



BOARD OF ANIMAL SERVICES COMMISSIONERS
CITY OF LOS ANGELES
Tuesday, May 22, 2012
10:00 A.M.

**Los Angeles City Hall
200 North Spring Street
Room 1060
Los Angeles, California 90012**

JIM JENSVOLD
TARIQ A. KHERO
LISA McCURDY
KATHLEEN RIORDAN
ALANA YAÑEZ

Sign language interpreters, assistive listening devices, or other auxiliary aids and/or services may be provided upon request. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting you wish to attend. For information please call (213) 482-9501.

Si require servicios de traduccion, favor de notificar la oficina con 24 horas por anticipado.

COMMISSION MEETING

1. PUBLIC COMMENT PERIOD - (Comments from the public on items of public interest within the Board's subject matter jurisdiction and on items not on the Agenda.)

Public Comments: The Brown Act prohibits the Board and staff from responding to the speakers' comments. Some of the matters raised in public comment may appear on a future agenda.

2. COMMISSION BUSINESS

A. Approval of the Minutes from April 24, 2012, and May 8, 2012 Meetings

3. DISCUSSION ITEMS

None

4. GENERAL MANAGER RECOMMENDS FOR BOARD ACTION

A Revised Commission Rules of Decorum

That the Board adopt revised Rules of Decorum substantially based upon those adopted by the Los Angeles City Council (as set forth below) with minor modifications modeled after language included in the Rules of Decorum adopted by the Board of Directors of the Los Angeles County Metropolitan Transportation Authority (Metro Board) and request that the City Attorney continue to provide formal guidance regarding their implementation.

B. Request for Proposal for Animal Management Software

That the Board authorize the General Manager to release a Request for Proposals (RFP), substantially in the form as on file, for the selection of a contractor to provide an animal data management system, subject to the review of the City Attorney as to form and legality; that the General Manager report back to the Board with a description of the types of evaluators to be involved in the process; and that the General Manager report back to the Board with her recommendation on the proposed contractor and a summary of the evaluation process.

C. Request for Proposals for an Electronic Animal Identification System (Microchips)

That the Board authorize the General Manager to release a Request for Proposals (RFP), substantially in the form as on file, for the selection of a contractor to provide an electronic animal identification system ("microchips"), subject to the review of the City Attorney as to form and legality; that the General Manager report back to the Board with a description of the types of evaluators to be involved in the process; and that the General Manager report back to the Board with a recommendation on the proposed contractor and a summary of the evaluation process.

D. Request for Authority to Destroy Obsolete Records from the Department of Animal services (Continued from the Board Meeting of May 8, 2012)

That the Board authorize the General Manager to destroy obsolete records from various divisions of the Department of Animal Services for the period of January 1, 1987 through July 1, 2006 (DAR/0316 – 812 boxes); and that the Board direct the General Manager to follow past practices and submit future destruction of records requests directly to the City Council, subject to the City Attorney's approval.

5. ORAL REPORT OF THE GENERAL MANAGER

Next Commission Meeting is scheduled for 10:00 A.M, June 12, 2012, at Los Angeles City Hall, Room 1060, 200 North Spring Street, Los Angeles, California 90012

AGENDAS - The Board of Animal Services Commissioners (Board) meets regularly every second (2nd) and fourth (4th) Tuesday of each month at 10:00 A.M. Regular Meetings are held at City Hall, 200 North Spring Street, Room 1060, in Los Angeles, CA 90012. The agendas for Board meetings contain a brief general description of those items to be considered at the meetings. Board Agendas are available at the Department of Animal Services (Department), Administrative Division, 221 North Figueroa Street, 5th Floor, Los Angeles, CA 90012. Board Agendas may also be viewed on the 2nd floor Public Bulletin Board in City Hall East, 200 North Main Street, Los Angeles, CA 90012. Internet users may also access copies of present and prior agenda items, copies of the Board Calendar, MP-3 audio files of meetings as well as electronic copies of approved minutes on the Department's World Wide Web Home Page site at <http://www.laanimalservices.com/CommissionAgendas.htm>

Three (3) members of the Board constitute a quorum for the transaction of business. Some items on the Agenda may be approved without any discussion.

The Board Secretary will announce the items to be considered by the Board. The Board will hear the presentation on the topic and gather additional information from Department Staff. Once presentations have finished, the Board President will ask if any Board Member or member of the public wishes to speak on one or more of these items. Each speaker called before the Commission will have one (1) minute to express their comments and concerns on matters placed on the agenda.

PUBLIC INPUT AT BOARD MEETINGS – **Public Participation on Agenda Items.** Members of the public will have an opportunity to address the Board on agenda items after the item is called and before the Board takes action on the item, unless the opportunity for public participation on the item was previously provided to all interested members of the public at a public meeting of a Committee of the Board and the item has not substantially changed since the Committee heard the item. When speaking to an agenda item other than during Public Comment (see Public Comment below), the speaker shall limit his or her comments to the specific item under consideration (California Government Code, Section 54954.3).

Public Comment. The Board will provide an opportunity for public comment at every regular meeting of the Board. Members of the public may address the Board on any items within the subject matter jurisdiction of the Board as part of Public Comment.

Speaker Cards. Members of the public wishing to speak are to fill out one speaker card for each agenda item on which they wish to speak and present it to the Board secretary before the item is called.

Time Limit for Speakers. Speakers addressing the Board will be limited to one (1) minute of speaking time for each agenda item except in public comment which is limited to three (3) minutes. The Chairperson, with the approval of a majority of the Board, may for good cause extend any speaker's time by increments of up to one (1) minute. Total speaker time on any agenda item will be limited to ten (10) minutes per item and fifteen (15) minutes for Public Comment, unless extended as above.

Brown Act. These rules shall be interpreted in a manner that is consistent with the

Please join us at our website: www.LAAnimalServices.com

Ralph M. Brown Act, California Government Code Section § 54950 et seq.

STANDARDS OF CONDUCT. Speakers are expected to behave in an orderly manner and to refrain from personal attacks or use of profanity or language that may incite violence.

All persons present at Board meetings are expected to behave in an orderly manner and to refrain from disrupting the meeting, interfering with the rights of others to address the Board and/or interfering with the conduct of business by the Board.

In the event that any speaker does not comply with the foregoing requirements, or if a speaker does not address the specific item under consideration, the speaker may be ruled out of order, their speaking time forfeited and the Chairperson may call upon the next speaker.

The Board, by majority vote, may order the removal from the meeting of any speaker or audience member continuing to behave in a disruptive manner after being warned by the Chairperson regarding their behavior. Section 403 of the California Penal Code states as follows: "Every person who, without authority of law, willfully disturbs or breaks up any assembly or meeting that is not unlawful in its character, other than an assembly or meeting referred to in Section 302 of the Penal Code or Section 18340 of the Elections Code, is guilty of a misdemeanor".

VOTING AND DISPOSITION OF ITEMS – Most items require a majority vote of the entire membership of the Board (3 members). When debate on an item is completed, the Board President will instruct the Secretary to "call the roll". Every member present must vote for or against each item; abstentions are not permitted unless there is a Conflict of Interest for which the Board member is obliged to abstain from voting. The Secretary will announce the votes on each item. Any member of the Board may move to "reconsider" any vote on any item on the agenda, except to adjourn, suspend the Rules, or where an intervening event has deprived the Board of jurisdiction, providing that said member originally voted on the prevailing side of the item. The motion to "reconsider" shall only be in order once during the meeting, and once during the next regular meeting. The member requesting reconsideration shall identify for all members present the Agenda number and subject matter previously voted upon. A motion to reconsider is not debatable and shall require an affirmative vote of three members of the Board.

When the Board has failed by sufficient votes to approve or reject an item, and has not lost jurisdiction over the matter, or has not caused it to be continued beyond the next regular meeting, the issue is again placed on the next agenda for the following meeting for the purpose of allowing the Board to again vote on the matter.

**BOARD OF
ANIMAL SERVICES
COMMISSIONERS**

TARIQ A. KHERO

LISA McCURDY

JIM JENSVOLD

KATHLEEN RIORDAN

ALANA YANEZ

City of Los Angeles
CALIFORNIA



ANTONIO R. VILLARAIGOSA
MAYOR

DEPARTMENT OF
ANIMAL SERVICES
221 North Figueroa Street
5th Floor
Los Angeles, CA 90012
(888) 452-7381
FAX (213) 482-9511

BRENDA F. BARNETTE
General Manager

Report to the Board of Animal Services Commissioners

Brenda Barnette, General Manager

COMMISSION MEETING DATE: May 22, 2012

PREPARED BY: Brenda Barnette

REPORT DATE: May 16, 2012

TITLE: General Manager

SUBJECT: Revised Commission Rules of Decorum

BOARD ACTION RECOMMENDED:

That the Board adopt revised Rules of Decorum substantially based upon those adopted by the Los Angeles City Council (as set forth below) with minor modifications modeled after language included in the Rules of Decorum adopted by the Board of Directors of the Los Angeles County Metropolitan Transportation Authority (Metro Board) and request that the City Attorney continue to provide formal guidance regarding their implementation.

