



REQUEST FOR PROPOSAL

Reference ID: FMSPCA - 0001

Fort McMurray SPCA

- For -

K9 Enrichment & Behavior Department

Release Date: March 1, 2019

Return Date: May 1, 2019

Request for Proposal

K9 Enrichment & Behavior Department

The Fort McMurray Society for the Prevention of Cruelty to Animals (FMSPCA) is a non-profit society within the Societies Act of Alberta and a Registered Charity. Created in 1978, the Society works to educate, advocate, and promote respect, compassion and humane treatment towards all animals. The FMSPCA (the “Society”) serves to strengthen the understanding of relevance and need for the humane treatment of animals; an integral part of enhancing the overall well-being of all members of our community.

The FMSPCA operates within the entire Wood Buffalo region, which includes the Regional Municipality of Wood Buffalo (RMWB), First Nations and Métis communities within this region.

Guiding Principles

- Formal accountability to and alignment with Humane Canada, consistent with the legislation, updated bylaws, a formal accountability framework and supporting policies and procedures;
- A commitment to ongoing research, development and compliance within policy;
- Transparent, effective and efficient management of funds;
- Strong communications;
- Through a strong framework, provide staff with leadership, mentorship and program implementation.

Mission Statement

Making a Difference – Saving Lives.

Vision Statement

Every animal is valued through dignity and respect in all communities within our region

Values

- We believe we all share in the responsibility to take a stand and be the voice for animals; a vulnerable segment of our society.
- We believe our no-kill philosophy and practice gives every animal a right to life.
- We believe in fostering meaningful relationships that are built on honesty, trust and transparency with our partners, supporters and the community at large.
- We believe that as a safe haven providing medical intervention, emotional stimulation, and love, we give animals the best chance of finding a forever home.
- We believe that the dignified and respectful treatment of all animals is a community responsibility.
- We see ourselves as partners with all communities within our region, as well as like-minded organizations, in keeping all animals safe.
- We believe in building and fostering healthy relationships both with people and animals regardless of their needs and using our platform as a leader to advocate for the community.
- We believe in order to create a region that honors these basic rights and expectations that appropriate supportive local, provincial and federal legislation is necessary.

1.0 Invitation

You are invited to submit a proposal for the completion of the K9 Enrichment & Behavior Department for the FMSPCA. The FMSPCA is seeking an experienced and qualified professional or organization to research, develop and implement a full service K9 Enrichment & Behavior Department.

2.0 Submission Details

Date RFP issued: March 1, 2019

Date RFP closing: May 1, 2019

Closing time: 4:00 p.m. Mountain Standard Time (MST) (ALL applicants submitting a proposal after the above mentioned time/date will be disqualified)

Submission process: Request for Proposal submissions shall be sealed and enclosed in envelopes or containers clearly marked with the Request for Proposal ID. They can also be submitted via email, or fax to the below. Any inquiries may also be directed to the contact below:

Arianna Johnson

Executive Director

Fort McMurray SPCA

Email: ed@fortmcmurrayspca.ca

Telephone: (780) 743-8997 ext 103

Mailing Address: 155 MacAlpine Cres Fort McMurray, AB T9H 4A5

Fax: 780-791-3772

3.0 Proposal Requirements, Evaluation & Schedule

3.1 Proposal Requirements

Address the following topics in a 20-page (or less) proposal. Please submit additional information or sample materials where relevant, including but not limited to research in order to support methods and training material.

- Project understanding.
- Project approach including significant phases and deliverables.
- Project timeline/schedule.
- Fee Schedule associated with Phase Schedule.
- Estimated annual budget post implementation.
- Firm competencies:
 - experience with similar organizations and projects
 - experience in the Animal Welfare
 - Credentials associated with Animal welfare and behavior.
- Project team. (Biographies or resumes detailing experience)
- References: Complete contact information of three references within the past 3-5 years.

3.2 Evaluation Requirements

- Quality entirety of understanding, approach and overall proposal
- Quality of match between qualifications/capabilities and experience, project scope and requirements
- Expertise of project team
- References
- Value/ROI for Budget

3.3 Contract Award

The contract award will be announced to all applicants following completion of contract analysis, negotiations and execution with the successful applicant.

4.0 Additional Instructions to Applicants

4.1 Definition of Terms

Whenever used in these documents or on the proposal form, the following words shall be deemed to have meaning as indicated below:

Owner – means Fort McMurray SPCA (FMSPCA) or any of the organizations listed in the Tenders Specific Terms and Conditions. The Owner may also act on behalf of other said organizations as a group. Additional members are not to be added to this contract without written authorization from the Owner issuing the Tender.

FMSPCA – means Fort McMurray Society for the Prevention of Cruelty to Animals.

Applicant – means the company quoting services requested on the proposal and who, by submitting the proposal(s) offers to enter into a contract with FMSPCA to supply any or all services upon which proposals are given.

Vendor – means the Applicant to whom a contract has been awarded.

