



August 1, 2008

Request for Proposal Animal Control Services



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Request for Proposal:

Animal Control Services

1.1 Organizational Overview

The City of Centralia, Marion County, Illinois, was founded in 1859 as a railroad town. It has since grown to 14,136 (2000 census) individuals with diverse economic and cultural backgrounds. The city government consists of 130 employees and spends around \$30 million annually on City services which include Police, Fire, Planning & Zoning, Economic Development, Water, Sewer, Parks & Recreation and Public Works.

1.2 Introduction

The City of Centralia proposes to engage the services of a qualified organization to provide animal shelter and animal control services in Centralia for an indefinite period of time. The City has an existing animal shelter located at 928 Woods Lane which it is offering for sale, lease, or trade as a part of a contract.

The City will also work with the successful Proposer to update its existing Animal Control Ordinance. The new ordinance may require mandatory spay/neutering for animals to reduce the animal population.

Currently the City is under contract with the County to provide animal control services. Although some sort of a contract must remain in force, the successful Proposer may also assist the City in rewriting a new contract with the County.

The objective of this request for proposal is to provide the City with qualified organizations capable of carrying out the work herein defined. The subsequent submissions will form the basis for evaluation, interview and selection.

The successful organization will be responsible for ensuring the complete execution of contract services.

1.2.1 Description

The City of Centralia has owned and operated an animal shelter for over 50 years. In 2003 the shelter was refurbished and more recent minor repairs have been made, including fixing a heater for the animals and replacing fencing. The funding for animal control operations is mainly paid by the City, with cost reimbursement from the county for animals impounded from outside City limits.

Two individuals staff the shelter: a supervisor and an animal control officer. The supervisor staffs the shelter each afternoon on Monday, Thursday and Friday and all day Saturday (roughly 24 hours a week). The supervisor is responsible for record-keeping, ordering/obtaining supplies, and general upkeep/maintenance of the shelter. The

animal control officer staffs the shelter from 9-11 M-F (10 hours a week) and is always on-call. This position is responsible for catching and impounding stray animals, collecting food, and engaging in routine cleaning and maintenance at the shelter.

Currently, animal owners are assessed a \$20 fee for each impounded animal, regardless of length of stay at the shelter. All redeemed, adopted and rescued animals are spade, neutered and microchipped before being released from the shelter. A veterinarian euthanizes animals every Tuesday. Roughly 2/3 of all animals entering the shelter will be euthanized. In 2006 approximately 900 dogs and 400 cats were impounded at the shelter.

1.3 General Conditions

This RFP is not a contract offer. Acceptance of a proposal neither commits the City of Centralia to award a contract to any organization, even if all requirements stated in this RFP are met, nor limits our right to negotiate in our best interest. We reserve the right to contract with any organization (hereafter referred to as "Proposer") for reasons other than price.

Failure to answer any question in this RFP may subject the proposal to disqualification. Failure to meet qualifications and requirements will not necessarily subject a proposal to disqualification.

1.3.1 Valid Period Offer

The pricing, terms, and conditions stated in your submitted proposal must remain valid for sixty (60) days from the date of delivery of the proposal to the City of Centralia.

1.3.2 Right of Rejection

1.3.2.1 We reserve the right to accept or reject any or all responses to this RFP and to enter into discussion and/or negotiations with one or more qualified Proposers at the same time, if such action is in the best interest of the City of Centralia.

1.3.2.2 Any package that is incomplete, conditional, ambiguous, obscure, or that contains additions or alterations not called for or irregularities of any kind, may be rejected for such reasons.

1.3.2.3 The City reserves the right to reject any or all proposals if such is deemed to be in the best interest of the public.

1.3.3 Cost of Proposals

Expenses incurred in the preparation of proposals in response to this RFP are the sole responsibility of the Proposer. No reimbursement will be provided for any number of copies that are requested by the City.

1.3.4 Interpretations

In order to be fair to all Proposers, any oral interpretations given by the City to any Proposer as to the meaning of the specification documents or any parts thereof, which substantively changes this proposal, will be issued in writing as an addendum to the RFP.

1.3.5 Responsibility for Acquiring Information

Failure to examine any proposal requirements and specifications and instructions is at the Organization's risk. Proposers are responsible for reviewing all terms and conditions of the RFP. The successful Proposer shall be required to incorporate this entire RFP and all attachments as a part of the final agreement. The City shall not be held responsible for omissions or errors made in the proposal responses. The Proposer shall be fully responsible for conducting all surveys and research necessary to have a complete understanding of this RFP.

