



BOARD OF ANIMAL SERVICES COMMISSIONERS
CITY OF LOS ANGELES
Tuesday, April 8, 2014
10:00 A.M

LOS ANGELES CITY HALL
200 North Spring Street, Room 1060
Los Angeles, California 90012

DAVID ZAFT
President

ALANA YANEZ
Vice-President

JENNIFER BRENT
LARRY GROSS
ROGER WOLFSON

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

REGULAR 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 for the Meetings of February 25, 2014

3. DISCUSSION ITEMS

- A. Discussion Item: Biodegradable Dog Waste Bags

BOARD REPORTS

- A. Board Report: Changes to Barking Dog Noise Requirements (LAMC 53.63)
- B. Board Report: Request for Proposal (RFP) for Animal Management Software

5 ORAL REPORT OF THE GENERAL MANAGER

6 BOARD AVAILABILITY FOR THE MEETING OF April 22, 2014

7. ADJOURNMENT

Next Commission Meeting is scheduled for 7:00 P.M. April 22, 2014, Chesterfield Square Animal Care Center, 1850 West 60th Street Los Angeles, CA 90047.

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 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
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ERIC GARCETTI
MAYOR

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221 North Figueroa Street
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BRENDA F. BARNETTE
General Manager

JOHN CHAVEZ
Assistant General Manager

Report to the Board of Animal Services Commissioners

Brenda Barnette, General Manager

COMMISSION MEETING DATE: April 8, 2014

PREPARED BY: John Chavez, Assistant General Manager

REPORT DATE: March 7, 2014

SUBJECT: RFP FOR ANIMAL MANAGEMENT SOFTWARE

BOARD ACTIONS RECOMMENDED:

1. AUTHORIZE the Department to release a Request for Proposals (RFP), substantially in the form as attached and subject to approval of the City Attorney as to form and legality, for the selection of a contractor to provide animal management software.
2. DIRECT the Department to report back with the recommended proposer and award a three-year agreement, with three one-year renewal options.

SUMMARY

On April 24, 2012 and May 22, 2012, the Commission heard the Department's request to issue a Request For Proposal (RFP) for animal management software. This software is required to manage and track animal shelter data such as intake and outcomes, adoptions, inventory, spay/neuter, licensing, medical history, and other key information.

At these meetings, Board members had questions about the RFP, requested that staff have the Information Technology Agency review the document, and after this review, return with a revised RFP. Animal Services complied with this direction and at the

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Subject: RFP for Animal Management Software

September 11, 2012 Board meeting, submitted the attached RFP for review and approval.

During this meeting, a discussion occurred relative to the makeup of the evaluation panel and the number of panelists. Disagreements about the number of outside panelists vs. City panelists and whether this panel should have three, five or seven panelists resulted in no action being taken by the Board.

The Department's position is that the makeup and size of the review panel is a procedural – and not policy -- decision that falls under the purview of the General Manager. Staff believes strongly that the panel should include staff from the following areas: shelter, medical, field, IT, administration plus one representative from City's Information Technology Agency, if available, and one outside expert.

As such, the Department requests that Board consider the following policy decision: to allow Animal Services to release an RFP and report back with the recommended proposer and draft agreement.

BACKGROUND

Animal Services contracted with HLP, Inc. in 2000 for its animal management software, "Chameleon." Chameleon manages and tracks animal shelter data; this information resides on a server. The Department extracts this data and run reports for the public and elected officials. The Department also uses this data to determine how well it is providing animal control and care services.

For example, in the Department's "WoofStat"¹ meetings, the General Manager uses Chameleon-generated reports to show trends relative to citations, adoptions, spay/neuter surgeries, and live-save rates, among others. When it is apparent that a trend is occurring, or if there is a spike in a metric, staff analyzes the cause and effect, as well as how to minimize the trend, or try to replicate it across shelters. By continuously monitoring key performance measures – obtained primarily by using its animal management software – the Department can efficiently use its resources to achieve its objectives.

