



**Animal Sheltering Services
RFP#2016-032**

February 2017

TOWN OF MARANA ARIZONA REQUEST FOR PROPOSAL (RFP)

#2016-032

ANIMAL SHELTERING SERVICES

1. Qualifications & Experience

a. Executive Summary:

Thank you for offering the Humane Society of Southern Arizona the opportunity to submit a proposal for Animal Sheltering and Care in partnership with the Town of Marana Animal Control. The Humane Society of Southern Arizona has been actively providing care and sheltering of homeless and surrendered companion animals for over 72 years. We are proud to offer not only superior animal care services, but a full array of services for pets and the people who love them. All animals sheltered at HSSA are provided with clean, sanitary kennels, veterinary medical care and enrichment.

HSSA will provide flexible drop off and kenneling for animals brought in by the Town of Marana Animal Control Officers, including quarantines, and will assist as needed in animal cruelty investigations and hoarding situations. HSSA will also provide licensing services and bi-annual Rabies Clinics for the residents of Marana.

To assist with population control and animal health, HSSA has an affordable Spay/Neuter Clinic available to residents, and provides twice weekly affordable Vaccination Clinics at our facility. In addition, HSSA offers a free TNR (Trap, Neuter, Return) program to residents for sterilization of feral and community cats.

For the children in the community, we continue to offer educational opportunities including classroom presentations, summer programs and various other events throughout the year.

HSSA is audited by an independent auditor annually and the results are available for review. HSSA takes pride in its transparency regarding our animals and finances.

Thank you for considering HSSA.

b. Identification of the Lead Entity

- i. Humane Society of Southern Arizona
- ii. 501 (c) 3 charitable organization, C corporation
- iii. n/a
- iv. 3450 N Kelvin Blvd, Tucson AZ 85716 (current address). New address in late 2017/early 2018 – 635 W Roger Road, Tucson AZ 85705
- v. Brandy Burke, Chief Operations Officer, 3450 N Kelvin Blvd, Tucson AZ 85716, bburke@hssaz.org, 520-327-6088 x183. Proposal Contact for contract, Clay Bacon, Chief Financial Officer, 520-327-6088 x124, cbacon@hssaz.org

c. Experience and Technical Competence

- i. The Humane Society of Southern Arizona, hereby referred to as HSSA, has been in existence for 72 years. Our staff is comprised of approximately 95 personnel, including a Human Resources and Volunteer department, Marketing, Development and Education departments, Finance team, Clinic and Shelter staff and two (2) offsite adoption and retail shops and two (2) thrift stores. Currently, HSSA admits 6,000 animals a year and maintains a live release rate of 95% or higher on an annual basis. This number is comprised of stray, owner released and other agency transfers.

References are included in Attachment A, as requested.

- ii. The staff at HSSA assigned to complete the services, possess all relevant experience necessary as described under the scope of work. All personnel assigned to the work possess appropriate certifications or registrations as required by Arizona state agencies, if any. The Humane Society of Southern Arizona is audited yearly by a local CPA firm, Ludwig Klewer & Company. HSSA maintains all pertinent and necessary regulatory permits and licenses required to operate and maintain our agency and its related operations.

d. Project Organization and Key Personnel

The proposed key personnel for the execution of the project are listed below

- i. Key Personnel (biographies attached)

Brandy Burke – Chief Operations Officer

- Point of Contact for the Project
- Operational oversight of Clinic, Shelter, Offsite and Human Resources

Christian Gonzalez – Director of Operations

- Direct oversight of all shelter services, including admissions, adoptions and offsite business models

Pat Brayer – Clinic Director

- Direct oversight of all clinic services. Point of Contact for on-site and remote Vaccination Clinics, Spay/Neuter Clinic

Jennifer Hubbard – Director of IT and Facilities

- Oversees all Facility and Maintenance/grounds upkeep
- Direct oversight of computer systems and animal database

Clay Bacon – Chief Financial Officer

- Direct oversight of HSSA's finances
- Point of Contact for all HSSA contracts and business relations

Inge Koopman-Leyva - Associate Director of Education and Outreach

- Oversees all Education and Outreach services for classroom education and court mandated animal cruelty and neglect classes
- Point of Contact for outreach efforts in the community

Mike Duffey – Animal Cruelty Investigator

- Point of Contact for animal neglect and cruelty cases
- Member of the ACT (Animal Cruelty Task Force)

- ii. HSSA maintains operations 7 days per week, approximately 12 hours per day. HSSA does not offer overnight staff and is NOT a 24 hour facility.

Hours of Admissions: 9am-4pm Monday-Saturday; 11am-5pm Sunday
Hours of Adoptions: 11am-6pm Monday – Saturday; 11am-5pm Sunday
Phone number: 520-327-6088 extensions 103 and 105 and Operator 100
Fax number: 520-325-7190; email admissions@hssaz.org

The Humane Society of Southern Arizona has adequate staffing levels available daily to service the needs of the animals in our care. Staff members are cross trained to assist in areas as business needs vary.

HSSA shall accept animals from designated Town of Marana personnel between the hours of 9am and 4pm, Monday through Saturday; 11am and 5pm on Sunday. Admittance of animals outside of these hours should be coordinated with designated HSSA staff. There shall be no limit to the number of drop offs per day, and Marana Town officials shall take priority when dropping off stray or confiscated animals. HSSA will provide a list of HSSA approved and observed holidays where admissions will not be permitted due to campus closure.

Marana town residents will be asked to schedule an appointment to drop off owner-relinquished animals. Owner-relinquished drop offs are charged a one-time fee of \$45, to be paid by the owner. HSSA proposes that the Town of Marana consider covering the \$45 fee in cases when an owner is unable to pay the fee. Currently, owners are not required to pay a fee to PACC and the Town of Marana is billed for that.

HSSA also offers euthanasia services to the public at a reduced cost – see pricing posted on website; <https://hssaz.org/services/end-of-life-services/>

HSSA maintains full staffing during normal business hours and includes: front line admissions and adoption staff, veterinary and clinic staff; animal care staff and support staff. HSSA also contracts with the Department of Corrections (DOC), and employs 8-12 crew members to perform routine kennel cleaning and feeding protocols.

Optional Animal Pick up by HSSA shall be coordinated on a case by case basis and if staffing permits. A flat fee of \$50 will be charged to the Town of Marana if animal pick up services are required.

- iii. HSSA is prepared to begin accepting animals from Marana residents and Marana officials at the start date of this accepted proposal, July 1, 2017, at the Kelvin Blvd. location and late 2017/early 2018 at the Roger Road location.

Database updates to include relevant and necessary record keeping, data capture for Town of Marana and Marana residents, as necessary and defined in the scope of work.

