

SECTION B - SCOPE OF SERVICES:**5..1. Background**

The Montgomery County Animal Services and Adoption Center (MCASAC), operated by the Office of Animal Services, provides high-standard sheltering and care to homeless, abused, and neglected animals in our community, ensuring the safety and welfare of the county's citizens. It is the county's only open-admission municipal shelter.

Animal Services Officers are on-call seven days a week to investigate citizen complaints and respond to animal emergencies 24 hours a day. These calls include animal-related matters such as animal abuse and neglect, law enforcement, and calls regarding stray, rabid, or aggressive animals, as well as sick or injured wildlife.

The Montgomery County Fire and Rescue Services uses highly trained canines to perform search and rescue operations, explosive detection, and human remains recovery. These working canines work year-round in disaster environments and often require specialized care for the health and success.

The purpose of this Request for Proposal (RFP) is to contract with one or more qualified offeror(s) to provide emergency and non-emergency canine and feline including neonates veterinary services for the Office of Animal Services (hereafter, OAS), the Department of Fire and Rescue Services (hereafter, FRS), and the Department of Police (hereafter, Police) as per the Terms, Conditions, and Quotation Sheet contained herein. Additionally, OAS welcomes offerors who can provide similar services to exotic animals such as rabbits, pocket pets, birds, and reptiles.

Emergency Services

OAS, FRS, and the Police require emergency services between the hours of 7 p.m. and 9 a.m., Monday through Friday, 24 hours a day on weekends, and during County holidays for canines, felines, and neonates.

FRS requires on call and after-hour services which includes pre-deployment screenings, pre-flight travel exams and time sensitive services related to deployments.

Non-Emergency Services

FRS and the Police, which do not have veterinarians on staff, require non-emergency services between the hours of 7 a.m. and 7 p.m., Monday through Friday, for working dogs.

Optional Exotic Services

OAS requires emergency and non-emergency services for exotics such as rabbits, pocket pets, birds, and reptiles.

5..2. Intent

The County intends to enter Contract(s) with qualified offeror(s) to provide emergency (prompt triage and stabilization) for OAS, FRS, and the Police canines, felines, and neonates, non-emergency (routine and specialty) services for FRS and the Police's working canines, and optional services for OAS' exotics. The County reserves the right, at its discretion, to use alternative sources for this service. The County makes no guarantee of a specific compensation amount. All compensation payable under any contract resulting from this solicitation is subject to and contingent upon the County's appropriation and encumbrance of funding for this program described in this solicitation. This solicitation will result in contracts awarded to successful offerors.

5..3. Scope of Services/Specifications/Work Statement

The Offeror must provide emergency veterinary services, including prompt triage and stabilization, for OAS canines, felines and exotics, as well as neonates, FRS canines, and Police working canines, after hours (7 p.m. to 9 a.m., Monday through Friday), on weekends, and on County holidays. Additionally, FRS and the Police require routine and specialty services for their working canines during regular working hours (7 a.m. to 7 p.m., Monday through Friday). These specialty services include comprehensive complex delicate veterinary dental services, orthopedics, rehab, cardiology, neurology, ophthalmology, allergy, dermatology, internal medicine, oncology, radiology, surgery, critical care, and physical therapy.

- 5..3.1. The Offeror must provide emergency medical treatment within one hour or less, to include on call examinations.
- 5..3.2. The Offeror must have suitable on-site kenneling for canines and felines, including neonates requiring hospitalization.
- 5..3.3. The Offeror must provide non-emergency boarding for canines and felines, including neonates in need of evaluation before being transferred.
- 5..3.4. The Offeror must maintain accurate and detailed records of each animal treated, in accordance with the requirements set forth by the Maryland State Board of Veterinary Medical Examiners.
- 5..3.5. The Offeror will document all treatment, diagnosis, medication prescribed, etc. and provide copies by department to either OAS, FRS or the Police on the day of examination or when their animals are returned.
- 5..3.6. The Offeror must perform humane euthanasia on domestic animals and wildlife under conditions agreed upon by a designated OAS, FRS or Police representative.
- 5..3.7. The Offeror must provide up-to-date medical records (including vaccinations) for each animal treated as requested by OAS, FRS or the Police.
- 5..3.8. The Offeror will be required to accept animals brought in by OAS, FRS or the Police and consult with designated representatives regarding a treatment plan and cost.
- 5..3.9. The offeror must provide referrals to a specialist when medically necessary.
- 5..3.10. Office of Animal Services:
 - 5..3.10.1. Treatment or medical support for animals requires prior approval from a designated OAS representative. Designated OAS representatives are the Director, Deputy Director, Chief Veterinarian, and Staff Veterinarians.
 - 5..3.10.2. The Offeror may be required to collect and provide evidence for use in a court case by OAS.
- 5..3.11. Fire and Rescue Services
 - 5..3.11.1. Treatment or medical support for animals requires prior approval from a designated FRS representative. Designated FRS representatives are Program Managers and Canine Coordinator.
 - 5..3.11.2. The Offeror must provide priority service to FRS canines in relationship to all other scheduled and unscheduled customers for pre-deployment examinations of up to six (6) canines to be completed within one hour of notification.
 - 5..3.11.3. The Offeror must provide a single point of contact for all canine case management.
 - 5..3.11.4. The Offeror must provide phone consultations with dedicated veterinarian with working dog experience.
 - 5..3.11.5. The Offeror must ensure availability of medications required for deployment for emergency situations.
 - 5..3.11.6. Comprehensive veterinary care for FRS working canines provided by the Offeror will include but is not limited to; emergency care, diagnostic testing, surgical procedures, pre-deployment examinations, vaccinations and routine check-ups.
 - 5..3.11.7. The Offeror agrees to maintain high standards of cleanliness and safety in their facility, ensuring a safe and comfortable environment for working canines being treated.