Since information technology changes rapidly, the Department believes that after nearly 14 years with the same system, it is prudent to determine whether there is a more efficient and effective animal data management system that can benefit the Department.

¹ "WoofStat" gets its name from "CompStat," a computerized crime analysis system used by Chief William Bratton in the New York Police Department. This is a statistical tool for crime reduction which maps crimes and identifies problems. In regular meetings, police brass meet with commanders to discuss problems, devise strategies and solutions to solve problems. Animal Services is using a similar approach, called "WoofStat," to address animal control and care issues.

Subject: RFP for Animal Management Software

A new software, or an updated version of Chameleon, is expected to greatly assist in reducing the workload for the Department's two-person systems section.

PROPOSED SCOPE OF WORK

The successful proposal must offer the following:

- Demonstrated experience with governmental agencies and with enterprise-level applications that handle upwards of 3.8 million entries annually and over 300 users at multiple locations.
- A detailed plan and schedule to transition from the Department's existing animal shelter software to a new or updated system (as applicable), including any required data conversion, report and/or document conversion and development, application training for staff and as-needed technical support after the new or updated system is activated.
- The contractor must ensure that there will be no negative impact to the Department or the public as a result of the change in software or service providers.
- A detailed implementation plan, including conversion project management, training for approximately 300 employees, and a year of as-needed, implementation-related technical support after the new or updated system is activated.
- A detailed cost breakdown for the entire implementation, including data conversion and costs related to query (report-writing) tools or any customization costs to develop new reports 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.
- Emergency and contingency plans to address prospective system failures.
- A detailed explanation of the levels and cost of application support available.
- The application must provide the Department with efficient ways to communicate with the public including the ability to generate license renewal and informational notices regarding their animals. The system must also offer efficient ways to extract data such as customizable, built-in reports, the ability to write unlimited, ad hoc reports and the ability to directly query the database. In addition, the Department will need to be able to import and export data from our website, online licensing, donation and Vet Portal applications as well as Wells Fargo's lockbox processing center and any legacy or future applications with which the Department may be required to develop or interface.
- The application must provide different levels of security access from read-only to administrator.
- The application must secure data fields entered in a manner that does not allow the system to advance without required information entered and saved; and must not allow the end-user to alter data entered without secure levels of authorization.

Subject: RFP for Animal Management Software

- The application must be able to provide address verification for addresses within the City of Los Angeles.
- The application must be able to accommodate separation of data for individual locations and client cities.
- The application must be able to support multi-site dispatch and tracking of staff in the field.
- The application must be able to support barcode scanning for daily kennel inventory, animal medications, to-do lists and microchip entry.
- The application must allow Department staff to schedule and manage software updates.
- The application must allow the Department to determine individual field names seen by staff, the content of drop-down lists, add or delete drop-down lists and determine which fields are searchable. The application must also have additional, blank, customizable fields available for the Department to use for specialized data that the Department wishes to keep separately.
- The application must provide graphical kennel cage management tools for staff with the ability to make cages and animals contained therein available to the public.
- The proposer must provide the ability to prevent, minimize and correct data-entry errors, including the prevention of duplicate records. These methods have to be available to Department staff without having to contact the vender.
- The application must provide the ability for department staff to easily track changes to records by user, time and what was changed.
- The ability to interface with the Siebel CRM software being implemented by the City's 3-1-1 system would be a plus.
- The ability for this system to have accounts payable/accounts receivable and animal licensing modules is highly desirable.
- GIS mapping of different types of data is highly desirable.

The Department will own exclusive rights to all data imported or entered into any proposed application and such data may not be used by the proposer in any way without permission from the Department.

The Board directed Animal Services to have this RFP reviewed by ITA. In 2012, Brenda Barnette and John Chavez met with the Information Technology Agency's executive staff to discuss the RFP. In addition, ITA staff, and an outside expert in both systems and animal welfare, reviewed this RFP and provided Animal Services with input that has been incorporated.

