



Notice of Request for Proposals

Vehicle/Vessel Licensing Subagency – Cashmere Area

The Chelan County Auditor is accepting written business proposals to operate a vehicle/vessel licensing subagency in the Cashmere area of Chelan County. Request for Proposal packets are available online at the Chelan County Auditor website or by contacting the Official Contact listed below.

Attached is an outline of the subject areas to assist you in your subagency proposal. The proposal should include and address each specific area.

Please note that we are requesting a proposal and do not require any contracts or obligations that are binding at this point. This document and the associated materials constitute an invitation to submit proposals only, and do not represent an offer to contract. The Chelan County Auditor and the Washington Department of Licensing (DOL) reserve the right to reject any proposals and to waive informalities.

Once submitted, your proposal will be part of a competitive appointment process. It is important to answer all subject areas completely and thoroughly and give specific details. Successful applicants in the written business proposal process will be scheduled for a personal interview and site review.

Expected Outcome: Chelan County will recommend a candidate to the Director, State of Washington Department of Licensing, who then makes the final subagency appointment. The Department of Licensing provides Equal Opportunity when appointing subagents. We encourage all qualified persons to apply, including members of protected groups under applicable state and federal law.

Applicants must carefully examine this notice and associated documents. Submittal of a proposal shall be conclusive evidence that the applicant has made these examinations and understands all requirements for performance as an appointed subagent.

Objections to errors or omissions in the materials must be brought to the attention of the Official Contact, in writing, before the submission of proposals. Failure to notify the Official Contact of such errors or omissions before the applicant's submission of a proposal constitutes a waiver of the applicant's ability to raise such an objection later.

Minimum Criteria

At a minimum, interested applicants must meet the following criteria:

1. Suitability of location, which will provide adequate service to the public;
2. Defined operating hours as outlined in the request for proposal;
3. Public parking including disabled accessibility;
4. Provide insurance at the levels required by the Department of Licensing;
5. Comply with state-mandated record-keeping and reporting requirements;
6. Attend mandatory training sessions;
7. Maintain required certification annually through continuing education;
8. Provide adequately trained staff to meet technical and public service level requirements;
9. Maintain performance standards set by the Chelan County Auditor's Office and the State of Washington Department of Licensing;

10. Agree to comply with Equal Opportunity and human rights laws;
11. Agree to provide full vehicle and vessel licensing services;
12. Agree to establish a special Subagent/Department of Licensing Agency bank account;
13. Enter into a contractual agreement that is binding upon the subagent and subagent employees.

Please submit:

1. Vehicle/Vessel Licensing Subagent Application; and
2. Written Business Proposal

to the Chelan County Auditor by email, mail, or physical delivery.

By email to: Auditor@co.chelan.wa.us (Attn: Brandt Cappell, Auditor)

By mail to: Chelan County Auditor, Attn: Brandt Cappell, 350 Orondo Ave, Wenatchee, WA 98807

Physical delivery: Chelan County Auditor's Office, 350 Orondo Ave, Wenatchee, WA 98807

NOTE: ALL WRITTEN PROPOSALS MUST BE RECEIVED NO LATER THAN 5:00 P.M. ON November 20th, 2026. Proposals will not be accepted after that date and time. Postmarks will not be considered in determining the timeliness of submitted proposals.

Tentative Schedule and Contact Information

Milestone	Date
Notice of Request for Proposals Advertised via Website/Social Media	October 19 th , 2026
Notice of Request for Proposals Advertised via Local Paper	October 24 th , 2026
Last date for submission of questions/inquiries	November 6 th , 2026
Website publication for formal answers to questions/inquiries or amendments	November 10 th , 2026
Applicant Proposals Due	November 20th, 2026, by 5:00 p.m.
Applicant Interviews/Oral Presentations	December 10-11 th , 2026
Applicants recommended to Department of Licensing	December 21 st , 2026
Determination of Appointment by the Director of the Department of Licensing	TBD

Note: The Chelan County Auditor reserves the right to adjust the schedule as needed.

