW, please contact:</p> <p style="text-align: center;">Jason Fritz, Deputy Director CRESA Jason.Fritz@cresa.wa.gov 360-992-9210</p>
4. Project Funding	<p>Qualifications based selection, do not submit pricing.</p> <p>The estimated contract value is \$160,000.</p>

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<p>5. Title VI Statement</p>	<p>Title VI Statement</p> <p>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.</p> <p>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.</p> <p><i>Политика округа Кларк заключается в том, что никого нельзя отстранять от участия, лишать льгот или подвергать дискриминации по признаку расовой принадлежности, цвета кожи и национального происхождения в рамках любой деятельности округа Кларк, как это предусмотрено разделом VI Закона о гражданских правах 1964 г. и сопутствующими законами. Эта политика распространяется на всю деятельность округа Кларк, в том числе на его подрядчиков и всех, кто действует от имени округа Кларк. Эта политика также распространяется на деятельность любого департамента или учреждения, которому округ Кларк предоставляет федеральную финансовую помощь. Федеральная финансовая помощь включает в себя гранты, обучение, использование оборудования, передачу избыточного имущества и другую помощь.</i></p>																
<p>6. Timeline for Selection</p>	<p>The following dates are the intended timeline:</p> <table border="1" data-bbox="423 1136 1511 1633"> <tr> <td>Deadline for Questions and Answers</td> <td>October 24, 2025</td> </tr> <tr> <td>Final date for Addendum, if needed</td> <td>October 27, 2025</td> </tr> <tr> <td>Proposals Dues</td> <td>November 5, 2025 at 11:00am (PST)</td> </tr> <tr> <td>Proposal Review/Evaluation Period</td> <td>November 6-17, 2025</td> </tr> <tr> <td>Interviews/Demonstration</td> <td>Will schedule as needed November 10-17, 2025</td> </tr> <tr> <td>Selection Committee Recommendation</td> <td>November 18, 2025</td> </tr> <tr> <td>Contract Negotiation/Execution</td> <td>November 19 – December 2, 2025</td> </tr> <tr> <td>Contract Award and Intent to Begin</td> <td>December 4, 2025</td> </tr> </table>	Deadline for Questions and Answers	October 24, 2025	Final date for Addendum, if needed	October 27, 2025	Proposals Dues	November 5, 2025 at 11:00am (PST)	Proposal Review/Evaluation Period	November 6-17, 2025	Interviews/Demonstration	Will schedule as needed November 10-17, 2025	Selection Committee Recommendation	November 18, 2025	Contract Negotiation/Execution	November 19 – December 2, 2025	Contract Award and Intent to Begin	December 4, 2025
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<p>7. Employment Verification</p>	<p>The Proposer, if awarded the Contract, shall register and enter into a Memorandum of Understanding (MOU) with the Department of Homeland Security E-Verify program before execution of the Contract. The Contractor shall ensure all Contractor employees and any sub-contractor(s) assigned to perform work under this Agreement are eligible to work in the United States. The Contractor shall provide verification of compliance upon County request. Failure by Contractor to comply with this subsection shall be considered a material breach. (Sole Proprietors must submit a letter stating such.)</p>																

