

# **CITY OF ELK GROVE**



## **Request for Proposals**

**For**

## **Veterinarian Services**

**Office of the City Clerk  
City of Elk Grove  
8401 Laguna Palms Way  
Elk Grove, CA 95758**

**Proposals Due by 4pm on April 2, 2010**

**Introduction:**

The City of Elk Grove is accepting sealed proposals for Veterinarian Services for the City of Elk Grove Animal Services Division. These services will provide veterinarian care for sick or injured animals that are within the care and custody of Animal Services. Prospective respondents are advised to read this information over carefully prior to submitting a proposal.

One signed original, four (4) hard copies, and one CD copy of the proposals should be submitted to the Office of the City Clerk by 4:00 PM, April 2, 2010. Proposal shall be submitted in a sealed envelope clearly marked Veterinarian Services and addressed to:

**OFFICE OF THE CITY CLERK  
CITY OF ELK GROVE  
8401 Laguna Palms Way  
Elk Grove, CA 95758**

Questions regarding this RFP are to be directed by e-mail to: Maureen Null, Community Enhancement Supervisor at mnull@elkgrovecity.org. Such contact shall be for clarification purposes only. The City must receive all questions no later than March 19, 2010. Material changes, if any, to the scope of services or proposal procedures will only be transmitted by written addendum and posted to the web site. Addendums and answers to submitted questions will be available via the City of Elk Grove Web site by clicking "View" under View Details/Documents for the Bid announcement.

Proposals will not be accepted by fax or electronically.

**Late Proposals:**

Proposals arriving after the specified date and time will not be considered, nor will late proposals be opened. Each service provider assumes responsibility for timely submission of its proposal.

**Withdrawal or Modifications of Proposals:**

Any proposal may be withdrawn or modified by a written request signed by the service provider and received by the City Clerk prior to the final time and date for the receipt of proposals. Once the deadline is past, service providers are obligated to fulfill the terms of their proposal.

**Proposal Acceptance and Rejection:**

The City of Elk Grove reserves the right to accept any proposal, to reject any and all proposals if said rejection is deemed in the best interest of the City, to call for new proposals, and to award the contract to other than the lowest proposal if deemed "proposal most advantageous to the City".

**Proposal Evaluation and Award:**

Evaluation will be made on the basis of the criteria noted in Attachment A, Selection Criteria. Award shall be made to the responsible service provider(s) whose proposal is determined in writing to be the most advantageous to the City, taking into consideration adherence to the included specifications and price. The City reserves the right to make multiple awards if deemed to be in the City's best interest. The City will enter into a contract with the successful service provider(s) for the specified products, services, and deliverables. All service providers that were not selected by the City shall be notified in writing. Nothing herein shall obligate the City to award a contract to any responding service provider.

**Waiver of Irregularities:**

The City retains the right, in its sole discretion, to waive any irregularities in proposals that do not comply with the strict requirements of this RFP, and the City reserves the right to award a contract to a service supplier submitting any such non-compliant proposal, all in the City's sole discretion.

**Validity of Pricing:**

Service providers are required to provide a fee structure for requested products and services, including, if applicable, the hourly rate of the principles to be assigned to the matter. No cost increases shall be passed onto the City after the proposal has been submitted. No attempt shall be made to tie any item or items contained in this RFP with any other business with the City.

**Qualification/Inspection/Interviews:**

Proposals will only be considered from firms normally engaged in providing the types of products and services specified herein. The City reserves the right to inspect the service provider's facilities, products, personnel, and organization at any time, or to take any other action necessary to determine service provider's ability to perform. The City reserves the right to reject proposals where evidence or evaluation is determined to indicate inability to perform. The City reserves the right to interview any or all responding service providers and/or to award a contract without conducting interviews.

**Acceptance and Conditions**

The products and services supplied in response to the RFP award shall remain the property of the service provider until a physical inspection is made and the products and services are accepted to the satisfaction of the City. The products and services must comply fully with the terms of the RFP, be of the required quality and new unless specified by the City. Any substitutes of products or services not meeting specifications will be rejected, and returned if applicable, at the service provider's expense. The City will make payment only after receipt and acceptance of products or services.

