



## Snohomish County Licensing

*A Division of the Auditor's Office*

**Carolyn Weikel**  
County Auditor

**Clifton Harty**  
Licensing and Recording Manager

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## **REQUEST FOR VEHICLE AND VESSEL LICENSE SUBAGENCY BUSINESS PROPOSAL**

Posting Date: October 11, 2019

Closing Date: November 13, 2019

### **Application Packets Available at:**

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Snohomish County Auditor's Office  
First Floor, Administration West Building  
3000 Rockefeller Avenue, Everett, Washington 98201.

Online: <https://www.snohomishcountywa.gov/268/Vehicle-Vessel-Licenses> - click on banner at top of page.

### **Return Proposals by mail, email or physical delivery:**

All proposals must be received no later than 4:30pm on November 13, 2019. Fax proposals will not be accepted. Mailed and hand delivered proposals are considered received when date-stamped by the Auditor's Office. Emailed proposals are considered received based on the time the full proposal is received by the Licensing and Recording Manager.

Snohomish County Auditor's Office  
Attn: Clifton Harty, Licensing and Recording Manager  
3000 Rockefeller Avenue, MS 306  
Everett, Washington 98201.

Email: [Clifton.Harty@Snoco.org](mailto:Clifton.Harty@Snoco.org)

### **Service Area Description**

This subagency will serve the Bothell/Mill Creek area of Snohomish County. Situated between the Woodinville Snohomish Road on the east and Highway 405 on the west, the area begins at 164<sup>th</sup> St. SE in the north and extends south to end at the Snohomish County border with King County.

A reference map of the service area is included in the application materials.

### **Equal Opportunity**

The Department of Licensing provides Equal Opportunity when appointing subagents. We encourage all qualified persons, including members of protected groups under applicable state and federal law to apply.



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# **Snohomish County Auditor's Office** **Request for Proposal** **Licensing Subagency for the Bothell/Mill Creek Area**

## **Snohomish County**

Snohomish County is located on the Puget Sound, between Skagit County to the north and King County (and Seattle) to the south. Covering 2,090 square miles, it is the 13<sup>th</sup> largest county in total land area in Washington and the third most populous county with approximately 800,000 people.

The Auditor's Office is located in the Administration West Building and Robert J. Drewel Buildings at the Snohomish County main campus at 3000 Rockefeller Avenue in downtown Everett, Washington. The Auditor's Office oversees county election services, animal services, legal document recording and vehicle and vessel licensing. Vehicle and Vessel services are available in the Robert J. Drewel Building, on the first floor in the Customer Service Center. The County also oversees 16 subagencies that provide services throughout the populated areas and provides direct licensing services on a limited basis in the Town of Darrington.

## **Purpose and Background of Subagents**

### **What is a Subagency?**

Subagents are appointed by the State for the purpose of providing vehicle and vessel title and licensing services to the public. A subagency may provide other appropriate services in the business that are allowable by law or by policy. The use of subagents makes licensing services more convenient to the public by offering services in local communities in addition to the Snohomish County campus in Everett.

A subagency is not a typical business and there are no owners in the usual sense. The appointment cannot be sold, traded or otherwise transferred to a different person or persons. If the appointee is an established business at the time of application, the owners of the business are the appointees.

### **What are the Levels of Authority?**

The Washington State Department of Licensing (DOL) is charged with the responsibility of overseeing the licensing and titling of vehicles and vessels. DOL has been authorized to appoint agents (County Auditors) and subagents to assist them in performance of these duties.

Agents (County Auditors) report directly to DOL and subagents report directly to their respective County Auditors. The number of subagents for a particular county is determined primarily by the population and business need in that county. Subagents are recommended by the agent through a competitive proposal process.

The agent is responsible for training, monitoring, oversight and auditing of the subagents in their jurisdiction.

### **What is the Nature of the Work?**

Operating a vehicle and vessel licensing subagency is a public service and as a subagent you will provide important government services directly to the public. The subagency must provide full vehicle and vessel licensing services, including:

- Preparing/processing ownership documents for vehicles/vessels and issuing duplicates for the same;
- Processing annual renewals of vehicle/vessel licenses and issuing duplicates for the same;
- Preparing permits, tonnage and specialized registrations (i.e., farm vehicles, snowmobiles);
- Calculating, collecting, depositing and reporting of associated fees;
- Receiving and controlling all accountable inventory associated with licensing; and
- Providing all services related to disability parking privilege transactions.

