



**Request for Proposal (RFP)**  
**ANIMAL SERVICES & SHELTER OPERATIONS**

**RFP Issued: April 10, 2024**

**Pre-Proposal Site Visit: April 18, 2024, 10:00 am**

**Deadline for questions and clarifications: April 29, 2024, 1:00 pm**

**RFP Due: May 16, 2024, 11:00 am**

**Contract: Maribel Hernandez**  
City Clerk Services Manager  
**(Email address) [mhernandez@barstowca.org](mailto:mhernandez@barstowca.org)**

CITY OF BARSTOW  
220 E. MOUNTAIN VIEW  
BARSTOW, CA 92311  
760.256.3531

**REQUEST FOR PROPOSAL (RFP)  
FOR PROFESSIONAL SERVICES  
TITLE: ANIMAL SERVICES & SHELTER OPERATIONS**

**1. INTRODUCTION**

The City of Barstow is seeking proposals from qualified firms to provide professional services for animal care operations to include, but are not limited to, tracking all animal intakes, annual audits, report preparation, recruiting and training staff, and implementing volunteer services program. The required services and performance conditions are described in the Scope of Services.

**2. ATTACHMENTS**

The attachments below are included with this Request for Proposals (RFP) for your review and submittal (see asterisk):

- Attachment A – Proposer’s Information Form\*
- Attachment B – Scope of Work/Services
- Attachment C – Sample Agreement for Professional Services
- Attachment D – Sample Table, Qualifications of Firm Relative to City’s Needs
- Attachment E – Cost Proposal Format
- Attachment F – Insurance Requirement

The items identified with an asterisk (\*) shall be filled out, signed by the appropriate representative of the company, and returned with the submittal.

**3. INSTRUCTIONS TO PROPOSERS**

3.1 Pre-proposal Site Visit

A pre-proposal Site Visit will be held on Thursday, April 18, 2024, at 10:00 a.m. At the Barstow Animal Shelter located at 2340 W. Main St, Barstow, California. All prospective Proposers are strongly encouraged to attend.

3.2 Examination of Proposal Documents

The submission of a proposal shall be deemed a representation and certification by the Proposer that they:

- 3.2.1 Have carefully read and fully understand the information that was provided by the City to serve as the basis for the submission of this proposal.
- 3.2.2 Have the capability to successfully undertake and complete the responsibilities and obligations of the proposal being submitted.
- 3.2.3 Represent that all information contained in the proposal is true and correct.
- 3.2.4 Did not, in any way, collude, conspire to agree, directly or indirectly, with any person, firm, corporation, or other Proposer in regard to the amount, terms, or conditions of this proposal.

3.2.5 Acknowledge that the City has the right to make any inquiry it deems appropriate to substantiate or supplement the information supplied by Proposer, and Proposer hereby grants the City permission to make these inquiries, and to provide any and all related documentation in a timely manner.

No request for modification of the proposal shall be considered after its submission on grounds that the proposer was not fully informed of any fact or condition.

### 3.3 Addenda/Clarifications

Should discrepancies or omissions be found in this RFP or should there be a need to clarify this RFP, questions or comments regarding this RFP must be put in writing and received by the City no later than 1:00 p.m., Monday, April 29 2024. Correspondence shall be sent to the city by mail or email to [mhernandez@barstowca.org](mailto:mhernandez@barstowca.org). Responses from the City will be communicated in writing to all recipients of this RFP through email. Inquiries received after the date and time stated will not be accepted. All addenda shall become a part of this RFP and shall be acknowledged on the Proposer's submittal.

The City shall not be responsible for nor be bound by any oral instructions, interpretations, or explanations issued by the City or its representatives.

### 3.4 Submission of Proposals

In order to submit bids/proposals to the City of Barstow you must comply with the following:

All proposals shall be delivered to the City Clerk's Office, City of Barstow, located at 220 E. Mountain View St. Barstow, CA.

- Proposals must be received no later than 11:00 a.m. on the day and date specified.

