

**County of El Dorado**  
**Chief Administrative Office**  
**Procurement and Contracts Division**  
solicitation on behalf of the  
**Health and Human Services Agency**



**Request for Proposals (RFP)**  
**#22-915-030**

for

**After-Hours Emergency Telephone Answering Services**

**Submittal Deadline:**

**March 7, 2022 not later than 3:00:00 PM (Pacific)**

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Attachment A – Sample Agreement for Services\*

Attachment B – Reference Questionnaire

Attachment C – Telephone Answering System Bid Worksheet

Attachment D – Protocol for Handling After-Hours Telephone Calls and Ensuing  
Call Logs

\*The attached Sample Agreement for Services is for reference only. Other terms and conditions may apply based on the types of services and funding involved.

## **1.0 INTRODUCTION**

The County of El Dorado (County) is located in Northern California and is bordered by Sacramento, Placer, Amador and Alpine counties in California, and Douglas County, Nevada. The two (2) incorporated cities in the County are Placerville and South Lake Tahoe. The United States (US) Census estimates that, as of 2020, the population of the County is 194,940. The largest city in the County is South Lake Tahoe, a resort city located in the Sierra Nevada Mountains, with a reported US Census 2020 population of 22,487.

The County's Procurement and Contracts Division, on behalf of the Health and Human Services Agency (HHSA), is soliciting sealed proposals from qualified and experienced firms (also referred to as Contractor, Proposer, Provider, or firm) to provide telephone answering services for after-hours emergency calls ("Telephone Answering Services") seven (7) days per week, for multiple HHSA divisions.

The County is an equal opportunity employer (EOE). All individuals are encouraged to participate. The County will not discriminate against any individual because of race, religion, color, national origin, ancestry, physical handicap, mental disability, medical condition, genetic information, military or veteran status, marital status, age, gender, gender identity, gender expression, or sexual orientation.

The HHSA divisions that require emergency after-hours telephone answering services include Child Welfare Services, Adult Protective Services, Public Health, Behavioral Health, Substance Use Disorder Services, and Public Guardian. HHSA is the mandated agency to provide emergency services after hours for child abuse and neglect reports/services, mental health crisis services, adult protective services, substance abuse services emergencies, and public guardian reports/services.

Each HHSA division must operate the Telephone Answering Services according to state and federal laws and guidelines governing the services, including script adherence, timely answering response, and delivery of services. The script protocols are included in this Request for Proposals (RFP), attached hereto as Exhibit D, marked "Protocol for Handling After-Hours Telephone Calls and Ensuing Call Logs." HHSA does not have the telephone system or staffing capacity to receive and handle after-hours telephone calls, therefore, the purpose of this RFP is to identify the best qualified service provider who can provide the services described herein.

### **1.1 HHSA Divisions Overview**

Child Protective Services (CPS) provides for the safety, permanency, and well-being of children at risk of abuse or neglect, provides services to children and families in their own homes, provides out of home placement and permanency

planning, provides referrals to community resources, and provides services to help youth in foster care make the transition to adulthood. CPS receives and investigates reports of suspected dependent abuse, neglect, or exploitation and works to verify the validity of concerns and provide supports and services to help keep vulnerable dependents protected and safe in their communities.

The Adult Protective Services (APS) program is part of the Protective Services Division, and works with older and dependent adults (age 18 and older) who are unable to meet their own needs or are victims of abuse, neglect, or exploitation. APS receives and investigates reports of potential situations of concern regarding elders, and works with individuals and families to verify the validity of concerns and provides supports and services to help keep vulnerable populations safe in their own homes and communities.

The Public Health (PH) Division provides health and medical monitoring to clients and the public in the community to ensure public safety. After hour calls relate to the reporting, identification, and treatment of infectious diseases, toxin exposure such as lead, human exposure to vector diseases such as rabies, West Nile virus and plague, as well as any general public health event. After hour contacts may be by physicians, hospital representatives, County employees, community businesses, law enforcement agencies, state or federal officials, or individual consumers.

The Behavioral Health (BH) Division provides a comprehensive continuum of community mental health services to children, youth, and adults. The BH Division provides access to service assessments, psychiatric emergency services, linkage and referral, and a wide range of mental health services throughout the community.

The BH Substance Use Disorder Services (SUDS) Program provides access to service assessments, referral and linkage, and a wide array of community programs for youth and adults to address alcohol and drug prevention, treatment, and recovery programs.