### **What does DOL provide?**

Subagencies are privately operated, but not completely autonomous organizations. DOL provides many tangible items and support services, including:

- Written policies and procedures for how to conduct transactions;
- A state licensing software system;
- Desk computers connected to a secure statewide system;
- Internet access;
- Printers and paper;
- Forms and specialized paper;
- Accountable inventory, including license plates, tabs, placards and permits;
- Employee training and certification services;
- Technical support.

### **What does the Subagency provide?**

The owner of the subagency must provide the remaining business needs, some of which must meet specific conditions as set out by DOL, including:

- An adequate, secure office space with sufficient and convenient public access and parking that meets ADA accessibility requirements.
- Adequate staff, in terms of numbers and training, to meet public demands for service.
  - o Staff must be tested and qualified by the Agent before independently processing licensing and titling transactions on the statewide software system (DRIVES). This requires training, experience and successful testing.
  - o Staffing levels must be sufficient to ensure the public is served in a timely manner.

- Staff must attend continuing education training sessions throughout the year to maintain certification.
- Basic business equipment, such as phones, calculators, work space, and cash drawers.
- Insurance or bond coverage from a Washington authorized insurance company or surety business.
- A checking account at a local bank or credit union in the name of the Department of Licensing, Agency Account, subagency name. Signatures on the account must include representative of DOL, agent and subagent. The bank or credit union must accept electronic withdrawals and deposits.

### **How is the Subagent Paid?**

Subagents receive a fee per transaction completed. Per current law, the fees retained by the subagent are \$15 for each title and \$8 for each registration renewal as well as fees for other licensing transactions.

The subagent collects fees on behalf of the subagent, the county and state. Fees collected for the state and county are electronically withdrawn from the subagents authorized bank account directly by the state and county. The state performs an electronic withdrawal on a daily basis, and the county withdrawals its fees up to three times per week.

### **Subagency Application Checklist**

All application package material, whether emailed, mailed or hand delivered, must be received in the Auditor's Office, First Floor Administration West Building, 3000 Rockefeller Avenue, Everett, WA 98201 by the due date of November 13 2019. Late, faxed or incomplete applications will not be considered. Emailed proposals are considered received when the entire proposal is received by the Licensing and Recording manager at [Clifton.Harty@Snoco.org](mailto:Clifton.Harty@Snoco.org).

Please provide the information in the following order:

1. Vehicle/Vessel Licensing Subagent Application (attached). This application must be completed and signed by all applicants.
2. Business Proposal.
  - a. Background Experience (for each applicant)
  - b. Business Proposal.
  - c. Proposed Business Site/Facility.
3. Finalists must complete a background check and consumer credit report.

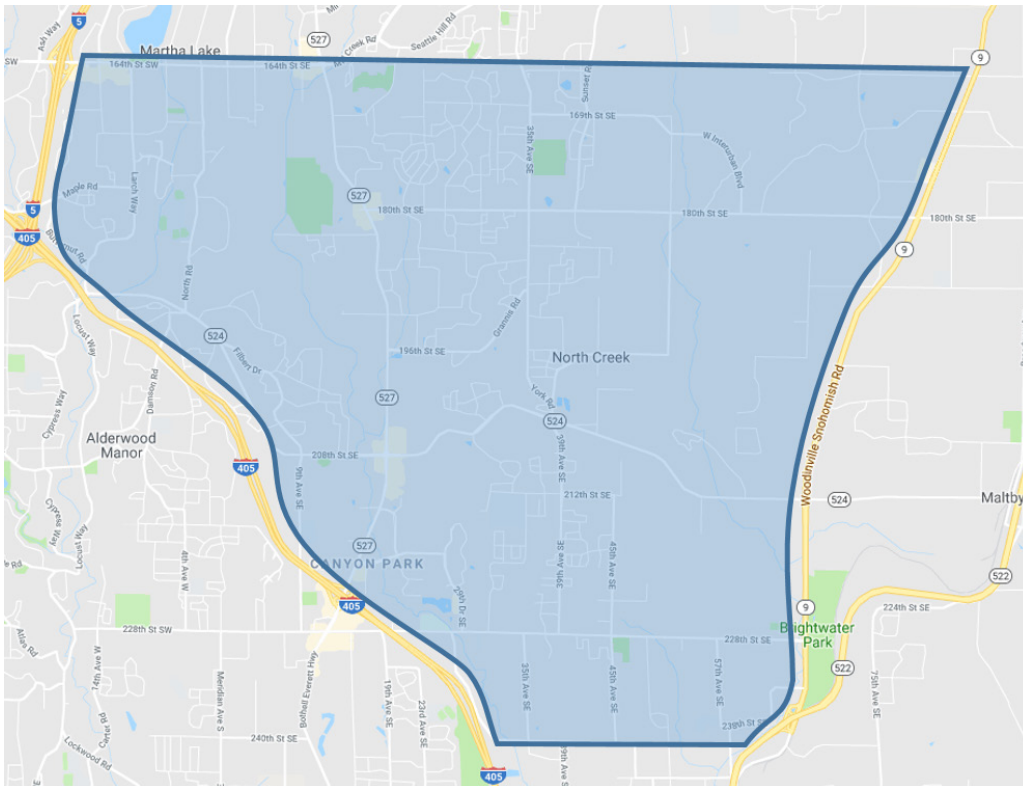
## Subagency Specific Information – Bothell/Mill Creek Area

