

**2015 EDH Fire
Volunteer Program
Status Update June 2015**

Dashboard:

People:

Volunteer Activity:	<u>May</u>	<u>June</u>	<u>July</u>	
○ Utilization/Purpose				(Need for vol. response)
○ Training – provided				(Training available)
○ Training – Tuesday				(Attendance)
○ Training - Weekends				(Attendance)
○ Call Response/Need				(Response to limited calls for service)
Department Culture*				(Overall morale)
Volunteer Morale				(State of program)
Association Participation				(Attendance for association meetings)
Program Priority				(Not perceived to be operationally critical)
Process:				
<i>EDH Fire – Admin Sponsor Support</i>				(Support by Admin & BC Moreno)
<i>EDH Fire – Line Support</i>				(Support when requested)
Equipment/Technology:				
Equipment availability				(Issues with Type I Engine)
PPE equipment				(Low Inventory to equip Vols)
Active 911 App				(New app. implementation)
Call Status App				(Iam Responding deployment)

- Requires action to bring to operational acceptability
- Requires continued attention to be fully responsive to a positive status
- Responsive to current needs, no immediate action required
- No current data available

*This pertains to overall department culture, participation from all members of the department to participate in community activities – boot drive, senior lunches, 4th of July celebration, concert in the park etc.

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Open Action Matrix: *(not listed in order of priority)*

Activity/Task	Owner	Timeframe	Stakeholders
2015/2016 Reimbursement realignment recommendation (outdated/broken process)	Admin/Vol/Assoc.	Roppolo submitted detailed recommendation to Chief & AD Hoc on 1/15 – waiting on final approval - resubmitted and amended recommendation on 4/14 – Approved by BOD in April – Issue with approved recommendation funding from association will need to come from department. Requires labor law input.	Association, Roberts, & Volunteers
Recruitment plan for 2015	Completed and candidates in onboarding	7 New hires working task books – 6 to be complete by 6/1 8 new hires in EDH Volunteer academy – Graduated on 5/13 – Final Task book skills test for 14 on 7/19. One drop due to medical issues.	All

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New hire task book follow-up	Moreno	Task books deployed to new recruits that did not attend academy- Deployed Task Books now to be issue to academy graduates – final test on 7/19	New hires
Volunteer Turnover Issue	All	AdHoc committee along with BC Moreno working to set new path for 2015 – key to success is utilization and environment – Ongoing – Lost key volunteer to hire by EDH Fire in July; John VanDalen. 4 volunteers recommended for release due to performance. One additional leave of absence due to personal obligations	Dept./Community
Activity/Task	Owner	Timeframe	Stakeholders
DO/FAE program	Open	Open Action participation poor in 13/14 due to time req. – 3 active in task book process: E,	Volunteers

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		Roberts, Stephens, Vail. Professional FC in process from Lodi FD who is a EDH resident	
Call Status tracking App - IamResponding	Moreno/Roppolo	I am Responding fully deployed...utilization improving – some connectivity issues/admin utilization ongoing	Volunteers/Chief officers
Operations policy refinement – Use of Volunteers for coverage	Chief Officers	Open Action – BC’s trying to pay attention to response and use – discussed at AdHoc meeting. Topic for staff meeting – Continued focus and dialogue – fire season will challenge resources issues with tone out timing. June and early July above average calls for service – Fires and Covers. Being covered but burn out is a worry.	Volunteers

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Updated Volunteer plan -2015/2016	Moreno completed plan – reviewed with input from Ad Hoc committee and Chief Officers	Issue of shift BC having time to fully administer plan...options to support under evaluation – Use of Neil Hillel for logistic support being put in place as of 4/1 – starts on 5/19 – Has helped solve PPE issue.	Volunteers and community
Plan to re-vitalize program and morale	Moreno/Vol and Chief Officers	Work in progress - Latrobe turnover now an issue, Rescue has not been addressed or progress on Apprentice program Open – Latrobe down to (1) volunteer a WT driver only	Community and program
Rethink call response/utilization process	Roppolo/Moreno – closed out	Recommendation submitted by Roppolo on 1/2 Incorporated into new Vol plan. BC Moreno created cards for volunteers for quick reference - complete – Completed	Community and program

