

APPENDIX A
SCOPE OF WORK
FOR
ANIMAL CARE SHELTER SERVICES

The City is seeking a partnership to provide and operate an animal shelter facility to handle animal care sheltering and adoption services for the City of Costa Mesa. The provider will be responsible for the intake, coordination and management of animals within the City of Costa Mesa. The offer to provide an animal shelter facility and management along with operation and program services should address each section of the scope of work, specifying how the Bidder intends to meet the matter and the proposed method of services. The bidder should identify the manner to which they would accomplish the following like Animal Care Service Operations and Programs:

- Sheltering
- Medical Care (including specialty treatment)
- Adoption (Discount adoption fee for CM residents that find and want to adopt stray pets.)
- Foster Care
- Volunteer (if desired)
- Reporting
- Potential Animal Licensing

Background:

January of 2018, the City explored alternative Animal Care services to provide a more personalized approach to animal care. With an immediate need to put a new animal shelter and adoption service plan into place, City staff from the Police Department, Parks and Community Services Department, and the City Manager's Department worked together to identify possible solutions located in and around the City to care for the City's stray animals. The City developed a refined three-pronged operations process contracting their animal sheltering and animal adoption services. In response to the new system, the City created the Animal Care Services Division to directly oversee the Animal Care services contracts and to track animals from impound to adoption.

The City's specific objectives in selecting an animal care services shelter provider include the following:

1. Have an animal shelter facility to accommodate all necessary requirements as stated in this scope of work.
2. Manage the shelter facility in a manner committed to ensuring that the facility is a minimal/low kill facility and all animals are getting the best care possible.
3. Establish and maintain a positive working relationship with City staff and work cooperatively to ensure all city animal care services are met.

Shelter Facility: The proposal should describe the proposed facility to include capacity, compatible use, staffing, ownership/lease arrangement, location, service area, etc.

The shelter facility(ies) will include all necessary buildings, structures, grounds, spaces and equipment, as well as animal shelter operations services, as may be necessary to properly

receive, maintain, care for, exercise, and provide for the appropriate disposition of all domestic and non-domestic animals that come within the City of Costa Mesa limits.

The shelter facility(ies) must be appropriate for the species, the number of animals receiving care and the expected length of stay in order to ensure physical and psychological well-being of the animals. The shelter facility(ies) will provide for proper separation of animals by health status, age, gender, species, temperament, and predator-prey status.

The shelter facility(ies) shall have an adequate number of dog kennels and cat cages, isolation facilities for sick dogs and cats, and quarantine facilities for biters or injured animals which are not necessarily sick (specifics listed below).

The shelter facility(ies) shall be maintained in a clean and sanitary condition and the Provider will **not** permit any condition to exist which might constitute a nuisance.

The shelter facility(ies) shall be in conformance with RFP -Animal Shelter Services local zoning regulations and shall comply with all federal, state and local regulations. The shelter facility(ies) should be of sufficient size to provide for the needs of the community, with effective separation between neighbors and the facility.

The shelter facility should include the following:

- Designate an area for sick and injured animals
- Separate cats and dogs
- Have noise control to muffle inside noise
- Have an outdoor area designated for exercise/play
- Not be filled beyond its designed capacity
- Be well maintained, to provide for the sanitary and humane care of the animals
- Addition of cameras, alarm and fire sprinklers, if applicable.

Location: The proposed shelter shall be within ten (10) miles of the City of Costa Mesa.

