SUBJECT: ALACHUA COUNTY CONTRACT #13861 – ANIMAL LICENSING SERVICES

BID #: PSC-0388-24 **OPEN DATE:** N/A

GENERAL GOVERNMENT AWARDS COMMITTEE

KIND AND BASIS OF CONTRACT: PIGGYBACK CONTRACT- FROM DATE OF EXECUTED CONTRACT THROUGH SEPTEMBER 30, 2025, WITH TWO (2) TWO (2) YEAR RENEWAL OPTIONS

AGENCY: ANIMAL CARE AND PROTECTIVE SERVICES

BASIS OF AWARD: PER **CONTRACT #13861**

NUMBER OF BIDS INVITED: N/A **NUMBER RECEIVED**: N/A **OTHER:** N/A

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to piggyback ALACHUA COUNTY CONTRACT #13861 with PetData, Inc., for Animal Licensing Services for Animal Care and Protective Services Division. Period of Service will be from date of executed contract through September 30, 2025, with two (2) one (1) year renewal options. The total not-to-exceed expenditure amount for the period is $900,000.00.

Funding Source: 00111.172101.346400.000000.00000000.00000.0000000 to be executed by formal contract through the the Office of General Council and processed by Purchase Order Release(s)

Attachments: Agency Memo, Contract #13861, Certificate of Liability Insurance

BUYER: _____ **RESPECTFULLY SUBMITTED** _____
OLIVE WALLACE-COHEN DUSTIN FREEMAN, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: **Thomas Waters, Director, Neighborhoods Department**

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

City of Jacksonville, Florida

Donna Deegan, Mayor

A NEW DAY.

Neighborhoods Department
Animal Care & Protective Services Division
2020 Forest Street
Jacksonville, Florida 32204
(904) 630-CITY (2489)
www.coj.net

MEMORANDUM

DATE:	**March 28, 2024**
TO:	**Dustin Freeman, Chief** **Procurement Division**
THROUGH:	**Thomas Waters, Director** **Neighborhoods Department**
FROM:	**Daniel Nasr, Finance Manager** **Neighborhoods Department**
SUBJECT:	**Request to Piggyback Alachua County Contract No. 13861 with PetData**

The Neighborhoods Department on behalf of the Animal Care and Protective Services Division (ACPS) respectfully requests approval to piggyback off Alachua County contract No. 13861 with PetData to outsource the pet licensing process. The period of service will be from the implementation date through September 30, 2025. In addition, the county will have the option to extend the term for a period of up to two (2) years. Not to exceed $900,000.00.

Funding Source: 00111.172101.346400.000000.00000000.00000.0000000

Thank you for your consideration of our request. Please let me know if you have any additional questions.

Attachments: (1) PetData proposal

(2) County of Alachua and PetData contract no. 13861

APPROVED
By Kevin at 1:31 pm, Feb 02, 2024

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 02/01/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
StateFarm
Mike Baker
2100 Valley View Ln Ste 425
Dallas, TX 75234

CONTACT NAME: Jen Wierzba
PHONE (A/C, No, Ext): 214-780-0900 FAX (A/C, No): 214-780-0909
E-MAIL ADDRESS: jen.wierzba.m5je@statefarm.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : State Farm Lloyds	43419
INSURER B : State Farm Fire and Casualty Company	25143
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
PetData Inc
PO Box 141929
Irving, TX 75014

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADD'L INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	[X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: [X] POLICY [ ] PRO-JECT [ ] LOC [ ] OTHER:	Y	Y	93-TV-3354-6	11/13/2023	11/13/2024	EACH OCCURRENCE	$ 2,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							MED EXP (Any one person)	$ 5,000
							PERSONAL & ADV INJURY	$ 2,000,000
							GENERAL AGGREGATE	$ 4,000,000
							PRODUCTS - COMP/OP AGG	$ 4,000,000
								$
	AUTOMOBILE LIABILITY [ ] ANY AUTO [ ] OWNED AUTOS ONLY [ ] SCHEDULED AUTOS [ ] HIRED AUTOS ONLY [ ] NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident)	$
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
	[ ] UMBRELLA LIAB [ ] OCCUR [ ] EXCESS LIAB [ ] CLAIMS-MADE [ ] DED [ ] RETENTION $						EACH OCCURRENCE	$
							AGGREGATE	$
								$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N [ ] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	Y	93-G4-G934-2	07/11/2023	07/11/2024	[X] PER STATUTE [ ] OTH-ER	$
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

City of Jacksonville, its members, officials, officers, employees, and agents are listed as additional insurance on the GL policy.
PetData Inc doesn't own any vehicles therefore is ineligible for auto insurance.

CERTIFICATE HOLDER

City of Jacksonville (Attention: Chief of Risk Management)
117 W Duval St, Ste 335
Jacksonville, FL 32202

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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6.1 Letter of Interest

March 29, 2023

Alachua County Purchasing Department
Mandy Mullins, Procurement Agent I
Procurement Department – County Administration Building
12 SE 1st Street, 3rd Floor
Gainesville, FL 32601

Dear Ms. Mullins:

PetData, Inc.®, a corporation in the State of Texas, is responding to your Request for Proposal Animal Licensing Services RFP 24-91-MM.

All Addenda are acknowledged. All terms and conditions of this RFP are also understood and acknowledged. Accordingly, I, as President and CEO, and Marilee Seay, as Vice-President and Secretary, are authorized to represent PetData in negotiations and commit the company to the terms of this proposal.

In 1994, PetData originated the concept of providing animal licensing to municipalities throughout the United States. PetData understands that sustainable growth for an animal licensing program requires an operating model anchored around the municipalities and pet owners we serve. Therefore, our only line of business is animal licensing, and we have been operating continuously for nearly 30 years. With PetData, Pet owners may license through the mail, at county-approved locations, or online via PetLicense℠.

PetData will furnish all labor, materials, supplies, and other components necessary to provide pet licensing services for Alachua County. PetData's animal licensing service includes:

- Online licensing via PetLicense℠.
- Centralized pet tag distribution.
- Inventory control services.
- Access to PetData's PetAccess℠ portal.
- Multiple purchasing options for pet owners.
- Collection of donations with purchase of pet license.
- Found pet tag look-up.
- Renewal, billing, and reminder notices.

PetData will also handle all administrative duties for Alachua County's Animal Licensing Services as a full-service provider. Our staff is responsible for processing applications for animal licenses, including collecting, entering, and validating information, mailing licenses to citizens, and tracking license expiration dates. We enter all licensing data into our proprietary system, including licensing information, license tag number, vaccination status, and altered status of animals. This process allows for the control and monitoring of

records and dramatically reduces entry errors. Data accuracy is of the utmost importance for consistent records. Our staff visually reviews all licensing applications, payment information, and documentation received, and each record goes through an extensive audit process before posting in our system.

PetData staff further provide customer service by phone, email, and online through our customized website. The website answers the most common questions about pet licensing, such as the license fees, mailing address, and required paperwork. In addition, feedback forms are available for citizens to submit changes of address, phone number, and the status of their pet or to ask us other questions. In addition, PetData will provide, at no additional cost, training as needed for ACAR staff, veterinary clinic administrators, and other personnel as deemed in the County's best interest. Training may be in person or virtual.

PetData also provides, at no additional cost, online access to licensing data 24 hours a day, seven days a week, via PetAccess, our proprietary system. There is no additional cost and no per-user or per-seat fee for PetAccess. This secure, easy-to-use, browser-based application ensures that authorized County personnel can access licensing data in a timely manner.

Since 1994, PetData has actively promoted community awareness for our clients, and to date, we have processed more than $2 million in donations on behalf of our clients. These donated funds are always passed back whole to the County without any fee or percentage removed.

Finally, PetData agrees that animal licensing data always belongs to Alachua County and that at no point does PetData ever own the data. PetData will not use personal data collected on behalf of the County for any purpose other than those described in the Scope of Services unless specifically directed by the County. Furthermore, PetData agrees that it will never sell, transfer, or release personal data it has collected in fulfilling the terms of this contract to a third party.

Sincerely,

Chris Richey, President & CEO

Chris Richey, President & CEO
Tel: 214-821-3100 x515 • Fax: 214-821-3106
Email: crichey@petdata.com

Alt. Contact: Marilee Seay, Vice President & COO
Tel: 214-821-3100, x516 • Fax: 214-821-3106
Email: mseay@petdata.com

6.2 Project Understanding and Approach

Consultants should include a narrative necessary to show their understanding of the scope and objectives to be performed in this project. The Consultant should describe the approach to the provision of services as required herein and the specific work plan to be employed to implement it. Indicate how this project will fit into the total workload of the Consultant during the project period.

5.1. Project Overview

Alachua County wishes to retain companies to provide comprehensive licensing and missing pet recovery services, customer service to pet parents, collecting payments for yearly registration, sending reminders to pet parents to purchase yearly registration, and supply the pet parents and Veterinarians with Smart Tags to promote lost pet recovery in support of Alachua County Animal Resources (ACAR). These services may require expertise in the areas of Licensing Compliance, technology, customer service and lost pet recovery services. This Request for Proposal is for a contract between Alachua County and the Company for comprehensive Licensing services.

Comprehensive Licensing

We believe pet licensing should be easy for both pet owners and the communities we serve. We know that successful animal licensing programs do not have a one-size-fits-all approach. PetData focuses solely on animal licensing, and collectively our employees have over 300 years of experience devoted exclusively to animal licensing.

PetData will work with ACAR to provide enhanced or expanded services that can be used to help the County increase licensing compliance. PetData will provide customer service via phone, email and website, and collect payments for pet registrations via mail, online registration and offsite tag sales partners. In addition, PetData will track sales results and update Alachua County's animal licensing program as needed.

Since PetData's founding, 91% of PetData's contracts with clients have been renewed, and more than 25% of our clients have been with us for over ten years. In addition, since 1994 PetData has actively promoted community awareness for our clients, and to date, we have processed more than $2 million in donations on behalf of our clients. Donated funds are always passed back whole to the County without any fee or percentage removed.

Missing Pet Recovery Services

PetData believes the best way for a lost pet to find their way home is to provide pet owners and finders with multiple options to help reunite a family. As part of our licensing service, PetData provides a public tag search to look up a found pet by tag number. The search returns the owners last name, a brief breed description, and the phone number the pet owner has provided. This service is optional for Alachua County and may be turned on upon request. Pet owners may opt out of the public search.

In addition to PetData's public tag search, PetData supports PetcoLoveLost, and will link directly to ACAR's PetcoLoveLost page. Tag search and PetcoLoveLost are available 24/7. PetHub also offers a lost pet service, and should the County begin using PetHub tags, PetData will also link to their free lost and found service.

Supplying Pet Parents and Veterinarians with Smart Tags to Promote Lost Pet Recovery

While PetData does not require our clients to use tags from a specific vendor, we fully support ACAR establishing a relationship with PetHub. PetHub works with PetData and provides a wide range of tools to help increase licensing compliance. PetHub has customizable marketing offerings to help PetData and Alachua County promote their pet license program in the most optimal way for the community. Pet parents can also opt to expand the power of their pet's PetHub tag through paid membership, gaining access to helpful articles, tips, and discounts to pet supplies. However, paid membership is not required. PetData and PetHub have an Agreement that provides for special pricing to PetData clients who use PetHub tags. PetData does not receive any commission or payment of any kind from PetHub, nor does PetData share any animal licensing data with PetHub.

Alachua County will purchase license tags and have them shipped directly to PetData's offices from the tag manufacturer. PetData manages over 1 million tags for our clients each year. When tags arrive at PetData's office, we log and enter them into our proprietary system. PetData staff then distribute tags to all County-approved sales locations. PetData will also keep Alachua County tag inventory on hand so we can distribute tags to pet owners via mail for those pet owners who choose to license online or via postal mail. Our tag distribution and inventory process allow us to know where individual sequences of tags are at any time.

PetData Expertise

Technology

PetData's technical expertise in pet licensing is unmatched. PetData has developed its own proprietary database solution developed specifically to manage all aspects of the licensing process. TAILS 3.0 is based on a powerful client-server database platform, and all pet licensing data is stored in this application. This proprietary solution has the necessary flexibility for customization to meet the specific needs of Alachua County, while also providing a standard data architecture for all licensing data.

Data Integrity

We currently manage over 10 million active records on behalf of our clients. We do not allow external data sources, such as veterinary clinics or ACAR, to enter directly into our system. Instead, PetData staff enter all data into our proprietary system. This allows for complete control and monitoring of records, and greatly reduces entry errors. Data accuracy is of the utmost importance for consistent records. PetData takes on the responsibility for entering the license data using our own staff so that records can be matched to existing records and data can be handled in a consistent manner, subject

to validations in the software as well as specific entry procedures for trained staff members. Allowing pet owners or authorized registrars to enter data directly into PetData's system would greatly increase the risk of database errors such as duplicate records, misspelled addresses, and inaccurate information. For these reasons, based on nearly 30 years of experience, we believe our structure to be the most accurate method to process licensing data. In addition, eliminating external entry means there is no training required to use PetData's service.

Advanced Record Matching
PetData's system performs multiple levels of consistency checks for entered and imported data to ensure enforcement of Alachua County business rules. Our staff then review all licensing applications, payment information, and documentation received, and each record goes through an extensive audit process before posting in our system.

Data Privacy and Protection
PetData believes best industry practices should always prohibit vendors from utilizing rabies vaccination or licensing data for any purpose other than administering the County's pet licensing program. PetData never sells, rents, or uses data collected for any purpose other than administration of our client's animal licensing programs. PetData has never been involved in any civil or criminal litigation, nor are there any civil or criminal litigations cases pending. PetData follows all local, state, and federal laws regarding animal licensing and use of rabies vaccination data.

Data Security & Confidentiality
PetData backs up all databases continuously during the working day. Nightly, all databases and key systems are backed up to high-capacity RAID storage. Client data is also copied to redundant secure cloud-based storage in US data centers. This backup configuration allows for recovery of the complete licensing database even in the event of a major failure or severe damage to our facilities. PetData does not collect or store sensitive personally identifiable information.

Scope of Services
PetData agrees to provide services as listed in the Scope of Services below. We will mail renewal notices to follow State of Florida Statute 828.28 and Alachua County ordinance. All other timeframes are typically processed in business days rather than calendar days.

5.2. Scope
To provide animal licensing services including, but not limited to the processing and issuing of Alachua County Animal Resources (ACAR) license tags. The license tag fee structure is established by Alachua County Code of Ordinances, Chapter 72 Animal Control, Section 40.

5.3. Contractor's Responsibility
The CONTRACTOR shall be qualified and experienced in providing the animal licensing service. The services are to be performed by the Contractor in its own facility. Services are to be performed in a professional manner and a fixed fee shall be established for each license tag processed.

A. Licensing and Remittance

1. ***Contractor shall be accountable and shall assume all costs of shipping animal license supplies (tags, certificate books, return mailers) to the pet owners and participating veterinarians.*** PetData will assume all costs of shipping animal license tags to the pet owners and to authorized County registrars including veterinarians. In addition, PetData's

service includes providing authorized tag sales locations with supplies and support needed for issuing license tags directly to their clients.

2. ***Mail renewal notices to pet owners so as to be in compliance with State of Florida Statute 828.28 at least 45 days prior to licensure renewal deadline. The notice must contain information describing the licensing requirements and any associated penalties.*** PetData agrees to follow Florida Statutes Section 828.30 regarding notifying licensees at least 45 days prior to the expiration of each license period. Second notices, including any applicable late fees, shall be sent to pet owners if there is no payment received within 30 days.

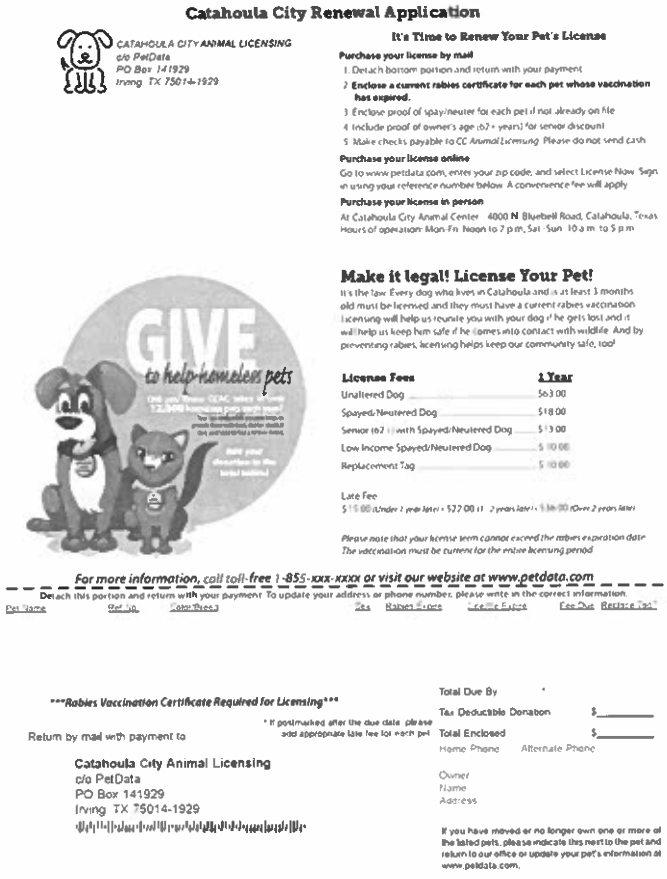
3. ***Contractor shall use ACAR licensing data found in its Animal Services database plus information input into the Animal Services database by the Contractor. Renewal notices shall include animal and owner information, license expiration date, vaccination requirements (if any), and instruction on ways to remit payment. Second notices, include a late fee (if applicable), shall be sent to pet owners if there is no payment received within thirty (30) days. Costs of the postage and renewal notices shall be borne by the Contractor.***

Before the expiration of a license, PetData sends a renewal notice to pet owners who have previously licensed their pet. Second notices are then mailed on an agreed-upon schedule if there has been no response to the first notice.

