

Requirements under Request for Proposal	CACC Today
<p>Proposer will be required to meet the <b>following minimum staff requirements</b>. Current staffing levels for this facility are as follows:</p> <ul style="list-style-type: none"> <li>• Animal Control Veterinarian/Division Manager – <b>Vacant Position</b></li> <li>• Administrative Coordinator</li> <li>• Shelter Supervisor</li> <li>• Field Operations Supervisor</li> <li>• 3 - Communications Officers</li> <li>• 2 – Shelter Animal Control Officers</li> <li>• Volunteer Coordinator</li> <li>• <b>9</b> – Animal Control Field Officers</li> <li>• 1 part time – Veterinarian</li> </ul>	<p>The interim division manager (the former administrative coordinator) has been in place for three years.</p> <p>There has never been a full time veterinarian at CACC</p> <p><b>9</b> – Animal Control Field Officers Rarely fully staffed, often resulting in shift modifications. We understand currently CACC is not picking up strays after 5pm. We also understand they will only respond if an animal is “deemed” rabid or what they constitute to be an emergency.</p> <p>1 part time – Veterinarian currently on site fewer than four hours per week.</p>
<p>It is the responsibility of proposers to maintain a staffing level that ensures that the standards are met daily and that every animal housed within is <b>provided the highest level of care</b>.</p>	<p>Need we say anything</p>
<p>Proposers will be required to plan, organize, direct and staff the shelter and all current Field Animal Control Officers positions in a mode that ensures quality administrative and management services, to include but not limited to, <b>properly supporting the following: Field Services, adoption services; rescue services; foster services; customer services; public education, and community risk reduction; staff training; animal training/behavior modification services; volunteer services; Veterinarian services, etc.</b></p>	<p>There is currently</p> <ul style="list-style-type: none"> <li>• No foster services</li> <li>• No customer services</li> <li>• Little public education</li> <li>• No animal training/behavior modifications services.</li> </ul>
<p>The proposer shall maintain the capability to respond to calls for service on a 24 hours seven days per week basis to accomplish the required response time.</p> <p>The average response time to requests for service for priority 1, 2 and 3 shall be no greater than thirty (30) minutes.</p> <p>The average response time of all responses to priority 4 and 8 calls will be no greater than four (4) hours from the time of receipt.</p> <p>Scheduled dispatch will be available at a minimum of 75 hours per week distributed throughout seven (7) days</p>	<p>We haven’t seen any data on current response times. We would love to hear your experiences, particularly for calls after 5 pm.</p>
<p>Proposer shall provide proof of completion of <b>minimum required training standards for staff and volunteers at the time of hire and for continuing education courses</b>. A planned, effective</p>	<p>We would be interested in their “minimum” training standards. What training is currently provided? Can the City share their Standard Operating Procedure on training?</p>

<p>training program can enhance communication and accountability, and have a positive impact on service to customers, complainants, and animal owners. The selected <b>proposer must provide documentation of all training</b> conducted as outlined:</p>	
<p>Proposer shall provide a fully developed staff training plan, including training organizations and a schedule showing course descriptions/topics and hours of training to be provided for each position. <b>Emphasis should be given to customer service for purposes of consistent, prompt, courteous and complete response to all service requests.</b> Because of the importance of effective customer service training, the selected vendor will be required to have an ongoing system of obtaining feedback about, assessing and improving the quality of services provided by staff.</p>	<p>Again, we don't feel the need to say much here.</p>
<p>Within 90 days of implementation of this contract, the proposer shall <b>provide a professional training course in conflict resolution to all staff.</b></p>	<p>If they are providing training in this, it needs serious improvement.</p>
<p>Proposer is required to provide a <b>minimum of 40 hours relevant training per year per full time equivalent staff position</b> for all staff.</p>	<p>We would love to know what <b>relevant</b> training the current staff is getting each year.</p>
<p><b>Policies and Procedures or Standard Operating Procedures</b> will provide the minimum standards for the care of animals, with attention to the following operations:</p> <ol style="list-style-type: none"> <li>1. Health evaluation upon admission</li> <li>2. Provision of sufficient and wholesome food and potable water</li> <li>3. <b>Treatment of sick, diseased, quarantined, or injured animals</b></li> <li>4. <b>Proper bedding</b> and kennel care</li> <li>5. Removal and proper disposal of animal and food waste, soiled bedding, and debris</li> <li>6. Daily, weekly, and monthly cleaning requirements at the facility</li> <li>7. Provisions for animals to be protected from water and cleaning agents during the cleaning process.</li> <li>8. Provisions to minimize vermin infestation, odors, and disease.</li> <li>9. Provisions to provide adequate drainage.</li> <li>10. A description of how the respondent proposes to segregate animals.</li> <li>11. A description of how the respondent proposes to quarantine animals.</li> <li>12. A description of the disease control and prevention program to be utilized by the proposer.</li> <li>13. <b>A description of a microchip identification program as well as any future plans to grow this program.</b></li> </ol>	<p>Even though they were told they were being drafted in October 2020, the Animal Control Advisory Board still hasn't seen the City's SOP for CACC.</p> <p>3. Beyond the most basic of care, the city is dependent on what they call "volunteer and donated" services to provide medical care. <b>Thank you</b> for supporting Animal SOS' efforts in "donating" these services, over \$57,000 in 2020.</p> <p>13. The city historically has not supported mandatory microchipping of Columbus' pets.</p> <p>14. The city's current spay/neuter program is called Animal SOS' Hip to Snip Program. 250 plus surgeries since March of this year. Animals are still being adopted unaltered.</p> <p>18. The city barely posts on their Facebook page, relying on volunteer pages/groups to promote their adoptions. Outside of offsite adoptions, little is done to promote adoptions by the city.</p>