Kennels/Cages: Provider shall provide an adequate number of dog kennels and cat cages, reptile areas, and separate areas for animals in quarantine and/or isolation designated for City's animals at the shelter facility(ies), in fixed kennels and cages, which shall include, at a minimum:

- 10 kennels for dogs under normal conditions
- 5 kennels for dogs under quarantine
- 5 kennels for dogs in isolation
- 15 cages for cats under normal conditions
- 5 cages for cats under quarantine and/or isolation
- 2 areas for large reptile (Must be able to hold Boas & pythons. Must have heating lamps for temperature control)

Provider shall adhere to the guidelines relating to kennel sizes, including related amenities, that are set forth in Guidelines for Standards of Care in Animal Shelters - Second Edition December 2022 by the Association of Shelter Veterinarians, as recommended by the Humane Society of the U.S. (HSUS). Provider shall maintain the facility in accordance with the ASV Guidelines,

including but not limited to the sanitation guidelines set forth therein.
(<http://ismcah.org/index.php/jasv/article/view/42/19>)

Make it a requirement for shelter staff to read, acknowledge, and understand the provided ASV Guidelines. Provider must provide proof that shelter staff have completely reviews the guidelines with signature confirmation.

Provider must own a copy of the most recent **California Animal Law Handbook** to use to reference animal laws. <https://www.calanimals.org/publications>

Hours of Operation: Provide normal business hours at least six (6) days a week for twenty-four(24) hours per week. Veterinary services must be available to impounded City animals during normal business hours. In the event a veterinarian is required to perform routine or emergency medical services for any sick or injured animal delivered to the facility, the charge to the owner of said animal shall be accordance with the fee schedule set forth in provider's Proposal.

After-Hour Operations: Operate seven (7) days a week, twenty-four (24) hours a day with minimum of one caretaker onsite, providing access to City of Costa Mesa Animal Control Officers for non-emergency drop-offs and continuous care for City animals.

Acceptance of Animals: Provider shall accept dogs, cats, and small animals, including reptiles (small and large), birds, goats, pigs, or other small animals brought to the facility by the City's Animal Control Officers, including live stray domestic animals, deceased animals for disposal, and owner-released for adoption or euthanasia. Provider shall accept such animals brought to the facility by City Residents.

Open Shelter Policy: Provider shall maintain an "open shelter policy" and accept all dogs and cats brought in by City residents and/or found within City limits. Such policy prevents City residents and/or animals from being denied and alternately placed in the care of the orange County Animal Care (OCAC). The open shelter policy does not apply to non-City residents or animals found outside City limits.

Report to City when the shelter facility(ies) is at capacity.

Operations: Administer and operate consistent and uniform procedures and processes that promote the health and safety of all animals, staff, volunteers, the public, and city workers. This includes following all Federal, State, and Local rules and regulations applicable to shelter operations.

Shelter Services: Provide and operate such animal shelter and care facilities, including all necessary buildings, structures, grounds, spaces and equipment, as well as animal shelter services, as may be necessary to properly receive, maintain, care for and provide for the appropriate disposition of all domestic animals that come within the legal animal control authority and responsibility of the City.

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, animal exercise.

Type and brand of food may be mutually agreed upon between the Provider and the City of Costa Mesa Animal Control.

Pet Management System: All service area providers are expected to enter information into pet management system within 24 hours of each event, designated by the City, for the following:

- Each change in an animal's status (breed, sex, age, weight)
- Health and behavioral assessment
- Incidents of bites, mishandling of animals or other non-routine activity
- Service delivered
- Date of impound must be listed as well as date available for stray animals.

City staff shall be given access to the system for proper tracking and updates for all animals.

Reporting: Provide adequate and timely reports as requested by City and as applicable per law which will include statistics on:

- Animal Intakes
- Animal Outcomes (Provider will provide updates for all animals with a bite history until they reach their final disposition. i.e. adoption, foster care, euthanasia)
- Animal health records
- Animal days in care

Partnering: The City is looking for one service provider for all matters of this scope; however, the Provider may choose to propose to partner with another shelter(s) or organization(s) to provide services under this scope of work. If a partnering situation is to be used, that information shall be provided in the proposal.

Un-Adopted Animals: Provider will agree to allow unadopted animals to be gifted to a bona fide animal care or rescue organization that accepts otherwise "un-adoptable" animals, if available. The proposal should specify the manner that this would be accomplished. City staff must be notified if this action is taken prior to the animals transfer from its shelter hold.