### 3.5 Withdrawal of Proposals

A Proposer may withdraw its proposal at any time before the expiration of the time for submission of proposals as provided in the RFP by entering the e-procurement system and selecting to withdraw the proposal

### 3.6 Rights of the City of Barstow

This RFP does not commit the City to enter into a contract, nor does it obligate the City to pay for any costs incurred in the preparation and submission of proposals or in anticipation of a contract. The City reserves the right to:

- Make the selection based on its sole discretion;
- Reject any proposals;

- Issue subsequent Requests for Proposals;
- Postpone opening for its own convenience;
- Remedy technical errors in the Request for Proposals process;
- Approve or disapprove the use of particular sub-consultants;
- Negotiate with any, all, or none of the Proposers;
- Accept other than the lowest offer;
- Waive informalities and irregularities in the Proposals and/or
- Enter into an agreement with another Proposer in the event the originally selected Proposer defaults or fails to execute an agreement with the City.

An agreement shall not be binding or valid with the City unless and until it is executed by authorized representatives of the City and of the Proposer.

#### 4. PROPOSED TENTATIVE TIMELINE

The tentative RFP timeline is as follows:

RFP Issued	April 10, 2024
Pre-Proposal Site Visit	April 18, 2024, 10:00 am
Deadline for questions, clarifications	April 29, 2024, 1:00pm
Proposals Due	May 16, 2024, 11:00 am
Finalist Identified	May 20, 2024
Consultant Interviews	TBD
Consultant selection and contract	TBD
Contract awarded	TBD

#### 5. INFORMATION TO BE SUBMITTED (to be submitted in this order only)

These instructions outline the guidelines governing the format and content of the proposal and the approach to be used in its development and presentation. The intent of the RFP is to encourage responses that clearly communicate the Proposer's understanding of the City's requirements and its approach to successfully provide the products and/or services on time and within budget. Only that information that is essential to an understanding and evaluation of the proposal should be submitted. Items not specifically and explicitly related to the RFP and proposal, e.g. brochures, marketing material, etc. will not be considered in the evaluation.

All proposals shall address the following items in the order listed below and shall be numbered 1 through 8 in the proposal document.

##### 5.1 Chapter 1 – Proposal Summary

This Chapter shall discuss the highlights, key features, and distinguishing points of the Proposal. A separate sheet shall include a list of individuals and contacts for this Proposal and how to communicate with them. Limit this Chapter to a total of three (3) pages including the separate sheet.

## 5.2 Chapter 2 – Profile of the Proposing Firm(s)

This Chapter shall include a brief description of the Prime Proposer's firm size as well as the proposed local organization structure. Include a discussion of the Prime Proposer firm's financial stability, capacity, and resources. Include all other firms participating in the Proposal, including similar information about the firms.

Additionally, this section shall include a listing of any lawsuit or litigation and the result of that action resulting from (a) any public project undertaken by the Proposer or by its subcontractors where litigation is still pending or has occurred within the last five years or (b) any type of project where claims or settlements were paid by the consultant or its insurers within the last five years.

## 5.3 Chapter 3 – Qualifications of the Firm

This Chapter shall include a brief description of the Proposer's and sub-Proposer's qualifications and previous experience on similar or related projects. Provide in a table format (see Sample Table, Attachment D) descriptions of pertinent project experience with other public municipalities and private sector that includes a summary of the work performed, the total project cost, the percentage of work the firm was responsible for, the period over which the work was completed, and the name, title, and phone number of clients to be contacted for references. Give a brief statement of the firm's adherence to the schedule and budget for the project.

This chapter shall include information regarding any relationships with firms and/or individuals who may submit proposals in response to the RFPs being developed.

## 5.4 Chapter 4 – Work Plan or Proposal

This Chapter shall present a well-conceived service plan. Include a full description of major tasks and subtasks. This section of the proposal shall establish that the Proposer understands the City's objectives and work requirements and the Proposer's ability to satisfy those objectives and requirements. Succinctly describe the proposed approach for addressing the required services and the firm's ability to meet the City's schedule, outlining the approach that would be undertaken in providing the requested services.

## 5.5 Chapter 5 – Proposed Innovations (Optional)

The Proposer may also suggest technical or procedural innovations that have been used successfully on other engagements and which may provide the City with better service delivery. In this Chapter discuss any ideas, innovative approaches, or specific new concepts included in the Proposal that would provide benefit to the City.

## 5.5 Chapter 6 – Project Staffing

This Chapter shall discuss how the Proposer would propose to staff this project.

Key project team members shall be identified by name, title, and specific responsibilities on the project. An organizational chart for the project team and resumes for key Proposer personnel shall be included. Key personnel will be an important factor considered by the review committee. Changes in key personnel may be cause for rejection of the proposal.

