

Request for Proposals
Buncombe County Health and Human Services
Animal Rescue and Welfare Services, Fiscal Year 2020

I. Introduction

Buncombe County Health and Human Services invites qualified organizations to provide Animal Welfare Services, to include animal shelter and adoption for small and large animals; community outreach to aid in adoption services; spay/neuter and rabies vaccine services for small animals; and veterinarian care services for small and large animals for fiscal year 2020.

Applicants are encouraged to apply for any program separately, any combination of programs OR submit an all-inclusive application.

Collaborative applications are also welcome, as well. One organization must be the lead entity with whom the County will contract for services if applicant is selected. Funds would be dispersed to collaborating organization(s) by the lead entity via sub-contract. The County would require a signed written agreement for the sub-contract. The lead entity would be responsible for ensuring all County contract requirements are met.

II. Purpose

The purpose of the Animal Rescue and Welfare services is to improve the well-being of all animals in our community through adoption and stabilization of the stray population.

III. Scopes of Work

Provide oversight for the Animal Rescue and Welfare services program, including supervision of the staff according to the following requirements:

a Small Animal Rescue, Sheltering, and Adoption

- a) Perform all animal sheltering and impoundment services (related to sheltering, but not to include animal control and enforcement).
- b) Operate in compliance with Buncombe County Code of Ordinances, Chapter 6 "Animals" No. 96-5-8 and all amendments thereto.
- c) Meet operations standards as regulated by North Carolina Department of Agriculture (NCD) pursuant to its authority under Chapter 19A of the General Statutes (1973, c. 822, s. 1; 2004-199, s. 39(a)) as evidenced by permits and inspections.
- d) Assure cleanliness and sanitary conditions exist at all times in shelter facilities
- e) Deliver services as applicable within county owned Buncombe County Animal Shelter Facility
- f) Provide availability to the public 6 days per week, 9 hours per day, and coordinate with Buncombe County Animal Control for emergency response outside regular operating hours.
- g) Provide a structured owner surrender process with a goal of reducing unnecessary intake.
- h) Provide a structured program to support owners in keeping pets in their homes or rehoming animals without entry into shelter.
- i) Conduct outreach and coordinate with placement partners to facilitate adoptions.
- j) Coordinate with County on public messages.

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- k) Support and coordinate with others or provide animal behavior modification and training.
- l) Provide veterinarian care as needed.

b Large Animal Rescue, Sheltering, and Adoption

- a) Designate a Large Animal Coordinator position to act as a liaison between large animal owners and Animal Control.
- b) Provide complete care of horses and other livestock to include rescue and transport, sheltering, feed and hay, veterinarian care, and farrier.
- c) Deliver services as applicable within county owned barn, and/or in other appropriate approved facilities owned or leased by the contractor.
- d) Assure cleanliness and sanitary conditions exist at all times in shelter facilities.
- e) Assure adoption coordination and outreach.

c Spay/Neuter

- a) Provide spay and neuter services for dogs and cats.
- b) Manager spay neuter low income voucher program.
- c) Utilize qualified staff, including those with appropriate training and North Carolina credentialing.
- d) Assure cleanliness and sanitary conditions exist in the facilities.
- e) Provide animal behavior modification and training services for sheltered small animals.
- f) Provide veterinarian care as needed.

We encourage bidders to explore potential partnering or subcontracting arrangements with other vendors to maximize access and participation. If a Bidder intends to use subcontractor(s), the Bidder must identify in its Bid the names of the subcontractors and the portions of the work the subcontractors will perform, and all fiscal arrangements with each subcontractor.

The qualified organization responding to this application must:

- Have the capacity to fully utilize shelter facilities and provide full animal rescue and welfare services and/or the ability to successfully manage sub-contracts.
- Have the capacity to write and submit reports on an agreed upon schedule fully reflecting the animal rescue and welfare services programs.

IV. Fiscal Provisions

Payment to the Contractor will be under the terms of an established contract from 7/1/2019 through 6/30/2020.

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V. Application Deadline and Submission Information

Complete applications must be submitted no later than **2:00pm, April 23, 2019** in order to be considered. Applications can be submitted in any one of three ways:

1. Submitted through the online portal. The online application can be accessed at this link:
<https://www.grantinterface.com/buncombecounty/Common/LogOn.aspx>
2. Emailed to Ron Venturella. Ron.Venturella@BuncombeCounty.org
3. Submitted as a paper copy to Ron Venturella, either in person or using a mail or parcel carrier. Use the address:

Attn: Ron Venturella
200 College St., 4th Floor
Asheville, NC 28801

Late submissions cannot be accepted, and failure of mail and parcel carriers to deliver by this time does not merit an exception to this rule.

VI. Q&A

During the period between March 11 and March 29, 2019 at midnight, applicants may ask questions about the process and the criteria for submission. All questions will be received by Ron Venturella ron.venturella@buncombecounty.org and answers will be provided to applicants by way of documents posted as addendums to the RFP. These postings will occur by 5:00 PM on Friday April 5, 2019.

VII. Evaluation of Applications

Proposals will be evaluated by a review panel assigned by the Director of Buncombe County Health and Human Services, who will make final award decision. The County will choose the applicant that best fits its needs and the needs of the target population. **Awardees will be notified by May 3, 2019.**

VIII. Application Components and Narrative Requirements

In the application narrative, please answer the following questions. Please limit your application narrative to 10 pages, using New Times Roman font no less than size 11 and no less than 1.15 line spacing (*If submitting via electronic contracts portal, does not apply).

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1. Organization Mission: State your organization's mission, vision, and values or at minimum, describe your organization's philosophy on Animal Welfare.
2. Programs and Services: State the intent of this proposal - What programs and services do you intend to propose in this application (one, a combination of two or more, OR all)?
3. Organizational Capacity: What is the capacity of your organization to provide the services you are proposing in this application? Please include past and current relevant experience, challenges encountered and how you intend to address those challenges, and clear evidence that the applicant has the organizational capacity to successfully carry out the programmatic scope of a contract resulting from this RFP.
4. Staffing: What is the proposed staffing plan? Include the level of training and professional credentials of the staff working directly with the proposed client population as well as linguistic and cultural competency of the staff. Indicate how these positions fit into the applicant's organizational chart.
5. Documentation & Data Collection: Describe the data collection and quality assurance measures that you use and how you will assure ongoing and effective tracking of contract requirements and outcomes. Include a description of databases and other technology utilized.
6. Community Collaboration: Describe your current collaborative activities among private and public entities, including coordination, referral, and/or other linkages maintained, and briefly describe how these relationships will be continued and how new relationships will be established.
7. Assessing Effectiveness: Providing these services regularly may be challenging. How will the applicant know that they are providing effective services to the population?
8. Proposed Budget: Describe your organization's financial capacity to perform the services as described in the application. Please attach a detailed 1-year budget indicating specific expenditures that link with the described scope of work and fiscal provisions.