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

Subject: RFP for Animal Management Software

require an additional \$50,000 to \$100,000 in implementation costs. This funding is being requested in the proposed 2014-15 budget.

Approved:

Brenda F. Barnette, General Manager

Attachment

BOARD ACTION:

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

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BRENDA F. BARNETTE
General Manager

JOHN CHAVEZ
Assistant General Manager

Report to the Board of Animal Services Commissioners
Brenda Barnette, General Manager

COMMISSION MEETING DATE: April 8, 2014 **PREPARED BY:** John Chavez

REPORT DATE: April 4, 2014 **TITLE:** Asst. General Manager

SUBJECT: CHANGES TO BARKING DOG NOISE REQUIREMENTS (LAMC SECTION 53.63)

BOARD ACTIONS RECOMMENDED:

1. DELETE the language in Los Angeles Municipal Code (LAMC) Section 53.63 requiring dog noise to be continuously audible for 10 minutes or intermittently audible for 30 minutes within a three-hour period; and
2. AMEND the language in LAMC Section 53.63 (b)1. to reflect that the second complaint should be received after, rather than within, 15 days from the issuance of the written notice from the Department to the dog owner; and
3. DIRECT staff to transmit the proposed action concurrently to the Office of the Mayor and to the City Council, requesting City Council to direct the City Attorney to prepare an ordinance to amend LAMC Section 53.63 consistent with the above actions.

SUMMARY

Section 53.63 of the LAMC was amended in December 2011, defining excessive dog noise as barking that was continuously audible for 10 minutes or intermittently audible for 30 minutes within a three-hour period. Over the past two years, this definition has proven to be a problem, unduly limiting the ability of the Department to effectively address concerns and complaints from the public regarding excessive dog barking.

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BARKING DOG NOISE LAMC SECTION 53.63

AMENDED LANGUAGE

LAMC Section 53.63 currently makes it unlawful for any person to permit any dog or dogs under their charge, care, custody or control to emit any excessive noise after the Department has issued a written notice advising the owner or custodian of the alleged noise and the procedures as set forth below have been followed. The term "excessive noise" shall mean noise which is unreasonably annoying, disturbing, offensive, or which unreasonably interferes with the comfortable enjoyment of life or property ...and is continuously audible for ten (10) minutes or intermittently audible for thirty (30) minutes within a three (3) hour period.

The specific requirements have proven to be an undue burden and limitation on the public and upon the Department's ability to effectively address excessive dog barking, which disturbs and unreasonably interferes with the comfortable enjoyment of life or property of members of the affected public and which in turn denies the public an effective remedy from their elected officials.

In addition, LAMC Section 53.63 (b)1. requires a correction to the language of the Code with respect to when a second complaint can be filed with the Department. The December 2011 amendment erroneously added language that requires the second complaint to be received from the complainant within 15 days from the issuance of the written notice from the Department to the dog owner. The correct time requirement is that the second complaint may be filed after 15 days. This will also make the time period consistent with the long-standing practice of the Department.

FISCAL IMPACT

There is no General Fund impact.

APPROVED

BRENDA BARNETTE, General Manager

Attachment: Draft Amendment language

BARKING DOG NOISE LAMC SECTION 53.63

BOARD ACTION:

_____ Passed

_____ Passed with noted modifications

_____ Tabled

Disapproved _____

Continued _____

New Date _____

BARKING DOG NOISE LAMC SECTION 53.63

SEC. 53.63. BARKING DOG NOISE.

