



CITY OF SPOKANE VALLEY

REQUEST FOR PROPOSALS
ANIMAL CONTROL SERVICES

Proposal Due Date: July 20, 2012.

The City of Spokane Valley invites proposals for contracted animal control services. Proposals are due to the City Clerk's Office by 4:00 p.m. July 20, 2012. The City seeks services encompassing animal control including licensure of pets, enforcement of the animal regulations portion of the Spokane Valley Municipal Code, and the care and placement of impounded animals.

Background information. The City of Spokane Valley is a non-charter code city organized under RCW 35A, and has a Council-Manager form of government. The City Council consists of seven members elected at-large. The Mayor is elected by his/her fellow Councilmembers, and serves as the Chair of the Council. The City Manager directs all City operations. The City Manager seeks at all times to develop and implement a "best practices" approach in operating the City government and to achieve a balanced, efficient, economical, and quality service delivery.

The City of Spokane Valley incorporated March 31, 2003, is currently the tenth largest city in Washington, and encompasses approximately 38.5 square miles. Its current population is approximately 90,000. The City is part of the larger Spokane metropolitan area of approximately 450,000 residents. The City generally considers itself to be a "contract" city, with many core services provided by contract with private or other public entities.

Animal Control services are currently provided by Spokane County and have been since the City's inception. Historical animal control workload indicators are as follows.

Table with 8 columns: Spokane Valley, 2005, 2006, 2007, 2008, 2009, 2010, 2011. Rows include Request for Service, Impounds, Investigations, Emergency Calls, and Trapping.

Communications. All communications related to responding to this Request for Proposals are to be directed to Morgan Koudelka, Senior Administrative Analyst, City of Spokane Valley, 509-720-5104.

Scope of Work.

1. Enforcement of the Spokane Valley Municipal Code 7.30, relating to animal control.
2. Enforcement of the Revised Code of Washington Chapters 16.08, 16.52, and 16.54.
3. Enforcement includes field services, shelter services, educational services, pet licensing, and appearing at all administrative and judicial hearings in conjunction with performing the duties provided.
4. Field services during normal business hours shall include responding to the following calls:
 - a. Domestic animal at large
 - b. Barking dog
 - c. Unlicensed dog or cat
 - d. Dog or cat with no rabies vaccination
 - e. Dog threatens person
 - f. Dog threatens domestic animal
 - g. Dog or cat bite
 - h. Injured or sick domestic animal (can refer to clinics)
 - i. Assist law enforcement agencies upon request
 - j. Abandoned animal
 - k. Animal cruelty
 - l. Dead on arrival dog or cat
 - m. Confined dog or cat
 - n. Trapping dog or cat
 - o. Dangerous or potentially dangerous dog
 - p. Kennel inspections
 - q. Dangerous dog inspections
 - r. Inherently dangerous mammal or reptile inspections
5. Emergency field services shall include:
 - a. Sick or injured dog or cat
 - b. Dog or cat bite with animal still at large
 - c. Severe dog bite – dog needs to be immediately quarantined.
 - d. Dangerous or potentially dangerous dog
 - e. Animal in trap that is making a disturbance or injuring itself.
 - f. Request for assistance by law enforcement agency
 - g. Extreme cruelty, animal in hot car, etc.
 - h. Exotic dangerous pet at large
 - i. Multiple calls on same problem – discretion of animal control officer
6. Shelter services provided shall include:
 - a. Housing of dogs, cats, and occasional other domestic animals.
 - b. Pet licensing program
 - c. Animal redemptions
 - d. Adoption program
 - e. Volunteer program
 - f. Dog training program
 - g. Trapping program
 - h. Crematorium services

