REQUEST FOR PROPOSALS

For the Operation of

**Mobile Spay/Neuter Clinic(s)**

In the City of Los Angeles

RFP Release Date:
3/12/2015

Deadline to Submit Proposals:
4/12/2015

Deliver to:
Attention: John Forland
Department of Animal Services
200 North Spring Street, 21st Floor
Los Angeles, California 90012
Phone: (213) 482-9554
Fax: (213) 482-9511
john.forland@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 one or more operators of a mobile spay/neuter clinic to provide free spay/neuter surgeries for dogs and cats belonging to low-income Los Angeles residents.

The City of Los Angeles, through the Department, will help subsidize these surgeries by payments to the mobile van clinic operator. The Department recognizes that its subsidy may only fund a portion of the actual cost to operate the mobile clinic. Department-subsidized mobile spay/neuter clinics have operated in Los Angeles for several years under contract to the Department, providing free spay/neuter services for low-income, senior, and disabled Los Angeles residents.

The Department will select one or more mobile van operators to follow a schedule and deployment plan as yet to be determined. This approach will help meet the City’s goal to make spay/neuter services accessible to residents in low-income communities. These communities often have relatively high numbers of intact animals and thus are in most need of the mobile clinic’s services.

Personal Services Agreement
The mobile clinic(s) will be operated pursuant to 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 most qualified proposer(s) for the required services, at the best overall value to the City, will be recommended for award.

The Board of Animal Services Commissioners will award the contract(s) for the Department. Subsequent to consideration and approval of award by the Board, the agreement reviewed by the City Attorney and the Mayor’s Office, and subject to approval by the City Council. Services shall only begin upon full execution of the contract by the parties and attestation by the City Clerk.

The attached Personal Services Agreement will be revised accordingly, depending upon whether one or more proposals are accepted for award of a contract.

Minimum Qualification and Experience Requirements
The operator must have, on staff, a valid California-licensed veterinarian with at least five years of recent experience in high-volume spay/neuter clinics or be in a contract, partnership or similar relationship with a valid California-licensed veterinarian with at least five years of recent experience in high-volume spay/neuter clinics; and provide an approved mobile van/clinics.

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

**Estimated Value of Agreement**
The total available funding is $500,000 for the first year for one contractor. The Department expects that a minimum of 6,000 dogs and cats will be sterilized. Depending on the contractor(s) proposed fees, the Department will negotiate an appropriate contract amount. **No guarantee is given or implied as to the total amount to be paid to the contractor during the term of the agreement(s).** Conversely, additional funding may be available to fund additional surgeries. The Department recognizes that its subsidy may only fund a portion of the total cost to operate the mobile clinic; it is the operator’s responsibility to identify other sources of revenues or funding in order to recover the cost of operating the mobile clinic. For example, operators who offer additional services to the public may generate additional revenues; operators may also seek funding from private sources (donations, grants, etc.).

Each contract amount will be determined based upon the responder’s capacity, the number of operators selected, the payment requested for each surgery, and other factors in the RFP response.

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

- “Board” means the Board of Animal Services Commissioners.
- “City” means the City of Los Angeles, acting by and through the Department of Animal Services.
- “Contract” is synonymous with “Agreement” and means the agreement to be 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.
- “Mobile Clinic” means the mobile spay/neuter clinic to be operated by a Contractor awarded an agreement.
- “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 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 regarding the Department is available online at: www.laanimalservices.org.

III. DEPARTMENT EVENTS
The Contractor will be asked to take part in the Department’s various adoption events by locating the mobile clinic at the event to provide its free spay/neuter services. These events include pet adoption weekends, mobile pet adoptions, pet fairs, and super adoption events.

IV. PERSONAL SERVICES AGREEMENT
The proposed Personal Services Agreement is attached as an attachment, and will be the Agreement, substantially in the form as attached, to operate the Mobile Spay and Neuter Clinic. Portions of the top-ranked proposal may be incorporated into the final executed Agreement. Attached to the Agreement are the City’s Standard Provisions for City Contracts (Rev. 03/09).

V. REQUIREMENTS FOR SUBMITTING A PROPOSAL
A. Deadline for Submission
   To be considered, proposals must be received on or before 2/19/15, 4:00 p.m. Pacific Time, at the address listed below.