Animal Care: Provider shall provide the proper care and protection of all animals in the providers custody. Adequate food and housing shall be provided and the facility shall not be overpopulated. Provider shall maintain sanitary conditions for all animals at all times and provide adequate storage or deceased animals out of view from the public.

- **Food and Water:** Provider shall provide adequate food and water, at the provider's expense, to all City animals in the provider's custody. Type and brand of food may be mutually agreed upon between the provider and the City's Animal Control Officers.
- **Litters and beddings:** Provider will provide litter and bedding pertaining to animal species (i.e., Cats; Litter, Rodents; bedding (wood or paper).
- **Veterinary Services:** Veterinary services must be available to impounded City animals during normal business hours. In the event a veterinarian is required to perform routine or emergency medical services for any sick or injured animal.
- **Vaccinations:** Cats: FVRCP {Feline viral rhinotracheitis (FHV-1), calicivirus (FCV), panleukopenia {FPV}}, rabies, dewormer. Dogs: DHPP (Distemper, hepatitis, parainfluenza, and canine parvovirus) OR DA2PP (distemper, adenovirus 2, parvovirus,

and parainfluenza virus) and Bordetella bronchiseptica, rabies, dewormer. Puppies & Kittens: See vaccination schedule below, plus heart worm and kennel cough vaccination.

Animal Intake: Includes animals detained by City of Costa Mesa Animal Control, or surrendered by a member of the public when the animal originated, or was found, in the incorporated area of Costa Mesa, California. Perform immediate health and behavior assessments of each animal, and provide medical care and grooming as necessary.

Upon intake, the provider shall provide a general physical exam, immediate general care, if needed, and a behavior assessment of each animal within 24-hours of impound. All information shall be recorded and tracked on the provider's pet management system. This shall include rabies certification, medical & vaccine history. General care shall include medical grooming, as necessary, and vaccinations for dogs and cats with no owner information or prior vaccination history available that are deemed by the provider healthy to receive the vaccinations. Upon request from the City, the Provider shall also vaccinate animals that are over the age of 1-year old that the City anticipates being held at the facility for an extended period. Vaccinations of such animals shall include rabies vaccinations upon owner redemption or adoption.

Holding Requirements: Animal shall be held in accordance with the requirements of section 31108 and 31752 of the California Food and Agriculture Code, unless otherwise requested by the City's Animal Control Officers. Notwithstanding Sections 31108 and 31752, the holding period for all animals, whether impounded or relinquished by their owners, shall be seven (7) days. At the completion of the seven-day hold period, provider shall perform sterilization procedures on unaltered animals that require sterilization (i.e. dogs, cats, and rabbits), unless an animal is unable to withstand anesthesia due to medical reasons, advanced age, or is deemed too young by the provider.

The provider shall hold animals that require sterilization procedures for an additional three (3) days from the date the animal received sterilization procedure, or until such time as the animal recovers from the sterilization procedure, at no cost to the City. Provider shall provide a certificate of sterility for all animals that are altered by the provider and for all animals the provider's veterinarian determines to have been previously altered. Proof of sterility shall be uploaded and saved on the provider's pet management system. Upon completion of the holding period and prior to an animal being transferred for adoption, the provider shall implant each impounded animal that does not have a microchip with a microchip and registered, or re-register, each animal to the City of Costa Mesa.

Notwithstanding the foregoing, animals that require twenty-four (24) hour care such as foster care or medical foster care, may be transferred immediately to the custody of the City's adoption provider. Provider shall provide to the City within twenty-four (24) hours of any such transfer a record of the transfer, which shall include the transfer date, impound number, and a description of the animal. "Days" as used in this section means days that the shelter is open to the public. This information shall be submitted on the pet management system the provider has implemented.