RFP – means Request for Proposal

4.2 Documentation

Applicants shall carefully read the Request for Proposal documentation and submit proposals subject to all conditions contained in the proposal documents. Applicants shall make all researches necessary for estimating as to the conditions under which the work must be carried out and its nature and location. The submission of an Applicants proposal shall be defined by the FMSPCA and therefore the successful applicant agrees to abide by and carry out all the conditions set forth in the proposal documents.

5.0 Objectives and Deliverables

5.1 Outlining the Applicant's Role

We are seeking a consultant to research, develop and implement a full service K9 Enrichment & Behavior Department within the FMSPCA. The consultant, in coordination with FMSPCA staff, would:

- Research the need for and benefit of K9 Behavior program within shelters, specifically in relation to decreasing return rates and increasing K9 wellbeing;
- Develop a K9 Enrichment & Behavior Department Program model and plan;
- Ensure the plan covers staff and volunteer training;
- Identify revenue streams having a direct impact towards the Department;
- Develop a compelling/business case for continued and future support;
- Develop and implement a training schedule;
- Develop an implementation and maintenance schedule.

5.2 Objectives of the K9 Enrichment & Behavior Department

There are numerous reasons adopters will choose to return an animal after adoption. The most common reasons provided are behavior, moving and allergies. We have implemented a process that has us following up with adopters at 3 days, 3 weeks and 3 months after adoption in order to try and identify and mitigate any problems the new pairing may be facing. Currently our Animal Wellness coordinator will have a conversation and offer our best advice to help with any unwanted behaviors before it becomes excessive for the adopter to handle. Currently, advice to the best of our ability is all we can offer in these cases. We often see returns when an animal shows behaviors in a home that were not noted in the shelter. Due to the stressful and abnormal environment of the shelter, dogs often display different behaviors in shelter than they do when in the home environment. These behaviors can include: chewing, separation anxiety, house training issues, dominance, fear, aggression, not getting along with other animals in the home, etc.

We believe that if we had the ability to provide training to a new adopter and their new animal companion we would see a significant decrease in adoption returns as we would have the proper tools to offer.

Our conclusive observations have led us to believe that puppies in the 4-6 month age, are consistently being returned due to a lack of training. Those that were adopted at 8-12 weeks that are no longer small and may have not had proper training at an earlier age making them more difficult to handle. If these owners were provided access to the proper training techniques with an animal trainer, these animals may not have developed the habits that caused them to be returned to the shelter. We would be looking to be able to offer training courses for small puppies that are adopted through our shelter and prevent these behaviors before they arise.

One tool we currently use to help prevent the return of an animal is to hold a playdate/meet and greet with all other dogs in the home so that we can see if there are potential issues with the pairing. Currently we utilize our outdoor dog park to hold these meetings. Weather can often hold back our ability to conduct these in the open space of our dog park, often forcing us to use our much smaller/stressful area in the attic of our building. This area has the tendency to have the adopters current dog very stressed from all the smells and sounds within the shelter. If we had a proper facility & program we believe more of these interactions would end positively due to the lower stress levels of all the animals involved.

Aside from the impact that a behavior facility & program would have on our return rates, it would also enhance the capacity within our staff to address known, unwanted behaviors which would increase the adoptability of the animals in our care.

- **Research other K9 Behavior & Enrichment Departments across North America.** Identify best practices, successes, struggles and failures to ensure a solid business case can be developed.
- **Dog Walking Protocols:** research, develop and implement a volunteer training program for volunteer dog walkers.
- **Identify Resource Requirements.** Identify and budget all resources required for the project and implementation of the plan.
- **Humane Canada Standards for Shelter Management.** Research and ensure incorporation of all Humane Canada Shelter Standards.
- **Phases of development/implementation.** Create a phased approach to this project with clear timelines and milestones for achievement identifying the development phase, pilot phase, and implementation phase.
- **Training Requirements.** Identify required and optional training needed for staff to ensure a consistent and thorough program.
- **Documentation.** All activities, research, planning, and project related documents are to be maintained and provided as a historical record to the FMSPCA. All work completed on this project will be the property of the FMSPCA.

5.3 Deliverables

- **Background & Research.**
 - Summary of research identifying best practices, standards, and evidence of benefits.
- **Program Logic Model & Proposal.**
 - A specific format will be required and assistance will be given from FMSPCA ED.
- **Pilot Program**
 - Pilot Program plan – timelines and resources necessary.
- **Program Evaluation:** design and implement a pilot evaluation and revision schedule.
- **Program Implementation:**
 - Develop a full post pilot program implementation plan.

5.4 Confidentiality and Ownership of the Work

All proposals received will be treated as confidential. Work produced under any contract pursuant to this request for proposal shall become the property of FMSPCA and shall not be used by others without the permission of FMSPCA.

6.0 Proposed Timelines

March 1, 2019: RFP Release

April 1, 2019: RFP Questions to be submissions deadline

May 1, 2019: Proposals Due to Executive Director

May 15, 2019: Contract Award

June 1, 2019: Effective Contract Start – all other time lines to be determined in proposal and Negotiations.