Official Contact

Upon release of this Request for Proposal, all applicant communications should be directed to the Official Contact as listed below. Any oral communications will be considered unofficial and non-binding on the County. Applicants should rely on written statements issued by the Official Contact.

Name: Brandt Cappell, Chelan County Auditor

Address: 350 Orondo Ave, Wenatchee, WA 98807

Email: Auditor@co.chelan.wa.us

Website: www.co.chelan.wa.us/auditor

Evaluation and Selection Process

Proposals will be evaluated on the following criteria:

- Completeness and quality of the written business proposal, including responsiveness to all sections of the Business Plan Proposal Guidelines
- Suitability of the proposed location, including public access, parking, ADA accessibility, security, and ability to provide adequate service to the Cashmere area
- Relevant experience (business ownership, management/supervisory, financial, and any vehicle/vessel licensing experience)
- Proposed staffing plan, including qualifications of staff, planned level of owner involvement, and ability to maintain required training and certification
- Financial capacity to establish and operate the subagency, including ability to obtain required insurance
- Overall demonstrated ability to meet minimum criteria and provide high-quality public service

Purpose and Background of Subagents

What is a subagency?

Titling and licensing services are a government activity. Subagents, as privately-operated businesses, are appointed by the State for the purpose of providing vehicle and vessel title and licensing services to the public, in addition to any other services allowable by law or by policy that may be appropriate. Using subagents allows the County to offer services in more locations and more convenient locations than County facilities.

The appointment itself is not a business per se, 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, and if the business changes ownership, the appointment is canceled and subject to procedures for appointment of a replacement subagency.

What are the levels of authority?

The legislature has enacted laws governing the licensing and titling of vehicles and vessels. The Legislature has charged the Department of Licensing (DOL) with this responsibility. DOL has been authorized to appoint agents (County Auditors) and subagents to assist them in the performance of these duties.

The agent (County Auditor) reports directly to DOL. The number of subagents for a particular county is determined primarily by the number of transactions that occur in the county. The agent recommends subagents through a competitive proposal process.

The agent is responsible for training, monitoring, overseeing, and auditing the subagents within their jurisdiction.

What is the nature of the work?

Operating a vehicle/vessel licensing subagency is essentially, and most importantly, a public service. Members of the public seek a full range of vehicle/vessel licensing services. The subagency must provide full vehicle/vessel licensing services. Examples include:

- Preparing and processing original certificates of ownership of vehicles/vessels and issuing duplicates for the same

- Processing annual renewals of vehicle/vessel licenses and issuing duplicates for the same
- Preparing and processing registration documents
- 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
- Providing all services related to disability parking transactions.

What does DOL provide?

Unlike private operations, much of the operation of this service is provided by the State of Washington through DOL. Tangible and intangible items include:

- Written policies and procedures for conducting transactions
- Equipment related to licensing transactions:
- Statewide software system
- Desktop computers connected to statewide system
- Printers
- Forms
- Specialized paper
- Accountable inventory, including plates, tabs, placards, and permits

What does the subagent provide?

The owner of a subagency must provide the remaining aspects of the business, some of which must meet specific conditions set by DOL:

- Adequate secure office space, including 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
- Staff must be tested and certified by the agent before processing licensing and titling transactions on the statewide software system, which requires training, experience, and successful completion of testing
- Staffing levels must be sufficient to ensure that the public is served promptly. Staffing levels should consider breaks, lunches, and sick/vacation time
- Staff must attend continuing training sessions presented throughout the year – Attendance is mandatory
- Basic business equipment, such as phones, calculators, workspace, and cash drawers
- Insurance coverage with additional named insured as Chelan County and State of Washington, Department of Licensing:
- Commercial general liability insurance including personal injury and contractual liability not less than \$1,000,000 per occurrence and a general aggregate limit of not less than \$2,000,000
- Issued by an insurance company authorized to do business within the State of Washington
- Furnish Certificate of Insurance (COI) before performance of any work
- Must require the insurer to provide thirty-day written notice of any cancellation or alteration of the endorsement or policy
- If subagent leases commercial space as its licensing office, renters' insurance may be required
- A checking account at a local bank in the name of the Department of Licensing, Agency Account, subagency name, subagent. Signatures on the account include representatives of DOL, agent, and subagent. The bank must accept electronic withdrawals and deposits.