The County Office of the Public Guardian ensures the physical and financial safety of persons unable to do so on their own and when there are no viable alternatives to a public conservatorship. Services are defined and directed by the Superior Court. The Superior Court can appoint the Public Guardian as a conservator of the person only, estate only (for probate), or both person and estate. The Public Guardian-Conservator serves as conservator of a person and/or estate of individuals needing protective intervention. As probate conservator, Public Guardians are involved in all aspects of their clients' lives, including financial management, housing, medical care, placement, and advocacy.

## 1.2 RFP Process Information

The successful Proposer will be required to enter into a three (3) year agreement for services with the County substantially similar in form to that attached hereto as Attachment A, marked "Sample Agreement for Services." Any reference in this RFP to specific terms of the agreement are for illustrative purposes only and shall not limit the scope of the obligations to be assumed by the successful Proposer under the agreement. In the event of any conflict between a provision of this RFP and the provisions of the agreement attached as Attachment A, the terms of the agreement shall govern.

During the contract term, the selected Contractor shall be limited to the funding available for services as outlined in the resulting contract, from which actual costs may be billed. The services described in this RFP may be extended, based upon successful project outcomes, and/or budget availability. Conversely, the project may be terminated, if project outcomes do not reflect successful implementation, and/or budgeted funds become unavailable.

Upon mutual written agreement, the contract may be extended based on continued funding allocations from the state, under the same terms and conditions, should a balance of available funding remain and services continue to be required.

This RFP includes a description of the services sought, Scope of Work, and describes how the Contractor should provide Telephone Answering Services for urgent or emergency after-hours related calls made to any of the specified County HHSA divisions.

The following schedule for this RFP process is listed below and is subject to change.

RFP Issuance	January 28, 2022
Deadline for Questions	February 14, 2022
Answers Posted on or About	February 18, 2022
Due Date for Submissions	March 7, 2022

In the event that it becomes necessary to revise any part of this RFP, written addenda will be issued and posted at:

<https://pbsystem.planetbids.com/portal/48157/portal-home>. ("PlanetBids")

Any amendment to this RFP is valid only if in writing and issued by the Chief Administrative Office, Procurement and Contracts Division. Verbal conversations or agreements with any officer, agent, or employee of the County that modify any terms or obligations of this RFP are invalid.

All interpretation or corrections, as well as any additional RFP provisions that the County may decide to include, will be made only as an official addendum that will be posted to PlanetBids and it shall be the Proposer's responsibility to ensure they have received all addendums before submitting their proposals. Any addendum issued by the County shall become part of the RFP and will be incorporated into the proposal.

The County will not be bound by oral responses or inquires or written responses other than written addenda.

### **1.3 Funding/Reimbursement Information**

Several factors related to this funding are important for Proposers to consider, prior to submitting a response to this RFP.

Any contracts resulting from this solicitation are subject to monitoring of both costs and activities. Contract terms and conditions resulting from a successful proposal will include provisions requiring the selected Contractor to make available to any County, state, or federal representative all records and documents related to these activities.

The selected Contractor shall be responsible exclusively for the Telephone Answering Services provided. Payment for the services outlined in this RFP are to be reimbursed to the selected Contractor at agreed upon fully-burdened rates (which encompasses all direct costs for equipment, personnel, and operational costs) for line item services, consistent with the unit rates proposed. Reimbursable fees include answering and responding to calls received, call backs made within the required call-back time period, and routing urgent or emergency related calls. Stand-by time for on-call staff is not an allowed reimbursable cost.

Proposers shall provide their cost proposal information using Attachment C, marked "Telephone Answering System Bid Worksheet", and attach the completed bid worksheet with their RFP submission. Proposals provided in any other format or according to any structure that differs in any respect from the requested format provided in Attachment C will disqualify the Proposer from consideration for an award.

## **2.0 SCOPE OF SERVICES**

The County is seeking a Contractor that will provide Telephone Answering Services for multiple HHSA divisions defined in this RFP as detailed below.

## 2.1 Telephone Answering Services Overview

Contractor shall provide after-hours, weekend, emergency, and holiday telephone exchange services within the United States (US) for the HHSA divisions and programs identified in this RFP.