B. Where to Submit your Proposal
   Submit your proposal in a sealed envelope or box labeled “Proposal to Operate A Mobile Spay/Neuter Clinic.” Indicate your name and address on the outside and deliver to:
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(s), 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(s).**

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 and e-mailed withdrawals will be accepted. A written request to withdraw, signed by an authorized representative of the proposer, and must be submitted to the Department at the address specified herein for submittal of proposals. After withdrawing a previously submitted proposal, the proposer may submit another proposal at any time up to the specified submission deadline. All proposals submitted and not withdrawn prior to the end of the submission deadline may not be withdrawn after the submission deadline for a period of ninety (90) days following the deadline for submission of proposals specified in this RFP.**

6. **Timeliness of Proposals:** Allow adequate mail delivery time to ensure timely receipt of the proposals. Late proposals will not be considered for review. The City reserves the right to determine the timeliness of all proposals submitted. At the day and time appointed, all timely-submitted proposals will be opened and the name of the proposer(s) may be announced. No other information about the
proposals will be made public until after a recommendation for award is made to the Board.

7. Deadline Extension: The City reserves the right to extend the deadline for submission should such action be in the best interest of the City. In the event the deadline is extended, proposers will have the right to revise their proposals. Proposals may be withdrawn personally, by written request, prior to the scheduled closing time for receipt of proposals.

8. All proposals submitted in response to this RFP become the property of the City.

9. Prohibition of Communication during Evaluation Period: After the submittal of proposals and continuing until a Contract has been awarded, all City personnel involved in the RFP will be specifically directed against holding any meetings, conferences, or technical discussions with any proposer except as provided in the RFP. Questions regarding this RFP should be directed only to the RFP/Contract Administrator indicated on the cover. Failure to comply with this requirement may terminate further consideration of that proposal. This prohibition does not prevent the proposer from communicating with staff on non-RFP-related matters or at Board of Animal Services Commission meetings.

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 John Forland at (213) 482-9554, or at john.forland@lacity.org.

VI. CONTENTS OF SUBMITTED PROPOSALS

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

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

For each of the above sections, provide the following:

A. Cover Letter

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

B. **Financial Capability**

Provide copies of bank statements, letters of credit, etc., to demonstrate sufficient financial capability to cash flow the operation during the initial period and through the entire term of the Contract, including sufficient resources to 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. Material that is considered confidential should be kept together and clearly marked confidential.)*

C. **Qualifications and Experience**

Contractor must have a veterinarian licensed by the California Veterinary Medical Board, and all other necessary staff such as veterinary technicians, etc., 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 your veterinarian’s qualifications and credentials, as well as the qualifications and credentials of key staff
- 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 show evidence of having a California-licensed veterinarian with at least five years of recent experience in high-volume spay/neuter clinics and/or mobile clinics, on staff or under contract. Describe your experience in providing spay/neuter services:

- How many clinics have you operated? Mobile clinics or stationary? For how many years?
- 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. **Description of Mobile Clinic**

Submit a description of your mobile clinic:

- Year and make of vehicle
- Maintenance history. What are your plans for vehicle maintenance?
- Amenities: number of cages, capacity, etc
- Fixtures and equipment

E. **Business Plan and Financial Planning**

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

- Number of staff, and categories of each (veterinary, vet technician, clerical, etc.)
- Description of equipment to be used (indicate whether new, used, etc)
- Number of days/hours per week you would be available to operate the mobile clinic
- A plan to track surgeries and other services; describe any software to be used for such tracking
- A plan to sell dog licenses (you will be reimbursed $2 for every license sold).
- Facility maintenance plans and procedures
- Methods of accounting
- Advertising and community outreach plans
- Customer service:
  - Proposed hours and days of operation
  - Added-value services

Indicate your financial planning:

- What is your annual operating budget?
  - What are your start-up costs?
  - What will your expenses be?
- Other than the Department subsidy, what are your sources of revenue?
  - Will you generate additional revenues through sales? If so, describe.
  - Will you rely on grants, donations, private funds, or other sources?
  - If so, describe your plans to secure this additional funding.
- Provide 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. As a reminder, you should indicate those sections of your proposal which you consider proprietary or confidential (see the Disposition of Proposals in the Administrative Requirements and Forms Document, attached).

