

Appendix A
Scope of Services
Operations of the County's South Dade Animal Clinic (High Volume Spay & Neuter Services)

1. Introduction/Background:

Miami-Dade County, herein referred to as the "County", as represented by the Miami-Dade Animal Services Department (ASD), is contracting for the provision and administration of high volume sterilization services to be rendered at the County's South Dade Animal Clinic ("Clinic") located at 10700 SW 211th Street, Cutler Bay, Florida. The County's primary objective is to offer free and low-cost high volume spay/neuter services for privately owned dogs and cats, free roaming community cats, as well as, ASD's rescued animals, to further increase the department's surgical capacity in support of the County's "No Kill" resolution. Over the past two years, ASD has implemented numerous new programs and renovated key policies in its pursuit of attaining a 90% save rate for both dogs and cats within Miami-Dade County. A significant component of this initiative is supported by the expansion of spay and neutering services available to the public and through the proliferation of the Trap, Neuter, Giveback and Release (TNG/R) Program.

The Contractor shall give the County's lifesaving initiatives top priority and appoint a lead clinic manager and a multidisciplinary supporting team responsible for the strategic day-to-day operations and oversight of the County's South Dade Animal Clinic. The Contractor shall also serve as an advisor to the County for animal welfare and lifesaving initiatives.

2. Qualifications

A. Minimum Qualifications

1. Contractor shall be licensed by the U.S. Drug Enforcement Administration, Office of Diversion Control, as a controlled substances veterinary provider.
2. Contractor veterinarians performing medical services to include sterilization, vaccinations and related procedures shall be licensed by the State of Florida, Department of Business and Professional Regulation, Board of Veterinary Medicine.

Contractor shall maintain these qualifications during the term of the agreement, including any extensions, thereof.

B. Preferred Qualification

The Contractor should possess a minimum of five years of experience providing high volume sterilizations programs services for public sheltering and animal welfare.

3. Services to be Provided

The Contractor's responsibilities shall include the following services:

A. Administration

1. Manage and operate the South Dade Animal Clinic to serve as a low cost, high volume sterilization facility in support of the County's Resolution No. R-583-12. The Clinic shall be operational for a minimum of five (5) days per week, to include weekends, and achieve a minimum of 13,000 spay/neuter surgeries within the one-year term Agreement. The days and hours wherein Services shall be provided may be adjusted by the County in consultation with Contractor to

facilitate the County's objectives. Operational hours shall be convenient for County residents to easily drop-off and pickup pets before and after work (i.e., 7 a.m. – 7 p.m.).

2. Direct the recruitment, training, scheduling and supervision of all staff engaged in the operations of the high volume sterilization functions, and related medical procedures within the Clinic. Contractor shall ensure that all veterinarians engaged in rendering medical services shall be licensed and insured. Contractor shall secure required documentation prior to veterinarian rendering medical services and annually, thereafter. The Contractor shall provide a copy of all documentation to the County.
3. Ensure compliance with veterinary medical care guidelines for spay/neuter programs as established by The Association of Shelter Veterinarians Guidelines, to include, but not limited to, standards for pre-operative care, animal housing, record keeping, anesthetic management, surgical care, animal preparation, surgical procedures for animals and post-operative care.
4. Develop and implement a management plan for post-operative emergencies and complications up to forty-eight (48) hours following surgery.
5. Provide Standard Operating Procedures (SOPs), within 30 days of contract effective date, for review and concurrence by the County.
6. Be solely responsible for the rental, utilities and general interior/exterior maintenance of the Clinic, including but not limited to, the following:
 - a. Electrical
 - b. Water facilities
 - c. Sewage collection
 - d. Waste collection
 - e. General Interior/Exterior Building Maintenance (air conditioning, pest control, plumbing, carpentry, painting, etc.)
 - f. Janitorial Services
7. Engage a licensed and insured contractor to perform routine maintenance and necessary repairs to the Clinic. Contractor shall abide by the County's Integrated Pest Management Guidelines as provided for by the County.
8. Purchase all consumable materials (syringes, bandages, etc.) and equipment integral to the operations of the spay/neuter program exclusively, as specified herein.
9. Verify pet owner's eligibility for free sterilization Services. Contractor shall confirm pet owner's low income status designation through the receipt and review of documentation supplied by pet owner (i.e. Food Stamps, Medicaid, Women, Infants and Children (WIC) Food and Nutrition Services, Supplemental Security Income (SSI), or other form of documentation acceptable to the County, at its sole discretion). Contractor shall retain copies of proof of low income status and supporting documentation provided by each pet owner authorized to receive free Services. Low cost pet sterilization services are exclusively available to all Miami-Dade County residents holding a permanent residences address. Contractor shall be responsible for authenticating that pet owner is a resident of Miami-Dade County, FL. Pet owners not qualifying for free sterilization services shall be charged the same reduced fees offered by ASD.
10. In accordance with Chapter V, Sections 5-6 and 5-7 of Miami-Dade County Code, all privately owned pets (dogs, cats and ferrets) shall be licensed and/or registered for rabies protection. Contractor shall be responsible for confirming that pet owner seeking services is compliant with County Codes. If at the time of surgery, the pet owner has not complied with the County license requirements, Contractor shall administer rabies vaccination and provide license. The costs for licensing shall be borne by the pet owner and shall not be the responsibility of the County.