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Activity/Task	Owner	Timeframe	Stakeholders
Officer Development	Open	One recent retirement/One leave of absence – - Issue is open and has critical impact on Station coverage and response	Community and program
EDH BOD knowledge of program status	Lt's – update at BOD meetings	Now on agenda as standing item – report outs dependent on schedules - Ongoing	BOD
Budget for 2015/2016	Need to plan for current safety gear gaps – in progress	Are unable to outfit all new volunteers with full complement of safety gear at this time – Chief approved emergency gear order to outfit volunteers pre-fire season – Completed some # of volunteers will require new turnouts in 2015/2016 budget cycle	Moreno/Budget
Volunteer Engine availability at 85	Chief Officers	BC's will need to monitor engine availability for volunteers. Latrobe equip issues, dept.	Volunteers

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		<p>equipment downtime etc. Can leave Station 85 without Vol Engine – Operational implications. Improvement, impact of 8572 to Latrobe Station 91 limits Type I reserve rigs...downtime of fleet impacts availability of only one reserve Type 1 8570.</p>	
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Lexipol – Fire Policy Manual

Summary:

With each passing year, California employment law becomes more and more complex. Last fiscal year we began research on updating our policy manual to a comprehensive web-based system that is easy to use and understand but fully defensible when legally challenged. These efforts will reduce the liability for the organization and its personnel.

After extensive research, we were able to find only one organization that provides what we were looking for in a fire department policy manual. Lexipol provides customizable, state-specific, web-based policy manuals with an integrated training component to help departments operate more efficiently and effectively. District Counsel Cook advises that due to the unique character of this product and the single supplier, a public bid process is not required. The Lexipol system was previously discussed with the Board and was included in the Preliminary Budget.

Some benefits of the Lexipol System include:

1. Lexipol provides comprehensive policies written by legal and fire professionals.
2. Lexipol experts constantly monitor major court decisions, legislation and emerging trends affecting fire service operations and provide immediate policy updates in response.
3. The Lexipol system allows cross-referencing to any accreditation standard.
4. The Lexipol system is 100% web-based with no software to purchase or maintain.
5. Lexipol supports policy manual training to the department with their DTB (Daily Training Bulletin) which provides comprehensive training on department specific topics to help firefighters learn the content of the department's policy manual along with the practical applications of the policy. This system also logs the training on each policy for each participant maintaining a permanent record.
6. Lexipol provides automated tools to ensure consistency between policy and training materials.
7. The Lexipol system is proven with multiple departments throughout California. (See attached list of current users.)
 - a. Extensive reference checks done with similar departments. All comments came back very positive regarding Lexipol and their product. Departments marked with an (*) on the provided list of current users were contacted for reference.

8. The District's personnel counsel (Best, Best & Krieger) is familiar with the Lexipol system and highly recommends its acquisition.
9. See attached "California Fire Policy Manual" sample.

Fiscal Impact:

The following costs were budgeted for and approved in the 2015/16 preliminary budget:

➤ Startup costs year one (implementation)	\$15,900.00
➤ First year subscription	\$ 8,700.00
➤ Additional staff time for implementation (4 months)	<u>\$ 8,000.00</u>
➤ TOTAL COST FIRST YEAR	\$32,600.00
➤ Annual cost after year one	\$ 7,250.00

Recommendation:

Staff recommends entering into an agreement with Lexipol to transition our policy manual to their web-based product and enroll our personnel in the Daily Training Bulletin program as described above.