The provider shall ensure that animals with police holds, quarantines, or pets held in protective custody are in an isolated area not permitted within view or access of the public. Quarantined animals shall be separated from other animals with proper ventilation. Quarantined animals shall have a designated caretaker if not a shelter employee. Quarantined/police hold animals

shall not be removed from the City of Costa Mesa without approval from the City's Animal Control Officers.

Upon direction from the City's Animal Control officers, the provider shall hold animals longer than the above stated retention period for police purposes, such as police holds, quarantines, vicious animal investigations, nuisance enforcement, or cruelty investigations.

Euthanasia: At the request of the City's Animal Control Personnel with concurrence from the treating veterinarian, or at the sole discretion of the shelter veterinarian, the provider shall arrange or provide for the humane euthanasia and disposal of animals that have been declared vicious, terminally ill, or contagious. This shall be accomplished in a manner approved by the Federal and State regulations, which shall not subject animals to any unnecessary pain.

No impounded animal shall be euthanized or otherwise disposed of without notice to the owner, if such person is known. Provider shall make all reasonable attempts to reunite animals with their owner before euthanasia or adoption, to include accessing current licensing records, using tag contact information (provided tags worn by the animal), and scanning all animals to detect implanted microchips. Euthanasia should include wildlife.

Sterilization Procedures: The provider shall perform sterilization procedures on cats once they are eight (8) weeks old and weigh at least two (2) pounds, and on dogs once they are at least four (4) months old. If an animal is transferred out to the City's adoption service provider prior to receiving sterilization procedures due to the animal's age, and/or weight, the provider shall perform the sterilization procedures on such animals at no additional cost to the City, unless the animal can not withstand receiving a sterilization procedure, documentation must be provided stating the reason the animal cannot be sterilized. Documents are to be saved on the providers pet management system for record keeping.

Provider shall use dissolvable sutures to close incisions, unless provider determines that staples or standard sutures are necessary. If the provider determines that staples or standard sutures are necessary, and utilizes such staples or sutures, Contractor shall permit adopters to return the animal to the providers clinic for removal of the staples or sutures at no cost to the City or adoptee.

Standards of Medical Care: Provide baseline veterinarian care and necessary medical treatment for animals within financial limits that are agreed upon between Provider and City per animal. Medical care above the agreed upon limit are the financial responsibility of the provider, unless otherwise identified in the scope of the agreement, through mutual agreement of both the provider and the city.

Provide for the administration and operation of a spay and neuter for all cats, dogs, and rabbits prior to being fostered or adopted into the community and follow guidelines provided by Guidelines for Standards of Care in Animal Shelters - Second Edition December 2022 by the Association of Shelter Veterinarians, as recommended by the Humane Society of the U.S. (HSUS). (<http://ismcah.org/index.php/jasv/article/view/42/19>)

In addition to the vaccinations listed in the Guidelines for Standards of Care in Animal Shelters, administer preventative medicine to treat heart worm and kennel cough.

Return to Owner: It shall be the Provider's responsibility to make every available effort to identify and promptly attempt to notify the owner of any animal taken into custody, working in

conjunction with the City of Costa Mesa Animal Control when needed. Provider will provide food, water, shelter, exercise and medical care to each animal for a minimum of 6 days (not including day of impound) to give the owner an opportunity to claim the animal before transferring to the Animal Service Programs for adoption.

Scanning for Microchips: Every effort will be made to locate the owner of animals. The Shelter will be equipped with universal scanner/s in order to check for the presence of a microchip, to facilitate return of animals to owners.

Owner Redemption: Rabies vaccinations administered unless proof of current rabies inoculation is furnished at the time of release. Provider is to recommend microchipping to animal owner prior to the redemption of their pet. One time hardship waiver can be used.