11. Implement a Quality Control/Assurance Program that provides for continual monitoring of the Services provided to the County and incorporate a self-inspection system. The Quality Control/Assurance Program shall also include methods for monitoring, identifying, correcting deficiencies in the quality of service provided, and accurately reporting the results of the Program to the County's Project Manager annually, or upon request by the County.
12. Provide technical assistance in support of the Services listed herein, to include consultation with the County's Project Manager, as deemed necessary by the County. The Contractor shall be available for telephone consultations, meetings, etc. between the hours of 8:00 a.m. – 5:00 p.m., Monday through Friday. The County reserves the right to contact the Contractor during evening hours (after 5:00 p.m.) and/or weekends.
13. Create and distribute outreach materials that advocate for animal lifesaving programs, the Clinic's services and resulting community benefits. The Contractor shall be solely responsible for the production and graphic design necessary in the assembly of all marketing materials (e.g., flyers, newsletters, brochures, special event banners, etc.) that are essential in promotional campaigns. All promotional materials, websites, advertisements, etc. shall clearly indicate that Contractor is funded by Miami-Dade County in support of achieving a "No Kill" initiative through spay and neutering services. The County's Project Manager shall provide written approval prior to the creation and dissemination of information and materials. Contractor should prepare sufficient materials for dissemination at ASD's Headquarters. Contractor shall include ASD's Sponsor message (graphics) in all its promotional material, including but not limited to social media. ASD sponsor message/graphic design shall not be modified without the approval of the County. The County may lend support to the Contractor's efforts by cross-promoting the Clinic's lifesaving initiatives on the County's website/portal and through already established ASD media efforts.
14. Participate in various animal wellness related special events and community activities that the County may choose to take part in to raise lifesaving program awareness, relating to spay/neuter services under this Agreement. The Contractor shall serve as the County's strategic partner in advancing animal rescue efforts.
15. Contractor shall also be responsible for promoting all available services through the execution of a proactive marketing and promotion campaign that showcases available animal transport assistance, and the ease and accuracy of scheduling appointments for the public.
16. Upon County approval, the Contractor shall create and distribute surveys to Clinic users seeking feedback, suggestions and recommendations from service recipients. Feedback shall be compiled and analyzed by the Contractor for presentation to the County's Project Manager. Analysis will be used for the purpose of planning strategic implementation initiatives that promote, market, and ultimately attract more participants.
17. Provide transportation of dogs and/or cats to and from Clinic, to designated sites(s) agreed to by the County and Contractor for the purpose of facilitating spay/neutering services to pet owners, community cat caregivers, rescue groups and shelters, etc. The animals must be transported in air-conditioned vehicle, within crates or kennels, sufficient in size to allow for normal postural adjustments. The Contractor is wholly responsible for maintaining the operational capacity and insuring the transport vehicles utilized in these Services.
18. Exclusively utilize the not to exceed \$1.2 Million County funds for high volume spay and neuter services, within the one year initial term.

