



City of Kirkland
Request for Proposal (RFP)
17-12-PD
Animal Control (Field) Services

PART A: PURPOSE OF REQUEST

The City of Kirkland is seeking proposals from individuals or organizations interested in providing animal control (field) services within the City. This Request for Proposal (RFP) represents a solicitation by the Kirkland City Manager's Office for services. The City's estimated cost for animal control services is between \$70,000 and \$85,000 per year in its entirety. The City welcomes and strongly encourages City residents or business owners to submit proposals.

The City of Kirkland is committed to the humane treatment of all animals. Individuals or organizations interested in performing this role must hold same commitment and reflect that commitment in their proposal. Any contractor providing services under this contract shall comply with all federal, state, county and city codes or regulations applicable to such work.

This RFP is intended to encourage proposers to clearly show that they are qualified to provide animal control service in a humane, efficient and cost-effective manner for three (3) years. Each proposer must clearly identify their knowledge of animal control (field) service operations, best practices in the humane treatment of animals, contract relations and demonstrate financial stability. Requirements and City needs are outlined in this RFP.

The successful proposer is expected to be at full staffing capacity, including location, vehicle(s), equipment, training, licensure and certification requirements met, no later than December 31, 2012.

The City of Kirkland reserves the right to reject any submittals and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a proposal. Furthermore, the RFP does not obligate the City to accept or contract for any expressed or implied services.

PART B: RFP SELECTION PROCESS AND SCHEDULE

The City Manager's proposed timetable and schedule for review of the RFP Submittals and final selection of the Contractor is as follows:

- April 16 - RFP Packages available
- April 27 - Deadline for submitting written questions: 5:00 PM
- May 7 - RFP Submittal Deadline: 4:00 PM
- May 8 - 11 - Evaluation Panel reviews and scores RFP Submittals
- May 14 - 18 - Oral interviews – If needed
- June 25 - Contract awarded
- January 1, 2013 - Contract implemented and services begin

These dates are estimates and subject to change by the City.

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PART C: SUBMITTAL INTSTRUCTIONS

Proposals must be received no later than **4:00 PM on Friday, May 7, 2012.**

Paper proposals may be mailed or delivered to Kirkland City Hall at the address shown below. As an alternative, proposals may be sent as email attachments.

Paper proposals must be mailed or delivered to:

The City of Kirkland
Attn: Barry Scott - Animal Control Services
123 Fifth Avenue
Kirkland, WA. 98033

Emailed proposals should include "17-12-PD, Animal Control Services RFP" in the subject line and be addressed to: purchasing@kirklandwa.gov and be received before the due date and time. (Emailed proposals must be in MS Word or PDF format and cannot exceed 10MB).

Incomplete proposals and proposals that arrive after the due date and time will not be accepted.

The City of Kirkland accepts no liability for misdirected or lost documents. The City of Kirkland reserves the right to reject any or all submittals and to waive any irregularities and/or informalities. Submittals will not be returned.

A respondent may withdraw a submittal at any time prior to the final submission date by sending written notification of its withdrawal, signed by an agent authorized to represent the agency. The respondent may thereafter submit a new submittal prior to the final closing date given above.

Questions:

Questions regarding the RFP process should be addressed to Barry Scott, Purchasing Agent, at bscott@kirklandwa.gov or by phone to 425-587-3123.

Questions regarding the scope of work or evaluation process should be submitted in writing or by e-mail to the Lieutenant Seibert in the Kirkland Police Department at NSeibert@kirklandwa.gov by 5:00 PM on April 27. Please allow at least one business day for responses. Questions submitted after April 27 will not be answered.

Contract: The contract shall consist of the following documents: The Request for Proposal (RFP), the accepted proposal, a General Services Contract (sample attached) and any agreed upon written changes to any of the foregoing documents. The contract documents are complementary and what is called for in any one document shall be binding as if called for by all.