Printed renewal notices include:

- ☐ animal and owner information,
- ☐ license expiration date,
- ☐ vaccination requirements (if any), and
- ☐ instruction on ways to remit payment.

Billing notices are mailed to pet owners who have not previously licensed their pets based on the rabies vaccination reports submitted by veterinary clinics. A second notice is sent if the pet owner does not respond to the first notice.


Catahoula City Renewal Application

CATAHOULA CITY ANIMAL LICENSING
c/o PetData
PO Box 141929
Irving TX 75014-1929

It's Time to Renew Your Pet's License

Purchase your license by mail
1. Detach bottom portion and return with your payment
2. Enclose a current rabies certificate for each pet whose vaccination has expired.
3. Enclose proof of spay/neuter for each pet if not already on file
4. Include proof of owner's age (62+ years) for senior discount
5. Make checks payable to CC Animal Licensing. Please do not send cash

Purchase your license online
Go to www.petdata.com, enter your zip code, and select License Now. Sign in using your reference number below. A convenience fee will apply

Purchase your license in person
At Catahoula City Animal Center 4000 N Bluebell Road, Catahoula, Texas
Hours of operation: Mon-Fri Noon to 7 p.m., Sat-Sun 10 a.m. to 5 p.m.

GIVE to help homeless pets

Make it legal! License Your Pet!
It's the law. Every dog who lives in Catahoula and is at least 3 months old must be licensed and they must have a current rabies vaccination. Licensing will help us reunite you with your dog if he gets lost and it will help us keep him safe if he comes into contact with wildlife. And by preventing rabies, licensing helps keep our community safe, too!

License Fees	1 Year
Unaltered Dog	$63.00
Spayed/Neutered Dog	$18.00
Senior (62+) with Spayed/Neutered Dog	$13.00
Low Income Spayed/Neutered Dog	$10.00
Replacement Tag	$10.00

Late Fee
$15.00 (Under 1 year late) • $27.00 (1-2 years late) • $36.00 (Over 2 years late)

Please note that your license term cannot exceed the rabies expiration date. The vaccination must be current for the entire licensing period.

For more information, call toll-free 1-855-xxx-xxxx or visit our website at www.petdata.com

Detach this portion and return with your payment. To update your address or phone number, please write in the correct information.

Pet Name | Ref No. | Color/Breed | Sex | Rabies Expire | License Expire | Fee Due | Rabies Tag?

Rabies Vaccination Certificate Required for Licensing

* If postmarked after the due date, please add appropriate late fee for each pet

Return by mail with payment to

Catahoula City Animal Licensing
c/o PetData
PO Box 141929
Irving TX 75014-1929

Total Due By *
Tax Deductible Donation $_____
Total Enclosed $_____
Home Phone Alternate Phone

Owner
Name
Address

If you have moved or no longer own one or more of the listed pets, please indicate this next to the pet and return to our office or update your pet's information at www.petdata.com.

4. ***Enter all new and renewal licenses and corresponding payment information into ACAR approved, dedicated database daily. Contractor's database shall reflect all required information as indicated in the Scope of Work/Services. This database must be***

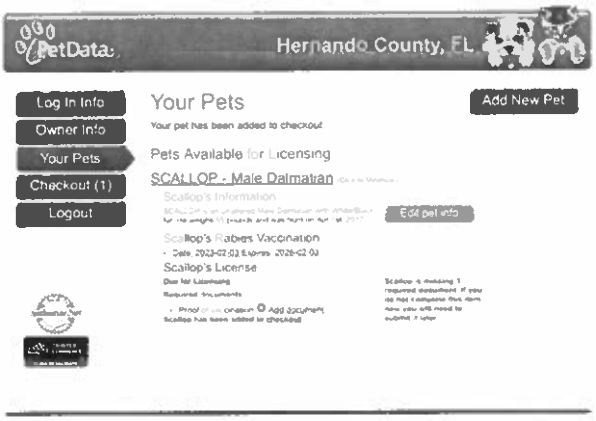
compatible with the ACAR database and shall be provided by the Contractor. PetData's proprietary system captures all data associated with license applications, applicants, pets, veterinarians, and payments; all data associated with tracking renewal reminders issued, licenses expired and license renewals; and audit trail information associated with inquiry and update events associated with electronic records and data, and other events (e.g. application submitted; renewal notice issued to a pet owner).

PetData provides an API at no cost that allows for transfer of licensing data back to Alachua County. PetData's system can access external and remote data sources through industry-standard ODBC connectivity, as well as data import and export. Supported data formats include, but are not limited to, XML, delimited text, DBF, and SQL dump. This capability facilitates the development of gateways between our system and shelter management packages.

1. ***Establish an internet portal so that pet owners may pay online by credit card. Issue a "proof of payment" verification/verification number to owners who choose to pay online.*** PetData provides pet owners with the option to pay for a license online at our web site via **PetLicense℠ Online Licensing**. PetData accepts all major credit cards, and there is no fee to the County for this service. Multiple pets may be licensed per transaction.

Over 1.4 million licenses have been processed via our secure online system. Pet owners are not required to license online, and they are not required to create an online account with PetData if they are licensing by another method.

To ensure data integrity, Alachua County's business rules for fees and requirements are coded into PetLicense. A convenience fee is charged to the citizen per transaction to help defray PetData's cost of providing this option. Both new and renewal licenses may be purchased online via PetLicense. All County-required documents may be uploaded at the time of payment, but uploading documents is not necessary. If a pet owner is unable to upload a document at the time of payment, instructions are provided to submit the documentation via email, postal mail, or fax. PetData does not issue the license until all documentation requirements are completed.



PetData staff visually verify all information submitted online, including rabies vaccination records, before a license is issued. Proof of payment verification along with a payment verification number is issued to owners who choose to pay online. Across all our clients, PetData has processed over 1.2 million licenses via our secure online portal.

PetData has been fully PA-DSS and PCI-DSS complaint since 2006. As part of our compliance, PetData does not store any personal credit card information at any time. PetData agrees to always remain in compliance with the Payment Card Industry Security Program. PetData's PCI Attestation of Compliance is available to the County upon request.

6. ***Process and mail license tags to pet owners within ten (10) days of receipt of payment of the license fee and complete required information as referenced in Attachment A to the Scope of Work/Services.*** PetData staff ensures all paperwork and fee requirements are met before a license is issued. PetData's guaranteed turnaround time for mailing licenses is 10 business days from the day the mail/completed registration is received until the time the tag is mailed. License processing may generate two different types of outgoing mailings depending on whether the application was complete or not: 1) A tag receipt is generated for each completed mail-in or online registration and mailed along with a license tag. 2) An exception letter is generated for each incomplete license. PetData staff enter the record in the database, the check is deposited, and a letter is mailed to the pet owner to instruct them on what is needed to complete their license. PetData staff will not issue a license is until all requirements have been met.

7. ***Deposit bank revenue collected for license fees on a daily basis into a bank account as designated by Alachua County.*** PetData staff deposit license fees on a daily basis. To provide the highest level of accountability and customer service both to the County and to citizens, PetData scans and images all checks and money orders it receives. PetData utilizes these images to verify license payments, to balance and reconcile deposited funds, and to provide excellent customer service to pet owners.

   We offer two banking options to our clients:

   a) PetData deposits all receipts collected for license fees, with the exception of those payments made via credit card, into a County-owned bank account either at a local branch in Dallas, TX (such as Chase, Bank of America, or Wells Fargo, etc.), or via electronic deposit such as image cash letter, to a bank specified by the County

(County Account). Any mailing expenses associated with sending overnight deposits are borne by County. The County provides deposit slips and an endorsement stamp for in-person branch deposits. PetData can provide daily, weekly, or monthly deposit reports as needed by the County, and can customize reports to break out licensing funds by County's funding categories if needed. Within 15 business days of the end of the month, PetData submits an invoice with supporting reports showing the license activity for the prior month.

b) PetData deposits all receipts collected for license fees into a separate dedicated and segregated checking account at PetData's bank (Maintained Account). This account is set up solely for the purpose of collecting County license fees. No other monies are deposited into this account, and bank account fees are charged to the County. Within 15 business days of the end of the month, PetData submits licensing reports to the County in addition to a balance sheet. The balance sheet shows the gross revenues collected, less fees to PetData and banking fees, and shows the net revenue that is sent back to the County in the form of a check. PetData can also provide copies of the bank statement and check register monthly or upon request.

8. ***Contractor shall make necessary changes in the database, upon approval by ACAR and forward these changes daily.*** PetData staff update addresses, owner and pet information, and license status on a regular basis including critical information, such as if a pet is deceased or the ownership of the pet changes. In addition, PetData utilizes USPS CASS address validation and NCOA updates. Addresses are processed real time during data entry to ensure accuracy of address information, and addresses are then further verified against the USPS NCOA Move Database to maximize deliverability of mailings.

ACAR will have online access to licensing data 24 hours a day, seven days a week via PetAccess, PetData's proprietary system. There is no additional cost, and no per-user or per-seat fee for PetAccess. PetAccess is read-only, and PetData staff make modifications to records as PetAccess requests arrive. Pet owners may also submit updates to their address and pet status by visiting petdata.com/ACAR or contacting PetData by phone. Updated records post each business night.

ACAR staff also have the option to record sales into their existing shelter software system and provide regularly scheduled data files which are imported to PetData's database. PetData's animal licensing service is compatible with Chameleon software, and we have partnered with shelters using Chameleon since 2003.

B. ***Licenses sold directly by Alachua County shall be exempt from all fees charged by the Contractor.*** PetData is typically paid for all licenses issued during the contract period, including those licenses issued over the counter by the County and by any authorized partners, registrars, or agents. For Alachua County, PetData agrees to waive license fees for licenses sold at ACAR.

C. ***Veterinarians***

1. ***Veterinarians submit their license tag certificates on a monthly basis. Contractor shall receive and enter the veterinarians' license tag information (pet owner, pet info, medical info) within five (5) days of receipt. Veterinarians may submit rabies vaccination certificates***

in their own format provided all required ACAR' information is on the certificate. Deposits shall be made in identical fashion as described under Licensing and Remittance above. PetData staff then enters all license and rabies vaccination data received from sales locations into our proprietary system, which allows for control and monitoring of records and dramatically reduces entry errors. Data accuracy is of the utmost importance for consistent records. PetData staff will enter licensing information from veterinary clinics within 15 business days of receipt. Each clinic is assigned a code, and sales are broken out by location. Veterinary clinic sales batches are expected to take a little more time than individual customer payments as tag numbers and payments need to be reconciled. Because PetData tracks tag inventory, tag number problems can be identified during the entry process, and PetData follows up with the clinic to verify or correct the records as needed. PetData is responsible for entering the license data using our own trained staff members to match records to existing records so that data is handled consistently, subject to validations in the software and the specific entry procedures.

2. ***Contractor shall provide all necessary license tags to veterinarians.*** PetData agrees to furnish County-supplied tags to veterinarians.

3. ***Contractor shall notify ACAR of veterinarians' offices that are selling licenses, but not sending in the correct payment or no payment at all.*** As part of our full-service program, PetData handles all tracking, reconciling, and reports on tag sales from veterinary clinics. The clinics report sales and license information to PetData, and our staff enter the data, reconcile the tag sales, and deposit funds on behalf of the County. PetData will work directly with veterinary clinics to ensure correct payment is submitted and we will notify ACAR when veterinary offices are not responsive.

4. ***If veterinarians are selling the license tags but not submitting the correct payment, the awarded Contractor shall create and submit a monthly invoice to the veterinarian's office requiring immediate payment, including any applicable late fees.*** PetData will invoice veterinary clinics for correct payment as needed.

- ***Contractor shall be responsible for collecting all unissued tags from the veterinarians at the end of the calendar year. If the veterinarians cannot provide or account for the unused tags, the Contractor shall bill the veterinarians for the missing tags at the ACAR' current fee of $10.00 for per tag (ACAR will notify Contractor of change in fee).*** PetData staff manages tag inventory for all sales locations and will collect unsold tags at the end of the year. Should veterinary clinics not return unused tags, PetData will invoice veterinary clinics for correct payment as needed.

5. ***Some veterinarians may provide rabies vaccinations, but choose not to sell the license tags. The Contractor shall enter all information (pet owner, pet info, medical info) and issue a license tag notice to the pet owner within ten (10) days of receipt of a non-tag certificate. The Contractor shall provide to ACAR for approval the wording and information on the notice that is to be mailed to the pet owner.*** Veterinarians are encouraged to submit rabies vaccination data directly to PetData. Rabies vaccination data may be submitted in electronic format via email, or certificates can be scanned and emailed, faxed, or sent via postal mail. PetData staff enter all vaccination records into our proprietary system and match vaccination records with existing complete and incomplete license records to prevent duplication. Billing notices are mailed to pet owners who have not previously licensed their pets based on the

rabies vaccination reports submitted by veterinary clinics. A second notice is sent if the pet owner does not respond to the first notice. The first billing notice is sent within thirty days of posting a non-tag certificate. PetData bears the costs of the postage, printing, and envelopes for all renewal/billing notices. Alachua County has full approval on the text of all notices.

6. ***There shall be no charge to the veterinarians for any assistance provided by the Contractor.*** PetData provides, at no charge, full support for veterinarians. In addition, PetData provides licensing supplies at no cost to veterinary clinics.

7. ***Any information collected regarding rabies vaccinations is exempt from public records and should be treated as such.*** PetData believes best industry practices should always prohibit vendors from utilizing rabies vaccination or licensing data for any purpose other than administering the County's animal licensing program. PetData follows all local, state, and federal laws regarding animal licensing and use of rabies vaccination data.

D. Reporting

1. ***All data entered by the Contractor shall be made available for download into ACAR database. Contractor shall provide up-to-date monthly reports to ACAR detailing all facets of ACAR' license tag program including, but not limited to the following: revenue collected, unpaid tag notices, veterinarian balances, tag inventories, year to date totals, and other reports as requested. The format of the reports shall be mutually agreed upon and shall be submitted within five (5) days of the end of each month.***

Licensing Summary Report – City Name, ST

Activity from 02/01/20 through 02/30/20

		1 Year			3 Year			Ferret	License	Replacement	Late		
Clinic	Clinic Name	Intact	Altered	Senior	Intact	Altered	Senior	License	Total	& Transfer	Fees	Donations	Excep
PetData Corporate													
PET900	PETDATA MAIL	413	3,251	351	40	636	48	0	4,739	49	22	522	359
PetData Corporate		$10,062.00	$32,033.00	$3,014.00	$2,322.00	$15,344.00	$1,056.0	$0.00	$63,831.00	$98.00	$330.00	$4,148.50	$3,710.00
PET901	PETDATA ONLINE	8	89	1	0	23	1	0	122	0	0	8	2
		$201.00	$926.00	$9.00	$0.00	$583.00	$23.00	$0.00	$1,742.00	$0.00	$0.00	$75.25	$35.00
Subtotal	*PetData Corporate*	*421*	*3,340*	*352*	*40*	*659*	*49*	*0*	*4,861*	*49*	*22*	*530*	*361*
		$10,263.00	*$32,959.00*	*$3,023.00*	*$2,322.00*	*$15,927.00*	*$1,079.0*	*$0.00*	*$65,573.00*	*$98.00*	*$330.00*	*$4,223.75*	*$3,745.00*
Municipal Locations													
PET800	ANIMAL SERVICES	64	105	2	0	0	0	0	171	0	0	0	0
		$1,570.00	$821.00	$19.00	$0.00	$0.00	$0.00	$0.00	$2,410.00	$0.00	$0.00	$0.00	$0.00
Subtotal	*Municipal Locations*	*64*	*105*	*2*	*0*	*0*	*0*	*0*	*171*	*0*	*0*	*0*	*0*
		$1,570.00	*$821.00*	*$19.00*	*$0.00*	*$0.00*	*$0.00*	*$0.00*	*$2,410.00*	*$0.00*	*$0.00*	*$0.00*	*$0.00*
TOTAL	REGISTRATIONS	485	3,445	354	40	659	49	0	5,032	49	22	530	361
		$11,833.00	$33,780.00	$3,042.00	$2,322.00	$15,927.00	$1,079.00	$0.00	$67,983.00	$98.00	$330.00	$4,223.75	$3,745.00

TOTAL REVENUE $76,379.75

PetData's service does not require ACAR to balance or reconcile license sales data. PetData works directly with sales locations such as veterinary offices, and they report monthly sales directly to PetData. Our staff deposit funds and balances and reconciles all license tag sales. Locations, including ACAR, typically report sales to PetData within 10 days after month-end. Then, by the 15th of each month for the prior month, PetData will submit to ACAR reports of all licenses processed during the preceding calendar month. This allows sufficient time for PetData's staff to balance, reconcile, and post license sales. The monthly Summary Report provided by PetData is detailed and totaled by the number of licenses sold in each payment category by PetData and County, including a breakdown of licenses sold by each location

(PetData online, PetData mail, ACAR over the counter, veterinary locations, and other approved County registrars).

The monthly report includes:

- total fees collected,
- total licenses sold in each category,
- total fees collected by PetData, and
- total fees collected by each authorized registrar.

In addition, standard reports PetData can provide include:

- tag inventory,
- daily deposit report with any required account or ledger coding, and
- Complete detail report for all monthly sales.

Custom reports PetData can provide include, but are not limited to:

- detailed donation report including donor name, pet name, donor address, amount, and payment type,
- detailed reports by jurisdiction, if County provides PetData with GIS data in agreed-upon format,
- New vs. Renewal licensing report, and
- Rabies vaccination report broken down by clinic.

2. ***Contractor shall provide a dedicated representative to respond to inquiries within one (1) business day.*** Support by phone or email is available Monday-Friday, 9 am to 6 pm Eastern for questions regarding pet licensing, PetLicense, and PetAccess. PetData's primary toll-free number and management contact information are provided to ACAR, and we provide an option on our phone menu for an animal control officer to immediately transfer to a customer service representative. In addition, PetData shall provide at least one dedicated Account Manager, as well as a secondary back up representative that will respond to ACAR requests within one business day.