HSSA maintains comprehensive records on premises for a period of not less than three (3) years. HSSA maintains an in house database system that records all pertinent information on all animals admitted into our care. HSSA will submit monthly reports including impounds, disposition of animals and fees collected that are payable to the Town.

HSSA will provide the following information in monthly reports:

- Description of the animal, including its apparent breed, color, size and sex. Disposition will be indicated only up to and including the last day of the holding period.
- Who brought in the animal (name and address of resident or animal control officer), date animal was brought in, where and how the animal was obtained.
- The animal's owner if claimed up to and including the last day of the holding period.
- HSSA will advise Town of Marana of all dangerous or potentially dangerous animals and dog bite incidents.
- HSSA will advise fees collected, if reimbursable or owed to the Town of Marana.
- HSSA will provide records of licenses sold with names, addresses and license numbers' on a monthly basis.

2. Method of Approach

A. Proposed Method to Accomplish the Work

i. Management and Philosophy

The Humane Society of Southern Arizona has been in operation since 1944. In our history we have taken in over 1 million animals. The successful operation of an animal shelter is to quickly assess an animals' well-being, provide necessary medical care and shorten length of stay. HSSA also believes that we hold an important responsibility to assess animal behavior and temperament, to deem it safe for re-homing into our southern Arizona communities. HSSA closely follows Maddie's Fund guidelines under the "Pet Evaluation Matrix Model" to assess behavioral and

medical conditions, which is also reflected in our SOP. Our current staffing structure and medical team is set up to accommodate admissions of animals from the Town of Marana, as well as other partners.

Shelter, kennel and animal care services will be held to the Humane Society of Southern Arizona's Standard Operating Procedures and to the highest standards of care and treatment to all animals held in its' possession. Adequate food and water shall be provided and the shelter shall not be overpopulated. HSSA will have basic veterinary services available during normal business hours. Pet owners of impounded animals would remain responsible for all routine and emergency veterinary care costs.

The shelter does provide means for isolation – not permitting the public to have access or visits – of animals with police holds, quarantines, or pets held in protective custody that will not expose other sheltered animals or staff to risk. In the event that an animal is impounded and boarded by the town of Marana Animal Control Officer or the Marana Police Department (or designee), or a court order, or placed under quarantine by a ruling of the state board or County Health department, HSSA will accept the responsibility to board said animal(s) as required by order or ruling at the expense of the Town of Marana. Owners of said impounded animals would be responsible for all costs, but in the event that there is no owner, or the owner does not pay the required fees, the Town of Marana will be responsible for payment of such fees and all costs incurred as a result of police or court order, or placement under quarantine determined by county and state law.

HSSA has an adequate number of dog kennels, cat cages, and isolation facilities for quarantined animals and animals being held for investigation, based on the estimated quantity provided by the Town. HSSA is also able to adequately care for and accept birds and other exotics, and work with species specific rescues to find long term appropriate placement. The animal shelter is maintained in a clean and sanitary condition at all times. Our cat holding area kennels do not currently comply with HSUS guidelines, but will be in compliance at our Roger Road campus. We do provide enrichment for those animals living in kennels that are not to current animal sheltering standards. Designated Town of Marana officials do have the right to enter and inspect the premises during regular business hours, for the purpose of inspecting the facilities for the conditions mentioned above.

HSSA provides daily cleaning and recognized sanitation of all shelter and kennel areas, food and water bowls, hallways and equipment; collection and proper disposal of animal refuse and other medical waste.

HSSA shall be responsible for making reasonable efforts to reunite an animal with its owner during the 'stray hold period'. After the 'stray hold period' expires, HSSA will make reasonable efforts to prepare and present animals for adoption, if not claimed by owner. HSSA maintains broad adoption hours at our main campus location and two satellite retail stores. HSSA is open 7 days per week to the public.

After the hold period has expired (3 day hold for animals with no identification – Pima County license tag, or registered microchip; 5 day hold for current license or registered microchip), responsibility of ownership will transfer from the Town of Marana to the Humane Society of Southern Arizona. HSSA will use our guidelines to assess the animal for adoption, transfer or euthanasia, based on health and temperament of animal. The Town of Marana will be financially responsible for all costs associated with unclaimed animals during the required hold period. Once the hold period expires, all financial responsibility will transfer to HSSA.

If an owner comes forward to claim an animal, said owner shall be responsible for all fees associated with daily boarding, vaccinations, and the cost of spay/neuter surgery, if required. The Town of Marana shall not be billed by HSSA for those costs.

HSSA has an onsite spay and neuter clinic, offering low cost services to the public as well as procedures for shelter pets. HSSA offers a twice weekly low cost Vaccination Clinic at our main campus (Wednesday and Saturday mornings), offering routine vaccinations and micro-chipping. HSSA also offers free TNR (trap, neuter, return) for feral and community cats.

HSSA may choose to perform veterinary or medical care during a 'stray hold' if the care or treatment is deemed necessary by a licensed veterinarian on staff for the well-being of the animal and the health of the shelter population. Procedures could be performed in house or by a designated full service veterinary clinic, if deemed urgent, necessary or an emergency. Town of Marana would be responsible for these costs. Contagious illnesses (kennel cough, giardia, etc.) will be treated during the stray hold period and is the responsibility of the Town at a flat fee for medications. (Attachment B)

HSSA maintains an updated website. www.hssaz.org – keeping our constituents updated on events, hours of operations, adoptions, contact information and other relevant information. HSSA proposes a collaborative effort between HSSA and the Town of Marana to create a web link to Town of Marana, relating to animal control laws for Town, County and State, licensing fees, as well as any other relevant information deemed necessary by both entities.

ii. Project Schedule

Work to begin at start of accepted proposal, July 1, 2017. HSSA is already set up as an active and functional animal shelter, and should require no transition plan. Kenneling shall be prioritized to Town of Marana as per this submittal.

iii. Specific Tasks required by Town Staff

Town of Marana designees should be well versed in the Town, County and State animal welfare and control laws. HSSA proposes that Marana Animal Control Officers (ACO's) apply to become active members of the ACT committee (Animal Cruelty Task Force of Southern Arizona).

ACO's should be trained in appropriate humane response and capture of stray/at large animals.

ACO's should be trained in accepted protocol for collecting evidence for impounds and cruelty and neglect cases, including the following, which is not an exhaustive list: Animal Cruelty statutes, controlling ordinances, felony charging procedures, felony reporting, impounding of animals, preserving evidence, anonymous reports/uncooperative witnesses, report writing, restitution, definitions of abandonment, cruel neglect, mistreatment and intentionally, knowingly or recklessly causing harm to an animal. ARS 13-2910 – Animal Cruelty

HSSA proposes to actively assist in helping collect evidence and supply supporting documentation to assist Town of Marana in prosecuting felony or misdemeanor cases. HSSA will also provide the best possible care to rehabilitate animals that have been neglected, abused or otherwise found to be in need of medical care. HSSA will also collect evidence on owner –relinquished animals, if suspected neglect or abuse is notated by an admission counselor or staff veterinarian.