How is the subagent paid?

Subagents receive a fee per transaction completed. Fees retained by the subagent are set by statute and may be adjusted. Confirm current amounts with the Official Contact or DOL. The state and county portions of the fees are transferred daily. The state performs an electronic withdrawal daily. The subagent transfers county portions via ACH payment, or in such manner as prescribed by the County Auditor.

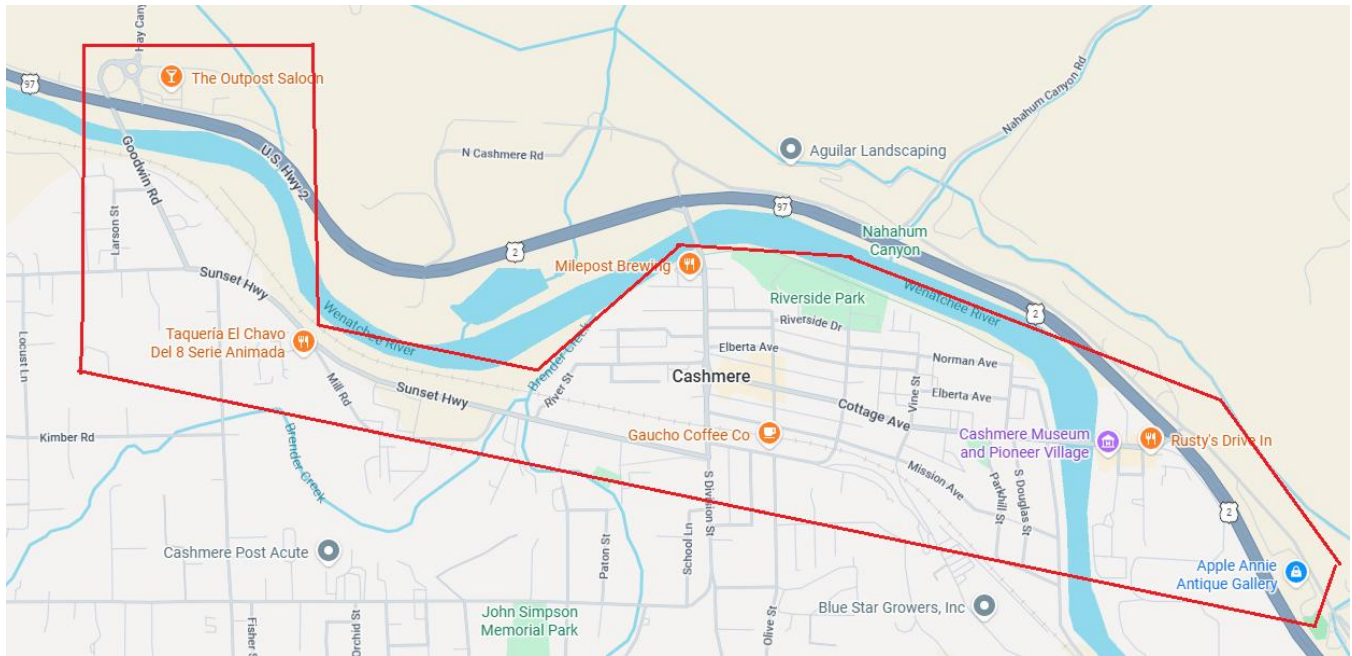
What additional information do applicants need?

Successful applicants must pass a background check satisfactorily. A Vehicle/Vessel Licensing Subagent Application must be completed.

Subagency Specific Information – Cashmere Area

Physical Location

This subagency will serve the Cashmere area of Chelan County. The location of the subagency must be within the confines as outlined on the map below. Preference may be given to locations that provide convenient public access within the designated area.



Statistics of Previous Subagency

- Gross Revenue: Approximately \$345,000 annually
- Office Hours: 9:00 a.m. – 5:00 p.m. Monday – Friday
- Number of Workstations: 4
- Number of Employees: 3 full-time, 3 part-time

Hours of Operation

This subagency is expected to operate during normal State business hours Monday through Friday (approximately 9:00 a.m. to 5:00 p.m.). Applicants may propose expanded hours, including Saturday hours. Changes to operational hours will require Agent approval. Subagency will observe the normal State holiday schedule for closures.