Data Access via PetAccess℠ Secure On-line Portal

For ACAR Staff and authorized County staff, PetData provides on-line access to licensing data 24 hours a day, 7 days a week via PetAccess, our proprietary system. This secure, easy-to-use, browser-based application ensures that authorized ACAR and County personnel can access licensing data in a timely manner. PetAccess allows County staff to perform tag searches and look up licensing information in several ways, including by owner name, phone number, and address. In addition, wildcard searches are supported, and complete licensing history by owner and pet is viewable. Searches can also be done by microchip number, reference number, or Chameleon Person or Animal ID. Updates to the on-line system are made daily, and the system is available 24/7. PetData also has an API available that allows for transfer of licensing data back to ACAR.

pet access

My Account - Logout

PetData Demo (PET/demo) - Demo Location

HOME SEARCH

Update Owner Information

SMITH, MARGARET 2423711 (P0123456)

Street Address: 111 NW ELM ST #1G
KEY WEST, TX 11111-2222

Mailing Address: N/A

Senior: YES

Home Phone: (111) 222-3333

Work Phone:

Alt Phone:

Email:

Has the following 1 pet(s): Back to Search Results

Submit Pet Info Change Status Change Request

COCO CHANEL is a NEUTERED 18 yr old WHITE MALTESE DOG

Weight: 11 DOB: 10/01/2003 Microchip: 123456789 3740953 (A0654321)

LICENSE & VACCINATIONS: (1)

Print View

Current Tag #:
PET17-0010003 - Current

License Dates:
04/02/2017 - 03/01/2020

Amount Paid & License Type:
$30 for License - Senior 3Y+Repl + Donation ($2)
PET900 PetData Mail

Rabies Vaccination for License:
03/01/2017 - 03/01/2020, Tag #n/a
Lot: n/a

Vaccination Location:
PET001 Animal Medical Clinic
Vet License: n/a

Back to Search Results

Sample Data Record for Margaret Smith showing her P number and CoCo Chanel's A number.

SMITH, DORIS 2423721

Street Address: 111 NW ELM ST #2B
KEY WEST, TX 11111-2222

Mailing Address: N/A

Senior: YES

Home Phone: (111) 221-2221

Work Phone:

Alt Phone:

Email:

DORIS.SMITH@EINSTEINSEYES.COM

Has the following 3 pet(s): Back to Search Results

Submit Pet Info Change Status Change Request

GEORGE CLOONEY is a NEUTERED 4 yr old BLACK DOMESTIC MEDIUM HAIR CAT.

Weight: 0 DOB: 09/01/2017 Microchip: not on file 3742202

LICENSE & VACCINATIONS: (3)

Reference Number & Status
- Due - Pending Exception

Amount Due & License Type:
$10 based on License - Senior 1Y + Late Fee ($10)
* See prior record of incomplete License Application *

Rabies Vaccination for License:
01/01/2018 - 01/01/2021, Tag #A12345
Lot: 9A1234C123 BEHR Exp: 01/01/2019

Vaccination Location:
PET001 Animal Medical Clinic
Vet License: 9876

Hide History

Reference Number & Status
009326325 - Exception - Late

Submission Date:
02/01/2019

Amount Paid & License Type:
$8 for License - Senior 1Y
PET900 PetData Mail

Rabies Vaccination for License:
01/01/2018 - 01/01/2021, Tag #A12345
Lot: 9A1234C123 BEHR Exp: 01/01/2019

Vaccination Location:
PET001 Animal Medical Clinic
Vet License: 9876

Print View

Prior Tag #:
PET18-0010024 - Expired

License Dates:
03/02/2018 - 01/01/2019

Amount Paid & License Type:
$8 for License - Senior 1Y
PET900 PetData Mail

Rabies Vaccination for License:
01/01/2018 - 01/01/2021, Tag #A12345
Lot: 9A1234C123 BEHR Exp: 01/01/2019

Vaccination Location:
PET001 Animal Medical Clinic
Vet License: 9876

Sample Data Record for Doris Smith showing George Clooney's full rabies vaccination information.

pet access

My Account - Logout

PetData Demo (PET/demo) - Demo Location

HOME SEARCH

Search by Pet Owner

Last Name:

First Name:

Street #:

Street Name:

City:

Home Phone:

Breed:

Pet Name:

Search Tips

Clear Search

Search by

Search

Keyword

Search Tips

License Tag
Reference Number
Vaccination Tag
Microchip
Owner ID/Ref
Pet ID/Ref

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Unauthorized access is prohibited and all violators will be prosecuted to the fullest extent of the law. This includes criminal and civil prosecution, in state and federal courts. All traffic is logged and monitored for potential abuse.

A service of PetData

PetAccess Search Screen showing Identifier search options on right side of screen. Pet Owner search options on left side of screen are combinable and wild-card enabled.

E. *Customer Service*

1. ***Provide a dedicated toll free telephone number to the public, with a customized greeting for ACAR.*** PetData will provide a dedicated toll-free number for Alachua County, and our Customer Service staff will answer calls "Alachua County pet licensing." PetData employs highly trained customer service representatives available to answer calls from 9 am to 6 pm Eastern, Monday through Friday, excluding holidays. Our customer service representatives utilize PetData's customized Client Guide when assisting callers. The guide includes details for our client's individual license programs, including information such as "where can I license?" "I found a dog. What do I do?" and "Where is the animal shelter?" In addition, our customer service team can access a pet owner's complete information, including if their license is current or if they need to submit any paperwork, and what fees are due.

   We also provide a customized auto-attendant that answers common licensing questions at no additional cost. The auto-attendant is available with basic registration instructions 24 hours a day, seven days a week. Approximately 37% of all callers utilize this service during our regular work hours even though live operators are available.

   All our Customer Service Representatives are in our office in Dallas, Texas. Our highly sophisticated phone system has 46 phone lines, which virtually eliminates the possibility citizens will be greeted with a busy signal. Each call will be met with the quality it deserves. In addition to our full-time call center staff, we have a secondary group of employees signed into the queues. In case of a surge in calls, additional staff members are engaged to handle calls. PetData has customer service staff who are bilingual to handle Spanish-language calls during business hours. We can also create and provide Spanish-language forms at no additional cost.

   PetData also provides customer service online via our customized website. The website features answers to the most common questions about how to license a pet, such as the license fees, mailing address, and required paperwork. In addition, feedback forms are available for citizens to submit changes of address, phone number, and the status of their pet or to ask us other questions.

   The information provided to pet owners on PetData's customer service website can be updated by request, and County staff will have the opportunity to review and edit the content before going live. PetData can also customize client websites with global messages for temporary situations like a late fee waiver or other operational change. In addition, we are happy to work with ACAR on requests for custom content. PetData's website meets industry-standard accessibility levels and operates on all major browser platforms.

PetData's website is accessible and operational 24/7. Further, PetData agrees to notify the County regarding significant updates to client-facing applications. We employ best practices in change management. Scheduled maintenance on client-facing applications is performed outside regular business hours, typically between midnight and 4 am Central time.

2. ***Communicate with ACAR, veterinarians, and citizens by phone, mail, or email as needed.*** PetData will provide customer service by phone, email, or online via our customized website.

3. ***Respond to telephone, voice mail, fax, and email inquiries from ACAR, veterinarians and citizens within 24 hours, Monday through Friday, or no later than the next business day if received on a weekend or holiday.*** PetData will respond to phone, voicemail, fax, and email inquiries within one business day from receipt.

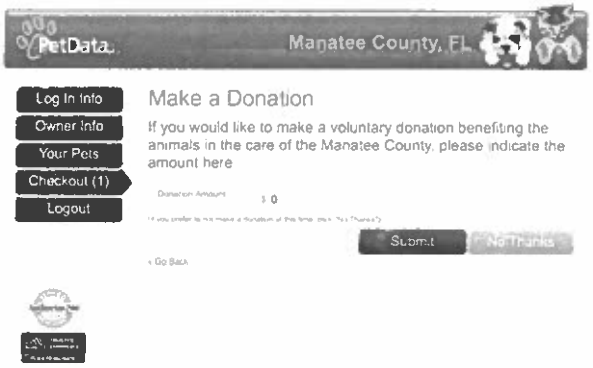
4. ***Conduct themselves in a professional and courteous manner when responding to inquiries from the public, veterinarians, and ACAR.*** PetData's customer service team are employees of PetData. Our staff are all located in our office in Dallas, TX and are continually trained to conduct themselves in a professional and courteous manner when responding to inquiries.

F. ***Credit Card Payments and Online Renewal***

1. ***Contractor shall establish and maintain a merchant account in order to accept credit card payments. Contractor shall be responsible for all fees and expenses associated with the merchant account.*** PetData will establish and maintain a merchant account to accept credit card payments. There is no fee to the County for this service. See A. 5 above for additional details.

G. ***Donations***

1. ***Contractor shall establish a means for citizens to make donations to Alachua County Pet Posse, a 501c3 nonprofit, at the time they purchase a pet license. Contractor shall remit donations as specified above in Licensing and Remittance, section G and shall not collect a fee for this service. Contractor shall issue a receipt to the donor. Donations shall be reported separately.***



Pet parents may donate to ACAR when they purchase their license online or by mail. Donations received are deposited in full to the County. PetData reports donations to ACAR, and the donor receives a receipt with their license tag.

H. Transfer of Contract/Data

1. ***Within five (5) days after end/termination of the contract, the Contractor shall return all ACAR' supplies and transfer all data which shall become the sole property of ACAR.***

   At contract end, PetData will complete processing for licenses sold through the end of the contract within 10 business days of termination, provided that all veterinary clinic sales through the end of the contract are submitted in a timely manner. The final data file will be sent to ACAR after PetData's final invoice is paid. Prior to the final data file, PetData can send an interim historical data file to aid in the transition process. Supplies and documents will be packed and shipped to ACAR at ACAR's expense as soon as reasonably possible after the end of work under the contract.

6.3 Consultant's Qualifications and Staff

Identify the Manager and key staff who would be directly assigned to this project. Provide resumes to include years of experience within the area of specialty, length of service with the Consultant and knowledge of local government.

Project Liaison and Team (resumes located in Section 6.4)

Marilee Seay, Vice President, and Chief Operating Officer has been with PetData since 1997. Marilee will serve as the primary liaison for Alachua County's animal licensing program. Marilee started with PetData in September 1997. In her current role as Chief Operations Officer, Marilee is very familiar with PetData's internal processes and has excelled at developing greater efficiencies. From PetData's third animal licensing client until today, she has either implemented or overseen the implementation of over 125 new clients, including all clients listed below. Each client has a different ordinance, structure and set of policies, and Marilee has gained a tremendous amount of experience working with various agencies and animal ordinances.

Chris Richey, President, and Chief Executive Officer founded PetData in 1997. He will serve as the alternate liaison for Alachua County's animal licensing program. His vision is that animal licensing should be easy for both municipalities, and for the community members they serve. Chris has an extensive background in Finance, and his financial insight ensures PetData's service is competitive and cost-effective for our clients. In addition, Chris also oversees our Account Management team.

Brian Campbell, Vice President, and Chief Technology Officer has been with PetData since 1997 and he has over 25 years of experience designing data management systems. He currently oversees PetData's entire information architecture. He designed and wrote The Animal Information Licensing System (TAILS), PetData's proprietary system that handle our client operations, administering animal licensing programs for agencies across the country. He serves as Technology Lead for all PetData clients listed below.

Mark Gilbert, Senior Account Manager, has been with PetData since 2002. Mark has successfully worked with City and County staff, veterinary clinics, and pet owners for over two decades. He has served as either Account Manager or Senior Account Manager for more than 40% of PetData's clients – serving a total population of more than nine million people.

In addition, support personnel include our Operations Manager, who manages daily operations of:

1) our Call Center team, who handle in-bound phone traffic;
2) our Data Entry team, who enter information from rabies certificates and renewal and billing notices;
3) our Mail Processing team, who process mail-in applications;
4) our Clerks team, who sort incoming mail, prepare outgoing mail, and scan payment items, and
5) our Account Managers and Specialists, who handle balancing and reconciling client accounts.

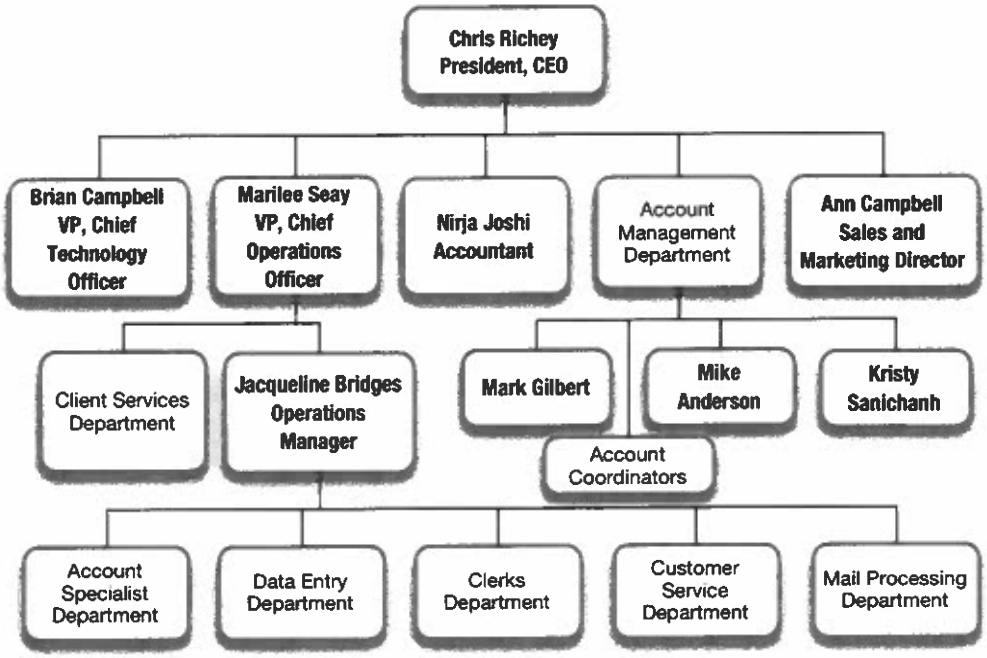
- **Summary of the Consultant's current workload and ability to satisfy the County requirements.**

PetData staff currently process over 1.4 million licenses annually for 92 clients in 23 states. PetData mails over 2.2 million renewal notices, billing notices, exception letters, license tags, and receipts to citizens annually. We also handle over 140,000 customer service calls and emails.

- **A brief statement shall be included, on the Consultant's background, organization and size.**

Chris Richey, our founder, President, and Chief Executive Officer, created the concept to offer a customized, highly efficient, and cost-effective animal licensing service that leverages the knowledge and experience gained from each municipality to benefit all PetData clients. Furthermore, he recognized that by having multiple clients, PetData could achieve economies of scale that would provide animal licensing services at a cost to municipalities much lower than a single municipality's cost to provide the same program in-house.

We currently have 45 full-time employees, and collectively, our employees have over 300 years of experience devoted exclusively to animal licensing. Brian Campbell, PetData's Vice President, and Chief Technology Officer has been with PetData since 1997. Marilee Seay, PetData's Vice President, and Chief Operating Officer has also been with PetData since 1997. In addition, Mark Gilbert, Senior Account Manager assigned to Alachua County, has been with PetData since 2002. Our staff members work from our corporate headquarters, which occupies 11,500 square feet on the 11th floor of an office tower in Dallas, TX. We continually work to improve efficiencies while maintaining our high standards for sustainability. For example, we have recently completed a full-system upgrade to maintain our state-of-the-art systems. In addition, we work to maintain a conscientious balance between technology, sustainability, and innovative practices.



- **The one person designated to act as primary liaison between the Consultant and the County. In addition, an alternate must be designated to act in the temporary absence of the primary liaison.**

Marilee Seay, Vice President, and Chief Operating Officer will serve as the primary liaison for Alachua County's animal licensing program.

Chris Richey, our founder, President, and Chief Executive Officer will also serve as alternate liaison for Alachua County's animal licensing program.

- **If any services are to be subcontracted, then those Consultants must be identified. Qualifications of any sub-consultant(s) and resumes of the individual(s) assigned to the projects are to be furnished as part of the submittal.**

As part of our commitment to excellence, PetData does not use subcontractors.

- **Consultants shall demonstrate experience in the scope of services required herein. Describe in detail any prior experience.**

Since our founding, PetData has provided animal licensing services to 134 total clients, and we have 13.8 million licenses.

PetData's business process service combines technology with human ingenuity to handle all aspects of animal licensing for Alachua County - from simple, everyday task-based processes to the more complex data-driven practices that serve ACAR's needs tomorrow. As such, PetData utilizes our proprietary and confidential assets to run animal licensing programs for our clients.

6.4 Ability of Consultant's Professional personnel

Resumes of the key staff that support the firm's competency in doing this type of work and key staff includes the Project Manager, and other project team professionals.

Christopher A. Richey
PetData • 8585 N Stemmons Fwy, Suite 1100N • Dallas, TX 75247
crichey@petdata.com

EDUCATION

RICE UNIVERSITY, Houston, Texas.
Jesse H. Jones Graduate School of Administration.
Master of Business Administration, May 1987.
Majors: Finance and Accounting
Vice President, Jones Graduate School Student Association.

ESADE, Barcelona, Spain.
Executive Education, September 1984.

UNIVERSITY OF GEORGIA, Athens, Georgia.
Bachelor of Arts, August 1982.
Majors: English and Spanish.
Honors: Dean's List, Honors Program.

UNIVERSIDAD DE VALENCIA, Valencia, Spain.
Fall semester, August - December, 1981.
Spanish history and literature.

EXPERIENCE

PETDATA, INC, Dallas, Texas.
Founder, CEO and Chairman, October 1998 - Present.
Conceived, founded and manage private animal licensing company. Company provides service to more than 90 municipalities throughout the U.S.

SAFETYNET, INC., Dallas, Texas.
Co-Founder, CEO and Chairman, October 1991 – November 1998.
Developed business plan, raised money through private placement and operated company. Responsible for strategic planning and all financial aspects of company. Company sold in 1998 providing investors an average annualized return of over 35%.