1.4 Proposal Deadlines

The following section includes information governing the due dates of the proposal to be submitted.

1.4.1 Proposal Delivery

Delivery of four (4) paper copies of your proposal must be submitted to the following address no later than Monday September 1, 2008, at 4:00 PM, CST.

City of Centralia
222 S. Poplar
Centralia, Illinois 62801
Attention: Tanya Bundy, City Clerk
Phone: 618-533-7636
Fax: 618-532-4534
tbundy@cityofcentralia.org

1.4.2 Schedule of Events

1.4.2.1 The City of Centralia may, at its sole discretion, change any deadline listed below. Any change in timeline will be conveyed to prospective firms via fax or email.

Date	Event
August 1, 2008	Solicitation of qualified Organizations
4:00 PM September 1, 2008	Proposal deadline
September 15-19, 2008	Interview prospective Organizations
October 13, 2008	Organization selection announcement
October 14, 2008	City issues "Notice to Proceed"
November 1, 2008	City relinquishes control of shelter

1.5 Proposal Preparation

1.5.1 General Preparation

Enclose one (1) copy of your proposal in an appropriate binder or have the proposal bound and number pages consecutively within a section. For each response, identify the RFP item to which you are responding. Provide four (4) hard copies to the City of Centralia.

1.5.2 Required Proposal Material

Proposals should be prepared in sufficient detail to permit City staff to evaluate the Proposer's understanding of the Scope of Services. Further, the proposal should contain, as a minimum requirement, the following items:

- (a) the proposed cost to the City of providing the Services, noting that this cost must be entirely inclusive, there must not be additional costs, unit costs, or other undisclosed or incalculable costs included in the proposal and the cost should be accompanied by a detailed breakdown of how the same was calculated;
- (b) identification of the minimum standards for the caring of animals, with particular attention to:
 - i. Feeding
 - ii. Health Check-ups
 - iii. Treatment of sick, diseased or injured animals
 - iv. Bedding and kennel care
- (c) details on the proposed organizational structure & staffing levels.
- (d) a complete list of the personnel policies, including details on how matters such as training and performance planning are addressed.
- (e) a complete listing of the personnel (by job description and pay grade) that will be required to provide the Services, including shift schedules that will provide coverage by the Proposer's employees during all hours of operation
- (f) identification of the supervisor, including a comprehensive resume detailing his or her previous animal control experience;
- (g) identification of the hours of operation of the local facility and remote facilities to be used (if any).
- (h) identification of the services to be offered to the general public during the hours of operation.
- (i) the proposal should detail how the Proposer intends to ensure the continuity of such volunteer programs and work with interested community groups.
- (j) a corporate profile of their firm outlining its history, philosophy and target market.
- (k) the Proposer should demonstrate how it will integrate the City's licensing system with its own computerized environment, it is anticipated that the revenue from the license sales will be the City's, if the Proposer intends otherwise, this should be clearly stated in the proposal;
- (l) the Services must identify a level of community patrol time.
- (m) we expect veterinarians to continue to provide humane services. Details on the operational relationship/protocols between the Proposer and veterinarians must be specified.
- (n) a description of what specialized equipment will be used to provide the services, including, snares, portable cages, etc.
- (o) a detailed description of how the existing facility is to be operated.
- (p) a description of any mandatory and preferred training and/or education that any employees providing the Services must have;
- (q) a sample of any and all reports and their frequency that the Proposer proposes to provide to the City, recognizing that, at a minimum, there must be,

- (i) a quarterly report on the actual operating costs and the revenues received during the period, and
- (ii) an annual report delivered within 60 days of each calendar year end confirming the previous year's actual operating costs and the revenues received;
- (iii) the City may, at its sole discretion, conduct an audit of the Proposer, including the right to inspect and take copies of books and records relating to the provision of animal services.
- (iv) a description of the euthanasia policy to be used by the Proposer,
- (r) a description of the means by which the Proposer will dispose of animal carcasses, whether such carcasses arise through euthanasia, naturally occurring death of impounded animals or road kill;
- (s) a description of the adoption program proposed, including, sample forms, adoption criteria and all fees
- (t) a description of how needed veterinarian services will be provided, including, inoculations, vaccinations, spaying and neutering, medical attention for sick or injured animals;
- (u) a description of any promotional and/or educational programs that the Proposer envisions offering from the Facility to enhance its visibility;
- (v) a description of how the Proposer proposes to raise additional revenue, including but not limited to a program to attract donations;

1.6 Evaluation Criteria

Proposals shall be evaluated to determine the best value offered to the City whilst conforming to the following criteria:

- (a) Understanding of project objectives/outcomes and vision;
- (b) Project Methodology;
- (c) Team Composition – Experience and Qualifications of those staff to be assigned to the work;
- (d) Project Deliverables;
- (e) Value for Money or in trade to the City of Centralia;
- (f) References, and
- (g) Interview (if required).