**Payment Terms:**

Payment on non-disputed invoices will be paid net 45 from date of receipt of invoice. In submitting proposals under these specifications, service providers' should take into account all discounts, both trade and time, allowed in accordance with the above payment policy.

**Performance:**

It is the intention of the City to acquire products or services as specified herein from a service provider that will give prompt and convenient shipment and service. Any such contract will be non-exclusive, and the City reserves the right to seek products or services from other sources, in the City's sole discretion.

**Term of Contract:**

The term of the contract will be for a specific period of time, commencing upon contract execution. The contract may be extended by mutual agreement of the two parties.

**Change Orders:**

If, in the course of performance of the Contract, service provider or the City proposes changes to the Project, and informal consultation with the other party indicates that a change in the terms and conditions of the Contract may be warranted, service provider or the City may request a change in the Contract. The parties to the Contract will meet to discuss and negotiate the required change order documents. Upon completion of those negotiations, the negotiated change order documents will be submitted to the City for approval. Upon approval by the City, an "Order to Proceed" with the approved changes will be submitted to service provider. Any Amendment to this Contract will not render ineffective or invalidate any unaffected portions of this Contract.

**Cost of Preparing Proposals:**

The City is not liable for any costs incurred by the service provider in responding to this RFP.

**Disposal of Proposals:**

All proposals become the property of the City and will be a matter of record. The City shall have the right to use all ideas, or adaptations of those ideas, contained in any proposal received in response to this RFP. Selection or rejection of this proposal will not affect this right.

**Verbal Instructions:**

No negotiations, decisions, or actions shall be initiated or executed by the proposal as a result of any discussion with any City employee. Only those communications from service providers, which are signed and in writing will be recognized by the City, as duly authorized expressions on behalf of the service provider.

**Records:**

Service Provider shall maintain complete and accurate records with respect to labor costs, material expenses, and other such information required by City that relates to the performance of services under this Contract. Service Provider shall maintain adequate records of services provided in sufficient detail to permit an evaluation of services. All such records shall be maintained in accordance with generally accepted accounting principles and shall be clearly identified and readily accessible and in a form acceptable to the City, which the City may specify and change from time to time. Service Provider shall provide free access to the representatives of City or its designees, at reasonable times, to such books and records, shall give City the right to examine and audit said books and records, shall permit City to make transcripts there of as necessary, and shall allow inspection of all work, data, documents, proceedings, and activities related to this Contract. Such records, together with supporting documents, shall be maintained for a period of three (3) years after receipt of final payment.

**(See next page for Guidelines for Proposal)**

## Guidelines for Proposal

The following guidelines are provided for standardizing the preparation and submission of proposals. The intent is to assist respondents in the preparation of their submissions and to assist the City by simplifying the review process providing standards for comparison of submissions.

Statements submitted in response to this RFP shall include a complete response to the requirements in this section in the order presented. Statements should be a straightforward delineation of the respondent's capability to satisfy the intent and requirements of this RFP, and should not contain redundancies and conflicting statements.

Proposals shall be printed double sided, submitted on 8-1/2" x 11" recycled paper, with easy to read font size and style. Pages shall be numbered, tabbed, and bound (spiral, comb, or three (3) ring binder). Tabbed dividers should separate and identify the response items described below.

One signed original, four (4) hard copies, and one CD copy of the proposals should be submitted to the Office of the City Clerk by 4:00 pm, April 2, 2010. Proposal shall be submitted in a sealed envelope clearly marked Veterinarian Services and addressed to:

**OFFICE OF THE CITY CLERK  
CITY OF ELK GROVE  
8401 Laguna Palms Way  
Elk Grove, CA 95758**

Proposals shall contain the following information in the order listed:

1. Introductory letter

The introductory letter should be addressed to:

City Council  
City of Elk Grove  
8401 Laguna Palms Way  
Elk Grove, CA 95758

The letter should state the prime service provider and include the service provider's name submitting the proposal, their mailing address, telephone number, and contact name. The letter shall address the service provider's understanding of the project based on this RFP and any other information the service provider has gathered. Include a statement discussing the service provider's interest and qualifications for this type of work. A principal of the firm authorized to legally bind the firm shall sign the letter.