#### 5.6 Chapter 7 – Proposal Exceptions

This Chapter shall discuss any exceptions or requested changes that the Proposer has to the City's RFP conditions, requirements, and sample contract. If there are no exceptions noted, it is assumed the Proposer will accept all conditions and requirements identified in Attachment C – "Sample Agreement for Services." Items not accepted will not be open to later negotiation.

#### 5.7 Chapter 8 – Proposal Costs Sheet and Rates (Optional to provide in a separate sealed envelope)

The fee information is relevant to a determination of whether the fee is fair and reasonable in light of the services to be provided. Provision of this information assists the City in determining the firm's understanding of the project and provides staff with tools to negotiate the cost, provide in a table (See Table, Attachment E).

Consultant shall provide the following information

- Direct labor rates for proposed staff;
- Sub-consultant billing rates and mark-up percentage for ODC's (other direct costs); and identify all reimbursable expenses.
- Most recent complete financial instrument that would establish the Proposer's ability to complete the obligations of the contract resulting from this solicitation. Proposers need to submit their last two audited financial statements (e.g., balance sheet, income statement, and statement of cash flow).

PLEASE NOTE: The City of Barstow does not pay for services before it receives them. Therefore, do not propose contract terms that call for upfront payments or deposits.

## 6. CONTRACT TYPE AND METHOD OF PAYMENT

It is anticipated that the agreement resulting from this solicitation if awarded, will be a not-to-exceed budget per task form of contract. A Sample Professional Agreement of Services is provided in Attachment C. The method of payment to the successful Proposer shall be on a per-task basis with a maximum "not to exceed" fee as set by the Proposer in the proposal or as negotiated between the Proposer and the City as being the maximum cost to perform all work.

Proposers shall be prepared to accept the terms and conditions of the Agreement, including Insurance Requirements in Attachment F. If a Proposer desires to take exception to the Agreement, Proposer shall provide the following information in Chapter 7 of their submittal package. Please include the following:

- Proposer shall identify each proposed change to the Agreement, including all relevant Attachments.
- Proposer shall furnish the reasons for, as well as specific recommendations, for alternative language.

The above factors will be taken into account in evaluating proposals. Proposals that take substantial exceptions to the proposed Agreement may be determined by the City, at its sole discretion, to be unacceptable and no longer considered for award.

### Insurance Requirements

The selected Proposer(s), at Proposer's sole cost and expense and for the full term of the Agreement or any extension thereof, shall obtain and maintain, at a minimum, all of the insurance requirements outlined in Attachment F.

All policies, endorsements, certificates, and/or binders shall be subject to the approval of the Risk Manager of the City of Barstow as to form and content. These requirements are subject to amendment or waiver if so approved in writing by the Risk Manager. The selected Proposer agrees to provide the City with a copy of said policies, certificates, and/or endorsement upon award of the contract.

## **7. REVIEW AND SELECTION PROCESS**

City staff will evaluate the proposals provided based on the following criteria:

- 7.1. Overall responsiveness and general understanding of the RFQ requirements
- 7.2. Proposer's experience and ability
- 7.3. Overall cost to the CITY
- 7.4. References with demonstrated success with similar work to the Scope of Service
- 7.5. Financial status
- 7.6. Credential/Resumes/Licenses/Certifications

The selection committee will make a recommendation to the awarding authority. The acceptance of the proposal will be evidenced by a written Notice of Award from the City's Purchasing/Contract Administrator to the successful Proposer.

## **8. ORAL INTERVIEWS**

Proposers may be required to participate in an oral interview. The oral interview will be a panel comprised of members of the selection committee.

Proposers may only ask questions that are intended to clarify the questions that they are being asked to respond to.

Each Proposer's time slot for oral interviews will be determined randomly. Proposers who are selected shall make every effort to attend. If representatives of the City experience difficulty on the part of any Proposer in scheduling a time for the oral interview, it may result

in disqualification from further consideration.