Business Plan Proposal | Guidelines

These guidelines present items to be included in the proposal. Please give specific, verifiable, detailed descriptions. References will be contacted as part of the selection process.

I. BACKGROUND EXPERIENCE

Personal Employment Experience

- Nature of work
- Description of job functions
- Where, when, how long
- References, recommendations

Business Ownership Experience

- Type of work or product
- Where, when, how long
- Business references: Customer references (2 minimum); Trade or industry references (2 minimum); Business banking references (1 minimum)
- Size of business(es): Annual gross receipts; Number of employees
- Financial aspects: Type of financial accounts; Where, when, how long
- Disposition of business(es)
- Employee theft or embezzlement history

Management/Supervisory Experience

- Supervisor or manager: Number of staff supervised; Where, when, how long
- Nature of work
- References (2 minimum)

Financial Experience

(List examples to illustrate experience in handling and reconciling accounts)

- Checking accounts: Personal; Business; Custodial
- Budgeting, forecasting, inventory management

Vehicle/Vessel License Experience

- Nature of work: Description of job functions
- Where, when, how long
- References and/or letters of recommendation

II. STAFFING

- List previous experience hiring employees
- List qualifications you look for in employees
- Discuss your planned level of involvement with the subagency (i.e., will work full time, part time, hire a manager, etc.)
- Identify any potential employees with licensing experience that will be employed at the new subagency; include certifications

III. BUSINESS SITE/FACILITIES

Public Access and Parking

- ADA accessible

Location

- Building address
- Description of building including square footage
- Office floor plan: Public areas (customer service counter, waiting/reception area); Secure storage area for inventory; ADA accessibility requirements for workstation(s) and public areas
- Public parking: How many public parking spaces; ADA parking spaces and accessibility
- Visibility: Describe your proposed placement of signs, inside and out

Security

- Internal
- External

IV. BUSINESS SERVICES

- Stand-alone business (subagency will be the only business operating at the site selected)
- Co-located business (subagency will be run in conjunction with other business at same site): Describe nature of other business functions at subagency site; Address any potential conflict between DOL services and other services

V. FINANCIAL ASPECTS / CAPITALIZATION

- Lease, rental, ownership of building, premises, and equipment
- Advertising plan, including anticipated budget
- Capital outlay/investment

VI. INSURANCE

- Prior or current insurance
- Describe circumstances surrounding any denial of insurance
- Claims against insurance: Embezzlement; Employee theft; Other
- Preapproval letters from carriers (stating you are approved for insurance policy in the amount required)

VII. COMMUNITY RELATIONSHIP / INVOLVEMENT

- Resident of community and involvement; where, when, how long
- Business(es) in community and involvement; where, when, how long
- Neighborhood/community involvement; where, when, how long
- Other civic involvement; where, when, how long

VIII. RELATED INFORMATION

Please provide or explain any other factors that may have relevance in this selection process.

Business Plan Proposal | Potential Costs/Budget Items

Below are some costs you may incur in doing business as a subagent.

General Costs

- Rent or lease
- Taxes (local, state, federal)
- Insurance
- Remodeling
- Photocopying services
- Office furniture and counters
- Messenger or common carrier
- Publications (vehicle appraisal guides)
- Accountant fees
- Parking facility
- Attorney fees
- Office supplies
- Janitorial
- Banking charges
- Membership dues
- Advertising
- Signage
- Utilities
- Yellow page listing
- Postage
- Website and/or social media

Equipment

- Installation of communication lines for DOL equipment
- Telephone
- Fax
- Safe or vault
- Security system
- Answering machine
- Copy machine

Personnel

- Salaries
- Benefits
- Insurance
- L & I insurance
- Travel

Desirable Qualifications: Previous business, supervisory, and/or management experience is preferred. Persons planning to participate in the sub-agency business materially will be given preference. Previous vehicle/vessel licensing experience is preferred but not required.