Contractor shall:

- Provide County with a toll free phone number that HHSA will use to forward after-hours telephone calls;
- Answer telephone calls with appropriate individualized greeting/scripts and follow the identified protocols as instructed in Attachment D, marked "Protocol for Handling After-Hours Telephone Calls and Ensuing Call Logs," for each of the HHSA divisions and programs identified;
- Follow the appropriate HHSA Divisional script provided, to guide the Contractor on what questions to ask, how to respond to a caller based on the type of call made, and service needed;
- Answer all telephone calls promptly with the goal of answering within three (3) rings; in the case of unavoidable hold time, call should be answered and caller placed in a hold cue with staff informing the caller of the anticipated hold time (sending callers to a voicemail or immediate hold system in lieu of answering calls is not acceptable);
- Ensure phone answering staff speak English clearly and ensure multi-language capability or provide translation services to accommodate non-English speakers;
- Follow and adhere to any changes provided which modifies the original HHSA script and protocol; and
- Record all phone calls, and upon request by HHSA, provide access to digital files of any recorded telephone calls received by Contractor.

## 2.2 Hours of Operation

Contractor must be operational twenty-four (24) hours per day, seven (7) days per week, as per the below schedule. The Contractor must be equipped and prepared to provide immediate telephone response.

Contractor shall ensure adequate staffing to provide telephone answering services at the following times (all times listed below are Pacific time):

Monday through Friday	5:00 p.m. to 8:00 a.m.
Saturday and Sunday	Twenty-four (24) hours, beginning 5:00 p.m. Friday through 8:00 a.m. Monday
Emergency Basis	As requested by the County

On County recognized holidays	Twenty-four (24) hours, beginning 5:00 p.m. the day prior to the County holiday and continuing through 8:00 a.m. the next workday. *County Holidays can be found on the County's web page below: <a href="https://www.edcgov.us/Government/Pages/holidays.aspx">https://www.edcgov.us/Government/Pages/holidays.aspx</a>
As Needed	Other days and hours as requested by the applicable HHSA division.
Other	Contractor may unexpectedly and occasionally receive HHSA telephone calls during normal business hours, (i.e. Monday through Friday from 8:00 a.m. to 5:00 p.m.), due to unforeseen circumstances that affect HHSA's ability to answer their telephones. Examples of unforeseen circumstances include, but are not limited to, power outages, building evacuations, weather closures of County buildings, and telephone overload.

### 2.3 Protocols for Handling After-Hour Calls

HHSA shall provide the following answering service support to the Contractor:

- Forward telephone calls to Contractor during the agreed-upon hours, weekends, and holidays and other hours as requested by County;
- Provide Contractor with a list of County recognized holidays annually;
- Promptly update the "on-call" schedule that identifies the name and contact information of the "on-call" staff and provide to the Contractor; and
- In any unforeseen circumstance in which HHSA knowingly cannot answer phones, HHSA will immediately inform the Contractor when HHSA telephones are back online and to retrieve messages.

### 2.4 Answering Service System Logistical Requirements

As part of the requirements for the telephone answering system implementation, Contractors are required to have a mobile response call-in system that includes the following:

- A dedicated and published toll-free phone number;
- Multi-line telecommunication equipment with capacity to immediately respond to and handle multiple calls within the phone system. The use of voice mail or auto-hold answering system is not acceptable for the 24/7/365 immediate phone response;
- Telephone system with capability to momentarily place the incoming line on hold to allow contacting duty persons and to allow transfer of calls;



- Protocols in place in the case of telecommunications equipment interruption or failure;
- Protocols in place for logging and documenting services and data collection;
- Protocols in place for obtaining interpreter services for limited English proficient and hearing impaired callers as needed; and
- System capable of call analytics which are to include tracking the number of calls, hang ups, how many rings a call is answered, and hold time for each caller.

## **2.5 Service/Staffing Model**

The County is open to creative staffing models to meet the operational phone system needs. At a minimum, the Contractor will need to have the capability to answer/respond to phone calls twenty-four (24) hours per day, seven (7) days per week, to cover exigent/emergency circumstances, with sufficient staff for the required hours of service specified in Section 2.2 above. The contracted organization and staff providing these services must be located within the US.

While the County has no expectation that the phone system will be physically staffed on-site at all hours, the minimum requirement can be fulfilled with “on call” staff members, of at least one (1) agent, to be available to service the phone system needs twenty-four (24) hours a day.

Contractor shall designate a supervisor to act as a single point of contact and to interface with HHSA staff with regard to any service issues that may arise. The supervisor shall be responsible for servicing the account and responding to questions and issues that may be raised.

