

**CALIFORNIA TAHOE EMERGENCY SERVICES OPERATIONS
REQUEST FOR PROPOSALS FOR
FIRE EMERGENCY AND 9-1-1 DISPATCH SERVICES**

Proposal Information: The California Tahoe Emergency Services Operations Authority (hereinafter referred to as "CAL TAHOE"), is seeking proposals from qualified professionals interested in supplying dispatch services to CAL TAHOE. Copies of this Request for Proposal package may be obtained by written request from:

Mr. Ryan Wagoner
Executive Director of Cal Tahoe JPA
2211 Keetak Street
South Lake Tahoe, CA 96150
Phone (530) 559-1183 Phone
(530) 600-0089 FAX

Proposal Requirement: Before an award is made, proposers, or their agents, are strictly prohibited from contact with CAL TAHOE staff, unless otherwise designated herein, or appointed Board members. If this condition is violated, CAL TAHOE may render the Proposal non-responsive. All questions regarding the Request for Proposal should be directed to the Executive Director.

Proposal Submittal: All proposals must be received prior to 5:00 p.m. on April 1st, 2016. Proposals received will be opened and recorded at that time. Postmarks will not be accepted as proof of receipt. Proposers shall mail or hand deliver proposal packages to the Executive Director of CAL TAHOE at the address listed above.

SUMMARY

The California Tahoe Emergency Services Operations Authority (“CAL TAHOE”) is seeking proposals from qualified professionals and is interested in contracting with an entity to supply dispatching emergency response services. Those services will include but not necessarily be limited to the services defined within Exhibit “A” of the attached Agreement.

CAL TAHOE is a Joint Powers Authority (JPA) formed in 2001 to provide ambulance service under a contract with the County of El Dorado to the Tahoe South Shore service area and parts of northwestern Alpine County. The current members of the JPA include Lake Valley Fire Protection District and the City of South Lake Tahoe.

CAL TAHOE JPA operates three full-time staffed ambulances and maintains three reserve ambulances that are currently being dispatched by the City of South Lake Tahoe Police Department. The South Lake Tahoe Fire Department staffs two Type-1 engines, a squad, and an Incident Commander’s command vehicle. In addition, they cross-staff two Type-3 wildland fire engines. The Lake Valley Fire Protection District staffs two Type-1 engines and a Battalion Chief’s command vehicle. In addition, they cross-staff a squad, a water tender, and two Type-3 wildland engines.

In 2014 the South Lake Tahoe Fire Department and the Lake Valley Fire Protection District responded to 962 combined non-EMS calls including Fires, 2548 Medical calls, and 659 Inter-Facility Transfers calls.

The contract with the County is funded through County Service Area No. 3 and CAL TAHOE has an operating budget of greater than \$2 million for FY 2015-2016. Under that contract with El Dorado County EMSA, CALTAHOE maintains compliance with both County and California State regulations in the following areas:

- Regulatory compliance for both State and County policies and procedure
- Operates within California Code of Regulations, Title 22
- Continuous Quality Improvement (CQI) through the County
- Medical oversight by EMS Medical Director
- Contractor performance monitoring
- Works with Paramedic Base Hospitals, Barton Memorial Hospital in South Lake Tahoe as the primary and Marshall Hospital in Placerville.
- Ambulance Billing through the County of El Dorado’s billing contractor.

The mission of CAL TAHOE is to work collaboratively with fire districts, hospitals, air ambulance services and other stakeholders to insure high quality services.

Proposals are due on or before April 1st, 2016 no later than 5:00 p.m. (Pacific Standard Time) at CAL TAHOE offices at 2211 Keetak St. Proposals received after the deadline

will not be accepted. Proposals and required copies must be submitted by U.S. mail or personal delivery to the address above. Fax and Electronic-mailed (e-mail) submission **WILL NOT BE ACCEPTED**. Proposer will be notified by CAL TAHOE of any addenda that may be issued to this RFP.

Read this RFP document carefully as the award will be given to the most “responsible and responsive” Proposer responding to this RFP. CAL TAHOE reserves the right to accept or reject any or all proposals, to extend the period for accepting proposals, to advertise the RFP at any time and to waive any minor irregularities in any proposals.

In the opinion of CAL TAHOE, this RFP is complete and without need of explanation. However, if you have questions, or should you need any clarifying information, the contract person for this RFP is:

Mr. Ryan Wagoner
Executive Director of Cal Tahoe JPA
2211 Keetak Street
South Lake Tahoe, CA 96150
Phone (530) 559-1183 Phone
(530) 600-0089 FAX

Please note that no information given will be binding upon CAL TAHOE unless such information is issued in writing as an official addendum to this RFP.

GENERAL RFP AGREEMENTS

The RFP shall not be construed by any party as an agreement of any kind between CAL TAHOE and such party. Any award of a contract shall be subject to the approval of the CAL TAHOE Board.