<p>14. A description of any current <b>spay and neuter programs</b> as well as any future plans to grow this program which should include feral cats.</p> <p>15. A description of the circumstances in which euthanasia will be used, and the methods to be used and the disposal of euthanized animals.</p> <p>16. Procedures for an owner to place or surrender an animal to the facility.</p> <p>17. A description of how individuals seeking information of animals will be able to contact the shelter for information.</p> <p>18. A description of how respondent will <b>use the internet, social media, and other methods to market pets for adoption.</b></p> <p>19. A description of how respondent will transfer or place animals in other local shelters to ensure the best outcome for the animal.</p>	
<p>Proposer shall have <b>comprehensive written policies and procedures</b> established for the proper care and handling of animals.</p>	<p>None currently known</p>
<p>The intake procedures should consider the type of animal and should pay attention to:</p> <ol style="list-style-type: none"> <li>1. <b>Health and behavior assessments of each animal</b></li> <li>2. Identification and documentation of each animal's behavior and medical history when possible</li> <li>3. Full body microchip scans and owner identification and contact when a microchip is found. The proposer will notify the owner of the implanted animal for reclamation purposes. The animal will be scanned a second time prior to adoption, rescue, transport or euthanasia and the owner notified by phone if a chip is discovered.</li> <li>4. Photo and description of each lost animal should be provided through public outreach activities to try to locate the pet's owner as soon as possible.</li> <li>5. Document animal description (breed, sex, age, color, coat, ears, etc.) health and behavioral assessment results entered into a Shelter Management Data System prior to the shelter closing for the evening or the closing of records for the day.</li> <li>6. <b>Provide vaccinations including Bordetella, DAPP and general de-wormers for dogs and FERVP and de-wormer vaccinations for cats.</b></li> </ol>	<p>We would love to see the city protocols on these topics.</p> <p>6. No de-wormers currently given unless privately provided.</p>
<p>10. Evaluate, and coordinate to determine each animal's suitability for <b>fostering</b> and or adoption.</p> <p>14. <b>Veterinary services will be available at the shelter to perform</b> medically necessary treatments for stabilization care and pain management.</p>	<p>10. Why mention a foster program when you have never had one?</p> <p>14. What services are currently provided for stabilization care and pain management?</p>