Town of Marana ACO's and designees should communicate regularly with HSSA designated staff to coordinate drop-offs and special needs in a timely manner. Grievously injured companion animals should be taken directly to a full service veterinary clinic in a timely manner.

HSSA proposes to share all relevant guidelines and historical documentation that will assist Town of Marana ACO's in achieving efficiency in their roles.

The Town will need to provide licensing materials, including tags, for the purpose of issuing dog licenses to Town residents.

iv. Innovative Approaches

HSSA proposes a comprehensive and collaborative marketing effort between designated Town of Marana personnel and HSSA personnel, updating residents on Town changes. Marketing efforts could be accomplished through Direct Mail and Targeted Social Media ads. Costs would be paid for by Town of Marana. If any costs were associated with using HSSA platforms for delivery, and requested by Town of Marana, the Town would be responsible for reimbursement. HSSA has immense brand recognition and over 40k FB followers, as well as four (4) full time staff members to help with language and branding efforts.

HSSA will provide assistance, when approved by Town of Marana officials and HSSA staff, to assist officers and other designees in animal handling training, behavior and temperament, evidence collection training, and other mutually agreed upon issues and topics that are representative and in the best interest of HSSA and Town of Marana. There will be no fees for training which occurs at our facility or in the field, as this is reflective of HSSA's mission and vision of collaborative efforts between agencies and municipalities.

v. List of Subcontractors/Partners

HSSA currently works with a variety of full service Veterinary Clinics in southern Arizona; Pima Pet Clinic, Valley Animal Hospital, Santa Cruz Veterinary Clinic, Veterinary Specialty Center of Tucson, Sunrise Pet Clinic, Ventana Veterinary Clinic, and SAVS. This is not an exhaustive list.

HSSA recommends that the Town of Marana create partnership agreements with local veterinarians for emergency stray situations, when an animal is injured and needs to be stabilized or euthanized (hit by car, etc.). Twin Peaks, Marana

Veterinary Clinic, Cortaro Farms Veterinary Clinic and Ina Road Emergency Clinic are in Marana's proximity. HSSA is NOT a full service emergency clinic, and is not equipped to take in medical emergency situations. However, HSSA is able to take in stray animals as a transfer from the veterinary clinic, once stabilized.

vi. **Education, Outreach and Other Services**

School Based Humane Education Programs

Through a variety of school-based programs and community outreach, our team of humane educators reaches people all over southern Arizona. We offer children's programs beginning at third grade level. Our school-based programs bring humane education right to the classroom, providing interactive lessons on a variety of topics, including the Humane Society of Southern Arizona's mission and services, basic pet care, animal cruelty prevention and animal-related careers. These programs are offered free to any school in Pima County.

Speakers Bureau – Adult Speaking Engagements and tabling events

The HSSA provides informative and inspirational talks for civic groups, businesses or professional associations, senior organizations or other service organizations. It's important to our mission and vision that the community is informed and engaged. A Speakers Bureau presentation is a great introductory first step. HSSA would offer scheduled presentations at no cost to the Town of Marana.

Pet Safety and First Aid -This class, developed by veterinarian Michael Lent of Pantano Animal Clinic and the Humane Society of Southern Arizona, is more than just a program on how to perform CPR or treat medical emergencies for cats and dogs. Participants will learn how to prevent emergencies; how to assist their vet in treating their pet; keep animals safe from local environmental hazards; avoid poisonous plants and household dangers; and identify and react to cruelty and neglect issues. And most importantly, lots of prevention!

Court mandated Animal Cruelty Education-The Animal Cruelty Education Program is a cooperative effort between The Humane Society of Southern Arizona and member organizations with the Animal Cruelty Taskforce of Southern Arizona. The program's purpose is to provide adults with the educational background, access to services and day-to-day skills needed to make them better pet owners. Participants in the program have all received citations or have been adjudicated of violations relating to the care and treatment of their or other animals, or have been referred to the program by the Pima County Justice Courts, Tucson City Courts, behavioral health

care providers or other agencies. The program is not a court of law concerned with the determination of guilt or innocence, but an opportunity to learn the needs and problems confronting those individuals and the animals that share their homes and lives.

HSSA proposes to offer two (2) annual Vaccination Clinics to Marana town residents, in Marana, at a mutually agreed upon date(s) and location(s) to maximize attendance and compliance with Pima County rabies control laws. HSSA proposes that the Town of Marana offer an 'amnesty' program in year one (1), offering free rabies vaccinations to residents who are out of compliance. HSSA would be the service provider, and Town of Marana would cover, or subsidize, the cost of rabies vaccinations (payment to HSSA) and waive, or offer, reduced license fees to residents who show a good faith effort. HSSA would offer other vaccinations and services, such as Distemper/Parvo vaccinations and micro-chipping, at a low cost to Marana residents (payment responsibility of resident). Additional information will be provided in 'other services offered' section.

HSSA proposes to offer two (2) annual adoption events in Marana Town limits for Marana residents, at a mutually agreed upon date(s), time and location. Standard pricing on current adoption fees would apply, along with mandatory payment of licensing fee for dogs. All adopted pets are vaccinated, chipped, licensed (dogs) and spayed/neutered before transferring ownership to an adopter. HSSA is willing to consider 'sponsored' adoptions, or waiving or reducing adoption fees, if sponsorship to cover those fees is obtained.

B. Rules and Regulations

- i. Due to the length of HSSA's Standard Operating Procedure Manual and Medical Treatment Protocol Guideline Manual, these documents will be shared via a thumb drive to the Town of Marana Procurement Officer for review.

Financial Sustainability and Fee Proposal

a. Financial Sustainability and Fees

Description	Estimated Monthly Quantity	Per Day - 24 hour period	Year 2 - proposed 4% increase	Year 3 - proposed 3.85% increase
Animal Sheltering Services				
Dogs	29	\$25	\$26	\$27
Cats	15	\$25	\$26	\$27
Other	2	\$15	\$15	\$15
Emergency Vet Care				
Non-emergency vet care				
*Special Intake				
		One-time fee	One-time fee	One-time fee
		\$50	\$50	\$50
		\$25	\$25	\$25
		\$35	\$35	\$35

emergency vet care and other animals, no increase proposed
 non-emergency vet care; treatment of contagious diseases during hold period
 *Includes Bite case
 quarantines (10 days);
 Confiscated, Court Case,
 Police Request, Owner
 Arrested, Potentially
 Dangerous or Vicious Dog

HSSA proposes a 4% increase in the daily fee for year two (2) and a 3.85% increase in year three (3). This staggered increase captures HSSA overhead for staffing and increased operating costs in the new campus (Roger Road).

ii. Following, our quotation for Animal Care and Sheltering Service for the fiscal year beginning July 1, 2017 through June 30, 2020. The quotation for Basic Sheltering Service is based upon prior year/average intake.

