



RFP #697  
PROFESSIONAL, TECHNICAL AND EXPERT SERVICES

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Clark County Washington  
Release date: Wednesday, July 22, 2015

Request for Proposal for:

# Animal Shelter Services

PROPOSALS DUE: Monday, August 31, 2015 by 3:00 p.m.

Proposal(s) shall be sealed and clearly marked on the package cover with RFP #, Project Title and Company name.

**Submit one (1) original and three (3) complete copies of the Proposal to:**

Clark County  
Office of Purchasing  
P.O. Box 5000  
1300 Franklin Street, 6<sup>th</sup> Floor, Suite 650  
Vancouver, Washington 98660  
(360) 397-2323

**Refer Questions to:**

Project Manager:  
Paul Scarpelli  
Animal Protection & Control Manager  
paul.scarpelli@clark.wa.gov

## General Terms and Conditions

**ADMINISTRATIVE REQUIREMENTS** - Contractors shall comply with all management and administrative requirements established by Washington Administrative Code (WAC), the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to providers licensed in the State of Washington.

ALL proposals submitted become the property of Clark County. It is understood and agreed that the prospective Proposer claims no proprietary rights to the ideas and written materials contained in or attached to the proposal submitted. Clark County has the right to reject or accept proprietary information.

**AUTHORSHIP** - Applicants must identify any assistance provided by agencies or individuals outside the proposer's own organization in preparing the proposal. No contingent fees for such assistance will be allowed to be paid under any contract resulting from this RFP.

**CANCELLATION OF AWARD** - Clark County reserves the right to immediately cancel an award if the contractual agreement has not been entered into by both parties or if new state regulations or policy make it necessary to change the program purpose or content, discontinue such programs, or impose funding reductions. In those cases where negotiation of contract activities are necessary, Clark County reserves the right to limit the period of negotiation to sixty (60) days after which time funds may be unencumbered.

**CONFIDENTIALITY**: Proposer shall comply with all applicable state and federal laws governing the confidentiality of information."

**CONFLICT OF INTEREST** - All proposals submitted must contain a statement disclosing or denying any interest, financial or otherwise, that any employee or official of Clark County or the appropriate Advisory Board may have in the proposing agency or proposed project.

**CONSORTIUM OF AGENCIES** - Any consortium of companies or agencies submitting a proposal must certify that each company or agency of the consortium can meet the requirements set forth in the RFP.

**COST OF PROPOSAL & AWARD** - The contract award will not be final until Clark County and the prospective contractor have executed a contractual agreement. The contractual agreement consists of the following parts: (a) the basic provisions and general terms and conditions, (b) the special terms and conditions, (c) the project description and goals (Statement of Work), and (d) the budget and payment terms. Clark County is not responsible for any costs incurred prior to the effective date of the contract. Clark County reserves the right to make an award without further negotiation of the proposal submitted. Therefore, the proposal should be submitted in final form from a budgetary, technical, and programmatic standpoint.

**DISPUTES**: Clark County encourages the use of informal resolution to address complaints or disputes arising over any actions in implementing the provisions of this RFP. Written complaints should be addressed to Clark County – Purchasing, P.O. Box 5000, Vancouver, Washington 98666-5000.

**DIVERSITY IN EMPLOYMENT AND CONTRACTING REQUIREMENTS** - It is the policy of Clark County to require equal opportunity in employment and services subject to eligibility standards that may be required for a specific program. Clark County is an equal opportunity employer and is committed to providing equal opportunity in employment and in access to the provision of all county services. Clark County's Equal Employment Opportunity Plan is available at <http://www.clark.wa.gov/hr/documents.html>. This commitment applies regardless of race, color, religion, creed, sex, marital status, national origin, disability, age, veteran status, on-the-job injury, or sexual orientation. Employment decisions are made without consideration of these or any other factors that are prohibited by law. In compliance with department of Labor Regulations implementing Section 504 of the Rehabilitation Act of 1973, as amended, no qualified handicapped individual shall be discriminated against in admission or access to any program or activity. The prospective contractor must agree to provide equal opportunity in the administration of the contract, and its subcontracts or other agreements.