- 5..3.11.8. The Offeror must provide 24/7 emergency care and pre-deployment examinations for the working canines, ensuring that prompt and effective treatment is available in case of any medical emergencies or emergency activations at Federal, State and local disasters.

5..3.12. Police Department

- 5..3.12.1. Treatment or medical support for animals requires prior approval from a designated Police representative. Designated Police representatives are Sgt. Thomas Conlon or designee.
- 5..3.12.2. The Offeror must provide priority service to Police canines in relationship to all other scheduled and unscheduled customers for pre-deployment examinations of up to six (6) canines to be completed within three (3) hours of arrival.
- 5..3.12.3. The Offeror must provide a single point of contact for all canine case management.
- 5..3.12.4. The Offeror must provide phone consultations with a dedicated veterinarian with working dog experience.
- 5..3.12.5. The Offeror must ensure availability of medications required for deployment for emergency situations.
- 5..3.12.6. Comprehensive veterinary care for Police working canines provided by the Offeror must include but is not limited to; emergency care, diagnostic testing, surgical procedures, pre-deployment examinations, vaccinations and routine check-ups.
- 5..3.12.7. The Offeror agrees to maintain high standards of cleanliness and safety in their facility, ensuring a safe and comfortable environment for working canines to be treated.
- 5..3.12.8. The Offeror must provide 24/7 emergency care and pre-deployment examinations for the working canines, ensuring that prompt and effective treatment is available in case of any medical emergencies or emergency activations at Federal, State and local disasters.
- 5..3.12.9. The Offeror must maintain open lines of communication with Police regarding the health and well-being of the working canines, providing regular updates on their condition and treatment for both emergency and routine treatments.
- 5..3.12.10. The Offeror must provide a paper invoice to the canine handler at the conclusion of every visit and provide an electronic copy to Police upon request. The invoice must be detailed and comply with the requirements detailed in Section F Compensation.

5..4. Offeror's Qualifications

- 5..4.1. The Offeror must provide a list of adequately trained and licensed professionals to perform the work needed, including those with a degree in veterinary medicine, where such training and education are required. OAS prefers one to two years of experience in shelter medicine. Police and FRS prefer at least five (5) years of experience providing care for working canines and that staff members assigned to their care be knowledgeable in the unique needs and requirements of working canines.
- 5..4.2. The Offeror must be licensed to perform the services required and authorized to practice veterinary medicine in the State of Maryland and must provide equipment and supplies necessary to give emergencies, routine, and specialty services. Site visits will be conducted.
- 5..4.3. The Offerors must have the ability to perform routine and emergency procedures, including but not limited to triage, examinations, surgeries, treatment plans, sterilizations, mass removal, fracture repair, foreign body removal, diagnoses, and euthanasia.

5..5. Reports/Deliverables

- 5..5.1. The Offeror must maintain all records in compliance with federal and state regulations.

- 5..5.2. The Offeror must provide up-to-date medical records for each dog treated at no additional charge to the Officer/Handler of the Canine Unit upon request.
- 5..5.3. The Offeror must provide updated lists of its veterinary services providers, including vet technicians and vet assistants and licenses and/or certifications as changes occur or upon request by the County.
- 5..5.4. The Offeror must provide monthly invoices with detailed history for each canine for the services rendered.

6. SECTION C - PERFORMANCE PERIOD

6..1. TERM

The effective date of this Contract begins upon signature by the Director, Office of Procurement, and ends after an initial term of one year. The Contractor must also perform all work in accordance with the time periods stated in the Scope of Services. Before this term's performance ends, the Director, at their sole discretion, may (but is not required to) renew the term. The Contractor's satisfactory performance does not guarantee a renewal of the term. The Director may exercise this option to renew for an additional term of one (1) year, up to two (2) times, for the purpose of acquiring maintenance for subsequent periods.

6.2 PRICE ADJUSTMENTS

- 6.2.1. Prices quoted are firm for a period of one (1) year after the execution of the contract. Any request for a price adjustment after this one (1)-year period is subject to the following:
 - 6.2.1.1. Approval or rejection by the Director, Office of Procurement, or designee.
 - 6.2.1.2. Submission in writing to the Director, Office of Procurement, and accompanied by supporting documentation justifying the Contractor's request. A request for any price adjustment may not be approved unless the contractor submits to the County sufficient justification to support that the Contractor's request is based on its net increase in costs in delivering the goods/services under the contract.
 - 6.2.1.3. Submission within sixty (60) days before the contract expiration date, if the contract is amended.
 - 6.2.1.4. The County will not approve a price adjustment request that exceeds the amount of the annual percentage change of the Consumer Price Index (CPI) for the twelve-month period immediately prior to the date of the request. The request must be based upon the CPI for all urban consumers issued for the Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan area by the United States Department of Labor, Bureau of Labor Statistics for ALL ITEMS.
 - 6.2.1.5. The County will approve only one price adjustment for each contract term, if a price adjustment is approved.
 - 6.2.1.6. The price adjustment, including its effective date, must be incorporated into a written contract amendment.
- 6.2.2. If pricing is based on percentage discounts, the percentage discount is fixed throughout the term of the contract.

7 SECTION D - METHOD OF AWARD/EVALUATION CRITERIA

7.1 PROCEDURES

- 7.1.1. Upon receipt of proposals, the Qualification and Selection Committee (QSC) will review and evaluate all proposals in accordance with the evaluation criteria listed below under Section D.7.1.9.a. The QSC will also review an offeror for responsibility. Note: Method of Award is based on Written and Interview Evaluations.
- 7.1.2. The QSC will make its award recommendation of the highest-ranked offeror based on the QSC's combined written and interview score and its responsibility determination for each scope of service defined in the solicitation.