Basic Sheltering Service – Year One (housing of stray, impounded animals for 3 days): \$46,125 based upon projected annual intake of 600 dogs/cats @ \$25 per day x 3 days; 25 other @ \$15 per day x 3 days.

If an animal leaves our care sooner than the three (3) day holding period (returned to owner, euthanized), the Town will be charged based upon the actual number of days impounded,

unless claimed by owner. If an animal is returned to owner during or beyond the hold period, any redemption fees collected will be credited to the Town up to the maximum number of days that have been billed.

Disease and Contagious Illnesses: On occasion animal shelters do experience contagious disease outbreaks or epidemics beyond our control, which puts the entire pet population at risk. While we make every provision to ensure quarantine and isolation of incoming animals, HSSA reserves the right to limit or manage intake to protect the current population, as well as any incoming cats and dogs. Town of Marana stray and confiscated animals will take priority even in these circumstances. HSSA will not be liable for any costs the Town may incur due to a temporary shelter closure.

Observation/Special Intake Service: Includes Bite case quarantines (10 days); Confiscated, Court Case, Police Request, Owner Arrested, Potentially Dangerous or Vicious Dog: \$35 per day x number of days impounded. If an animal is returned to owner*, the redemption fees collected will be credited to the town up to the maximum number of days that have been billed.

* Return to Owner Animal: The owner or person entitled to the custody of any animal impounded can redeem such animal by paying impound fees accruing up to the time of such redemption.

Private Veterinarian/Emergency Veterinary Care: If a pet owner is unable to be located and the injury or condition is life threatening and treatment is beyond the scope of HSSA Veterinary services, the animal should be taken to the nearest private contract Veterinarian/Emergency Animal Hospital. Town will be responsible for the costs of private contracted Veterinarian services. Once the animal is stabilized, the animal may be transferred to the care of HSSA. The attending Veterinarian may choose to euthanize to end irremediable suffering if the injury or condition is not treatable.

Abandoned Animals: Hold the required number of days per state and local laws.

Hoarding Cases: Animals retrieved from a hoarding environment should be surrendered by owner at time of confiscation. This not only limits the impound time and expense liability to the Town, but also enables HSSA to make decisions in the best interest of each animal. In the absence of owner surrender, HSSA suggests a requirement to post bond in the amount of \$750 for each animal be mandated by the Town, or follow current Pima County bond requirements. Any hoarding case would need to be a joint collaboration between HSSA and the designated Town officials, to ensure capacity is available above and beyond the estimated number of animals being admitted annually by the Town.

Licensing: Licensing service will be provided for a processing fee of \$4 per license. Fees from licenses and past due fees collected will be remitted to the Town monthly in arrears, less processing fees.

LifeSavers Fund: The Town may elect to contribute \$5 per altered and unaltered dog licenses to the LifeSavers Fund. The LifeSavers Fund will allow HSSA to offer a low cost spay/neuter program for the Town's residents who wish to have their pets spayed or neutered but cannot afford the surgery. Once residents are qualified, HSSA staff will work with Marana to assist qualified residents in obtaining spay/neuter services.

Vaccination Clinics: HSSA proposes that the Town consider subsidizing two (2) offsite Canine Rabies/Licensing Vaccination Clinics at a reduced cost to residents, to ensure dog licensing compliance in the Town. Rabies vaccination fee is \$13, DAPP fee is \$12 and Micro-chip fee is \$20, including free life-time registration. If the Town of Marana considers subsidizing a portion of the rabies vaccination to ensure participation and licensing compliance, HSSA proposes five (\$5) co-pay to the resident, with the remainder of the cost to be billed to the Town.

4. Exceptions to this Request for Proposal

m. Supply Controlled Substances

HSSA will not dispense and supply the Animal Control Officers employed by the Town with controlled substances. Animals requiring euthanasia may be brought to HSSA, or a Veterinary Clinic that the Town may have a relationship with, for euthanasia on premises by a licensed Veterinarian operating under authority of HSSA or Premises Permit of a local Veterinary Clinic.

Attachment A – References

Animal Sheltering Services-

RFP#2016-032

Reference 1

Agency Name	Graham County Animal Control
Contact Name	Terry Cooper
Contact Title	County Manager
Contact Address	921 Thatcher Blvd, Safford AZ 85546
Contact Phone Number	928-428-3250
Contact Email Address	tcooper@graham.az.gov

Reference 2

Agency Name	Friends of Bisbee Animal Shelter
Contact Name	Kelly Flannigan
Contact Title	President
Contact Address	938 Toveraville Road, Bisbee AZ 85603
Contact Phone Number	917-749-5331
Contact Email Address	bisbeefriends@gmail.com

Reference 3

Agency Name	Humane Society of the White Mountains
Contact Name	Regina Goetz
Contact Title	Alternative Placement Coordinator
Contact Address	3121 N Porter Mtn. Rd, PO Box 909, Lakeside AZ, 85929
Contact Phone Number	928-368-5295
Contact Email Address	hswwmlakeside@gmail.com

Attachment B – Price Page

**Animal Sheltering Services-
RFP#2016-032**

Prices must be inclusive of all costs, including but not limited to, direct and indirect costs for labor, overhead, materials, printing, travel and mileage, postage, etc.

Offerors must complete the Price Page below. The quantities shown are estimated only and the Town reserves the right to increase or decrease the amounts as circumstances may require. Offerors may add pricing for other services included but not listed.

Description	Estimated Monthly Quantity	Per Day (24hr period)
Animal Sheltering Services		
Dogs	29	<u>\$25</u>
Cats	15	<u>\$25</u>
Other	2	<u>\$15</u>
Emergency veterinary care		<u>\$50</u>

(Please attach an additional sheet if needed to provide detailed summary of all itemized costs and service that will be provided by the Offeror as a result of this service contract. Please provide a flat fee cost for Emergency Veterinary Care of consideration. This fee should not be included in the cost of the one year contract.)

