



**Greg Kimsey**  
County Auditor

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## REQUEST FOR VEHICLE AND VESSEL LICENSE SUBAGENCY BUSINESS PROPOSAL

Posting Date: May 28, 2024  
Closing Date: June 27, 2024

### Application Packets Available at:

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Online: <https://clark.wa.gov/auditor/subagent-application-announcement>

Clark County Auto License Department  
1408 Franklin Street, Room 259  
Vancouver, WA 98660

Return Proposals by mail delivery service such as US Post Office, UPS FedEx or physical delivery:

All proposals must be received no later than 3:00pm on Thursday June 27, 2024. Fax or emailed proposals will not be accepted. Mailed and hand delivered proposals are considered received when date-stamped by the Purchasing's Office.

Clark County  
Attn: Purchasing Office  
1300 Franklin Street  
6<sup>th</sup> floor Suite 650  
Vancouver, WA 98660  
Main phone: (360) 397-2323  
Hours: Monday-Friday, 8:00 AM thru 3:00 PM

Email: [Subagenthelp@clark.wa](mailto:Subagenthelp@clark.wa) autolic@clark.wa.gov

### Service Area Description

This subagency will serve the Battle Ground area of Clark County. A reference map of the service area is included in the application materials.

### Equal Opportunity

The Department of Licensing provides Equal Opportunity when appointing subagents. We encourage all qualified persons, including members of protected groups under applicable state and federal law to apply.

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TO: Vehicle/Vessel License Subagent Applicants

FROM: Greg Kimsey  
County Auditor

RE: Request for Written Business Proposal

As part of an open competitive bid process, Clark County is accepting written business proposals for a vehicle/vessel license subagency appointment in the Battle Ground City area of Clark County.

Attached is information to help you in your submission. The proposal should address each specific subject area. For technical assistance or submittal questions, please call Arnold Perez, Interim Program Manager of Auto Licensing, at 564-397-4707.

Bidders can ask questions about the bid process and about licensing services by emailing questions to [SubagentHelp@clark.wa.gov](mailto:SubagentHelp@clark.wa.gov). All interested applicants are invited to attend a meeting on June 3, 2024, where questions will be answered. The Meeting will be held at 1408 Franklin Street, Vancouver, WA 98660 in the Auto License conference room 233 at 2:00 PM to 3:00 PM.

Your submitted proposal will be part of a competitive appointment process. It is important that you answer the questions as thoroughly as possible, giving specific descriptive details. Successful applicants in the written business proposal process will be scheduled for an in-person interview.

Clark County will make a recommendation to the Director of the Washington State Department of Licensing, who will make the decision on the subagency appointment.

It is important to understand that we are asking for a proposal. We do not expect, nor do we require signed leases, employment contracts or any obligation that is binding in any way.

Please submit a proposal by mail or in-person to:

Clark County  
Attn: Purchasing Office  
1300 Franklin Street  
6<sup>th</sup> floor Suite 650  
Vancouver, WA 98660  
Main phone: (360) 397-2323

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**Clark County Auditor's Office**  
**Request for Proposal**  
**Licensing Subagency for Battle Ground City Area**

## **Clark County**

Clark County Washington has 628.5 square miles of land area and is the 35<sup>th</sup> largest county in Washington by total area and 5<sup>th</sup> in population. Clark County, Washington is bordered by Skamania County, Washington, Cowlitz County, Washington, Multnomah County, Oregon, and Columbia County, Oregon, with approximately 503,311 population and people.

The Auditor's Office is located on the Clark County main campus at 1408 Franklin Street in downtown Vancouver, Washington. The Auditor's Office oversees county election services, recording, financial services, internal audit, and auto licensing. Vehicle and Vessel services are available in the Public Service Center campus. The County also oversees nine subagencies that provide services to communities throughout the county.

## **Purpose and Background of Subagents**

### **What is a Subagency?**

Subagents are appointed by the Washington State Department of Licensing (DOL) to provide vehicle and vessel title and licensing services to the public. A subagency may provide other services in the business that are allowable by law or by policy. Subagents make licensing services more accessible to the communities they serve through their knowledge of and connection to their service area.

A subagency is not a typical business and there are no owners in the usual sense. The subagent appointment cannot be sold, traded, or otherwise transferred to a different person or persons. If the appointee is an established business at the time of application, the owners of the business are the appointees.

### **What are the Levels of Authority?**

The Washington State Department of Licensing is charged with the responsibility of overseeing the licensing and titling of vehicles and vessels. DOL has been authorized to appoint agents (County Auditors) and subagents to assist them in performance of these duties.

