REQUEST FOR PROPOSALS (RFP)

Professional Services

To All Interested Parties:

This Request for Proposal (RFP) is issued by the City of Indio (hereinafter referred to as the “City”). The purpose of this RFP is to establish a contract with a qualified individual to provide services as an Administrative Hearing Officer (hereinafter referred to as “Hearing Officer”).

You may submit your written Proposal to the City of Indio:

City of Indio
100 Civic Center Mall
Indio, CA 92201
City Clerk Office
Attention: Jason Anderson, Code Enforcement Supervisor

Please provide one original and three (3) copies of your proposal by 5:00 PM Friday, September 8, 2017. The proposal must be submitted in a sealed envelope, clearly marked “City of Indio Administrative Hearing Officer Services RFP.”

To obtain more specific information or clarification regarding the meaning of any part of this RFP, please contact Jason Anderson, Code Enforcement Supervisor, via e-mail at janderson@indiopd.org.
August 16, 2017
City of Indio
Proposal Submittal Deadline: September 8, 2017
100 Civic Center Mall, Indio CA 92201
REQUEST FOR PROPOSALS

City of Indio Administrative Hearing Officer Services

The City of Indio (“City”) is requesting proposals from qualified individuals and organizations interested in providing administrative hearing officer services. The selected individual or organization will provide independent administrative hearing officer services following requests for administrative hearings in all matters where, for example, the requestor has been issued an administrative order, is responsible for the payment of nuisance abatement costs, or is charged with violations of the City’s Municipal Code or State of California laws or regulations (e.g., administrative citations, administrative actions, cost recovery, and parking citations).

SECTION 1: BACKGROUND

Incorporated in 1930 as a general law city, Indio provides municipal services that include public safety, public works, community development, and culture and leisure. With a population nearing 87,000, Indio is the largest city in the Coachella Valley, covering approximately a 33 square-mile area. The Indio City Council consists of five members, elected at-large to four-year overlapping terms. The City Council serves as the legislative board for the municipality and establishes policy, passes local ordinances, adopts annual appropriations, and sets priorities for the City. The City has a council-manager form of municipal government, which means the Council appoints a professional manager, the City Manager, to oversee the administrative operations and implement its policies. The City Council also appoints the City Attorney and all members of advisory boards and commissions. The City employs approximately 216 full-time employees.

SECTION 2: PURPOSE

The city is soliciting proposals from qualified individuals to provide Administrative Hearing Officer services for the City of Indio as detailed in Section 6 of this RFP. In the event the City contracts for said services, the term of such agreement will be for one (1) year with the option to renew annually upon the joint agreement of the City and the contractor.

SECTION 3: SUBMITTAL REQUIREMENTS

Individuals interested in submitting a proposal must provide one original and three (3) copies of their proposal by 5:00 PM on Friday, September 8, 2017. Complete written
proposals must be submitted in sealed envelopes marked “City of Indio Administrative Hearing Officer Services RFP” and submitted to:

City of Indio 100 Civic Center Mall
Indio, CA 92201
City Clerk Office
Attention: Jason Anderson, Code Enforcement Supervisor

The City reserves the right to reject any or all proposal(s), to request additional information concerning any proposal for purposes of clarification, to accept or negotiate any modification to any proposal, following the deadline for receipt of all proposals, and to waive any irregularities or informalities in any proposal or in the bidding and to make an award in all or in part in the best interest of the City. This solicitation does not obligate the City to enter into an agreement with any Bidder. The City reserves the right to cancel or modify this RFP at any time, at its discretion. The City is not liable for any costs or expense incurred in the preparation of a response to this RFP.

SECTION 4: INQUIRIES

Any questions, interpretations or requests for clarification, either administrative or technical, from prospective Bidders regarding this RFP must be submitted in writing to Jason Anderson, Code Enforcement Supervisor at janderson@indiodp.org by 3:00 p.m. on August 28, 2017. Requests received after this date will be disregarded. Responses will be transmitted by August 30, 2017.

SECTION 5: SCHEDULE

RFP Release Date: **August 16, 2018**
Last day to submit questions:  **August 28, 2017 by 3:00 PM**
Responses will be transmitted: **August 30, 2017 by 5:00 PM**
Proposal submission deadline: **Friday, September 8, 2017 by 5:00 PM.**

SECTION 6: CONTRACTUAL SERVICES

The qualified Bidder shall provide services of an administrative hearing officer in all cases where an appellant is charged with violations of the City of Indio Code and/or state laws and regulations. The successful Bidder shall be expected to provide the following services:

**Administrative Hearing Services**

6.1 Conduct administrative hearings assigned by the City and/or Processing Agency. The hearing officer will conduct the hearings and shall review documentation that may be submitted to them by the appellant(s), the City and/or Processing Agency.
6.2 Conduct administrative hearings assigned by the City and/or Processing Agency on all cases contesting parking citations pursuant to Section 40215 of the California Vehicle Code.

   a. Develop and maintain procedures to effectively track administrative hearing case files and coordinate the return of all case files and/or final disposition documents to the Processing Agency.