***See page 12 – a. Financial Sustainability and Fees**

Attachment C – Animal Sheltering Services Supplemental Questionnaire

1. Please describe your company’s philosophy on adoption and euthanasia.

HSSA believes that all animals deserve a chance. The old misconception that shelter pets are ‘broken’ is a fading myth. Companion animals end up in shelters and county pounds for a variety of reasons, from human related issues, financial barriers and a myriad of other life altering events. HSSA takes a three prong approach: Education and Outreach to enhance awareness and knowledge, encourage responsible pet ownership and offer solutions to help keep pets in homes; Prevention, by offering low cost spay, neuter and vaccine clinics to prevent unwanted litters and unnecessary illnesses; Adoption and Placement, by enriching a pets’ time in our care through programs to rehabilitate and heal, assessing behavior and helping make matches to find forever homes.

2. What is your current euthanasia rate?

Since 2014, HSSA’s live release rate has been 95% or higher on an annual basis.

3. What is the distance of your facility from the Town of Marana Municipal Complex? Marana Operations Center?

HSSA current Campus

3450 N Kelvin Blvd to 11555 W Civic Center Drive = 23.3 miles

3450 N Kelvin Blvd to 5100 W Ina Road = 12.5 miles

HSSA New Campus (late 2017/early 2018)

635 W Roger Road to 11555 W Civic Center Drive = 20.1 miles

635 W Roger Road to 5100 W Ina Road = 8.2 miles

4. Will you be able to issue animal licenses on behalf of the Town? If yes, please indicate how this service will be facilitated and processing fee if any.

HSSA proposes the Town purchase licensing tags and perform licensing in the Town. HSSA would also keep a secured supply of tags at our main campus and issue licenses at

time of rabies vaccination or adoption. HSSA proposes a fee similar to the current Pima County pricing structure of \$18 for a 1 year license for altered dogs, \$63 for a 1 year license for unaltered dogs. Licenses processed by HSSA would incur a \$4 processing fee, paid by the Town.

*Late fees assessed to owners should be determined by the Town.

5. The Town is requesting at least two drop off times per day. Please provide additional information on what your expectations of drop-offs are?

HSSA proposes no limits to the number of drop off times, as long as they are within the posted admissions operating hours. Exceptions would be accommodated on a case by case basis.

6. Will you accept owner relinquished animals? If so, explain the process.

HSSA currently accepts owner-relinquished animals by appointment only. HSSA will make exceptions on emergency cases only. By adhering to appointments, it allows us to manage our animal population and serve more quickly those most in need, i.e. stray and confiscate cases. There is a one-time per animal relinquishment fee of \$45. The fee for relinquishment of a litter is \$75. Owners will incur the cost of the relinquishment fee, which will be discussed at time of scheduling the appointment. HSSA proposes the Town consider paying the one-time relinquishment fee if an owner is unable to financially cover the fee.

Additionally, HSSA does provide end of life services for owner released animals, at a cost to the owner

7. Do you offer on-site veterinary services? If so, explain.

HSSA offers on-site veterinary care for stray and existing animals in our care. HSSA is not a full service veterinary clinic and is not permitted to offer emergency or routine veterinary care for owned animals.

HSSA does offer on-site Spay/Neuter services and twice weekly Vaccination Clinics to the public.

- 8. Are you licensed to dispense and supply the controlled substances required by the Animal Control Officers for field captures and euthanasia per the usage shown on page 5? When will the controlled substances be available after request is made?**

Please see the exception notated in 4.a. HSSA recommends the Town partner with a local full service veterinarian if the Town wishes to have their ACO's trained to perform humane field euthanasia. HSSA cautions this practice, as many other communities have recently experienced public scrutiny, as well as social media backlash.

- 9. What other services can you provide that can benefit the Town of Marana, the community and Animal Control?**

As listed in the proposal: Education and Outreach Services, Vaccination/Licensing Clinics, Adoption events, etc.

- 10. Can you provide the community with Public Education with regards to Pet Health and Safety**

Yes. Please reference section under Education, Outreach and other services. HSSA encourages the Town to consider partnerships which bring additional services to the Town residents. AsaVet charities operates a mobile spay/neuter service, and may be willing to provide mobile spay/neuter services in the Town of Marana. Spay and neuter is a critical first step in encouraging responsible pet ownership. The Town should consider subsidized or partially subsidized funding sources to encourage residents to utilize services they may not otherwise pursue.

- 11. Can you hold Public Adoption events?**

As stated in the proposal, HSSA will offer two (2) annual adoption events at a mutually agreed upon place, date and time.

Key Personnel – Biography/Resume

Brandy Burke – Chief Operations Officer

Brandy has 8 years' experience with the Humane Society of Southern Arizona. Initially hired in 2009 to open and manage the first two offsite adoption and retail stores, she moved to the main campus shelter in 2013 to bring a new approach and innovative solutions to animal sheltering. Brandy has been the COO of HSSA since 2014. With a B.S. in Business Administration from Eastern Illinois University and over 20 years' experience in the for profit world, she is thrilled to be putting her background to use in creating a better community for pets and people.

Christian Gonzalez – Director of Operations

With 14 Years working at the Humane Society of Southern Arizona, Christian is responsible for the welfare of thousands of animals a year. He oversees admissions of stray and owner surrendered animals, making sure they get full medical care, behavioral assessment, enrichment and socialization. Sheltering area also includes Adoptions and the Lost and Found Department, which assists in reuniting lost animals with their families. He also manages the operations of both retail and resale stores at HSSA's satellite locations. Outside of his work responsibilities he has committed his time to other organizations, including being a proud member of the Animal Cruelty Taskforce and Tucson Herpetological Society (current Treasurer for both). His is a regular volunteer for the Reid Park Zoological Society and TMC Foundation, as well as facilitating nationwide reptile rescue for all reptiles.

Pat Brayer – Clinic Director

With a feral cat as her inspiration, Pat began volunteering at her local open admission Humane Society that also provided animal control services to four local jurisdictions in southern California. This eventually led to her becoming President of the Board of Directors and Acting Executive Director. Her focus included strategic planning, reinvigorating community support, establishing affordable spay/neuter and vaccination services, and educating potential adopters of the lifetime commitment every pet deserves.

During the latter part of her tenure at the Humane Society, she directed the transition of the newly built Palm Springs Animal Shelter from a city government-run facility to management by a non-profit volunteer board of directors. Addressing severe over-capacity, first and foremost was building a highly skilled team of medical staff to insure the health of the animals and a dedicated kennel staff to insure their

well-being, and establishment of much needed affordable spay/neuter and vaccination programs for the Coachella Valley.

Pat's prior career as an international Commercial Director has been the basis for sound business and management practices, easily translatable to the animal care field. She is deeply involved in animal care and control causes, and is in constant pursuit of continuing education in animal care and sheltering best practice.

