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**Item No. 10.1.6**  
**Halifax Regional Council**  
**January 26, 2010**

**TO:** Mayor Kelly and Members of Halifax Regional Council

**SUBMITTED BY:**

A handwritten signature in cursive script, appearing to read "Dan English".

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Dan English, Chief Administrative Officer

**DATE:** January 15, 2010

**SUBJECT:** **Award - Request for Proposal (RFP) No. 09-137, Animal Services - Shelter Services**

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### **ORIGIN**

The current HRM Animal Services Shelter contract is set to expiry on March 31, 2010. Staff have conducted a request for proposals (RFP) for parties interested in providing this service to HRM in the future.

### **RECOMMENDATION**

It is recommended that Halifax Regional Council award RFP No. 09-137 to the recommended proponent Homeward Bound City Pound for a period of two (2) years, with the right to award an additional three, one year extensions for a potential five (5) year contract, for a total price of \$2,390,969.00 (net HST included). Funding exists in the operating budget, S320 - 6399 as outlined in the Budget Implications section of this report.

## **BACKGROUND**

The current animal sheltering contract (\$413,820 annually), is due to expire March 31, 2010. As per procurement policies, an RFP was issued publicly for parties to provide responses on providing HRM with services and facilities to handle the containment and coordination of animals picked up by HRM Animal Services.

## **DISCUSSION**

The scope of work was prepared and a Request for Proposal, RFP No. 09-137, was issued. The RFP closed on December 1, 2009.

Included in the scope of work was the provision of shelter of all animals impounded/seized by Animal Services to specified guidelines, veterinary care for the animals including injuries, administration of the process for the return of animals to their owners, adoption of unclaimed animals, the long term care of animals held for court proceedings and euthanasia if and when required as per the legislation. The following additional areas were to be addressed in the proposals:

- a description of the proposed structured customer friendly approach;
- verification that the hours for animal redemption would be from 8 am to 8pm Monday to Friday and 8 am to 4pm Saturday, Sunday and Holidays;
- a description of the after hours access to the shelter for HRM Animal Services staff;
- verification of the adequate and appropriate number of kennels for all animals;
- a description of the process for handling multiple animal seizures for which animals may be held for extended periods of time.

## **RFP Responses:**

There were two respondents to the RFP #09-137, Animal Service - Shelter Services:

1. Homeward Bound City Pound
2. Nova Scotia SPCA (NSSPCA).

A team consisting of staff from HRP - Community Projects, Finance and facilitated by HRM Procurement, reviewed and evaluated the proposals on the criteria in Appendix "A".

*The final scoring for all proponents is as follows:*

|                           |      |
|---------------------------|------|
| Homeward Bound City Pound | 84   |
| NSSPCA                    | 76.8 |

The Director of Homeward Bound City Pound, Hope Swinimer, is a Certified Veterinary Hospital Manager with 20 years experience and has a proven and reliable history in animal care. Additionally, the staffing structure for Homeward Bound City Pound includes individuals with extensive backgrounds in shelter management and animal care giving.

Homeward Bound City Pound's description of the long term care options including associated costs was clear and included the fixed costs as outlined in the RFP. The SPCA did not adequately address the long term care of animals. From a financial perspective this was considered a risk as there was no definitive costing included in their proposal. It was indicated in addition to the total costs outlined in their budget proposal there would be an additional charge of \$25 per day for animals held in custody over three months as well as 'extraordinary costs' that would be negotiated with Animal Services, if required. Moreover, it was stated "the arrangement is and will continue to be something that is determined on a case by case basis."

The SPCA did not clearly identify the costs and revenues associated with adopted animals. This reduced both their revenue and expenditure lines and therefore clouded their operational budget as it didn't provide the complete picture. Homeward Bound's proposal addressed revenue from adoptions, pickup and boarding as well as detailing all the associated shelter and medical costs.

As Homeward Bound City Pound does not have a facility currently operational that could accommodate this service the evaluation committee sought assurance that their plan was viable. The Director of Homeward Bound City Pound presented the committee with documentation from her financial institution, letters from contractors for required services detailing proposed outlines for work to be completed, and the proposed lease agreement developed for the facility to be used. In the event that the facility is not operational by the contract start date, Ms. Swinimer provided the Committee with a contingency plan. This contingency plan provided details on temporary kennel arrangements that have been made in the event that the facility is not fully operational by April 1, 2010

The evaluation committee did a site visit of the proposed location and were satisfied that all operational requirements were met.

Overall the Homeward Bound proposal proved an all-inclusive submission that addressed all the components of the required service provision.

Therefore, it is recommended that Halifax Regional Council award a contract for a period of two (2) years effective the date of award, with the right to award an additional three, one year extensions for a potential five (5) year five year contract to Homeward Bound City Pound.

**BUDGET IMPLICATIONS**

| Fiscal Year | Costs                             |
|-------------|-----------------------------------|
| 2010-11     | \$434,457                         |
| 2011-12     | \$455,373                         |
| 2012-13     | \$477,220                         |
| 2013-14     | \$500,040                         |
| 2014-15     | \$523,879                         |
| Total       | \$2,390,969.00 (net HST included) |

The 2010-11 proposed Operating Budget includes funding for this initiative.

Budget availability has been confirmed by Financial Services.

**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**


There are no alternatives.


**ATTACHMENTS**

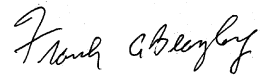
Appendix A: Evaluation Document

A copy of this report can be obtained online at <http://www.halifax.ca/council/agendasc/cagenda.html> then choose the appropriate meeting date, or by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by: Supt. William Moore, Halifax Regional Police 490-4817

Report Approved by:   
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Procurement Approval by:   
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Report Approved by:   
Frank Beazley, Chief of Police, Halifax Regional Police 490-6500

**APPENDIX A:**  
**RFP # 09-137**  
**ANIMAL SERVICES - SHELTER SERVICES**  
**PROPOSAL EVALUATION CRITERIA**

| Criteria   | Weight     | Score                |                   |
|--|------------|----------------------|-------------------|
|  |            | NSSPCA               | Homeward Bound    |
| <p><b>1. Capability</b></p> <p>a. Project Team Experience<br/> b. Project Manager Experience<br/> c. Company Experience (references to similar projects)<br/> d. Subject matter expertise in related field</p> <p>The length and quality of experience on other similar work will be reviewed. Sample projects with references are to be listed.</p> | <b>20</b>  | 14                   | 15                |
| <p><b>2. Operational Specifics</b></p> <p>a. Location and layout of shelter.<br/> b. Facility access for Animal Services staff and customers.<br/> c. Animal evaluation criteria.<br/> d. Protocol for exercising and feeding of animals.<br/> e. Number of animal kennels available.</p>  | <b>20</b>  | 13                   | 16                |
| <p><b>3. Methodology</b></p> <p>a. Understanding of objectives/deliverables/issues to be addressed.<br/> b. Detailed Plan (3.1) satisfies the scope of work<br/> c. Overall quality of proposal<br/> d. Innovation<br/> e. Quality of proposal approach<br/> f. Other valued added services</p>  | <b>40</b>  | 30                   | 33                |
| <p><b>4. Cost</b> (based on a 5 year contract, net HST included)</p> <p>*Cost adjusted for long term sheltering services of seized animals.</p>  | <b>20</b>  | 19.8<br>*\$2,418,751 | 20<br>\$2,390,969 |
| <p><b>5. Total</b></p>   | <b>100</b> | 76.8                 | 84                |