Website Presence: The provider will work with the City on the City's internet website page/presence, which will be updated daily to assist in reunion of animal owners with their pets, (i.e. "Impound Page"). Provider will provide photos and details of stray animals coming directly into the Shelter facility, within a maximum of 24 hours from the time the stray animal enters the Shelter facility. Internet presence for strays is required in accordance with the requirements of sections 32001 (a) and (b) of the California Food and Agriculture Code. Provider will also include a link to the City's impounded animals page (www.costamesaca.gov/government/departments-and-divisions/police/animal-control/impounded-animals) on Provider's website. Provider must show date of impound on site, per animal.

Quarantine and Isolation: Provide medical quarantine and behavior isolation for the duration of the holding period for a minimum of 7 days (not including day of impound) or as deemed by City of Costa Mesa Animal Control, and evaluation as appropriate to protect the-shelter population-and the people working at or visiting the facility. Animals shall be held in accordance with the requirements of sections 31108 and 31752 of the California Food and Agriculture Code. Shelter staff is not authorized to release a quarantine/isolated animal from the animals shelter hold. The hold release must be completed by the City's Animal Control Officers or the providers shelter doctor with communication with the City's Animal Control Officers prior to its release.

Police Holds: The provider shall ensure that animals with police holds, quarantines, or pets held in protective custody are in an isolated area not permitted within view or access of the public. Quarantined animals shall be separated from other animals with proper ventilation. Upon direction from City of Costa Mesa Animal Control, provider shall hold animals longer than the above stated retention period for police purposes, such as police holds, quarantine, vicious animal investigations, nuisance enforcement, or cruelty investigations.

Animal Surrender: Provide and collect an Animal Surrender Form from surrendering owner, including if the animal has a bite history.

Evaluation and Humane Euthanasia: Provide the evaluation and humane euthanasia of dangerous or diseased animals as determined and approved by a veterinarian or City of Costa Mesa Animal Control.

Disposal of Animals: The Provider will be responsible for any costs associated with the disposal of animals. Provider will comply with applicable state and federal law regarding the

disposal of animal remains, and will identify the manner that this would be accomplished. Provide adequate storage of deceased animals in an area out of view from the general public.

Unclaimed Deceased Animals: Provider shall be responsible for the humane disposal of unclaimed deceased animals after holding such animals for the holding period agreed upon by City and Provider, unless the condition of an animal requires immediate disposal. City of Costa Mesa Animal Control will make reasonable efforts to locate the owners of deceased animals during such holding period. Provider shall under no circumstances sell unclaimed deceased animals for purposes of medical research or other activities which may harm them without the prior written consent of City of Costa Mesa Animal Control.

Euthanasia of Animals: The provider should identify the manner that would be utilized to accomplish a minimal/low kill facility. (Euthanasia policy)

Animal Cruelty Investigations: Provider shall provide support in animal cruelty investigations by performing examinations, necropsies, report, or other procedures necessary to the case. The provider will provide requested invoices upon request in a timely manner.

Adoptability: Evaluate, and coordinate to determine each animal's suitability for fostering and/or adoption and facilitate adoptions.

Adaptability: Evaluate, and coordinate to determine each animal's suitability for fostering and/or adoption and facilitate adoptions.

Animal Service Programs: Provide and partner with City to implement animal service programs which include:

- **Spay/ Neuter Program:** The City recognizes that long-term solutions to excess animal populations involve the spaying and neutering of animals. The proposal should include a methodology for the implementation of such a program and identify the cost for such, should the City elect to participate in this option. (aka -TNR Program) In addition, the Provider shall honor spay or neuter vouchers, issued by the City and distributed to low income families in Costa Mesa.
- **Vaccination Clinics:** Participate in at least two (2) low-cost vaccination clinics hosted by City by providing low-cost vaccinations, fees mutually agreed upon by Provider and City. Provider shall receive no additional compensation from City for such participation.

Controlled Substance for Animal Control: Upon proof of certified controlled substance training by the City of Costa Mesa Animal Control personnel, Provider will provide City of Costa Mesa Animal Control with controlled substances necessary to perform field captures and euthanasia. The controlled substances will be charged to the City at the same cost paid by veterinarians.