<p><b>Adoption Services</b></p> <ol style="list-style-type: none"> <li>1. Respondents shall provide a description of how respondent will use the internet, social media, and other methods to market pets for adoption.</li> <li>2. Respondents shall provide a description of respondent's plan to lower Muscogee County/Columbus, Georgia's current euthanasia rate.</li> <li>3. Respondent shall provide a system by which all animals that enter the facility will be scanned for implanted microchips and checked for identification.</li> <li>4. Respondents shall provide a schedule for proposed hours of operation, consistent with current hours now in effect.</li> <li>5. Provide a plan on how every reasonable effort shall be made to identify each animal owner and return the animal to its owner prior to release of the animal through adoption or transfer to another animal welfare agency.</li> <li>6. Provide a plan on how adoption will be promoted; this should include social media, marketing plans, and various other outreach strategies.</li> </ol>	<p>We are not sure why all these topics fall under adoption services but would love to see the city's plans on any of these.</p> <p>5. Return to owner efforts should start in the field, before any animal is taken to the shelter.</p>
<p>Proposer will be <b>required to have two licensed Veterinarians</b> licensed by the State of Georgia on staff who shall provide on-site scheduled and necessary veterinary care and oversight of animals in the facility a <b>minimum of 40 hours per week, at least five days per week</b> excluding agency observed holidays. <b>Veterinarians will be required to respond to emergency calls</b>; however, it is recommended that the use of off-site veterinary care can and should be considered in place of an unavailable Staff Veterinarian.</p> <p>The selected <b>proposer will bear the costs</b> for all medications, supplies, equipment, and other required or requested items from the Staff Veterinarian.</p>	<p>A minimum of 40 hour per week veterinarian availability, something the city never attempted to provide.</p> <p>The expectation that the vendor is to respond to all emergency calls and bear full costs. The city barely provides minimal care. Only recently have they begun to vaccinate the majority of animals coming in much less having more than an antibiotic available yet expects full emergency care from their vendor.</p>
<p>The <b>Licensed Veterinarian shall provide the following services</b> and maintain constant communication with the Shelter Manager and shall provide basic veterinary care when required to include the following services:</p> <ol style="list-style-type: none"> <li>1. Performing a medical examination upon arrival for all sick/injured animals.</li> <li>2. Directing and monitoring the care of injured and /or sick animals.</li> <li>3. Adhering to and directing procedures to reduce or respond to the outbreak of infectious diseases.</li> <li>4. Ensuring the proper State required reporting of infectious diseases are submitted to the State and within the allotted timeframe.</li> <li>5. Making recommendations regarding behavior problems as well as evaluating for potential adoptability.</li> </ol>	

- 6. Preparing detailed monthly patient reports
- 7. **Providing laboratory services** including stool examinations, heartworm tests, cytology, urine analysis, FELV/FIV tests, electrolytes measurements, and blood counts.
- 8. Supervising the administering of vaccinations.
- 9. Certifying all shelter workers in the proper manner to administer euthanasia drugs to animals.
- 10. Total control of the inventory and distribution of all drugs supplied and or kept on the premises as required by State and Federal laws.

Other Veterinary Services

The **proposer shall be responsible for providing other licensed veterinarians for emergency treatment of animals and consultation with animal care staff after-hours** and when the regular veterinarian is not available. These services shall be considered as “subcontracted services” under the resulting contract. The selected proposer shall be responsible for these costs. Unless exigent circumstances exist all subcontractors, including those employed for additional after-hours and emergency veterinarian services, must be requested, in writing, and approved by the Project Administrator before those subcontractors can be employed for services. Under exigent circumstances the selected vendor is authorized to properly proceed without prior approval but with appropriate after the fact written reporting. The proposer remains responsible for the costs.

7. The city provides none of these laboratory services.

Again, the vendor covers emergency care which the city takes no responsibility for. What services for stabilization and pain management does the city utilize, besides rescues and volunteers? How many times do they mention it as a requirement in this proposal? They must consider it very important.

The Columbus Consolidated Government emphasizes and supports the need for the proposer to develop and maintain positive public relations. **The proposer shall ensure that staff and volunteers serve as an information and problem-solving resource and consistently provide prompt and courteous responses to the public.**

**Education and Public Relation**

The proposer shall initiate participation in media, public education, and public relations activities in addition to responding to invitations. Public Relations/Education events and publications shall be coordinated with the Contract Administrator.

The proposer shall be required to perform certain educational and public relations tasks in order to:

- 1. Decrease the number of unsterilized animals in Muscogee County.
- 2. Reduce the number of dog bites.
- 3. Increase the number of **animals licensed**.
- 4. Increase the number of animals adopted.
- 5. Present information regarding Animal Control issues.

Disabled Persons

The proposer shall include outreach education to disabled individuals and other organizations

What are the city’s current efforts in these areas?

representing disabled persons.	
The selected contractor will be required to utilize and maintain the existing CCG owned vehicles assigned for animal control activities.	The city is dumping their 12 vehicles on the vendor. Four were purchased in 2019 and have relatively low mileage. Yet four others are over 13 years old and their average mileage is over 200,000 miles. The remainder have average mileage over 100,000.