



**REQUEST FOR PROPOSALS**

**Short-Term Rental (STR)  
Compliance Monitoring/Data Analysis  
For  
Chelan County, WA**

**Issue Date:** August 1, 2023

**Proposal Due Date:** September 1, 2023 by 5:00 p.m.

**REQUEST FOR PROPOSALS FOR SHORT TERM RENTAL COMPLIANCE MONITORING/DATA  
ANALYSIS**

**CHELAN COUNTY, WASHINGTON**

Chelan County (“County”), Washington Department of Community Development is seeking proposals from qualified firms to provide services assisting the County with the management of Short-term rentals operating in unincorporated Chelan County to include the Urban Growth Areas. Requested are professional support services concerning the administration, regulation, and compliance of short term rentals. Such services may include address identification, compliance monitoring, permit application acceptance, rental activity monitoring, 24/7 hotline, public outreach, providing information and updates to permit holders, data analysis capabilities, and other relevant services.

Chelan County reserves the right to reject any and all proposals, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the County to pay any costs incurred by respondents in the preparation and submission of a proposal. Furthermore, the RFP does not obligate the County to accept or contract for any expressed or implied services.

A Service Provider response that indicates that any of the requested information in this RFP will only be provided if and when the Service Provider is selected as the apparently successful Service Provider is not acceptable, and, at the County’s sole discretion, may disqualify the proposal from consideration.

The County requires that no person shall, on the grounds of race, religion, color, national origin, sex, age, marital status, political affiliation, sexual orientation, or the presence of any sensory, mental, or physical disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The County further assures that every effort will be made to ensure non-discrimination in all of its programs and activities.

Questions may be directed to Kirsten Ryles, Short Term Rental Program Manager at:  
[Kirsten.Ryles@co.chelan.wa.us](mailto:Kirsten.Ryles@co.chelan.wa.us)

**GENERAL BACKGROUND**

Chelan County is the lead agency for this project. The proposed areas of impact include all of unincorporated Chelan County including the Urban Growth Areas for the Cities of Cashmere, Chelan, Entiat, Leavenworth, and Wenatchee and the communities of Manson Peshastin.

Chelan County currently has 634 permitted short term rentals; it is estimated there may be

approximately three times that many operating in the County. These short-term rentals are spread throughout the County and impact not only the amount of affordable housing available to those who live and work here but also the quality of life for the surrounding property owners. Current concerns include, but are not limited to, noise, traffic, trespassing, failing septic systems, and safety concerns.

The County enacted Chelan County Code 11.88.290 which went into effect September 27, 2021 to regulate these rentals. The County has concerns about monitoring and addressing vacation rental compliance under the current compliance process. County staff will play a primary role in the management process.

## **SUBMITTAL RESPONSE**

### **I. GENERAL**

#### **1. PROPOSAL SUBMISSIONS**

All proposals must be signed by an authorized representative of the vendor.

#### **2. LATE PROPOSALS**

It is the responsibility of the vendor to see that any proposal submitted shall have sufficient time to be received by the County prior to the proposal due date and time.

#### **3. RIGHT RESERVED**

The right is reserved by the County to reject any or all proposals or to waive any informality or technical defect in a proposal.

#### **4. RECEIVING TIME**

The receiving time in the County's Community Development Department will be the governing time for acceptability of proposals.

#### **5. COMPLIANCE WITH LAWS**

All proposals shall comply with current federal, state, and other laws relative thereto. Vendor further agrees that the services proposed comply with all applicable Federal and State Occupational Safety and Health laws, standards for regulations, and that vendor will indemnify and hold the County harmless for any failure to so conform.

#### **6. REFERENCE TO SUCCESSFUL VENDOR**

The terms vendor, supplier, proposer, or contractor may be used interchangeably in these specifications and shall refer to the entity with whom the County enters into a contract as a result of this request for proposal.

#### **7. INQUIRIES**

Refer inquiries in writing via email to [Kirsten.Ryles@co.chelan.wa.us](mailto:Kirsten.Ryles@co.chelan.wa.us)

## 8. AWARD OF BASE PROPOSAL OR ALTERNATE PROPOSAL

The County reserves the right to award either the Base Proposal or any Alternate Proposals offered.