2. Table of Contents

The service provider shall insert a comprehensive table of contents denoting sections three through nine of the proposal as indicated below.

3. Qualifications and Experience

Service provider's proposal shall address the following:

- Briefly introduce your firm, providing a summary of the administration, doctors, and

- staffing of your company, including multiple offices, if applicable.
  - Identify the lead person who will be the primary liaison with the City and each individual who will work with the City.
  - Describe the experience of the company in the last four (4) to five (5) years in performing veterinarian services of similar size and scope. List no more than ten (10) projects. For each project listed, include contact names and current phone numbers for each project. References may be contacted as part of the selection process in order to evaluate work quality and performance.
4. Work Plan  
The work plan should indicate the service provider's ability to meet each specification as outlined in this document. The work plan should address the items of work as described in this RFP. The work plan should describe the various tasks and steps that the service provider plans to undertake, estimation of the time needed to complete each task or step, and how these tasks and steps lead to specific deliverables. The plan should be simple, easy to read and follow, and addresses and satisfies the objectives and specifications as listed in the Scope of Work in this RFP.
  5. Conflict of Interest Statement  
Any activities or relationships of the service provider that might create a conflict of interest for the service provider or the City, and, if such activities or relationships exist, a description of the facts, legal implications, and possible effects sufficient to permit the City to appreciate the significance of the conflict and to grant any conflict waiver, if appropriate and necessary.
  6. Supportive Information/References  
This section may include graphs, charts, photos, resumes, references, etc in support of the service provider's qualifications.
  7. Fees  
This section should include the cost for requested products and services outlined in the Scope of Work. The service provider will invoice the City monthly for products and services provided. Upon receipt of the invoice, the City will review in a timely manner the products and services noted, verify completion and authorize payment. No cost increases shall be passed onto the City after the proposal has been submitted. No attempt shall be made to tie any item or items contained in this RFP with any other business with the City.
  8. Questionnaire / Contact Forms  
This section should include the completed Questionnaire and Contact for Contract Administrative forms (Attachments B and C). Please note that the Questionnaire must be signed and dated.
  9. Professional Services Contract:  
Attached to the RFP (Attachment D) is a copy of the City of Elk Grove's standard Professional Services Contract. Please review this document carefully and note in your proposal any exceptions or alterations to the contract. Alterations or changes to the contract that were not in the service provider's response will not be made after the selection of the service provider. This includes alterations, exceptions, or changes to the insurance and indemnity provisions. By requiring these requests up front, the City can compare all respondents on an equal basis.

**(See next page for Scope of Work)**

## **SCOPE OF WORK AND STANDARDS FOR SERVICES**

### **Background:**

The division of Animal Services began providing service to the community on September 1, 2005. Animal Services is responsible for patrolling the City limits, for loose animals (domestic, wildlife, and livestock), education and enforcement of all City ordinances and State law, and investigating all

reports of neglected or abused animals. The City of Elk Grove Animal Services division is responsible for providing medical care for all sick or injured animals during the State mandated holding period, this includes all stray animals impounded by officers, found by the public, and when no owner of the animal is located.

**Objectives:**

The intent of this Request for Proposal is to receive competitive proposals from licensed Veterinarians to provide veterinarian services for animals in the care and custody of the City of Elk Grove Animal Services Division. Animals may include but not limited to domestic, livestock large and small, exotic, and wildlife. Services for the treatment of animals includes routine and emergency calls during normal working hours and emergency calls after hours. Routine and emergency calls during normal working hours are preformed in either the Veterinarian's office or off site at a specified location. Emergency after hour calls are performed at either the Veterinarian's office/clinic or off site at a specified location. Veterinarians are invited to submit proposals under one or both scenarios. In addition to the treatment of animals, the successful Veterinarian(s) will be requested to provide consultative services to the City of Elk Grove Animal Services Division and to meet with City officials on animal care issues as needed.

