



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: September 22, 2015

HSS 15 048

ANIMAL SHELTER SERVICES  
FOR  
DIVISION OF PUBLIC HEALTH

Date Due: October 22, 2015  
11:00AM

ADDENDUM # 1

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE  
MENTIONED BID.

Responses to questions received and addressed at the pre-bid meeting  
September 17, 2015.

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Animal Shelter Services  
Questions & Answers  
RFP #HSS 15 048  
September 17, 2015

Questions:

- 1. On page 6, in the historical volume for animals: Do the Sussex county numbers include Safe Haven animals as they had the contract for a good portion of 2014?**

Answer: Safe Haven's contract with Kent County ended October 2013 and Kent County SPCA resumed animal control services for the county on October 1, 2013. Therefore, 2014 numbers do include statewide numbers.

- 2. Referring to Scope of Services, pages 4-6 - Why does the RFP cover stray animals brought in by Delaware residents (i.e., those animals not brought in to a shelter by the State)?**

Answer: It may be more efficient, in some cases, for members of the public to bring a stray animal they have found directly to the shelter rather than having to wait for an animal control officer to pick it up.

- 3. In the Scope of Services, multiple places state, "All ... fees shall be submitted to the State." Is this a change in how fees associated with animal control have been handled in the past? (Ref. bullets 6, 7 and 17 re: boarding and redemption fees.)**

Answer: Because the state is paying the contractor for boarding, vaccinations, spay/neuter and medical care, any fees the contractor collects from an owner should be forwarded to the state. Otherwise, the contractor would be essentially paid twice. This does differ from how fees are currently being handled, but this is common practice for animal control services in other states. Exceptions will be made for excessive medical expenses. This will be defined in coordination with the contractor during the contracting phase.

- 4. On page 12 in Multi-Vendor Solutions, Subcontracting: What is the difference between the role of rescue partner and the role of subcontractor?**

Answer: The hiring of a sub-contractor is sole responsibility of the primary vendor. This RFP does allow this option. The type of relationship, contractual or otherwise, that a primary vendor has with a rescue partner will be defined by the primary vendor.

The vendor may use rescue partners to transfer animals to for adoption or long-term placement without a contract. But if the rescue partner is fulfilling a substantial portion of the scope of services, then a sub-contact arrangement may be utilized. The state must approve all sub-contractors.

**5. Can sub-contractors be added after the RFP is submitted?**

Answer: Yes, sub-contractors can be added by the selected bidder during the term of the contract at any time, but they must be approved by the State.

**6. On page 26, General Contract Terms, Costs and Payment Schedules, it states: “The proposal costs shall include full compensation for all taxes that the selected vendor is required to pay.” Does this include employment taxes?**

Answer: Taxes should encompass any and all taxes the contractor is required to pay as a part of performing the service. This includes vendor payroll costs that are related to the salary of a person providing the services. These should be included in the bidder’s proposal budget.

**7. The RFP states that there must be 24/7 access for officers. Does this mean that a shelter needs to open and staffed 24 hrs? per day?**

Answer: No, it means that the officers must have 24/7 appropriate access to the shelter or an area of the shelter for the purpose of housing an animal secured after hours, unless a different arrangement is set up, such as utilizing a veterinary clinic as a sub-contractor to accept animals after hours. The bidder must address this requirement in the proposal showing they will provide this service. Specifics can be worked out during contracting phase.

**8. The RFP mentions carrying for exotics and other non-companion animals involved in animal cruelty cases. Can we opt out of carrying for these animals?**

Answer: Tell us what you services you are able to provide in the proposal.

**9. If an organization has multiple shelter facilities, how should the proposal be written? Must there be a different proposal for each shelter?**

Answer: No. If the shelters fall under the same organization, the proposal should be submitted under that organization, not as two separate shelters.

**10. How will people find lost pets?**

Answer: Lost pets will be posted on a statewide website being created by the Office of Animal Welfare’s Delaware Animal Services.

**11. Will Animal Control Officers give vaccinations?**

Answer: No. Officers will transport animals immediately to shelter facility. We will work with the vendor to assure all procedures comply with State law.

**12. Is there any preference by the State whether the vendor bids by county or statewide?**

Answer: There is no preference. Either option is acceptable.

**13. Is the City of Wilmington included in the RFP, since Chester County SPCA has a contract with the City through 6/30/16?**

Answer: The Bids should be in alignment with the RFP. If changes need to be made to reflect the City of Wilmington contract, that will be done during the contracting phase.

**14. How will Animal Control Officers employed by the Cities of Newark and Dover Animal Control Officers' work with the state?**

Answer: The state enforcement unit will not interfere with ACO functions in the cities of Newark and Dover. These animals are included in the sheltering contract.

**15. Does the vendor have to accept owner-surrendered animals?**

Answer: No. The contract provides for stray dogs, animal cruelty cases and rabies quarantine only. Pets that are voluntarily surrendered by their owners are not considered stray and, as such, do not come within the State's responsibility under the proposed contract. Shelters are free to accept these animals according to their intake policies.

**16. What are the requirements in the RFP for cats?**

Answer: The housing and care of seriously injured/ill or seriously endangered stray cats that are brought to shelter from animal control officers, police officers, and Delaware residents. The state and the vendor will work together to more clearly define these parameters in the contracting phase.

**17. Can the state give clarity on how much money is available for sheltering?**

Answer: The state leaves the bid amount up to the animal sheltering experts to tell us what is suggested based on need and the requirements.

**18. Does the vendor have to provide Return-to-Field for cats?**

Answer: This is not a mandatory requirement and is not listed in the scope of services. If the vendor would like to include this in their proposal, it is their option to do so