**ENVIRONMENTALLY RESPONSIBLE PURCHASING PROGRAM** - Clark County has implemented an Environmentally Responsible Purchasing Policy with a goal to reduce negative impacts on human health and the environment. Negative environmental impacts include, but are not limited to, greenhouse gases, air pollution emissions, water contamination, waste from the manufacturing process and waste in packaging. This policy also seeks to increase: 1) water and energy efficiency; 2) renewable energy sources; 3) use of products with recycled content; 4) product durability; 5) use of products that can be recycled, reused, or composted at the end of its life cycle. Product criteria have been established on the Green Purchasing List <http://www.clark.wa.gov/general-services/purchasing/erp/environmental.html>

**INDEPENDENT PRICE DETERMINATION** - The prospective contractor guarantees that, in connection with this proposal, the prices and/or cost data have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition. This does not preclude or impede the formation of a consortium of companies and/or agencies for purposes of engaging in jointly sponsored proposals.

**INTERLOCAL AGREEMENT** - Clark County has made this RFP subject to Washington State statute RCW 39.34. Therefore the bidder may, at the bidders' option, extend identical prices and services to other public agencies wishing to participate in this RFP. Each public agency wishing to utilize this RFP will issue a purchase order (or contract) binding only their agency. Each contract is between the proposer and the individual agency with no liability to Clark County.

**LIMITATION** - This RFP does not commit Clark County to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or contract for services or supplies.

**LATE PROPOSALS** - A proposal received after the date and time indicated above will not be accepted. No exceptions will be made.

**ORAL PRESENTATIONS**: An oral presentation may be required of those prospective contractors whose proposals are under consideration. Prospective contractors may be informed that an oral presentation is desired and will be notified of the date, time and location the oral presentation is to be conducted.

**OTHER AUDIT/MONITORING REQUIREMENTS** - In addition, auditing or monitoring for the following purposes will be conducted at the discretion of Clark County: Fund accountability; Contract compliance; and Program performance.

**PRICE WARRANT** - The proposal shall warrant that the costs quoted for services in response to the RFP are not in excess of those which would be charged any other individual or entity for the same services performed by the prospective contractor.

**PROTESTS** must be submitted to the Purchasing Department.

**PUBLIC SAFETY** may require limiting access to public work sites, public facilities, and public offices, sometimes without advance notice. The successful Proposer's employees and agents shall carry sufficient identification to show by whom they are employed and display it upon request to security personnel. County project managers have discretion to require the successful Proposer's employees and agents to be escorted to and from any public office, facility or work site if national or local security appears to require it.

**REJECTION OF PROPOSALS** - Clark County reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any or all prospective contractors on modifications to proposals, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP if it is in the best interest of Clark County to do so.

**SUBCONTRACTING** - No activities or services included as a part of this proposal may be subcontracted to another organization, firm, or individual without the approval of Clark County. Such intent to subcontract shall be clearly identified in the proposal. It is understood that the contractor is held responsible for the satisfactory accomplishment of the service or activities included in a subcontract.

**VERBAL PROPOSALS**: Verbal proposals will not be considered in making the award of any contract as a result of this RFP.

**WORKERS COMPENSATION INSURANCE** - The contractor shall comply with R.C.W. Title 51- with minimum coverage limits of \$500,000 for each accident, or provide evidence that State law does not require such coverage.

**FOR ALTERNATIVE FORMATS**  
**Clark County ADA Office; V (360) 397-2025;**  
**TTY (360) 397-2445; [ADA@Clark.wa.gov](mailto:ADA@Clark.wa.gov)**

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# Request for Proposal #697

## Animal Shelter Services

### Part I Proposal Requirements

#### Section IA General Information

1. Introduction  
Clark County Animal Protection & Control requires shelter care and facilities for domestic animals involved in its program work for those animals residing within the unincorporated lands of Clark County.
2. Background  
Clark County Animal Protection & Control (APC) is required by law to provide animal services throughout unincorporated Clark County. The county staff handles only field work associated with the program and has historically contracted with a local shelter to provide the necessary boarding, veterinarian care, redemption and other related services. This RFP seeks to identify qualified shelters within Clark County, whereby APC may enter into a multi-year contract for services.
3. Scope of Project  
Applicants should have capability for 24/7 care of domestic animals, predominantly dogs and cats. Facility should meet Association of Shelter Veterinarians standards for facility design, population management, sanitation and have a minimum bed-day capacity of up to 10,000 per year (inclusive of quarantine facilities), providing shelter, physical and behavioral examinations, vaccinations, medical stabilization (inclusive of euthanasia), lost and found – redemption services, and other veterinarian services. Bed days are defined as one night's stay per pet. Capacity is based upon minimum stays as provided by Clark County Code 8.19.040 and an estimate of 1,500 to 2,000 total pets per year delivered to shelter, known or suspected to live within the jurisdictional boundaries of unincorporated Clark County.
4. Project Funding  
Allocation of funds for this RFP will be established based on the funds requested in the selected proposal.
5. Timeline for Selection  
The following dates are the **intended** timeline:

Proposals due	Monday, August 31, 2015
Proposal review/evaluation period	Monday, September 14, 2015
Selection committee recommendation	Monday, September 21, 2015
Contract negotiation/execution	Monday, September 31- October 30, 2015
Contract intended to begin	Friday, January 1, 2016
6. Employment Verification  
Effective November 1<sup>st</sup>, 2010, to be considered responsive to any formal Clark County Bid/RFP or Small Works Quote, all vendors shall submit before, include with their response or within 24 hours after submittal, a recent copy of their E-Verify MOU or proof of pending enrollment. The awarded contractor shall be responsible to provide Clark County with the same E-Verify enrollment documentation for each sub-contractor (\$25,000 or more) within thirty days after the sub-contractor starts work. Contractors and sub-contractors shall provide a report(s) showing status of new employee's hired after the date of the MOU. The status report shall be directed to the county department project manager at the end of the contract, or annually, which ever comes first. E-Verify information and enrollment is available at the Department of Homeland Security web page: [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify)  
  
How to submit the MOU in advance of the submittal date:
  1. Hand deliver to 1300 Franklin St, Suite 650, Vancouver, WA 98660, or;
  2. Fax to (360) 397-6027, or;
  3. Call Purchasing at (360) 397-2323 for a current email address.

*Note : Sole Proprietors are exempt.*

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## Animal Shelter Services

### Section IB

### Work Requirements

1. Required Services See Attachment C.
2. County Performed Work

Clark County Animal Protection & Control (APC) educates residents about public safety and humane issues regarding domestic, livestock and wild animals in unincorporated Clark County. It promotes responsible pet ownership and enforces ordinances and statutes pertaining to animals. It assists the public in resolving animal issues and protect the life, safety and welfare of citizens and animals.

APC will:

  1. transport domestic animals to the shelter during regular business hours defined as 8am-5pm Monday-Sunday, with after-hours deliveries coming from 5pm-8am from contracted transport service or law enforcement;
  2. follow up on cruelty cases generated by shelter, citizens or Animal Control Officers;
  3. transport animals to other agencies for services shelter cannot provide, during APC regular business hours;
  4. promote the services of shelter inclusive of donations;
  5. reconcile monthly shelter billing against county database, remit payment within 30 days;
  6. have staff, including program manager, engage on a daily basis with shelter staff;
  7. share pet information via impound forms to help shelter reunite pets with owners;
  8. maintain a licensing database and work with shelter to identify lost, sick or injured pets;
  9. post resident's doors of suspected pet owners for pets held at shelter;
  10. assist shelter staff with aggressive dog handling;
  11. assist with disaster emergency rescues and sheltering;
  12. be responsible for all after-hours emergency care of any animal that it impounds;
  13. The county is responsible for payment of care for impounded animals taken to veterinary clinics by its agents within the prescribed hold period.
3. Deliverables & Schedule Requirements contract to provide ongoing sheltering services for duration of contract.
4. Place of Performance Contract performance may take place within Clark County, in the County's facility, the Proposer's facility, a third party location or any combination thereof.
5. Period of Performance A contract awarded as a result of this RFP will be for three years and is intended to begin on January 1, 2016 and end December 31, 2018.  
Clark County reserves the right to extend the contract resulting from this RFP for a period of two (2) more years, with the same terms and conditions, by service of a written notice of its intention to do so prior to the contract termination date.
6. Insurance/Bond

A. Commercial General Liability (CGL) Insurance written under ISO Form CG0001 or its latest equivalent with minimum limits of \$1,000,000 per occurrence and in the aggregate for each one year policy period. This policy will renew annually. This coverage may be any combination of primary, umbrella or excess liability coverage affording total liability limits of not less than \$1,000,000 per occurrence and in the aggregate. However, if other policies are added they must be a follow-form policy in language, renewal date, and have no more exclusions than the underlying coverage. Products and Completed Operations coverage shall be provided for a period of three years following Substantial Completion of the Work. The deductible will not be more than \$50,000 unless prior arrangements are made with Clark County on a case by case basis; the criterion is the Contractor's liquidity and ability to pay from its own resources regardless of coverage status due to cancellation, reservation of rights, or other no-coverage-enforce reason. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability.

