



May 18, 2023

TO: Emergency Services Advisory Committee
FROM: Ron Munds, General Manager
SUBJECT: **Agenda Item 4 – 05/18/2023 ESAC Meeting**
Review of a Standard of Cover Request for Proposal

President
Charles L. Cesena

Vice President
Marshall E. Ochylski

Directors
Matthew D. Fourcroy
Troy C. Gatchell
Christine M. Womack

General Manager
Ron Munds

District Accountant
Robert Stilts, CPA

Unit Chief
John Owens

Battalion Chief
Paul Provence

STAFF RECOMMENDATION

Review Request for Proposal (RFP) and provide input.

Discussion

Last year the committee considered a RFP for a Standard of Cover (SOC) Study which will provide an analysis to formulate recommendations for the appropriate staffing and deployment of firefighting and emergency medical service resources consistent with state and national best practices. District staff is continuing to move forward with developing a strategic plan for emergency services. The information that the SOC Study will enhance the plan by evaluating the current level of service, response times, areas of improvement in the delivery of services, the effectiveness of inter-jurisdictional response agreements and ability to deliver services into the future. Committee Member Neumann, Chief Provence and staff refined the study's scope since the last time the committee reviewed the content.

Staff is requesting that the ESAC members review the revised RFP and provide questions and comments so it can be finalized in the near future. You will notice there are some areas of the RFP that have not been completed. These areas will be finalized for the final draft.

Attachment

Draft Standard of Cover Study RFP

Mailing Address:
P.O. Box 6064
Los Osos, CA 93412

Offices:
2122 9th Street, Suite 110
Los Osos, CA 93402

Phone: 805/528-9370
FAX: 805/528-9377

www.losososcscsd.org

REQUEST FOR PROPOSAL

STANDARDS OF COVERAGE ASSESSMENT

Issued by:

Los Osos Community Services District

Due Date:

Submit Request for:

Community Risk Analysis/Standards of Cover

Proposal Responses by:

Friday DATE, 2023, by 3:00 pm

Submit Requests to:

Ron Munds, General Manager
2122 9th St. Ste. 110
Los Osos, CA 93402
rmunds@losososcsd.org

LOS OSOS COMMUNITY SERVICES DISTRICT

STANDARDS OF COVERAGE

REQUEST FOR PROPOSALS

BACKGROUND

The Los Osos Community Services District (LOCSD) funds fire and emergency services for the community of Los Osos. LOCSD has contracted with County Fire to provide those services since 2004. San Luis Obispo County Fire/Cal Fire (County Fire) provides all-risk fire protection, emergency medical and community risk reduction services to approximately 15,000 residents. The responds to approximately XX,XXX calls for service per year.

With a service area of approximately XX square miles, Los Osos is fairly isolated with the closet urban population being the City of Morro Bay which approximately 3 miles away. There is approximately X sq. miles of wildland urban interface (WUI) areas that border the community to the east and south.

County Fire and LOCSD serves a diverse area of single-family homes, multi-residential buildings, retail and business districts and hotels. There are two major roads leading into the community, Los Osos Valley Road and South Bay Boulevard, which creates special concerns during any major event such as a wildfire or earthquake.

There is one fire station, Station, 15 which has XX full-time employees. The top-ranking person of the Department is the Battalion Fire Chief who is supported by a ???? and Administrative Services Assistant. Daily staffing consists of X engine company, **NEED OPERATIONAL DESCRIPTION**, 24 hours a day, every day. Trained personnel are members of California Urban Search and Rescue Task Force 3.

Need some background on support services provided by County Fire, i.e. Fire Marshall, business inspections, etc.

County Fire personnel are highly trained, highly motivated and prepared to answer the needs of the community under routine and emergency conditions. The members of the LOCSD and County Fire are dedicated to providing the highest level of service to our communities.