7. Educational services will include:
 - a. Dog bite prevention program
 - b. Specialty presentations available upon request
 - c. Public service announcements
 - d. Community outreach – fair booth, license clinics, special events, etc.
 - e. Website
8. Communication requirements will include
 - a. Quarterly reports provided to the City with calls for service, number of impounds, number of adoptions, number of licenses issued and renewed, total number of active licenses, number of emergency responses, and other information as mutually agreed upon. The reports shall list the information by month.
 - b. Quarterly meetings with City staff
 - c. Notification to City of criminal cases such as animal cruelty or dog attack.
9. Customer service requirements will include:
 - a. Regular hours that allow customers with different schedules to visit the facility.
 - b. Phone receiving system that can accommodate high call volume and ensure that a message can be left if a person is not available to receive the call. Phone messages shall be retrieved within 10 minutes. Emergency callers shall be contacted immediately upon receipt of the message. Non-emergency calls shall be returned the same business day. After hour emergency calls shall be routed to an on-call employee or answering service. After-hour non-emergency calls may be returned the next business day but not longer than 24 hours from the time the call was received.
 - c. Acceptance of all animals, stray or owner-surrender.
 - d. Citizens shall be treated respectfully and courteously at all times.
 - e. Impounded animals shall be immediately scanned for a microchip and checked for a license number. The owner, if determined, shall be contacted immediately. If contact cannot be established through phone or in person, a written notice shall be sent to the owner's listed address at least two days prior to a hold being removed. Records of attempts to contact the owner shall be kept. Impounded animals shall be posted on the website and/or any social media outlets utilized within one business day of receipt of the animal.
 - f. All records created in conjunction with providing the service to the City of Spokane Valley shall be maintained according to the Local Government General Records Retention Schedule for animal services as specified by the Washington Secretary of State.
 - g. All complaints received by the City regarding animal control services shall be forwarded to the service provider. The Director, acting director, or designee, shall contact the complainant within one business day and attempt to resolve the problem. The City shall be notified or copied on any correspondence that takes place. A final decision shall be issued by the Director within one week from the receipt date of the complaint.

Contract Term. The City anticipates a minimum 10 year contract.

Contract. Acceptance of the proposal is contingent upon the successful agreement and execution of a contract.

Schedule. The City provides the following anticipated schedule for completion of this process. This anticipated schedule is for information purposes only and may be adjusted as needed by the City.

RFP release date:	June 29, 2012
RFP publication date:	July 6, 2012
RFP submission date:	July 20, 2012
City decision by:	July 31, 2012
Anticipated start date:	January 1, 2013

How To Respond

Please provide five copies of a written response, responding to each inquiry in the order presented below. Submit proposals to City of Spokane Valley, 11707 E Sprague Ave., Suite 106, Spokane Valley, WA 99206

1. **Business/Agency history: Include as Attachment A**
 - Complete the business history form.
2. **Financial review: Include as Attachment B**
 - Provide a copy of the agency's comprehensive annual financial report for the most recent three years.
 - Provide the year-end financial statements for the most recently completed year.
 - List the agency's outstanding debts greater than \$5,000.
3. **Employee experience and qualifications: Include as Attachment C**
 - List the qualifications and experience of the management and supervisory staff.
 - List the minimum qualifications for animal control officers and the pay scale.
 - List the dress code, professional standards, required training, certification or designation, and background check performed on animal control officers.
4. **Service level questionnaire: Include as Attachment D**
 - Provide responses to all questions contained in Attachment D.
5. **Proposed fee: Include as Attachment E**
 - Propose annual cost. The City is looking for cost control and stability that reflects the revenue restrictions placed on local governments and the accompanying budget constraints due to economic conditions. Within this proposal, address incentives for maximizing grants, donations, and fee revenue and how this will be used to benefit the City as well as the service provider.
6. **References: Include as Attachment F**
 - Provide three letters of recommendation.
 - Provide three recent letters of recommendation from individuals or businesses that have interacted with your agency.