CONTINENTAL BANK OF ILLINOIS, Dallas, Texas.
Second Vice President, May 1990 – May 1991.
Provided corporate finance strategy and analysis for clients located in the Southwest. Projects included company and subsidiary valuation, capital structure, cost of capital and debt and equity repurchase analysis.

PRUDENTIAL CAPITAL, Dallas, Texas.
Associate Investment Manager, June 1987 - May 1990.
Completed comprehensive eight-month training program. Analyzed investment opportunities in the private placement market and presented recommendations to senior management. Structured transactions, negotiated agreements. Executed transactions included $150 million financing for Compaq Computer, leveraged buyout of two television stations, acquisition of five cable systems, and merger and acquisition of a major fast food franchise.

MERRILL LYNCH, PIERCE, FENNER & SMITH, INC., Houston, Texas.
Research Assistant, December 1985 - May 1987.
Researched and analyzed economic and securities data for Financial Consultant.

AMERICAN GENERAL, Houston, Texas.
Equity Analyst, May 1986 - August 1986.
Responsible for Chemical and Oil Services industries. Research resulted in $50 million investment.

MARILEE SEAY

PROFILE

Executive-level professional with 19 years experience in executive management, overseeing client services, company operations, and human resources and more than 20 years experience in building client relationships. Substantial experience in operations and management of municipal pet licensing programs nationwide.

EXPERIENCE

VICE PRESIDENT, CHIEF OPERATIONS OFFICER, PETDATA 2017 - PRESENT

Oversee Operations, Client Services and Human Resources. Manage implementation for new clients and program changes for existing clients. Develop and implement new procedures based on client requests and internal needs. Oversee Client Services staff who prepare monthly closings, maintain data and statistics, and provide administrative assistance on client-related tasks. Ensure internal and external objectives are met.

VICE PRESIDENT, CLIENT SERVICES, PETDATA 2003 - 2017

Work directly with municipal clients to implement and optimize their animal registration program, oversee the startup phase for each new client, prepare invoices and reports, provide quarterly feedback to clients regarding program results, manage internal projects, prepare budgets.

OPERATIONS MANAGER, PETDATA, 1999-2003

Manage data entry and customer service personnel, process reports from veterinary clinics, proof and reconcile entry batches, manage inventory of tags and supplies, track productivity and sales budgets.

DATA ENTRY OPERATOR, PETDATA, 1997-1999

Entry of rabies vaccination certificates and registration applications, processing mail, processing and mailing registration tags, proofing data entry, and providing customer service to pet owners.

OFFICE ASSISTANT, LYNN CARD CO., HUTCHINSON, MN 1995-1997

Entry of customized greeting card orders, invoicing, customer service, order packaging.

EDUCATION

UNIVERSITY OF MINNESOTA, MORRIS - BACHELOR OF ARTS, SOCIOLOGY, 1995-1997

EVANGEL UNIVERSITY, SPRINGFIELD, MO - 1993-1995

8585 N Stemmons Fwy, Ste 1100N Dallas TX 75247 469-916-4516 mseay@petdata.com

BRIAN J. CAMPBELL

BCAMPBELL@PETDATA.COM

OBJECTIVE

To continue a career developing and managing computer systems and application to maximize workplace efficiency and deliver improved user experiences.

EXPERIENCE

PetData, Inc. (formerly SafetyNet, Inc.) 1997–Present

Vice President & CTO / Co-Founder

- Define and implement corporate technology strategy
- Develop and maintain all mission-critical systems and database applications
- Oversee corporate security and compliance programs
- Direct and manage the installation, configuration and support of network servers, workstations, and networking hardware
- Direct and manage development of corporate website, Intranet, Extranet, cloud, and e-commerce applications

The Rep Group 1997

Operations Manager

- Support outside sales force in 14 states for emerging company
- Develop and maintain Access and Excel database solutions for client, prospect, and sales management
- Provide PC training, support and maintenance for sales force
- Provide customer service and technical product support to 600+ dealer base
- Telemarketing and sales support, including coordination of sales efforts with manufacturers
- Develop office procedures for all aspects of operations, technical and non-technical

Rich Music Etc, Inc. 1995–1997

General Manager

- Responsible for all aspects of store operations including Sales, Information Systems, Purchasing, Accounting, Personnel, Customer Service, and Technical Support
- Install, customize and support retail POS system
- Develop and maintain retail web presence
- Increased annual gross sales from $1.2M to $3.4M in 2 years

TECHNICAL

- Database Applications: 4D, MySQL, MS Access & MSSQL Server, PostgreSQL/PostGIS
- Programming: SQL, Java, Javascript, Python , C, Visual Basic
- Internet: PHP, .NET, Apache, NGINX, Redis, HTML, Perl, CGI, XML, JSON, Javascript, SOAP/Webservices, RESTful services, AWS/Cloud
- Security: Federated Authentication (SAML/OAuth), Directory Services, WAF, Endpoint Protection, PCI
- Operating Systems: Windows, macOS, UNIX/Linux
- Networking: Win Server 2012/2016/2019, macOS, TCP/IP, IPSEC/SSL VPN, Firewalls, Routers, Switches

MARK AARON GILBERT

mgilbert@petdata.com

PROFESSIONAL EXPERIENCE

- **Senior Account Manager,** PetData, Inc. (11 Years) January'02-Present
  - Manage, enhance and retain relationships with nonprofit and municipal clients.
  - Perform month-end closing procedures, reconciliation and closing reports.
  - Liaison with nationwide municipal departments such as Animal Controls, Treasurer's Offices, Heath Services, and Finance to resolve customer service issues, database questions, fiscal year procedures, and refund requests.
  - Train and assist vet clinics nationwide to ensure client/municipal guidelines and ordinances.
  - Responsible for communication with all veterinarian clinics that report monthly vaccinations or licenses sold at participating clinics.
  - Researching any discrepancies or issues a customer may have.
  - Submit inquiries to IT to improve database tools, quality, efficiency and reporting.
  - Responsible for all outgoing mailings for client's renewals and past-due accounts.
  - Work with various vendors to procure license tags and various billings supplies on behalf of clients.
- **Account Manager/Customer service manger** (9 Years)
  - Performed Senior Account Manager duties (see above) and also managed clerk and shipping departments.
  - Recruited, managed, and trained clerk and shipping department staff
  - Managed day-to-day workflow and duties of staff.
- **Shipping /Receiving Clerk,** Shepherd Ministries August'96-August'99

-Weekly inventory monitoring.
-Forklift operator.
-Responsible for all packages shipped or received on a daily basis.

EDUCATION

- **Texas Tech University,** Lubbock, TX August'99-August'02
  B.B.A in Marketing
  -Honor's list with 3.3 GPA
- **North Lake College,** Irving, TX June'96-August'99
  Associates of Liberal Arts

HONORS AND ACTIVITIES

-The Tech Marketing Association
-Christian Leadership Program in Jerusalem, Israel

- **The firm has done this type of work in the past.**

PetData has been managing pet licensing programs for counties, cities, and states for nearly 30 years. The animal licensing service PetData provides to all our clients, including all municipalities listed below, is directly comparable to the Scope of Services in this RFP.

ANIMAL CARE & CONTROL

March 22, 2023

Chairwoman Prizzia, Manager Lieberman, & Board of County Commissioners
Alachua County, Florida

Dear Chairwoman Prizza, Manager Lieberman, and Board of County Commissioners,

I hope you and yours are safe and well

I am writing today at the request of PetData, Inc , the animal licensing provider that Charlotte-Mecklenburg Animal Care & Control (CMACC) has partnered with since 2005 Since partnering with PetData, Inc the service that CMACC has received is exceptional Their organization is extremely responsive and provides routine updates in a timely manner PetData also provides non-routine data when requested to assist CMACC with a variety of analytics

In additional to exemplary data tracking, PetData has streamlined the rabies reporting process for our county As the state mandated vaccination repository, it is imperative that our organization has up to date information to ensure both public health and safety as it relates to animals' vaccination status With PetData, this information is reliably updated in a timely manner, regardless of CMACC staffing levels, and is available to Animal Control Officers in the field, Customer Service and Administrative Staff in the facility and remotely for public information requests The automatic update interface with CMACC's Chameleon Sheltering Software program also allows our organization to provide replacement rabies tags upon request without additional steps of contacting the original vaccinating facility

In short, the overall efficiency of both our community's licensing and rabies vaccination program has increased with a reduction in staffing strain through our contract with PetData, Inc

Please feel free to reach out if you have any questions, I can be reached via email at joshfua fisher@cmpd.org or on my cell phone which is 704-591-1751

Dr Josh A Fisher, MHA, CAWA
Director
Charlotte-Mecklenburg Animal Care & Control

SAN MATEO COUNTY HEALTH
PUBLIC HEALTH,
POLICY & PLANNING

Dr. Scott Morrow, Health Officer
Marc Meulman, Director

Public Health, Policy & Planning
225 37th Avenue
San Mateo, CA 94403
smchealth.org

May 27, 2022

To Whom It May Concern:

As a representative of San Mateo County Health, I am writing this letter of recommendation on behalf of PetData, Inc.

PetData was selected by San Mateo County through the Request for Proposal (RFP) process in December 2007 to provide animal licensing and has remained our vendor ever since. They were selected due to their previous experience with animal licensing and their work with many other jurisdictions within California. PetData continues to offer a fast and efficient licensing turnaround time, utilizing vaccination data to locate previously licensed animals, developing methods to increase veterinarian participation, and participating in community outreach and education, all with the goal of increasing animal licensing and rabies vaccination compliance in San Mateo County.
They offer a customer service hotline for customers and the increasingly popular option to pay for animal licenses online. PetData has demonstrated the capacity to handle the volume of animal licensing a county of our size requires, while continuing to provide customer service to our residents. They have been quick to supply needed data or reports during budget season or when the need arises to enable information sharing with San Mateo County's twenty city partners. Their swift response times to our email or phone requests and willingness to discuss methods for increasing the number of animals licensed in our county is greatly appreciated.

I can recommend PetData, Inc. based on their ability to deliver what they promise and to be a suit able vendor for our county.

Please feel free to contact me if you have any questions or want to further discuss PetData's qualifications.

Sincerely,

Lori Morton-Feazell
Chief of Animal Control and Licensing

Plano
City of Excellence

Plano Animal Shelter
4028 W. Plano Parkway
Plano, TX 75093
Tel 972 769 4360
Fax 972 769 4359

City of Plano
P.O. Box 860358
Plano, TX 75086-0358
Tel 972.941.7000
plano.gov

June 3, 2022

To Whom It May Concern:

The City of Plano Animal Services has contracted PetData to administer our pet registration program since 2011. Prior to that time, we handled all processing, mailing, and follow up in-house. At that time, it was estimated to take the equivalent of nearly two full time positions to manage all of the registrations and we always had a backlog of about two months of registrations that were waiting to be processed. This resulted in complaints from citizens that produced a negative perception of the department for some residents and further impacted staff resources to address.

PetData has since taken over all aspects of the registration program. This has freed up staff, who previously would be opening envelopes, processing payments, and then mailing registrations, to perform tasks that have a greater impact on our ability to provide the best possible care for the animals in our shelter. They have quickly responded to the handful of concerns our citizens have had and they provide timely statistical updates as needed. They process payments exactly how our finance department requested and we have also experienced an increased number of registrations sold when compared to the years before when we did everything on our own.

For these reasons, I highly recommend all shelters that handle pet registrations to outsource that program. Shelters are always understaffed and overworked so finding ways to efficiently use limited resources is vital. Allowing PetData to handle the registration program is one simple way to greatly improve capacity for care in a shelter. There simply is no downside to partnering with them.

Please let me know if you have any questions or need any additional information.

Thank you,

Jamey Cantrell
Animal Services Director
JameyC@plano.gov
(972) 769-4226

John B. Muns, Mayor | Kayci Prince, Mayor Pro Tem | Maria Tu, Deputy Mayor Pro Tem | Anthony Ricciardelli, Place 2 | Rick Grady, Place 3 | Shelby Williams, Place 5 | Julie Holmes, Place 7 | Rick Smith, Place 8 | Mark D. Israelson, City Manager

PetData currently runs animal licensing services for the following municipalities:

Albemarle County, VA
Alexandria, VA
Allen, TX
Anacortes, WA
Ankeny, IA
Antioch, CA
Asheville, NC
Baltimore, MD
Banning, CA
Beaumont, CA
Bothell, WA
Camp Verde, AZ
Charlotte County, FL
Charlotte-Mecklenburg, NC
Chino Valley, AZ
Citrus County, FL
Citrus Heights, CA
Clearlake, CA
Clive, IA
Collier County, FL
Contra Costa County, CA
Culver City, CA
DeKalb County, GA
State of Delaware
Denver, CO
Dubuque, IA
Eagle County, CO
Edmonds, WA
Eugene, OR
Fairfax County, VA
Fayette County, TN
Folsom, CA
Frisco, TX
Fulton County, GA
Garden Grove, CA
Gilroy, CA
Hawthorne, CA
Hernando County, FL
Jefferson County, OR
Kansas City, MO
Kirkland, WA
La Crosse, WI
Laguna Beach, CA
Lake County, CA
Lakewood, WA
Las Vegas, NV
Lenexa, KS
Lewisville, TX
Lynwood, CA
Manatee County, FL
Marana, AZ
Matthews, NC
Morgan Hill, CA
Mountlake Terrace, WA
Nevada County, CA
Newport Beach, CA
Norfolk, VA
Norman, OK
North Andover, MA
Oakland, CA
Osceola County, FL
Pasco, WA
Plano, TX
Prescott, AZ
Prescott Valley, AZ
Prince William County, VA
Redondo Beach, CA
Richmond, VA
Roanoke, VA
Rocklin, CA
Roseville, CA
Sahuarita, AZ
San Clemente-Dana Point, CA
San Mateo County, CA
Santa Barbara, CA
Solano County, CA
Southern Brazoria County, TX
Spokane County, WA
Sterling Heights, MI
Suffolk, VA
Sunnyvale, CA
University Park, TX
Urbandale, IA
Virginia Beach, VA
Watertown, MA
Waukee, IA
Waunakee, WI
Weston, WI
West Richland, WA
Wylie, TX

- **The company or key staff have recently done this type of work for the County, the State, or for local government in the past.**

PetData currently handles animal licensing for the following municipalities in Florida:

- ***Citrus County (since 2018)***
- ***Charlotte County (since 2019)***
- ***Manatee County (since 2014)***
- ***Osceola County (since 2023)***
- ***Collier County (since 2022)***
- ***Hernando County (since 2003)***

6.5 Ability to Meet Time and Budget Requirements
The level of key staffing and their percentage of involvement, the use of subcontractors (if any), office location, and/or information contained in the transmittal letter and proposal indicate that the firm will, or will not, meet time and budget requirement.

PetData has been providing animal licensing services for over 25 years and we have a proven track record of meeting time and budget requirements.

PetData Fees
PetData charges a fixed per-license fee to the County for each pet license issued. This fee is not charged to the County until A) data submitted is verified, B) the license transaction is completed, and C) a tag is assigned to the pet. Data entry of rabies vaccination certificates and incomplete licenses, even if the data entry does not result in a license, is included at no extra charge. There are no extra fees for mailings, printing, or postage. The fixed price does not change if County license compliance increases or if Alachua County raises animal licensing fees.

Within 15 business days of the end of the month, PetData will submit an invoice with supporting reports showing the license activity for the prior month. Payment is due Net 30.

PetData Service	Fee to County
Per One-Year License Fee	$4.30
Per Three-Year License Fee (if applicable)	$8.30
Mail pet tag to owner, includes postage, printing, and envelope	Included
Provide, track, and manage tag inventory for veterinarians and approved County registrars	Included
1st Renewal Mailing, 2nd Renewal Mailing, Optional 3rd Renewal Mailing – includes all customization, printing, and postage.	Included
1st Billing Mailing, 2nd Billing Mailing, Optional 3rd Billing Mailing – includes all customization, printing, and postage.	Included
Custom greeting and dedicated toll-free number for County	Included
Custom marketing materials	Included
Standard and custom reporting	Included

Initial Three-year Contract Period with Option for Two One-Year Renewal Periods.
$4.30 per license for a one-year license or a replacement tag. $8.30 per license for a three-year license.
$2.50 Collection Service Fee for each late fee collected during the term of this Agreement.

Pricing for optional first and second 1-year extension periods:
$4.40 per license for a one-year license or a replacement tag. $8.40 per license for a three-year license. $2.50 Collection Service Fee for each late fee collected during the term of this Agreement.

Start-Up Fee – WAIVED
PetData's normally charges a start-up fee of $1,000, which includes PetData's creation of manuals, reports, license renewal/billing forms, web pages, auto attendant phone scripts and all database preparation. PetData agrees to waive the fee for ACAR.

Convenience Fee (paid by licensee, not municipality)
PetData provides the option of licensing on-line via PetLicense and does not charge the County for this service. If a pet owner chooses to license on-line, PetData charges the pet owner a convenience fee of $2.00 per transaction. Multiple pets may be licensed per transaction. Pet owners may choose to mail in their application, or license in person at any County location if they do not wish to pay the convenience fee.

Additional Service Fees or Costs.
If the US Postal Service increases its postage rates during the contract term, PetData may adjust its fees from time to time to compensate PetData for actual increased postage costs. PetData will notify the County thirty days prior to the date that any increase described in this paragraph will go into effect.

The fees paid to PetData are further subject to reasonable adjustment if the County adds, modifies, or eliminates any fees that are charged to Licensees during the term of this Agreement. PetData and the County agree to negotiate any such reasonable adjustments in good faith.

The following fees or cost reimbursements will apply to the extent that the corresponding services described below are requested by the County:

Cost of Bank Account. County will be responsible for all out-of-pocket costs related to any Bank Account. The County will reimburse PetData monthly for out-of-pocket costs for a Bank Account that are paid by PetData. County may request copies of bank statements for a Maintained Account at any time and PetData will provide available bank statements for that Maintained Account within two business days after a request is received.