1. SUMMARY:

On February 14, 2012, the Board of Animal Services Commissioners ("Board") adopted Rules of Decorum ("Rules") to aid the Board in conducting its business efficiently and effectively. After further review, and after observing disruptive recent disruptive activities at meetings of both the Los Angeles City Council and the Metro Board, the Department has determined that the adopted Rules of Decorum could benefit from minor fine-tuning.

The Board put in place a set of Rules which allow individual members of the public to speak before the Board in a manner that does not unduly interfere with, delay or disrupt the meetings, or offend the sensibilities of those participating or in attendance. The proposed revision to those Rules adds specificity with regard to certain kinds of terminology that has been presented to public bodies in recent weeks and also simplifies language relating to enforcement.

AN EQUAL OPPORTUNITY EMPLOYER

Visit our website at www.LAAnimalServices.com

Subject: Rules of Decorum

The Los Angeles City Council ("Council") in 2009 revised its Rules of Decorum to reflect the need to address circumstances created by occasionally disruptive or abusive public speakers which set forth certain ground rules to provide the presiding officer and other City staff with tools to ensure proper decorum. These Rules were adapted for use by the Board and that adaptation constitutes the document adopted by the Board on February 14th.

The Rules address such utterances as personal, impertinent, unduly repetitive, slanderous or profane remarks, or loud, threatening, personal or abusive language. They also address activity that could disrupt or impede the orderly conduct of the Council's meetings. This proposed revision adds references to sexually suggestive, vulgar or obscene language. The revision also lessens the Board's reliance on the presence of a Sergeant-at-Arms or other law enforcement officials and clarifies the role of the Board's Presiding Officer in the enforcement of the Rules.

In satisfying the desire for individuals to exercise their First Amendment rights at the Board's meetings the goal of handling the items of business on the agenda should not be sacrificed. These items represent the needs and interests of the Department and the animals and broad public who comprise its constituency.

The Department believes that these minor revisions to the adopted Rules of Decorum will provide the Board members and the public with increased expectations that meetings will proceed in an orderly and civil manner. Further, the City Attorney, who guided the Council in its adoption of the revised Rules, should upon request provide guidance to the Board in the effective, proper and lawful implementation of these Rules.

2. PROPOSED *REVISED* RULES OF DECORUM:**1. Rules of Decorum.**

During a meeting of the Los Angeles Board of Animal Services Commissioners, there is the need for civility and expedition in the carrying out of public business in order to ensure that the public has a full opportunity to be heard and that the Board has an opportunity for its deliberative process. While any meeting of the Board is in session, the following rules of decorum shall be observed:

- a. All remarks shall be addressed to the Board as a whole and not to any single member, unless in response to a question from a member.
- b. Persons addressing the Board shall not make personal, impertinent, unduly repetitive, slanderous, profane, sexually suggestive, vulgar or obscene remarks to the Board, any member of the Board, staff or general public, nor utter loud, threatening,

Subject: Rules of Decorum

personal or abusive language, nor engage in any other disorderly conduct that disrupts, disturbs or otherwise impedes the orderly conduct of any Board meeting.

c. No person in the audience at a Board meeting shall engage in disorderly or boisterous conduct, including the utterance of loud, threatening or abusive language, whistling, stamping of feet or other acts which disturb, disrupt or otherwise impede the orderly conduct of any Board meeting.

d. Signs, placards, banners, or similar items shall not be permitted at any time in the Board's meeting room unless expressly permitted by the Presiding Officer.

e. The Presiding Officer shall have the ability to determine time limits for public comment based on the need to move the meeting's agenda in a timely manner, and to adjust them as necessary.

f. The Presiding Officer of the Board, with the help of the Sergeant-at-Arms should one be present, shall be responsible for maintaining the order and decorum of meetings, as set forth more fully below.

2. Enforcement of Decorum.

At the discretion of the Presiding Officer or upon a majority vote of the Board, the Presiding Officer shall order removed from the meeting room any person who fails to observe these rules of decorum, including committing any of the following acts of disruptive conduct in respect to a regular, adjourned regular or special meeting of the Board:

a. Disorderly, contemptuous or insolent behavior toward the Board or any member thereof, tending to interrupt the due and orderly course of said meeting; and

b. Personal, impertinent, unduly repetitive, slanderous,--profane, sexually suggestive, vulgar or obscene remarks to the Board, any member of the Board, staff or general public; and

c. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting; and

d. Disobedience of any lawful order of the Presiding Officer, which shall include an order to be seated or to refrain from addressing the Board; and

e. Any other unlawful interference with the due and orderly course of said meeting.

Any person so removed shall be excluded from further attendance at the meeting from which he/she has been removed, unless permission to attend is granted upon motion adopted by a majority vote of the Board. If any person so removed refuses to leave the

Subject: Rules of Decorum

meeting, the Presiding Officer shall enlist the assistance of appropriate law enforcement officials:-

3. Penalties.

Any person who has been ordered removed from a meeting may be charged with a violation of Penal Code Section 403, or other appropriate Penal Code or Los Angeles Municipal Code sections. In addition, any person so removed on the basis of disruptive conduct described above may not be allowed to address the Board for up to a maximum of six (6) meeting days of the Board during which the Board has convened in regular session. The period of prohibition from addressing the Board will be determined by the Presiding Officer, or the Board upon a vote, based on the number and severity of prior incidents of disruptive conduct.

FISCAL IMPACT:

None.

Approved:

Brenda Barnette, General Manager

BOARD ACTION:

_____ Passed	Disapproved _____
_____ Passed with noted modifications	Continued _____
_____ Tabled	New Date _____

**BOARD OF
ANIMAL SERVICES
COMMISSIONERS**

JIM JENSVOLD

TARIQ A. KHERO

LISA MCCURDY

KATHLEEN RIORDAN

ALANA YAÑEZ

City of Los Angeles

CALIFORNIA



**ANTONIO R. VILLARAIGOSA
MAYOR**

**DEPARTMENT OF
ANIMAL SERVICES**
221 North Figueroa Street
5th Floor
Los Angeles, CA 90012
(888) 452-7381
FAX (213) 482-9511

BRENDA F. BARNETTE
GENERAL MANAGER

JOHN D. CHAVEZ
ASSISTANT GENERAL MANAGER

DR. JEREMY PRUPAS
CHIEF VETERINARIAN

Report to the Board of Animal Services Commissioners

COMMISSION MEETING DATE: May 22, 2012

PREPARED BY: Brenda F. Barnette, General Manager

REPORT DATE: May 15, 2012

**SUBJECT: REQUEST FOR PROPOSALS FOR ANIMAL MANAGEMENT
SOFTWARE**

BOARD ACTIONS RECOMMENDED:

1. That the Board authorize the General Manager to release a Request for Proposals (RFP), substantially in the form as on file, for the selection of a contractor to provide an animal data management system, subject to the review of the City Attorney as to form and legality.
2. That the General Manager report back to the Board with a description of the types of evaluators to be involved in the process.
3. That the General Manager report back to the Board with her recommendation on the proposed contractor and a summary of the evaluation process.

SUMMARY

Since 2000, the Department of Animal Services has contracted with HLP, Inc. to provide the Department with an animal management software called "Chameleon." Chameleon is designed to manage and track animal shelter data such as intake and outcomes. It also captures data related to inventory, spay/neuter, licensing, medical history, incoming calls, citations and donations, among others.

"Creating a Humane LA"

AN EQUAL OPPORTUNITY EMPLOYER

Visit our website at www.LAAnimalServices.com

Since information technology changes rapidly, and with 12 years of experience with Chameleon, Animal Services believes it is prudent to fully investigate whether there is a more efficient and effective animal data management system that can benefit the Department.

The new animal management software must be able to meet the needs of a city the size of Los Angeles: nearly 4 million people and almost 500 square miles. In addition, the City takes in about 64,000 dogs, cats, rabbits and other animals into its shelters every year.

Given the current budget situation, it is also in the best interest of the Department to seek less costly ways of doing business. It is unlikely that hiring additional staff will be possible in the near-term future to allow the Department to address operational needs or to embark on new initiatives in the manner it has in the past. Therefore, added emphasis will be placed on technology to help manage current operations and to implement new initiatives. In addition, a recent audit of the Department underscores the need to improve existing activities – such as animal inventories and tracking of dog licenses – in a manner that is efficient and which could include technology as a solution.

At the April 24, 2012 meeting of the Board of Animal Services Commissioners (“Board”), the Department requested the authority to release an RFP for animal management software.

CHANGES TO THE PROPOSED SCOPE OF WORK

At that meeting, the Board heard the Department’s request to release a Request for Proposals for the selection of a contractor to provide animal management software. The Board report for that item did not include a draft RFP for review.

The Board voted to see the draft RFP before it was released (see attached) and made recommendations to the proposed scope of work. These proposed changes are reflected below.

The successful proposal must offer the following:

- Demonstrated experience with a database that handles upwards of 3.8 million entries annually.
- A detailed plan to convert from the Department’s existing animal shelter software to a new or updated system (as applicable). The chosen contractor must ensure that there will be no negative impact on the Department or the public if there is a change in software generations or service providers. The contractor must present a plan preventing conversion problems and provide a seamless interface with the Animal Services website and/or other legacy systems.