Agents (County Auditors) report directly to DOL and subagents report directly to their respective County Auditors. The number of subagents for a particular county is determined primarily by the population and

business need in that county. Subagents are recommended by the agent through a competitive proposal process.

The agent is responsible for training, monitoring, oversight, and auditing of the subagents in their jurisdiction.

### **What is the Nature of the Work?**

Operating a vehicle and vessel licensing subagency is a public service and as a subagent you will provide important government services directly to the public. The subagency must provide full vehicle and vessel licensing services, including:

- Preparing/processing ownership documents for vehicles/vessels and issuing duplicates for the same
- Processing annual renewals of vehicle/vessel licenses and issuing duplicates for the same
- Preparing permits, tonnage, and specialized registrations (i.e., farm vehicles, snowmobiles)
- Calculating, collecting, depositing, and reporting of associated fees
- Receiving and controlling all accountable inventory associated with licensing
- Providing all services related to disability parking privilege transactions

### **What does DOL provide?**

Subagencies are privately operated, but not completely autonomous organizations. DOL provides many tangible items and support services, including:

- Written policies and procedures for how to conduct transactions
- A state licensing software system
- Desk computers connected to a secure statewide system
- Internet access
- Printers and paper
- Forms and specialized paper
- Accountable inventory, including license plates, tabs, placards and permits
- Online resources including policies, procedures, help articles and DOL training modules. Technical support

### **What does the Subagency provide?**

The owner of the subagency must provide the remaining business needs, some of which must meet specific conditions as set out by DOL, including:

- An adequate, secure office space with sufficient and convenient public access and parking that meets ADA accessibility requirements.
- Appropriate number of well-trained staff, to meet the community's licensing service needs.
  - o Staff must be tested and qualified by the Agent before independently processing licensing and titling transactions on the statewide software system (DRIVES). This requires training, experience, and successful testing.
  - o Staffing levels must be sufficient to ensure the public is served in a timely manner.
  - o Staff must attend continuing education training sessions throughout the year to maintain certification.

- Basic business equipment, such as phones, calculators, workspace, and cash drawers.
- Insurance coverage from a Washington authorized insurance company or surety business.
- A checking account at a local bank or credit union in the name of the Department of Licensing, Agency Account, subagency name. Signatures on the account must include representative of DOL, agent and subagent. The bank or credit union must accept electronic withdrawals and deposits.

### **How is the Subagent Paid?**

Subagents receive a fee per transaction completed. Per current law, the fees retained by the subagent are \$15 for each title and \$8 for each registration renewal as well as fees for other licensing transactions.

The subagent collects fees on behalf of the subagent, the county and state. Fees collected for the state and county are electronically withdrawn from the subagent's authorized bank account directly by the state and county. The state performs an electronic withdrawal daily, and the county withdrawals its fees up to three times per week.

### **Subagency Application Checklist**

All application package material (one original and four copies), mailed or hand delivered, must be received in the Purchasing Office, Public Service Center 1300 Franklin St, 6th floor Suite 650 Vancouver, WA 98660 by June 27, 2024, by 3:00 p.m. Proposals are considered received when date-stamped by the Purchasing office. Late, faxed, emailed or incomplete applications will not be considered.

Please provide the information in the following order:

1. Vehicle/Vessel Licensing Subagent Application (attached). This application must be completed and signed by all applicants.
2. Business Proposal.
  - a. Employment and Business Ownership Experience (for each applicant)
  - b. Business Proposal
  - c. Customer Service Experience (for each applicant)

