



City of Los Angeles Department of Animal Services

REQUEST FOR PROPOSALS

For the Operation of the Department of Animal Services'

Spay/ Neuter Clinics

Located in These Animal Care Centers:

West Valley
20655 Plummer Street
Chatsworth, California 91311

North Central
3201 Lacy Street
Los Angeles, California 90031

RFP Release Date:
November 5, 2008

Deadline to Submit Proposals:
Tuesday, January 27, 2009, no later than 3:00 PM Pacific Time

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

RFP and Contract Administrator:
Phone: (213) 482-6980
Fax: (213) 482-9511
Anthony.A.Sanchez@lacity.org

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I. INTRODUCTION

The City of Los Angeles (“City”), Department of Animal Services (“Department”), is releasing this Request for Proposals (“RFP”) to seek spay/neuter clinic operators to operate the Department’s West Valley and/or the North Central Spay/Neuter clinics (“Clinics”). The Department’s twin goals are for the operator to provide spay and neuter services for as many animals as possible that are adopted from the Animal Care Center in which the clinic is located, as well as provide the largest amount of low-cost spay and neuter services to the surrounding community and the general public.

Scope of Services

A spay/neuter clinic operator will provide services to the West Valley and North Central Animal Care Centers by sterilizing their adopted and redeemed dogs, cats, and rabbits, as well as providing spay/neuter and related veterinary services to the surrounding community. The Department has a strong interest in having all or a significant number of the dogs, cats, and rabbits adopted and redeemed from the adjoining Care Center sterilized in the Clinic. In addition, the Clinic operator is expected and encouraged to provide spay/neuter and related veterinary services to the surrounding community and as many members of the public who bring their pets to the Clinic as can be accommodated, with an emphasis on providing as much low cost spay/neuter services to the public as possible, including accepting free and subsidized vouchers from the Department.

Background

For years, Care Center staff has taken unaltered adopted animals to a number of Los Angeles area veterinarians to be sterilized, by transporting them in City vehicles at the City’s cost. Although off-site veterinarians have been able to provide this crucial service to the Department, sending animals to these veterinarians for sterilization is inefficient and costly to both the City and to adopters.

For greater efficiency, all of our Care Centers now feature an on-site spay/neuter clinic to sterilize adopted animals, and to help promote responsible pet ownership. Each clinic is designed with prep rooms, surgery rooms, recovery rooms, reception and office areas. They include fixtures such as surgery tables, cages, and other affixed equipment. Clinic operators will provide their own free-standing equipment, supplies, and staff to operate as a self-contained, fully-equipped spay/neuter clinic. Clinics have separate public entrances, and can operate independent of Care Center activities. Floor plans for each clinic are attached here as Attachment A. Any requested alterations to the clinics must be approved by the City’s Prop F Administrative Oversight Committee. Alterations, if any, will be made by City staff (GSD Maintenance or Construction Forces). Department and Operator must agree in advance on any alterations to the clinic space, and any alterations will be the financial obligation of the Operator, unless otherwise agreed to in writing by the Department.

Clinic operators will not be required to pay a monthly rent to the Department, nor pay water, gas, or electricity. As an alternative to rent and utilities, operators are expected to compensate the City of Los Angeles for the use of the Clinics by providing low-cost services to its Animal Care Centers in the form of discounted spay/neuter services for adopted and redeemed animals, eliminating or reducing the Department’s cost of transporting animals to off-site clinics, in addition to providing spay and neuter services to the public, including to the greatest degree possible, low cost spaying and neutering services to the public.

The Department’s goals are to:

- Have all spay/neuter clinics fully operational to sterilize dogs, cats, and rabbits which are adopted and redeemed at our Care Centers
- Supplement the availability of low-cost spay and neuter for the community’s already-owned pets.

Personal Services Agreement

Clinic operators will operate the clinic 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 Department intends to award an agreement to the top-ranked proposer for each clinic. Proposers may propose on one or both locations.

The proposer who demonstrates it is the most qualified to provide the required services at each location, at the best overall value to the City, will be recommended for award. Subsequent to consideration and approval of award by the Board of Animal Services Commissioners, 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.

Six-Year Term

Unless terminated earlier pursuant to the agreement or pursuant to termination provisions within the attached exhibits incorporated herein, the term of the agreement, including a renewal option, will be for a maximum of six years. Proposers may indicate the length of the initial term and renewal option they choose, such as 3+3, 4+2, 5+1, and so on. The Department prefers an initial term of at least three years.