## **2.6 Reporting Requirements**

Contractor will need to track and provide data that will be used to monitor the performance and outcome of these services. Contractor is required to provide accurate reports of the prior day’s phone system activities by 8:00 A.M. Pacific each business morning, sent as a non-encrypted digital attachment to a HHSA staff e-mail, which will be specified in the resulting contract. The report shall include a copy of the Contractor's call log(s) documenting all calls and messages received, response time, hold time, dropped calls and actions taken for that particular shift and specific to each location, to designated HHSA staff.

Additionally, the County may, from time-to-time, request a separate report of all calls and messages received and actions taken for a specific period of time. Contractor shall provide such report within forty-eight (48) hours of receiving such a request. Upon specific request by HHSA, Contractor shall

provide access to any recorded telephone calls received by the Contractor. Digital archiving is the preferred backup for this data.

## **2.7 Invoicing Requirements**

Contractor shall submit monthly invoices no later than thirty (30) days following the end of a "service month" except in those instances where Contractor obtains written approval from County HHSA Director or Director's designee granting an extension of the time to complete billing for services or expenses.

## **3.0 ELIGIBILITY**

To be considered eligible to submit a proposal in response to this solicitation, the Proposer must:

- 1) Be an established firm with the capacity to provide Telephone Answering Services outlined in this RFP, and a minimum of one (1) year performing a similar scope of work. To establish that the responding firm meets this requirement, the Proposer will indicate the number of years the firm has been providing telephone answering services, with a brief summary of the services performed, in the Cover Letter submittal (refer to Section 4.1 below).
- 2) Submit a completed Attachment B, marked "Reference Questionnaire," which includes providing a minimum of three (3) references of clients for whom the Contractor has conducted similar services, including the client's business name, contact name, email, business address, telephone number, length of contract/services, and type if services rendered. (HHSA may perform reference checks with those provided.)
- 3) Certify the Proposer's firm, if selected, agrees to follow and adhere to the HHSA Program Scripts and Protocols provided in Attachment D.
- 4) Certify the Proposer has read and will agree to the standard terms and conditions, without modification, identified in Attachment A.
- 5) Certify neither the firm nor its members have been debarred or suspended from receiving federal funding.

The certifications indicated above (Eligibility items numbered 1, 3, 4 and 5) should be included in the "Cover Letter" specified in Section 4.1.

**Proposals received that fail to meet the Eligibility requirements identified above will be rejected as nonresponsive and will not be evaluated.**

#### 4.0 REQUIRED PROPOSAL COMPONENTS

Each response to this RFP shall include the information described in this section. Failure to include all of the elements specified may be cause for rejection. Additional information may be provided, but should be succinct and relevant to the goals of this RFP. Excessive information will not be considered favorably. The document shall be 8-1/2 inches by 11 inches in size or shall be folder to that size.

All proposals shall contain the following elements, and in the order given:

##### 4.1 **Cover Letter** must at least contain the following information:

- Title of this RFP;
- Name and Mailing Address of firm (include physical location if mailing address is a P.O. Box);
- Type of organization of firm (partnership, sole proprietor, corporation, etc.);
- Contact person including telephone number, fax number, e-mail address, and physical mailing address;
- A statement indicating the number of years the Proposer has been providing telephone answering services, with a summary of the services performed;
- A statement certifying the Proposer's organization, if selected, agrees to provide the telephone answering services in adherence with the scripts and protocols provided for El Dorado County HHS Programs identified in Attachment D;
- A statement certifying the Proposer's organization, if selected, agrees to negotiate an Agreement for Services with the County substantively similar to Attachment A;
- A statement certifying the Proposer's organization nor its members have been debarred or suspended from receiving federal funding; and
- The cover letter should also include a statement either requesting protection of specific sections of their proposal that contains proprietary information (if necessary) or an acknowledgement that the proposal and its contents are not considered proprietary. All proposals may be considered public information. Subsequent to award of this RFP, all or part of any proposal may be released to any person or firm

who may request it. Therefore, Proposers may request in their cover letter if any portion of their proposal should be treated as proprietary and not released as public information (refer to Section 14, Public Records Act, below for additional information).

