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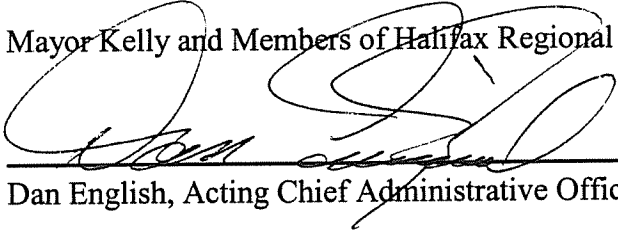
10.6.1

Halifax Regional Council

May 13, 2003

TO: Mayor Kelly and Members of Halifax Regional Council

SUBMITTED BY:

  
Dan English, Acting Chief Administrative Officer

DATE: April 10, 2003

SUBJECT: Request for Proposal # 02-327 - Animal Control Services

### ORIGIN

The Halifax Regional Municipality publicly advertised request for proposals on December 7, 2002 for the provision of animal control services contract.

### RECOMMENDATION

It is recommended that:

1. Council authorize the award of RFP # 02-327 - Animal Control Services to the highest ranking evaluated proposal, Nova Scotia SPCA for a four(4) year period at a total cost of \$2,027,940.32 with funding authorized as per the Budget Implications section of this report. The award of this agreement would be subject to final negotiating of a formal contract with the Nova Scotia SPCA.

Year 1 - \$488,366.12

Year 2 - \$488,366.12

Year 3 - \$512,784.43

Year 4 - \$538,423.65

2. Council authorize staff to exercise the option to extend this contract for an additional one(1) year term contingent upon an evaluation of the present level of service and budget allocation.

## **BACKGROUND**

In response to Council concerns about effective Animal Control Services, a comprehensive needs analysis was initiated by Community Projects and Financial Services staff.

In addition to the needs analysis, an enforcement trend analysis on data retrieved from the contractor's database was conducted. Research regarding animal control policies, procedures and processes of other major North American municipalities provided insight into current best practices.

As the contract for animal control services was due for renewal, tenders for animal control enforcement and/or pound services were advertised in June 2002. A presentation regarding the tender process was made to the Program Service Review Committee on August 22, 2002. The Committee members identified issues relative to animal control services. Further review of the tender bids and meetings with the bidders determined that the responses would not provide the Halifax Regional Municipality with the desired level of service within existing budgetary allocations. Councillors voiced their concerns with Animal Control Services during the Council Session of September 17, 2002. Consequently the tender was not awarded.

A draft RFP was presented at Committee of the Whole on November 26, 2002. Subsequently, Regional Council unanimously approved the RFP for Animal Control Services. The RFP emphasised the following areas:

- single level of service across HRM including response times, dispatch, and consistent approach to animal control issues;
- education and customer service component;
- effective information management including tracking and recording of complaints; and
- delineation between the proponent and HRM Animal Control Services.

## **DISCUSSION**

A terms of reference setting the scope of work was prepared and a request for proposal was advertised in the local newspaper and closed on March 6, 2003 for an animal control services contract. The scope of the work requires a comprehensive service including the operation of an animal pound with veterinarian services and a municipality wide animal control enforcement service.

The following proposals were received:

Nova Scotia SPCA  
Stealth Security Incorporated

The Evaluation Team consisted of the following HRM staff:

- Dale Carman, Procurement
- Andrea MacDonald, Community Projects
- Davina Melanson, Community Projects
- Cathie Osborne, Business Systems and Control Group
- David Porter, Police Services

The following key components were evaluated:

- Proponent Background
- Program Team
- Understanding of Services/Tasks/Scope of Work
- Operational Specifics
- Cost

The final scoring for each proponent is as follows:

| Company                       | Scoring (Max Score 642) |
|-------------------------------|-------------------------|
| Nova Scotia SPCA              | 397 (62%)               |
| Stealth Security Incorporated | 317 (49%)               |

The final scorings suggest that the proponents may have challenges fulfilling service level expectations. Appendix "A" provides the detailed breakdown of the total scoring and costs.

### **BUDGET IMPLICATIONS**

Funding has been identified in the 2003/2004 approved Operating Budget in account # S320-6399.

### **FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN**

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

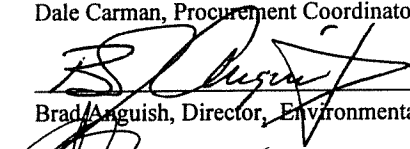

**ALTERNATIVES**

Alternatives include:

1. Reissuing an RFP for an animal control service contract. It is highly likely that only the same two proponents would submit proposals. Additionally, an interim service strategy would have to be developed; or
2. Renegotiating the current animal control services contract with the SPCA although the service level has been identified to be inadequate; or
3. Developing an internal animal control service. However, there is not adequate time, human and financial resource to undertake an initiative of this magnitude at this time.

**ATTACHMENTS**

Appendix "A" - Summary of Evaluation Criteria

|  |  |          |
|--|--|----------|
| Additional copies of this report, and information on its status, can be obtained by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208. |  |          |
| Report Prepared by:  | Davina Melanson, Manager, Community Projects   | 490-7135 |
|  | Dale Carman, Procurement Coordinator   | 490-6476 |
| Report Approved by:  | <br>Brad Anguish, Director, Environmental Management Services | 490-4825 |
|  | <br>Peter Ross, Manager, Procurement                          | 490-6499 |

## APPENDIX A

## HALIFAX REGIONAL MUNICIPALITY

RFP #02-327  
Animal Control Services

| CRITERIA  | MAX. SCORE | SUBMISSION  |   |
|---|------------|---|---|
|   |            | Nova Scotia SPCA**                                  | Stealth Security Incorporated                         |
| <b>1.0 Proponent - Background</b><br>* Length of Time in Business<br>* Subject Matter Expertise in Related Field<br>* Reliability of Company<br>* References  | 72         | 47  | 27  |
| <b>2.0 Program Team - Background</b><br>* Relevant Skills of the Project Team<br>* Project Manager Experience<br>* Personnel Knowledge, Experience in Similar Work<br>* Team Approach<br>* References   | 150        | 85  | 80  |
| <b>3.0 Understanding of Services/ Tasks/Scope of Work</b><br>* Understanding of Objectives/deliverables/issues to Be Addressed<br>* Detailed Plan Satisfies the Scope of Work<br>* Quality of Proposal Approach<br>* Other Value Added Services | 120        | 45  | 30  |
| <b>4.0 Operational Specifics (pound)</b><br>* Location of Pound<br>* Methods and Protocols for Euthanasia<br>* Animal Evaluation Criteria<br>* Protocol for Exercising and Feeding of Animals<br>* Number of Animal Kennels Available           | 90         | 60  | 50  |
| <b>4.0 Operational Specifics (enforcement)</b><br>* Location of Offices<br>* Equipment List<br>* Education and Awareness<br>* Investigative Experience<br>* Dispatch Function   | 120        | 70  | 70  |
| <b>5.0 Costs (4 Year Period)</b>  | 90         | 90<br>\$2,027,940.32<br>(4 year total, tax exempt.) | 60<br>\$2,363,646.70<br>(4 year total, net HST incl.) |
| <b>TOTAL</b><br><b>** Recommended Proponent</b>   | 642        | 397   | 317   |