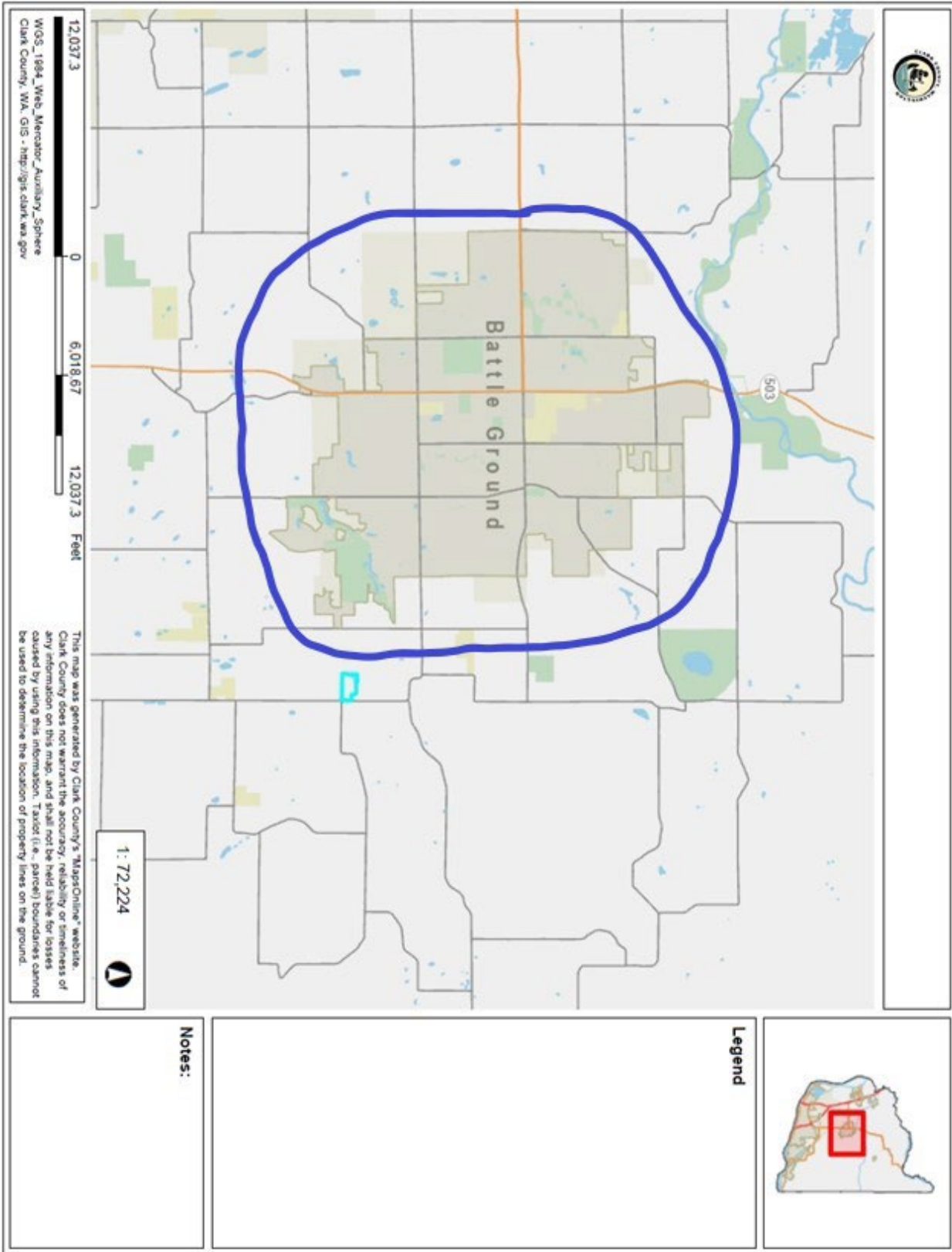
### **Subagency Specific Information – Battle Ground City Area**

This appointment is a replacement subagency that will operate in the same general area and serve the same clientele as the previous subagency.

#### ***Physical location:***

The service area includes the City of Battle Ground and nearby portions of Clark County. The location of the subagency must be within the confines as outlined on the attached map.

A map is included for reference:



**Staff/Workstation Requirements:**

The owner of a vehicle / vessel licensing subagent office must ensure adequate staff and other resources to meet the public’s demand for services.

**Hours of Operation:**

Subagents are required to be open to the public, the vehicle license subagent business must be in operation, at a minimum of nine hours, during normal State business hours Monday through Friday and a minimum of four hours on Saturdays.

**Insurance Requirements**

Subagents must obtain and maintain current proof of insurance from a Washington authorized insurance company. The coverage must be set up with a minimum of \$1 million in liability coverage and also provide payment in full for any single or catastrophic loss of state property, including the following: (1) inventory, (2) equipment, (3) revenue collected for titling and licensing activities, and (4) local fees. This policy must have a deductible of \$2,500 or less.

**Transaction Counts:**

Below are the transaction counts for the previous subagency:

<b>Year</b>	<b>Title Transactions</b>	<b>Renewal/Permit Transactions</b>
2021	14,054	48,540
2022	12,321	50,074
2023	11,493	51,436



## **Evaluation Criteria**

All applications will be reviewed by a committee based on the following criteria:

1. Employment and Business Ownership Experience
2. Business Proposal
3. Customer Service Experience

The top candidates will be invited for in-person interviews with the review committee. Finalist will undergo a criminal background check and a credit check before being considered for the subagency appointment.