## **9. PUBLIC NATURE OF MATERIALS**

Responses to this RFP become the exclusive property of the City of Barstow. At such time as the Administrative Services Department recommends to form to the City Manager or the City Council, as applicable, all proposals received in response to this RFP becomes a matter of public record and shall be regarded as public records, with the exception of those elements in each proposal which are defined by the Proposer as business or trade secrets and marked as "Confidential," "Trade Secret," or "Proprietary". The City shall not in any way be liable or responsible for the disclosure of any such proposal or portions thereof if they are not marked as "Confidential," "Trade Secret," or "Proprietary" or if disclosure is required under the Public Records Act. Any proposal that contains language purporting to render all or significant portions of the proposal "Confidential," "Trade Secret," or "Proprietary" shall be regarded as non-responsive.

Although the California Public Records Act recognizes that certain confidential trade secret information may be protected from disclosure, the City of Barstow may not accept or approve that the information that a Proposer submits is a trade secret. If a request is made for information marked "Confidential," "Trade Secret," or "Proprietary," the City shall provide the Proposer who submitted the information with reasonable notice to allow the Proposer to seek protection from disclosure by a court of competent jurisdiction.

## **10. COLLUSION**

By submitting a proposal, each Proposer represents and warrants that its proposal is genuine and not a sham or collusive or made in the interest of or on behalf of any person not named therein; that the Proposer has not directly induced or solicited any other person to submit a sham proposal or any other person to refrain from submitting a proposal; and that the Proposer has not in any manner sought collusion to secure any improper advantage over any other person submitting a proposal.

## **11. DISQUALIFICATION**

Factors such as, but not limited to, any of the following may be considered just cause to disqualify a proposal without further consideration:

- 11.1 Evidence of collusion, directly or indirectly, among Proposers regarding the amount, terms, or conditions of this proposal;
- 11.2 Any attempt to improperly influence any member of the evaluation team;
- 11.3 Existence of any lawsuit, unresolved contractual claim, or dispute between Proposer and the City;
- 11.4 Evidence of incorrect information submitted as part of the proposal;
- 11.5 Evidence of Proposer's inability to complete the responsibilities and obligation of the proposal; and



11.6 Proposer's default under any previous agreement with the City, which results in termination of the Agreement.

## **12. NON-CONFORMING PROPOSAL**

A proposal shall be prepared and submitted in accordance with the provisions of these RFP instructions and specifications. Any alteration, omission, addition, variance, or limitation of, from, or to a proposal may be sufficient grounds for non-acceptance of the proposal, at the sole discretion of the City.

## **13. GRATUITIES**

No person shall offer, give, or agree to give any City employee any gratuity, discount, or offer of employment in connection with the award of contract by the city. No city employee shall solicit, demand, accept, or agree to accept from any other person a gratuity, discount, or offer of employment in connection with a city contract.

## **14. FIRMS OR PERSONS NOT ELIGIBLE TO SUBMIT A PROPOSAL**

In order to avoid any conflict of interest or perception of a conflict or interest, Proposer(s) selected to provide professional services under this RFP will be subject to the following requirements:

- 14.1 The Proposer(s) who works on the procurement will be precluded from submitting proposals or bids as a prime contractor or subcontractor in the ultimate procurement.
- 14.2 The Proposer(s) may not have interest in any potential Proposer for the ultimate procurement.

~ End of Section

Attachment A Proposer's Information Form

**PROPOSER (please print):**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Contact person, title, email, and telephone: \_\_\_\_\_  
\_\_\_\_\_

Proposer, if selected, intends to carry on the business as (check one):

Individual  Joint Venture

Partnership

Corporation

When incorporated? \_\_\_\_\_

In what state? \_\_\_\_\_

When authorized to do business in California? \_\_\_\_\_

Other (explain): \_\_\_\_\_

**ADDENDA**

To ensure that all Proposers have received each addendum, check the appropriate box(es) below. Failure to acknowledge receipt of an addendum/addenda may be considered an irregularity in the Proposal:

Addendum number(s) received:  1;  2;  3;  4;  5;  6;

Or,  \_\_\_\_\_ No Addendum/Addenda Were Received (**check and initial**).

**PROPOSER'S SIGNATURE**

No proposal shall be accepted which has not been signed in ink in the appropriate space below:

By signing below, the submission of a proposal shall be deemed a representation and certification by the Proposer that they have investigated all aspects of the RFP, that they are aware of the applicable facts pertaining to the RFP process, its procedures and requirements, and they have read and understand the RFP. No request for modification of the proposal shall be considered after its submission on the grounds that the Proposer was not fully informed as to any fact or condition.

Attachment A – Proposer Information continued...