Evaluation and Selection

Evaluation process – The City reserves the right to award the contract to that proposal which best meets the needs and interests of the City, or to reject all proposals as set forth below. The following steps are anticipated:

- Step 1. Receipt and review of qualifications and written proposals.
- Step 2. Initial reference and information check.
- Step 3. City follow-up with respondents and possible interview.
- Step 4. Selection of service provider.
- Step 5. Negotiation of contract.
- Step 6. Contract presented to Council.

Evaluation of the written proposal – Written proposals will be evaluated by the City as set forth immediately below.

1. Level of service provided currently and past performance.
2. Programs utilized to house and adopt out animals and return animals to the owners.
3. Ability to enforce the animal regulations in the City's municipal code
4. Financial stability
5. Professionalism
6. Cost

The City reserves the right to utilize new or revised evaluation criteria.

Interviews – The City reserves the right to have respondents attend a staff interview, public meeting, or public hearing.

Contract negotiations – The City of Spokane Valley reserves the right to negotiate all elements which comprise the apparent successful proposal. City representatives and the selected finalist will review in detail all aspects of the requirements and the proposal. During the review of the apparent successful proposal, the contractor may offer, and the City may accept revisions to the proposal, although such suggestions are not favored.

Rejection of proposals – The City reserves the right to reject any or all proposals, portions or parts thereof. The City may reject any proposal which is incomplete or not responsive. The City reserves the right to retain the current service provider or provides services through other means.

Attachment A

BUSINESS/AGENCY STATEMENT

Please complete and submit with your proposal response.

1. Name of business/agency: _____

2. Business/agency address: _____

3. Phone: _____ Business fax: _____ e-mail: _____

4. Business/agency classification (check all that apply):

Individual _____ Partnership _____ Corporation _____ Non-profit _____

5. Federal tax number (UBI number): _____

6. Name of owner/chairman: _____

7. Does the business/agency maintain insurance in amounts specified by the City contract:

Yes: _____ No: _____

(Commercial General liability insurance of at least \$1,000,000 per occurrence; \$2,000,000 aggregate, Combined Single Limit (CSL); Automobile liability of at least \$1,000,000 per accident CSL; Professional Liability of at least \$1,000,000 per claim and \$1,000,000 policy aggregate limit. Worker's compensation coverage as required by the Industrial Insurance laws of the State of Washington..

If no, describe the differences: _____

8. Are there claims pending against this insurance policy? Yes: _____ No: _____

If yes, please explain the nature of the claims: _____

9. How long has the business/agency been in existence and provided animal control services.

10. Is the business/agency licensed by the City to do business in Spokane Valley?

Yes: _____ No: _____

13. Proposal offers shall be good and valid until the City completes the award or rejects the proposals. Failure to concur with this condition may result in rejection of the offer. Does the business/agency accept this condition? Yes: _____ No: _____

I certify that to the best of my knowledge, the information contained in this proposal is accurate and complete, and that I have the legal authority to commit this Business/Agency to a contractual agreement.

SIGNATURE: _____ Date: _____

PRINT NAME AND TITLE OF SIGNER: _____

Attachment B

FINANCIAL REVIEW

1. Provide a copy of the business/agency comprehensive annual financial report for the three most recently completed years.
2. Provide the financial statements for the most recently completed year.
3. Provide a list of outstanding debts.

Attachment C

EMPLOYEE EXPERIENCE AND QUALIFICATIONS

1. List each paid position and the number of employees in each position.
2. Animal Control Officers:
 - a. List the training required of the animal control officers, both initial and ongoing.
 - b. List the starting pay for animal control officers.
 - c. Do your officers hold any special certifications, designations, or commissions?
 - d. Do your officers have the ability to investigate animal neglect, cruelty, and nuisance cases and issue citations; if so, how many 2010 cases did they investigate, how many were prosecuted, and what was the number of convictions? Of the cases prosecuted, how many were infractions, how many were misdemeanors, and how many were felonies?
 - e. Do your officers have the ability to write and execute (with a judge's approval) search warrants?
 - f. What are the minimum requirements for your animal control officers in order to be hired?
 - g. What types of evaluations or background checks are performed on animal control officers?
 - h. What is the dress code for your officers and is there a code of conduct or professional standards?
3. List the experience and qualifications of your supervisory personnel.
4. How many active volunteers do you have and how do you recruit volunteers?

