

# MUNICIPALITY OF PENN HILLS

## REVISED

SPECIFICATIONS AND REQUEST FOR PROPOSALS

FOR

DOG CONTROL, ENFORCEMENT AND PLACEMENT

**PROPOSALS TO BE RECEIVED ON OR BEFORE 10:00 AM,  
PREVAILING TIME, ON FRIDAY, JUNE 28, 2019**

DATE: June 5, 2019

## **I. Purpose**

The Municipality of Penn Hills seeks proposals from qualified vendors to provide Animal Control and Kennel Services for the Municipality of Penn Hills. The Municipality will enter into a ~~one (1) year~~ three (3) year contract with the successful vendor starting on July 1, 2019. The contract will have two (2) option years.

Animal Control, Kennel Services and Placement Services for the Municipality of Penn Hills includes the following:

**Animal Control:** provide routine, regular and on-call animal control for Penn Hills, including but not limited to responding to municipal calls as it relates to lost or abandoned dogs.

**Field Services and Kennel Services:** Provide and operate a state licensed kennel and care facility, including necessary buildings, structures, grounds, spaces and equipment as well as animal shelter services, as may be necessary to receive, maintain, care for and provide for the appropriate disposition of domestic dogs that come within the legal authority and responsibility of the municipality. Receive and evaluate animals, feed, provide water, emergency medical attention, health and condition evaluation, administer preventative medicine, clean kennels and cages, clean and disinfect animal spaces, provide shelter for animals, provide necessary grooming, flea and tick control, rodent control, provide euthanasia when deemed necessary, animal body storage and removal, and animal exercise.

**Placement Services:** Receive calls and complaints, photograph animals within kennel custody and upload photographs onto a variety of media. Communicate with 3<sup>rd</sup> party animal welfare agencies on the placement and adoption of animals. Maintain positive working relationships with animal welfare agencies in the Pittsburgh area.

## **II. Background and Objectives**

The Municipality of Penn Hills is a suburb of Pittsburgh comprising approximately 20 square miles. Home to approximately 42,000 residents, Penn Hills is the largest municipality in the Pittsburgh area, aside from the City of Pittsburgh itself.

The Municipality of Penn Hills has, in recent history, provided dog enforcement services under a contract with an outside vendor. Like most other municipalities in Western Pennsylvania, Penn Hills balances public safety, code enforcement and community development services while striving to maintain a balanced budget.

### **III. Minimum Qualifications**

- A. Must be able to fully commence operations on July 1, 2019
- B. A minimum of five (5) years experience directly maintaining and managing dogs in a professional capacity. A minimum of five (5) years experience in caring and working with dogs, other than as a pet owner.
- C. Ability to establish and maintain positive working relationships with Penn Hills staff, citizens, and other animal rescue groups and shelter facilities.
- D. All required licenses to operate a kennel in the Commonwealth of Pennsylvania.
- E. Must be fully insured, carrying both liability and workers compensation insurance for any employees.
- F. Vendor shall have all necessary equipment for successful performance of the contract, including capture guns, tranquilizer and another other equipment or aid deemed necessary for the capture of dogs falling within the scope of the Dog Law of 1982.

### **IV. Shelter Facility and Location**

The successful vendor must have a state licensed and inspected kennel facility adequate to support the needs of Penn Hills Municipality.

### **V. Scope of Work**

- 1. Field Services during normal business hours shall include responding to the following calls:
  - A. Domestic canine at large
  - B. Unlicensed Dogs
  - C. Dog threatens person
  - D. Dog threatens domestic animal
  - E. Dog Bites Human
  - F. Assist Local Police Upon Request
  - G. Abandoned Animal
  - H. Animal Cruelty
  - I. Dangerous Dog

J. Road-Kill Dogs

K. Barking Dogs

L. ~~There will be no roaming patrols as part of this service.~~ The service will be call-for-service based.

2. Kennel Services shall include:

A. Housing unlicensed dogs for minimum of 3 days (not including weekends) after they are taken into possession.

B. Housing licensed dogs for a minimum of 10 days after they are taken into possession.

B. Providing food and medical care to dogs under care of custody.

~~C. Euthanasia services~~

D. Meeting and/or exceeding all state guidelines for the operation of a kennel in Pennsylvania.

E. Licensing of dogs as part of any adoption program.

3. Emergency Services shall include:

A. Calls after 4PM that comes on weekends or national holiday, from police for a 1) sick or injured dog or a 2) dog that is endangering public welfare.

4. Customer Services shall include:

A. Regular business hours that allow the public the opportunity to visit the facility for adoption or to claim a lost pet.

B. Phone call receiving system that includes a telephone answering service. Non-emergency calls shall be returned within 24 hours. After hours emergency calls shall be routed to an on-call employee or answering service. After-hour non-emergency calls shall be returned the next business day but not longer than 48 hours from the time the call was received.

C. Citizens and residents of Penn Hills shall be treated respectfully at all times.

5. Communication Requirements shall include

A. Monthly invoicing to Penn Hills for the contract price divided over twelve (12) months.

B. Monthly, typewritten report to Penn Hills that accompanies each invoice that details a) the number of dogs picked up in Penn Hills, b) the number of calls for service received in Penn Hills, c) the number of emergency responses, ~~d) animals euthanized~~, e) court activity. This information should be based on the preceding month of activity in Penn Hills.

C. Additional detailed invoices as requested by Penn Hills.

6. Adoption & Placement Services shall include:

~~A. Emailing a picture of the animal Penn Hills Municipality within twenty-four (24) hours after the dog was received by the kennel.~~

~~B. Checking the Penn Hills Dog Registry to identify if the dog has been registered by its owner.~~

C. Impounded animals shall be immediately scanned for a microchip and checked for a license number. The owner, if determined, shall be contacted immediately. If contact cannot be established through phone or in person, a written notice shall be sent to the owner's listed address at least forty-eight (48) hours prior to the end of the holding period. Records of attempts to contact the owner shall be kept.

D. Contacting No Kill Shelters

E. Taking calls from prospective dog owners and passing those contacts onto No Kill Shelters.

7. Court Services

A. Providing statutory notice to violators, initiating and following through with every aspect of legal enforcement of any state or local dog law.

B. Appearing in any legal proceeding on behalf of Penn Hills as it relates to the enforcement of state or local dog law violations in Penn Hills.

**VI. Special Conditions**

A. Successful vendor shall indemnify and hold harmless the Municipality of Penn Hills, its officers, employees and assigns, for any case, injury or controversy arising from an animal within the custody and possession of the dog officer.

B. Successful vendor shall maintain liability insurance in the amount of \$1 million, and provide documentation of worker's compensation insurance.

**VII. Selection Criteria and Evaluation Process**

Penn Hills will consider all the relevant materials submitted by each Proposer and other relevant material it may otherwise obtain, to determine whether the Proposer is capable of providing services of the type and scope specific to the RFP. The following elements may be given in consideration by the municipality in determining whether a Proposer is capable:

1. Experience, integrity and reputation of the Proposer and other information that has a direct bearing on the decision to award a contract.

2. Quality, ability, capacity and skill of the Proposer to perform the scope of services and responsiveness of the proposed program/methods.

3. Fees proposed for services to be performed.

4. Provide all information and meet requirements called for in the RFP

5. The municipality may conduct interviews and site visits as part of the final selection process.

6. Geographic distance from Penn Hills

7. Any other factors the municipality believes would be in its best interest to consider, which were not previously described.

A selection committee consisting of the Municipal Manager, Police Chief and staff will evaluate all proposals, select finalists for interviews (if necessary) and make a recommendation to the Mayor and City Council.