

Scope of Work – Animal Control and Sheltering Services

1. Purpose and Intent

This Integrated Scope of Work consolidates and incorporates all service requirements contained in the City of Clearlake's prior contract with North Bay Animal Services and the newly prepared Scope of Work. The intent is to ensure no reduction in service, authority, or responsibility, while modernizing performance expectations, reporting, and governance. This Scope of Work represents the full and complete minimum service obligations of the Contractor.

2. Term and Exclusivity

- Contractor shall serve as the exclusive provider of animal care, control, and sheltering services within City limits.
- Initial contract term of one (1) year beginning February 7, 2026.
- Up to two (2) optional one-year extensions at the City's discretion.

3. General Operational Requirements

- Provide all personnel, supervision, vehicles, equipment, facilities, supplies, medications, fuel, and incidentals.
- Maintain a public phone number staffed seven (7) days per week during business hours.
- Maintain a 24-hour after-hours emergency contact number for City call-outs.
- Maintain a publicly accessible website with City-dedicated content.
- Accept, investigate, and document complaints regarding services or staff conduct.
- Maintain animal management software and complete activity records.
- Provide monthly reports, annual reports, and ad hoc reports upon City request.
- Comply with Public Records Act response timelines.
- Attend meetings as directed by the City and coordinate with CPD and Public Health.

4. Animal Shelter Operations

- Operate and manage the City animal shelter located at 6820 Old Highway 53, Clearlake, in as-is condition.
- Staff shelter seven (7) days per week for animal care.
- Maintain public hours as approved by the City.
- Provide humane housing, feeding, cleaning, and enrichment.
- Follow either UC Davis Shelter Medicine or American Shelter Veterinarians (ASV) or a comparable standard for care and cleaning protocols.
- Maintain isolation and quarantine areas to control disease.
- Manage shelter census to maintain capacity and public safety.
- Provide veterinary and behavioral services, including rabies vaccination.
- Hold animals for legally required holding periods.
- Operate adoption, foster, and volunteer programs.

- Animals shall only be transferred to other certified facilities.
- Ensure animals are spayed/neutered, microchipped, and vaccinated prior to adoption.
- Conduct low-cost rabies vaccination and spay/neuter events as funding allows.
- Conduct community adoption and outreach events.
- Perform humane euthanasia in compliance with State law.

5. Field Animal Control Services

- Provide animal control officer staffing seven (7) days per week.
- Patrol and respond to dispatched calls for service.
- Respond to emergency calls within thirty (30) minutes at least 95% of the time.
- Respond to non-emergency calls within twenty-four (24) hours at least 90% of the time.
- Respond to after-hours emergency call-outs within sixty (60) minutes.
- Investigate animal bites and submit required Title 17 reports.
- Investigate animal cruelty, abuse, and neglect in coordination with law enforcement.
- Investigate nuisance animal complaints and abatement petitions.
- Enforce local, state, and federal animal-related laws.
- Issue warnings and administrative citations.
- Impound animals running at large or posing risk.
- Return animals to owners when appropriate.
- Remove and dispose of deceased animals from City streets.
- Provide wildlife-related response as appropriate.
- Assist shelter operations including animal transport.
- Support City during police actions, search warrants, and emergencies.
- Provide disaster and emergency animal response services.

6. Licensing, Hearings, and Enforcement

- Administer the City dog licensing program, including transition from prior vendors.
- Provide licensing via online, mail, and in-person methods.
- Coordinate with local veterinarians regarding licensing compliance.
- Coordinate and manage dangerous and nuisance animal hearings.
- Prepare, serve, and track hearing notices and disposition letters.
- Track compliance with hearing outcomes.
- Ensure animal control officers meet State training and certification requirements.
- Provide documentation of officer qualifications upon City request.

7. Community Engagement and Education

- Operate foster and volunteer programs.
- Participate in community events and informational presentations.
- Provide educational materials for City distribution.
- Maintain and service City Hall animal services drop boxes.
- Promote responsible pet ownership and animal welfare.

8. Facilities and Vehicles

- Utilize City-provided shelter facilities consistent with contract terms.
- Perform minor facility repairs and report maintenance issues.
- Pay utilities as required by agreement.
- Utilize City-provided animal control vehicles under City policies.
- Maintain vehicles, fuel, and minor repairs; report damage promptly.

9. Performance Metrics and Reporting

- Meet or exceed all response time and service performance standards.
- Submit monthly activity reports.
- Present an adoptable dog and activity reports to the City Council monthly.
- Submit Annual Performance Report by January 31 covering prior calendar year.

10. Annual Performance Evaluation

- Participate in an Annual Performance Evaluation.
- Evaluation conducted by the Mayor (or designee), City Manager, and one independent industry representative.
- Evaluation based on the approved performance scorecard.
- Completed evaluation included with the Annual Performance Report.
- Annual Report and evaluation presented to City Council in February for policy-level review.

11. Oversight, Records, and Transition

- Cooperate with City audits, inspections, and verification requests.
- Provide all service-related records upon request or upon contract termination.
- Cooperate in good faith during any contract transition.