## Vehicle/Vessel Licensing Subagent Application

You can use this form to apply as a new subagent, change a subagent business name, subagent replacement, remove an appointee, or report an office move. Send completed form to **Vehicle and Vessel Operations, PO Box 9042, Olympia, WA 98507-9042.**

Application type:

- New subagent
- Change of subagent business name
- Replacement subagent
- Remove appointee(s)
- Office move

### Subagency information

<b>TYPE or PRINT</b> Subagency licensed business name <i>(as filed with Master License Services)</i>			
Name business will do business as <i>(if different from above)</i>			
Address			
City	State	ZIP code	County
Mailing address, if different <i>(Address, City, State, ZIP code)</i>			
(Area code) Telephone number	(Area code) Fax number	Email	
Proposed business open date <i>(mm/dd/yyyy)</i>	Days and hours of operation Days _____ Hours _____		
Business ownership structure <i>(as provided through open competitive process)</i>			
<input type="checkbox"/> Sole proprietor	<input type="checkbox"/> Association	<input type="checkbox"/> Partnership <i>(define type)</i> _____	
<input type="checkbox"/> Municipality	<input type="checkbox"/> Trust	<input type="checkbox"/> Corporation <i>(define type)</i> _____	
State where incorporated/formed _____		Year incorporated/formed _____	

**Subagent applicants/appointees** – List all names of applicants/appointees for this business as provided through the open competitive process. Attach additional pages if needed.

<b>1</b> Name <i>(Last, First, Middle)</i>		Business title	
Address <i>(Residence or mailing)</i>		City	State ZIP code
(Area code) Home telephone number	(Area code) Cell phone number		
<b>2</b> Name <i>(Last, First, Middle)</i>		Business title	
Address <i>(Residence or mailing)</i>		City	State ZIP code
(Area code) Home telephone number	(Area code) Cell phone number		
<b>3</b> Name <i>(Last, First, Middle)</i>		Business title	
Address <i>(Residence or mailing)</i>		City	State ZIP code
(Area code) Home telephone number	(Area code) Cell phone number		
<b>4</b> Name <i>(Last, First, Middle)</i>		Business title	
Address <i>(Residence or mailing)</i>		City	State ZIP code
(Area code) Home telephone number	(Area code) Cell phone number		

**Subagent applicants/appointees – continued**

Applicant/Appointee signatures

<p><b>X</b> _____ Signature Date</p> <p><b>X</b> _____ Signature Date</p>	<p><b>X</b> _____ Signature Date</p> <p><b>X</b> _____ Signature Date</p>
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Answer the following  
 Have any of the applicants/appointees been convicted of a misdemeanor or felony within the past 7 years that might unfavorably affect their appointment as a subagent? .....  Yes  No  
 If yes, please explain:

**County Auditor/Agent**

- I am confident the applicant(s)/appointee(s) is able to and will perform all duties required of a vehicle/vessel license subagency, and if appointed, will be fully trained and meet banking, bonding, and insurance requirements included in the standard contract and applicable Department of Licensing (DOL) Policies and Procedures.
- This office will educate, train, and qualify the applicant as provided in the standard agent contract and DOL Policies and Procedures.
- I have reviewed and verified the information provided in this application is accurate.

_____ Name of county	<p style="text-align: center;"><b>X</b></p> _____ County Auditor/Agent signature
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Department use only
Appointing authority approval/ disapproval <input type="checkbox"/> Approve <input type="checkbox"/> Disapprove If disapproved, please explain: _____ _____ _____
<p style="margin: 0;"><b>X</b> _____</p> Director signature Date

## **Licensing Subagency Business Proposal**

### **I. Employment and Business Ownership Experience**

Please give specific, detailed descriptions of the experience of each applicant and explain how this experience qualifies you, individually or collectively, to operate a subagency contracted to perform government vehicle and vessel licensing services. All statements must be verifiable. References will be contacted by Clark County for finalists only.