Estimated Value of Agreement

As a comparison, payments to the contractor under the current agreement for providing spay and neuter and related veterinarian services at the South Los Angeles Spay Neuter Clinic are approximately \$330,000 per year (for the purposes of this RFP, a clinic operator will be referred to as a "Contractor"). That clinic also generates additional revenues by providing services directly to the general public. Revenues at other clinic locations may vary due to demographics, volume of animals treated, and other factors, including the number of surgeries performed for already-owned pets. Operators who offer additional services to the public may likewise generate additional revenues. Proposers may consider the estimated number of intact animals adopted at each shelter, and the number of sterilizations funded or subsidized by the City from prior fiscal years in estimating potential revenues (see *Statistics* on p. 6-7). In addition, it is anticipated that the recently enacted spay/neuter ordinance in Los Angeles may greatly increase the number of spay/neuter surgeries to be performed. **No guarantee is given or implied as to the total amount to be paid to the Contractor during the term of the agreement(s).**

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.
- "Clinic" means only that spay/neuter clinic to be operated by a Contractor awarded an agreement.
- "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.
- "GSD" means the City of Los Angeles Department of General Services.
- "Proposer" means any veterinarian, individual, foundation, partnership, corporation, or other entity who submits a proposal in response to this RFP.

II. ABOUT THE DEPARTMENT OF ANIMAL SERVICES

Services at the Animal Care Centers

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

New and Expanded Animal Care Centers

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

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

III. STATISTICS

This information is provided so that proposers understand the specific needs of the Department and are able to adequately plan their proposed operation.

Estimated number of unaltered animals adopted in calendar year 2007:

	W. Valley	East Valley	Harbor	N. Cent.	South LA	West LA	Total
Total adoptions in 2007 ⁽¹⁾	3,963	5,765	1,299	4,250	5,314	1,727	22,318
Estimated % of unaltered animals ⁽²⁾	60%	69%	78%	66%	86%	56%	69%
Estimated number of unaltered animals adopted in 2007 ⁽³⁾	2,378	3,978	1,013	2,805	4,570	967	15,437
Est. monthly average in 2007	198	331	84	234	381	81	1,286

Notes:

(1) Includes adoptions to the public and New Hope placements.

(2) Based on a June 2008 sampling of animals in our Care Centers.

(3) Not all unaltered animals will be eligible for sterilization; and there may be additional care center animals needing sterilization.

Number of dogs and cats adopted in recent calendar years, by Care Center location (includes both unaltered and sterilized):

2008 (Jan – Jun):	W. Valley	East Valley	Harbor	N. Cent.	South LA	West LA	Total
Dogs	1,400	2,138	470	1,396	1,836	802	8,042
Cats	854	1,125	265	812	847	460	4,363
Total	2,254	3,263	735	2,208	2,683	1,262	12,405

2007:	W. Valley	East Valley	Harbor	N. Cent.	South LA	West LA	Total
Dogs	2,327	3,642	767	2,764	3,737	916	14,153
Cats	1,636	2,123	532	1,486	1,577	811	8,165
Total	3,963	5,765	1,299	4,250	5,314	1,727	22,318

2006:	W. Valley	East Valley	Harbor	N. Cent.	South LA	West LA	Total
Dogs	2,081	3,368	797	2,310	3,405	874	12,835
Cats	1,408	2,136	567	1,302	1,648	754	7,815
Total	3,489	5,504	1,364	3,612	5,053	1,628	20,650

2005	W. Valley	East Valley	Harbor	N. Cent.	South LA	West LA	Total
Dogs	2,135	3,092	638	2,158	3,436	867	12,326
Cats	1,403	1,873	559	1,552	1,732	875	7,994
Total	3,538	4,965	1,197	3,710	5,168	1,742	20,320

Note: All Care Centers except North Central and South LA are new or recently-expanded within the last 2 years, with increased kennel capacity, and adoptions are expected to increase substantially as a result.

Number of sterilizations subsidized by the Department, Fiscal Year 2007-08 (excludes June 2008 data)

The Department issues numerous spay/neuter coupons through its Spay/Neuter Coupon Program, in which members of the public (including those adopting animals from our Care Centers) can receive discounts for low-income residents and seniors, free sterilizations for qualified residents, coupons for sterilization of feral cats, and other incentives. Coupons are redeemed at various participating clinics throughout Los Angeles; Department clinic operators will be required to participate in the program by accepting coupons.