Postal Box/Mail Forwarding Fee. If the County requests PetData to establish a local post office box for mail collection and forwarding, County will pay or reimburse PetData for the actual costs of mailbox rental, mail forwarding and postage fees.

Supply Fee. If the County requests changes to supplies which it has previously approved, including but not limited to fee or program changes, the County will be responsible for the actual costs associated with changing, replacing or discontinuing the use of the previously approved supplies. If Alachua County terminates contract for any reason other than for cause, the County will remain responsible for the actual cost of supplies purchased on its behalf.

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 03/22/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
StateFarm
Mike Baker
2100 Valley View Ln Ste 425
Dallas, TX 75234

CONTACT NAME: Jen Wierzba
PHONE (A/C, No, Ext): 214-780-0900 FAX (A/C, No): 214-780-0909
E-MAIL ADDRESS: jen.wierzba.m5je@statefarm.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: State Farm Lloyds	43419
INSURER B: State Farm Fire and Casualty Company	25143
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
PetData Inc
PO Box 141929
Irving, TX 75014

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER ☒ POLICY ☐ PRO-JECT ☐ LOC OTHER	Y	Y	93-TV-3354-6	11/13/2021	11/13/2022	EACH OCCURRENCE	$ 2,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							MED EXP (Any one person)	$ 5,000
							PERSONAL & ADV INJURY	$ 2,000,000
							GENERAL AGGREGATE	$ 4,000,000
							PRODUCTS - COMP/OP AGG	$ 4,000,000
								$
A	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY ☒ HIRED AUTOS ONLY SCHEDULED AUTOS ☒ NON-OWNED AUTOS ONLY	Y	Y	93-TV-3354-6	11/13/2021	11/13/2022	COMBINED SINGLE LIMIT (Ea accident)	$ 2,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION $						EACH OCCURRENCE	$
							AGGREGATE	$
								$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N ☐ (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	Y	93-E0-W309-6	07/11/2022	07/11/2023	☒ PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Pet licensing
The Alachua County Board of County Commissioners, its officials, employees, and volunteers are listed additional insured on the above referenced GL policy.

CERTIFICATE HOLDER

Alachua County Board of County Commissioners
12 SE 1st St, 2nd Floor
Gainesville FL 32601

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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ACORD 25 (2016/03) The ACORD name and logo are registered marks of ACORD

1001486 132649.12 03-16-2016

Implementation Phase:

PetData allows for 60 days from the date that deliverables are provided to import historical data, develop custom forms and materials, complete database coding for a new client's rules and procedures, and to set up other systems such as phone and web services. Please note that timeline events listed below are typically dependent on prior events, so a delay in any one item will likely require some adjustments to succeeding items. For instance, PetData cannot begin drafting forms and text prior to receiving answers to the implementation questions.

PetData provides training and full support for ACAR staff and veterinarians at no charge. Training may be via Teams, or in person.

Day <-10> – Official Bid Award with Contract

Day <-7> - PetData requests data and sends implementation questions and a list of deliverables to County.

Day 1 - County provides historical data file to PetData, and returns questions and other deliverables

Day 8-10 – County and PetData schedule call to discuss program details

Day 11-19 – PetData provides drafts of forms, phone text and website text for review, and County determines banking options.

Days 20-30 - PetData and County coordinate any edits needed on forms and other drafts and establishes banking procedures and accounts as needed.

Days 32-52 - PetData tests and completes data conversion, finishes database coding, phones and customer service website are set up. In-person or virtual training for Animal Control staff on PetAccess web portal.

Day 53 – Cut-off date: Information updates to County's system ends, and final, complete data file is provided to PetData for import.

Day 57 - Incoming license mail to County is forwarded to PetData for processing.

Day 60 – Go-Live Date: website, online licensing and customer service goes live. Master login provided for PetAccess.

1 Week Post Go-Live - PetData begins notice mailings

6.6 Effect of Project Team Location on Project Responses

Procurement provides points to local firms (Instruction to Proposers) who have an established local presence and staff that will be directly involved in the project. As mentioned earlier, PetData is based in Texas. However, we have been working with clients in Florida for over 25 years. We presently have six clients in Florida and we have processed more than 1.5 million licenses in Florida to date.

Daniel Nasr
Finance Manager
City of Jacksonville, Neighborhoods Department
214 N. Hogan Street, 7th floor
Jacksonville, FL 32202

February 1, 2024

Dear Mr. Nasr:

Thank you for your interest in PetData's animal licensing service. Please accept this letter as formal confirmation that the City of Jacksonville (COJ) may piggyback off Alachua County Contract No# 13861. PetData agrees to honor the terms and conditions of said contract and further agrees that COJ will receive pricing equal to, or better than, the pricing in said contract.

PetData
Animal Licensing Made Easy!

Any further modifications to the requirements described in this Contract must be effectuated by a written contract amendment executed by both parties to this Contract.

Please contact Ann Campbell or me with questions. I can be reached at crichey@petdata.com and Ann at acampbell@petdata.com. All of us at PetData are looking forward to working with you and the City of Jacksonville.

Sincerely,

Christopher Richey
President & CEO
PetData, Inc.

REQUEST FOR PROPOSAL

RFP 24-91-MM

ANIMAL LICENSING SERVICES

Alachua County, Florida

County Administration Building

Gainesville, FL 32601

RELEASE DATE: March 1, 2023

DEADLINE FOR QUESTIONS: March 19, 2023

RESPONSE DEADLINE: March 29, 2023, 2:00 pm

RESPONSES MUST BE SUBMITTED ELECTRONICALLY TO:

https://secure.procurenow.com/portal/alachuacounty

Alachua County, Florida

REQUEST FOR PROPOSAL

Animal Licensing Services

I. Introduction .....

II. Instruction to Proposers .....

III. Terms and Conditions .....

IV. Insurance .....

V. Scope of Services .....

VI. Requirements and Organization .....

VII. Selection Procedures .....

VIII. Evaluation Phases .....

IX. Submittals .....

X. Pricing .....

XI. Sample Agreement .....

Attachments:

A - 2023 ACAR Fee Schedule

1. INTRODUCTION

1.1. Summary

Alachua County Board of County Commissioners (hereinafter, the "County" or "Alachua County") is seeking proposals from qualified individuals or entities (hereinafter, referred to as "Consultant" or the "proposer") for the provision of RFP 24-91-MM Animal Licensing Services.

The following apply to this request for proposal: Instruction to Proposers, Terms and Conditions, Insurance, Scope of Work, Proposal Requirements and Organization, Request for Proposal Selection Procedures, Evaluation Phases, Attachments, Submittals and Sample Agreement.

We are seeking proposals to handle full service animal licensing needs for Alachua County Animal Resources.

1.2. Background

Location: Alachua County is located in North Central Florida. The County government seat is situated in Gainesville. Gainesville is located 70 miles southwest of Jacksonville, 129 miles southeast of Tallahassee, 140 miles northeast of Tampa - St. Petersburg and 109 miles northwest of Orlando. Alachua County has a population of over 250,000 and a regional airport. The County itself consists of a total area of 969 square miles.

Form of Government: Alachua County is governed by a Board of five (5) elected County Commissioners and operates under the established County Manager Charter form of government. In addition to the five County Commissioners, there are five elected Constitutional Officers: Supervisor of Elections, Sheriff, Clerk of the Court, Tax Collector, and the Property Appraiser. The Alachua County Attorney also reports to the Board.

1.3. Contact Information

Mandy Mullins
Procurement Agent I
Email: mmmullins@alachuacounty.us
Phone: (352) 384-3090

Department:
Animal Resources & Care

1.4. Timeline

OpenGov Release Project Date	March 1, 2023
Question Submission Deadline	March 19, 2023, 12:01am
Solicitation Submission Deadline	March 29, 2023, 2:00pm

Solicitation Opening – Zoom Meeting	March 29, 2023, 2:00pm The scheduled solicitation opening will occur via Zoom; the information to join is provided below. Attendance (live viewing) of the proposals opening is not required. Join Zoom Meeting https://zoom.us/j/93437702771?pwd=S2QxMVpUTG5xQUtBTEVMbkRxakNEZz09 Meeting ID: 934 3770 2771 Passcode: 702897 One tap mobile +13126266799,,93437702771# US (Chicago) +19292056099,,93437702771# US (New York) Dial by your location +1 312 626 6799 US (Chicago) +1 929 205 6099 US (New York) +1 301 715 8592 US (Germantown) +1 346 248 7799 US (Houston) +1 669 900 6833 US (San Jose) +1 253 215 8782 US (Tacoma) Meeting ID: 934 3770 2771 Find your local number: https://zoom.us/u/adtsfJybhW If you have a disability and need an accommodation in order to participate, please contact the Alachua County ADA Coordinator at ADA@alachuacounty.us or Equal Opportunity Office at 352-374-5275 at least 7 business days prior to the event. If you are unable to notify the Office prior to the event, please inform an Alachua County employee that you need assistance. TDD/TTY users, please call 711 (Florida Relay Service).

2. INSTRUCTION TO PROPOSERS

2.1. Submission of Request for Proposal

To submit a proposal response to this solicitation the Consultant must be registered with the County's Public Portal.

Proposals must be submitted with all required submissions included. Failure to comply may preclude consideration of the proposal.

Each Consultant is responsible for full and complete compliance with all laws, rules, requirements and regulations which may be applicable.

Costs for the preparation and submittal of proposals in response to this Request for Proposal are entirely the obligation of the Consultant and shall not be chargeable in any manner to Alachua County.

Upon submission, all proposals become the property of Alachua County. Alachua County then has the right to use any or all documents, statements, and ideas presented in any proposal submitted in response to this Request for Proposal, whether or not the proposal is accepted.

All work papers/products developed as part of the contract performance become property of the County upon termination or completion of the provision of services, unless otherwise stated in the executed contract.

The proposal response, containing all required documents, must be received by the Alachua County Procurement Department by 2:00 pm on Wednesday, March 29, 2023. The proposer's submittal must be completed in the Public Portal prior to the 2:00 pm deadline. **THE COUNTY WILL NOT ACCEPT LATE SUBMITTALS**. Any required uploaded documents should be done in PDF format and be labeled correctly unless the solicitation states otherwise. The PDF document should be titled with proposer's name, RFP number, and if the response is submitted in parts, include "Part # of x".

Modifications to or withdrawal of a proposer's submittal can be made up to the deadline date. Modifications and withdrawals must be documented in the Public Portal in order to be recognized by the County.

The response must be submitted with the proposer's name by an officer or an authorized representative of the business entity who is legally authorized to enter into a contractual relationship on behalf of the Consultant. An authorized representative who is not an officer may submit the proposal; in this case the Consultant must say yes to the Submittals section granting authorization to the officer or authorized representative to execute on behalf of the business entity.

2.2. Withdrawal of Request for Proposal

Modifications to or withdrawal of a proposer's submittal can be made up to the deadline date. Modifications and withdrawals must be documented in the County's Public Portal in order to be recognized by the County. Any Proposer may withdraw their proposal electronically at any time prior to the scheduled closing time for receipt of proposals. Any submittal not withdrawn will constitute an irrevocable offer, for a period of one hundred twenty (120) days, to provide the County adequate time to award the Contract for the services and/or goods specified in this solicitation.

2.3. Addenda and Notices - Question and Answers

After thoroughly reading this Request for Proposals and Attachments, any proposer who has a question about a requirement or term in this Request for Proposal, its Attachments or its related documents, may submit a written interpretation request, via the **Question and Answer Tab**, by the deadline date for questions and answers referenced in the Introduction, to be considered for a response.

All such interpretations and any supplemental instructions, duly issued, will be posted to the Public Portal. Oral answers will not be authoritative. All addenda so issued shall become part of the RFP documents.

Addenda Notification: Proposers are required to register for an account via the County's e-Procurement Public Portal. Once proposer has completed registration, you will receive addenda notifications to your email by clicking "Follow" on this project. It is sole responsibility of each proposer to periodically check the site for any addenda and further notices issued at https://secure.procurenow.com/portal/alachuacounty. Failure to receive or review an addenda or notice by the Consultant is not the fault of the County or County staff.

2.4. Acceptance/Rejection of Proposals

Alachua County reserves the right to reject any proposal which may be considered incomplete, unbalanced, show serious omission, unauthorized alteration of form, unauthorized alternate proposals, or contain irregularities of any kind.

Submittal requirements of this Request for Proposals are for evaluation and selection purposes only. The County may allow alterations, modifications, or revisions to individual elements of the successful proposal at any time during the period of the agreement which results from this Request for Proposals.

Alachua County reserves the right to accept or reject any or all proposals in whole or in part, with or without cause, to waive technicalities, or to accept proposals or portions thereof which, in the County's judgment, best serve the interests of the County. Additionally, the County reserve the right to award a contract to the next most qualified Consultant if a selected Consultant does not execute a contract within thirty (30) days after the award of the proposal. The thirty-day (30) time period may be extended an additional twenty (20) days where the selected Consultant is unavailable during the initial thirty-day (30) period.

2.5. Electronic Signatures

An electronic version of the submitted proposal shall have the same legal effect and enforceability as a paper version. An Electronic Submittal may be executed by use of electronic signatures. Electronic signatures shall have the same legal effect and enforceability as manually written signatures. Delivery and submission of a proposal any other associated document bearing an manually written or electronic signature, by facsimile transmission (whether directly from one facsimile device to another by means of a dial-up connection or whether mediated by the worldwide web), by e-mail in "portable document format" (".pdf") form, or by any other electronic means intended to preserve the original graphic and pictorial appearance of a document, will have the same effect as physical delivery of the paper document bearing an original or electronic signature.

2.6. Public Record Exemption or Proprietary Confidential Information

Responses to this proposal receipt by the County become public records subject to the provisions of Chapter 119 F.S., Florida's Public Records Law. If you believe that any portion or all of your response is exempt from public records disclosure or exempt from disclosure because it constitutes a trade secret or proprietary confidential business information under Florida Law or is otherwise exempt from disclosure as a Public Record, you should clearly assert such exemption and state the specific legal authority for the asserted exemption. All material that is designated as exempt from Chapter 119 must be submitted in in the Submittals section, clclearly identified as "PUBLIC RECORDS EXEMPT". Furthermore, you must complete all of the Proprietary Information subsection found in the Submittals section.

Please be aware that the designation of an item as exempt from disclosure as a Public Record may be challenged in court by any person. By your designation of material in your proposal as "Public Records Exempt", you agree to defend and hold harmless the County and its commissioners, officers, and employees from any claims, judgments, damages, penalties, and attorney's fees and costs, of the challenger and for costs and attorney's fees incurred by the County, by reason of any legal action challenging the designation.

2.7. Small Business Enterprise (SBE) Program Participation

The Alachua County Board of County Commissioners encourages the participation of small business enterprises in the provision of goods, services, and construction and utilize a participation program, where permitted. Small Business Enterprise (SBE) is a vendor that is certified by the Alachua County Equal Opportunity Office prior to the solicitation deadline. The Small Business Enterprise Program Participation Form, Submittals section, should be completed for your proposal to be considered responsive. Alachua County has adopted a 15% participation goal, and policies which encourage participation of SBE in the provision of materials, supplies, equipment, services, and construction.:

A. The County will award a preference in evaluation points to certified SBE or contractors that meet the SBE participation goal in its RFP response.

B. SBE preference does not apply to contracts that are reserved in accordance with Section 22.11-205, Alachua County Procurement Code, in which the County reserved contracts for only by SBEs. SBE preferences will not be combined.

OPTION 1: Procurement will award a Consultant 15 points if the Consultant is a certified SBE (per Alachua County's current SBE registry at the time set for receipt of proposals) and at least 51% of the job will be performed by the Consultant.

OPTION 2: Procurement will award a Consultant 10 points who commits to meet or exceed the percentage participation goal of 30%.

OPTION 3: Procurement will award a Consultant 5 points who commits to meet the percentage participation goal of 15% - 29%.

OPTION 4: A Consultant will not receive points if all work is to be performed by the Consultant and no SBE subcontractors will be utilized for this proposal.

OPTION 5: A Consultant will not receive SBE preference points if all work is to be performed by the Consultant and subcontractors are Non-Small Business Enterprise vendors. The Consultant should complete a Option 5 to demonstrate a good faith effort to utilize SBE subcontractors.

• If options 1, 2, 3, or 4 were not chosen, the Consultant should complete Option 5 substantiating compliance with good faith effort requirements.

The Equal Opportunity Office maintains a directory of certified SBE's. The certified Alachua County Small Business Enterprise Directory is available at: Alachua County Small Business Directory or Visit our web address at http://www.alachuacounty.us/government/depts/as/eo/ for a current listing of SBEs.

For information or to become certified as a Small Business Enterprise in Alachua County, contact the Equal Opportunity Office and request an application at: 352-374-5275 or TDD/TTY: Please Call 711 (Florida Relay System).

2.8. Volume of Previous Work

Volume of previous work will be determined by the actual fees rendered to the Consultant by Alachua County. These fees are based on actual payments made to the Consultant and are retrieved from the County's electronic finical system. Only a portion of these fees (Adjusted fee) will be considered based on the fiscal year payments and the factor listed below (see below).

PERIOD - ACTUAL FEE - FACTOR - ADJUSTED FEE:

Current and last year (Oct 1 – Sept 30) $ 100,000.00 X 1.0 = $ 100,000.00

Second year past (Oct 1 – Sept 30) $ 100,000.00 X .08 = $ 80,000.00

Third year past (Oct 1 - Sept 30) $ 100,000.00 X .06 =$ 60,000.00

TOTAL ADJUSTED FEE CONSIDERED: $ 240,000.00

POINTS - ADJUSTED FEES (AF)*

5 - AF < $50,000.00

4 - $50,000.01 < AF < $100,000.00

3 - $100,000.01 < AF < $200,000.00

2 - $200,000.01 < AF < $300,000.00

1 - $300,000.01 < AF < $400,000.00

0 - AF > $400,000.00

2.9. Alachua County Location Preference

The Location Preference factor provides points to local business entities who have an established local presence in Alachua County, Florida and local staff that will be directly involved in the project or services. A business entity is local based on the following criteria:

- Has a staffed and equipped office that has been in business in Alachua County for at least twelve (12) months prior to the advertisement for a Request for Proposal, Request for Qualifications, etc. by the Procurement; and
- Holds all business licenses required by the State, County, or a City within Alachua County; and
- Employs at least one (1) full time employee (FTE), or part-time employees' equivalent to one FTE, whose primary residence(s) is in Alachua County.