Having wanted to live in Arizona - and Tucson specifically - for over 30 years, she is overjoyed to become a part of the Humane Society of Southern Arizona, and to continue to contribute to the well-being of owned and shelter pets through progressive sheltering, affordable medical care and prevention of the over-population of companion animals.

Jennifer Hubbard – Director of IT and Facilities

Jennifer is a native Tucsonan and has been working for the Humane Society of Southern Arizona for nearly 24 years. Her previous experience also includes working in several engineering firms in Tucson. She is responsible for all of the I.T. and physical infrastructure including computers, printers, servers, phones, security, internet, grounds, vehicles, and other upkeep and maintenance of the physical properties of the organization. She has created and continues to maintain the internal database for the tracking of animals that the society cares for. She has a B.A. from the University of Arizona.

Clay Bacon – Chief Financial Officer

Clay Bacon brings over 30 years of financial management experience to the Humane Society of Southern Arizona. His career has spanned both the for-profit and not-for-profit sectors in construction, travel, tourism and hospitality, food distribution, and healthcare. His expertise includes budgeting, internal control systems, financial and strategic planning, systems implementations, and financial reporting. He has been with HSSA since August 2014. He has a B.A degree from the University of Wisconsin and is a Certified Public Accountant.

Inge Koopman-Leyva - Associate Director of Education and Outreach

14 years' experience with HSSA – oversees classroom education, animal cruelty and neglect classes. Inge Koopman-Leyva is recognized throughout the region as an innovative, creative and organized leader in Humane Education serving the community for the last 14 years in Humane Education. The Education team reaches

over 5580 children each year visiting classrooms across Pima County. Inge also teaches the HSSA's pet safety and first aid classes, as well as all the court-mandated cruelty prevention classes for adults and juveniles convicted of crimes against animals. She is an active member of the Association of Professional Humane Educators and the Animal Cruelty Taskforce of Southern Arizona. Inge moved to Tucson in 2003 after working in New York City for many years as a Veterinary Technician and Membership Associate for the American Museum of Natural History. She has her B.A. in Anthropology, with a minor in Sustainable Development, from Hunter College in NYC.

Mike Duffey – Animal Cruelty Investigator

Mike Duffey is nationally recognized as an animal cruelty investigator, educator, lecturer, and authority on animal cruelty prevention and investigations. Mike spent more than 34 years with Arizona's Pima County Sheriff's Department as a Detective in a variety of assignments, including the role of SWAT operator (1973-2007), as a Nationally Certified Paramedic (1986-1998), and as the first dedicated Detective for Animal Crimes Investigations (1998). Mike is the co-founder, and the co-chair (1999-present) of "ACT" the Animal Cruelty Task Force of Southern Arizona. Det. Duffey has co-authored a training manual for animal crimes investigations ("The TOOLS of Animal Cruelty Investigations"), and has conducted training for several hundred law enforcement and animal control officers, Veterinarians, and Prosecuting Attorneys throughout the "Free World".

Mike is currently an Honorary "Life" Member of the Arizona Veterinary Medical Association, and on the board of directors for the following Animal Welfare organizations;

The International Veterinary Forensics Sciences Association (Past President), and "Equine Voices Rescue & Sanctuary", and "The Humane LINK- Arizona".

He is also a member in good standing for the following organizations; National Sheriff's Assoc. ("National Coalition on Violence against Animals"), the Arizona State Bar Assoc-"Animal Law section", the Humane Society of the United States –"Law Enforcement Council", and "the Arizona Animal Control Officers' Association". Mike was also a founding member and past President of the "Arizona Coalition for Equines".



Offer and Acceptance

OFFER

TO THE TOWN OF MARANA:

The undersigned on behalf of him/herself or on behalf of the entity, firm, company, partnership, or other legal entity listed below hereby offers and agrees to furnish the services set forth in the Town of Marana's Request for Proposals in compliance with all terms, statements of work, conditions, specifications, and amendments in the Request for Proposals. Any exceptions to the terms contained in the Request for Proposals must be specifically indicated in writing and are subject to the approval of the Town prior to acceptance.

Contractor Name: Humane Society of Southern Arizona
Address: 3450 N. Kelvin Blvd. Tucson, Arizona 85716
Signature of Person Authorized to Sign: Clay Bacon, CFO
Printed Name: Chief Financial Officer
Title:

For Clarification of this Offer contact: Brandy Burke
Name: Chief Operating Officer
Title: 520 321-3704, ext. 183
Phone: 520 325-7190
Fax: bburke@hssaz.org
Email:

ACCEPTANCE OF OFFER AND NOTICE OF AWARD (TOWN USE ONLY)

The Offer is hereby accepted. The contract consists of the following documents: 1) the Request for Proposals issued by the Town; 2) the Contractor's response to the Town's Request for Proposals; 3) this written offer and acceptance and notice of award. Contractor is now bound to provide the services listed in the contract and based upon the Request for Proposals, including all terms, conditions and specifications, the scope of work, amendments, Contractor's Offer, and any best and final offers, as accepted by the Town.

The Contractor shall not commence any billable work or provide any materials or service under this contract until Contractor is directed to do so in writing by the undersigned.

Contract No. _____

Attest:

Jocelyn Bronson, Town Clerk

TOWN OF MARANA, an Arizona municipal corporation
Awarded this __, day of __, 2017

Erik Montague, Finance and Purchasing Director

Approved as to form:

Town Attorney

ADDENDUM NO. 1
RFP 2016-032 – ANIMAL SHELTER SERVICES
FEBRUARY 3, 2017

I. The following information is presented in response to questions received;

1) Q: Would we need a Marana business license or is our 501c3 status sufficient –
page 6 under background information

A: No business license is required.

2) Q: Page 10 – section b. Rules and Regulations – HSSA has a 133 page Standard Operating
Procedure Manual and an 85 page medical manual – should those be submitted via DropBox or
thumb drive with the RFP?

A: Putting the information on a thumb drive or cd/dvd is acceptable. Include this information in
your bids package.

There have been no other inquiries or questions, no additional inquiries will be accepted.

Addendum **must** be signed and made a part of **Proposal Packet**.

ADDENDUM ACKNOWLEDGEMENT:



Signature

2/9/2017
Date

ADDENDUM NO. 1
RFP 2016-032 – ANIMAL SHELTER SERVICES
FEBRUARY 3, 2017

REQUEST FOR CLARIFICATION
RFP 2016-032 ANIMAL SHELTER SERVICES
MARCH 6, 2017

Sent vial email

Humane Society of Southern Arizona
Attn.: Brandy Burke, Chief Operating Officer
3450 N. Kelvin Blvd.
Tucson, AZ. 85716

Subject: Clarifications regarding certain responses in the RFP

In order for the Town to better understand your response in the above mentioned RFP we would like some clarification on the following questions.