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PART D: SCOPE OF SERVICES

General Information

The intent of this document is for the City of Kirkland to obtain proposals from qualified individuals, firms or entities to provide animal control services such as administering regulations, enforcement and penalties pursuant to the following statutes and local code:

RCW 9.08	Crimes Relating to Animals	KMC 8.04.010	Regulations and enforcement
RCW 16.08	Dogs	KMC 8.04.020	Additional definitions
RCW 16.54	Abandoned Animals	KMC 8.04.030	Running at large prohibited
RCW 16.70	Control of pet animals infected with Disease Communicable to Humans	KMC 8.04.050	Enforcement
RCW 16.04	Trespass of Animals	KMC 8.04.055	Rabies control
RCW 16.52	Prevention of Cruelty to Animals	KMC 8.04.060	Exotic animal regulation
RCW 16.68	Disposal of Dead Animals	KMC 8.04.070	Regulation of guard dogs
		KMC 8.04.075	Portions of Chapter 16.52 RCW adopted by reference
		KMC 11.80.060	Animals at large prohibited (parks)

*KMC Title 8 subject to change

The City of Kirkland is presently contracting with King County Regional Animal Services for animal control in accordance with state and local law. The following statistics, based on historical records compiled by King County Regional Animal Services, show the annual number of animals handled and services requested received over a two-year period:

Field Services Requests	<u>2010</u>	<u>2011</u>
Total Field Services Request Calls	257	210 (*est)
Total Stray Animals From Field	20	45
Total Animals Surrendered by Owner in the Field	3	5
Total Animals Confiscated in the Field	2	6
Total Animals from Field Euthanized	1	0
Total DOA Animals collected in the Field	4	4
Total Priority 1 Immediate Emergency Dispatch	0	1
Total Priority 2 Emergency Dispatch	24	10
Total Priority 3 Urgent Calls/Dispatch	37	38
Total Priority 4-5 Non-Emergency Calls/Dispatch	61	90
Total Priority 6 Information Only Calls	34	6

* 2011 total calls are "estimated" because a reconciliation of the total is not yet available from King County. King County will provide reconciliation data for 2011 to the City by June 30, 2012.

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Scope Detail

It is intended that the Contractor shall provide Animal Control Services within the City.

Animal Control (field) Services:

1. *Management and Operation of Public Call-In System:* The Contractor shall manage and operate an Animal Control phone number, established by the City that is accessible to its residents seven days per week, 24 hours per day (excluding holidays) for a minimum of eight hours per day (normal business hours). The City may adjust the days of the week the call-in number operates to match the final choice of control service contractor.
2. *Animal Control Officer Response and Prioritized Dispatch:* The Contractor shall prioritize the animal control officer response to field service calls and dispatch in response to calls, as well as the handling of calls while in the field by an animal control officer, including responding with appropriate law enforcement personnel to vicious animal complaints, and other requests by the Kirkland Police Department and Kirkland Code Enforcement for animal control assistance.
3. *Conduct Enforcement and Field Operations:* The Contractor shall be fully responsible for taking animals into custody, transportation of animals to the City's contracted shelter facility (or utilize other such shelters as necessary), administration and enforcement of animal control regulations, investigation of animal control complaints, as well as imposing penalties in accordance with the Kirkland Municipal Code and state law. Full services are required in the City of Kirkland including enforcing the leash-law animal provisions in parks.
 - A. Enforcement Hours: The Contractor shall provide for a minimum/maximum range of field operation services each week to include, patrol, enforcement, investigation of complaints and impoundment of animals, including Kirkland Police Department-approved after-hours call-outs. The City recognizes that the amount of field operation hours may vary and, therefore, requires that the Contractors animal control officers provide a minimum of 40 hours of field operation services per week and be capable and responsive to levels of activity, including Kirkland Police Department approved call-outs, that may require up to 80 hours per week, as need dictates. Within this inclusive range, the Contractor shall be responsible for all such services.
 - B. Emergency Response: The Contractor for animal control enforcement shall be available twenty-four (24) hours a day, seven (7) days a week, on an emergency-response basis. Emergency response shall be for:
 - i. Vicious animals, animals running at large, or animals that may reasonably constitute a hazard to persons or other animals or threaten public safety.
 - ii. Injured or very sick animals.
 - iii. Animals in distress, such as those caught in traps.
 - iv. Hardship cases or law enforcement (Kirkland Police Department) assistance matters.

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Note: The Kirkland Police Department shift sergeant must authorize any after-hour call-outs of Contractor's staff if the contractor wishes to receive additional compensation.