Lexipol Current Users Listing

Upland FD-CA
Lake Valley FPD-CA*
Rincon Valley FPD-CA
Nevada County Consolidated District-CA
Tulare FD-CA
Diamond Springs - El Dorado FPD-CA*
Univ of California Davis FD-CA
Penn Valley FPD-CA
Tiburon FPD-CA*
Merced FD-CA*
Colton FD-CA
Russian River FPD-CA
San Rafael FD-CA
Livermore-Pleasanton FD-CA*
Napa County FD-CA
Novato FPD-CA*
Sonoma Valley Fire & Rescue-CA
Fairfield FD-CA
Palo Alto FD-CA
Santa Maria FD-CA
California City FD-CA
Loma Linda FD-CA
Calexico FD-CA
Orange FD-CA
Patterson FD-CA
Lakeside FPD-CA
Santa Clara FD-CA
French Camp-McKinley FPD-CA
Davis FD-CA
Schell-Vista FPD-CA
Montclair FD-CA
North Tahoe FPD-CA*
Watsonville FD-CA
Manteca FD-CA
La Verne FD-CA
Fremont FD-CA
Ross Valley FD-CA
Rancho Cucamonga Fire District-CA
South Lake Tahoe FD-CA
San Jose FD-CA
Sanger FD-CA
Windsor FPD-CA
Cathedral City FD-CA

Murrieta FD-CA
Healdsburg FD-CA
San Gabriel FD-CA
South San Francisco FD-CA
Ontario FD-CA
Los Banos FD-CA
Arcata FPD-CA
Santa Clara County Central FPD-CA
Borrego Springs FPD-CA
Kenwood FPD-CA
Bonita Sunnyside FPD-CA
Pasadena FD-CA
Visalia FD-CA
Downey FD-CA
Belmont FD-CA
Ceres FD-CA*
Orange FD-CA
Lakeport FPD-CA
Menlo Park FPD-CA*
East Bay Regional Park District FD-CA
Milpitas FD-CA
Monterey FD-CA
Anaheim Fire & Rescue-CA
Porterville FD-CA
National City FD-CA
Sierra Madre FD-CA
Calistoga FD-CA
Dinuba FD-CA
Redwood City FD-CA
Southern Marin FD-CA
Long Beach FD-CA
Kings County FD-CA
Salinas FD-CA
Santa Rosa FD-CA
Truckee FPD-CA
Zayante FPD-CA
Chino Valley FD-CA
Monterey Park FD-CA
Hermosa Beach FD-CA

EL DORADO HILLS FIRE DISTRICT

Request for Proposal

SECTION 1 – INTRODUCTION

The El Dorado Hills Fire District (“District”) is accepting proposals from qualified consultants (Proposer) to research, write, and produce a Community Risk Assessment, Standards of Cover Document, and a Facilities Master Plan for the El Dorado Hills Fire Department. The intent of the District is to hire a qualified consultant that can offer the highest quality service at the lowest overall cost to the District.

The Community Risk Assessment, Standards of Cover Document and Facilities Master Plan are intended to prepare for future needs based on nationally recognized guidelines and best practices, federal and state mandates, and pertinent local and regional operating procedures.

The El Dorado Hills Fire District is an independent California special district that provides fire and emergency medical services to a portion of the unincorporated area of El Dorado County. The District recently annexed the neighboring Latrobe Fire District, significantly increasing the District’s size. The District currently operates five (5) fire stations. The District encompasses approximately 80 square miles and serves an estimated population of 47,000 people. The El Dorado Hills Fire Department provides fire suppression, emergency medical, paramedic ambulance transport, technical and heavy rescue, fire prevention, and public education services to a predominately suburban community that still retains large areas that are rural or agrarian in nature.

SECTION 2 – PROPOSAL SUBMISSION

Release Request for Proposal	July __, 2015
Deadline for Proposer Questions	August __, 2015 at 4:00 PM PDT
Proposals Due	August __, 2015 at 5:00 PM PDT
Presentation/Interview	August __, 2015

The District will endeavor to administer the proposal process in accordance with the terms and dates outlined; however; the District reserves the right to modify the activities, timeline, or any other aspect of the process at any time, as deemed necessary.

RFP and Attachments

This Request for Proposal (RFP) in its entirety is available on the District’s website at www.edhfire.com. It is the Proposer’s responsibility to check back on the website for any addenda that may be issued prior to the proposal due date.

Inquires

All inquiries related to this RFP are to be directed, in writing, to Chief Roberts, at droberts@edhfire.com. **All inquiries must be received by 4:00 PM, PDT, Friday, August __, 2015.** Inquiries will be answered via e-mail. Information obtained from any other source is not official and should not be relied upon by respondents.