1. **Animal Acceptance** - Page 3 item ii - The response indicates that admissions are from 9:00 a.m. to 4:00 p.m. Monday-Saturday and 11:00 a.m. to 5:00 p.m. on Sundays. The response also indicates that HSSA maintains operations approximately 12 hours per day, seven days a week.
 - a. Which time window will be used to accept Marana animal drop offs?

The Humane Society of Southern Arizona has staff on premise from approximately 6:30am to 6:30pm - The lobby operation times are different due to the need for daily preparation (cleaning of kennels, feeding, etc). Walk in drop off times for residents and ACO's would occur from 9am-4pm Monday-Saturday and 11-5 on Sunday.

- b. Would after hour drop-offs be available? If so what would be the method of delivery?

Animals could be dropped off by Marana ACO's earlier or later, as indicated in the RFP, page 4, paragraph 4 "Admittance of animals outside of these hours should be coordinated with designated HSSA staff". Hours could be flexible anytime between 7am-6pm to coincide with Marana ACO working shifts.

2. **Database and Reports** - Page 5 (first paragraph) - Can you provide more background on what the database updates would consist of?

The database 'updates' would be specifically coded to separately identify animals coming from within Marana Town limits. This is an in-house managed program and can be quickly updated to meet Town reporting requirements.

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MARCH 6, 2017

- a. Is this database maintained and updated by HSSA?

Yes, this is database is updated by out IT Director, Jennifer Hubbard

- b. Can you provide an example of the monthly report?

Yes, please see the attached report. This example could include more or less data, fees, etc. based on Town reporting requirements.

3. **Reports** - Page 5 (4th bullet point) – HSSA will advise the Town of Marana of all dangerous or potentially dangerous animals and dog bites. Is this referencing incidents that may occur at the HSSA facility during your care?

Yes, this is referencing stray dogs brought in that may begin exhibiting aggressive or dangerous behavior after arrival. If an owner were to reclaim a dog that was assessed to be potentially dangerous by HSSA staff, HSSA would contact Town of Marana designated officials with pertinent information (owner information, dog breed and description, etc.)

However, this could also include 'dogs at large', confiscated animals or other situations that a Town ACO may bring in to HSSA, either relating to a disturbance, a bite to a citizen or resident, a dog that has attacked or killed another animal, etc. These situations would be addressed in collaboration with HSSA and the designated ACO, or official assigned to the follow up. Some situations could result in criminal or civil suits by an injured party and the owner of the animal which could result in court mandated euthanasia of the animal in question.

- a. Clarify the process of determining an animal's temperament as being dangerous?

Dog behavior is assessed a number of ways by staff (reaction to touch, handling, examination, restraint and interaction with other dogs and humans). Dogs that show repeated negative, concerning or aggressive behavior, which is also deemed to be unsafe to handle by staff, or by the public at large, will be considered for Humane Euthanasia. Every animal is assessed, taking into consideration the current environment and reported past negative or aggressive behavior.

Is there some sort of assessment done, separate from the Maddie's Fund guidelines, on the animals and when is this assessment done?

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HSSA offers in-house canine decompression through individual work with trained staff and volunteers as well as staff monitored dog play groups. Daily dog walking, jogging and other outlets are taken to prevent negative behaviors from developing during an animals' length of stay with us. Cats that are showing signs of stress are also worked with weekly by volunteers and staff through an after-hours socialization program.

- b. If an incident were to occur what would be the steps taken?

The circumstances leading up to an incident at HSSA, typically a bite, are always reviewed to determine what actions may have occurred by staff/volunteers to cause a negative reaction by a cat or dog. The majority of bite incidents are minor, but still require a state mandated 10 day quarantine hold to rule out exposure to rabies. 99% of all incidents result in a "clearing" of the quarantine hold and the animal being placed up for adoption.

If it is a stray animal and has passed the mandated 3 or 5 day hold period, has not been reclaimed by an owner, and is deemed unsafe to handle or adopt out, HSSA will make the decision to continue to work with or humanely euthanize the animal. The Town may be notified of a disposition of a stray animal after the hold period, if so desired. However, after the stray hold, ownership of the animal is transferred to HSSA and no longer the financial responsibility of the Town.

***It is important to note that the number of behaviorally aggressive or dangerous dogs is a very small percentage of the overall number of animals coming into our facility.**

- c. What method would be used to contact the Town?

Email or preferred method by the Town

4. **Locating Owner(s)** - Page 7 (second paragraph) - Explain what a "reasonable effort" is to reunite an animal with its owner. What steps are taken?

HSSA employs two full time staff members who receive daily phone call and emails, and research lost/found dogs/cats in our community. We research microchips, identification tags, review other websites and social media sites to ensure every effort is made to reunite a pet with its owner.

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5. **Animal Case Support** - Page 8 (last paragraph) – Are there fees associated for assisting in collecting evidence for the Town in prosecution cases?

There is no fee associated in collecting evidence in the prosecution of animal neglect, abuse or hoarding cases. HSSA believes strongly in stopping this cycle. HSSA also currently has 4 full-time staff members trained in humane investigation and report writing and will work in conjunction with Town ACO officers in the proper collection of evidence and report writing.

6. **Veterinary Services** - Page 10 (first paragraph) – Clarify what would require veterinary services prior to taking them to HSSA?

Emergency or immediate life threatening trauma, such as a ‘hit by car’, for immediate stabilization or humane euthanasia. (reference page 13 in the RFP response, Private Veterinarian/Emergency Veterinary Care. Animals that are emaciated, appear sick, or have suffered some form of neglect or abuse, but which are stable, should be brought to HSSA for medical assessment.

- a. HSSA is able to take in stray animals as a transfer from veterinary clinics. Would HSSA handle the transfer or the Town?

The first available party could pick up animals which have been dropped off at emergency clinics (HSSA, Town ACO or the Veterinary clinic could provide transport). HSSA could also recruit volunteer help in the transport of animals when needed from veterinary clinics to HSSA.

7. **Cruelty Education** - Page 10 (last paragraph) – Are there fees associated to the “Court mandated Animal Cruelty Education” and who is responsible for these fees?

The individual convicted or mandated by the court is responsible for any fees.

8. **Special Intake One-time Fee** - Page 12 (special intake fees) – Clarify the \$35 what the special intake fee consists of? Only those cases described in the note to the fee? Are these animals quarantined separate from all other animals?

Please see the attached fee schedule. The \$35 special intake fee should have been written as a ‘daily fee’ (\$35 per day times number of days impounded) for cases pertaining to those notated by the * asterik (bite cases brought in by ACO’s, animals confiscated by ACO’s due to hoarding, pending court cases mandated to be held by Police, Town or ACO request (could include owner arrested or potentially dangerous

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or vicious dog which is part of an investigation). These animals would be separated from other animals.