Programs for animals not adopted or redeemed from our Care Centers:

Sterilizations performed by participating clinics	18,166
Sterilizations performed by mobile spay/neuter vans	<u>8,436</u>
Total for non-LAAS animals:	26,602

 Programs for animals adopted/redeemed from LAAS: 13,308

Total subsidized by Spay/Neuter Coupon Program, 07-08:	39,910	(excludes June 2008 data)
Total in 06-07:	42,124	
Total in 05-06:	38,330	
Total in 04-05:	26,072	
Total in 03-04:	21,308	

IV. DEPARTMENT EVENTS

The Contractor's workload may increase in the days before or after the Department's various adoption events; the Contractor will be expected to make a reasonable effort to accommodate increased workloads. Following is a sampling of some of the pet-adoption events held by the Department:

Pet Adoptathon Weekend, July 19-20, 2008

In response to the recent sudden influx of animals entering our Care Centers due to the housing crisis, animals lost during the 4th of July weekend, and the normal increase in intakes during the summer, all Care Centers discounted adoptions over 60% during this weekend. As a result, 531 dogs, cats, and rabbits were adopted, compared to 193 total adoptions during the same weekend in 2007.

Mobile Pet Adoptions

Each month, the Department organizes approximately ten Mobile Pet Adoptions, typically one-day events held on a Saturday or Sunday, and held in a variety of locations in Los Angeles and its neighboring communities such as Burbank and Beverly Hills. Usually about 30 to 40 animals are adopted at these events, and hundreds of people are provided with information and messages about animal issues, including spay/neuter information.

Pet Fairs

The Department holds pet fairs throughout the year at which free rabies vaccinations are given. Typically held in lower income neighborhoods, these events help save animals' lives in communities in which residents may not otherwise be able to afford vaccinations for their pets.

Super Adoption Events

Super Adoption events, such as Paw-fect Match, the Rabbit Adopt-a-thon, and Best Friends Events, which are held two to three times a year, are high profile events that are held through partnerships between the Department and rescue organizations. These all-day and multi-day events attract thousands of current and potential pet owners.

V. PERSONAL SERVICES AGREEMENT

The proposed Personal Services Agreement is attached as Attachment B, and will be the Agreement, substantially in the form as attached, to operate the Clinic. Portions of the top-ranked proposal may be incorporated into the final executed Agreement. Attached to the Agreement are the License to Use the Premises of Spay and Neuter Clinic (Attachment B-1), and the City's Standard Provisions for City Contracts (Rev. 10/03; Attachment B-2 of the Agreement).

VI. REQUIREMENTS FOR SUBMITTING A PROPOSAL

A. Deadline for Submission

To be considered, proposals must be received on or before **Tuesday, January 27, 2009, 3:00 p.m.** Pacific Time, at the address listed below.

B. Where to Submit your Proposal

Proposals must be for a single location. If proposing on both locations, submit a separate proposal for each location. Submit your proposal or proposals in a sealed envelope or box labeled "Proposal to Operate the Spay/ Neuter Clinic at the [indicate "North Central Animal Care Center" or "West Valley Animal Care Center"]". Indicate your name and address on the outside and deliver to:

Los Angeles Department of Animal Services
Attention: Anthony Sanchez
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, must be submitted to the Department at the address specified herein for submittal of proposals. After withdrawing a previously submitted proposal, the proposer may submit another proposal at any time up to the specified submission deadline. All proposals submitted and not withdrawn prior to the end of the submission deadline may not be withdrawn after the submission deadline for a period of ninety (90) days following the deadline for submission of proposals specified in this RFP.
6. Timeliness of Proposals: Allow adequate mail delivery time to ensure timely receipt of the proposals. Late proposals will not be considered for review. The City reserves the right to determine the timeliness of all proposals submitted. At the day and time appointed, all timely-submitted proposals will be opened and the name of the proposer(s) may be announced. No other information about the proposals will be made public until after a recommendation for award is made to the Board.
7. Deadline Extension: The City reserves the right to extend the deadline for submission should such action be in the best interest of the City. In the event the deadline is extended, proposers will have the right to revise their proposals. Proposals may be withdrawn personally, by written request, prior to the scheduled closing time for receipt of proposals.
8. All proposals submitted in response to this RFP become the property of the City.
9. Prohibition of Communication During Evaluation Period: After the submittal of proposals and continuing until a Contract has been awarded, all City personnel involved in the RFP will be specifically directed against holding any meetings, conferences, or technical discussions with any proposer except as provided in the RFP. Questions regarding this RFP should be directed only to the RFP/ Contract Administrator indicated on the cover. Failure to comply with this requirement may terminate further consideration of that proposal.
10. Cost of Preparation: All costs of proposal preparation shall be borne by the proposer. The City shall not, in any event, be liable for any expenses incurred by the proposer in the preparation and/or submission of the proposal.
11. Questions: For questions regarding this RFP, contact Anthony Sanchez at (213) 482-6980, or at Anthony.A.Sanchez@lacity.org.