- C. Complaints and Referrals: The Contractor shall investigate and follow up on all animal control complaints referred to it by the public, appropriate officers, health services or other entities where the complaints constitute violations of the Kirkland Municipal Code, Title 8 or Title 11.
- D. Distressed Animals: Animals in distress, including hardship cases, such as owner arrest or house fires, must be taken to the animal shelter. Vicious animals at large must be impounded.
- E. Hazard Removal: Dead animals whose owners are unknown and which constitute a traffic hazard on City roadways must be removed. In other instances where violations of the Kirkland Municipal Code or state law are observed, the animal shall be impounded.
- F. Disposal of Dead Animals: The Contractor shall pick up and dispose of small or large dead animals from City streets within 24 hours of notification.
- G. Animal Transport Equipment: The Contractor shall maintain such vehicles and related equipment as are required for its operation and shall bear full responsibility for fuel and maintenance of the same.
- H. Defining Costs: The proposal shall present the cost per hour for field operation and enforcement services for a minimum of forty (40) hours, up to eighty (80) hours per week that are required by this RFP and the cost of authorized emergency call-out.
- I. Court Appearances: The Contractor's personnel may, on occasion, be required to appear in court in support of enforcement actions. The Contractor shall provide all necessary investigation, enforcement, testimony, follow-up and administrative hearings as may be required to fulfill the City's legal responsibility regarding animals, violations of law and animal control issues. The Contractor shall not receive additional compensation for these appearances. Such appearances would be within the regular duty hours.
- J. Quarantine Services: The Contractor shall, upon request by the City, provide quarantine services as required by state law and Public Health – Seattle & King County. In addition, any other service necessary to determine if rabies are present.

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4. *Animal Licensing:* The City is responsible for animal (dog & cat) license sales and license renewals. The Contractor shall assist in the sales of animal licenses in the field necessary for the City to fulfill its legal licensing responsibility under state law or Kirkland Municipal Code.
 - A. License Issuance: The Contractor shall issue animal licenses as required by the Kirkland Municipal Code, shall collect the required fees, and shall maintain the appropriate records.
 - B. Stray Animal Licenses: Stray animals picked up in the City and sold or adopted to private individuals residing in the City shall not be released to their new owners until a valid City license is obtained.
 - C. Purchase Point: The Contractor shall have the capability whereby people can purchase required licenses for their animals in the field.
 - D. Defining Costs: The City shall determine pet license fees by ordinance.
5. *Promote Responsible Pet Stewardship:* The Contractor shall promote responsible animal stewardship as a representing agent of the City.
6. *Legislation:* The Contractor shall provide continuing assistance and advice to the City on the updating and revision of its animal control provisions in the Kirkland Municipal Code.
7. *Temporary Acceptance and Care of Animals:* Humane care and treatment shall be given to all animals held in temporary custody. Adequate housing, care and nourishment shall be provided and the temporary facility shall not be overpopulated.
8. *Certification:* The temporary hold facility shall comply with all licensing, certification, or accreditation as required by the laws and regulations of facilities and programs.
9. *Other:*
 - A. From time to time, special assistance may be required to respond to unique circumstances and/or animal care needs. Normally, such special assistance or care shall be the responsibility of the Contractor. Excessive cases may be addressed to the Police Department for special consideration.
 - B. The Contractor shall represent the City as its primary animal control service provider within the City. The Contractor shall not be expected to operate beyond the scope of the contract in the City's interest unless specifically requested to do so by an appropriate representative of the City. The City will not agree to any expense beyond the terms of the contract without pre-authorization by an official of the City empowered to so bind the City.

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10. Activities Not Covered: The Contractor shall not generally be responsible under the terms of this RFP for the following items:

- A. Responding to complaints or incidents involving wild animals, except where it is in the interest of public safety that the Contractor respond or the public safety is impaired by the presence of a wild animal, dead or alive, on a public roadway or within the right-of-way.
- B. Responding to non-emergent calls or complaints that have not been reviewed and approved for after-hours call-outs by the Kirkland Police Department.