It shall be unlawful for any person to permit any dog or dogs under his or her charge, care, custody or control to emit any excessive noise after the Department has issued a written notice advising the owner or custodian of the alleged noise and the procedures as set forth below have been followed. For purposes of this section, the term "excessive noise" shall mean noise which is unreasonably annoying, disturbing, offensive, or which unreasonably interferes with the comfortable enjoyment of life or property of one or more persons occupying property in the community or neighborhood, within reasonable proximity to the property where the dog or dogs are kept. However, the provisions of this section shall not apply to any commercial animal establishment permitted by zoning law where located. The Department is responsible for enforcement of the provisions of this Section as follows: (Amended by Ord. No. 181,930, Eff. 12/11/11.)

(a) First Complaint. (Amended by Ord. No. 181,930, Eff. 12/11/11.)

1. Upon receiving a written complaint involving a whining, barking, howling, or similar dog noise, the Department shall issue a written notice to the owner or person having charge, care, or custody (hereinafter in this Section referred to as the owner) of the dog or dogs advising that person of the noise complaint and requesting immediate abatement of any excessive noise.

2. Complaints to the Department must be submitted in writing, and shall include the name, address and telephone number of the complainant(s) as well as the address of the dog owner and a description of the noise.

(b) Second Complaint. (Amended by Ord. No. 181,930, Eff. 12/11/11.)

1. If, after 15 days from the issuance of the written notice pursuant to (a) above, a second complaint is received from the complainant along with a written complaint from an additional complainant residing in a separate residence within reasonable proximity to the dog(s), the Department shall, by written notice, require the complainant or complainants and the owner of the dog or dogs to appear at a meeting before a Department representative to discuss possible ways and means to resolve the problem. The Department may proceed with a meeting based on a second complaint from only one complainant if the Department determines that the noise affects that complainant. If the problem remains unresolved, the matter shall be set for hearing as provided by Section 53.18.5.

2. If the owner fails to appear before the Department representative, and there is evidence that the dog or dogs have emitted excessive noise, the problem shall be deemed unresolved, and the matter set for hearing as provided by Section 53.18.5.

DRAFT REPORT ON TRANSPORTING ANIMALS FROM LA ANIMAL SERVICES SHELTERS

Concerns about transporting animals have been raised by public:

1. Animals being transported out of Los Angeles may not be safe, it is claimed. There is concern that animals may be killed in receiving shelters or may end up in hording situations.
2. Formerly well-run receiving organizations may lose leadership or funding or for other reasons may no longer be suitable to receive animals from LAAS shelters. Recent reported cases of the poor conditions at Olympic Animal Sanctuary and Willamette Animal Rescue, which both have received transported animals from out-of-state public shelters, have increased concerns that LAAS animals could end up in similar situations.

Current Policies:

1. Department relies on transporters to evaluate receiving agencies. According to the recently approved changes to the New Hope policies, the New Hope partner will be expected to provide the following:
 - a) Date of "transport."
 - b) Method of "transport," (air or ground) and name of driver, if applicable.
 - c) Name, address, phone number and contact person of the receiving agency.
 - d) A signed agreement between the New Hope partner and the receiving group, stating the receiving agency will not kill to make space, will give the pet an adoption guarantee, will provide adopter contact information, and will consult the Department if the animal becomes seriously ill or faces a life-threatening problem.
(From Report to the Board of Animal Services Commissioners - Transport Activities - October 8, 2013).
2. Best Friends transports animals to receiving agencies that they have vetted themselves. Many are taken by Best Friends workers directly to receiving agencies, so Best Friends employees/volunteers can continually monitor facilities.
3. Pup My Ride is Best Friends program for transporting animals. The receiving organizations may change over time. There have been discrepancies between receiving agencies listed on the Pup My Ride website and the ones listed by Marc Peralta in recent conversation. This he explained is due to periodic changes being made in the program.
4. Per Marc Peralta, Best Friends will accept the return or any animal from the receiving agencies. One of Best Friends' receiving agencies does kill for reasons of space, but reportedly will not kill any animal for reasons of space for animals coming from Best Friends.