**SCOPE OF SERVICES REQUIRED:**

The successful Veterinarian(s) shall provide all services, and some drugs involved in the medical care of sick and injured animals, the chemical capture of loose or aggressive animals, and for humane euthanasia. Services include, but are not limited to the following:

- a) Veterinarian Services - The service provider shall provide up to 8 hours of veterinarian services five days a week. The City will bear no additional costs for phone consultations. Veterinarian services may include, but are not limited to, examining, diagnosing, and treating sick or injured stray animals brought in by Animal Service staff or designees of the City, providing guidance to staff on follow-up treatment, and euthanasia.
- b) Type of animal to be treated- The service provider shall provide veterinarian services for all livestock large and small, all domestic, exotic, and wildlife animals.
- c) Professional Assistance for Cruelty/Neglect Investigations - The service provider shall provide professional evaluation and advice to Animal Services Staff concerning the medical and health conditions of animals suspected to be the object of cruelty or neglect. This may, by necessity, require prompt office visits by a licensed veterinarian along with written documentation of the condition and treatment of the animal. Service provider shall provide detailed reports with supporting documents and photographs of any abused animals.
- d) Co-sign for the City's Controlled Drugs - The service provider shall be licensed to act as co-signer for the purchase of controlled drugs. Other than euthanasia solution, all drugs used for field response will be kept in the Animal Services Supervisor's office in a two locking system safe. All Animal Services field staff will be properly trained and certified prior to administrating any controlled drug. Service provider shall maintain license on file with City.

- e) Veterinarian of Record for Supply Distributors – The service provider shall agree to have accounts open with veterinary supply distributors as the veterinarian of record for the purpose of ordering the medical supplies for the division. Animal Services Supervisor will be responsible for ordering approved supplies, biological, and medications from suppliers with the City of Elk Grove Animal Services being shipped and billed directly.
- f) Veterinarian of Record for Veterinary Premise License – The service provider shall be the veterinarian of record for the purpose of maintaining a current Veterinary Premise license with the State of California. A copy of the veterinarian’s current state license shall also be posted.
- g) Training of Shelter Staff - The service provider shall provide training to Animal Services staff in the areas of euthanasia, animal first aid, neglect, and infectious diseases, when necessary.
- h) Veterinary Assistance for Spay, Neuter, Microchip, and Vaccinations - The service provider shall partner with the City of Elk Grove Animal Services to provide reduce cost spay/neuter, microchip, and vaccination services for programs that the City has funded, as needed and scheduled by mutual agreement.
- i) Professional Testimony in Court - The service provider shall give professional testimony in court for criminal or civil litigation.
- j) 24-Hour Emergency Service - The service provider shall provide onsite emergency care after hours or negotiate emergency veterinary contract services with a local emergency care provider for those hours that are outside the contract veterinarian’s normal business hours. The emergency care provided shall be within the City limits. In emergency situations, a response by the veterinarian to the location where the animal is at maybe requested for medical treatment. The City will bear no additional costs for after hour phone consultations.

**1.1 MINIMUM REQUIREMENTS:**

- Awarded service provider shall be a California licensed Veterinarian (must submit copy of license).
- Shall be licensed to perform euthanasia.
- Shall hold a DEA license (must submit copy of license).
- Shall be required to pass a City background check.
- Shall maintain required certifications and license.
- Shall be available for telephone consultation after hours, weekends, and holidays, for emergencies; or have a working association with a 24-hour emergency veterinary clinic.
- Shall maintain all records.