- A detailed implementation plan, including training.
- A detailed cost breakdown, including costs related to query (report-writing) tools, data conversion/extraction/migration, or any customization costs needed for Animal Services. Proposers must provide information on any applicable pricing tiers, fees and discounts to an entity the size of the City of Los Angeles.
- Details on standard reports, charts, graphs, spreadsheets, and notices, and any additional reports the cost of which is not included in the basic bid. There must be provision for sorting and organizing data by Council District and Zip Code boundaries.
- Demonstrated experience providing services to government and a list of references.
- Emergency and contingency plans to address prospective system failures.

As requested by the Board, the Information Technology Agency also will be asked to review the RFP before it is released. The General Manager will report back to the Board on the evaluation process and the final recommendation.

FISCAL IMPACT:

This cannot be determined until proposals and their respective costs are submitted to the Department. Preliminary research indicates that a switch to a new contractor may be cost neutral.

Approved:

Brenda F. Barnette, General Manager

Attachment

BOARD ACTION:

_____ Passed	Disapproved _____
_____ Passed with noted modifications	Continued _____
_____ Tabled	New Date _____



**City of Los Angeles
Department of Animal Services**

REQUEST FOR PROPOSALS

For the Selection of a Contractor to Provide

Animal Management Software

In the City of Los Angeles

DRAFT

RFP Release Date:
TBD

Deadline to Submit Proposals:
TBD

Deliver to:
Attention: Ross Pool
Department of Animal Services
221 North Figueroa Street, Suite 500
Los Angeles, California 90012

RFP and Contract Administrator:
Phone: (213) 482-9501
Fax: (213) 482-9511
ross.pool@lacity.org

TABLE OF CONTENTS

I. <u>Introduction</u>	3
II. <u>About the Department of Animal Services</u>	5
III. <u>Personal Services Agreement</u>	7
IV. <u>Requirements for Submitting a Proposal</u>	7
V. <u>Contents of Submitted Proposals</u>	9
VI. <u>Additional Requirements of Selected Contractor</u>	12
VII. <u>Review, Evaluation, and Award</u>	12
VIII. <u>List of Attachments</u>	14

I. INTRODUCTION

SUMMARY

Since 2000, the Department of Animal Services has contracted with HLP, Inc. to provide it with an animal management software called "Chameleon."

Chameleon is designed to help manage and track animal shelter data such as intake and outcomes, like adoptions. It also captures data related to inventory, spay/neuter, licensing, medical history, incoming calls, citations and donations, among others.

The Department can then extract this data and run reports to guide its work and inform elected officials and the public on departmental operations. As important to Department management are reports showing performance in key areas – adoptions, spay/neuter surgeries, and intake. Monitoring these critical metrics and directing resources to change them favorably will help lead to an increase in Animal Services' life-save rate.

Since information technology changes rapidly, and with 12 years invested in Chameleon, the Department believes it is prudent to determine whether there is a less expensive, more efficient and effective animal management software that can benefit the Department.

~~Given the current budget situation, it is also in the best interest of the Department to look at less costly ways of doing business. It is unlikely that hiring additional staff will occur to meet existing operational needs or to embark on new initiatives. Therefore, added emphasis will be placed on technology to help manage current operations and to implement new initiatives. In addition, a recent audit of the Department underscores the need to improve existing activities – such as animal inventories and tracking of dog licenses – in a manner that is efficient and which could include technology as a solution.~~

SCOPE OF WORK

~~On April 24, 2012, the Board of Animal Services heard the Department's request to release a Request for Proposals (RFP) for the selection of a contractor to provide animal management software. This Board report did not include a draft RFP for review. The Board voted to see the draft RFP before it was released and made recommendations to the proposed scope of work. (Those proposed changes are reflected below.)~~

The new animal management software must be able to meet the needs of the city the size of Los Angeles: nearly 4 million people and almost 500 square miles. In addition, the City takes in about 64,000 dogs, cats, rabbits and other animals into its shelters every year.

The successful proposal needs to offer the following:

- Demonstrated experience with a database that handles upwards of 3.8 million entries annually.
- A detailed plan to convert from the Department's existing animal shelter software to a new or updated system (as applicable). The chosen contractor must ensure that there will be no negative impact on the Department or the public if there is a change in software generations or service providers. In the event a new contractor is selected, such contractor

must present a plan preventing conversion problems and provide a seamless interface with the Animal Services website and/or other legacy systems.

- A detailed implementation plan, including training.
- A detailed cost breakdown, including costs related to query (report-writing) tools, data conversion/extraction/migration, or any customization costs needed for Animal Services. Proposers must provide information on any applicable pricing tiers, fees and discounts to an organization the size of the City of Los Angeles.
- Details on standard reports, charts, graphs, spreadsheets, and notices, and any additional reports that will involve an extra cost. There must be a provision for sorting and organizing data by Council District and Zip Code boundaries.
- Demonstrated experience providing services to government entities of a similar size and a list of references.
- Emergency and contingency plans to address prospective system failures.

Personal Services Agreement

The animal management system contractor will provide these services under a Personal Services Agreement with the City of Los Angeles. As per the City Charter, such agreements are entered into through a competitive process. To be considered for award of an agreement, interested parties must respond to this RFP according to the instructions and guidelines stated herein. The proposer(s) who demonstrates it is the most qualified to provide the required services, at the best overall value to the City, will be recommended for award.

The Board of Animal Services Commissioners awards contracts for the Department; ~~Subsequent~~ to consideration and approval of award by the Board, the agreement will be subject to review by the City Attorney and the Mayor's Office, and subject to approval by the City Council, prior to execution and start of services.

Minimum Requirements

The contractor must have at least five years of recent experience successfully providing animal management software for governmental animal care and control organizations.

Term

Unless terminated earlier pursuant to the agreement or pursuant to termination provisions within the attached exhibits incorporated herein, the term of the agreement will be for one year, renewable at the City's discretion for two additional one-year terms, for a maximum of three years.

Estimated Value of Agreement

The Department budgeted \$25,000 this Fiscal Year (July 2011 through June 2012) to pay for its animal management software costs and it is expected that this amount will also be budgeted in subsequent years.

Definitions

The following terms used in this RFP shall be construed as follows:

- "Board" means the Board of Animal Services Commissioners.
- "City" means the City of Los Angeles, acting by and through the Department of Animal Services.

- “Contract” is synonymous with “Agreement” and means the agreement executed as a result of this RFP.
- “Contractor” means the veterinarian, individual, foundation, partnership, corporation, or other entity to which an agreement is awarded.
- “Department” means the Department of Animal Services.
- “Proposer” means any veterinarian, individual, foundation, partnership, corporation, or other entity who submits a proposal in response to this RFP.

DRAFT

II. ABOUT THE DEPARTMENT OF ANIMAL SERVICES

Services at the Animal Care Centers

The Department offers a wide range of programs and services, including pet adoption, licensing, low-cost spay/neuter services, microchipping, foster programs, volunteer programs, permits, prevention of animal cruelty, and community outreach programs, among others. Most of our services and programs are offered through our Animal Care Centers located throughout Los Angeles, where staff receive stray or turned-in animals, and after an initial check-up, hold the animals for the legally required period of time before placing them up for adoption. The centers' veterinary staff looks after the health of the center's animals and treats those needing special care.

New and Expanded Animal Care Centers

With the passage of the City's Proposition F, the Fire and Animal Facilities Bond, Los Angeles voters signaled their support for new, expanded, and modern facilities for animal care and human interaction. Seven new or expanded facilities now provide community-oriented animal care, a safe environment for animals in the Department's care, and establish community relationships to enhance responsible pet ownership and to increase the number of pets reclaimed by owners or adopted to new homes. Each new or expanded center features comfortable and safely designed public areas and state-of-the-art veterinary care, examination, and observation spaces. All include a major expansion of dog kennel space and large kitchens for preparing animal meals. They feature "get-acquainted" rooms for cats and outdoor yards for the adopter to get to know dogs and other animals. The new outdoor kennels keep animals comfortable with radiant heating built into the concrete kennels for winter, and misting systems for hot days, while human visitors will enjoy the garden settings of the kennel areas. Large community rooms will be used for everything from staff training to community events.

Additional information is available online at: www.laanimalservices.com.

III. PERSONAL SERVICES AGREEMENT

The proposed Personal Services Agreement is attached as Attachment A, and will be the Agreement, substantially in the form as attached, to provide animal management software. Portions of the top-ranked proposal may be incorporated into the final executed Agreement. Attached to the Agreement are the City's Standard Provisions for City Contracts (Rev. 10/0303/09).

Comment [dovh1]: Do you have it ready for my review?

IV. REQUIREMENTS FOR SUBMITTING A PROPOSAL

A. Deadline for Submission

To be considered, proposals must be received on or before [Date, Month Year], 3:00 p.m. Pacific Time, at the address listed below.

B. Where to Submit your Proposal

Submit your proposal in a sealed envelope or box labeled "Proposal to Provide Animal Management Software." Indicate your name and address on the outside and deliver to:

Attention: Ross Pool
City of Los Angeles, Department of Animal Services
221 North Figueroa Street, Suite 500
Los Angeles, California 90012

C. Number of Copies

Please provide one (1) original and five (5) photocopies and plainly identify the respective documents.