1. If Proposer is **INDIVIDUAL**, sign here

Date: \_\_\_\_\_  
Proposer's Signature  
\_\_\_\_\_  
Proposer's typed name and title

2. If Proposer is **PARTNERSHIP** or **JOINT VENTURE**; at least two (2) Partners shall sign here:

\_\_\_\_\_  
Partnership or Joint Venture Name (type or print)  
Date: \_\_\_\_\_  
Member of the Partnership or Joint Venture signature  
Date: \_\_\_\_\_  
Member of the Partnership or Joint Venture signature

3. If the Proposer is a **CORPORATION**, the duly authorized officer shall sign as follows: The undersigned certify that he/she is respectively:

\_\_\_\_\_  
Signature and Title

Of the corporation named below; that they are designated to sign the Proposal Cost Form by resolution (attach a certified copy, with corporate seal, if applicable, notarized as to its authenticity or Secretary's certificate of authorization) for and on behalf of the below named CORPORATION, and that they are authorized to execute same for and on behalf of said CORPORATION.

\_\_\_\_\_  
Corporation Name (type or print)  
By: \_\_\_\_\_ Date: \_\_\_\_\_  
Title: \_\_\_\_\_

## **ATTACHEMNT B – SCOPE OF WORK**

### **1. Introduction**

The City of Barstow is seeking proposals from qualified firms to provide professional services for animal care operations to include, but not limited to, tracking all animal intake, billings, budget monitoring, financial reporting, annual audits, computerized financial system, report preparation, recruiting and training staff, and implementing volunteer services program, community education program, fundraising, facility management, facility improvement, and disaster preparedness. The required services and performance conditions are described in the Scope of Services.

### **2. Administration and Operation**

Contractor shall perform professional services for animal care operations to include, but not limited to, tracking all animal intake, adoption, veterinary billings, budget monitoring, financial reporting, annual audits, computerized financial system, and report preparation; also perform operational services to include, but not limited to, recruiting and training staff facility management, facility improvement, disaster preparedness; also ensure the provision of the following programs: volunteers services program, and community education program.

### **3. Enforcement and application of existing law**

The Contractor shall comply with all State of California, County of San Bernardino, City of Barstow, Municipal Codes, rules, and regulations.

### **4. Coordination with City of Barstow Animal Control Officers & Licensing**

The Contractor will retain animal control and their Animal Control Officers (ACOs). Citations will be issued by the ACOs or other contractor licensing staff for violations of City regulations related to animal care. In addition, rabies vaccination records will be maintained, in accordance with State law, by the existing licensing program. All dogs redeemed by their owners from the Shelter, or adopted through the Shelter, will be licensed prior to their release from the shelter. All revenues from late fees and citations will be collected by the City and used to offset ACO and licensing staff costs.

The Contractor shall implement a new shelter service model specifically focused on the enhancing the positive and mitigating the negative impacts of co-locating City ACOs and licensing staff with Contract staff at the Shelter. Additionally, if the Contractor has existing ACO staff, the City would be interested in discussing “on-call” services to back up and support the City’s ACO staff. The goal would be to increase work-life balance for existing City staff as well as provide redundancy in an emergency situation.

The Contractor shall provide the City with their experience managing these services and staff. The Contractor shall implement an operational model for existing City ACO staff and their integration into the new service model at the Shelter, subject to City approval.

### **5. Shelter Operations**

#### **a. Operating Hours**

The City seeks to have the Shelter open seven days a week, including several

evenings, to facilitate adoptions and provide services at the Shelter. The Contractor shall implement Shelter hours and a mechanism to staff those hours, subject to City approval.

**b. Acceptance and Care of Animals**

The Contractor is responsible for the impoundment, care, treatment, custody, and feeding of any and all domestic or wild animals in its care, including acceptance, care, and housing of stray, injured, and owner-surrendered domestic animals.

Every animal that arrives at the Shelter should receive a preliminary examination and vaccinations by a staff member trained to provide animal assessments and to determine emergency medical needs, if any. A more comprehensive exam will be performed within 24 hours. Additionally, all animals shall be temperament evaluated, and behavior and health information/records shall be maintained in the shared database. All adoptable animals shall be spayed or neutered, current on vaccinations, and microchipped prior to being placed for adoption or in a foster/rescue program.