## II. SCOPE

The County has over 600 short term vacation rentals currently registered. The County is requesting proposals from qualified firms to provide a Software as a Service (SaaS) to monitor short term vacation rentals in accordance with the Chelan County Code section 11.88.290 and code sections referred to in within this section. Monitoring may include but is not limited to:

- Identifying short term rental facilities in the County by various analytical data.
- Provide education services and customer support services to short term rental facility operators of the County reporting requirements.
- Registration/renewal services of short-term vacation rentals in accordance with County Code working in concert with the County Staff through workflow processes.
- An online presence to provide reporting and payment information for short term rental operators.
- 24/7 hotline for complaint/concern calls.
- Forward facing platform for the public to look up if a property has a permit.
- Effective communication with the County regarding concerns or issues related to short term rentals.
- Availability to conduct compliance audits of short-term rental operators.
- Monthly reporting (or as needed) of key analytical information to the County.
- Assistance with dispute resolution with violators i.e. provision of evidentiary items.

The County code may be found at

<https://www.codepublishing.com/WA/ChelanCounty/#!/Chelco11/Chelco1188.html#11.88.290>

## III. EVALUATION OF PROPOSALS

Vendors will be evaluated based on their ability to conduct services outlined above. An evaluation committee will recommend the most qualified vendor. A committee of County staff will evaluate all proposals based on the following criteria:

- Qualifications of the firm. (Staff strength & experience with similar projects) (Maximum 35 points)
- Work Plan/Approach to Project; Comprehensiveness of SaaS services provided. (Maximum 35 points)
- General familiarity with the Project and community. (Maximum 10 points)
- Past Performance/References (Maximum 10 points)
- Competitiveness of the fee and cost structure. (Maximum 10 points)

- Level of service and support for the short-term vacation rental monitoring.
- Experience and references of similar services for counties/municipalities of similar or greater size. Customer Service will be a major part of this area.
- Describe any integrations you have implemented with permitting applications.

#### **IV. SPECIFICATIONS**

Vendor must submit a detailed proposal of the services offered in response to specifications below. Proposal must include a detailed response that addresses the specifications. Brochures may be included as additional attachments. Proposal should include the following:

1. Detailed description of the methodology of your firm's short term rental monitoring services. Include a description of the tools used to discover new short term vacation rentals.
2. Detailed description of the flow of paperwork and correspondence with short term rental owners and your firm and what part County staff plays in the correspondence process for bringing existing businesses into compliance as well as the newly discovered businesses.
3. Discuss your firm's views on customer service and outline your familiarity with the sensitivity of this type of process. Include a description of how active or passive your techniques are and include examples of your practices.
4. Discuss how your firm handles any disputes from businesses.
5. Address the fiscal impact to the County. Clearly list the cost for your firm's services, including any and all recurring fees (if any). Please include package pricing and whether a la carte pricing is available.
6. Include sample letters with the language your firm uses for related compliance correspondence.
7. Vendor must be willing to accept County's direction on correspondence and handling customer service issues when elevated to the County's level.

#### **V. VENDOR'S REFERENCES**

List and describe fully the last three similar contracts performed by your firm. Attach additional pages if necessary. The County reserves the right to contact each of the references listed for additional information regarding your firm's qualifications.

#### **RESPONSES DUE:**

Submittals are due no later than 5:00 p.m. on Friday September 1, 2023 to:

Kirsten Ryles  
 Community Development  
 316 Washington Street, Ste 301  
 Wenatchee, WA 98801

Questions may be directed to Kirsten Ryles via email at [Kirsten.Ryles@co.chelan.wa.us](mailto:Kirsten.Ryles@co.chelan.wa.us), or by calling 509- 667-6526.

**SERVICES AGREEMENT**

The consultant awarded the proposal shall be required to enter into a Services Agreement with the County to perform the work in accordance with the terms specified in this Request for Proposals and all other terms as specified in said Services Agreement.