This RFP does not obligate CAL TAHOE to accept any proposal, negotiate with any proposer, award an Agreement, or proceed with contracting for dispatch services described in response to this RFP. CAL TAHOE has no obligation to compensate any proposer for its expense of preparing its proposal and participating in this procurement process.

Submission of a proposal shall constitute acknowledgment, acceptance of and commitment to provide the proposed services in accordance with all the terms and conditions contained in this RFP, its attachments, addenda, or clarifications and the draft service agreement, unless an exception to particular terms and conditions is expressed in writing in the proposal. The proposals are to be firm for a period of 90 days from the date the proposal is submitted. Proposals may not be altered after submittal, except in response to CAL TAHOE's request for clarification.

CAL TAHOE shall have the right (but not the obligation) to perform an investigation and review of each proposer's ability to perform the work required. Each proposer must agree to cooperate with such investigation. Such cooperation by proposers shall include, but not be limited to, the verification of the proposer's capability and experience in the provision of services and any other component of work that may be required under this procurement.

CAL TAHOE hereby notifies all proposers that no person shall be excluded from participation in, denied any benefits of, or otherwise discriminated against in connection with the award and performance of any contract related to the provision of services under the Agreement on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, or on any other basis prohibited by law.

CAL TAHOE makes a concentrated effort to ensure any addenda issued relating to this RFP is distributed to all interested parties. It shall be the proposer's responsibility to inquire as to whether any addenda to the RFP have been issued. Upon issuance by CAL TAHOE, all addenda become part of the proposal. Signing the proposal signature form, shall constitute acceptance of all addenda.

PROPOSAL SCHEDULE AND SUBMITTAL PROCEDURES

Activity	Completion Date
Request for Proposals Available	January 28 th 2016
Deadline to Submit Written Questions	March 10th, 2016
Proposers Submit Proposals	April 1 st , 2016

1. **Register with CAL TAHOE**

All proposers must complete a "Vendor Information Sheet" to be filed with CAL TAHOE's Executive Director, which is required to submit a proposal. Following submission, Proposer will receive a confirmation message within 48 hours from CAL TAHOE. Proposers are *solely responsible* for maintaining up to date and accurate information in their Vendor Information Sheet.

2. **Number of Copies**

The Proposer must submit in a sealed package(s) one original and five complete copy sets of the original response. Proposals shall not be e-mailed or faxed to CAL TAHOE. **Proposals not received by the date and time specified in this RFP, will be rejected.** Documents submitted in response to this RFP will become the property of CAL TAHOE and will be regarded as public record under the California Public Records Act under Government Code sections 6250 et seq., and subject to review or release to the public, **excluding** any financial records marked "confidential" which shall be available for the Proposer to pick up following a review and selection of the CAL TAHOE Board.

3. **Format**

Font, Type and Style: All proposals shall be single sided and professionally prepared (no hand written proposals will be accepted). There are no requirements on font size, type or style requirements.

Not Bound: Proposals shall not be bound with anything other than a clip or staple to allow CAL TAHOE to make additional copies as needed. No comb binding or permanent binding is permitted.

4. **Proposer's Checklist**

A complete proposal will consist of the sections listed below. For a proposal to be deemed responsive, all required sections must be included in the Proposal and

answered fully and completely as described in the Proposal Content Requirements section 11 of this RFP:

- A. Cover letter – Introduction
- B. Related Experience, Background and Qualifications
- C. Current client list wherein performing similar work
- D. Operations Plan on how to implement the Dispatch Services
- E. Financing Plan for funding of necessary Services
- F. Professional References other than client list.

5. Submittal Deadline

Response to this RFP is due on or before February 29th, 2016 no later than 5:00 p.m. (Pacific Standard Time) at CAL TAHOE offices (address below). Responses received after the deadline will not be accepted; there are no exceptions. Fax and electronic-mailed (e-mail) submission will not be accepted. Submit proposals to:

CALIFORNIA TAHOE EMERGENCY SERVICES OPERATIONS
AUTHORITY
Attn: Mr. Ryan Wagoner
Executive Director
2211 Keetak Street
South Lake Tahoe, CA. 96150

6. Selection Process

Proposals will be evaluated by a Selection Committee utilizing the Proposal Content Requirements section enumerated in provision 11 of this RFP to rate and rank each proposal. The Selection Committee may invite one or more of the Proposers to a Selection Interview. Following a complete review of the Proposals, the Selection Committee will submit a recommendation to the Executive Director, who will submit the recommendation to the Board for award. CAL TAHOE reserves the right to accept or reject any or all proposals, to extend the period for accepting proposals, to advertise the RFP at any time and to waive any minor irregularities in any proposal.

7. Service Agreement

The Service Agreement with the selected Proposer is projected to begin within 60 days of award of the contract and continue for a period of 3 years. CAL TAHOE may exercise an option to renew the Agreement for two additional twelve month periods for a total of 5 years.