The Contractor will maintain an up-to-date computerized record of all animals processed through the Shelter. The Contractor shall comply with all current state, county, and City mandates for animal retention and shall hold all animals, including owner surrenders, for a minimum of 7 days. Contractor shall implement a written standard operating procedure for the isolation and separation of animals, subject to City approval.

The contractor shall create kennel cards for each animal noting the name, likely breed, color, gender, age, kennel number, animal ID #, impound date, review date, intake type, person who did intake, food, any license #, and comments.

The contractor shall maintain a process for local residents to report lost and found animals in person, via telephone, or through the website. This will include:

- (a) Providing "lost and found animal" forms that may be completed at the Shelter or on the website, with the capability of adding a photo of the animal;
- (b) Having Shelter staff process submitted forms within 24 hours, excluding times that operations are closed and legal holidays.

The Contractor will provide a computerized shelter management and record-keeping system subject to City approval.

Summary records shall be maintained for:

- (1) Number of dogs, cats, and other animals brought in/surrendered by owners;
- (2) Number of stray dogs, cats, and other animals impounded;
- (3) Total animals impounded;
- (4) Number of dogs, cats, and other animals adopted or transferred; and
- (5) The number of stray/impounded dogs, cats, and other animals returned to

owner;

(6) Total dogs, cats, and other animals euthanized in accordance with the Asilomar Accords.

The Contractor shall provide the City, through submittals mentioned in sections below, with its procedures for the care of animals while they reside at the Shelter.

**c. Redemption to Owner**

The Contractor shall determine by any means available (including microchip, license tag, and other nametag) the identification of the animal's owner. The Contractor shall notify the owners (if known) within 24 hours of receipt of the animal by telephone, U.S. Mail, and electronic mail, or in person regarding the impoundment of their animal. Documentation of all such notification activity shall be maintained and made available to the City upon request.

The Contractor is required to uphold the provisions of City ordinances and applicable State law for any and all animals redeemed by owners residing in Barstow. This includes all requirements for spay, neuter, and microchip, as well as the necessary citations to gain compliance. Additionally, within 24 hours all stray animals must have a reasonably good photo and description posted online in a web space designed for this purpose. Within 3 days of animal intake, additional information regarding the animal (e.g. behavior assessment, temperament, identifying characteristics or markings) plus a one-paragraph pet description must be added.

**d. Euthanasia**

The Contractor shall provide euthanasia services as required by law. Policies for determining the criteria for euthanasia are of great interest to the City. The City requires the Contractor to submit their policies and procedures around euthanasia.

Only methods of euthanasia and drugs currently approved by the American Veterinary Medical Association shall be used.

Contractor shall implement Euthanasia methodology subject to City approval.

Euthanasia training in accordance with Section 2039 of the California Code of Regulations, Title 16, Division 20, Article 4, must be provided to all staff performing this function. Documentation that appropriate Shelter staff has been trained in this regard shall be sent to the contract administrator within 30 days of training. The Contractor shall implement a procedure for counseling services subject to City approval.

Records will be kept per City policy on each euthanized animal, including the following information: breed, sex, color, weight, and other distinguishing characteristics; date, time, and location where the animal was found; method of euthanasia, brand name of euthanasia drug used, amount of pre-euthanasia drugs, amount of euthanasia drugs used, and reason for use of method.

Monthly euthanasia reports must be submitted to the City and published on a public website.

**e. Disposal**

The Contractor shall be responsible for the disposal of animal remains in its custody or control, subject to applicable laws and City policy. It shall be prohibited that any animal whether dead or alive, which has been impounded, in custody, or in quarantine at the Shelter be given away, disposed of, traded, sold, or in any manner given over to another person, organization, or entity for experimentation, regardless of purpose.

**f. Spay, Neuter, and Vaccinations**

The City shall provide the Contractor spay, neuter, and vaccination services at the Shelter in compliance with American Veterinary Medical Association guidelines.

All dogs over 6 weeks of age shall receive upon intake a DA2PP vaccination from veterinary staff or staff trained and authorized by a veterinarian to administer DA2PP vaccination. All cats over 6 weeks of age shall receive upon intake an FVRCP vaccination from veterinary staff or staff trained and authorized by a veterinarian to administer FVRCP vaccination.

**g. Adoptions and Rescue Partnerships**

The Contractor with the City's support, is required to demonstrate current activities and programs it is undertaking to place animals in thriving homes.