Depending on the County's funding source and certain requirements, the proposal must certify their local base firm status in Submittals, and will receive 10 preference points, provide by procurement, in the RFP evaluation scoring.

2.10. Alachua County Government Minimum Wage (GMW)

Services solicited through this RFP are considered covered services under Chapter 22, Article XII, of the Alachua County Procurement Code ("Alachua County Government Minimum Wage") which establishes a government minimum wage for certain contractors and subcontractors providing selected services to Alachua County government. Proposers should consider the cost of compliance, if any, when submitting proposals.

The contractor shall certify via Submittals section it will pay each of its covered employees the GMW, and ensure that it will require that of its subcontractors.

2.11. Drug Free Workplace

Florida Statutes, Section 287.087 states that whenever two or more proposals or replies that are equal with respect to price, quality, and service are received by the state or by any political subdivision for the procurement of commodities or contractual services, a proposal, or reply received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. A vendor certifying a drug-free workplace shall complete the Submittals section.

2.12. Proposed Subcontractors Non-SBE

Consultants shall notify the County of the proposed use of subcontractors in the provision of services required herein by completing the Proposed Subcontractor questions located in the Submittals section. No subcontractor shall be employed by the Consultants for the provision of these services without the written approval of the County.

2.13. Term of Contract and Renewals

The resulting agreement for services or goods with the selected Consultant will be effective for the period beginning on the date of the fully executed agreement Generally, the term will begin on October 1, 2023, and continue through September 30, 2025 unless earlier terminated as provided herein. The county has the option to renew this agreement for two (2)additional two (2) year-periods at the same terms and conditions outlined here in.

The vendor may choose not to renew with the County provided we have written notice ninety (90) days prior to our fiscal year starting on October 1st for each term renewal.

The amendments to extend the Continuing Services Contract will be issued once the county has exercised the option to renew. A Continuing Services Contract as a result of the solicitation, shall be deemed effective only to the extent of appropriations available to the County Agency at any time during the Continuing Services Contract period.

2.14. Consideration of Proposals

Proposals will be considered from Consultants normally engaged in providing and performing the services specified herein. The Consultant must have adequate organization, facilities, equipment and personnel to ensure prompt and efficient service, as stated in the scope, to the County. The County reserves the right to inspect the facilities and organization of the Consultant or to take any other action necessary to determine ability for the Consultant to perform in accordance with specifications, terms, and conditions before recommending any award.

2.15. Corporate Resolution

A business entity can engage in business in its own name, entering into contracts, deeds and other legal documents, just like an individual. The board of directors can name the officers with authority to sign those documents in its bylaws or corporate resolutions. These officers named have the express, actual authority to legally bind the corporation to the documents they sign. That is, any document they sign will be considered signed by the business entity itself.

A vendor certifying a corporate resolution shall complete the Submittals section.

2.16. Right to Protest

Protests and appeals of solicitations and awards by a Proposer will be by the method provided in the Alachua County Procurement Code https://library.municode.com/fl/alachua_county/codes/code_of_ordinances?nodeId=PTIIADCO_TIT2AD_CH22PR. The term "Proposer" for this part includes any person or entity that responds to any type of solicitation issued by the County (e.g., ITB, RFP, ITN), and is not limited solely to a person or entity that submits a proposal in response to a Request for Proposal (RFP).

3. TERMS AND CONDITIONS

The following are the general terms and conditions, supplemental to those stated elsewhere in the Request for Proposal, to which the selected Consultant must comply with in order to be consistent with the requirements for this Request for Proposal. If the event of any conflict between the terms and conditions contained herein and the terms and conditions contained in the awarded agreement between the County and the awarded Consultant, the terms and conditions contained in the executed for the services/project Agreement will prevail. Any deviation from these or any other stated requirements, must be listed as exceptions in a separate appendix of the proposal provided by the County.

3.1. Alachua County COVID-19

Alachua County has established safety protocols to protect the spread of COVID-19 in the workplace and among the workforce. The Consultant agrees to comply with adopted Alachua County COVID-19 Procedure, as amended, as applicable while working or providing services inside a Covered Alachua County Facility.

3.2. Non-Warranty of Request for Proposals

Due care and diligence has been used in preparing this Request for Proposal. The County shall not be responsible for any error or omission in this Request for Proposal, nor for the failure on the part of the Consultants to ensure that they have all information necessary to affect their proposals.

3.3. Request for Clarification

The County reserves the right to request clarification of information submitted and to request additional information of one or more Consultants, either orally or in writing.

3.4. Required U.S. Department of Homeland Security E-Verify System

Consultant shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Consultant during the term of the resulting Agreement with the County. Consultant shall expressly require any subcontractors performing work or providing Services under the Agreement with the County to utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the term. The E-Verify system is located at https://www.uscis.gov/E-Verify.

3.5. Public Entity Crimes

A person or affiliate who has been placed on the convicted vendor list following a conviction of a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit proposals on leases of real property to a public entity, may not be awarded or perform work as a Consultant, supplier, subconsultant, or Consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

3.6. Discriminatory Vendor List

An entity or affiliate who has been placed on the discriminatory/disbarment vendor list may not submit a proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or Consultant under a contract with any public entity; and may not transact business with any public entity.

3.7. Vendor Eligibility

An entity or affiliate who has been placed on any of the list's below may not respond to solicitation.

Convicted Vendor List

Suspended Vendor List

Discriminatory Vendor List

Scrutinized List of Prohibited Companies

Federal Excluded Parties List

Lists are available at the following Department of Management Services site:

http://www.dms.myflorida.com/business_operations/state_purchasing/vendor_information/convicted_suspended_discriminatory_complaints_vendor_lists

3.8. Workplace Violence

Employees of proposer's are prohibited from committing any act of workplace violence. Violation may be grounds for termination. Workplace violence means the commission of any of the following acts by a proposer's employee.

Battery: intentional offensive touching or application of force or violence to another.

Stalking: willfully, maliciously and repeatedly following or harassing another person.

3.9. Governing Law

This solicitation, its terms and conditions, and the resulting agreement shall be governed in accordance with the laws of the State of Florida. In the event any related legal action is brought, venue shall be in a court of competent jurisdiction in and for Alachua County, Florida.

3.10. Payments

All payments will be made in accordance with the terms and conditions set forth in the resulting Agreement.

If awarded, the Consultant shall accept payment from the County via EFT (Electronic Fund Transfer), and upon receipt of the approved Contract Order complete process with Alachua County.

All applications for payment shall be processed and paid in accordance with the provisions of Chapter 218, Part VII Florida Statutes ("Local Government Prompt Payment Act"), unless otherwise provided.

3.11. Laws, Permits and Regulations

The selected Consultant shall, at the Consultant's expense, obtain and pay for all necessary permits, permit application fees, licenses or any fees required.

The Consultant shall comply with all federal, state, and local laws, ordinances, rules, regulations and building code requirements applicable to the project and services contemplated in the proposal. The selected Consultant is presumed to be familiar with all federal, state, and local laws, ordinances, code rules and regulations that may in any way affect the project and services. Ignorance on the part of the selected Consultant will in no way relieve it of responsibility.

All corporations, LLCs, limited and general partnerships, LLPs and LLLPs wishing to do business within the County must register, and be in active status, with the Florida Department of State, Division of Corporations at the following web site: http://www.sunbiz.org/. Failure to register and be active with the Florida Department of State may result in the proposal being determined as non-responsive.

The selected Consultant must agree to abide by and conduct its programs and provide its services in compliance with the provisions of the Civil Rights Act of 1866, Civil Rights Act of 1871, Equal Pay Act of 1963, Civil Rights Act of 1964, Age Discrimination and Employment Acts of 1967, Rehabilitation Act of 1973, 1990 Americans with Disabilities Act, 1991 Federal Civil Rights Act, 1992 Florida Civil Rights Act, and all other applicable ordinances, statutes, laws and amendments thereto.

3.12. Indemnification

If the Consultant is selected to provide services for the County, then an agreement will be entered between the County and the Consultant, and Consultant, or as Contractor, shall agree to protect, defend, indemnify, and hold harmless the County and its commissioners, officers, employees and agents (the "County") from and against any and all claims, losses, penalties, damages, costs, charges, liabilities and cause of actions of every kind and character, including attorneys' fees and costs, arising out of or directly or indirectly relating to scope of services and/or the Agreement and/or the performance hereof. Without limiting the generality of the foregoing, any and all such claims, etc., including but not limited to personal injury, death, damage to property (including destruction) defects in materials or workmanship, actual or alleged infringement of any patent, trademark, copyright (or application for any thereof) or of any other tangible or intangible personal or property right, or any actual or alleged violation of any applicable statutes, ordinance, administrative order, rule, or regulation or decree of any court, shall be included in the indemnity. Proposer agrees that indemnification of the County shall extend to any and all work performed by the Proposer, its subcontractors, employees, agents, servants or assigns. This obligation shall in no way be limited in any nature whatsoever by any limitation on the amount or type of Proposer's insurance coverage. In the event the County is alleged to be liable on account of alleged acts or omissions, or both, of Contractor or Contractor's employees, representatives or agents, then Contractor will investigate, respond to and provide a defense for any allegations and claims, at Contractor's sole costs and expense. Furthermore, Contractor will pay all costs, fees and other expenses of any defense, including but not limited to, all attorneys' fees, court costs and expert witness fees and expenses. Contractor and County will jointly cooperate with each other in the event of any litigation,

including any request for documentation. This indemnification provision will survive the termination of the Agreement. Nothing contained herein shall constitute a waiver by the County of sovereign immunity or the provisions or limitation of liability of §768.28, Florida Statutes, as may be amended.

3.13. Default and Termination

The failure of either party to comply with any provision of the contract shall place that party in default. Prior to terminating the contract, the non-defaulting party shall notify the defaulting party in writing. Notification shall make specific reference to the provision which gave rise to the default.

The defaulting party shall be given seven (7) days in which to cure the default. The Department Director is authorized to provide written notice of default on behalf of the County, and if the default situation is not corrected within the allotted time, the County Manager is authorized to provide final termination notice on behalf of the County to the selected Consultant.

The County may terminate the contract without cause by first providing at least 72 hours written notice to the selected Consultant prior to the termination date. The County's Manager is authorized to provide written notice of termination on behalf of the County.

In the event funds to finance the contract become unavailable, the County may terminate the contract with no less than twenty-four hours' notice in writing to the selected Consultant. The County shall be the final authority as to the availability of funds.

3.14. Non Waiver

The failure of either party to exercise any right shall not be considered a waiver of such right in the event of any further default or noncompliance.

3.15. Independent Contractor

The Consultant will be acting in the capacity of an independent contractor and not as an agent, employee, partner, joint venturer, or associate of the County. The Consultant shall be solely responsible for the means, method, technique, sequences, and procedures utilized by the Consultant in the full performance of the services or work.

3.16. Successors and Assigns

The Consultant binds its respective successors and assigns in all respects to all of the terms, conditions, covenants, and provisions of this Request for Proposal. Any assignment or transfer by the selected Consultant of its interests in the resulting Agreement without the written consent of the County shall be void. Nothing herein shall be construed as creating any personal liability on the part of any officer or agent of the County or the selected Consultant, nor shall it be construed as giving any right or benefit hereunder to anyone other than the County or the selected Consultant.

3.17. Conflict of Interest

The Proposer certifies that to the best of their knowledge or belief, no elected/appointed official or employee of the County is financially interested, directly or indirectly, in the purchase of the goods or services specified in this Request for Proposal.

Proposers are required to complete and answer the questions located in the Submittals section.

3.18. Collusion

The Consultant, by submitting their proposal form, declares that the proposal is made without any previous understanding, agreement, or connections with any persons, firms or corporations making a proposal on the same items and that it is in all respects, fair, and in good faith without any outside control, collusion, or fraud.

The Consultant, by submitting their proposal, declares that no County Commissioner, other County officer, or County employee, directly or indirectly owns more than five (5) percent of the total assets or capital stock of the proposing entity, nor will directly or indirectly benefit by more than five (5) percent from the profits or emoluments.

3.19. Purchases by Other Public Agencies

With the consent and agreement of the successful Proposer(s), purchases may be made under the agreement by other governmental agencies, municipal corporations or political subdivisions. . Such purchases shall be governed by the same pricing, terms and conditions stated herein with no deviations allowed. The agreement in no way restricts or interferes with the right of any public agency or political subdivision to bid any or all of the items or services independently.

3.20. Amendments

The requirements of this Request for Proposal may only be amended upon written instrument or addenda issued by the County.

3.21. Assignment of Interest

The parties recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the County. Therefore, the vendor hereby assigns to the County any and all claims for such overcharges as to goods, material or services purchased in connection with the Agreement. However, for all other assignments, neither party will assign, convey, pledge, sublet, transfer or otherwise dispose any interest in this Agreement and shall not transfer any interest in same without prior written consent of the other party.

3.22. Assignment of Personnel

All personnel assigned to the project and services by the Consultant will be subject to the approval of the County and no changes shall be allowed unless prior written approval is obtained.

3.23. Examination of Request for Proposals

Before submitting a proposal, it shall be the Consultant's responsibility to examine thoroughly the Request for Proposals or other related documents (where applicable) to be informed regarding any and all conditions and requirements that may in any manner affect the work to be performed under the Contract. Failure to do so will not relieve the selected Consultant of complete performance under the contract.

3.24. Award of Contract(s)

The County reserves the right to award contracts to more than one (1) Consultant as determined to be in the best interest of the County.

4. INSURANCE

4.1. Insurance Responsibility

The selected proposer ("Consultant") shall provide a Certificate of Insurance to the County with a thirty (30) day notice of cancellation. If the initial insurance expires prior to the completion of the services or work, a renewal certificate shall be furnished thirty (30) days prior to the date of expiration.

4.2. TYPE "A" INSURANCE REQUIREMENTS "ARTISAN CONTRACTORS / SERVICE CONTACTS"

The Contractor shall procure and maintain for the duration of this contract insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the work hereunder by the contractor/vendor, his agents, representatives, employees or subcontractors.

COMMERCIAL GENERAL LIABILITY

Coverage must be afforded under a per occurrence form policy for limits not less than $1,000,000 General Aggregate, $1,000,0000 Products / Completed Operations Aggregate, $1,000,000 Personal and Advertising Injury Liability, $1,000,000 each Occurrence, $50,000 Fire Damage Liability and $5,000 Medical Expense.

AUTOMOBILE LIABILITY

Coverage must be afforded including coverage for all Owned vehicles, Hired and Non-Owned vehicles for Bodily Injury and Property Damage of not less than $1,000,000 combined single limit each accident.

WORKERS COMPENSATION AND EMPLOYER'S LIABILITY

Coverage to apply for all employees at STATUTORY Limits in compliance with applicable state and federal laws; if any operations are to be undertaken on or about navigable waters, coverage must be included for the USA Longshoremen & Harbor Workers Act.

Employer's Liability limits for not less than $100,000 each accident; $500,000 disease policy limit and $100,000 disease each employee must be included.

BUILDER'S RISK / INSTALLATION FLOATERS (when applicable)

When this contract or agreement includes the construction of and/or the addition to a permanent structure or building; including the installation of machinery and/or equipment, the following insurance coverage must be afforded:

Coverage Form: Completed Value, All Risk in an amount equal to 100% of the value upon completion or value of equipment to be installed.

When applicable: Waiver of Occupancy Clause or Cessation of Insurance clause. Flood Insurance as available under the

National Flood Insurance Program.

CYBER LIABILITY COVERAGE (when applicable)

Vendor shall procure and maintain for the life of the contract in an amount not less than $1,000,000 per loss for negligent retention of data as well as notification and related costs for actual or alleged breaches of data.

Technology/Professional Liability: with limits of $1 million. Coverage is for the life of the contract and must continue for five (5) years after contract expiration. This coverage must include Cyber Liability coverage for negligent retention of data as well as notification and related costs for actual or alleged breaches of data.

EMPLOYEE FIDELITY COVERAGE (only applicable to vendors whose employees handle funds)

Employee Dishonesty coverage must be afforded for not less than $500,000 Blanket all employees ISO Form

OTHER INSURANCE PROVISIONS

The policies are to contain, or be endorsed to contain, the following provisions:

I Commercial General Liability and Automobile Liability Coverages

a. The Alachua County Board of County Commissioners, its officials, employees and volunteers are to be covered as an Additional Insured as respects: Liability arising out of activities performed by or on behalf of the Contractor/Vendor; to include Products and/or Completed Operations of the Contractor/Vendor; Automobiles owned, leased, hired or borrowed by the Contractor.

b. The Contractor's insurance coverage shall be considered primary insurance as respects the County, its officials, employees and volunteers. Any insurance or self-insurance maintained by the County, its officials, employees or volunteers shall be excess of Contractor/Vendor's insurance and shall be non-contributory.

II All Coverages

The Contractor/Vendor shall provide a Certificate of Insurance to the County with a notice of cancellation. The certificate shall indicate if cover is provided under a "claims made" or "per occurrence" form. If any cover is provided under claims made from the certificate will show a retroactive date, which should be the same date of the contract (original if contact is renewed) or prior.

SUBCONTRACTORS

The Contractor/Vendor shall be responsible for all subcontractors working on their behalf as a condition of this agreement. All subcontractors of the Contractor/Vendor shall be subject to the same coverage requirements stated herein.

CERTIFICATE HOLDER: Alachua County Board of County Commissioners

Email certificate to : Animal Resources & Care - jjohnson@alachuacounty.us

5. SCOPE OF SERVICES

The services requested by the County under this solicitation are for Animal Licensing Services.