Submission

Submit one signed original, six (6) copies, and an electronic CD version of the proposal. Mark the original "MASTER COPY". If discrepancies between two or more copies of the proposal are noted, the Master Copy shall be used as the basis for resolving any discrepancies. All proposals, whether accepted or rejected, shall become the property of the District upon submission.

Proposals must be received no later than 5:00 PM Pacific Daylight Time, on August ____, 2015. Proposals received after this time and date will not be considered. Faxed or electronic proposals will not be accepted. Proposals must be submitted to:

Chief David Roberts
El Dorado Hills Fire Department
1050 Wilson Boulevard
El Dorado Hills, CA 95762

SECTION 3 – SCOPE OF SERVICES

Services to be Provided

1. Complete a Community Risk Assessment and Standards of Cover Document for the El Dorado Hills Fire Department to include, but not limited to the following:
 - a. Describe community served.
 - b. Full evaluation and description of community risks to include all risk categories with "heat mapping" identifying the different risks per zone.
 - c. Review services provided, and identify areas that are underserved.
 - d. Complete analysis of existing station location and apparatus deployment.
 - e. Review community expectations and performance goals.
 - f. Complete analysis of current operations.
 - g. Review historical system performance.
 - h. Establish performance objectives, including measures, objectives, and compliance methodology.
 - i. Develop viable alternatives for providing emergency and non-emergency response services with the geographic and financial resource limitations of the El Dorado Hills Fire Department, if any.
 - j. Utilizing all available information develop a Standards of Cover Document for the District.
2. Review the current Training Center plan and incorporate the training center into the Master Facilities Plan.
3. Complete a Master Facilities Plan for the El Dorado Hills Fire Department detailing anticipated Facilities and equipment needs over the next five (5) years, ten (10) years and buildout timelines.
4. Review the El Dorado Hills Fire Department's Strategic Plan and develop recommended improvements.

5. Provide training and education to the identified members of the District on best practices to implement the recommended actions within the Standards of Cover, Strategic Plan, and Master Facilities Plan.

SECTION 4 – RFP PROCEDURES

Evaluation of Proposals

All proposals submitted will be reviewed by an evaluation panel. Overall responsiveness to the RFP is an essential factor in the evaluation process. At the completion of the proposal review, top ranking Proposers may be asked to provide a presentation and demonstration of services and product. Additional information may be requested at that time.

The panel will recommend to the District Board of Directors the provider that best fulfills the District's requirements and represents the best value to the District. No single factor will determine the final award decision.

Determination of best value to the District shall be based upon, but not limited to, the following:

1. Qualifications and experience researching, writing, and producing Community Risk Assessment, Standards of Cover and Facilities Master Plans.
2. Performance (quality and efficiency) producing Community Risk Assessment, Standards of Cover and Facilities Master Plans to government agencies with similar services and size to the District.
3. Industry knowledge of Community Risk Assessment, Standards of Cover and Facilities Master Plans.
4. Service availability, ease of process, customer service, and convenience.
5. Proven systems in place for timely communication and follow-up.
6. Ability to provide efficient, user-friendly services and support.
7. Cost.

Terms of Agreement

1. The evaluation panel will recommend a provider to the District Board of Directors along with the pricing and contract form delivered during the submission process. If a contract cannot be negotiated for any reason, another provider may be selected.
2. Contractors will be required to obtain, and during the terms of the contract maintain, insurance policies as detailed in Attachment A – Insurance Requirements.
3. Contractors that employ any person or persons to fulfil this contract will be required to have a policy of Worker's Compensation Insurance as required by the Labor Code of the State of California.
4. The successful Contractor shall commence work after the transmittal of a fully executed contract.

SECTION 5 – RFP SUBMISSION REQUIREMENTS

General Information

1. If a service requirement or section of the proposal cannot be met by a Proposer, then “No Proposal” should be indicated in the relevant section of the proposal. An alternative equivalent service may be proposed.
2. If a service is provided by a third party, indicate this clearly in the appropriate section, and include the name of the company that will be providing the service.
3. Provide all costs associated with all requested services and any recommended service enhancements in the Cost Proposal.