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Section IB	Work Requirements								
1. Required Services	Refer to Statement of Work								
2. CRESA Performed Work	CRESA will appoint a Project Manager who shall be responsible for review, analysis and acceptance of the Vendor's performance and the coordination of project personnel.								
3. Deliverables & Schedule	<p>This is a suggested schedule and is subject to change:</p> <table border="1" data-bbox="427 604 1406 856"> <tbody> <tr> <td data-bbox="427 604 1015 669">System design and installation completion</td> <td data-bbox="1015 604 1406 669">December 8-19</td> </tr> <tr> <td data-bbox="427 669 1015 732">System functionality testing</td> <td data-bbox="1015 669 1406 732">December 22-31</td> </tr> <tr> <td data-bbox="427 732 1015 795">End User and Admin Training, if necessary</td> <td data-bbox="1015 732 1406 795">January 5-12</td> </tr> <tr> <td data-bbox="427 795 1015 856">Go live</td> <td data-bbox="1015 795 1406 856">January 13</td> </tr> </tbody> </table>	System design and installation completion	December 8-19	System functionality testing	December 22-31	End User and Admin Training, if necessary	January 5-12	Go live	January 13
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End User and Admin Training, if necessary	January 5-12								
Go live	January 13								
4. Place of Performance	Work may be performed remotely or at CRESA.								
5. Period of Performance	<p>A contract awarded as a result of this RFP will be for five (5) years and is intended to begin on December 4, 2025 and end December 3, 2030.</p> <p>CRESA reserves the right to extend the contract resulting from this RFP for a period of five (5) additional years, in one (1) year increments, with the same terms and conditions, with the exception of cost, by service of a written notice of its intention to do so prior to the contract termination date. Cost for additional option year(s) shall be reviewed prior to extension of the contract.</p> <p>CRESA also reserves the right to terminate the contract, with thirty (30) days written notice, at any time if the requirements of the contract are not being met satisfactorily, solely in CRESA's judgment.</p>								
6. Debarred/Suspended	<p>Federally or Washington State debarred or suspended suppliers may not participate in this Request for Proposal.</p> <p>All proposers must fill out, sign and submit the "Certification Regarding Debarment, Suspension, and Other Responsibility Matters" form with their proposal to be eligible to participate.</p>								
7. Americans with Disabilities Act (ADA) Information	CRESA in accordance with Section 504 of the Rehabilitation Act (Section 504) and the Americans with Disabilities Act (ADA), commits to nondiscrimination on the basis of disability, in all of its programs and activities. This material can be made available in an alternate format by emailing ADA@clark.wa.gov or by calling 564-397-2322.								

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<p>8. Public Disclosure</p>	<p>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.</p> <p>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". CRESA 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 CRESA 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 CRESA 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.</p>
<p>9. Insurance/Bond</p>	<p>The Contractor (or Proposer) shall defend, indemnify, and hold the Public Entity, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or in connection with the performance of this Agreement, except for injuries and damages caused by the sole negligence of the Public Entity.</p> <p>However, should a court of competent jurisdiction determine that this Agreement is subject to RCW 4.24.115, then, in the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Contractor and the Public Entity, its officers, officials, employees, and volunteers, the Contractor's liability hereunder shall be only to the extent of the Contractor's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes the Contractor's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purposes of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Agreement.</p> <p>A. <u>Waiver of Subrogation</u> All insurance coverage maintained or procured pursuant to this agreement shall be endorsed to waive subrogation against CRESA, 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 subrogation prior to a loss. Contractor hereby waives its own right of subrogation against CRESA and shall require similar written express waivers and insurance clauses from each of its subcontractors.</p> <p>B. <u>Proof of Insurance</u> 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 CRESA. 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 without a 30-day written notice by mail to CRESA. It is the Proposers responsibility to provide evidence of continuing coverage during the overlap periods of the policy and the contract.</p> <p>C. <u>Worker's Compensation</u> As required by the industrial insurance laws of the State of Washington.</p> <p>D. <u>Automobile</u> 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</p>

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	<p>by the Proposer.</p> <p><u>E. Commercial General Liability (CGL) Insurance</u> Written under ISO Form CG0001 or its latest equivalent with minimum limits of \$2,000,000 per occurrence and in the aggregate for each one-year policy period. Personal and Advertising Injury \$1,000,000 and General Aggregate \$2,000,000. This policy must 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 CRESA 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. CRESA needs to be listed as additional insured.</p> <p><u>F. Professional Liability (aka Errors and Omissions)</u> The Proposer shall obtain, at Proposers 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 CRESA on a case-by-case basis; the criterion is the Proposers 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.</p> <p><u>G. Umbrella Liability Coverage</u> 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.</p> <p><u>H. Additional Insured</u> CRESA, its officers, employees and agents, will be named on all policies of contractor and any subcontractors as an additional insured, with no restrictions or limitations concerning products and completed operations. This coverage shall be primary coverage and noncontributory to any coverage maintained by CRESA. The contractor shall provide CRESA with verification of insurance and endorsements required by this agreement. CRESA reserves the right to require complete, certified copies of all required insurance policies at any time. All insurance shall be obtained from an insurance company authorized to do business in the State of Washington.</p> <p>All policies must have a Best's Rating of A-VII or better.</p>
<p>10. Plan Holders List</p>	<p>All proposers are required to be listed on the plan holders list.</p> <ul style="list-style-type: none"> ✓ Prior to submission of proposal, confirm your organization is on the Plan Holders List below: <p>To view the Plan Holders List, click on the link below or copy and paste into your browser. Clark County RFP site: https://clark.wa.gov/internal-services/purchasing-overview</p> <ul style="list-style-type: none"> • 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.

