

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON AUGUST 13, 2019
FROM:	G. KOTSIFAS, P. ENG. MANAGING DIRECTOR, DEVELOPMENT & COMPLIANCE SERVICES & CHIEF BUILDING OFFICIAL
SUBJECT:	RFP 19-14 ANIMAL SERVICES

RECOMMENDATION

That, on the Recommendation of the Managing Director, Development & Compliance Services & Chief Building Official, the following actions **BE TAKEN**, with respect to the Animal Services contract, RFP 19-14, recognizing the vision for animal services where all pets have a caring, respectful and responsible home:

- a) The Submission from Urban Animal Management Inc. operating as London Animal Care Centre (LACC) implementing animal welfare services for the City of London and their submitted total annual cost for services of \$2,250,580 adjusted by the Consumer Price Index of Ontario each November commencing as of November 1, 2019 **BE ACCEPTED** in accordance with the Procurement of Goods and Services Policy section 12.2 (b);
- b) The Submission from Urban Animal Management Inc. operating as London Animal Care Centre (LACC) implementing animal welfare services for the City of London and their submitted total annual cost for the continued added services of a Registered Veterinary Technician, and an Animal Care Assistant who provide service at London Animal Shelter Service, the City of London Companion Animal Hospital in the amount of \$60,000 adjusted by the Consumer Price Index of Ontario each November commencing as of November 1, 2019 **BE APPROVED** in accordance with the Procurement of Goods and Services Policy section 12.2 (b);
- c) The Submission from Urban Animal Management Inc. operating as London Animal Care Centre (LACC) implementing animal welfare services for the City of London and their submitted total annual cost for the operation of the City of London Cat Adoption Centre (Catty Shack) in the amount of \$108,042 **BE APPROVED** in accordance with the Procurement of Goods and Services Policy section 12.2 (b);
- d) That, Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in connection with this contract;

COUNCIL RESOLUTION BACKGROUND

For the purpose of background history of animal welfare services, respective sections of previous resolutions are highlighted:

On December 18, 2013 Municipal Council resolved:

That on the recommendation of the Managing Director, Development & Compliance Services and the Chief Building Official, the following actions be taken with respect to the Animal Welfare Services contract, recognizing the vision for animal services where all pets have a caring, respectful and responsible home:

a) the submission from Urban Animal Management Inc. operating as London Animal Care Centre (LACC) for implementing animal welfare services for the City of London and their submitted total annual cost for services of \$2,103,993 excluding taxes BE ACCEPTED;

d) the following enhanced animal care strategies BE ENDORSED;

i) an enhanced service for additional park patrols to encourage responsible pet ownership and the licencing of dogs at the off leash dog parks;

ii) an enhanced veterinarian services model with a focus on feral cat spay/neuter, microchipping, and medical triage;

iii) an enhanced model of animal care focusing on implementing a City Cat Adoption Centre;

e) the following annual operating and one-time capital costs for the enhanced animal care strategies BE SUPPORTED and BE REFERRED to the 2014 Budget approval process:

i) \$375,776 operating and \$700,000 one-time capital for:

A) \$50,776 in annual operating for enhanced services related to additional park patrols;

B) \$125,000 for annual operating costs for a veterinarian; and \$300,000 one-time capital cost for the purchase of a mobile building, product and equipment;

C) \$200,000 for annual operating costs for the cat adoption centre; \$400,000 one-time capital cost for the purchase of a mobile building and equipment;

ii) \$50,000 annual contribution to a reserve fund to be created to fund additional off-leash dog parks;

m) the first principle of “no kill” and an open shelter policy, with continuous improvement to obtain a live release of 90% by no later than year 4 of the contract BE ADOPTED as the City’s goal for moving towards an animal welfare model focusing on animal care; it being noted that shelter statistics will be released monthly on the City’s web site and that the Civic Administration will report annually to Council on the statistics and any recommended program changes and/or funding requests;

On June 10, 2014 Municipal Council resolved:

6. That on the recommendation of the Managing Director, Development & Compliance Services and the Chief Building Official, the following actions be taken with respect to expanded animal welfare initiatives in the City of London:

a) with respect to the Cat Adoption Centre Services contract, recognizing the vision for animal services where all pets have a caring, respectful and responsible home:

i) the submission from Cats R Us Cat Rescue, implementing and operating the City of London Cat Adoption Centre, an expanded scope of animal welfare initiatives for the City of London and their submitted total annual cost for services of \$165,728 BE ACCEPTED;

BACKGROUND

In March of 2019, together with City of London Purchasing and Supply, Civic Administration in accordance with section 12 of the Procurement Policy, made a Request for Proposal (RFP 19-14) for the provision of sheltering, adoption, pet identification, licensing and registration, by-law enforcement, animal control, community and parks patrol.