D. Administrative Requirements for Submittal

All proposals must adhere to the following:

1. Acknowledgment of Terms and Conditions: A proposal submitted in response to this RFP shall constitute acknowledgment and acceptance of all terms and conditions set forth herein. Failure of the successful proposer to accept these obligations may result in cancellation of the Contract award.
2. Format of Proposals: Proposals must be typewritten, in English, and should be prepared simply and economically, avoiding the use of unnecessary promotional materials.
3. The RFP and the top-ranked proposal, or any part thereof, may be incorporated into and made a part of the Contract. The City reserves the right to further negotiate the terms and conditions of the Contract with the selected Contractor.
4. The City reserves the right to withdraw this RFP at any time, to reject any and all proposals, to choose not to award a Contract, and to waive any informality in the process when to do so is in the best interest of the City.
5. A proposer may withdraw a submitted proposal in writing at any time prior to the specified due date and time. Faxed withdrawals will be accepted. A written request to withdraw, signed by an authorized representative of the proposer, and must be submitted to the

Department at the address specified herein for submittal of proposals. After withdrawing a previously submitted proposal, the proposer may submit another proposal at any time up to the specified submission deadline. All proposals submitted and not withdrawn prior to the end of the submission deadline may not be withdrawn after the submission deadline for a period of ninety (90) days following the deadline for submission of proposals specified in this RFP.

6. **Timeliness of Proposals:** Allow adequate mail delivery time to ensure timely receipt of the proposals. Late proposals will not be considered for review. The City reserves the right to determine the timeliness of all proposals submitted. At the day and time appointed, all timely-submitted proposals will be opened and the name of the proposer(s) may be announced. No other information about the proposals will be made public until after a recommendation for award is made to the Board.
7. **Deadline Extension:** The City reserves the right to extend the deadline for submission should such action be in the best interest of the City. In the event the deadline is extended, proposers will have the right to revise their proposals. Proposals may be withdrawn personally, by written request, prior to the scheduled closing time for receipt of proposals.
8. All proposals submitted in response to this RFP become the property of the City.
9. **Prohibition of Communication during Evaluation Period:** After the submittal of proposals and continuing until a Contract has been awarded, all City personnel involved in the RFP will be specifically directed against holding any meetings, conferences, or technical discussions with any proposer except as provided in the RFP. Questions regarding this RFP should be directed only to the RFP/ Contract Administrator indicated on the cover. Failure to comply with this requirement may terminate further consideration of that proposal.
10. **Cost of Preparation:** All costs of proposal preparation shall be borne by the proposer. The City shall not, in any event, be liable for any expenses incurred by the proposer in the preparation and/or submission of the proposal.
11. **Questions:** For questions regarding this RFP, contact Ross Pool at (213) 482-9501, or at ross.pool@lacity.org.

V. CONTENTS OF SUBMITTED PROPOSALS

ALL Information requested must be included in your submitted proposal. The proposal must include:

- A cover letter
- Evidence of financial capability
- Description of your qualifications and experience
- Description of your animal management software
- A business plan
- Financial planning
- Proposed fees
- Additional information, if any
- Completed administrative requirements forms.

For each of the above sections, provide the following:

A. Cover Letter

Include a cover letter from, and signed by, your authorized representative indicating intent in providing the requested services. The cover letter must provide complete contact information of the person or persons authorized to speak on the proposer's behalf regarding the proposal. Include the name and title of this person, mailing address, telephone, fax, and email addresses.

B. Financial Capability

Provide copies of bank statements, letters of credit, etc., to demonstrate sufficient financial capability to cash flow the operation during the initial period and through the entire term of the Contract, including sufficient resources to provide adequate staffing, and to provide required bonds. (**Note:** You do not need to submit multiple copies of documentation to demonstrate financial capability. You must include this in your original submittal, but may omit in the copies of your proposal.)

C. Qualifications and Experience

Contractor must have experience providing animal management software to animal care and control organizations. Include in your proposal:

- A detailed description of key employees' qualifications and credentials
- Provide a list of at least three references for the last five years
- Include resumes of key staff

Proposer must have at least five years of recent experience providing animal management software to animal care and control organizations. Describe your experience in providing these services:

- How many animal care and control organizations do you provide animal management software? For how many years?
- Describe the services provided.

D. Description of Animal Management Software

Submit a description of your animal management software, including:

- Demonstrated experience with a database that handles upwards of 3.8 million entries annually.
- A detailed plan to convert from the Department's existing animal shelter software to a new or updated system (as applicable). The chosen contractor must ensure that there will be

no negative impact on the Department or the public if there is a change in software generations or service providers. In the event a new contractor is selected, such contractor must present a plan preventing conversion problems and provide a seamless interface with the Animal Services website and/or other legacy systems.

- A detailed implementation plan, including training.
- A detailed cost breakdown, including costs related to query (report-writing) tools, data conversion/extraction/migration, or any customization costs needed for Animal Services. Proposers must provide information on any applicable pricing tiers, fees and discounts to an organization the size of the City of Los Angeles.
- Details on standard reports, charts, graphs, spreadsheets, and notices, and any additional reports that will involve an extra cost. There must be a provision for sorting and organizing data by Council District and Zip Code boundaries.
- Demonstrated experience providing services to government entities of similar size and a list of references.
- Emergency and contingency plans to address prospective system failures

E. Business Plan and Financial Planning

Submit a proposed operation plan. This must reflect an understanding of the overall goals of the Department and should demonstrate an interest in assisting with the Departments' goals to promote and protect the health, safety, and welfare of animals and people in Los Angeles, including achievement of a permanent "No-Kill" policy. The plan should include:

- Number of staff and categories of each.
- Description of equipment to be used.
- Methods of accounting
- Advertising and community outreach plans
- Customer service:
 - Proposed hours and days of operation
 - Proposed operating locations
 - Added-value services

Indicate your financial planning:

- What is your annual operating budget?
 - What are your start-up costs?
 - What will your expenses be?
- What are your sources of revenue?
 - Will you generate additional revenues through sales? If so, describe.
 - Will you rely on grants, donations, private funds, or other sources?
 - If so, describe your plans to secure this additional funding.
- *You do not need to disclose proprietary or confidential information, but you should demonstrate realistic expectations of revenues and all expenses, and show that you are able to plan a financially viable operation. As a reminder, you should indicate those sections of your proposal which you consider proprietary or confidential (see the Disposition of Proposals referenced below).*

Comment [dovh2]: This will be a potential problem, as the additional revenue might not be acceptable to the City as part of an RFP for this service.

F. Proposed Fees Worksheet

Indicate your proposed fees in the Proposed Fees Worksheet (sample attached as Attachment B). The worksheet is available by contacting Ross Pool at ross.pool@lacity.org, or you may submit your own spreadsheet provided it contains all the information Animal Services requires. Download the file, enter your fees, print the completed worksheet, and include the worksheet in your submitted proposal.

G. Additional Information (If any)

Provide any additional information which you believe will further demonstrate your ability to meet or exceed the requirements listed in this RFP and the Agreement. Any additional information may address:

- Your qualifications and experience
- Proposed methods of providing services
- Additional services which are available in addition to those listed in the Agreement (additional methods of accomplishing the Department's goals)
- Bilingual capabilities
- Explanations of any disciplinary actions, suspensions of license, claims, etc., if any
- Any other information which further demonstrates your ability to achieve the Department's goals

If no additional information is to be provided, state "No additional information to provide." in response to this section.

H. Administrative Requirements and Forms

All bidders and proposers seeking to enter into contracts with the City of Los Angeles are required to comply with the City's contracting requirements. The forms listed below correspond to these requirements; proposers are to complete and submit all required documents with their proposal.

Forms and complete instructions are found in the companion document "Administrative Requirements and Forms," distributed with this RFP and available through the RFP administrator indicated on the cover of this RFP. You do not need to submit multiple copies of these forms; you must include them in your original submittal, but may omit them in the copies of your proposal.

Documents to be included with your proposal are:

- Signature Declaration and Affidavit
- Disposition of Proposals
- Non-Discrimination/ Affirmative Action Plan (pages A1 through A7)
- Good Faith Effort documentation
- Living Wage Ordinance (LWO) and Service Contractor Worker Retention Ordinance (SCWRO) exemption forms (*only if applying for an exemption*)
- Contractor Responsibility Ordinance Questionnaire
- Equal Benefits Ordinance Statement
- City Ethics Commission Bidder Certification

The Department reserves the right to request additional information and/or clarification regarding submitted documents during the evaluation.

VI. ADDITIONAL REQUIREMENTS OF SELECTED CONTRACTOR

After award of the Agreement, and prior to execution, the selected Contractor shall complete and submit the following (forms to be provided to the selected Contractor):

- Americans with Disabilities Act Certification
- Child Support Certificate of Compliance
- Los Angeles Residence Information (location of selected contractor's headquarters and percentage of workforce residing in Los Angeles)
- LWO/SCWRO Compliance forms
- Slavery Disclosure Affidavit
- Contractor Responsibility Ordinance Pledge of Compliance
- Form W-9

The following must be submitted to the Department before Contract execution:

- Copy of Los Angeles Business Tax Registration Certificate (BTRC) for the Clinic
- Proof of Insurance, subject to City approval
- Copy of Veterinary Premise License for the mobile clinic

VII. REVIEW, EVALUATION, AND AWARD

A. Minimum Requirements

1. Review Of Proposals

Staff will review all proposals to determine if they meet the minimum requirements contained in this RFP. Proposer must have at least five years of recent experience. The Department reserves the right to request additional information to clarify a submitted proposal.