9. **Special Intake Daily Fee** - Page 13 (Observation/Special Intake service) – The RFP response indicates that there will be a daily \$35 fee for special intake animals in addition to the one-time \$35 intake fee. Why the increase in the daily rate?

The one-time fee of \$35 is misquoted in the original RFP. There is no additional one-time \$35 fee in addition to the \$35 daily fee. The increase for 'special cases' is due to the increased needs associated with animals that are required by law or by request of the Town to stay longer than the county stray hold period. The extended length of stay will result in an increase in daily care and medical costs for those animals.

***As noted on page 13 under Hoarding Cases – HSSA recommends the Town law enforcement and ACO's work diligently to secure owner surrender at the time of any confiscated animal(s). This limits the impound time and expense to the Town, and also enables HSSA to make decisions in the best interest of each animal (ongoing medical care, humane euthanasia, adoption, transfer, etc.) Many cases can still be prosecuted, in lieu of an animal being held for extended periods, while waiting on a case to make it through the system.**

Responses required by March 12, 2017 at 5:00 pm.

Feel free to contact me with any questions you may have.

Rudy Torres
Procurement Officer

Town of Marana
11555 W. Civic Center Dr.
Marana, Az. 85653
Phone (520) 382-1983
rtorres@maranaaz.gov

REQUEST FOR CLARIFICATION
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MARCH 6, 2017

REQUEST FOR CLARIFICATION
RFP 2016-032 ANIMAL SHELTER SERVICES
MARCH 29, 2017

Sent via email

Humane Society of Southern Arizona
Attn.: Brandy Burke, Chief Operating Officer
3450 N. Kelvin Blvd.
Tucson, AZ. 85716

Subject: Clarifications regarding certain responses in the HSSA's February RFP Proposal.

In order for the Town to better understand your response in the above mentioned RFP we would like some clarification on the following questions.

1. **Veterinary Fees.** Please provide clarification as to veterinary fees, as follows.
 - a. HSSA's proposed fee schedule (Page 12 Fee Proposal) includes fees labeled "Emergency Vet Care" and "Non-emergency Vet Care" and lists "one-time fees" of \$50 and \$25 respectively. What veterinary services do those fees cover? How are "emergencies" and "non-emergencies" defined for purposes of this one-time fee?

"Emergency Vet Care" would be defined within the following scope: Stray animals entering HSSA's facility needing immediate assessment by our Veterinarian for stabilization. Conditions could include dehydration, wound cleaning, positive for Parvovirus, etc. The \$50 fee would cover medical conditions needing immediate Veterinary intervention and attention, but not necessarily life-threatening in nature. (fluids, pain management, wound wraps, snap tests, etc.) Life-threatening issues should be referred to a full-service Veterinary Clinic the Town has contracted with.

See b. for clarification on the \$25 fee

- b. On page 7 last paragraph of HSSA's February proposal, it states: "Contagious Illnesses (kennel cough, giardia, etc.) will be treated during the stray hold period and is the responsibility of the Town at a flat fee for medications. (Attachment B)." Please clarify this statement. Does this statement relate to the \$50 and \$25 fees on the fee schedule and mentioned in paragraph (a) above? If not, what "flat fee for medications" are you referring to?

The \$25 one-time fee for "Non-emergency Vet Care" would cover the cost of antibiotics during the stray hold period for any potential contagious illnesses (doxycycline, amoxicillin, clavamox, etc.)

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- c. It is the Town's understanding that the Town will be responsible for the actual costs of all necessary veterinary fees for impounded animals during the impound period and for stray animals during the stray animal hold period (unless these fees are ultimately paid by the animal's owner). Is this understanding correct? If so, are these costs in addition to the \$50 and \$25 "one-time fee"?

Yes, that is correct. Any necessary veterinary services of a surgical nature needing to be performed during the stray hold period would be billed to the Town. The pricing would mirror our in house fees. (Examples: Pyrometra/dystocia surgery = \$200, eye enucleation = \$100; Emergency Leg Amputation = \$150). These could be in addition to the \$25 or \$50 one-time fee, upon assessment, emergency surgical services were deemed necessary by our Veterinarian. If an owner came forward, they would be responsible for the fees and the Town not billed or would be credited for services if previously billed and paid for by the Town.

- d. Can HSSA provide a fee schedule for common veterinary procedures that the Town may be responsible for, such as standard vaccinations?

Standard vaccinations are included in the \$25 per day fee for strays and the \$45 one-time fee for owner released pets. This includes DAPP, Rabies, Oral INB, Canine Flu, de-wormer and frontline for dogs. This includes PRC, Rabies, de-wormer and Felv/FIV Snap testing for cats. Micro-chipping is included for both canines and felines.

HSSA is committed to helping keep pets with their owners, when possible. We encourage the Town to consider putting financial resources toward Education and Outreach efforts and events for vaccination, micro-chipping and spay/neuter clinics for Marana Town residents.

2. Does HSSA anticipate any fee increases for years 2 and 3 for the other fees submitted in its proposal?
- a. Animal Pick-up Service - \$50/animal this is a one-time flat fee of \$50, not per animal. No fee increase proposed in years 2 and 3
 - b. License Processing Fee - \$4/license – no fee increase proposed in years 2 and 3
3. For hoarding cases, HSSA suggests that animals should be surrendered by owner at time of confiscation. If the owner does surrender the hoarded animals, who is responsible for the costs of impound, boarding, veterinary care, etc. of the animals?

If an owner surrenders pets at time of confiscate, this would be considered a "voluntary surrender". The Town would be billed a one-time fee of \$45 per animal. The remainder of costs

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for boarding and veterinary care would be covered/subsidized by HSSA through fundraising efforts.

If pets are not a “voluntarily surrender” and are required to be held by HSSA for a period determined by the court bond requirements, the Town would be charged the daily fee of \$35 per animal and any emergency care as referenced in c., or non-emergency care referenced in b.

4. Will Marana citizens be required to pay a drop-off fee for stray animals?

No, this will be billed to the Town, per the RFP fee of \$25 per day for the mandated stray hold period (3 days for unlicensed pets, 5 days for licensed pets). If a pet is reclaimed, the owner would be responsible for the costs.

5. Can you clarify in detail what the \$4.00 license processing fee would cover?

HSSA staff time for processing, data entry and remittance of fees collected, to the Town

Responses required by March 31, 2017 at 5:00 pm.

Feel free to contact me with any questions you may have.

Rudy Torres
Procurement Officer

Town of Marana
11555 W. Civic Center Dr.
Marana, Az. 85653
Phone (520) 382-1983
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