SCOPE OF SERVICE

Consultant shall conduct a Community Risk Analysis/Standards of Cover (SOC) analysis to formulate recommendations for appropriate staffing and deployment of firefighting and emergency medical service resources consistent with state and national best practices. The study will be generally in keeping with recommendations of the Center for Public Safety Excellence. The SOC shall also include analysis and recommendations for the future improvement of services to the community. The comprehensive deployment study shall be based on relevant data analysis and benchmarking to National Standards as well as the Department established performance benchmarks. The study shall include analysis of fire incidents, emergency medical incidents, hazardous materials incidents, false and other alarms, mutual/auto aid, civilian and firefighter injuries, fire dollar loss, geographic incident patterns, temporal, unit workload, station location analysis, coverage, response times, station operations, and policies.

It is expected that the selected consultant will understand existing deployment strategies and performance measures.

The Consultant shall analyze Fire Risk Assessment data and most recent deployment of fire companies and apparatus to develop a comprehensive assessment of the LOCSD station location, deployment models, staffing, fire risks using historical data, the County Fire business occupancy list as well as other resources.

FINAL REPORT

The work shall include:

1. Final report including:
 - a) A summary of how the approach and analyses were conducted.
 - b) A summary review of the strengths of County Fire and opportunities for improvement and change.
 - c) All response and service level data shall be reported for a minimum of the last three (3) years.
 - d) Response and Community Risk data shall be displayed in a GIS format to the extent possible.
 - e) Recommendations for changes in resource deployment methods to optimize service delivery.
 - f) An explanation of proposed changes and recommendations for their implementation.
 - g) Inclusion of supporting data and rationale for all recommendations.
 - h) Supporting statistics and other visual data to fully illustrate the current situation and consultant recommendations.
 - i) An analysis of the efficiency of the current deployment of firefighting, EMS and rescue resources. An analysis of the Department's ability to meet future fire and EMS deployment needs and deployment of an effective force to larger or more significant emergencies such as but not limited to wildland fires and earthquakes.
2. Report recommendations shall be achieved by evaluating and analyzing the following:
 - a) Staffing, resource allocation, coverage, and overall deployment model:
 - i. Determine through critical task analysis the number of fire and rescue personnel that are needed to adequately and safely operate at fire and accident incidents.
 - ii. Determine through critical task analysis the number of paramedics and EMTs needed to adequately manage EMS incidents, taking into consideration existing EMS protocols.
 - iii. Analysis of the benefits of the Department's existing and potential auto and mutual aid agreements on service delivery.
 - iv. Evaluate the current resource deployment strategy and how potential future building and development projects may affect this strategy.
 - v. Consider time of day/week/month impacts caused by commuter traffic, traffic control devices, and road conditions.

- b) Distribution and Concentration Studies:
 - i. Evaluate the current location and type of resources available for first due and full effective response.
- 3. Response Times:
 - a) Document and evaluate current call processing time, turnout time, travel time, and overall response time.
 - b) The assessment should evaluate response intervals by time of day, to assess impacts from commuter traffic, traffic control devices, road conditions.
 - c) Evaluate the time currently required to deliver the full effective response force.
- 4. Community Expectations:
 - a) Identify the community's expectations for delivery of service. The input from the Emergency Services Advisory Committee shall be based on discussion of performance goals and expectations consistent with national guidelines from the National Fire Protection Association (NFPA), the Commission on Fire Accreditation International (CFAI), and the Insurance Services Office (ISO) and locally identified standards.
- 5. Response Reliability:
 - a) Analyze response reliability by station or response unit.
 - b) Evaluate incident and unit response concurrency to determine if multiple calls are affecting performance.
- 6. Assess risk in the community:
 - a) Conduct an analysis of the risk throughout the community. The purpose of this evaluation is to assess the community in comparison to recognized standards and best practices, as well as to create benchmarks against which to compare future improvement.