2. Financial Capability

Proposer must demonstrate that it has sufficient financial capability to cash flow the operation during the initial period and through the entire term of the Contract.

Proposers who fail to meet the minimum requirements stated herein, or who fail to demonstrate sufficient financial capability, may be disqualified from further evaluation and may be deemed non-responsive. Proposers will be further evaluated as follows:

B. Evaluation

An evaluation panel will be convened to evaluate proposals, may interview proposers whose proposals have met the minimum requirements, and may be asked by the Department to recommend an award of a Contract. Said panel may be comprised of Department staff and/or other appropriate experts.

Proposals will be rated according to the criteria and point scale below:

Criteria:	No pass	Poor	Fair	Good	Excellent
Experience, Qualifications: What have you accomplished or are currently doing?					
Relevant experience of proposer as a group/company/firm	0	1	2	3	4
Relevant experience of the proposer's management and staff	0	1	2	3	4
Proven ability to provide similar services, demonstrated through previous experience, history, and other facts; experience may be in providing services to the City of Los Angeles, other government agencies, and/or in the private sector	0	1	2	3	4
Meets or exceeds required qualifications	0	1	2	3	4
Description of animal management software:					
System's ability to meet departmental needs	0	1	2	3	4
Plans to implement system are comprehensive	0	1	2	3	4
Reports, training, system integration are sufficient	0	1	2	3	4
Business Plan and Financial Planning: How will you accomplish this?					
Provides all information requested in the RFP	0	1	2	3	4
Thorough operating plan (plans for accounting, inventory, staffing, maintenance, etc)	0	1	2	3	4
Customer service: hours of operation, locations, added-value services, etc.	0	1	2	3	4
Balanced budget; expense & start-up costs match revenue projections	0	1	2	3	4
Plans to generate funding from other sources (donations, etc)	0	1	2	3	4
No major conditions or restrictions; little or no changes in the proposed Scope of Services	0	1	2	3	4
Advertising and community outreach plans	0	1	2	3	4
Cost to City: Is it the best overall value to the City?					
Proposed fees and overall dollar cost to the City	0	1	2	3	4
Fees are demonstrated to be feasible and appropriate	0	1	2	3	4

Comment [dovh3]: The needs to be a percent or number of points assigned to each category.

Comment [dovh4]: What is this?

Comment [dovh5]: Why is this necessary for software provider?

All proposals will be evaluated solely on the basis of the criteria listed above and the ranking of any review panel will serve solely to assist Department staff to evaluate the merits and viability of each proposal. Staff will independently formulate a recommendation to the General Manager, who will be free to accept or reject the review panel's recommendation and present his/her recommendation to the Board in a Board report. The Board will consider the General

Manager's recommendation during a public Board meeting and may accept or reject the General Manager's recommendation in making their decision as to the selection, stating publicly the reasons for their action. The proposed Contract is subject to review by the Office of the Mayor, [the City Attorney](#) and the City Council's approval or rejection pursuant to Charter Section 373.

C. Award of Contract

The General Manager of the Department recommends contract awards to the Board of Animal Services Commissioners. The Department will notify all proposers in writing of the General Manager's recommendation. Once the contract or contracts are approved by the Board, the selected proposer will complete and submit the additional documents as required by City ordinance, State, or Federal laws, after which the Contract or Contracts will be forwarded to the Los Angeles City Council for final approval.

Contracts are deemed to be executed upon the date of signature, or as otherwise stipulated in the Contract.

D. Contractual Arrangements

The proposer selected to perform the services outlined in this RFP will enter into a Contract, approved as to form by the City Attorney, directly with the City of Los Angeles.

E. Verification of Information

The Department reserves the right to verify the information received in the proposal. If a proposer knowingly and willfully submits false information or data, the Department reserves the right to reject that proposal. If it is determined that a Contract was awarded as a result of false statements or other data submitted in proposal to this RFP, the Department reserves the right to terminate the Contract.

VIII. ATTACHMENTS

Attachment A: Personal Services Agreement, with the attached Standard Provisions for City Contracts (Revised ~~1903/9309~~).

Attachment B: Proposed Fees Worksheet

Administrative Requirements and Forms

These are contained in a separate, companion booklet available at www.laanimalservices.com or by calling the RFP administrator indicated on the cover of this RFP.

- Proposer's Signature Declaration and Affidavit
- Disposition of Proposals
- Non-Discrimination/ Affirmative Action Plan (pages A1 through A7)
- Subcontractor Outreach Program and Good Faith Effort policy and guidelines
- Living Wage Ordinance (LWO) and Service Contractor Worker Retention Ordinance (SCWRO) exemption forms (only if applying for an exemption)
- Contractor Responsibility Ordinance Questionnaire
- Equal Benefits Ordinance Statement
- City Ethics Commission Bidder Certification and Lobbying Ordinance

Persons who submit a response to this solicitation (bidders) are subject to Charter section 470(c) (12) and related ordinances. As a result, bidders may not make campaign contributions to and or

engage in fundraising for certain elected City officials or candidates for elected City office from the time they submit the response until either the contract is approved or, for successful bidders, 12 months after the contract is signed. The bidder's principals and subcontractors performing \$100,000 or more in work on the contract, as well as the principals of those subcontractors, are also subject to the same limitations on campaign contributions and fundraising.

Bidders must submit CEC Form 55 (provided in the Administrative Requirements and Forms Attachment) to the awarding authority at the same time the response is submitted. The form requires bidders to identify their principals, their subcontractors performing \$100,000 or more in work on the contract, and the principals of those subcontractors. Bidders must also notify their principals and subcontractors in writing of the restrictions and include the notice in contracts with subcontractors. Responses submitted without a completed CEC Form 55 shall be deemed nonresponsive. Bidders who fail to comply with City law may be subject to penalties, termination of contract, and debarment. Additional information regarding these restrictions and requirements may be obtained from the City Ethics Commission at [\(213\) 978-1960](tel:2139781960) or ethics.lacity.org.

x:\budgets\jdc\board of animal services\may 22, 2012\rfp for animal management software.docx

**BOARD OF
ANIMAL SERVICES
COMMISSIONERS**

JIM JENSVOLD

TARIQ A. KHERO

LISA MCCURDY

KATHLEEN RIORDAN

ALANA YAÑEZ

City of Los Angeles

CALIFORNIA



**ANTONIO R. VILLARAIGOSA
MAYOR**

**DEPARTMENT OF
ANIMAL SERVICES**
221 North Figueroa Street
5th Floor
Los Angeles, CA 90012
(888) 452-7381
FAX (213) 482-9511

BRENDA F. BARNETTE
GENERAL MANAGER

JOHN D. CHAVEZ
ASSISTANT GENERAL MANAGER

DR. JEREMY PRUPAS
CHIEF VETERINARIAN

Report to the Board of Animal Services Commissioners

COMMISSION MEETING DATE: May 22, 2012

PREPARED BY: Brenda F. Barnette, General Manager

REPORT DATE: May 16, 2012

**SUBJECT: REQUEST FOR PROPOSALS FOR AN ELECTRONIC ANIMAL
IDENTIFICATION SYSTEM ("MICROCHIPS")**

BOARD ACTIONS RECOMMENDED:

1. That the Board authorize the General Manager to release a Request for Proposals (RFP), substantially in the form as on file, for the selection of a contractor to provide an electronic animal identification system ("microchips"), subject to the review of the City Attorney as to form and legality.
2. That the General Manager report back to the Board with a description of the types of evaluators to be involved in the process.
3. That the General Manager report back to the Board with a recommendation on the proposed contractor and a summary of the evaluation process.

SUMMARY

In June 2008, the Department released an RFP to acquire an electronic animal identification system, commonly referred to as "microchips." Two proposals were submitted and the Department selected AVID's proposal as best meeting its needs.

"Creating a Humane LA"

AN EQUAL OPPORTUNITY EMPLOYER

Visit our website at www.LAAnimalServices.com

Animal Services executed a contract with AVID in May 2009 for a three-year period with the ability to renew for another three years. Given the interest of other microchip providers in providing this service and the Department's obligation to try to reduce its costs, Animal Services sought authority from the Board on May 8, 2012 to release an RFP for microchips.

CHANGES TO THE PROPOSED SCOPE OF WORK

At its May meeting, the Board of Animal Services heard the Department's request to release an RFP for the selection of a contractor to provide microchips. This Board report did not include a draft RFP for review.

The Board voted to see the draft RFP before it was released (it is attached) and made recommendations to the proposed scope of work. These proposed changes are reflected below.

The successful proposal needs to offer the following:

- Provide the Department with pre-registered microchips to implant into 25,000 dogs and cats adopted from its shelters, and for all pets owned by the public who request this service.
- Ensure that microchips are registered with the company's nationally/internationally searchable database at the point of sale and use a universal frequency.
- Allow one free re-registration with the company's nationally/internationally searchable database if an animal adopted from and microchipped from a Los Angeles shelter is returned and re-homed with a second family. Offer free enrollment into the contractor's registry as a lifetime membership with no annual fees charged to the owner.
- Provide the Department with universal scanners that read all microchips, including long "wands" to scan fractious dogs at a safe distance, and software for six shelters and field staff.
- *Where possible*, provide the Department with microchip serial numbers in sequential order to aid in record-keeping.
- Provide the Department with training for implanting microchips, the use of the necessary equipment, and other necessary training for Department staff that uses the system.
- Maintain a database containing pet and owner information and provide a toll-free telephone number the City and public can call 24 hours a day, seven days per week, and 365 day per year to obtain the owner contact information if the microchip number is provided.

