



July 6, 2023

**TO:** LOCSD Board of Directors

**FROM:** Ron Munds, General Manager

**SUBJECT: Agenda Item 7E – 07/06/2023 Board Meeting**  
Approval of the Release of a Request For Proposal (RFP) for a Standard of Cover Study to Evaluate Fire and Emergency Services in Los Osos

**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

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**Battalion Chief**  
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**STAFF RECOMMENDATION**

This item will be approved along with the Consent Calendar unless it is pulled by a Director for separate consideration. If so, Staff recommends that the Board adopt the following motion:

- 1. Approve the Request for Proposal as presented; and**
- 2. Authorize the General Manager to solicit proposal submittals according to the terms and timeline in the RFP; and**
- 3. Direct the General Manager to return to the Board for approval and award the contract at the September 7, 2023 meeting.**

**Discussion**

District staff has been moving forward with developing a strategic plan for emergency services for the community. It became apparent that outside help was needed to evaluate 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. With the help of Chief Provence, staff was able to find an example RFP to help develop a scope of work for consultant services for a Standard of Cover (SOC) study (attached).

The SOC study 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. The SOC will also include analysis and recommendations for the future improvement of services to the community. The “Final Report” section of the RFP summarizes what will be provided by the consultant at the end of the project.

Staff is requesting that the Board approve the release of the RFP with the schedule as follows:

<b>ACTION</b>	<b>DATE</b>
Proposals Due	August 7, 2023
District Review of Proposals	August 11, 2023
District Recommendation of Selected Firm	August 18, 2023
Board Meeting to Award Contract	September 7, 2023
Consultant Notice of Award of Contract	September 8, 2023
Notice to Proceed	September 25, 2023

As Indicated, staff will return to the Board for approval of a contract at the September 7, 2023 Board meeting.

**Attachment**

Standard of Cover RFP

# **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 August 7, 2023, by 3:00 pm**

Submit Requests to:

Ron Munds, General Manager

2122 9<sup>th</sup> St. Ste. 110

Los Osos, CA 93402

[rmunds@lososocsd.org](mailto:rmunds@lososocsd.org)

# LOS OSOS COMMUNITY SERVICES DISTRICT

## STANDARDS OF COVERAGE

### REQUEST FOR PROPOSALS

#### **BACKGROUND**

The Los Osos Community Services District (LOCSO) funds fire and emergency services for the community of Los Osos. LOCSO has contracted with San Luis Obispo County Fire Department to provide those services since 2004. San Luis Obispo County Fire provides all-risk fire protection, emergency medical and community risk reduction services to approximately 15,000 residents. The Fire Department responds to approximately 2,676 calls for service per year.

With a service area of approximately 58 square miles, Los Osos is fairly isolated with the closest urban population being the City of Morro Bay which is approximately 3 miles away. The majority of the community is within the Wildland Urban Interface and is bounded by Montana De Oro State Park, Morro Dunes Ecological Reserve, Los Osos Oaks State Natural Reserve, Morro Bay State Park, and Diablo Canyon Nuclear Power Plant.

San Luis Obispo County Fire and LOCSO serves a diverse area of single-family homes, multi-residential buildings, retail and business districts and hotels. There are only 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, tsunami, nuclear event, flood, or earthquake.

There is one fire station, Station 15, which has 8 contracted full-time positions (3 Fire Captain Paramedics and 5 Fire Apparatus Engineer Paramedics) and up to 25 part-time reserve Firefighters. The top-ranking person of the Department is the San Luis Obispo County Fire Chief who is supported by an Assistant Chief, Battalion Chief and Office Technician. Daily staffing consists of 1 Paramedic Engine company, and 1 Paramedic Squad, 24 hours a day, every day.

Additional services provided by San Luis Obispo County Fire include, personnel management budget and accounting services, grant application and management, communications system coordination, training officers, fire prevention and pre fire planning staff, automotive maintenance personnel, reserve fire apparatus, and supplemental fire apparatus and personnel at emergency incidents as needed.

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 LOCSO 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/Standard 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.

### **DRAFT AND FINAL REPORT**

The work shall include:

1. Draft and 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 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. The recommended meeting schedule should include a presentation of the final report to the Board of Directors which can also be via a virtual meeting platform if needed.

## **DELIVERABLES**

Consultant shall prepare a draft report, a final report and deliver one presentation to staff and elected officials at a regularly scheduled LOCSD Board meeting. 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. Anticipated/expected schedule and timeline.
4. Project team resumes.
5. A pricing proposal in the following format: A single fixed 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**

Proposals will be evaluated based on the following criteria:

1. The ability, capacity, and skill of the Proposer.
2. Level of Department Staff involvement required to complete the project.
3. The Proposer's record on performances of previous contracts.
4. Any referrals or comments regarding the Proposer made by knowledgeable persons familiar with the Proposer and/or the Proposer's business, industry, or finances.
5. Staff with expertise and overall experience of personnel assigned to the work.
6. Responsiveness to requirements 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 select the most 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 District 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**

<b>ACTION</b>	<b>DATE</b>
Proposals Due	August 7, 2023
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### **SUBMITTAL DEADLINE**

Please submit your response electronically via email, USB flash drive and/or mail no later than the business day of **Friday August 7, 2023, by 3:00 pm.** Email to [rmunds@lososocsd.org](mailto:rmunds@lososocsd.org) and mail (3) hard copies to **2122 9<sup>th</sup> Street, Los Osos, CA. 93402.**

### **CONTACT INFORMATION**

All questions regarding this project should be directed to Ron Munds, General Manager, via email at [rmunds@lososocsd.org](mailto:rmunds@lososocsd.org). All questions must be submitted no later than **Friday July 21, 2023, by 12 noon.** All questions will be answered by **Friday July 28, 2023, by 5:00pm.**