PART E: CONTRACTOR QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES

Provide a statement of qualifications and relevant experience of individual(s) who will be involved in this contract, demonstrating a successful history of providing like or significant services to the City or other similar entity sufficient to support the conclusion that the proposer has the ability and the operational capacity to provide the services required in this RFP. In order to be considered for employment, the Contractor:

Must successfully complete a background investigation, which will include any or all of the following. A polygraph exam or computerized voice stress analyzer exam, psychological evaluation, and evaluation of physical capability.

Must be 21 years of age or older and possess a high school diploma or equivalent.

Must have a valid Washington State Driver's License.

Must not possess any physical or visual impairment that would prevent the employee from performing their job function.

Demonstrate to the City's satisfaction that the proposer has the financial strength and stability to assume the responsibilities required under this RFP and to successfully fulfill the contract.

Demonstrate to the City's satisfaction that the proposer has the staffing capacity, vehicle(s), equipment, training, licensure and certification requirements necessary to assume the responsibilities required under this RFP and to successfully fulfill the contract.

Demonstrate to the City's satisfaction that the proposer is committed to the humane treatment of animals.

Demonstrate to the City's satisfaction that the proposer has the ability to work with the public in sensitive situations.

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Demonstrate to the City's satisfaction that the proposer has the ability to provide on-call emergency services as required.

PART F: REQUIREMENTS

Please note the following general requirements are mandatory to all proposals. Proposals submitted after the deadline date or lacking one or more of the following requirements will not be accepted.

Please include your name; business name; address; email address; phone number. All proposals sent electronically must be in a PDF or Word document.

All proposals must include the legal name of organization, firm, individual of those submitting the RFP. Include the address of principle place of business; phone numbers; primary person to contact and be signed by an official who is legally authorized to bind the organization.

All proposals must include a detailed description of the proposer's qualifications and relevant experience of individuals(s) who will be involved in this contract.

- A. Company overview
- B. Agency contract for services
- C. Sample monthly field activity reports
- D. Narrative outlining the agency's animal control field process/approach. Illustrate successful history of providing like or significant services to the City or other similar entity sufficient to support the conclusions that the proposer has the ability and the operational capacity to provide the services required in the RFP.

Provide all references and materials required by the RFP instructions.

PART G: ADMINISTRATION

The Kirkland Police Chief or his designee, City Attorney and City Manager shall have administrative authority to establish policies and procedures pertaining to:

- a. Training of animal control officers regarding proper conduct and enforcement actions.
- b. Setting guidelines regarding legal enforcement issues and standards for the limited commission of Contractor enforcement personnel.
- c. How and when citations will be issued and notifications of same shall be made.

The Chief of Police shall administer all other aspects of this Agreement.

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Animal Control Officers:

1. *Authority:* The Contractor shall act as an agency for enforcement of animal control and related ordinances and statutes.
2. *Qualifications and Training:* The Contractor assumes full responsibility for the selection, qualification and training of its animal control officers.
3. *Patrol Strength:* The Contractor shall provide at least a minimum of forty (40) hours and up to eighty (80) hours weekly of field service time to carry out its obligations under the contract and shall ensure that at least one officer and vehicle are available. The hours and days of coverage will be adjusted according to season and complaint load for a schedule approved by the City.

The proposer guarantees that it will manage its affairs so that any agency contracting with it for services bears that agency's pro-rata share of costs incurred.

Non-discrimination in Employment and Client Services: The Contractor agrees to abide by all Federal, State and/or City ordinances prohibiting discrimination with regard to employment and client services. If the Contractor subcontracts, said subcontract shall include appropriate safeguards against discrimination in client services and employment binding upon each Contractor or subcontractor. The Contractor shall take such action as may be required to insure full compliance with this clause, including sanctions for noncompliance.

Requirements, Standards and Permits: Proposals shall meet all pertinent Federal, State and local requirements and standards. Proposers shall acquaint themselves with all relevant statutes and Kirkland Municipal Code provisions and shall be responsible for obtaining all necessary approvals and permits. Contractor shall be given a reasonable period of time to bring operations into compliance with all laws and standards.

Reports and Record Keeping:

1. *General Records:* The Contractor shall maintain a complete system of records that shall show the kinds and number of animals in its custody obtained from within the City, the locations where such animals were found, the reasons for collection, and final disposition.
2. *Financial and Activity Report:* At the close of each month and as a prerequisite for receiving payment for services rendered during the month, the Contractor shall submit financial and activity reports to the Kirkland Police Department to the City's specifications.
3. *Audit, Records and Reports:* The Contractor shall keep comprehensive records and submit monthly reports to the City. All income and expenditures shall be recorded in accordance with generally accepted accounting principles. The financial records shall be subject to audit by any governmental agency with jurisdiction at a time and place mutually convenient to the parties.