Recommendations:

That Department modify current policies to assure:

1. Initial vetting may be the responsibility of transporting organization but must be standardized by the Department. The requirements for all adopter/transporters are to be the same as LAAS requires for its own adoptions.
2. Reporting required by Department of NPHs that transport animals out of LA should be available to public.
3. Receiving agency must be 501(c)(3) or equivalent.
4. Receiving agency must report whether they have been investigated or cited for mistreatment of animals, failure to maintain appropriate facilities, etc.
5. Receiving agency must report to Department the name of the local Animal Control authority that have oversight of their organization.
6. Department and/or transporter must communicate with Animal Control authority in the community of the receiving agency to determine if the receiving agency is operating in good standing. The Department must record and maintain this information.
7. May wish to ask local Animal Control if transportation of animals from LA affects their efforts to find homes for their animals (are we just shifting the problem to someone else?).
8. Receiving agencies must be re-credentialed every two years.
9. Receiving agencies must report citations for infractions, loss of nonprofit status, and change in no-kill policies to LAAS immediately.
10. Department must assure that transported animals are microchipped and spayed or neutered with the same standards as LAAS requires for its own adoptions..



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

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

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I. INTRODUCTION

Summary

The Department of Animal Services is seeking proposals from qualified vendors (proposers) for state-of-the-art, animal management software that will enable the Department to manage the animals in its shelters including impounds, kennel/medical care and records, adoptions and other outcomes. The software would also need to provide the ability to manage animal licensing and permits online, by mail, and in person; manage and document officer investigations, including evidence and humane investigations; and manage calls for service and dispatching.

The City of Los Angeles covers almost 500 square miles with approximately four million citizens. In 2012-13, the Department took in 61,632 cats, dogs, rabbits and other animals. The Department needs a system that will enhance the quality and efficiency of services that it currently now provides. The selected proposer must be capable of providing the best platform, implementation, installation services, application training and support to successfully implement a fully functioning animal management information system which will best meet the Department's needs. The proposed system will be used by staff at six animal care centers, the administrative offices and officers in the field.

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.

Scope of Work

The successful proposal needs to offer the following:

- Demonstrated experience with governmental agencies and with enterprise-level applications that handle upwards of 3.8 million entries annually and over 300 users at multiple locations.
- A detailed plan and schedule to transition from the Department's existing animal shelter software to a new or updated system (as applicable), including any required data conversion, report and/or document conversion and development, application training for staff and as-needed technical support after the new or updated system is activated.
- The chosen contractor must ensure that there will be no negative impact to the Department or the public as a result of the change in software or service providers.
- A detailed implementation plan, including conversion project management, training for approximately 300 employees, and a year of as-needed, implementation-related technical support after the new or updated system is activated.
- A detailed cost breakdown for the entire implementation, including data conversion and costs related to query (report-writing) tools or any customization costs to develop new reports 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.
- Emergency and contingency plans to address prospective system failures.
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- The application must provide the Department with efficient ways to communicate with the public including the ability to generate license renewal and informational notices regarding their animals. The system must also offer efficient ways to extract data such as customizable, built-in reports, the ability to write unlimited, ad hoc reports and the ability to directly query the database. In addition, the Department will need to be able to import and export data from our website, online licensing, donation and vet portal applications as well as Wells Fargo's lockbox processing center and any legacy or future applications with which the Department may be required to develop or interface.
- The application must provide different levels of security access from read-only to administrator.
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- The application must be able to support barcode scanning for daily kennel inventory, animal medications, to-do lists and microchip entry.
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- The application must provide the ability for department staff to easily track changes to records by user, time and what was changed.
- The ability to interface with the Siebel CRM software being implemented by the City's 3-1-1 system would be a plus.
- The ability for this system to have accounts payable/accounts receivable and animal licensing modules is highly desirable.
- GIS mapping of different types of data is highly desirable.

The Department will own exclusive rights to all data imported or entered into any proposed application and such data may not be used by the proposer in any way without permission from Department management.