6.3 Conduct all other administrative hearings as requested by the City pursuant to the City of Indio Code of Ordinances.

6.4 Schedule administrative hearings upon receipt of a hearing request from the Processing Agency or as directed by the City’s Authorized Representative. The hearing officer will schedule as many cases as can be heard in a single day.

   a. All in-person administrative hearings shall be held at a location established by the City Manager or his/her designee.

   b. The Hearing Officer shall perform his or her duties in appropriate business attire.

   c. All hearing submitted via written declaration shall be held in a timely fashion at the discretion of the Hearing Officer.

6.5 Serve a Notice of Hearing upon the requesting party in accordance with the laws and administrative regulations governing the service of a notice of hearing for the particular citation(s).

6.6 Prepare a written decision and determination of findings on all cases that will be sent to the City’s Authorized Representative or Processing Agency, in accordance with the time limits and other requirements of the applicable laws and/or administrative regulations governing the particular citation(s).

6.7 All administrative hearings shall be conducted in an independent, objective, fair and impartial manner and the Hearing Officer shall render his or her decision without any influence from any City of Indio employee or official.

6.8 All administrative hearings shall be conducted in compliance with Federal, State and the City of Indio Code of Ordinances and local regulations, as applicable.

6.9 Provide all necessary administrative services, to include but not limited to:

   a. Track case files.

   b. Promptly respond to City of Indio staff and customer inquiries regarding status of cases.
c. Manage all files and documents including package case files for return to the City or Processing Agency (as applicable).

SECTION 7: REQUIREMENTS

The information requested in this section must include information regarding the experience and qualifications of the Bidder demonstrating the competence to perform the services of Hearing Officer. Additional information shall include:

7.1 The Bidder must provide three (3) references as to their quality of services as a Hearing Officer.

7.2 The range and cost of services the Bidder is able to provide as a Hearing Officer.

7.3 The Bidder shall be accessible when needed for a prompt response regarding cases during day-to-day operations.

7.4 The Bidder must show they have no conflict of interest with regard to any work performed or identify any potential conflicts as a Hearing Officer for the City.

7.5 The Bidder must show they have the requirements to be able to obtain and maintain a City of Indio Business License if selected.

7.6 The Hearing Officer must provide proof of a valid policy or policies of Comprehensive General Liability Insurance and Comprehensive Vehicle Liability Insurance.

7.7 Show the depth and breadth of experience and expertise in Administrative Hearing Services.
   a. Comply with State laws governing applicable training, continuing education and certifications for Hearing Officers.
   b. Demonstrate a comprehensive understanding of the City of Indio Code of Ordinances and State of California Laws that fall within the responsibility of the Hearing Officer.
   c. Demonstrate strong written and oral communication skills.

7.8 Understanding of the contractual services required in this RFP.

7.9 Ideally, the Hearing Officer will possess several years of experience in law enforcement and/or other areas of the criminal justice field.

7.10 The Hearing Officer shall have the minimum qualifications as set forth in California Vehicle Code Section 40214(c)(4)(B) to conduct hearings related to parking citations.
7.11 The Hearing Officer must comply with State laws governing training, continuing education and certification whenever applicable. All expenses of training, certification and education shall be at the expense of the Hearing Officer.

**SECTION 8: PROPOSAL FORMAT GUIDELINES**

Interested Bidders are to provide the City of Indio with a thorough proposal using the following guidelines:

Proposal should be typed and should contain no more than 20 typed pages using a 10-point font size, including transmittal letter, but excluding Index/Table of Contents, tables, charts, and graphic exhibits. Each proposal will adhere to the following order and content of sections. Proposal should be straightforward, concise and provide “layman” explanations of technical terms that are used. Emphasis should be concentrated on conforming to the RFP instructions, responding to the RFP requirements, and on providing a complete and clear description of the offer. Proposals, which appear unrealistic in the terms of technical commitments, lack of technical competence or are indicative of failure to comprehend the complexity and risk of this contract, may be rejected.

The following proposal sections are to be included in the Bidder’s response:

8.1 Cover Letter - A cover letter, not to exceed three pages in length, should summarize key elements of this proposal. An individual authorized to bind the contract must sign the letter. The letter must stipulate that the proposal price will be valid for a period of at least 180 days.

8.2 Implementation - Provide a detailed description of the proposed services and the implementation plan to provide those services.

8.3 Experience – Provide detailed information regarding the Bidder’s experience and qualifications including background, training and years and type of experience and include copies of any training certificates related to the Hearing Officer services. In addition provide a list of current agencies where Bidder is providing administrative hearing officer services.