- Provide a public outreach plan, including printed information, to educate the public of this microchipping program and its benefits.

Department staff will continue to handle the task of implanting all chips obtained as a result of any contract that results from this RFP. Animal Services will report back to the Board with recommendations on the proposed contractor.

FISCAL IMPACT:

There is no General Fund impact. The Department uses a revolving account (41C – Electronic Animal ID Device). Animal Services purchases microchips through revenue received from sales. The cost of a microchip is \$8.60; the Department sells these for \$15.

Approved:

Brenda F. Barnette, General Manager

Attachment

BOARD ACTION:

_____ Passed	Disapproved _____
_____ Passed with noted modifications	Continued _____
_____ Tabled	New Date _____



**City of Los Angeles
Department of Animal Services**

REQUEST FOR PROPOSALS

For the Selection of a Contractor to Provide

Microchips

In the City of Los Angeles

DRAFT

RFP Release Date:
TBD

Deadline to Submit Proposals:
TBD

Deliver to:
Attention: Ross Pool
Department of Animal Services
221 North Figueroa Street, Suite 500
Los Angeles, California 90012

RFP and Contract Administrator:
Phone: (213) 482-9501
Fax: (213) 482-9511
ross.pool@lacity.org

TABLE OF CONTENTS

I. <u>Introduction</u>	3
II. <u>About the Department of Animal Services</u>	5
III. <u>Personal Services Agreement</u>	7
IV. <u>Requirements for Submitting a Proposal</u>	7
V. <u>Contents of Submitted Proposals</u>	9
VI. <u>Additional Requirements of Selected Contractor</u>	12
VII. <u>Review, Evaluation, and Award</u>	12
VIII. <u>List of Attachments</u>	14

I. INTRODUCTION

SUMMARY

In June 2008, the Department released a Request For Proposals to acquire an electronic animal identification system, commonly referred to as “microchips.” Two proposals were submitted and the Department selected AVID’s proposal as best meeting its needs.

Animal Services executed a contract with AVID in May 2009 for a three-year period with the ability to renew for another three years. Given the interest of other microchip providers in providing this service and the Department’s obligation to try to reduce its costs, Animal Services is releasing this RFP. (The Department will continue to handle the task of implanting all chips obtained as a result of any contract that results from this RFP.)

SCOPE OF WORK

~~On May 8, 2012, the Board of Animal Services heard the Department’s request to release a Request For Proposals for the selection of a contractor to provide microchips. This Board report did not include a draft RFP. The Board voted to see the draft RFP before it was released and made recommendations to the scope of work. Those changes are reflected below.~~

The microchip provider must be able to meet the needs of a city the size of Los Angeles: nearly 4 million people and almost 500 square miles. In addition, the City admits about 64,000 dogs, cats, rabbits, and other animals yearly. The microchip providers should offer the following:

- Provide the Department with pre-registered microchips to implant into 25,000 dogs and cats adopted from its shelters, and for all pets owned by the public who request this service.
- Ensure that microchips are registered with the company’s nationally/internationally searchable database at the point of sale and use a universal frequency.
- Allow one free re-registration with the company’s nationally/internationally searchable database if an animal adopted from and microchipped from a Los Angeles shelter is returned and re-homed with a second family. Offer free enrollment into the contractor’s registry as a lifetime membership with no annual fees charged to the owner.
- Provide the Department with universal scanners that read all microchips, including long “wands” to scan fractious dogs at a safe distance, and software for six shelters and field staff.
- *Where possible*, provide the Department with microchip serial numbers in sequential order to aid in record-keeping.
- Provide the Department with training for implanting microchips, the use of the necessary equipment, and other necessary training for Department staff that uses the system.

- Maintain a database containing pet and owner information and provide a toll-free telephone number the City and public can call 24 hours a day, seven days per week, and 365 day per year to obtain the owner contact information if the microchip number is provided.
- Provide a public outreach plan, including printed information, to educate the public of this microchipping program and its benefits.

Personal Services Agreement

The microchip contractor will provide these services under a Personal Services Agreement with the City of Los Angeles. As per the City Charter, such agreements are entered into through a competitive process. To be considered for award of an agreement, interested parties must respond to this RFP according to the instructions and guidelines stated herein. The proposer(s) who demonstrates it is the most qualified to provide the required services, at the best overall value to the City, will be recommended for award.

Comment [dovh1]: Are you considering awards to more than one proposer? Otherwise, delete the (s)

The Board of Animal Services Commissioners awards contracts for the Department; subsequent to consideration and approval of award by the Board, the agreement will be subject to review by the City Attorney and the Mayor's Office, and subject to approval by the City Council, prior to execution and start of services.

Minimum Requirements

The contractor must have at least five years of recent experience providing microchips for large animal care and control organizations.

Term

Unless terminated earlier pursuant to the agreement or pursuant to termination provisions within the attached exhibits incorporated herein, the term of the agreement will be for one year, renewable at the City's discretion for two additional one-year terms, for a maximum of three years.

Estimated Value of Agreement

The Department budgeted \$300,000 this Fiscal Year (July 2011 through June 2012) to pay for its microchip costs and it is expected that this amount will also be budgeted in subsequent years. However, the Department hopes to reduce this annual amount if possible and will consider cost as one factor in awarding a contract to the successful proposer.

Comment [dovh2]: Might I assume this is correct?

Definitions

The following terms used in this RFP shall be construed as follows:

- "Board" means the Board of Animal Services Commissioners.
- "City" means the City of Los Angeles, acting by and through the Department of Animal Services.
- "Contract" is synonymous with "Agreement" and means the agreement executed as a result of this RFP.
- "Contractor" means the veterinarian, individual, foundation, partnership, corporation, or other entity to which an agreement is awarded.
- "Department" means the Department of Animal Services.
- "Proposer" means any veterinarian, individual, foundation, partnership, corporation, or other entity who submits a proposal in response to this RFP.

DRAFT

II. ABOUT THE DEPARTMENT OF ANIMAL SERVICES

Services at the Animal Care Centers

The Department offers a wide range of programs and services, including pet adoption, licensing, low-cost spay/neuter services, microchipping, foster programs, volunteer programs, permits, prevention of animal cruelty, and community outreach programs, among others. Most of our services and programs are offered through our Animal Care Centers located throughout Los Angeles, where staff receive stray or turned-in animals, and after an initial check-up, hold the animals for the legally required period of time before placing them up for adoption. The centers' veterinary staff looks after the health of the center's animals and treats those needing special care.

New and Expanded Animal Care Centers

With the passage of the City's Proposition F, the Fire and Animal Facilities Bond, Los Angeles voters signaled their support for new, expanded, and modern facilities for animal care and human interaction. Seven new or expanded facilities now provide community-oriented animal care, a safe environment for animals in the Department's care, and establish community relationships to enhance responsible pet ownership and to increase the number of pets reclaimed by owners or adopted to new homes. Each new or expanded center features comfortable and safely designed public areas and state-of-the-art veterinary care, examination, and observation spaces. All include a major expansion of dog kennel space and large kitchens for preparing animal meals. They feature "get-acquainted" rooms for cats and outdoor yards for the adopter to get to know dogs and other animals. The new outdoor kennels keep animals comfortable with radiant heating built into the concrete kennels for winter, and misting systems for hot days, while human visitors will enjoy the garden settings of the kennel areas. Large community rooms will be used for everything from staff training to community events.

Additional information is available online at: www.laanimalservices.com.

III. PERSONAL SERVICES AGREEMENT

The proposed Personal Services Agreement is attached as Attachment A, and will be the Agreement, substantially in the form as attached, to provide microchips. Portions of the top-ranked proposal may be incorporated into the final executed Agreement. Attached to the Agreement are the City's Standard Provisions for City Contracts (Rev. ~~4/03~~03/09).

IV. REQUIREMENTS FOR SUBMITTING A PROPOSAL

A. Deadline for Submission

To be considered, proposals must be received on or before **[Date, Month Year]**, 3:00 p.m. Pacific Time, at the address listed below.

B. Where to Submit your Proposal

Submit your proposal in a sealed envelope or box labeled "Proposal to Provide Microchips." Indicate your name and address on the outside and deliver to:

Attention: Ross Pool
City of Los Angeles, Department of Animal Services
221 North Figueroa Street, Suite 500
Los Angeles, California 90012

C. Number of Copies

Please provide one (1) original and five (5) photocopies and plainly identify the respective documents.