- Telazol (class III drug, 100mg/ml concentrate, used primarily in dog capture)
- Ketamine (class III drug, 100mg/ml for cats and subhuman primates and some dog captures)
- Sodium Pentobarbital (class II drug, 250 ml bottle, for euthanasia only)
- Other drugs as necessary.

Fees: Provider and City shall agree upon fees for impoundment, feeding, care, veterinarian services, and disposition of animals. Said fees shall be charged to members of the public whose animals are subject to this Agreement.

- Impound/Surrender Fee: Provider shall collect impound or surrender fee(s), except criminal penalties or civil infraction penalties paid through Municipal Court, which shall be remitted to the City.
- Contractor shall be responsible for collecting all fees due to the City.
- State mandated spay/neuter fines
- Contractor shall collect a mandatory non-spayed or un-neutered fee in accordance with Food and Agriculture Code sections 30804.7 and 31751.7, which shall be remitted to the City. The Contractor shall honor spay or neuter vouchers, issued by the City and distributed to low income families.
- Subsequent impound fees
- Boarding and feeding fees for owner claimed animals issuing receipts for payment, and remitting monies due to the City directly to the City's Animal Control staff prior to releasing the animals. Collected fees shall be remitted to the City within 10 working days following the end of the prior month.

When charging subsequent impound fees, the 12-month period used to determine the fee charged for subsequent impounds shall be the 12 months subsequent to the current impoundment. Provider shall charge Costa Mesa residents redeeming animals from impound an impound fee of forty dollars (\$40) for the first impoundment, sixty dollars (\$60) for the second impoundment within a 12-month period, and ninety dollars (\$90) for the third and subsequent impoundments within a 12-month period. Non- spayed or Un-neutered Fee: Provider shall collect a mandatory non-spayed or un- neutered fee in accordance with Food and Agriculture Code sections 30804.7 and 31751.7 and City Ordinance section 8.08.02, which shall be remitted to the City. Animal Control Officers shall have discretion to waive any/all impound/boarding fees.

Animal License Registration: Provider shall administer animal license registration for no licensed dogs being redeemed by owner, as required by City Ordinance section 3-106. Animal license registration fees are processed directly into the City's pet licensing portal.

Monthly Reports: The provider shall keep comprehensive records and submit regular monthly reports to the City's Animal Control Unit. Reports shall, at a minimum, include the number of impounds, disposition of each animal, and any fees collected that are payable to the City of Costa Mesa. They City may also require additional information, which includes, but is not limited to the following, as applicable:

- Description of the animals, including breed, color, gender, size, behavioral description.
- Who brought the animal in, the date the animal was brought in, and where and how the animal was obtained.
- Animals owner information (if known).
- duration of stay.
- If transfer was delayed due to illness or change in behavior.
- When the animal was redeemed or who adopted the animal. Provide name and address of new owner.

- When an animal was euthanized and the reason for euthanasia.
- Disposition of all complaints regarding animal(s).
- All dangerous and potentially dangerous animals and dog bite incidents.
- Fees collected.
- Records of licenses sold with name and address.

Access and Community Involvement by the Provider:

- Post shelter hours, phone number, and shelter impound/owner surrender fees on the exterior of the shelter facility and on the contractor's website.
- Provider will participate in at least two (2) low-cost vaccination clinics by providing low-cost vaccinations. Provider shall receive no additional compensation from the City for such participation.
- Provider shall provide spay/neuter voucher application forms to Costa Mesa residents in need of financial assistance with spaying and neutering their dog and/or cat. Or provide two (2) spay/neuter clinics per year with a minimum of 20-30 pets. Provider will accept low-income Costa Mesa residents first and will promote the clinic at least two (2) weeks prior to the clinic to allow sufficient promotion time.
- If provider facilitates the adoption of a dog by a City resident, provider shall administer the dog license for the dog via the City's online licensing system.
- Provider will recommend microchipping to animal owners that are redeeming their pets from the City shelter.