B. Reporting Obligations

1. Statistical Reports

The Contractor shall:

Provide the County with quarterly, semi-annual, annual and ad-hoc reports addressing outcomes of the high volume sterilization services. Reports shall include, as deemed necessary, at the sole discretion of the County, the following:

- a. Surgeries Performed on Dogs and Cats, to include specific information on the number of complications encountered (e.g., In-Heat Pregnant, Pyometra, Hernia Repair and Cryptorchid) and Identification of Any Resulting Deaths;. Report for each category should include owner's name, address, telephone number, animal breed, gender, age and species;
- b. Low Income Pet Owners Qualified for Free Animal Sterilization Services;
- c. Number of Surgeries Completed by Each Veterinarian;
- d. Community Feedback and Service Satisfaction Results;
- e. Provide historical data files utilized for reporting within 15 days of contract termination or expiration to the County.

2. Capital Purchases/Inventory

The Contractor shall:

- a. Purchase all capital equipment/inventory deemed necessary by the Contractor, and approved by the County, as an integral part of the operational start-up (i.e., transport vehicles, large surgical equipment, etc.). All capital equipment acquired with County funds shall be returned to the County at the time of contract expiration or termination. All capital equipment/inventory shall be sustained by the Contractor in accordance with the manufacturer's recommended maintenance schedule. Such maintenance records shall be available for review/audit by the County at any reasonable time.
- b. Prepare and provide ad-hoc reports, as requested by the County, on all capital purchases acquired with County funds, for the operations of the County's South Dade Clinic; and

C. Invoicing

The Contractor shall invoice the County exclusively for spay/neuter services performed. Any rabies, DHPP and FVRCP vaccinations administered at time of surgery may be reimbursed. Reimbursement may be made on a monthly basis, on or before the tenth (10th) day of each month following the month in which the service was rendered. Reimbursement requests shall be accompanied by a surgical package, including backup documentation (surgery/rabies vaccine/license record, etc.), as applicable, to support reimbursement, as requested by the County. Reimbursements to the Contractor shall be based on all actual spay/neuter surgeries performed and DHPP vaccinations for dogs and FVRCP vaccinations for cats as requested by the County. The County will provide up to twenty-five percent (25%) advancement for start-up/other operating costs, at the Contractor's request, for the one-year term Agreement.

The Contractor may invoice a third party (pet owner, insurance provider, etc.) for low cost wellness services offered and provided to the animal at the Clinic, as the County will not be responsible for payment of wellness services. Such wellness services include preventive vaccines, license tags, heartworm exams, nail trims etc.

The County will reimburse the Contractor for rendered Services listed herein, in accordance with Appendix B - Price Schedule, based on the timeframe agreed upon in Article 9 of the Agreement.

D. Fiduciary Protection

In addition to the other insurance requirements stated in the agreement (refer to Article 10 "Indemnification and Insurance" attached hereto), the Contractor shall provide indemnification and liability protection for the clinical and non-clinical administration components of the Services. The Contractor shall indemnify and hold the County harmless from any clinical, professional, or administrative decisions made by the Contractor rendering such services.

4. Additional Services

At the County's sole discretion, the Contractor may be required to provide additional services which are related to, but not specifically included in the provision the above Services. The scope for such services shall be negotiated on a case by case basis for the purpose of determining how existing resources may be utilized.

5. County Responsibilities

The County may:

1. Perform capital improvement projects on as needed basis, at the County's sole discretion, for the operations of the Clinic.
2. Provide structural rehabilitation services to the Clinic, on an as needed basis, at the County's sole discretion, to include common areas, lobbies, and restrooms, and parking systems serving the Clinic (except to the extent that the need for repair is caused by the act or omission of the Contractor or its employees).