Attachment D

SERVICE LEVEL QUESTIONNAIRE

1. What hours and days are you open to the public? How are after hour calls handled. How are after hours emergency calls handled. Do you have on-call personnel? What system is in place to handle high call volumes during business hours?
2. Describe your facility, including square footage, number and type of kennels, heating and cooling system along with climate control standards, treatment facilities, cleaning resources including floor drains, folding beds, water capacity, etc., and cremation equipment. Describe any facilities maintenance plan you have in place as well as long term building replacement/renovation plans.
3. Provide your historical live release rate for five years. What are the most difficult challenges in adopting animals? How do you plan to reduce impound numbers and increase live release rates?
4. Describe all the programs you utilize to supplement animal housing and increase adoption of animals. What are your adoption fees and do they vary by breed? What do the fees include?
5. Describe temperament testing and evaluation done on newly received animals. Describe the training and/or certification received by individuals performing the testing. Which employees or volunteers perform the testing?
6. Are all animals from the jurisdiction you serve taken in or are some rejected? Are some breeds rejected? Have you reached full capacity of dogs or cats in the last two years? What is your contingency plan should you reach full capacity? How do you ensure owner surrenders can always be accommodated?
7. How many runs/kennels do you have? Explain how you can accommodate the animals from Spokane Valley illustrating the use of formulas if applicable? Address unique challenges due to seasonal fluctuations and animal hoarding cases?
8. Do you handle cases involving farm animals such as cows, horses, and goats and what resources do you use?
9. Describe your programs to control the animal population.
10. What is your current estimated license compliance rate? What resources do you utilize to increase compliance? How is your license database maintained? Describe how a pet's license information would be accessed, both during business hours and after hours.
11. Describe additional services/programs not already addressed
12. Describe your policies regarding injured animals. How and when are they treated? Are your policies based upon state or local law?
13. What is your current estimated license compliance rate for the jurisdictions you serve? List the various ways a pet owner may license his or her pet. Show the number of licenses issued and the license revenue collected for each of the five most recently completed years (identify any changes to the number of jurisdictions served). What resources do you use to alert people to the requirement to license their pets?

14. Provide examples of assistance you provide to low-income residents.
15. Describe partnerships you have formed with other businesses that have benefitted your operation.
16. Describe the process for recording the received date for animals and verifying that the number of hold days has been met before action is taken.
17. Describe your procedure for handling complaints.
18. Do you handle dead animal pick up, wild and/or large dead animal pick-up such as deer, live wild animals, and unintentionally trapped wild animals; if so, are these services include or optional?
19. Explain how you can provide assurance that the service level standards will be met and the term of the contract will be met. Do you suggest a performance bond, payment reduction as liquidated damages, or other measures?

Attachment E

PROPOSED FEE STRUCTURE

Fee for 2013	\$_____
Revenue Offset	(\$_____)
Net Cost 2013	\$_____
Start-up Costs	\$_____
Transition Costs	\$_____
Optional Services	\$_____
Performance Bond	\$_____

1. How do you propose to control costs throughout a ten-year term and when do you expect adjustments to be made?
2. Are capital and equipment costs included in the price and do you expect any additional capital costs during the ten-year term?
3. How do revenue, grants, and donations affect the price and how will greater success in those areas affect the price of future years?
4. If the cost provided is based upon efficiencies achieved through the participation of other jurisdictions, provide a second proposed price based upon Spokane Valley being the only jurisdiction.
5. If start-up costs and transition costs are included, clarify if those costs would be assessed upfront or amortized over time.

Attachment F

REFERENCES

Provide three letters of recommendation or references from individuals or businesses that have interacted with you business/agency.