1. Resume – submit a resume for each applicant, containing the following:
  - a. Work History (minimum of ten years of work history)
    - i. Place of Employment/Name of Business
    - ii. Length of Employment
    - iii. Description of Job Functions
    - iv. Management and Supervisory Experience
      1. Number of employees supervised
      2. Skills that are relevant to owning and operating a subagency (ex. Hiring, financial management, etc.)
      3. Nature of work
      4. Length of supervisory experience
  - b. Education Background
    - i. Name, location, and graduation date of each institution
    - ii. Degree/Certificate received
    - iii. Major/minor/concentration
  - c. Skills
    - i. Computer system proficiencies (ex. Microsoft Office, QuickBooks, DRIVES, etc.)
    - ii. Other skills that relate to the job but not included elsewhere in resume
2. Business Ownership Experience – describe in detail the business ownership experience of all applicants.
  - a. Type of business: what services or product did your business provide?
  - b. Role: what was your role in the business?
  - c. Size of the business:
    - i. Average yearly revenue generated
    - ii. Average number of transactions
    - iii. Number of full time and part time employees
  - d. Name and location of business
  - e. Dates of ownership and reason for sale (if sold)
  - f. History of employee theft or embezzlement
  - g. Describe the reasons for the success or failure of the business
3. Financial Experience - please detail previous experience of all candidates in the following areas:
  - a. Financial and strategic business planning (creation and implementation)
  - b. Auditing and compliance: reviewing internal practices to ensure compliance with applicable laws and regulatory guidelines and correcting audit findings
  - c. Any other relevant financial management experience (such as bookkeeping, experience levels with financial management systems, etc.)
4. Customer Service Experience

- a. Provide a narrative of your experience in customer service.
  - b. Explain what exemplary customer service means to you.
  - c. Community Relationship - provide a narrative of your understanding of the community this subagency will serve and any approaches you will take to serve the community well
5. Letters of Recommendation (three) one recommendation from each category per applicant
- a. Customer Recommendation – knowledge of your customer service abilities
  - b. Banking Recommendation – knowledge of your financial solvency
  - c. Professional Recommendation – knowledge of your management/supervisory skills and/or your ability to effectively run a business

## II. Subagency Business Proposal

1. Business Plan (give specific, detailed descriptions)
  - a. Financial Plan. Financial and strategic planning - Provide a financial plan for the subagency and how you will implement it.
  - b. Auditing finances - Running a subagency requires strict and accurate bookkeeping. Outline the methodology you use to reconcile a business's finances.
  - c. Startup Expenses - Outline the projected expenditures for this subagency for the first three years. Provide proof of starting capital or line of credit.
2. Staffing Requirements.
  - a. List the number of full and/or part time employees you expect you will need for this subagency upon opening.
  - b. Describe your experience hiring employees.
  - c. Describe the qualifications and qualities you look for when hiring employees.
  - d. Discuss your planned level of personal involvement with the subagency. Will you work full time, part time, hire a manager, etc.?
  - e. Identify potential employees with licensing experience that you will be employing at the new subagency and list each employee's level of certification and experience.
3. Insurance.
  - a. List prior or current bond(s) or business insurance policies held by you.
  - b. List any time in the past ten years you have been denied a bond or insurance and describe the circumstances surrounding such denial.
  - c. List any claims made against any bond(s) or insurance policies held by you, including employee theft or embezzlement.
  - d. Include a letter from a Washington admitted insurance carrier stating that you are eligible for a business insurance policy that will provide \$1 million in liability coverage and payment in full for any single or catastrophic loss of state property, including inventory, equipment, revenue collected for titling and licensing activities and with a deductible of \$2,500 or less.
4. Additional Services Offered at Subagency.
  - a. If other services will be offered in addition to DOL subagency services, please answer the following:
    - i. Is this an existing private business or service?
    - ii. Is this a newly planned service(s)?
    - iii. Are these additional government service(s)?

- iv. Is there any potential conflict between DOL services and any proposed additional services?
- 5. Proposed Business Site - more than one proposed site can be submitted as part of this proposal. A separate profile must be provided for each proposed site/facility. For Each Location, please submit:
  - a. Address (include nearest major intersection)
  - b. Office size (total square footage)
  - c. Floor plan that includes the following:
    - i. Designated workspace for employees, workstations, required inventory items, supplies and forms (layout must comply with the provision of the Americans with Disabilities Act (ADA))
    - ii. Designated customer waiting area to accommodate high volume of business
    - iii. Display areas that provide customer access to licensing related publications (brochures, applications, posters, etc.)
    - iv. Workstation locations
    - v. Counter height and length
    - vi. Data line entry location
    - vii. A dedicated power source
    - viii. A secure storage area
  - d. Accessibility of parking lot and entry into location/facility.
    - i. Include a description of how the site is arranged to ensure it complies with the provisions of the ADA. Show how the proposed location is easily accessible to the public.
    - ii. List the number of public parking spaces available.
    - iii. Include a diagram of the number of ADA accessible parking spots available.
  - e. Security.
    - i. Describe the secure area in the proposed location that is inaccessible to the public where money, accountable inventory and licensing documentation will be stored.
    - ii. Clearly indicate on the floor plan how the location restricts access to DOL equipment to authorized personnel only.
  - f. Signage.
    - i. Describe the proposed placement of internal and external signage for your proposed subagency.

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