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## Animal Shelter Services

### B. Professional Liability (aka Errors and Omissions)

The Proposer shall obtain, at Proposer's expense, and keep in force during the term of this contract Professional Liability insurance policy to protect against legal liability arising out of contract activity. Such insurance shall provide a minimum of \$2,000,000 per occurrence, with a maximum deductible of \$25,000. It should be an "Occurrence Form" policy. If the policy is "Claims Made", then Extended Reporting Period Coverage (Tail coverage) shall be purchased for three (3) years after the end of the contract.

### C. Proof of Insurance

Proof of Insurance shall be provided prior to the starting of the contract performance. Proof will be on an ACORD Certificate(s) of Liability Insurance, which the Proposer shall provide to Clark County. Each certificate will show the coverage, deductible and policy period. Policies shall be endorsed to state that coverage will not be suspended, voided, canceled or reduced without a 30 day written notice by mail. It is the Proposer's responsibility to provide evidence of continuing coverage during the overlap periods of the policy and the contract.

All policies must have a Best's Rating of A-VII or better.

### 7. Plan Holders List

All proposers are required to be listed on the plan holders list.

- ✓ Prior to submission of proposal, please confirm your organization is on the Plan Holders List below:

To view the Plan Holders List, please click on the link below or copy and paste into your browser.

Clark County RFP site:

<http://www.clark.wa.gov/general-services/purchasing/rfp.html>

If your organization is NOT listed, submit the 'Letter of Interest' to ensure your inclusion. See Attachment B.

Proposals received by Clark County by proposers not included on the Plan Holders List may be considered non-responsive.

# Request for Proposal #697 Animal Shelter Services

## Part II Proposal Preparation and Submittal

### Section IIA Pre-Submittal Meeting / Clarification

1. Pre-Submittal Meeting
  - o **Friday, July 31, 2015 @ 9:00 a.m., Public Service Center, 1300 Franklin Street, 3<sup>rd</sup> Floor, Vancouver, WA 98660**

**NOTE:** During the meeting, all questions and answers provided at the meeting shall be noted and forwarded to Purchasing in the Q&A for all plan holders to view, if not specified otherwise.

2. Proposal Clarification

Questions and Requests for Clarification regarding this Request for Proposal must be directed in writing, via email, to the person listed on the cover page. The deadline for submitting such questions/clarifications is August 24, 2015.

An addendum will be issued no later than seven (7) days prior to the closing date to all recorded holders of the RFP if a substantive clarification is in order.

The Questions & Answers/Clarifications are available for review at the link below. Each proposer is strongly encouraged to review this document prior to submitting their proposal.

Clark County RFP site: <http://www.clark.wa.gov/general-services/purchasing/rfp.html>

### Section IIB Proposal Submission

1. Proposals Due

Sealed proposals must be received no later than the date, time and location specified on the cover of this document.

The outside of the envelope/package shall clearly identify:

1. RFP Number and;
2. TITLE and;
3. Name and address of the proposer.

Responses received after submittal time will not be considered and will be returned to the Proposer - unopened.

Proposals received with insufficient copies (as noted on the cover of this document) cannot be properly disseminated to the Review Committee and other reviewers for necessary action, therefore, may not be accepted.

2. Proposal

Proposals must be clear and succinct and not to exceed twenty (20) pages.

For purposes of review and in the interest of the County, the County encourages the use of submittal materials (i.e. paper, dividers, binders, brochures, etc.) that contain post-consumer recycled content and are readily recyclable.

The County discourages the use of materials that cannot be readily recycled such as PVC (vinyl) binders, spiral bindings, and plastic or glossy covers or dividers. Alternative bindings such as reusable/recyclable binding posts, reusable binder clips or binder rings, and recyclable cardboard/paperboard binders are examples of preferable submittal materials.

Proposer's are encouraged to print/copy on both sides of a single sheet of paper wherever applicable; if sheets are printed on both sides, it is considered to be two pages. Color is acceptable, but content should not be lost by black-and-white printing or copying.

All submittals will be evaluated on the completeness and quality of the content. Only those Proposers providing complete information as required will be considered for evaluation. The ability to follow these instructions demonstrates attention to detail. Additional support documents, such as sales brochures, should be included with each copy unless otherwise specified.

