**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

2951 Lake Tahoe Blvd

South Lake Tahoe, CA 96150

Phone (530) 559-1183 Phone

(530) 542-6183 FAX

**Proposal Requirement:** Before an award is made, Proposers, or their agents, are strictly prohibited from contact with CAL TAHOE staff or appointed members of the CAL TAHOE Board of Directors, unless otherwise specified herein. If this condition is violated, CAL TAHOE may determine the Proposer to be disqualified and the proposal to be rejected as non-responsive. All questions regarding this Request for Proposal (“RFP) should be directed only to the Executive Director.

**Proposal Submittal:** All proposals must be received prior to 5:00 p.m. on January 21st, 2019. Proposals timely received will be opened and recorded at that time. Postmarks will not be accepted in lieu of actual receipt. Proposers shall mail or hand deliver proposal packages to the Executive Director of CAL TAHOE at the address listed above. Facsimile (FAX), e-mail, or other electronic copies of the proposal will not be accepted. Only hard copies will be accepted. Proposals not received by the deadline or in the proper format will be returned unopened

**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 the attached Exhibit “A”.

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 the Lake Valley Fire Protection District, the Fallen Leaf Lake Community Services District, the Barton Healthcare System, 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. CAL TAHOE staffs two full time ambulance units. The Lake Valley Fire Protection District staffs one full time ambulance.

In 2018 the South Lake Tahoe Fire Department and the Lake Valley Fire Protection District responded to 1070 combined non-EMS calls including Fires, 2434 Medical calls, and 689 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 $2.6 million for FY 2017-2018. Under that contract with El Dorado County EMSA, CAL TAHOE 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 January 21st, 2019 no later than 5:00 p.m. (Pacific Standard Time) at CAL TAHOE offices at 2951 Lake Tahoe Blvd. 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

2951 Lake Tahoe Blvd

South Lake Tahoe, CA 96150

Phone (530) 559-1183 Phone

(530) 542-6183 FAX

Communication directed to parties other than the Executive Director, including management and the appointed members of the Board of Directors of CAL TAHOE, may result in disqualification of the Proposer and rejection of the proposal. Replies involving any substantive issues will be issued by addenda and mailed to all parties recorded by CAL TAHOE as having received this RFP. To request to receive addenda issued by CAL TAHOE, contact the Executive Director, Mr. Ryan Wagoner. Please note that no response or information given will be binding upon CAL TAHOE unless such 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 of Directors.

This RFP does not obligate CAL TAHOE to accept any proposal, negotiate with any Proposer, award any contract, 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 Standard 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.

The Proposer whose proposal is determined to offer the best value to CAL TAHOE pursuant to this RFP must promptly execute the Standard Service Agreement no later than ten (10) business days following selection. Failure to execute an agreement within ten (10) business days may result in CAL TAHOE disqualifying the Proposer, finding the proposal to be non-response, and awarding the contract to a different Proposer.

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, financial responsibility, 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. Proposals shall identify all addenda issues by CAL TAHOE. The failure to identify an addenda may result in the proposal being deemed non-responsive. Signing the proposal signature form, shall constitute acceptance of all addenda.

**PROPOSAL SCHEDULE AND SUBMITTAL PROCEDURES**

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| --- | --- |
| Activity | Completion Date |
| Request for Proposals Available | December 19th 2018 |
| Deadline to Submit Written Questions | December 30th, 2018 |
| Proposers Submit Proposals | January 21st, 2019 |
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**1.** **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 and any subsequent request for clarification or investigation of the Proposer’s abilities 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**, to the extent permitted by law,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 of Directors.

**2**. **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.

**3**. **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.

**4**. **Submittal Deadline**

Proposals in response to this RFP is due on or before January 21st, 2019 no later than 5:00 p.m. (Pacific Standard Time) at CAL TAHOE offices (address below). Proposals 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

2951 Lake Tahoe Blvd

South Lake Tahoe, CA. 96150

**5. 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 CTESOA may choose to conduct oral presentations to for the purposes of ascertaining clarification to the written information proposed by any Proposer. In the event an Oral Presentation is requested by the CTESOA, the Proposer will be required to conduct the presentation within two (2) weeks of notice, at a specific date and time determined by the CTESOA. Oral Presentations will not be scored independently and will be limited to providing clarification. Proposer’s providing Oral Presentations will not be permitted to provide new or enhanced information during the presentation. 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 CAL TAHOE Board of Directors 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 irregularities in any proposal.

**6. Service Agreement**

The Service Agreement with the selected Proposer is projected to begin August 2019 and continue for a period of 5 years. CAL TAHOE may exercise an option to renew the Agreement for five additional twelve month periods for a total of 10 years.

The winning proposer(s) will be required to promptly execute the CAL TAHOE Standard Service Agreement no later than ten (10) business days following selection. Failure to execute the Standard Service Agreement within ten (10) business days may result in CAL TAHOE disqualifying the Proposer, finding the proposal to be non-responsive, and awarding the contract to a different Proposer.

CAL TAHOE reserves the right to amend or edit the Standard Service Agreement at its sole discretion. The Standard Service Agreement is not assignable. The selected Proposer will be required to furnish adequate proof of insurance as more fully described in the Standard Service Agreement

**7. Reservations**

1. 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.
2. 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, including, but not limited to, the cost of responding to this Request for Proposals. 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.
3. Only the CAL TAHOE Board of Directors, or the Executive Director after being duly authorized by the CAL TAHOE Board of Directors, may execute the Standard 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.
4. CAL TAHOE reserves the right to waive or permit cure of minor irregularities 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.
5. If, in the opinion of CAL TAHOE, a proposal contains false or misleading statements or references, it may be rejected without notice to Proposer.
6. 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.
7. CAL TAHOE reserves the right, without qualification, to select a Proposer for further discussions based solely on the content of the RFP and any other relevant information obtained from others concerning the respondent’s respective records of past performance.
8. 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 in this RFP. Changes to the RFP shall be accomplished by an amended page or pages.
9. 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.

**8. 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:

1. Proposal Protests must be submitted to the Executive Director in writing.
2. The protest must include the name, address, telephone and e-mail of the person representing and bringing the protest.
3. The protest must contain a complete statement of the basis for the protest and all supporting documentation.
4. The protest must refer to the specific portion, page number, and/or paragraph of the document that is being protested.
5. Protests and documentation received after the bid protest deadline (set forth in the section above) will not be considered.
6. The Executive Director will respond to a properly submitted bid protest in writing. The protesting party may appeal the Executive Director’s determination to the CAL TAHOE Board of Directors by submitting a written appeal request to the Executive Director within 2 business days of receipt of the Executive Director’s determination.

**9. Scope of Requested Services**

The scope of requested services are enumerated and defined within the attached Exhibit “A” which is incorporated herein by this reference.

**10. Proposal Content Requirements**

All proposals must include the following information which will be evaluated by CAL TAHOE, in its sole discretion, to determine the proposal which offers the best value to CAL TAHOE:

1. 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.
2. 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.
3. 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.
4. 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 of services to better serve CAL TAHOE.
5. 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.
6. Professional References other than those included in the client list described in Section 11(c) above.