**CALENDAR EVENTS:**

<u>DATE/TIME</u>	<u>ACTION</u>
March 19, 2010	Last day for questions
April 2, 2010 4pm	Close of RFP
May	Evaluation

**(See next page for Attachments)**

**ATTACHMENTS**

**Attachment A: Evaluation and Selection Criteria**

Evaluation Criteria

Proposals will be evaluated using five (5) categories listed below. The evaluation criteria for the award of the contract will be weighted as follows. A score of one (1) through ten (10) will be assessed in each category, and then weighted according to the percentage assigned to each category. The following represent the principal selection criteria, which will be considered during the evaluation process:

Firms Qualifications, Experience, and References. (20%)

Experience in performing work of a closely similar nature and size; experience working with public agencies; experience and understanding of finance district administration practices of governmental agencies; strength, stability, experience, and technical competence; assessment by client references.

Personnel and Staffing. (20%)

Qualifications and experience of proposed personnel for requested services.

Work Plan. (25%)

Depth of service providers understanding of City's requirements; overall quality and logic of work plan.

Rates and Fees. (25%)

Reasonableness and competitiveness of the rates and fees proposed; adequacy of data in support of figures quoted, basis on which rates and fees are quoted.

Quality and Responsiveness of the Proposal. (10%)

Completeness of response in accordance with the RFP instructions.

**(Attachment A continued next page)**

**Attachment A (Cont'd) – Evaluation Criteria**

**Service Provider:** \_\_\_\_\_

#	CRITERIA	RATING	MULTIPLIER	SCORE
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		(1-10)		
1.	Firms Qualifications, Experience, and References		20%	
2.	Personnel and Staffing		20%	
3.	Work Plan		25%	
4.	Rates and Fees		25%	
5.	Quality and Responsiveness of the Proposal		10%	
<b>TOTAL WEIGHTED SCORE:</b>				

Un-weighted Scoring Range: Excellent = 10 Unsatisfactory = 0

Rating Performed By: \_\_\_\_\_  
 Print name

\_\_\_\_\_  
 Signature Date

**ATTACHMENT B:**

**QUESTIONNAIRE**  
**Animal Services Division**  
**City of Elk Grove**

**Owner:** City of Elk Grove

**Project Name:** Veterinarian Services

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The undersigned warrants that all statements and answers to questions hereinafter made are current, and complete as of the date indicated below.

1. Has your organization filed any law suits or requested arbitration, mediation, or any kind dispute resolution or administrative proceeding, with regard to contracts within the last ten (10) years? If the answer is yes, identify the proceeding, the parties, thereto, and a brief summary of the nature of the dispute and ultimate resolution thereof.
2. Has your organization been sued with regard to a contract within the last ten (10) years? If the answer is yes, identify the proceedings, the parties, thereto, and a brief summary of the nature of the dispute and the ultimate resolution thereof.
3. How many years has your organization been in business under the present business name?
4. Has your organization ever failed to complete work awarded to it? \_\_\_\_\_ If so where and why?
5. Has your organization or any employee working for you had a complaint filed against it or him/her? \_\_\_\_\_ If so, state name of individual, organization, and reason therefore.
6. Does your organization now hold valid certificates of competency or licenses for which a specific license is required? \_\_\_\_\_ If so, attach copies of all licenses covering the work under the Proposal/ Contractor Documents together with the specific political jurisdiction issuing said licenses.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 2010

Proposer:

\_\_\_\_\_  
By:

\_\_\_\_\_  
Title:

\_\_\_\_\_  
Date:

\_\_\_\_\_

**ATTACHMENT C:**

**CONTACT FOR CONTRACT ADMINISTRATIVE**

Designate one person authorized to conduct administration:

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_

EMAIL: \_\_\_\_\_

**Attachment D: Professional Service Contract**

The standard form service provider contract used by the City of Elk Grove is attached as a hyperlink to the City of Elk Grove Web page.

[http://www.elkgrovecity.org/community/rfp-files/2009/service\\_provider-contract.pdf](http://www.elkgrovecity.org/community/rfp-files/2009/service_provider-contract.pdf)