# Request for Proposal #697

## Animal Shelter Services

### Section IIC

### Proposal Content

1. Cover Sheet

This form is to be used as your proposal Cover Sheet

See Cover Sheet - Attachment A
2. Project Team

Applicant should be able to show history of similar work, share qualifications of business owner, veterinarian, and staffing. A list should be provided of how many employees are on payroll, their qualifications and good standing with the Washington State Department of Health.
3. Management Approach

Shelter shall have available a minimum of 10,000 bed days. Bed days are defined as a day's night stay per pet. The county is capable of delivering up to 2,000 pets per year which are required under Clark County Code 8.19.040 to be housed for a minimum of 3-5 days. An explanation of how the applicant proposes to contend with this large volume of animals inclusive of housing, feeding, sanitation, health and welfare is imperative.

If volunteers or foster homes are part of the vendor solution, an overview of this process should be included.

Applicant will have a workable plan in place for outcome of pets not redeemed, and a means to pay for the cost of their continued sheltering. This may include the ability to house animals for extended periods, agreements with other adoption or rescue agencies, and/or a network of foster homes.
4. Respondent's Capabilities

Applicant should be able to demonstrate a process by which an animal is entered into the shelter, processed, accessed, housed, tracked, fed/watered, exercised, redeemed, rehomed and all billing reconciled. How the shelter maintains sanitation standards. How it handles an outbreak of potentially contagious diseases including isolation or quarantine areas. How it would handle a regional disaster should be addressed.
5. Project Approach and Understanding

Applicant should be able to clearly demonstrate both physically at the place of business and with a company procedure manual how they will address those items listed in Attachment C.
6. Proposed Cost

Applicant should outline cost of 3-5 day stay by animal type, and given estimated animal intake quantities, provide an annual estimated total cost.

Per section IA paragraph 6 vendor shall place employment verification after the cover page unless vendor is already on file with county purchasing department.
7. Employment Verification

**Please refer to section 1A.6. – e-Verify**

**IMPORTANT NOTE:** Include this portion of the response immediately **AFTER** the cover page, if not already on file with Clark County. Current vendors on file can be viewed at:

<http://www.clark.wa.gov/general-services/purchasing/documents/e-verifylog.pdf>

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Animal Shelter Services

**Part III Proposal Evaluation & Contract Award**

**Section IIIA Proposal Review and Selection**

- 1. Evaluation and Selection: Proposals received in response to this RFP will be evaluated by a Review Committee. Committee review results and recommendations may be presented to an appropriate advisory board prior to the consent process with the Clark County Board of Councilors.
- 2. Evaluation Criteria Scoring: Each proposal received in response to the RFP will be objectively evaluated and rated according to a specified point system.

**A one hundred (100) point system will be used, weighted against the following criteria:**

Proposal approach/quality	20
Experience	20
Work history / Examples	20
Cost	20
References	20
Total Points	100

**Section IIIB Contract Award**

- 1. Consultant Selection: The County will award a contract to the highest scoring Proposer. Should the County not reach a favorable agreement with the highest scoring Proposer, the County shall suspend or terminate negotiations and commence negotiations with the second highest scoring Proposer and so on until a favorable agreement is reached.
- 2. Contract Development: The proposal and all responses provided by the successful Proposer may become a part of the final contract.  
  
The form of contract shall be the County's Contract for Profession Services.
- 3. Award Review: The public may view proposal documents after contract execution. However, any proprietary information so designated by the Proposer as a 'trade secret' will not be disclosed unless the Clark County Prosecuting Attorney determines that disclosure is required. At this time, Proposers not awarded the contract, may seek additional clarification or debriefing, request time to review the selection procedures or discuss the scoring methods utilized by the evaluation committee.
- 4. Orientation/Kick-off Meeting: APC intends to complete negotiations by October 30, 2015. Following contract ratification, APC will begin orientation meetings with service provider. This is intended to provide both county and service provider with ample time to adjust operations.

**Request for Proposal #697  
Animal Shelter Services**

Attachment A COVER SHEET

**General Information:**

Legal Name of Applicant/Company/Agency \_\_\_\_\_

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Program Location (if different than above) \_\_\_\_\_ Email address \_\_\_\_\_

Tax Identification Number \_\_\_\_\_

**ADDENDUM:**

Proposer shall insert number of each Addendum received. If no addendum received, please mark "NONE".