This appointment is a replacement subagency that will operate in the same general area and serve the same clientele as the previous subagency.

### ***Physical location:***

This subagency will serve the Canyon Park and North Creek areas of South Snohomish County. Situated between the Woodinville Snohomish Road on the east and Highway 405 on the west, the area begins at 164<sup>th</sup> St. SE. in the north and extends south to end at the Snohomish County border with King County.

A map is included for reference:



### ***Staff Requirements:***

Thirteen trained staff are estimated to be needed for this subagency, including management positions. This estimate is based on the transaction history of the current subagent for this area.

### ***Number of Work Stations:***

Ten authorized workstations are estimated to be needed for this subagency. This estimate is based on the transaction history of the current subagent for this area.

**Hours of Operation:**

This subagency must be in operation, at a minimum, during normal business hours (9am to 5pm), Monday through Friday and a minimum of four hours on Saturdays. Subagencies observe the state holiday schedule for closures.

**Bonding/Insurance Requirements**

Subagents must obtain and maintain a current proof of insurance or a bond from a Washington authorized insurance company or surety business. The coverage must be set up to provide payment in full for any single or catastrophic loss of state property, including the following: (1) inventory, (2) equipment, (3) revenue collected for titling and licensing activities, and (4) local fees. This policy must have a deductible of \$2,500 or less unless covered by Snohomish County’s blanket policy.

**Transaction Counts:**

Below are the transaction counts for the current subagency:

<b>Year</b>	<b>Title Transactions</b>	<b>Renewal/Permit Transactions</b>
2017	80,796	72,058
2018	76,233	76,119
2019	65,937	59,131 (Jan 2019 - September 2019)

**Evaluation Criteria**

All applications will be reviewed by a committee based on the following criteria:

1. Resume and professional experience (please provide one for each applicant).
2. Business proposal completeness.
3. Ability to bond and meet insurance requirements.
4. Letters of Recommendation.
5. Customer service experience.
6. Connections to the target community.

The top candidates will be invited for in-person interviews with the review committee. Finalists will be asked to complete a background check and a credit check before considered for the subagency appointment.

## Licensing Subagency Business Proposal

### **A. Employment and Business Ownership Experience**

Please give specific, detailed descriptions of the experience of each individual candidate and explain how this experience qualifies you, individually or collectively, to operate a subagency contracted to perform government vehicle and vessel licensing services. All statements must be verifiable. References for finalists will be contacted by Snohomish County.

1. Resume or curriculum vitae that lists, at a minimum, ten years of work history. A resume for every applicant must be submitted and must contain the following:
  - a. Work History.
    - i. Place of Employment.
    - ii. Length of Employment.
    - iii. Description of Job Functions.
    - iv. Management and Supervisory Experience.
      1. Number of employees supervised.
      2. Skills that are relevant to owning and operating a subagency (ex. Hiring, financial management, etc.).
      3. Nature of work.
      4. Length of experience.
      5. Name of business where experience was gained.
  - b. Education Background.
    - i. Name, location and graduation date of each institution.
    - ii. Degree/Certificate Received.
    - iii. Major/minor/concentration.
    - iv. Awards, publications or major projects.
  - c. Skills.
    - i. Computer system proficiencies (ex. Microsoft Office, QuickBooks, DRIVES, etc.).
    - ii. Other skills that relate to the job but not included elsewhere in resume.
  - d. Volunteer Work.
    - i. Name and location of volunteer organization.
    - ii. Dates of your volunteer work.
    - iii. Achievements.
2. Business Ownership Experience Narrative – please describe in detail the business ownership experience of all candidates.
  - a. Type of business: what services or product did your business provide?
  - b. Role: what was your role in the business?
  - c. Size of the business:
    - i. Average number of transactions.
    - ii. Number of full time and part time employees.
  - d. Name and location of business.
  - e. Dates of ownership and reason for sale (if sold).
  - f. History of employee theft or embezzlement.
  - g. Describe the reasons for the success or failure of the business.