MEETINGS

The consultant shall include a recommended schedule and number of meetings to meet with the Department Chief and key Staff to obtain an understanding of existing operations and expectations, to review and discuss a Community Risk Assessment, data analysis, and to review preliminary draft and final results. Meetings can be conducted via a virtual meeting platform if needed.

DELIVERABLES

Consultant shall prepare a draft report, a final report and deliver a presentation to staff and elected officials. The final report shall be provided in both hard copy (3) format and computerized format.

PROPOSAL

It is assumed that respondent has reviewed the RFP and all attachments prior to submitting a response. Response to the RFP should be concise and include the following:

1. A brief written response demonstrating your understanding of the project which includes a narrative of how your company plans to provide the requested services.
2. Explain how your company plans on obtaining the data necessary to perform the required analysis. The explanation should be detailed and identify the source/s of the information, how the information will be acquired, and the format in which you need the information and the level of effort by Department staff to assist you in your acquisition.
3. A sample schedule and timeline.
4. Project team resumes.
5. A pricing proposal in the following format: A single fixed not to exceed fee.
6. A proposed scope of work for LOCSD to contract with your agency.
7. A list of references from other agencies that had comparable projects in California

The Department reserves the right to request additional information which might be deemed necessary after the proposals have been received. The Department also reserves the right to clarify information and allow for corrections or errors or omissions.

SELECTION CRITERIA

Proposal will be evaluated based on the following criteria:

1. The ability, capacity, and skill of the bidder.
2. Level of Department Staff involvement required to complete the project.
3. The bidder's record performances of previous contracts.
4. Any referrals or comments regarding the bidder made by knowledgeable persons familiar with the bidder and/or the bidder's business, industry, or finances.
5. Staff with expertise will overall experience of personnel assigned to the work.
6. Responsiveness to requirement of the project.
7. Recent public sector experience, preferably including Fire Services, with similar needs.
8. Cost of proposal weighed against overall content.

SELECTION PROCESS

The LOCSD is seeking to engage the most qualified Respondent. Contract award is based on qualifications and a combination of factors that are in the best interest of LOCSD. Based upon the submitted qualifications, the District and County Fire will evaluate and may select the highest responsible Respondent. LOCSD reserves the right to make investigations, as it deems necessary to determine the ability of the respondent to provide the service meeting a satisfactory level of performance in

accordance with LOCSD's requirements. The adequacy, depth, and clarity of the written proposal will influence the evaluation. LOCSD reserves the right to reject any and all proposals for any reason deemed appropriate by LOCSD. Upon selection, the Respondent will be required to enter into a contractual agreement with the Department as well as provide evidence of insurance at the following limits: Commercial General Liability with limits not less than \$1,000,000 per occurrence and \$2,000,000 aggregate; Workers Compensation and Employers Liability with limits not less than \$1,000,000; and Automobile Liability with limits not less than \$1,000,000 per occurrence. Contracts more than \$50,000 are subject to Board of Directors approval.

IMPORTANT DATES

ACTION	DATE
Release of Request for Proposal	
Deadline for Submission of Letter of Interest submitted on or before 5:00 pm	
Last Day to Submit Questions for Clarification received by CCFD on or before 5:00 pm	
Clarifications Issued by CCFD on or before 5:00 pm	
Deadline for Receipt of Proposals submitted on or before 5:00 pm	
Notification of Finalist	
Interview of Finalist	
Finalist's Presentation to Board of Directors	

SUBMITTAL DEADLINE

Please submit your response via email and mail no later than the business day of **Friday DATE, 2023, by 3:00 pm**. Email to rmunds@lososocsd.org and mail (3) hard copies to **2122 9th Street Suite 110, Los Osos, CA. 93402.**

CONTACT INFORMATION

All questions regarding this project should be directed to Fire Chief ????? via email at xxxxxx. All questions must be submitted no later than **Friday DATE 2023, by 12 noon**. All questions will be answered by **Friday DATE, 2023, by 5:00pm**