No. \_\_\_\_\_ Dated: \_\_\_\_\_ No. \_\_\_\_\_ Dated: \_\_\_\_\_ No. \_\_\_\_\_ Dated: \_\_\_\_\_.

***NOTE: Failure to acknowledge receipt of Addendum may render the proposal non-responsive.***

→ Does the proposal comply with the requirements contained within the RFP?  
A "No" response may disqualify the proposal from further consideration.

Yes  No

→ Did outside individuals or agencies assist with preparation of this proposal?

Yes  No (if yes, describe.)\*\*

**Total Funds Requested Under this Proposal \$ \_\_\_\_\_**

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 agency to a contractual agreement. I realize the final funding for any service is based upon funding levels, and the approval of the Clark County Board of Commissioners.

\_\_\_\_\_  
Signature, **Administrator of Applicant Agency\***  
(\*Enter the appropriate signature title)

\_\_\_\_\_  
Date

Request for Proposal #697  
Animal Shelter Services

**Attachment B LETTER OF INTEREST**

Legal Name of Applicant Agency \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Program Location (if different than above) \_\_\_\_\_

Email address \_\_\_\_\_

- All proposer's are required to be included on the plan holders list. If your organization is NOT listed, submit the 'Letter of Interest' to ensure your inclusion.

In the body of your email, request acknowledgement of receipt.

Email Attachment B to: [beth.balogh@clark.wa.gov](mailto:beth.balogh@clark.wa.gov)

Clark County web link:

<http://www.clark.wa.gov/general-services/purchasing/rfp.html>

**This document will only be used to add a proposer to the plan holders list. Submitting this document does not commit proposer to provide services to Clark County, nor is it required to be submitted with proposal.**

**Proposals may be considered non-responsive if the Proposer is not listed on the plan holders list.**

# Request for Proposal #697

## Animal Shelter Services

### ATTACHMENT C

#### Facility Requirements

- a. The Contractor shall provide an animal shelter facility in full compliance with laws governing animal shelter facilities in the State of Washington, including any regulations promulgated by the Washington Department of Health. Said shelter shall be designed to accommodate receiving, housing and/or distributing animals seized within the jurisdiction of unincorporated Clark County, and pursuant to all applicable laws.
- b. The shelter shall have an adequate number of dog kennels and cat cages; isolation facilities for quarantined animals; veterinary care facilities; refrigeration and/or freezer space for deceased animal storage; and the ability to modify housing as needed to accommodate large-scale animal seizures and/or temporary evacuation facilities.
- c. The shelter shall provide an area for APC officers to safely unload and confine impounded or deceased animals. This or a similar area shall be provided for the disinfection of vehicles and staff after delivery of animals to shelter.
- d. The shelter shall comply with the standards set forth in the Association for Shelter Veterinarian's Standards of Care guidelines for the operation of an animal shelter.
- e. The Clark County Animal Protection & Control staff reserves the right to enter and inspect the premises during regular business hours for the purpose of inspecting the facilities for the conditions mentioned above.
- f. The Contractor must ensure that animals with Protective Custody holds and/or quarantines will be held in an isolated area not permitting the public to have access or visits. If an animal is in protective custody, Clark County Animal Protection & Control will have permission to extend a pet's stay if necessary until a case is resolved, e.g. pending cruelty, court case outcome, etc. These animals will not be removed from the isolated area without approval from Clark County Animal Protection & Control.
- g. Contractor must develop and maintain an emergency evacuation and disaster response plan, in conjunction with Clark County Animal Protection & Control. Contractor must participate in local and regional disaster response planning and training operations.

#### Shelter Operations

- a. The best possible care and treatment shall be given to all animals held in custody. Adequate housing and food shall be provided and the shelter shall not be overpopulated. The Contractor shall have veterinary services available during normal business hours.
- b. Shelter and adoption facilities must be within or a convenient distance from the Vancouver metro area.
- c. Shelter and adoption facilities shall be kept secure.
- d. Contractor will establish convenient public hours of access, including weekend hours.
- e. Contractor must employ or contract with a licensed veterinarian during regular business hours, for the purpose of providing emergency medical care to stray animals in distress. Emergency care shall consist of stabilization, pain management, wound care, and diagnostic procedures.
- f. Contractor must utilize a licensed veterinarian to monitor the veterinary care and all other aspects of shelter operations affecting the health of the animal population of the shelter.
- g. A veterinarian shall be made available to assist Clark County Animal Protection & Control with evidence gathering and recommendations for cruelty and neglect cases.
- h. Animals will be treated with care and respect, and provided a clean, comfortable and healthy environment. Programming will be provided to minimize stress levels, and address social and exercise needs. The health and welfare of the animals is a foremost consideration.
- i. The contractor will develop and follow a clear set of protocols regarding shelter admission and intake procedures, care and welfare of animals, employee conduct, and shelter and adoption operations.
- j. The contractor will follow the "Guidelines for Standards of Care in Animal Shelters" published by the Association of Shelter Veterinarians.
- k. Employees will have training or experience appropriate to their positions.