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4. *Audits:* The City reserves the right to perform periodic audits of financial and activity records of the Contractor. The Contractor acknowledges that audits may be conducted by the City, State or applicable Contractor.
5. *Licenses:* The Contractor shall keep a comprehensive set of records on all animal licenses issued by it. At the close of each month, the Contractor shall submit a report to Kirkland Finance Department of licenses issued. The report shall include a copy of the receipt for each license showing the name and address of the owner and the description of the animal licensed. Similar information shall be submitted for all animals impounded.

Fees:

1. The City Fee Schedule, adopted annually by the City Council, authorizes and sets forth animal control license and impound fee rates.
2. The Contractor shall not receive additional compensation for after-hours call-outs unless authorized by Kirkland Police Department's sergeant. The fee for after-hours call-out shall be specified as part of the proposal.

PART H: BUDGET AND LENGTH OF CONTRACT

The City's estimated cost for animal control (field) services is between \$70,000 and \$85,000 per year in its entirety. Payment amounts and schedules will be based on the proposal and, if selected, subsequent negotiations.

The length of the contract for animal control services will be for a period of three (3) years with an additional one (1) year extension upon mutual agreement of both parties.

- a. The successful proposal under this RFP shall constitute the contract base amount. Each successive contract year shall be subject to a maximum increase adjustment up to 2.5% or based on the Consumer Price Index (CPI), whichever is less.
- b. The Contractor shall be responsible for assisting with the sales of pet licenses in the field.
- c. The Contractor shall not receive any additional compensation for after-hours call-outs unless authorized by Kirkland Police Department's sergeant. The fee for after-hours call-out shall be specified as part of the proposal.

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PART I: SELECTION CRITERIA AND EVALUATION PROCESS

A selection committee will review all proposals and select finalists for interviews (if necessary). The City Manager for the City of Kirkland shall award the contract to the proposer that successfully demonstrates the ability to meet the required elements in the most cost effective and efficient manner. All proposals will be evaluated using the same criteria. The criteria used will be:

A. Ability to Perform Required Services

The City will consider all the relevant material submitted by each proposer, and other relevant material it may otherwise obtain, to determine whether the proposer is capable of providing services of the type and scope specific to the RFP. The following elements may be given consideration by the City in determining whether a proposer is capable:

1. Experience, integrity and reputation of the agency and other information that has a direct bearing on the decision to award a contract.
2. Quality, ability, capacity and skill of the agency to perform the scope of services, and responsiveness of the proposed program/methods.

B. Fees

Fees proposed for services to be performed.

C. Part F: Requirements

Provide all information and meet contract requirements under "Part F: Requirements" of this RFP.

D. Provide all information and meet contract requirements under this RFP in "Part F: Contractor Qualifications, Knowledge, Skills and Abilities"

E. The City may conduct interviews and site visits as part of the final selection process.

F. Any other factors that the City believes would be in the City's best interest to consider which were not previously described.

Failure to provide a complete proposal, clearly provide the elements of proof required, or demonstrate the elements stated above shall be cause for the rejection of any proposal.

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PART J: TERMS AND CONDITIONS

1. All proposals submitted become public information.
2. In the event it becomes necessary to revise any part of this RFP, addenda shall be provided to all proposers by the Purchasing Office.
3. Direct all questions about the specifications to the Lieutenant Seibert, City of Kirkland Police Department at NSeibert@kirklandwa.gov.
4. It is understood that the Contractor and its employees will be independent from the City and will not be considered employees of the City.
5. The successful proposer shall make such arrangements as may be necessary to commence operation on January 1, 2013 upon the final approval of the contract.
6. The City of Kirkland may request additional information or clarification from any proposer.
7. Proposals may not be modified or withdrawn after the time set for the opening of this proposal.
8. The City of Kirkland may choose to interview for clarification of written proposals. The City may also request additional information from the proposer. An appointment to visit proposers' facilities may be requested.