Personal Services Agreement

The animal management software 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 based on recommendations from staff and a review committee. 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 three years, renewable at the City's discretion for three additional one-year terms, for a maximum of six years.

Estimated Value of Agreement

The Department budgeted \$26,000 this Fiscal Year (July 2012 through June 2013) to pay for unlimited support and a maintenance license for its animal management software costs; it is expected that this amount will also be budgeted in subsequent years. In addition, the Department is expecting that implementation costs, including training, will range from \$50,000 to \$100,000.

II. ABOUT THE DEPARTMENT OF ANIMAL SERVICES

Services at the Animal Care Centers

The Department offers a wide range of programs and services, including wildlife management and companion animal field services, pet adoption, licensing, low-cost spay/neuter services, microchipping, foster programs, volunteer programs, permits, prevention of animal cruelty, and community outreach programs, among others. Many 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 will be entered into to provide animal management software. Portions of the top-ranked proposal may be incorporated into the final executed Agreement.

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
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 is 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

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(s) 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 governmental animal care and control organizations. Include in your proposal:

- A detailed description of key employees' qualifications and credentials. Include resumes of key staff.
- Provide a list of at least three to five references for the last five years, preferably for organizations similar in size to Los Angeles.
- For how many animal care and control organizations do you provide animal management software? For how many years and what specific services did you provide? Were these services hosted by the client animal care facilities, by your company, or in some other fashion?
- What is your experience providing this software system to a governmental animal care and control organization the size of Los Angeles: four million people, six shelters, nearly 500 square miles, 64,000 animal intake yearly, and 3.8 million entries into its existing system?

Please explain any disciplinary actions, suspensions of license, claims, etc., if any against your company.

D. Description of Animal Management Software

Submit a description of your animal management software. Your proposal must ensure that there will be no negative impact to the Department or the public as a result of the change in software or service providers.

Your proposal must also address your software's ability to manage the items below and your organization's ability to provide:

- A detailed plan and schedule to transition from the Department's existing animal shelter software to a new or updated system (as applicable), including any required data conversion, report and/or document conversion and development, application training for staff and as-needed technical support after the new or updated system is activated.

- A detailed implementation plan, including conversion project management, training for approximately 300 employees, and a year of as-needed, implementation-related technical support after the new or updated system is activated.
- Emergency and contingency plans to address prospective system failures.
- A detailed explanation of the levels and cost of application support available.
- The application must provide the department with efficient ways to communicate with the public including the ability to generate license renewal and informational notices regarding their animals. The system must also offer efficient ways to extract data such as customizable, built in reports, the ability to write unlimited, ad hoc reports and the ability to directly query the database. In addition, the department will need to be able to import and export data from our website, online licensing, donation and vet portal applications as well as Wells Fargo's lockbox processing center and any legacy or future applications with which the department may be required to develop or interface.
- The application must provide different levels of security access from read-only to administrator.
- The application must secure data fields entered in a manner that does not allow the system to advance without required information entered and saved; and must not allow the end-user to alter data entered without secure levels of authorization.
- The application must be able to provide address verification for addresses within the City of Los Angeles.
- The application must be able to accommodate separation of data for individual locations and client cities.
- The application must be able to support multi-site dispatch and tracking of staff in the field.
- The application must be able to support barcode scanning for daily kennel inventory, animal medications, to-do lists and microchip entry.
- The application must allow Department staff to schedule and manage software updates.
- The application must allow the Department to determine individual field names seen by staff, the content of drop-down lists, add or delete drop-down lists and determine which fields are searchable. The application must also have additional, blank, customizable fields available for the Department to use for specialized data that the Department wishes to keep separately.
- The application must provide graphical kennel cage management tools for staff with the ability to make cages and animals contained therein available to the public.
- The proposer must provide the ability to prevent, minimize and correct data-entry errors, including the prevention of duplicate records. These methods have to be available to Department staff without having to contact the vender.
- The application must provide the ability for Department staff to easily track changes to records by user, time and what was changed.