VII. CONTENTS OF SUBMITTED PROPOSALS

Proposals must be for a single location. If proposing on both locations, submit a separate proposal for each location.

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

- A cover letter
- Evidence of financial capability
- Description of your qualifications and experience
- Proposed services
- A business plan
- Proposed compensation to the City
- Additional information, if any
- Completed administrative requirements forms.

For each of the above sections of your proposal, provide, at a minimum:

A. Cover Letter

Include a cover letter from, and signed by, an authorized representative of the firm indicating intent in providing the requested services. The cover letter must provide complete contact information of the person or persons authorized to speak on the proposer's behalf regarding the proposal. Include the name and title of this person, mailing address, telephone, fax, and email addresses. The cover letter must specify which clinic location (West Valley or North Central) you propose to operate. If proposing on both locations, submit a separate proposal for each location.

Proposed Term Length: Indicate the length of the term and the length of your proposed renewal option (if any), such as 3 years + 3 year renewal option, 4 years + 2 year renewal, etc., up to a maximum of six years. The proposed term length will not be a factor in the evaluation.

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 equip the clinic, 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

If multiple clinics are proposed, for each location, Contractor must have a licensed staff including veterinarians and veterinary technicians that are licensed by the California Board of Veterinary Examiners, and will be required to maintain current licenses from the Board of Consumer Affairs, the Drug Enforcement Administration (DEA), and any other regulatory agencies requiring licensure. Include in your proposal:

- A detailed description of the veterinarian's qualifications and credentials, as well as the qualifications and credentials of key staff (for each location)
- Copies of licenses currently held
- Provide a list of at least three references for the last five years
- Include resumes of key staff

Proposer must have at least five years of recent experience; or, must have on staff a California-licensed veterinarian, with at least five years of recent experience, in high volume (average 40 surgeries per day or more) spay and neuter clinics. Describe your experience in operating a spay/neuter veterinary clinic:

- How many clinics have you operated? How many years in each?
- Describe the medical services provided (surgeries, procedures, etc.)
- Describe the volume of services (number of surgeries, types of animals, etc.)
- Describe experience in performing prepubescent sterilizations on dogs and cats

D. Services to be Provided

In addition to spay/neuter services, indicate which of the optional services listed in the attached Agreement you will provide, if any. Include:

- List of services
- Price of each service
- Any additional services

For all services to be provided, indicate:

- Target volume of work
- How you expect to meet that target

E. Business Plan

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

- Number of staff, and categories of each (veterinary, vet technician, clerical, etc.)
- Description of equipment to be used (indicate whether new, used, etc)
- A plan to track surgeries and other services; describe any software to be used for such tracking
- Methods of accounting
- Community outreach plans
- A projected financial statement, preferably in the form of a spreadsheet, for the operation of the clinic for at least the first three years, showing projected operating expenses and projected revenues. You may indicate categories of services in your projected revenues, as well as categories of projected expenses (e.g. salaries, supplies, fees and insurance, etc.). *You do not need to disclose proprietary or confidential information*, but you should demonstrate realistic expectations of revenues and all expenses, and show that you are able to plan a financially viable operation.

F. Compensation

City shall pay Contractor for spay/neuter surgeries for dogs, cats, and rabbits (males and females) from the shelter and those brought in by the public in connection with any of the Department's various sterilization programs, according to the Board-approved fee schedule indicated in the attached Agreement. Of this payment, Contractor shall reimburse Department a percentage discount each month following receipt of the payment. Indicate your proposed discount: ____%.