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Part II Proposal Preparation and Submittal

Section IIA	Pre-Submittal Meeting / Clarification
1. Pre-Submittal Meeting	There are no plans to hold a pre-submittal meeting.
2. Proposal Clarification	<p>Questions and Requests for Clarification regarding this Request for Proposal must be directed in writing, via email, to the person listed on the cover page.</p> <p>The deadline for submitting such questions/clarifications is October 24, 2025 by 11:00am (PST).</p> <p>An addendum will be issued no later than October 27, 2025 to all recorded holders of the RFP if a substantive clarification is in order.</p> <p>The Questions & Answers/Clarifications are available for review at the link below. Each proposer is strongly encouraged to review this document prior to submitting their proposal.</p> <p>Clark County RFP site: https://clark.wa.gov/internal-services/request-proposal-1</p>
Section IIB	Proposal Submission
1. Proposals Due	<p>Sealed proposals must be received no later than the date, time and location specified on the cover of this document.</p> <p>The outside of the envelope/package shall clearly identify:</p> <ol style="list-style-type: none"> 1. RFP Number and; 2. TITLE and; 3. Name and Address of the Proposer. <p>Responses received after submittal time will not be considered and will be returned to the Proposer - unopened.</p> <p>Proposals received with insufficient copies (as noted on the cover of this document) cannot be properly disseminated to the Review Committee and other reviewers for necessary action, therefore, may not be accepted.</p>
2. Proposal	<p>Proposals must be clear, succinct and not exceed thirty (30) pages, <u>excluding</u> resumes, coversheet and debarment form. Proposers who submit more than the pages indicated may not have the additional pages of the proposal read or considered.</p> <p>For purposes of review and in the interest of the CRESA, CRESA encourages the use of submittal materials (i.e. paper, dividers, binders, brochures, etc.) that contain post-consumer recycled content and are <u>readily recyclable</u>.</p> <p>The County and CRESA discourage the use of materials that cannot be readily recycled such as PVC (vinyl) binders, spiral bindings, and plastic or glossy covers or dividers. Alternative bindings such as reusable/recyclable binding posts, reusable binder clips or binder rings, and recyclable cardboard/paperboard binders are examples of preferable submittal materials.</p>

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	<p>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.</p> <p>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.</p> <p>Additional support documents, such as sales brochures, may be included with each copy unless otherwise specified.</p>
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	The Vendor shall submit an executive summary of the Company's experience and history with Interactive Call Handling Systems.
3. Management Approach	Proposer should provide a brief description of their approach to managing this project including ongoing support.
4. Respondent's Capabilities	Proposer should provide a brief history and background on the company. Include a customer list with contact information, specifically identifying customers similar in non-emergency call volume processed and public safety agencies served by CRESA. Provide 3 – 5 references.
5. Project Approach and Understanding	<p>In Section IA above, CRESA has described a number of objectives associated with this project. Proposers shall detail how they are best suited to fulfill these objectives in their approach to completing the project. The following information shall be included:</p> <ul style="list-style-type: none"> An executive summary of the proposed system, covering the main distinguishing features and benefits, in non-technical terms. The Executive Summary shall condense and highlight the contents of the solution being proposed by the Vendor in such a way as to provide the Evaluation Committee with a broad understanding of the Proposal. Include descriptions of the proposed components in terms of their value/benefit to CRESA.
6. Proposed Cost	This is a qualifications-based selection process. Do not submit cost or pricing with proposal.