2.0 Project Scope and Specifications

2.0.1 Scope

The successful proposer will provide all animal control services in the City of Centralia, as a separate, non-related entity, including, but not limited to:

- (a) Fully enforcing the City Code section 5 (online at <http://www.municode.com/resources/gateway.asp?pid=10104&sid=13>) relating to Animals and Fowl as amended or replaced from time to time.
- (b) pickup, receive and impound all animals running at large;
- (c) respond, investigate and attend to complaints from the public regarding animals, including dogs or any animal at large or unlicensed or otherwise in contravention of the City Code;
- (d) respond, investigate and attend to any complaint alleging a vicious dog running at large;
- (e) manage a volunteer program.
- (f) provide, during regular hours of operation, pick up and seizure for injured, stray, dangerous or dead domestic animals within the City of Centralia;

- (g) respond to complaints regarding injured or dangerous wildlife;
- (h) provide daily cleaning of all shelter and kennel areas, food and water bowls, hallways and equipment; collection and proper disposal of animal refuse, manure or other animal waste;
- (i) provide shelter services, including feeding, boarding and exercise, for animals strayed, abandoned or otherwise deposited to their care from within the City of Centralia;
- (j) provide humane treatment of all animals while in shelter; provide basic first aid services, including licensed veterinary care, at the Proposer's expense for all sick and injured animals;
- (k) ensure that all veterinarian services shall be provided by qualified personnel licensed by the State of Illinois Veterinary Medical Association.
- (l) provide humane destruction of animals as required in cooperation with a licensed veterinarian in a manner that conforms with the Illinois Veterinary Medical Association; disposition of any animal carcasses as required;
- (m) provide a minimum of one (1) dedicated, animal control vehicle equipped with all in-vehicle equipment necessary to conduct animal control services in a humane and safe manner;
- (o) maintain access to a dedicated, animal control vehicle of sufficient size and capacity to transport large animals in a humane and safe manner;
- (p) maintain accurate records of all activities, business transactions, monies received and monies paid out in the performance of this agreement; such records shall include but not be limited to:
 - i. a 'Call Log' to be used for recording all general complaints;
 - ii. a 'Found Log' to be used for recording all animals found;
 - iii. an 'Animal Log' to be used for recording all animals surrendered for adoption,
 - iv. for humane destruction and animals impounded;
 - v. a 'Dog License Log' to be used for recording all dog licenses sold by the contractor;
- (q) maintain adequate staff levels to ensure all services outlined in the contract are provided in an efficient and professional manner;
- (r) Kim Abbott, the current supervisor, will continue to work at the shelter as an employee of the City of Centralia;
- (s) maintain a working contract with the county which would include the shelter of any animals caught in the county;
- (t) Bobby Patton, the animal control officer, will continue to collect animals that are loose or causing a nuisance such as raccoons, ground hogs, gophers, opossums, etc. and will also continue to provide service for Marion County and the shelter must agree to house those animals caught in the county.

2.0.2 City Provided Items

The City will transfer its current animal shelter at 928 Woods Lane and all appurtenances thereof, including property and chattel. The City will also continue to pay the salary of Kim Abbott at her current staffing level.

2.0.3 Working Agreement

The successful Proposer will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful Proposer's submission and

any modifications thereto. The successful Proposer may include his or her standard terms of engagement.

3.0 Submission of Proposal

By signing this document, the Proposing Organization represents that all appropriate attachments have been made and that any proposed deviations from the requirements of the City of Centralia's request have been clearly identified and the reasons for those deviations have been properly explained.

Proposing Organization

Name of Firm: _____

Address: _____

Phone: _____

Fax: _____

Email: _____

Proposal Date: _____

Signature: _____

4.0 Acceptance of Proposal

By signing this document, the City of Centralia accepts the Proposer's proposal that henceforth shall form the Agreement between the City and the new Animal Control purveyor.

City of Centralia

Grant A. Kleinhenz, City Manager

Date