**Signatory Requirements:** In order to receive consideration, the Cover Letter must be signed by an officer empowered by the Proposer to sign such material and thereby commit the Proposer to the obligations contained in the RFP response. **Further, the signing and submission of a response shall indicate the intention of the Proposer to adhere to the provisions described in this RFP and a commitment to enter into a binding contract.** Submittals shall be signed by one of the following representatives:

- If the Proposer is a **partnership**, submittal shall be signed in the firm name by a partner or the Attorney-In-Fact. If signed by the Attorney-In-Fact, there shall be attached to the proposal a Power-Of-Arrowney evidencing authority to sign proposals, dated the same date as the proposal and executed by all partners of the firm.
- If the Proposer is a **corporation**, the submittal shall have the correct corporate name thereon and the actual signature of the authorized officer of the corporation written (not typed) below the corporate name. The title of the office held by the person signing for the corporation shall appear below the signature of the officer.
- If the Proposer is an **individual** doing business under a firm name, the submittal shall be signed in the name of the individual doing business under the proper firm name and style.
- If the Proposer is a **non-profit organization** (i.e. 501[c]3), the submittal shall be signed by the Executive Director of the organization with additional evidence submitted to demonstrate the Executive Director has been delegated to have signature authority by the organization's governing body.

#### **4.2 Required Eligibility Documents for Proposal Submission**

In addition to the Cover Letter, Proposers must provide the following documentation (as specified in Section 3.0 Eligibility) in their proposal:

- 1) Proposers must submit and attach a fully completed Attachment B, titled "Reference Questionnaire."
- 2) Proposers must submit and attach a fully completed Attachment C, titled "Telephone Answering System Bid Worksheet."

### 4.3 Proposal Narrative

#### A. **Executive Summary:**

The Executive Summary section of the proposal should address the Proposer's overall approach in providing the Telephone Answering Services solicited in this RFP. At a minimum, the Executive Summary should:

- 1) Describe the Proposer's understanding of the need for Telephone Answering Services in the County; and
- 2) Describe the Proposer's overall intent and approach for meeting the need for all services solicited in this RFP, including its ability and capacity to do so.

#### B. **Plan for Services**

The plan for services should address the Proposer's plan for offering Telephone Answering Services, including any optional and/or additional service components unique to the Proposer's approach for providing these services for County residents. At a minimum, the plan for services should clearly:

- 1) Describe the organization's detailed plan for offering proposed services, including its intent, ability, and capacity for serving County residents;
- 2) Describe the staffing plan for meeting the staffing requirements and around-the-clock demand (24/7/365), including all staff qualifications that will be used to provide the service proposed;
- 3) Describe the Proposer's service plan and protocols for addressing the Logistical Requirements specified in the Scope, Section 2.4 of this RFP; and
- 4) Describe the training plan to implement and ensure adherence of staff to the required HHSA Phone Scripts and Protocols, Attachment D of this RFP.

#### C. **Capabilities and Experience**

The Capabilities and Experience section should provide an overview of the firm's history and experience providing telephone answering services in California. At a minimum it should also address the following:

- 1) Describe the firm's expertise, knowledge, and background performing telephone answering services;
- 2) Describe the firm's experience working with County/City government entities;

- 3) Describe the firm's demonstrable proficiency for proposed services by providing examples of successful outcomes for related telephone answering service contracts;
- 4) Describe the firm's phone system and tools proposed for services, and the approach which will be used to track and report call details, such as but not limited to call response time, hold-time, and dropped call information.

**D. Budget and Budget Narrative**

Proposers must complete Attachment C identifying the maximum fully-burdened per unit rate for services/activities that will be performed. The fully-burdened rates must include all costs necessary to operate the phone system including, but not limited to, all operating costs such as staffing, training, rent, equipment, and supplies (etc.). Fees should be itemized in accordance with the telephone system setup, fixed monthly charges, and variable charges based on per unit rates (i.e., minutes/hours/per call). The completed budget should include all Direct Costs necessary to perform the services identified in the RFP for an anticipated three (3) year contract term.

**In addition to completing Attachment C, the Proposer must also include a budget narrative in response to this RFP. At a minimum, the detailed budget narrative should address:**

- 1) Describe the methodology for calculating the projected fully-burdened rates for all services to be performed, whether costs are based on anticipated actual expenses, or estimations made based on similar agreements for similar services;
- 2) Describe how the positions proposed will be sufficient to provide the services solicited in the RFP;
- 3) Provide a description of the costs projected for this project including all direct costs (salaries, supplies, operational costs) and the cost per hour (salaries and benefits) for each position that will be working on the project;
- 4) Provide a description of the administrative costs/overhead that was projected for this project and used in determining the all-inclusive service rates.

