

Kittitas County Auditor's Office
REQUEST FOR BUSINESS PROPOSAL AND APPLICATION
Kittitas County Vehicle/Vessel Licensing Subagent Replacement

Your submitted proposal will be part of a competitive appointment process. It is important that you answer the questions as thoroughly as possible giving specific descriptive details. Successful applicants in the written business proposal process will be scheduled for a personal interview.

Kittitas County will make a recommendation to the state subagent review committee, who then forwards their recommendation to the Washington State Department of Licensing Director, who makes the final subagent appointment

Subagent Business Proposal Outline

Applicants must prepare a written proposal that responds to each of the items included in this outline. Please provide specific, detailed descriptions. All statements must be verifiable.

- I. EXECUTIVE SUMMARY – Please summarize your qualifications to be a vehicle/vessel licensing subagent in Kittitas County.
- II. EXPERIENCE – Please describe the nature, length, and type of experience in each of the following areas. Please limit your response to one paragraph in each category.
 - A. Vehicle/Vessel Licensing Experience
 - B. Small Business Management Experience
 - C. Employee Supervisory Experience
 - D. Cash Management Experience
 - E. Financial Reporting Experience
 - F. Public Service Experience
- III. REFERENCES – Please provide the names and phone numbers of three references in each of the following areas. Briefly state the nature of your relationship to each reference.
 - A. Personal References
 - B. Business References
 - C. Employment References
 - D. Banking References
- IV. STAFFING – Please state how you intend to staff the facility. The subagent office will initially involve one workstation. Business hours are normal state office hours and a possibility of hours on Saturday. Please briefly describe the qualifications of staff you would seek to employ or the names, addresses, and actual qualifications of staff you intend to have working for you.
- V. BUSINESS SITE / FACILITIES – Briefly describe the characteristics of the facility you envision having for the subagent office business. If you currently own or lease a facility you intend to use for the subagent office business please provide the address and name of the owner.

- A. Facility Access
 - B. Parking
 - C. Signage
 - D. Square Footage
 - E. Tenant Improvements
 - F. Security Features
 - G. Other Amenities
- VI. OTHER SERVICES – Briefly describe other services, if any, that would be offered in conjunction with vehicle/vessel licensing services.
- VII. CAPITALIZATION / START-UP BUDGET – Briefly describe the funds you anticipate needing to start-up your business and the source of these funds. Provide a general outline of the expense categories and amounts needed during the start-up phase. See Exhibit A. Note that all licensing computer terminals, computer hook-ups, and inventory will be provided by DOL.
- VIII. BONDING / INSURANCE – The successful applicant will need to be bonded and carry insurance as required by DOL. Please respond to the following questions.
- A. Has the applicant ever been bonded and or obtained business insurance?
 - B. Has the applicant ever been denied a bond? If yes, please explain.
 - C. Has the applicant ever been denied insurance? If yes, please explain.
- IX. OTHER - Briefly respond to the following items.
- 1. Describe any previous experience related to licensing or titling, inventory control, maintaining financial records and reports, supervisory experience, and public relations experience. Please be specific.
 - 2. Give us some examples to demonstrate your organizational skills.
 - 3. What motivates you to want a subagent business?
 - 4. What are some of your ideas on how to provide “good customer service” even when you may encounter angry or hostile customers?

EXHIBIT A

EXAMPLE OF COSTS TO EXPECT IN THE OPERATION OF DOING BUSINESS AS A SUBAGENT:

Goods & Service

- | | |
|--|-----------------------|
| * Rent or Lease | * Agent Fees |
| * Taxes (Local, State, Federal) | * Parking Facility |
| * Insurance | * Attorney Fees |
| * Bond | * Office Supplies |
| * Postage, Shipping & Receiving | * Janitorial |
| * Remodeling | * Bank Charges |
| * Photocopying Service | * Membership Dues |
| * Office Furniture & Counters | * Advertising |
| * Check Verification Service | * Signage |
| * Messenger or Common Carrier | * Utilities |
| * Reference Books & Publications (Nada, Zip) | * Yellow Page Listing |
| * Accountant Fees | |

Equipment:

- * Telephone
- * Installation of Communication Lines for DOL Equipment
- * Fax
- * Security System
- * Safe or Vault
- * Answering Machine or Voice Message System
- * Hand Truck

Employee:

- * Salaries
- * Benefits
- * Insurance
- * L & I Insurance
- * Training (DOL & Non DOL)
- * Overtime

Travel:

- * Attending Business Related Activities (Task Force, Quality Teams, TRAC etc.)
- * Delivery Service