The Department will own exclusive rights to all data imported or entered into any proposed application and such data may not be used by the proposer in any way without permission from Department management.

E. Proposed Fees Worksheet

Indicate your proposed fees in a proposed fees worksheet. You must provide a detailed cost breakdown for the entire implementation, including data conversion and costs related to query (report-writing) tools or any customization costs to develop new reports 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. In addition, please provide future year's maintenance costs.

F. Additional Information (if any)

Up to this point, the Department has required you to address its “must-have” requirements. You may describe other creative solutions that may be in the Department’s interest to consider in the future or as part of this proposal. Please provide any additional information which you believe will further demonstrate your ability to meet or exceed the requirements listed in this RFP. Additional information may address:

- The ability to interface with the Siebel CRM software being implemented by the City’s 3-1-1 system.
- GIS mapping of different types of data.
- The ability to provide reports by Zip Codes or City Council districts.
- 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.

G. 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. These include:

- Business Inclusion Program
- Affirmative Action
- Equal Benefits Ordinance
- First Source Hiring
- Non-discrimination/EEO
- Slavery Disclosure

Further information on these documents, and their completion, will be found at the labavn.org site.

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):

- Living Wage documents
- Contractor Responsibility Ordinance
- City Ethics Commission Forms 50, 55, 56
- Iran Contracting Act Form
- Child Support, ADA, Non-Collusion Compliance Forms

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

- Copy of Los Angeles Business Tax Registration Certificate (BTRC)
- Form W-9
- Proof of Insurance, subject to City approval

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. 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. For those proposers who have met the minimum requirements, this panel may interview them, conduct software demos, speak to references and will 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. Maximum points are 84:

Criteria:	No pass	Poor	Fair	Good	Excellent
Experience, Qualifications: What have you accomplished or are currently doing? 30%					
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
Successful 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
Demonstrated experience handling the data entry required of an organization the size of Los Angeles					
Do references corroborate the proposer's knowledge, skills, and abilities?	0	1	2	3	4
Description of animal management software: 45%					
Software's ability to meet departmental needs	0	1	2	3	4
Does the proposer provide a detailed plan to transition from one system (if applicable) to another with no negative service impact? (This includes emergency and contingency plans.)	0	1	2	3	4
Plans to implement system, train staff and provide technical support are comprehensive	0	1	2	3	4
Does the proposal address effective communication with the public, including licensing renewals and other animal-related notices?	0	1	2	3	4
Does the software offer appropriate address verification, data extraction and separation, report writing, importing-exporting, and queries?	0	1	2	3	4
Is the software secure and does it have the safeguards needed to minimize tampering of data? Can it easily track changes to records by user, time, and data changed?	0	1	2	3	4
Can the software dispatch staff and track their activities in the field?	0	1	2	3	4
Can the software assist the Department various inventory needs using bar codes? Does it provide graphical cage management tools for staff and the public?	0	1	2	3	4
Is the software user-friendly, allowing staff to update/manage/edit/change fields? Does it prevent duplicate records?	0	1	2	3	4
Financial Capability 5%					
Provides all information requested in the RFP	0	1	2	3	4
Demonstrates sufficient financial capability to provide software and services.	0	1	2	3	4

Cost to City: Is it the best overall value to the City? 20%

Proposed fees and overall value to the City	0	1	2	3	4
Fees are demonstrated to be feasible, appropriate, and within budget?	0	1	2	3	4
Detailed explanation of the levels and cost of application support	0	1	2	3	4
Does the proposer clearly identify costs related to report-writing, or customization? Are pricing tiers, fees and discounts included?	0	1	2	3	4
Does the proposer provide creative solutions that may result in departmental improvements/efficiencies?	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, 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: Administrative Requirements and Forms

[TBD]

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.