The purpose of this narrative is to provide the evaluation team context to ensure the costs proposed are reasonable and necessary to accomplish the services identified in the RFP. All proposals and proposal narratives will be evaluated competitively with the evaluation team rating/scoring each cost proposal based on the best value to the County, which may include price in addition to other factors.

## 5.0 PROPOSER QUESTIONS

- 5.1 Questions regarding this RFP must be submitted in writing by email to: [tyler.prince@edcgov.us](mailto:tyler.prince@edcgov.us), or U.S. mail to the Procurement and Contracts Office, or using the PlanetBids website, and must be received no later than 5:00:00 p.m. (Pacific) on **February 14, 2022**.
- 5.2 All emails must have “**RFP #22-915-030 – QUESTION**” as their subject, and all envelopes or containers must be clearly marked “**RFP #22-915-030 – QUESTION**” for clarity. Emails, envelopes, and/or containers not clearly labeled may be overlooked and not responded to.
- 5.3 Questions will **not** be accepted by telephone, facsimile (fax), or orally.
- 5.4 The County reserves the right to decline to respond to any question if, in County’s assessment, the information cannot be obtained and shared with all potential firms in a timely manner.
- 5.5 A summary of the questions submitted, including responses deemed relevant and appropriate by County, will be posted to the PlanetBids website on or about **February 18, 2022**.
- 5.6 All inquiries regarding this RFP shall be submitted by email to: [tyler.prince@edcgov.us](mailto:tyler.prince@edcgov.us) or by U.S. Mail to:

County of El Dorado  
Procurement and Contracts  
330 Fair Lane  
Placerville, California 95667  
RFP #22-915-030 – Question

- 5.7 Proposers are cautioned that they are not to rely upon any oral statements that they may have obtained. Proposers shall direct all inquiries to the contact above and shall not contact the requesting department or other County staff directly regarding any matter related to this RFP. Information provided by other than Procurement and Contracts staff may be invalid and proposals which are submitted in accordance with such information may be declared non-responsive. Any addenda to this RFP is valid only if in writing and issued by the County’s Procurement and Contracts Division.

## 6.0 PROPOSAL SUBMITTAL INSTRUCTIONS

- 6.1 Proposers are strongly encouraged to submit their responses online to assure a complete and timely response. To respond online firms must register with the County’s online bidding system, PlanetBids, at <https://pbsystem.planetbids.com/portal/48157/portal-home>. Proposers are cautioned that the timing of their online submission is based on when

the submittal is RECEIVED by PlanetBids, not when a submittal is initiated by a Proposer. Online submittal transmissions can be delayed in an “Internet Traffic Jam” due to file transfer size, transmission speed, etc. For these reasons the County recommends that Proposers allow sufficient time to upload their response and attachment(s) (if applicable) and to resolve any issues that may arise. The closing date and time shall be governed by the PlanetBids web clock, which does not allow submittals after the closing date and time. PlanetBids will send a confirmation email to the Proposer advising that their online submission (eBid) was submitted. If you do not receive a confirmation email you are advised to contact the PlanetBids Support team by phone (818-992-1771 Monday through Friday between 7 a.m. and 5 p.m. Pacific, excluding statutory U.S. holidays) or by submitting a Support Ticket (visit <https://solutions.planetbids.com/support/> to complete and submit the ticket form).

- 6.2** Proposers that decide to submit a hard-copy response do so at their own risk. All hard-copy submittals must include all of the same information required for online submittals. Incomplete submittals will be rejected as non-responsive. Proposers shall submit one (1) original hard-copy and one (1) electronic copy of their proposal in PDF format on a flash/USB drive. All hard-copy submittals shall be submitted in a sealed envelope or container and clearly marked “RFP #22-915-030 – After Hours Emergency Telephone Answering Services – DO NOT OPEN” on the outside of the parcel.
- 6.3** All responses must be submitted not later than the date and time posted on PlanetBids. Hard-copy proposals shall be submitted ONLY to:

County of El Dorado  
Procurement and Contracts Division  
330 Fair Lane  
Placerville, CA 95667

- 6.4** The County shall not be responsible for proposals delivered to a person or location other than specified herein. Proposals submitted to a location other than the above will not be considered duly delivered or timely. The County shall not be responsible for rerouting proposals delivered to a person or location other than that specified above.
- 6.5** Faxed or emailed proposals shall not be accepted.
- 6.6** Late proposals will not be accepted or considered.
- 6.7** All proposals, whether selected or rejected, shall become the property of the County and shall not be returned.