3. Financial Experience Narrative - please detail previous experience of all candidates in the following areas:
  - a. Financial and strategic business planning (creation and implementation).
  - b. Auditing and compliance: reviewing internal practices to ensure compliance with applicable laws and regulatory guidelines and correcting audit findings.
  - c. Any other relevant financial management experience (such as bookkeeping, experience levels with financial management systems, etc.).
4. Community Relationship.
  - a. List your relationship to the community that this subagency will serve.
  - b. List community organizations of which you are a member (i.e. Chamber of Commerce, Rotary, Neighborhood Watch, etc.).
    - a. Describe your level of participation.
  - c. List any community support that you provide.
    - a. Youth/team/other sponsorship.
    - b. Charitable contributions.
  - d. List volunteer activities in which you participate.
5. Letters of Recommendation.
  - a. Customer Recommendation – knowledge of your customer service abilities (1).
  - b. Banking Recommendation – knowledge of your financial solvency (1).
  - c. Professional Recommendation - knowledge of your management/supervisory skills (1).
  - d. Licensing Recommendation – knowledge of your vehicle/vessel licensing experience (1).

## **B. Subagency Business Proposal**

1. Financial Plan – Please give specific, detailed descriptions.
  - a. Financial and strategic planning: provide a financial plan for the subagency and how you will implement it.
  - b. Auditing and compliance: provide a plan that outlines practices and policies that will ensure subagency compliance with Washington vehicle/vessel laws, DOL vehicle/vessel policies and procedures and other regulatory guidelines. Explain your process for making improvements to internal processes and transactions to cure any found deficiencies.
  - c. Cash flow management: outline the projected income and expenditures for this subagency for the first three years.
2. Staffing Requirements.
  - a. List the number of full and/or part time employees you expect you will need for this subagency.
  - b. Describe your experience hiring employees.
  - c. Describe the qualifications and qualities you look for when hiring employees.
  - d. Discuss your planned level of personal involvement with the subagency. Will you work full time, part time, hire a manager, etc.?
  - e. Identify potential employees with licensing experience that you will be employing at the new subagency and list each employees level of certification and experience.
3. Bonding/Insurance.
  - a. List prior or current bond(s) or business insurance policies held by you.



- b. List any time in the past ten years you have been denied a bond or insurance and describe the circumstances surrounding such denial.
  - c. List any claims made against any bond(s) or insurance policies held by you, including employee theft or embezzlement.
  - d. Include a letter from a Washington authorized insurance company or surety business stating that you are eligible for either insurance or a bond that will provide payment in full for any single or catastrophic loss of state property, including inventory, equipment, revenue collected for titling and licensing activities and with a deductible of \$2,500 or less.
4. Additional Services Offered at Subagency.
- a. If other services will be offered in addition to DOL subagency services, please answer the following:
    - i. Is this an existing private business or service?
    - ii. Is this a newly planned service(s)?
    - iii. Are these additional government service(s)?
    - iv. Is there any potential conflict between DOL services and any proposed additional services?

**C. Proposed Business Site** - more than one proposed site can be submitted as part of this proposal. A separate profile must be provided for each proposed site/facility.

- 1. Location (address and nearest major intersection).
  - a. Office size (total square footage).
  - b. Submit a floor plan that shows the following:
    - i. Adequate work space for employees, workstations, required inventory items, supplies and forms. The layout must comply with the provision of the Americans with Disabilities Act (ADA and ADAAA).
    - ii. Sufficient customer waiting area to accommodate high volumes of business.
    - iii. Sufficient display areas that provides customer access to licensing related publications (brochures, applications, posters, etc.).
    - iv. Workstation locations.
    - v. Counter height and length.
    - vi. Data line entry location.
    - vii. A dedicated power source.
    - viii. A secure storage area.
  - c. Accessibility of parking lot and entry into location/facility.
    - i. Include a description of how the site is arranged to ensure it complies with the provisions of the ADA. Show how the proposed location is easily accessible to the public.
    - ii. List the number of public parking spaces available.
    - iii. Include a diagram of the number of ADA accessible parking spots available.
  - d. Security.
    - i. Describe the area in the proposed location that is inaccessible to the public where money, accountable inventory and licensing documentation will be securely stored.
    - ii. Clearly indicate on the floor plan how the location restricts access to DOL equipment to authorized personnel only.

e. Signage.

- i. Describe the proposed placement of internal and external signage for your proposed subagency.

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