D. Administrative Requirements for Submittal

All proposals must adhere to the following:

1. Acknowledgment of Terms and Conditions: A proposal submitted in response to this RFP shall constitute acknowledgment and acceptance of all terms and conditions set forth herein. Failure of the successful proposer to accept these obligations may result in cancellation of the Contract award.
2. Format of Proposals: Proposals must be typewritten, in English, and should be prepared simply and economically, avoiding the use of unnecessary promotional materials.
3. The RFP and the top-ranked proposal, or any part thereof, may be incorporated into and made a part of the Contract. The City reserves the right to further negotiate the terms and conditions of the Contract with the selected Contractor.
4. The City reserves the right to withdraw this RFP at any time, to reject any and all proposals, to choose not to award a Contract, and to waive any informality in the process when to do so is in the best interest of the City.
5. A proposer may withdraw a submitted proposal in writing at any time prior to the specified due date and time. Faxed withdrawals will be accepted. A written request to withdraw, signed by an authorized representative of the proposer, and must be

submitted to the Department at the address specified herein for submittal of proposals. After withdrawing a previously submitted proposal, the proposer may submit another proposal at any time up to the specified submission deadline. All proposals submitted and not withdrawn prior to the end of the submission deadline may not be withdrawn after the submission deadline for a period of ninety (90) days following the deadline for submission of proposals specified in this RFP.

6. **Timeliness of Proposals:** Allow adequate mail delivery time to ensure timely receipt of the proposals. Late proposals will not be considered for review. The City reserves the right to determine the timeliness of all proposals submitted. At the day and time appointed, all timely-submitted proposals will be opened and the name of the proposer(s) may be announced. No other information about the proposals will be made public until after a recommendation for award is made to the Board.
7. **Deadline Extension:** The City reserves the right to extend the deadline for submission should such action be in the best interest of the City. In the event the deadline is extended, proposers will have the right to revise their proposals. Proposals may be withdrawn personally, by written request, prior to the scheduled closing time for receipt of proposals.
8. All proposals submitted in response to this RFP become the property of the City.
9. **Prohibition of Communication during Evaluation Period:** After the submittal of proposals and continuing until a Contract has been awarded, all City personnel involved in the RFP will be specifically directed against holding any meetings, conferences, or technical discussions with any proposer except as provided in the RFP. Questions regarding this RFP should be directed only to the RFP/ Contract Administrator indicated on the cover. Failure to comply with this requirement may terminate further consideration of that proposal.
10. **Cost of Preparation:** All costs of proposal preparation shall be borne by the proposer. The City shall not, in any event, be liable for any expenses incurred by the proposer in the preparation and/or submission of the proposal.
11. **Questions:** For questions regarding this RFP, contact Ross Pool at (213) 482-9501, or at ross.pool@lacity.org.

V. CONTENTS OF SUBMITTED PROPOSALS

ALL information requested must be included in your submitted proposal. The proposal must include:

- A cover letter
- Evidence of financial capability
- Description of your qualifications and experience
- Description of your microchip product.
- A business plan
- Financial planning
- Proposed fees
- Additional information, if any
- Completed administrative requirements forms.

For each of the above sections, provide the following:

A. Cover Letter

Include a cover letter from, and signed by, your authorized representative indicating intent in providing the requested services. The cover letter must provide complete contact information of the person or persons authorized to speak on the proposer's behalf regarding the proposal. Include the name and title of this person, mailing address, telephone, fax, and email addresses.

B. Financial Capability

Provide copies of bank statements, letters of credit, etc., to demonstrate sufficient financial capability to cash flow the operation during the initial period and through the entire term of the Contract, including sufficient resources to provide adequate staffing, and to provide required bonds. **(Note:** You do not need to submit multiple copies of documentation to demonstrate financial capability. You must include this in your original submittal, but may omit in the copies of your proposal.)

C. Qualifications and Experience

Contractor must have experience providing microchips to animal care and control organizations. Include in your proposal:

- A detailed description of key employees' qualifications and credentials
- Provide a list of at least three references for the last five years
- Include resumes of key staff

Proposer must have at least five years of recent experience providing microchips to large animal care and control organizations. Describe your experience in providing these services:

- How many animal care and control organizations do you provide microchips? For how many years? What is the size of the organizations?
- Describe the services provided.

D. Description of Microchip Product

Submit a description of your microchip product, including:

- A detailed plan to convert from the Department's existing microchips to an animal ID system (if applicable).
- A detailed implementation plan, including training.

- Demonstrated experience providing services to government and a list of references.
- Provide the Department with pre-registered microchips to implant into 25,000 dogs and cats adopted from its shelters, and for all pets owned by the public who request this service.
- Ensure that microchips are registered with the company's nationally/internationally searchable database at the point of sale and use a universal frequency.
- Allow one free re-registration with the company's nationally/internationally searchable database if an animal adopted from and microchipped from a Los Angeles shelter is returned and re-homed with a second family. Offer free enrollment into the contractor's registry as a lifetime membership with no annual fees charged to the owner.
- Provide the Department with universal scanners that read all microchips, including long "wands" to scan fractious dogs at a safe distance, and software for six shelters and field staff.
- *Where possible*, provide the Department with microchip serial numbers in sequential order to aid in record-keeping.
- Provide the Department with training for implanting microchips, the use of the necessary equipment, and other necessary training for Department staff that uses the system.
- Maintain a database containing pet and owner information and provide a toll-free telephone number the City and public can call 24 hours a day, seven days per week, and 365 day per year to obtain the owner contact information if the microchip number is provided.
- Provide a public outreach plan, including printed information, to educate the public of this microchipping program and its benefits.

E. Business Plan and Financial Planning

Submit a proposed operation plan. This must reflect an understanding of the overall goals of the Department and should demonstrate an interest in assisting with the Departments' goals to promote and protect the health, safety, and welfare of animals and people in Los Angeles, including achievement of a permanent "No-Kill" policy. The plan should include:

- Number of staff and categories of each.
- Description of microchip product to be used.
- Methods of accounting
- Advertising and community outreach plans
- Customer service:
 - Proposed hours and days of operation
 - Proposed operating locations
 - Added-value services

Indicate your financial planning:

- What is your annual operating budget?
 - What are your start-up costs?
 - What will your expenses be?
- What are your sources of revenue?
 - Will you generate additional revenues through sales? If so, describe.

- Will you rely on grants, donations, private funds, or other sources?
- If so, describe your plans to secure this additional funding.
- *You do not need to disclose proprietary or confidential information*, but you should demonstrate realistic expectations of revenues and all expenses, and show that you are able to plan a financially viable operation. As a reminder, you should indicate those sections of your proposal which you consider proprietary or confidential (see the Disposition of Proposals referenced below).

Comment [dovh3]: Remember, this can be a problem depending on the type of additional funding or sales.

F. Proposed Fees Worksheet

Indicate your proposed fees in the Proposed Fees Worksheet (sample attached as Attachment B). The worksheet is available by contacting Ross Pool at ross.pool@lacity.org, or you may submit your own spreadsheet provided it contains all the information Animal Services requires. Download the file, enter your fees, print the completed worksheet, and include the worksheet in your submitted proposal.

G. Additional Information (if any)

Provide any additional information which you believe will further demonstrate your ability to meet or exceed the requirements listed in this RFP and the Agreement. Any additional information may address:

- Your qualifications and experience
- Proposed methods of providing services
- Additional microchip-related services which are available in addition to those listed in the Agreement (additional methods of accomplishing the Department's goals)
- Bilingual capabilities
- Explanations of any disciplinary actions, suspensions of license, claims, etc., if any
- Any other information which further demonstrates your ability to achieve the Department's goals

Comment [dovh4]: Not attached.

If no additional information is to be provided, state "No additional information to provide." in response to this section.

H. Administrative Requirements and Forms

All bidders and proposers seeking to enter into contracts with the City of Los Angeles are required to comply with the City's contracting requirements. The forms listed below correspond to these requirements; proposers are to complete and submit all required documents with their proposal.

Forms and complete instructions are found in the companion document "Administrative Requirements and Forms," distributed with this RFP and available through the RFP administrator indicated on the cover of this RFP. You do not need to submit multiple copies of these forms; you must include them in your original submittal, but may omit them in the copies of your proposal.

Documents to be included with your proposal are:

- Signature Declaration and Affidavit
- Disposition of Proposals
- Non-Discrimination/ Affirmative Action Plan (pages A1 through A7)
- Good Faith Effort documentation
- Living Wage Ordinance (LWO) and Service Contractor Worker Retention Ordinance (SCWRO) exemption forms (*only if applying for an exemption*)

- Contractor Responsibility Ordinance Questionnaire
- Equal Benefits Ordinance Statement
- City Ethics Commission Bidder Certification

The Department reserves the right to request additional information and/or clarification regarding submitted documents during the evaluation.

DRAFT

VI. ADDITIONAL REQUIREMENTS OF SELECTED CONTRACTOR

After award of the Agreement, and prior to execution, the selected Contractor shall complete and submit the following (forms to be provided to the selected Contractor):

- Americans with Disabilities Act Certification
- Child Support Certificate of Compliance
- Los Angeles Residence Information (location of selected contractor's headquarters and percentage of workforce residing in Los Angeles)
- LWO/SCWRO Compliance forms
- Slavery Disclosure Affidavit
- Contractor Responsibility Ordinance Pledge of Compliance
- Form W-9

The following must be submitted to the Department before Contract execution:

- Copy of Los Angeles Business Tax Registration Certificate (BTRC) for the Clinic
- Proof of Insurance, subject to City approval
- Copy of Veterinary Premise License for the mobile clinic

VII. REVIEW, EVALUATION, AND AWARD

A. Minimum Requirements

1. Review Of Proposals

Staff will review all proposals to determine if they meet the minimum requirements contained in this RFP. Proposer must have at least five years of recent experience. The Department reserves the right to request additional information to clarify a submitted proposal.