Proposal Format

Proposals must follow prescribed format. Do not include any extraneous or marketing material. Proposals shall include sections using the titles as shown below.

Cover Letter

1. Legal name and address of the Proposer
2. Address where contract will be housed
3. Website address of Provider
4. Signature of the individual who is authorized to bind the Provider contractually
5. Confirmation of the receipt of the RFP and all addenda thereto
6. Statement that the proposal is valid for a 60-day period from the proposal due date
7. Name, title, address, telephone number, and e-mail address of the individual to whom correspondence and other contacts should be directed during the selection process.

References

Provide three (3) local government agencies in which Community Risk Assessment, Standards of Cover or Facilities Master Plan development services have been provided that are of similar size, and with similar scope of services as the District. Include the following information for each reference:

1. Contact name and title
2. Name and address of government agency/business
3. Telephone number and e-mail address of contact
4. Services provided by the agency

Written Response

1. Profile – General overview of corporate structure including the unit that will provide support for this contract.
2. Experience – Experience in providing Community Risk Assessment, Standards of Cover, Strategic Planning and Facilities Master Plans, consulting services to public agencies of similar size and services as the El Dorado Hills Fire Department.
2. Qualifications – Qualifications to provide consulting services to the District including, but not limited to, certifications, licenses, professional association memberships, training, knowledge of industry standards, and expertise with the fire service in California and the United States. Describe what sets the provider’s services apart from others.
3. Service Availability – Include hours of operation, and after-hours availability.

4. Process – Explain the process, step-by-step, by which the Community Risk Assessment, Standards of Cover and Facilities Master Plan are developed, and written.
5. Implementation Plan – Plan for implementing the contracted services including proposed timeline and tasks required by the District and the Provider.
6. Service Enhancements – Please include any service enhancements, additional services, or alternate approaches to the requested services, where feasible, which may not be specifically requested, but of benefit to the District.

Cost Proposal

Provide an itemized list of potential procedures and associated costs to fulfil the Scope of Services. Under each, list each procedure that will be included and the associated cost. If there are services offered under a category that are no cost to the District, please indicate the services in the list with N/A for cost. Please include a sample contract form and the signature of the individual who is authorized to bind the Proposer contractually on the Cost Proposal.

SECTION 6 – GENERAL INFORMATION

Notice to Proposer

The RFP does not constitute a contract or offer of employment. The cost of preparation and submission of proposals shall be the obligation of the Proposers.

Rejection of Proposals

The District reserves the right to reject any or all of the proposals and further reserves the right to waive any informalities or irregularities in any proposal. Proposals that do not address the requirements will be considered non-compliant and will not be reviewed or rated.

Protest of Bid Process

Any Proposer who wishes to file a complaint about the bid process, selection process, or method of award may do so in writing. Protest letters must be submitted to the contact person within ten (10) days of awarding the contract.

Discrepancy or Other Errors in RFP

If a Proposer perceives a discrepancy, conflict, omission, or error amongst terms within the RFP or between the RFP and any other relevant documents, the Proposer shall immediately and timely notify the District in writing of the specific problem(s) perceived. Notice of any modification made by the District to relevant documents at issue will be sent to all parties who were sent an RFP and of which the District is aware.

If a Proposer fails to timely notify the District of the perceived error prior to the date and time stated for submission of proposals, the proposal shall be submitted at the Proposer's own risk, and if awarded the contract, the contactor shall not be entitled to additional compensation, damages, or time by reason of any and all perceived errors or their later correction.

Conflict of Interest

A conflict of interest exists wherever an individual could benefit directly or indirectly from access to information or from a decision over which they may have influence and also includes a perceived conflict where someone might reasonably perceive there to be such benefit and influence. A conflict of interest occurs when a staff member or consultant attempts to promote a private or personal interest that results in an interference with the objective exercise of their job responsibilities, or gains any advantage by virtue of his/her position with the El Dorado Hills Fire Department or businesses, consultants, or individuals doing business with the El Dorado Hills County Water District or the El Dorado Hills Fire Department. Conflicts of interest may be real, potential or perceived.