Additionally, Contractor shall pay the Department a percentage of gross revenues for all other services provided under the Agreement. Indicate your proposed percentage: ____ %.

G. Additional Information (if any)

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

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

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

H. Administrative Requirements and Forms

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

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

Documents to be included with your proposal are:

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

Note: The Good Faith Effort described on pages 14 through 28 of the Administrative Requirements and Forms, is part of the City of Los Angeles' Subcontractor Outreach Program, which requires proposers to conduct a Good Faith Effort to reach out to Minority-Owned, Women-Owned, and Other Business Enterprises (MBEs, WBEs, and OBEs) to participate in the proposed contract, unless otherwise waived as a requirement. For this RFP, the Office of the Mayor waived the Good Faith Effort as a requirement because there is a lack of sub-contracting opportunities in this highly technical field. However, Proposers are still encouraged, although not required, to conduct this Good Faith Effort as part of their proposal. Inclusion or omission of such a Good Faith Effort will not be a factor in evaluating your proposal.

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

VIII. ADDITIONAL REQUIREMENTS OF SELECTED CONTRACTOR

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

- Americans with Disabilities Act Certification
- Child Support Certificate of Compliance
- Los Angeles Residence Information (location of selected contractor's headquarters and percentage of workforce residing in Los Angeles)
- LWO/SCWRO Compliance forms
- Slavery Disclosure Affidavit
- Contractor Responsibility Ordinance Pledge of Compliance
- Form W9

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

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

IX. REVIEW, EVALUATION, AND AWARD

Evaluation of proposals and award will be made on a clinic-by-clinic basis; proposals for a particular clinic will be ranked only against proposals for that same clinic, and not against those of other clinics. The Department's twin goals are for the Operator to provide spay and neuter services for as many animals as possible that are adopted and redeemed from the Animal Care Center in which the clinic is located, as well as provide the largest amount of low-cost spay and neuter services to the surrounding community and the general public.

A. 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.

B. 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:

C. Evaluation

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

Proposals will be rated according to the criteria and point scale below; a perfect score is 80.

Criteria:	No pass	Poor	Fair	Good	Excellent
Experience, Qualifications: What have you accomplished or are currently doing?					
Relevant experience of proposer as a group/company/firm	0	1	2	3	4
Relevant experience of the proposer's management and veterinary staff	0	1	2	3	4
Proven ability to provide similar services, demonstrated through previous experience, license 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
Proposed Services: What will you do for us and the public?					
Meets or exceeds the needs of the Care Center(s); able to provide services described in this RFP and the draft Agreement	0	1	2	3	4
Services are appropriate and enhance the Department's services	0	1	2	3	4
Proposed fees for services to the public are shown to be appropriate	0	1	2	3	4
No major conditions or restrictions; little or no changes in the proposed Scope of Services	0	1	2	3	4
Accepting Department low and subsidized certificates	0	1	2	3	4
Providing low cost spay and neuter services to the public	0	1	2	3	4
Business Plan: How will you accomplish this?					
Provides all information requested in the RFP	0	1	2	3	4
Ability to secure resources (staff, equipment) in a reasonable amount of time	0	1	2	3	4
Provides a thorough and viable operation plan (staffing, equipment, methods of accounting, etc.)	0	1	2	3	4
Demonstrates strong financial planning	0	1	2	3	4
Plans for community outreach and marketing	0	1	2	3	4
Demonstrated willingness and ability to provide services to clientele of all income levels, or at levels appropriate for the community surrounding the proposed Clinic.	0	1	2	3	4
Compensation to City: Is it the best overall value to the City?					
Proposed discount to the City for sterilizations (see page 12)	0	1	2	3	4
Proposed payment to City for additional services such as % of gross revenues for all other services provided under the Agreement (see page 12)	0	1	2	3	4
Payments are appropriate, feasible	0	1	2	3	4
Overall benefits and value to the Department	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 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, and the City Council's approval or rejection pursuant to Charter Section 373.

D. 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.

E. 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.

F. 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.

X. ATTACHMENTS

Attachment A: Clinic Floor Plans (West Valley, North Central)

Attachment B: Personal Services Agreement

B-1: License to Use Premises of Animal Spay/ Neuter Clinic

B-2: Standard Provisions for City Contracts

Administrative Requirements and Forms

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

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