2. Financial Capability

Proposer must demonstrate that it has sufficient financial capability to cash flow the operation during the initial period and through the entire term of the Contract.

Proposers who fail to meet the minimum requirements stated herein, or who fail to demonstrate sufficient financial capability, may be disqualified from further evaluation and may be deemed non-responsive. Proposers will be further evaluated as follows:

B. Evaluation

An evaluation panel will be convened to evaluate proposals, may interview proposers whose proposals have met the minimum requirements, and may be asked by the Department to recommend an award of a Contract. Said panel may be comprised of Department staff and/or other appropriate experts.

Proposals will be **rated** according to the criteria and point scale below:

Comment [dovh5]: Need to include percent of total or number of points each category receives.

Criteria:	No pass	Poor	Fair	Good	Point
Experience, Qualifications: What have you accomplished or are currently doing?					
Relevant experience of proposer as a group/company/firm	0	1	2	3	4
Relevant experience of the proposer's management and staff	0	1	2	3	4
Proven ability to provide similar services, demonstrated through previous experience, history, and other facts; experience may be in providing services to the City of Los Angeles, other government agencies, and/or in the private sector	0	1	2	3	4
Meets or exceeds required qualifications	0	1	2	3	4
Description of microchip product:					
System's ability to meet departmental needs	0	1	2	3	4
Plans to implement system are comprehensive	0	1	2	3	4
Reports, training, system integration are sufficient	0	1	2	3	4
Business Plan and Financial Planning: How will you accomplish this?					
Provides all information requested in the RFP	0	1	2	3	4
Thorough operating plan (plans for accounting, inventory, staffing, maintenance, etc)	0	1	2	3	4
Customer service: hours of operation, locations, added-value services, etc.	0	1	2	3	4
Balanced budget; expense & start-up costs match revenue projections	0	1	2	3	4
Plans to generate funding from other sources (donations, etc)	0	1	2	3	4
No major conditions or restrictions; little or no changes in the proposed Scope of Services	0	1	2	3	4
Advertising and community outreach plans	0	1	2	3	4
Cost to City: Is it the best overall value to the City?					
Proposed fees and overall dollar cost to the City	0	1	2	3	4
Fees are demonstrated to be feasible and appropriate	0	1	2	3	4

All proposals will be evaluated solely on the basis of the criteria listed above and the ranking of any review panel will serve solely to assist Department staff to evaluate the merits and viability of each proposal. Staff will independently formulate a recommendation to the

General Manager, who will be free to accept or reject the review panel's recommendation and present his/her recommendation to the Board in a Board report. The Board will consider the General Manager's recommendation during a public Board meeting and may accept or reject the General Manager's recommendation in making their decision as to the selection, stating publicly the reasons for their action. The proposed Contract is subject to review by the Office of the Mayor, [City Attorney](#) and the City Council's approval or rejection pursuant to Charter Section 373.

C. Award of Contract

The General Manager of the Department recommends contract awards to the Board of Animal Services Commissioners. The Department will notify all proposers in writing of the General Manager's recommendation. Once the contract or contracts are approved by the Board, the selected proposer will complete and submit the additional documents as required by City ordinance, State, or Federal laws, after which the Contract or Contracts will be forwarded to the Los Angeles City Council for final approval.

Contracts are deemed to be executed upon the date of signature, or as otherwise stipulated in the Contract.

D. Contractual Arrangements

The proposer selected to perform the services outlined in this RFP will enter into a Contract, approved as to form by the City Attorney, directly with the City of Los Angeles.

E. Verification of Information

The Department reserves the right to verify the information received in the proposal. If a proposer knowingly and willfully submits false information or data, the Department reserves the right to reject that proposal. If it is determined that a Contract was awarded as a result of false statements or other data submitted in proposal to this RFP, the Department reserves the right to terminate the Contract.

VIII. ATTACHMENTS

Attachment A: Personal Services Agreement, with the attached Standard Provisions for City Contracts (Revised ~~10/03/03~~ 10/03/09).

Attachment B: Proposed Fees Worksheet

Administrative Requirements and Forms

These are contained in a separate, companion booklet available at www.laanimalservices.com or by calling the RFP administrator indicated on the cover of this RFP.

- Proposer's Signature Declaration and Affidavit
- Disposition of Proposals
- Non-Discrimination/ Affirmative Action Plan (pages A1 through A7)
- Subcontractor Outreach Program and Good Faith Effort policy and guidelines
- Living Wage Ordinance (LWO) and Service Contractor Worker Retention Ordinance (SCWRO) exemption forms (only if applying for an exemption)
- Contractor Responsibility Ordinance Questionnaire
- Equal Benefits Ordinance Statement
- City Ethics Commission Bidder Certification and Lobbying Ordinance

Persons who submit a response to this solicitation (bidders) are subject to Charter section 470(c) (12) and related ordinances. As a result, bidders may not make campaign contributions to and or engage in fundraising for certain elected City officials or candidates for elected City office from the time they submit the response until either the contract is approved or, for successful bidders, 12 months after the contract is signed. The bidder's principals and subcontractors performing \$100,000 or more in work on the contract, as well as the principals of those subcontractors, are also subject to the same limitations on campaign contributions and fundraising.

Bidders must submit CEC Form 55 (provided in the Administrative Requirements and Forms Attachment) to the awarding authority at the same time the response is submitted. The form requires bidders to identify their principals, their subcontractors performing \$100,000 or more in work on the contract, and the principals of those subcontractors. Bidders must also notify their principals and subcontractors in writing of the restrictions and include the notice in contracts with subcontractors. Responses submitted without a completed CEC Form 55 shall be deemed nonresponsive. Bidders who fail to comply with City law may be subject to penalties, termination of contract, and debarment. Additional information regarding these restrictions and requirements may be obtained from the City Ethics Commission at [\(213\) 978-1960](tel:213-978-1960) or ethics.lacity.org.

x:\budgets\jdc\board of animal services\may 22, 2012\rfp for microchips.docx

**BOARD OF
ANIMAL SERVICES
COMMISSIONERS**

JIM JENSVOLD

TARIQ A. KHERO

LISA McCURDY

KATHLEEN RIORDAN

ALANA YANEZ

City of Los Angeles

CALIFORNIA



ANTONIO R. VILLARAIGOSA

MAYOR

DEPARTMENT OF
ANIMAL SERVICES
221 North Figueroa Street
5th Floor
Los Angeles, CA 90012
(888) 452-7381
FAX (213) 482-9511

BRENDA BARNETTE
GENERAL MANAGER

JOHN D. CHAVEZ
ASSISTANT GENERAL MANAGER

Report to the Board of Animal Services Commissioners

COMMISSION MEETING DATE: May 22, 2012

PREPARED BY: Brenda F. Barnette, General Manager

REPORT DATE: May 17, 2012

SUBJECT: REQUEST FOR AUTHORITY TO DESTROY OBSOLETE RECORDS FROM THE DEPARTMENT OF ANIMAL SERVICES (Continued from the Board Meeting of May 8, 2012)

BOARD ACTIONS RECOMMENDED:

1. That the Board authorize the General Manager to destroy obsolete records from various divisions of the Department of Animal Services for the period of January 1, 1987 through July 1, 2006 (DAR/0316 – 812 boxes).
2. That the Board direct the General Manager to follow past practices and submit future destruction of records requests directly to the City Council, subject to the City Attorney's approval.

SUMMARY

On May 8, 2012 The Board considered a request from the Information Technology and General Services (ITGS) Committee to destroy obsolete records.

When requesting the destruction of obsolete records, the Department follows sections 12.4 and 12.5 of the Administrative Code, and Section 434 of the Charter, where applicable. Following this process, on October 30, 2008, the Department requested from the Information Technology and General Services Committee the authority to destroy a number of obsolete records.

The City Clerk reviewed the request and determined that the Department's request was complete, accurate and adequate. The document was forwarded to the City Attorney for review and confirmation that the records could be destroyed.

AN EQUAL OPPORTUNITY EMPLOYER

Visit our website at www.LAAnimalServices.com

Subject: Request to Destroy Obsolete Records

On February 8, 2012, the City Attorney transmitted to the City Council the Department's request to destroy these records, finding that it was processed in accordance with the Administrative Code requirements. The City Attorney stipulated, however, that a small number of records from the period between 2001 and 2006 that included "interview folders" involving certain Department personnel, be retained for an additional five years.

The request (Council File 12-0198) was heard in the ITGS Committee on February 23, 2012.

REQUEST OF CITY COUNCIL COMMITTEE

The ITGS Committee heard the request to destroy these records shortly after several Animal Services employees were placed on administrative leave. The Committee wanted to ensure that no records related to those disciplinary actions were going to be destroyed in processing this request. Therefore, the Committee asked that the request to destroy these records be heard before the Board of Animal Services Commissioners.

The Department of Animal Services asserts that the documents now being recommended for destruction have no bearing on the disciplinary cases related to the suspended employees, and requests the Board's authorization to destroy these records.

FISCAL IMPACT STATEMENT:

The City Clerk reports that the retention of Animal Services boxes beyond the required retention period costs the City \$1,520 per year in storage fees.

Approved:

Brenda F. Barnette, General Manager

BOARD ACTION:

_____ Passed	_____ Disapproved
_____ Passed with noted modifications	_____ Continued
_____ Tabled	_____ New Date