The winning proposer(s) will be required to sign the CAL TAHOE Standard Service Agreement. A sample of this Agreement is attached hereto, and CAL TAHOE reserves the right to amend or edit this Agreement at its sole discretion. The Service Agreement is not assignable. The willing Proposer will be required to furnish adequate proof of insurance as more fully described in the Service Agreement.

8. Reservations

- a) CAL TAHOE reserves the right to reject any and all proposals, whether or not minimum qualifications are met, and to modify, postpone, or cancel this Request for Proposal, in whole or in part, or decide to award a contract to perform only some of the services outlined in this Request For Proposal, without liability, obligation, or commitment to any party, firm or organization.
- b) In addition, CAL TAHOE reserves the right to request and obtain additional information from any Proposer and to negotiate the final scope of services with the selected Proposer. CAL TAHOE is not liable for any costs incurred by Proposers prior to issuance of an agreement, contract or purchase order. Costs of developing the proposals, oral presentations or any other such expenses incurred by the Proposer in responding to the RFP are entirely the responsibility of the Proposer, and shall not be reimbursed in any manner by CAL TAHOE.
- c) Only the Board, or the Executive Director after being duly authorized by the Board, may execute the Service Agreement with the successful Proposer. Further, it is understood that proposers must independently evaluate the information in this RFP and that CAL TAHOE makes no guarantee of data accuracy.
- d) CAL TAHOE reserves the right to waive or permit cure of minor informalities and/or insignificant mistakes such as matters of form rather than substance and to conduct discussions and negotiations with any qualified proposer in any manner deemed necessary by CAL TAHOE to serve its best interest. CAL TAHOE also reserves the right, based on its sole judgment and discretion, to award a contract based upon the written proposals it receives without conducting discussions, interviews or negotiations.
- e) If, in the opinion of CAL TAHOE, a proposal contains false or misleading statements or references, it may be rejected without notice to Proposer.
- f) CAL TAHOE reserves the right to obtain written clarification of any point in a Proposer's proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a Proposer to respond to such a

request for additional information or clarification may result in rejection of the proposal.

- g) CAL TAHOE reserves the right, without qualification, to select a Proposer for further discussions based solely on the content of the RFP's and relevant information obtained from others concerning the respondent's respective records of past performance.
- h) In the event that it becomes necessary to revise any part of the RFP due to inquires raised, an e-mail notifying an addendum, supplement or amendment to this RFP will be provided to Proposers who received an original invitation to bid via e-mail or responded to us with their contact information as described on the cover letter of this RFP. Changes to the RFP shall be accomplished by an amended page or pages.
- i) Proposer agrees that any response submitted to this RFP will remain current and valid for a period of not less than 90 calendar days from the proposal due date.

9. **Bid Protests**

All protests of proposals submitted must be received by the Executive Director no later than 4:00 p.m. four business days after proposers are notified of intent to award the contract.

Proposal Protests will only be accepted if they comply with the following requirements:

- a. Proposal Protests must be in writing.
- b. The protest must include the name, address, telephone and e-mail of the person representing and bringing the protest.
- c. The protest must contain a complete statement of the basis for the protest and all supporting documentation.
- d. The protest must refer to the specific portion, page number, and/or paragraph of the document that is being protested.
- e. Protests and documentation received after the bid protest deadline (set forth in the section above) will not be considered.

10. **Scope of Requested Services**

The Scope of requested services are enumerated and defined within Exhibit "A" of the attached sample contract.

11. Proposal Content Requirements

All proposals must include the following information:

- a. Cover letter. All proposals must include a cover letter directed to the Executive Director introducing your company and summarizing the proposal and key aspects of the services to be provided. Cover letter must be signed by an individual authorized to bind the Proposer to the CAL TAHOE's Service Agreement. (This portion will be a pass fail in the evaluation process.)
- b. Related Experience, Background and Qualifications. Proposers shall demonstrate ability to operate and perform the functions of an emergency and 9-1-1- dispatch operation. Proposers shall have a minimum of 5 consecutive years of dispatch experience. (This portion will be a pass or fail in the evaluation process.)
- c. Former or current client list wherein Proposer has performed or is performing the same or similar work. To the extent not covered in subsection "b" above, explain how the prior or current experience makes the proposer uniquely qualified for the services described in this RFP. (This portion will be a pass or fail in the evaluation process.)
- d. Operations Plan on how to implement the Dispatch Services. Proposer shall provide a thorough and detailed operations plan for implementation of the services and suggestions and recommendations to expand the scope to better serve CAL TAHOE. (This portion will be assigned a pass or fail in the evaluation process.)
- e. Financing Plan for funding of necessary Services. Proposer shall supply a detailed finance plan on how to support the operational needs of the requested services in this RFP. (This portion will be a pass or fail in the evaluation process.)
- f. Professional References other than the client list in subsection "c" above. (This portion will be a pass or fail in the evaluation process.)