Within RFP 19-14, Civic Administration included the option of bundling this service contract with the City of London Cat Adoption Centre (Catty Shack) service contract which was due to expire August 1, 2019. The current annual contract service fee for the operation of Catty Shack is \$179,971. Civic Administration felt that the bundling of these two animal service contracts might be more cost effective and operationally seamless. In late May of 2019 upon closing of the bid process, RFP 19-14 produced two bid submissions. The bid submission process was designed in a manner that set out a two stage proposal. Stage one was the qualification stage consisting of minimum requirement in the area of corporate experience, infrastructure, and finances. Stage two was to include detailed information of shelter services, shelter team, community patrol, caging, community partnerships, data reporting, and operating costs.

An evaluation team comprising of Civic Administration and the City of London contracted Veterinarian independently evaluated stage one. The conclusion was that there was only one qualified bidder. Subsequently, stage two of the evaluation was completed only for Urban Animal Management Inc. operating as London Animal Care Centre (LACC).

Urban Animal Management Inc. operating as London Animal Care Centre (LACC) who has been the City of London's animal service provider for more than 30 years scored very well in all stage two categories.

Within the proposal Urban Animal Management Inc. operating as London Animal Care Centre (LACC) submitted there was provision for the bundling of services to include the cat adoption operations at Catty Shack. This resulted in savings of \$71,929.

Further, Urban Animal Management Inc. operating as London Animal Care Centre (LACC) was able to provide savings to the City of London by including parks patrol at no additional cost. In the previous contract, this service was provided at a cost of \$37,304, which is now savings to the City.

The service provider also offered a revenue stream that had not previously been included in either their animal service contract, or the Catty Shack contract. This revenue stream will be generated through a percentage share of adoption fees and is anticipated to result in projected revenue of \$15,000 - \$20,000 annually.

The anticipated total annual savings from this proposal is in the area of \$125,000.

CONCLUSION

Since 2016, with the support of Council, and all animal service community partners, Urban Animal Management Inc. operating as London Animal Care Centre (LACC) has successfully maintained a 90% or better live release rate. This classifies London as a "no kill" city fulfilling the vision for animal services where all pets have a caring, respectful and responsible home. This accomplishes the Council direction where the first principle of "no kill" and an open shelter policy, with continuous improvement to obtain a live release of 90% be achieved by no later than year 4 of the contract (2017) as the City's goal for moving towards an animal welfare model focusing on animal care. The achievement of

this vision was a key factor in the City receiving a grant of \$150,000 from Petsmart Canada for the operation of a high volume spay/neuter Veterinary Clinic.

Civic Administration reports that Urban Animal Management Inc. operating as London Animal Care Centre (LACC) has consistently ranked number 1 in pet licensing, and program cost recovery through pet licensing with the lowest per capita cost in comparison to all other Ontario municipalities reporting via Municipal Benchmarking Network Canada (MNBC).

In addition to the successes above the London Animal Care Centre facility (the municipal shelter) has passed every Ontario Ministry of Agriculture Food & Rural Affairs (OMAFRA) inspection in the past 37 years of operation.

Upon direction of Council, Civic Administration looks forward to the implementation of a new multi service contract where continuous improvements and cost savings will benefit both citizens and community companion animals.

PREPARED BY:	CONCURRED BY:
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CONCURRED BY:	RECOMMENDED BY:
I. COLLINS, CPA, CMA DIRECTOR, FINANCIAL SERVICES FINANCE & CORPORATE SERVICES	G. KOTSIFAS, P. ENG. MANAGING DIRECTOR, DEVELOPMENT & COMPLIANCE SERVICES & CHIEF BUILDING OFFICIAL

cc: S. Denomy, Procurement, Finance & Corporate Services
D. Mounteer, City Solicitor's Office