The respondent should disclose conflicts of interest, in writing, to the review committee who will consider the nature of the respondent's responsibilities and the degree of potential or apparent conflict in deciding the course of action that the respondent needs to take to remedy the conflict of interest.

Limitations

The District reserves the right to reject any or all proposals and to waive any and all irregularities to choose the successful respondent and may amend the scope of this RFP at any time and in any manner, which in its opinion, best serves the District's interests. The District expects to complete its evaluation process to select a qualified respondent, but reserves the right to change key dates and action as the need arises. The District intends to award the project to one respondent; however, the District retains the right to award one or more separate contracts to one or more respondents, at the District's sole discretion. The proposals in response to this RFP will become the property of the District and may be used by the District in any way it deems appropriate. The District reserves the unqualified right to modify and/or suspend any and all aspects of the RFP, to request further information from any firm or person responding to the RFP, to waive any defect as to form or content of this RFP or any response thereto, to extend deadlines for accepting responses or accept amendments to responses after expiration of deadlines and to reject any and all responses to the RFP.

No individual or firm responding to this RFP shall obtain any claim or right of action against the District by reason of any aspect of the RFP, defects or abnormalities contained herein, defects or abnormalities in the selection process, the rejection of any proposal, the acceptance of any proposal, any statements, representation, acts or omissions of the District, the exercise of any discretion by the District in connection with any of the foregoing, or any and all other matters arising out of all or any of the foregoing.

The District shall not be obligated to respond to any proposal submitted, nor be legally bound in any manner by submission of the proposal.

The District is not required to accept the lowest price proposal. A variety of factors will be evaluated to determine the most advantageous proposal based on, for example, experience, financial strength, technical capability, costs and performance. All costs of preparing and submitting responses to this RFP shall be borne by the Respondent and not the District.

ATTACHMENT A: INSURANCE REQUIREMENTS

Minimum Insurance

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property that may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, or employees.

Contractor shall maintain limits no less than:

1. General Liability including operations, products and completed operations, as applicable
\$1,000,000 per occurrence for bodily injury, personal injury, and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
2. Errors and Omissions Liability
\$1,000,000 per occurrence or per claim. If protection is accomplished through a "claims made" policy, a 36-month extended reporting period shall be provided.
3. Automobile Liability
\$1,000,000 per accident for bodily injury and property damage. **Deductibles and Self-**

Insured Retention

Any deductibles or self-insured retention must be declared to and approved by the District. At the option of the District - Either: the insurer shall reduce or eliminate such deductibles or self-insured retention as respects the District, its officers, officials, employees, and volunteers; or, the Contractor shall provide a financial guarantee satisfactory to the District guaranteeing payment of losses and related investigations, claim administration, and defense expenses.

Other Insurance Provisions

The general liability is to contain, or be endorsed to contain, the following provisions:

1. The District, its officers, officials, employees, and volunteers are to be covered as additional insured as respects: liability arising out of activities performed by or on behalf of the Contractor; or automobiles owned, leased, hired or borrowed by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the District, its officers, officials, employees, or volunteers.
2. For any claims related to the services provided by the Contractor, the Contractor's insurance coverage shall be primary insurance as respects the District, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the District, its officers, officials, employees or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

3. Any failure to comply with reporting or other provisions of any policies required by this clause, including breaches of warranties, shall not affect coverage provided to the District, its officers, officials, employees, or volunteers.
4. The Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
4. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be canceled, except for non-payment of premium, by either party, except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the District. In the event the policy is cancelled for non-payment of premium, ten (10) days' prior written notice, as stated above, will be given.

Acceptability of Insurers

The insurance company providing coverage must be licensed to do business in the State of California, with an A.M. Best rating of not less than A:VII.

Verification of Coverage

Contractor shall furnish the District original certificates of insurance and endorsement(s) affecting coverage to the District for approval. The Commercial General Liability endorsement shall be a form CG 20 10 11 85, and shall have the required wording. All certificates and endorsements are to be received and approved by the District before work commences. The District reserves the right to require complete, certified copies of all insurance policies required by this section.