# Request for Proposal #697

## Animal Shelter Services

### **Animal Intake**

- a. The Contractor shall accept animals on behalf of Clark County that are brought in by Clark County Animal Protection & Control Officers and their agents, the Clark County Sheriff's Officers and members of the public who find stray animals within unincorporated Clark County. This includes live strays – cats, dogs, rabbits, small mammals, and small farm animals such as pigs, ducks, chickens, exotics, birds, reptiles and wildlife. This also includes deceased animals for disposal purposes.
- b. The Contractor shall provide a procedure whereby animals may be delivered to the shelter by Clark County Animal Protection & Control Officers and their agents with 24/7 access to sheltering facilities.
- c. All companion animals impounded by the contracting jurisdiction, whether by officers or residents, and delivered to the public shelter shall be accepted.
- d. Each animal will be assessed upon arrival in regard to physical condition, medical needs, and initial behavioral observations.
- e. Veterinary services will be available at the shelter to perform medically necessary treatments for stabilization care and pain management.
- f. Animals will be vaccinated for common illness, treated for fleas and worms, and groomed as necessary for the animal's health and comfort.
- g. Suitable quarantine and isolation areas must be available to house animals that are dangerous or potentially carrying highly infectious disease that may threaten the health and safety of other animals or humans.
- h. Underage kittens, puppies and other young animals may be placed in a foster setting as soon as possible.
- i. Animals will be assigned housing with consideration for species, sex, whether fertile, medical condition, behavior and temperament.
- j. Animals will be held in accordance with Clark County Code section 8.19.040 prior to eligibility for adoption, transfer to another animal welfare agency or placement with a rescue group. Minimum holding requirements are as follows:
  1. Stray animals that are unlicensed or for which the owner is unknown shall be held for 72 hours before being eligible for adoption, transfer or euthanasia.
  2. If a stray animal's owner is known, the owner must be notified within 24 hours and the animal must be held for 120 hours after notification before being eligible for adoption, transfer or euthanasia. If unable to notify by reasonable means, the animal must be held for 120 hours before being eligible for adoption, transfer or euthanasia.
  3. Animals classified as potentially dangerous or under legal hold or quarantines are subject to additional holding requirements.
  4. Wildlife and cats deemed to be feral are exempt from minimum holding periods, in accordance with County code.
- k. All animals shall have an impound form showing the identification tag number if any, species, breed and description of the animal by coloring, time and date of impound, name of agent taking in the animal and area where the animal was found.
- l. Should an animal be suffering from serious injury or disease that would endanger the other sheltered animals or cause the animal to endure unnecessary pain and suffering if left untreated as determined under the guidance of a veterinarian, or continues to act in a feral manner after reasonable observation, the animal may be destroyed prior to the expiration of the required hold period and documented on the Animal Control Record.
- m. Any animal impounded may be redeemed upon evidence of rightful ownership or custody and payment of redemption fees. These include the cost of impound, transportation and any additional veterinary or animal care. Animals may be denied redemption if placed on investigative hold by APC or Health Department.

### **Disposition of Unclaimed Animals**

- a. Contractor must make all reasonable attempts to reunite animal with owner before disposition, to include accessing current licensing records, using contract information on owner-provided tags worn by the animals, and by scanning all animals to detect the presence of microchip identification.
- b. Under no circumstances shall unclaimed animals be sold for purposes of medical research or other activities which may harm them, without the consent and approval of Clark County Animal Protection & Control.

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- c. After minimum hold times have expired, the Contractor shall assume full rights and responsibility for the final disposition of the animal. This includes adoption, transfer to an approved adoption or rescue agency, or humane euthanasia.