- 6.8 The County reserves the right to waive minor defects and/or irregularities in proposals, and shall be the sole judge of the materiality of any such defect or irregularity.
- 6.9 All costs associated with proposal preparation shall be borne by the Proposer.
- 6.10 It is the responsibility of the Proposer to ensure that the proposal is received in the Procurement & Contracts Division prior to the proposal opening deadline date and time.
- 6.11 Any hard-copy submittal received prior to the date and time specified for receipt of submittals may be withdrawn or modified by written request of the Proposer. Requests for modification must be received in writing, and in the same number of copies as the original submittal, prior to the date and time specified above for receipt of submittals.

**7.0 EVALUATION PROCESS**

Proposals will be evaluated by a selection committee and the provider/Proposer submitting the most highly rated proposals may be invited for interviews. The following evaluation criteria and rating schedule will be used to determine the firm that provides the best value:

	<b>Evaluation Criteria</b>	<b>Maximum Points</b>
A.	Executive Summary	20
B.	Plan for Services	60
C.	Capabilities and Experience	72
D.	Budget and Budget Narrative	48
	<b>TOTAL POSSIBLE POINTS</b>	<b>200</b>

**8.0 SELECTION PROCEDURE**

- 8.1 County staff will open and review proposals for responsiveness following the submittal deadline. The names of the Proposers that submitted proposals will be made available after the RFP deadline has passed. The contents of all proposals, or any other medium which discloses any aspect of the RFP, shall be held in strictest confidence until the County releases a Notice of Award or Notice of Intent to Award.
- 8.2 The County reserves the right to reject any or all proposals, to waive minor irregularities in said proposals, or to negotiate minor deviations with the successful Proposer. The County shall be the sole judge of the materiality of any such defect or irregularity.

- 8.3** A Selection Committee appointed by the County will evaluate the proposals. It is anticipated that representatives from the County and other local government entities, if necessary, will conduct the evaluations. The Selection Committee may interview Proposer firms during the selection process if it is determined to be necessary.
- 8.4** When evaluation of the proposals has been completed, one (1) or more Proposers will be selected and negotiations will be initiated. If for any reason a contract cannot be negotiated, the County reserves the right to select the next highest ranked Proposer. The County will then make recommendations for selection to the Purchasing Agent or County Board of Supervisors based on the criteria outlined in the preceding sections.
- 8.5** The County reserves the right to award a contract to the Proposer who, in the sole judgment of the County, presents the most favorable response to this RFP pursuant to the evaluation criteria indicated above. The County reserves the right to make an award without further discussion of the submittal with the Proposer. Therefore, the proposal should be submitted initially on the most favorable terms that the firm or individual may propose.
- 8.6** In the case of differences between written words and figures in a proposal, the amount stated in written words shall govern. In the case of a difference in unit price versus the extended figure, the unit price shall govern.
- 8.7** The Procurement and Contracts Division does not mail out hard copy letters advising participating Proposers of RFP results. For RFP results, please visit the PlanetBids website at:
- <https://pbsystem.planetbids.com/portal/48157/portal-home>
- RFP results are also available at:
- <https://edcapps.edcgov.us/contracts/bidresults.asp>
- 8.8** The results of this RFP will be posted on the PlanetBid's and County website listed in Section 8.7 above at the earliest possible opportunity in accordance with County policy. The timeline for posting RFP results may vary depending on the nature and complexity of the RFP.
- 8.9** The selected Proposer will receive written notification of the award. Response and selection of a proposal will not necessarily result in the award of a contract with the County of El Dorado. Proposal opening does not constitute awarding of a contract. Contract award is by action of the Purchasing Agent or Board of Supervisors and is not in force until fully executed.

## **9.0 AWARD**

Response to this RFP will not necessarily result in an agreement with the County. Proposal opening and evaluation does not constitute award of an agreement. The County Board of Supervisors will determine the final award of any resulting agreement. The agreement is not in force until it is signed and executed by the County Board of Supervisors or Purchasing Agent.