F. Proposed Fees Worksheet

The City shall pay the Contractor for each free spay/neuter surgeries performed by the operator. The amount of the fees is a proposal item and must be one flat fee for dog spays, one flat fee for dog neuters, one flat fee for cat spays, and one flat fee for cat neuters. Costs for occasional large dogs, pregnant/in-heat dogs, dogs with reproductive organ conditions, etc, must be factored into this flat fee. The current payment schedule will be made available upon request.

Indicate your fees by detailing how many dogs and cats you will propose to spay and neuter, the fee per surgery, the estimated number of surgeries per year, and the cost per year. The Department’s proposed annual budget for this contract is $500,000
and the Department expects a minimum of 6,000 spay and neuter surgeries to be performed for this amount.

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

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

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

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

Forms and complete instructions are found in the companion document “Administrative Requirements and Forms,” attached with 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.

VII. REVIEW, EVALUATION, AND AWARD

A. Minimum Requirements

1. Review of Proposals
Staff will review all proposals to determine if they meet the minimum requirements contained in this RFP. Proposer must have at least five years of recent experience; or, must show evidence of a California-licensed veterinarian with at least five years of recent experience in high volume spay/neuter clinics and/or mobile clinics. The Department reserves the right to request additional information to clarify a submitted proposal.

2. Financial Capability
Proposer must demonstrate that it has sufficient financial capability to cash flow the operation during the initial period and through the entire term of the Contract.
Proposers who fail to meet the minimum requirements stated herein, or who fail to demonstrate sufficient financial capability, may be disqualified from further evaluation and may be deemed non-responsive. Proposers will be further evaluated as follows:

### B. Evaluation

An evaluation panel 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 68.

<table>
<thead>
<tr>
<th>Criteria:</th>
<th>No pass</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
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<tr>
<td><strong>Experience, Qualifications: What have you accomplished or are currently doing? 20%</strong></td>
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<td>Relevant experience of proposer as a group/company/firm</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Relevant experience of the proposer’s management and veterinary staff</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<td>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</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>Meets or exceeds required qualifications</td>
<td>0</td>
<td>1</td>
<td>2</td>
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<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
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<td><strong>Description of Mobile Clinic: What will you use to provide the services? 10%</strong></td>
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<td>Condition of proposed vehicle</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>Plans for vehicle maintenance are comprehensive</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>Amenities, fixtures, and equipment are sufficient</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>Business Plan and Financial Planning: How will you accomplish this? 25%</td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>Provides all information requested in the RFP</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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<tr>
<td>Thorough operating plan (plans for accounting, inventory, staffing, maintenance, etc)</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Customer service: hours of operation, locations, added-value services, etc.</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
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</tbody>
</table>
Balanced budget; expense & start-up costs match revenue projections

Plans to generate funding from other sources (donations, etc)

No major conditions or restrictions; little or no changes in the proposed Scope of Services

Advertising and community outreach plans

Cost to City: Is it the best overall value to the City? 45%

Proposed fees and overall dollar cost to the City

Fees are demonstrated to be feasible and appropriate

Fees allow for the most spay/neuter surgeries possible

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 a 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(s) are subject to review by the Office of the Mayor, the City Attorney, and the City Council’s approval or rejection pursuant to Charter Section 373.

C. Award of Contract

The General Manager of the Department recommends Contract awards to the Board of Animal Services Commissioners. The Department will notify all proposers in writing of the General Manager’s recommendation. Once the contract or contracts are approved by the Board, the selected proposer(s) 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 fully executed when signed by all the parties to the contract and attested by the City Clerk.

D. Contractual Arrangements

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

E. Verification of Information

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

VIII. ATTACHMENTS

Attachments:

- Standard Provisions for City Contracts (Revised 03/09)
- Administrative Requirements and Forms

**Administrative Requirements and Forms**

All bidders and proposers seeking to enter into contracts with the City of Los Angeles are required to comply with the City’s contracting requirements. These include:

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

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

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

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

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

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

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