Contractor is required to use the resources of adoption partners to provide a high live animal release rate. California Food & Agriculture Code, § 31108(b) [dogs] and 31752(b) [cats] state any stray or surrendered dog/cat that is impounded pursuant to this division shall, prior to the euthanasia of that animal for any reason other than irremediable suffering, be released to a nonprofit, as defined in Section 501(c)(3) of the Internal Revenue Code, animal rescue or adoption organization if requested by the organization prior to the scheduled euthanasia of that animal. The Contractor shall describe its experience in working with animal care rescue groups. Specifically, the City requires the Contractor to submit the criteria mechanism that is uses in evaluating rescue groups.

**h. Foster Care**

The Contractor shall implement a foster care placement program, subject to City approval. The purpose of this program shall be to improve animal care, giving certain animals a better chance of adoption, and lift the spirits of staff and volunteers. To the extent possible, all animals in the care of the Contractor shall be made available for foster care. The Contractor shall implement its current foster home audit and evaluation mechanisms, subject to City approval.

**i. Facility Maintenance**

The Contractor shall maintain the Shelter and its grounds in good operating condition. The Contractor shall maintain the Shelter in a clean and sanitary condition in order to control the growth or presence of bacteria, disease, and unpleasant odors. The Contractor shall implement, subject to City approval, policies and procedures for disease control and sanitation, which should be based on standards and/or guidelines commonly employed in public animal

shelter operations and may include beneficial standards and/or guidelines derived from reputable animal care organizations including, but not limited to, the following: Humane Society of the United States, American Humane Association, and American Veterinary Medical Association.

## **6. Disaster Preparedness**

In the event of a City-declared emergency, the Contractor shall be responsible for the evacuation of shelter animals. Any City requests for emergency response will be forwarded by telephone and electronic mail directly to the Contractor's Shelter Manager. Any shelter emergency will be immediately relayed by telephone and electronic mail to the City's contract administrator and Director of Emergency Services. The Contractor must submit an emergency response plan and shelter evacuation plan within 30 days of selection. All emergency responses must be approved by the City's Director of Emergency Services.

## **7. Records Management & Records Request**

The Contractor shall comply with the City's Records and Retention Policy and be prepared to comply with California Public Records Act requests. Contractor shall provide the City with all records of management policy and protocols.

## **8. Performance Management, Data Reporting, & Metrics**

The Contractor shall provide the City with samples of all existing performance management, data reporting, and metric measurement tools for the previous fiscal year and current fiscal year. Sample employee work plans, evaluations, performance improvement plans, as well as reports for monitoring operations should be submitted with the response to the proposal. All items submitted for this section will remain confidential to the extent possible under the California Public Records Act.

## **9. Use of Technology**

Contractor shall provide the City with their existing technology plan. Specifically, the number of servers, locations, current applications, hardware inventory, and list of software programs used. The Contractor will present the City with a plan on how they use or plan to use new smartphone applications to increase community awareness and fundraising. The Contractor shall also abide by the City's information technology security policy.

## **10. Review of Policy & Procedures**

The Contractor shall submit all existing policies and procedures that guide their activities, philosophies, and operations.

## **11. Additional Services**

Any additional services provided at the shelter shall not be implemented without the agreement of the City.

## **12. Supplementary Attachments required by Respondent**



The following attachments are required as part of the Response to Proposal:

- a. Plan to measure customer satisfaction
- b. Plan for volunteer services
- c. Standard operating procedure for the isolation and separation of animals
- d. Behavioral assessment system
- e. Foster Care Program
- f. Euthanasia Methodology and Policies
- g. Policies and Procedures for Disease Control and Sanitation
- h. Within 30 days of selection Contractor shall provide:
  - a. Emergency Response Plan
  - b. Shelter Evacuation Plan

### **13. References**

Provide references of three organizations that the Contractor provides services to that are similar in nature to the mentioned scope.

Attachments:

EXHIBIT "A":	SCOPE OF WORK
EXHIBIT "A-1"	ON CALL TASK ORDER (Optional)
EXHIBIT "B":	SCHEDULE OF PERFORMANCE
EXHIBIT "C":	COMPENSATION
EXHIBIT "C-1":	SCHEDULE OF RATES
EXHIBIT "D":	INSURANCE REQUIREMENTS