5.1. Project Overview

Alachua County wishes to retain companies to provide comprehensive licensing and missing pet recovery services, customer service to pet parents, collecting payments for yearly registration, sending reminders to pet parents to purchase yearly registration, and supply the pet parents and Veterinarians with Smart Tags to promote lost pet recovery in support of Alachua County Animal Resources (ACAR). These services may require expertise in the areas of Licensing Compliance, technology, customer service and lost pet recovery services. This Request for Proposal is for a contract between Alachua County and the Company for comprehensive Licensing services.

5.2. Scope

To provide animal licensing services including, but not limited to the processing and issuing of Alachua County Animal Resources (ACAR) license tags. The license tag fee structure is established by *Alachua County Code of Ordinances, Chapter 72 Animal Control, Section 40.*

5.3. Contractor's Responsibility

The CONTRACTOR shall be qualified and experienced in providing the animal licensing service. The services are to be performed by the Contractor in its own facility. Services are to be performed in a professional manner and a fixed fee shall be established for each license tag processed.

A. Licensing and Remittance

1. Contractor shall be accountable and shall assume all costs of shipping animal license supplies (tags, certificate books, return mailers) to the pet owners and participating veterinarians.

2. Mail renewal notices to pet owners so as to be in compliance with State of Florida Statute 828.28 at least 45 days prior to licensure renewal deadline. The notice must contain information describing the licensing requirements and any associated penalties.

    a. Contractor shall use ACAR licensing data found in its Animal Services database plus information input into the Animal Services database by the Contractor. Renewal notices shall include animal and owner information, license expiration date, vaccination requirements (if any), and instruction on ways to remit payment. Second notices, include a late fee (if applicable), shall be sent to pet owners if there is no payment received within thirty (30) days. Costs of the postage and renewal notices shall be borne by the Contractor.

3. Enter all new and renewal licenses and corresponding payment information into ACAR approved, dedicated database daily. Contractor's database shall reflect all required

information as indicated in the Scope of Work/Services. This database must be compatible with the ACAR database and shall be provided by the Contractor.

4. Establish an internet portal so that pet owners may pay online by credit card. Issue a "proof of payment" verification/verification number to owners who choose to pay online.

5. Process and mail license tags to pet owners within ten (10) days of receipt of payment of the license fee and complete required information as referenced in Attachment A to the Scope of Work/Services.

6. Deposit bank revenue collected for license fees on a daily basis into a bank account as designated by Alachua County.

7. Contractor shall make necessary changes in the database, upon approval by ACAR and forward these changes daily.

B. Licenses sold directly by Alachua County shall be exempt from all fees charged by the Contractor.

C. Veterinarians

1. Veterinarians submit their license tag certificates on a monthly basis. Contractor shall receive and enter the veterinarians' license tag information (pet owner, pet info, medical info) within five (5) days of receipt. Veterinarians may submit rabies vaccination certificates in their own format provided all required ACAR' information is on the certificate. Deposits shall be made in identical fashion as described under Licensing and Remittance above. Contractor shall provide all necessary license tags to veterinarians.

2. Contractor shall notify ACAR of veterinarians' offices that are selling licenses, but not sending in the correct payment or no payment at all.

3. If veterinarians are selling the license tags but not submitting the correct payment, the awarded Contractor shall create and submit a monthly invoice to the veterinarian's office requiring immediate payment, including any applicable late fees.

4. Contractor shall be responsible for collecting all unissued tags from the veterinarians at the end of the calendar year. If the veterinarians cannot provide or account for the unused tags, the Contractor shall bill the veterinarians for the missing tags at the ACAR' current fee of $10.00 for per tag (ACAR will notify Contractor of change in fee).

5. Some veterinarians may provide rabies vaccinations, but choose not to sell the license tags. The Contractor shall enter all information (pet owner, pet info, medical info) and issue a license tag notice to the pet owner within ten (10) days of receipt of a non-tag certificate. The Contractor shall provide to ACAR for approval the wording and information on the notice that is to be mailed to the pet owner.

6. There shall be no charge to the veterinarians for any assistance provided by the Contractor.

7. Any information collected regarding rabies vaccinations is exempt from public records and should be treated as such.

D. Reporting

1. All data entered by the Contractor shall be made available for download into ACAR database. Contractor shall provide up-to-date monthly reports to ACAR detailing all facets of ACAR' license tag program including, but not limited to the following: revenue collected, unpaid tag notices, veterinarian balances, tag inventories, year to date totals, and other reports as requested. The format of the reports shall be mutually agreed upon and shall be submitted within five (5) days of the end of each month.

2. Contractor shall provide a dedicated representative to respond to inquiries within one (1) business day.

E. Customer Service

1. Provide a dedicated toll free telephone number to the public, with a customized greeting for ACAR.

2. Communicate with ACAR, veterinarians, and citizens by phone, mail, or email as needed.

3. Respond to telephone, voice mail, fax, and email inquiries from ACAR, veterinarians and citizens within 24 hours, Monday through Friday, or no later than the next business day if received on a weekend or holiday.

4. Conduct themselves in a professional and courteous manner when responding to inquiries from the public, veterinarians, and ACAR.

F. Credit Card Payments and Online Renewal

1. Contractor shall establish and maintain a merchant account in order to accept credit card payments. Contractor shall be responsible for all fees and expenses associated with the merchant account.

G. Donations

1. Contractor shall establish a means for citizens to make donations to Alachua County Pet Posse, a 501c3 nonprofit, at the time they purchase a pet license. Contractor shall remit donations as specified above in Licensing and Remittance, section G and shall not collect a fee for this service. Contractor shall issue a receipt to the donor. Donations shall be reported separately.

H. Transfer of Contract/Data

1. Within five (5) days after end/termination of the contract, the Contractor shall return all ACAR' supplies and transfer all data which shall become the sole property of ACAR.

5.4. ACAR's Responsibility

A. ACAR shall provide:

1. Sequentially numbered tags and the Contractor shall be accountable and assume responsibility for the cost of shipping said supplies to the pet owners and participating veterinarians.
2. Current fees can be found on the Alachua County website under Budget and Fiscal Office. https://alachuacounty.us/Depts/OMB/Fees/FY22-23%20Fee%20Schedule.pdf.
3. ACAR will designate the bank and deposit account number for deposit of all revenue collected for license fees.
4. The agreement between ACAR and the Contractor who is awarded this proposal will be for one (1) year from date of Award or Contract Execution. The County Manager will have the option to renew the proposal on a yearly basis for successive one-year renewal terms. Each renewal will be based on a yearly review of the services provided by the Contractor. If the price increases after year one, then the County Manager will have the right to accept the increase, contract with the next lowest bid or rebid the entire RFP.

B. The following information is required in order to obtain an Alachua County Animal License:

1. Owner's First and Last Name
2. Owner's Address
3. Owner's Telephone Number
4. Animal Species:
   a. Dog
   b. Cat
   c. Other
5. Animal's Age
6. Animal's Sex
   a. Male, unaltered
   b. Female, unaltered
   c. Spayed
   d. Neutered
7. Animal's Size
   a. Under 20 lbs.

   b. 20-50 lbs.
   c. 50-100 lbs.
   d. Over 100 lbs.
8. Animal's Name
9. Animal's Breed
10. Animal's Color(s)
11. Veterinarian's Name
    a. Veterinarian's License Number
    b. Veterinarian's Address
12. Rabies Vaccination Date
13. Next Rabies Vaccination Due By
14. 1 year or 3-year vaccine
15. Vaccine Producer
16. Vaccine Serial/Lot Number
17. Microchip Number

6. REQUIREMENTS AND ORGANIZATION

Proposals should be submitted setting forth the information called for below in the format required. Each proposal should contain the following:

6.1. Letter of Interest

Consultants should include a letter indicating the Consultant's interest in and knowledge of the project and willingness to provide the services.

6.2. Project Understanding and Approach

Consultants should include a narrative necessary to show their understanding of the scope and objectives to be performed in this project. The Consultant should describe the approach to the provision of services as required herein and the specific work plan to be employed to implement it. Indicate how this project will fit into the total workload of the Consultant during the project period.

6.3. Consultant's Qualifications and Staff

Identify the Manager and key staff who would be directly assigned to this project. Provide resumes to include years of experience within the area of specialty, length of service with the Consultant and knowledge of local government.

- Summary of the Consultant's current workload and ability to satisfy the County requirements.
- A brief statement shall be included, on the Consultant's background, organization and size.
- The one person designated to act as primary liaison between the Consultant and the County. In addition, an alternate must be designated to act in the temporary absence of the primary liaison.
- If any services are to be subcontracted, then those Consultants must be identified. Qualifications of any sub-consultant(s) and resumes of the individual(s) assigned to the projects are to be furnished as part of the submittal.
- Consultants shall demonstrate experience in the scope of services required herein. Describe in detail any prior experience.

6.4. Ability of Consultant's Professional Personnel

Resumes of the key staff that support the firm's competency in doing this type of work and key staff includes the Project Manager, and other project team professionals.

The firm has done this type of work in the past.

The company or key staff have recently done this type of work for the County, the State, or for local government in the past.

6.5. Ability to Meet Time and Budget Requirements

The level of key staffing and their percentage of involvement, the use of subcontractors (if any), office location, and/or information contained in the transmittal letter and proposal indicate that the firm will, or will not, meet time and budget requirement.

6.6. Effect of Project Team Location on Project Responses

Procurement provides points to local firms (Instruction to Proposers) who have an established local presence and staff that will be directly involved in the project.

7. SELECTION PROCEDURES

The Consultant selected to provide the services described herein will be selected from the qualified and responsive Consultants submitting responses to this request for proposal. The selection process will be as follows:

7.1. Contact with Members of the Evaluation Committee

To ensure fair consideration for all consultants, the County prohibits communication to or with any department, employee, elected official, or anyone evaluating or considering the proposals during the submission process, except as provided in RFP. Additionally, the County prohibits communications initiated by a Consultant to any department, employee, elected official, or anyone evaluating or considering the proposals prior to the time an award decision has been made.

A. Any communication between Consultant and the County will be initiated by Procurement in order to obtain information or clarification needed to develop a proper, accurate evaluation of the proposal. Communications initiated by a Consultant to anyone other than the appropriate Procurement representative may be grounds for disqualifying the offending Consultant from consideration of award of the proposal being evaluated and/or any future proposal.

B. It will be the responsibility of the Consultant to review all solicitation documents prior to submitting a proposal and to ascertain if any addenda have been issued and to confirm receipt of executed addenda.

7.2. RFP Submittals

Proposals will be distributed to the County approved Evaluation Committee for a thorough review, evaluation and final ranking recommendation to the Board of County Commissioners (BoCC).

7.3. RFP Evaluation Committee

The Evaluation Committee will evaluate each submittal in accordance with the evaluation criteria identified in this Request for Proposal, including the Proposed Requirements and Organization and Evaluation Phases.

In a Public Meeting, the Committee may discuss issues appropriate to the scoring. Committee Members do not have to agree on exact scores.

Depending on the complexity of the solicitation, additional meetings may be required, up to and including oral presentations. Oral presentations shall be made at no cost to Alachua County. During oral presentations the Consultant are expected to further detail their qualifications, approach to the project or services, and ability to furnish the required services.

7.4. Agreement

The County will finalize a contract with any, all, or none of the Consultants in order of the Final Ranking.

8. EVALUATION PHASES

The Evaluation Committee will evaluate the responsive proposals as follows:

The Evaluation Criteria will assess each responding Consultant's ability based on experience and qualifications of key staff members, the Consultant's capability of meeting time and budget requirements, whether a Consultant is a certified Small Business Enterprise, location points, volume of work to the County, and the Consultant's record with regard to this type of work, particularly in the County or in Florida.

The Evaluation Committee will assess how effectively the requirements of the scope of services have been addressed. The proposal should identify a project manager and other key members of the project team and the proposed project schedule. It should relate the capabilities of the project team to the requirements of the scope of services.

The Evaluation Committee will not be impressed with excessive boilerplate, excessive numbers of resumes, excessive length of resumes, excessive numbers of photographs, work that distant offices have performed, excessive participation by "business development" personnel, and the use of "professional" presenters who will not be involved in the project or future presentations, or work not involving personnel to be assigned to the proposed project.

Oral (Optional) presentation should address both the technical qualifications of the Consultant and their approach to the project.

Importance is given to the Consultant's understanding of the project, the placement of emphasis on various work tasks, and response to questions. The Evaluation Committee will assess the project manager's capability and understanding of the project and their ability to communicate ideas. The role of key members of the project team should be established based on the scope of services and the Consultant's approach to the project. The role of any subcontractor should be clearly identified in the proposal.

Unique experience and exceptional qualifications may be considered with emphasis on understanding of the project, particularly "why it is to be done" as well as "what is to be done."

8.1. Evaluation Criteria

No.	Evaluation Criteria	Scoring Method	Weight (Points)

1.	**Ability of Professional Personnel** A. Resumes of the key staff support the firm's Competency in doing this type of work? Key staff includes the Project Manager, and other project team professionals. B. Has the firm done this type of work in the past? C. Is any of this work to be subcontracted? If so, what are the abilities of the firm(s) to be subcontracted? D. Based on questions above, award points as follows: 1. 21-30 points - Exceptional Experience 2. 11-20 points - Average Experience 3. 0-10 points - Minimal Experience E. Has the company or key staff recently done this type of work for the County, the State, or for local government in the past? 1. If the work was acceptable, award up to ten (10) points. 2. If the firm has not done this type of work, award zero (0) points. 3. If the work was unacceptable, deduct up to ten (10) points and note why. F. Are there factors, such as unique abilities, which would make a noticeable (positive) impact on the project? 1. If the answer is yes, award from one (1) to ten (10) points and note reasons. 2. If the answer is no, award zero (0) points.	Points Based	50 *(25% of Total)*

2.	**Capability to Meet Time and Budget Requirements** A. Does the level of key staffing and their percentage of involvement, the use of subcontractors (if any), office location, and/or information contained in the transmittal letter indicate that the firm will, or will not, meet time and budget requirements? B. To your knowledge, has the firm met or had trouble meeting time and budget requirements on similar projects? C. Have proof of insurability and other measures of financial stability been provided? D. Are time schedules reasonable? E. Current Workload. F. This factor is designed to determine how busy a firm is by comparing all Florida work against Florida personnel. 1. If the work was acceptable, award up to ten (20) points. 2. If the firm has not done this type of work, award zero (0) points. 3. **If the work was unacceptable, deduct up to ten (10) points and note why.**	Points Based	20 *(10% of Total)*
3.	**Location** Points Provided by Procurement.	Points Based	10 *(5% of Total)*
4.	**Small Business Enterprise Participation (SBE)** Points Provided by Procurement.	Points Based	15 *(7.5% of Total)*
5.	**Volume of Previous Work (VOW) awarded by the County** Points Provided by Procurement.	Points Based	5 *(2.5% of Total)*

6.	**Understanding of Project** A. Did the proposal indicate a thorough understanding of the project? B. Is the appropriate emphasis placed on the various work tasks? 1. If the work was acceptable, award up to ten (20) points. 2. If the firm has not done this type of work, award zero (0) points. 3. **If the work was unacceptable, deduct up to ten (10) points and note why.**	Points Based	25 *(12.5% of Total)*
7.	**Project Approach** A. Did the firm develop a workable approach to the project? B. Does the proposal specifically address the County's needs or is it "generic" in content?	Points Based	25 *(12.5% of Total)*
8.	**Project Manager** A. Does the project manager have experience with projects comparable in size and scope? B. Does the Project Manager have a stable job history? Have they been with the firm long, or have there been frequent job changes?	Points Based	10 *(5% of Total)*

9.	**Project Team** A. Was a project team identified? B. Is the team makeup appropriate for the project? C. Do the team members have experience with comparable projects? D. Are there any sub contracted firms involved? Will this enhance the project team? E. Are the hours assigned to the various team members for each task appropriate?	Points Based	20 *(10% of Total)*
10.	**Project Schedule** A. Is the proposed schedule reasonable based on quantity of personnel assigned to the project? B. Are individual tasks staged properly and in proper sequence?	Points Based	10 *(5% of Total)*
11.	**Proposal Organization** A. Was proposal organization per the RFP? B. Was all required paperwork submitted and completed appropriately? C. Did the proposal contain an excessive amount of generic boilerplate, resumes, pages per resume, photographs, etc.?	Points Based	10 *(5% of Total)*

8.2. Oral Presentation (Optional)

No.	Evaluation Criteria	Scoring Method	Weight (Points)

1.	**Understanding of Project** A. Did the presentation indicate a thorough understanding of the project? Is the appropriate emphasis placed on the various work tasks? B. Was the presentation more specific to the County's project or a "generic" presentation? C. Did the firm develop a workable approach to the project?	Points Based	50 *(25% of Total)*
2.	**Responsiveness to Questions** A. Were questions answered directly or evasively? B. Were answers to questions clear and concise or scrambled and verbose?	Points Based	40 *(20% of Total)*
3.	**Project Team** A. Did the project team participate? B. Was project team plan of action presented and how specifically did it address the project? C. Was there participation from any subcontracted firms? What was the impact of their participation?	Points Based	50 *(25% of Total)*
4.	**Project Manager** A. Does the project manager have experience with responsibility for projects of comparable size and scope? Did he/she have a good understanding of this project? B. Did the project manager participate in the presentation? How effectively did he/she communicate ideas and respond to questions?	Points Based	50 *(25% of Total)*

5.	**Other** A. Award additional points for unique experience or abilities; organization of approach; understanding of "why it is to be done", as well as, "what is to be done," etc. Do not award points for excessive boilerplate, excessive participation by "business development", and use of "professional" presenters. B. The Other Factors to be considered, but not limited to, are those items, such as Small Business Enterprise status, past performance, and previous amount of work for Alachua County. Fee proposals, when requested and deemed appropriate, are also to be considered in the evaluation process, where the request for such fees is in accordance with the County's Procurement Code.	Points Based	10 *(5% of Total)*

9. SUBMITTALS

9.1. Corporate Resolution Granting Signature*

The response must be submitted by an officer of the business who is legally authorized to enter into a contractual relationship in the name of the proposer. An authorized representative who is not an officer may sign the proposal, but may or upon request provide a corporate resolution granting authorization to the representative to execute on behalf of the business. Are you authorized to submit this RFP?