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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. Committee review results and recommendations may be presented to an appropriate advisory board prior to the consent process with the CRESA Administrative Board.																		
2. Evaluation Criteria Scoring	<p>Each proposal received in response to the RFP will be objectively evaluated and rated according to a specified point system.</p> <p>A one hundred (100) point system will be used, weighted against the following criteria:</p> <table border="1" data-bbox="402 653 1479 934"> <tr> <td>Capability to meet CRESA's requirements for a system specific to public safety non-emergency calls and call processing; Ease of use and operation.</td> <td style="text-align: right;">40</td> </tr> <tr> <td>Qualifications</td> <td style="text-align: right;">35</td> </tr> <tr> <td>Existing Customer References</td> <td style="text-align: right;">25</td> </tr> <tr> <td style="text-align: right;">Total Points</td> <td style="text-align: right;">100</td> </tr> </table> <p>In the event that interviews and/or product demonstrations are needed this will become a Two-Tier Evaluation:</p> <p>Tier 2: A one hundred (100) point system will be used for the second round of scoring:</p> <p>Agency Interview Panel Deliberation After interviews, each review team member will provide scores based on the consultant team's presentation. The following point system will be used, and CRESA intends to award a contract to the highest scoring consultant team based solely on interview scores.</p> <table border="1" data-bbox="402 1270 1492 1583"> <tr> <td>Interview Approach / Quality</td> <td style="text-align: right;">20</td> </tr> <tr> <td>Project Team & Management Approach</td> <td style="text-align: right;">25</td> </tr> <tr> <td>Respondent's Capabilities</td> <td style="text-align: right;">30</td> </tr> <tr> <td>Project Approach and Understanding</td> <td style="text-align: right;">25</td> </tr> <tr> <td style="text-align: right;">Total Points Tier 2</td> <td style="text-align: right;">100</td> </tr> </table>	Capability to meet CRESA's requirements for a system specific to public safety non-emergency calls and call processing; Ease of use and operation.	40	Qualifications	35	Existing Customer References	25	Total Points	100	Interview Approach / Quality	20	Project Team & Management Approach	25	Respondent's Capabilities	30	Project Approach and Understanding	25	Total Points Tier 2	100
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Project Team & Management Approach	25																		
Respondent's Capabilities	30																		
Project Approach and Understanding	25																		
Total Points Tier 2	100																		
Section IIIB	Contract Award																		
1. Consultant Selection	CRESA will determine the most qualified proposer based on the evaluation criteria listed using predetermined weights, the attributes of the Proposers and the overall responsiveness of the Proposal. If CRESA does not reach a favorable agreement with the top Proposer, CRESA shall terminate negotiations and begin negotiations with the next qualified Proposer. If CRESA is unable to reach agreeable terms with either Proposer, they may opt to void the RFP and determine next steps.																		

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	CRESA reserves the right to accept or reject any or all proposals received, 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. CRESA reserves the right to award the contract based on the best interests of CRESA.
2. Contract Development	The form of contract shall be CRESA's Contract for Professional Services. 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 Request for Proposal documents by submitting a public records request at www.clark.wa.gov .
4. Orientation/Kick-off Meeting	Contract negotiations will be completed following the vendor selection. CRESA intends to complete negotiations by December 2, 2025. Following authorization of the contract by the CRESA Administrative Board on December 4, 2025, a kick-off meeting with the vendor will be scheduled.

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Attachment A: COVER SHEET

General Information:

Legal Name of Proposing Firm	
Street Address	
City State Zip Code	
Contact Person Title	
Phone	
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 do so, shall render the proposer non-responsive and therefore be rejected.

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

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Attachment B: LETTER OF INTEREST

Legal Name of Proposing Firm	
Street Address	
City State Zip Code	
Contact Person Title	
Phone	
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 and Misty.Davis@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 CRESA, 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.

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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, State or local 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.

Company Name

Typed Name & Title of Authorized Representative

Signature of Authorized Representative

Date

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