## **10.0 CONFLICT OF INTEREST**

Proposers warrant and covenant that no official or employee of the County, or any business entity in which an official of the County has an interest, has been employed or retained to solicit or aid in the procuring of any resulting agreement(s), nor that any such person will be employed in the performance of such agreement without immediate divulgence of such fact to the County. Proposer's proposal shall contain a statement to the effect that the Proposer is not currently committed to another project that would constitute a conflicting interest with the project defined in this RFP.

## **11.0 COUNTY RIGHTS**

Proposers interested in being considered must submit a proposal in compliance with this RFP. Failure to meet the minimum requirements of the RFP shall be cause for rejection of the proposal. The County reserves the right to reject any or all proposals.

The County may reject a proposal if it is conditional, incomplete, contains irregularities, or reflects inordinately high cost rates. County may waive immaterial deviation in a proposal at the sole determination of the County. Waiver of an immaterial deviation shall in no way modify the RFP documents or excuse the Proposer from full compliance with the contract requirements if the Proposer is awarded the contract.

Additionally the County reserves the right to:

1. Request clarification of any submitted information.
2. Not enter into any agreement.
3. Not select any Proposer.
4. Cancel this process at any time.
5. Amend this process at any time.
6. To award more than one (1) contract if it is in the best interest of the County.
7. Interview Proposers prior to award.
8. To request additional information during an interview.

## 12.0 EL DORADO COUNTY WEBSITE REQUIREMENTS

It is the Proposer's responsibility to monitor the PlanetBids website for possible addenda to this RFP to inform him/herself of the most current specifications, terms, and conditions, and to submit his/her proposal in accordance with original RFP requirements and all required addenda. All available RFPs and related addenda can be found at:

<https://pbsystem.planetbids.com/portal/48157/portal-home>

Failure of Proposer to obtain this information shall not relieve him/her of the requirements contained therein.

## 13.0 VALID OFFER

Proposals shall remain valid for one hundred twenty (120) days from the due date. The County reserves the right to negotiate with the successful Proposer any additional terms or conditions not contained in their proposal which are in the best interest of the County or to otherwise revise the scope of this RFP. This RFP does not constitute a contract or an offer of employment.

## 14.0 PUBLIC RECORDS ACT

All proposals and materials submitted shall become property of the County and will not be returned. All responses, including the accepted proposal and any subsequent contract, become public records in accordance with the requirements of the California Government Code, Sections 6250 - 6270, "California Public Records Act". Proprietary material must be clearly marked as such. Pricing and service elements of the successful proposal are not considered proprietary information. Proposers which indiscriminately identify all or most of their proposal as confidential or proprietary without justification may be deemed unresponsive.

The County will treat all information submitted in a proposal as available for public inspection once the County has selected a successful Proposer. If you believe that you have a legally justifiable basis under the California Public Records Act (Government Section 6250 et. seq.) for protecting the confidentiality of any information contained within your proposal, you must identify any such information, together with the legal basis of your claim in your proposal, and present such information **separately** as part of your response package.

Upon receipt of a request for disclosure pursuant to the California Public Records Act for information that is set apart and marked as proprietary, County will notify you of the request for disclosure. You shall have sole responsibility for the defense of the proprietary designation of such information. Failure to respond to the notice and enter into an agreement with County providing for the defense of

and complete indemnification and reimbursement for all costs incurred by the County in any legal action to compel the disclosure of such information, shall constitute a complete waiver of any rights regarding the information designated proprietary and such information will be disclosed by County pursuant to applicable procedures under the California Public Records Act.

#### **15.0 BUSINESS LICENSE REQUIREMENT**

It is unlawful for any person to furnish supplies or services, or transact any kind of business in the unincorporated territory of El Dorado County without possessing a County business license unless exempt under County Code Section 5.08.070. Contact the Tax Collector's Office at 360 Fair Lane, Placerville, CA 95667, or phone (530) 621-5800, for further information.

It is not a requirement to possess a County business license at the time of proposal submittal. Selected Proposers may be required to possess a County business license to award contract.

#### **16.0 PUBLIC AGENCY**

It is intended that other public agencies (i.e., city, special district, public authority, public agency, and other political subdivisions of the State of California) shall have the option to participate in any agreement created as a result of this RFP with the same terms and conditions specified therein, including pricing. The County shall incur no financial responsibility in connection with any agreement from another public agency. The public agency shall accept sole responsibility for contracting for services and making payment to the vendor.