### **Euthanasia**

- a. The Contractor must arrange and/or provide for the humane euthanasia and disposal of unwanted animals. This shall be accomplished in a manner approved by Federal and State regulations, which shall not subject such animals to any unnecessary pain or suffering.
- b. The Contractor, at its expense, may make reasonable attempts to locate suitable community resources including rehabilitative or training resources, or placing the animal with an appropriate adoption or rescue agency prior to making a determination to euthanize the animal.
- c. Contractor will develop and follow a clear protocol on the use of euthanasia.
- d. Euthanasia, using the most modern and humane method available, is to be carried out by certified euthanasia technicians under the provisions established by Washington law.
- e. The Contractor must maintain a current WA Board of Pharmacy license to purchase and dispense Sodium Pentobarbital, and must comply with all Federal and State regulations concerning the handling of controlled substances specifically designated for the purpose of animal euthanasia.

### **Adoption, Placement or Transfer of Animals**

- a. Every reasonable effort shall be made to identify each animal's owner and return the animal to its owner prior to release of the animal through adoption or transfer to another animal welfare agency.
- a. Adoption is to be promoted through a variety of outreach strategies including advertising, internet and offsite events.
- b. Cats, dogs and rabbits are to be spayed or neutered and microchipped as a condition of adoption.
- c. Cats and dogs adopted to residents of Clark County are to be licensed prior to release. Licenses will be provided by the contracting jurisdiction.

### **Administration**

- a. Shelter services will be operated according to a program budget within the amount specified in the resultant contract. Donations, non-contracted service fees, and adoption revenues will be kept and maintained by the Contractor.
- b. Good recordkeeping and tracking of individual animals, including veterinary records, will be maintained according to industry standard practices. Records will be made available for viewing by the County upon request.
- c. The contractor will coordinate with the County to achieve seamless and efficient data management across shelter, enforcement and licensing programs.
- d. The Contractor shall be responsible for collecting all impound and licensing fees due upon redemption of a stray animal, in accordance with Clark County regulations. Contractor must issue receipts for payment, and must remit monies due to the County within 10 days following the end of the prior month, in the form of a credit against monies owed to the shelter for services provided to the County under the terms of this agreement.
- e. The contractor shall cooperate with County officials, the County's Animal Protection & Control agents, and Clark County Public Health on actions pertaining to animals and quarantine; to assist the County Prosecutor, and the County's APC agents in obtaining and presenting evidence in the civil and criminal prosecution of all violations of any ordinance, code, regulation or law pertaining to APC, including licensing and registration.
- f. The contractor must operate in accordance with any zoning and health standards set by state or local law. Comply with all federal, state, and local laws governing equal employment opportunity, wage an hour requirements, workers' compensation, workers' safety and all other legal requirements governing employee relations and conditions.

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## Animal Shelter Services

### **Community Partnerships and Involvement**

- a. Volunteers and foster families may be an important part of the public shelter and adoption program. Participation in the program will be encouraged, and recruitment, screening, training and retention of fostering and shelter volunteers will be provided and monitored by the Contractor.
- b. A plan to encourage and receive monetary and in-kind donations will be developed and maintained by Contractor.
- c. Partnerships with community groups, veterinary service providers, other animal welfare agencies and rescue groups will be developed and maintained by Contractor.
- d. Community partners will comply with all provisions of the state and county ordinances relating to animal welfare, cruelty prevention and animal control.

### **Customer Service**

- a. Excellent customer service is a priority.
- b. Public lost and found reporting opportunities, including online posting of stray pets received in the shelter, will be provided.
- c. Contractor shall serve as a licensing agent for Clark County. Revenue from license sales will be remitted to the contracting jurisdiction as specified in the contract, however, Contractor may elect to charge an agent fee for every license purchased, according to county code.

### **Reporting Requirements**

- a. Contractor will utilize appropriate software and record-keeping procedures to allow for effective data management.
- b. Monthly reports on shelter activities and disposition of animals will be made by Contractor to County, and will be made available to the public. At minimum, reports will include the following data for dogs, cats and other animals:
  1. Number of impounded animals received from County Clark County Animal Protection & Control Officers or their agents;
  2. Number of stray animals accepted from residents;
  3. Number of animals returned to owners;
  4. Number of animals adopted;
  5. Number of animals transferred to other animal welfare agencies; and
  6. Number of animals euthanized.
- c. Contractor will invoice the County monthly and provide an accounting of per-animal charges, impound fees collected and licensing revenue. The invoice will reflect credit for any redemption fees and/or civil penalties collected. Contractor will keep detailed records that shall be made available to the County upon request.