8.4 References – Provide at least three client references.

8.5 Conflicts of Interest – Disclose any past, ongoing or potential conflicts of interest which the Bidder may have as a result of performing the services.

8.6 City and Hearing Officer Roles – Provide a detailed description of specific tasks Bidder will require from City staff. Explain what the respective roles of City staff and Hearing
Officer would be to complete the tasks specified in the Scope of Work as the Administrative Hearing Officer.

8.7 Fee Proposal - Provide the proposed rate for the services to be performed, whether such rate is a flat fee per hearing or an hourly rate. Include any other costs or requested reimbursable charges. If the proposed fee is an hourly rate, the total compensation for all administrative hearing services shall be calculated based upon the proposed hourly rate multiplied by the number of billable hours billed in 1/10 of an hour.

SECTION 9: PROPOSAL SUBMITTAL

9.1 Content of Proposal - The proposal must be submitted using the format as indicated in the proposal format guidelines in Section 8.

9.2 Preparation of Proposal - Each proposal must be prepared simply and economically, avoiding the use of elaborate promotional material beyond those sufficient to provide a complete, accurate and reliable presentation.

9.3 Number of Proposals: Submit 1 original and three (3) copies of your proposal in sufficient detail to allow for thorough evaluation and comparative analysis. The original must be marked “ORIGINAL” and each copy must be marked “COPY.”

9.4 Submission of Proposals is due Friday, September 8, 2017 by 5:00 PM. Complete, written proposals must be submitted in sealed envelopes marked “City of Indio Administrative Hearing Officer Services RFP” and submitted to:

City of Indio
100 Civic Center Mall
Indio, CA 92201

Attention: City Clerk Office – Jason Anderson, Code Enforcement Supervisor

No oral, telegraphic, electronic, facsimile, or telephonic proposals or modifications will be considered unless specified. Proposals received after the scheduled Submittal Deadline will be rejected. Proposals must bear original signatures and figures. Please note that there will be no public opening of proposals.

9.5 Conditions of Proposal Acceptance: This RFP does not commit the City to award a contract or to pay any costs incurred for any services. The City, at its sole discretion, reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any qualified source, or to cancel this RFP in part or in its entirety. All proposals will become the property of the City of Indio and may be subject to the California Public Records Act.
From the date this RFP is issued until a Bidder is selected and the selection is announced, Bidders are not allowed to communicate for any reason with any City employee other than the contracting officer listed above regarding this RFP. The City reserves the right to reject any proposal for violation of this provision. Only written questions will be accepted, and only written responses will be binding upon the City. All written responses will be transmitted to all Bidders.

SECTION 10: EVALUATION AND SELECTION PROCESS

The City Manager or his/her designee shall designate an evaluation committee to review submitted proposals. In reviewing the proposals, the evaluation committee will carefully weigh the following factors:

a. Responsiveness to the information requested in the RFP;

b. The three (3) references as to their quality of services as an Administrative Hearing Officer;

c. The details of the range and cost of services the Bidder is able to provide as an Administrative Hearing Officer;

d. Degree of accessibility when needed for a prompt response for questions or concerns regarding administrative hearings;

e. The Administrative Hearing Officer demonstrates he or she has no conflict of interest with regard to any work performed or identify any potential conflicts as an Administrative Hearing Officer;

f. Understanding of the contractual services required;

g. Depth and breadth of experience and expertise in Administrative Hearing services;

h. Ability to perform the requested services promptly and in a manner that permits the City of Indio and staff to operate in an effective and efficient manner;

i. The Bidder demonstrates he or she will be able to obtain and maintain a City of Indio Business License;

j. Provide proof of valid Workers’ Compensation insurance as required by the State of California and Employer’s Liability Insurance.

The evaluation committee will initially evaluate each proposal. Evaluation will include checking the references of the individuals or firms. The award of a contract, if made by
the City, will be based upon a total review and analysis of the proposal and whose proposal provides the best solution for the needs of the City of Indio for an Administrative Hearing Officer. The committee will transmit its list of Bidders to be interviewed to the City Manager for consideration and any subsequent interview(s). The City Manager shall make the final decision for contract services for Administrative Hearing Officer services.

During the evaluation process, the City reserves the right, where it may serve the City's best interest, to request additional information or clarification from proposing individuals and to permit correction of errors or omissions. Further, the City Manager reserves the right to negotiate a contract with any Bidder.

**SECTION 11: CONTRACT**

The successful individual Administrative Hearing Officer will be required to enter into a Professional Services Agreement with the City of Indio, which will include the requirements of this RFP. The City reserves the right to negotiate the price, terms, and contractual services with the successful Bidder prior to entering into an Agreement. The Agreement will contain provisions requiring the selected Administrative Hearing Officer to indemnify the City and stating that the Administrative Hearing Officer is an independent contractor. Provisions will also be included in the contract which allows the City Manager to terminate the Agreement at his/her sole and entire discretion upon providing notice.