☐ Please confirm

*Response required

9.2. Acknowledge that you have reviewed all Addendum(s) issued with this solicitation.*

☐ Please confirm

*Response required

9.3. Public Record Trade Secret or Proprietary Confidential Business Information Exemption Request*

As a proposer, any document you submit to Alachua County may be a public record and be open for personal inspection or copying by any person. In Florida 'public records" are defined as all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency. Section 119.011, F.S. A document is subject to personal inspection and copying unless it falls under one of the public records exemptions created under Florida law. **Please designate what portion of your proposal, if any, qualifies to be exempt from inspection and copying.**

Answer NO if:

NO PART OF YOUR SUBMISSION IS EXEMPTION FROM FLORIDA PUBLIC RECORDS LAW

No part of the proposal submitted is exempt from disclosure under the Florida public records law, Ch. 119, F.S.

Answer Yes if:

ALL OR PART OF YOUR SUBMISSION IS CLAIMED BY YOU TO BE EXEMPT FROM FLORIDA PUBLIC RECORDS LAW AND YOU AGREEMENT TO INDEMNIFY AND DEFEND ALACHUA COUNTY

The following parts of the proposal submitted are exempt from disclosure under the Florida public records law because: (list exempt parts and legal justification - e.g., trade secret):

_____

By claiming that all or part of the proposal is exempt from the Florida public records law, the undersigned proposer agrees to protect, defend, indemnify and hold the County, its officers, employees

and agents free and harmless from and against any and all claims arising out of a request to inspector copy the proposal. The undersigned proposer agrees to investigate, handle, respond to, provide defense (including payment of attorney fees, court costs, and expert witness fees and expenses up to and including any appeal) for and defend any such claim at its sole cost and expense through counsel chosen by the County and agrees to bear all other costs and expenses related thereto, even if they (claims, etc.) are groundless, false, or fraudulent.

☐ Yes

☐ No

*Response required

9.4. Public Record Trade Secret or Proprietary Confidential Business Information Exemption Request*

If you claimed no (i.e., you do not claim an exemption) answer N/A here.

If you claimed yes, (i.e., you do claim an exemption), explain which part/s are exempt below:

I CLAIM THAT THAT THE FOLLOWING PARTS OF MY PROPOSAL ARE EXEMPT FROM FLORIDA PUBLIC RECORDS LAW AND AGREE TO INDEMNIFY AND DEFEND ALACHUA COUNTY

The following parts of the proposal submitted are exempt from disclosure under the Florida public records law because: (list exempt parts and legal justification - e.g., trade secret):

_____

By claiming that all or part of the proposal is exempt from the public records law, the undersigned proposer agrees to protect, defend, indemnify and hold the County, its officers, employees and agents free and harmless from and against any and all claims arising out of a request to inspector copy the proposal. The undersigned proposer agrees to investigate, handle, respond to, provide defense (including payment of attorney fees, court costs, and expert witness fees and expenses up to and including any appeal) for and defend any such claim at its sole cost and expense through counsel chosen by the County and agrees to bear all other costs and expenses related thereto, even if they (claims, etc.) are groundless, false, or fraudulent.

*Response required

9.5. Public Record Trade Secret or Proprietary Confidential Business Information Exemption Request

If you claimed yes, do you have a Proprietary Exemption, attach the exempt files here.

If you choose no, move to the next question.

9.6. Small Business Enterprise Option 1: SBE Proposer*

The Consultant is an Alachua County Certified Small Business Enterprise

If you select "Yes", answer No on SBE Options 2, 3, 4 and mark N/A on SBE Option 5.

If you select "No" move to SBE Option 2.

Procurement will award a Consultant 15 points if the Consultant is a certified SBE per Alachua County's Equal Opportunity Office's current SBE registry at the submission deadline and at least 51% of the job will be performed by the Consultant.

☐ Yes

☐ No

*Response required

9.7. Small Business Enterprise Option 2: 30% SBE Proposer Participation*

The Consultant commits to using 30% SBE participation in subcontracted work.

If you select "Yes", answer No on SBE Options 1, 3, 4 and mark as N/A on SBE Option 5.

If you select "No" move to SBE Option 3.

Procurement will award a consultant points who commits to meet or exceed the percentage participation goal of 30% as established by the Procurement and Equal Opportunity Office.

☐ Yes

☐ No

*Response required

9.8. Small Business Enterprise Option 3: 15% - 29% SBE Prosper Participation*

The Consultant commits to using 15% - 29% SBE participation in subcontracted work.

If you select "Yes", answer No on SBE Options 1, 2, 4 and mark as N/A on SBE Option 5.

If you select "No" move to SBE Option 4.

Procurement will award a consultant 5 points who commits to meet the percentage participation goal of 15% - 29% as established by Procurement and the Equal Opportunity Office.

☐ Yes

☐ No

*Response required

9.9. Small Business Enterprise Option 4: No Subcontractors*

The Consultant will perform ALL work and that no subcontractors will be utilized for this proposal.

If you select "Yes", answer No on SBE Options 1, 2, 3 and mark as N/A on SBE Option 5.

If you select "No" move to SBE Option 5.

A consultant will not receive points if all work is to be performed by the Consultant and no SBE subcontractors will be utilized for this proposal.

☐ Yes

☐ No

*Response required

9.10. Consultant Small Business Enterprise Good Faith Effort Option 5.*

If you selected "NO" on SBE Options 1, 2, 3 and 4, complete SBE Option 5.

A consultant will not receive points if all work is to be performed by the Consultant and subcontractors are Non-Small Business Enterprise vendors. The consultant should complete Option 5 to demonstrate a good faith effort to utilize SBE subcontractors.

- If options 1, 2, 3, or 4 were not chosen, the Consultant should complete Option 5 substantiating compliance with good faith effort requirements.

In accordance with Article 11, of the Alachua County Procurement Code, I have solicited and received responses from the following Alachua County certified SBE companies. (The SBE vendor's response should be entered in the section below.)

Name of SBE Vendor Contacted: _____

Date SBE was Contacted: _____

SBE Contact Name:_____

Phone #:_____

SBE Response when contacted: _____

*Response required

9.11. Alachua County Government Minimum Wage*

Select which option that apply:

☐ Employees involved with Alachua County projects are paid a minimum of $15.00 hourly or the current prevailing wage and are provided health benefits.

☐ Employees involved with Alachua County projects are paid a minimum of $17.00 hourly or the current prevailing wage but are not provided health benefits.

☐ Employees are not paid Alachua County's Government Minimum Wage.

*Response required

9.12. Alachua County Location Preference*

Do you meet the Alachua County Location Preference, found in Instruction to Proposers?

☐ Yes

☐ No

*Response required

9.13. Drug Free Workplace*

In accordance with §287.087, Florida Statutes

Do you certify that you meet the following:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are under proposal a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under this proposal, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 1893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

☐ Yes

☐ No

*Response required

9.14. State Compliance*

All corporations, LLCs, limited and general partnerships, LLPs and LLLPs wishing to do business within the County must register, and be active, with the Florida Department of State, Division of Corporations at the following web site: http://www.sunbiz.org/. Failure to register and be active with the Florida Department of State may result in the proposal being determined as non-responsive.

☐ Yes

☐ No

*Response required

9.15. Vendor Eligibility*

Confirm that the submitting proposer has not been placed on any of the list's below:

Convicted Vendor List

Suspended Vendor List

Discriminatory Vendor List

Scrutinized List of Prohibited Companies

Federal Excluded Parties List

☐ Please confirm

*Response required

9.16. NON-SBE Subcontractors*

List all subcontractor's being utilized on this RFP, (NON-SBE) If no sub contractor are being utilized respond N/A

Name of Sub-Contractor: _____

Address:_____

Scope of Work to be Performed: _____

*Response required

9.17. Responsible Agent Designation*

The Consultant shall designate a responsible agent and alternate as necessary, for all dealings, communications, or notices or contracts between the County and the Consultant by completing and returning this Responsible Agent Form. Any notice or communication to or from the responsible agent shall be deemed to be a communication to the Consultant.

RESPONSIBLE AGENT: _____

ADDRESS: _____

PHONE NO.: _____

EMAIL ADDRESS: _____

ALTERNATE RESPONSIBLE AGENT:_____

ADDRESS: _____

PHONE NO: _____

EMAIL ADDRESS:_____

*Response required

9.18. Conflict of Interest*

The proposer certifies that to the best of its/his/her knowledge or belief, no elected/appointed official or employee of the County is financially interested, directly or indirectly, in the purchase of the goods or services specified on this proposal. (Select yes, if there is no conflict of interest)

☐ Please confirm

*Response required

9.19. Request for Proposal Submittal Documentation*

Upload your Request for Proposal documentation, in PDF format, with all required information and applicable documents in this section for review.

*Response required

9.20. You have reviewed and completed all the required submittal requirements..*

☐ Please confirm

*Response required

10. PRICING

PRICE PROPOSAL ANIMAL LICENSING

Componet	Description	Unit of Measure	Unit Cost
1	Start-up Fee (if applicable) – shall include any necessary data conversions, software, technical setup fees, website establishment, or other fees as submitted. Please describe in detail (upload PDF file of Details to question #19 in the Submittal Section).	1	
2	Annual Fee (if applicable) – shall include any fees associated with support, maintenance, software upgrades, or other fees as submitted. Please describe in detail (upload PDF file of Details to question #19 in the Submittal Section).	1	
3	A fixed fee for each license tag sold. This fee shall cover the cost of: ▯ Printing first and second (if necessary) renewal notices ▯ Entering all data, vaccinations, and pet medical information ▯ Receiving and entering payments – check and credit cards ▯ Mailing of license tags ▯ Current estimated annual volume – 5,000 tags	1	
4	Additional fee for each multiyear license tag (if applicable)	1	
5	A fixed fee for each replacement license tag issued. Current replacement license fee is $6.00 per license tag	1	

11. SAMPLE AGREEMENT

11.1. Sample Continuing Services Agreement/Contract

CONTINUING SERVICES AGREEMENT NO. _____ WITH _____ FOR _____

This Agreement is entered into on _____, 2021, between Alachua County, Florida, a political subdivision and Charter County of the State of Florida, by and through its Board of County Commissioners, hereinafter referred to as "County" and (Business Entity Name), a (Business Entity State) (Business Entity Type) with a principle business address located at (Address), hereinafter referred to as "Professional" (collectively hereinafter the Professional and County referred to as "Parties").

WITNESSETH,

WHEREAS, the County issued Bid or RFP #_____ seeking qualified Professionals to furnish _____, in Alachua County, Florida; and

WHEREAS, after evaluating and considering all timely responses to Bid or RFP #_____, the County identified the Professional as the top ranked firm; and

WHEREAS, the County desires to employ the Professional to provide the services described in Bid or RFP # _____and the Professional desires to provide such services to the County in accordance with the terms and conditions set forth herein; and

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, and other good and valuable consideration, the receipt and sufficiency of which is acknowledged by the Parties, the Parties hereby agree as follows:

1. Term.

1.1. This Agreement is effective on_____ and will continue until _____, unless, earlier terminated as provided herein. This Agreement may be amended at the option of the County for ____ additional _____ year terms at the terms and conditions outlined herein.

1.2. The County's performance and obligation to pay under this Agreement is contingent upon a specific annual appropriation by the Alachua County Board of County Commissioners ("Board"). The Parties hereto understand that this Agreement is not a commitment of future appropriations. Therefore, the continuation of this Agreement beyond the end of any fiscal year shall be subject to both the appropriation and the availability of funds in accordance with Chapter 129, Florida Statutes, and that the failure of the Board to do so shall not constitute a breach or default of this Agreement.

2. Representations. By executing this Agreement, the Professional makes the following express representations to the County:

2.1. The Professional is qualified to act as the Professional for the Project and is licensed to practice by all public entities having jurisdiction over the Professional and the Project;

2.2. The Professional shall maintain all necessary licenses, permits or other authorizations necessary to act as such for the Project until the duties hereunder have been fully satisfied;

2.3. The Professional has become familiar with the Project site and the local conditions under which the Project will to be designed, constructed and operated;

2.4. The Professional shall prepare all deliverables required by this Agreement including, but not limited to: all contract plans and specifications, in such manner that they will be accurate, coordinated and adequate for the purposes intended and shall be in conformity and comply with all applicable law, codes and regulations;

2.5. The Professional represents that the deliverables prepared are adequate and sufficient to accomplish the purposes of the project and meet the requirements of all applicable federal, state and local codes and regulations.

2.6. The Professional acknowledges that the County's review of the deliverables in no way diminishes the Professional's representations pertaining to the deliverables.

3. Duties of the Professional. The Professional shall have and perform the following duties, obligations, and responsibilities to the County as outlined in Exhibit 1. This Agreement standing alone does not authorize the performance of any work or require the County to place any orders for work.

4. Duties of the County. The County shall have and perform the following duties, obligations, and responsibilities to the Professional:

5. Authorization for Services. Authorization for performance of professional services by the Professional under this Agreement shall be in the form of written Work Orders issued and executed by the County and signed by the Professional. A sample Work Order is attached hereto as Exhibit 2. Each Work Order shall describe the services required, state the dates for commencement and completion of work, and establish the amount and method of payment. The Work Orders will be issued under, and shall incorporate the terms, of this Agreement. The County makes no covenant or promise as to the number of available projects, or that the Professional will perform any project for the County during the life of this Agreement. The County reserves the right to contract with other Parties for the services contemplated by this Agreement when it is determined, by the County, to be in its best interest to do so.

5.1. The Manager, or specified designee, is authorized to initiate and sign Work orders and Amendments and modifications to Work Orders on behalf of the County.

5.2. Change Orders to existing Work Orders will be authorized by a Work Order Change Order (Exhibit 2-A).

6. Compensation. The County agrees to compensate the Professional for its services called for under this Agreement, an amount Not to Exceed (NTE) $ annually. Projects may be executed up to the NTE amount on a "Fixed Fee" basis, a "Time Basis Method" or a combination of methods.

6.1. If a Work order is issued for a "Fixed Fee Basis" then the applicable Work Order Fixed Fee amount will include any and all reimbursable expenses.

6.2. If a Work Order is issued under a "Time Basis Method", then the Professional shall be compensated in accordance with the rate schedule attached as Exhibit 3

6.3. In the event the work requires a combination of both types of compensation a separate Work Order shall be completed for each type of compensation. Detailed supporting documentation shall be provided with the Work Orders.

7. Reimbursable Expenses If a Work Order is issued on a "Time Basis Method", then the reimbursable expenses are in addition to the hourly rates. Reimbursable expenses are subject to the applicable Not to Exceed Amount or Limitation of Funds amount set forth in the Work Order, and to conditions, restrictions, and limitations of §112.061, Florida Statute. Reimbursable expenses may include actual expenditures made by the Professional, its employees, or its associates, in the interest of the Project for the expenses listed in the following paragraphs:

7.1. Expenses for travel when traveling in connection with the Project, based on §112.061(7) and (8), Florida Statutes, or their successor and with the prior approval of the County.

7.2. Fees paid for securing approval of authorities having jurisdiction over the Project.

7.3. Actual expense of reproductions, postage and handling of drawings and specifications.

7.4. If authorized in writing in advance by the County, the cost of other expenditures made by the Professional in the interest of the Project provided such expenditures are in accordance with the Scope of Services and Work Order as approved by the County.

7.5. If the Professional's duties, obligations, and responsibilities are materially changed through no fault of the Professional after execution of this Agreement, additional compensation shall be paid as provided in Exhibit 1.

IF SERVICES PROVIDED BY CONRACTOR ARE EXEMPT UNDER THE ALACHUA COUNTY MINIMUM WAGE ORDINANCE, DELETE PARAGRAPH 8 BELOW

8. Alachua County Minimum Wage.

8.1. The Work performed through this Agreement is considered covered services under Chapter 22, Article 12, of the Alachua County Code of Ordinances ("Wage Ordinance"), which establishes a government minimum wage for certain contractors and subcontractors providing selected services to Alachua County government. "Covered Employees," as defined in Sec. 22.45 of the Wage Ordinance, are those employees directly involved in providing covered services pursuant to this Agreement.

8.2. The Professional shall provide certification, Exhibit 5, to the County confirming that it pays each of its employees the Alachua County Government Minimum Wage, as well as ensuring that it will require the same of its subcontractors throughout the duration of the Agreement.

8.3. The Professional shall prominently display a copy of the Wage Ordinance where it is easily seen by covered employees and supply to covered employees upon request. Additionally, the Professional is responsible to make any person submitting a bid for a subcontract for covered services aware of the requirements.

8.4. Failure to comply with the provisions of the Wage Ordinance will be deemed a breach of the contract and authorize the County to withhold payment of funds in accordance with Chapter 218, Florida Statutes.

8.5. The Professional will include the necessary provisions in subcontracts to ensure compliance. However, the County shall not be deemed a necessary, or indispensable, party in any litigation between the Professional and its subcontractors.

9. Payment.

9.1. As a condition precedent for any payment, the Professional shall submit a monthly invoice to the County requesting payment for services properly rendered and expenses due, unless otherwise agreed in writing by the County. The Professional's invoice shall describe with reasonable particularity: each service rendered, the date thereof, the time expended (if billed by hour), and the person(s) rendering such service. The Professional's invoice shall be accompanied by such documentation, or data in support of expenses, for which payment is sought as the County may require. If payment is requested for services rendered by Professional, the invoice shall additionally reflect the allocations as provided and shall state the percentage of completion as to each such allocation. Each invoice shall bear the signature of the Professional, which will constitute the Professional's representation to the County that the services indicated in the invoice have: reached the level stated, served a public purpose, been properly and timely performed as required herein, that the expenses included in the invoice have been reasonably incurred in accordance with this Agreement, that all obligations of the Professional covered by prior invoices have been paid in full, and that the amount requested is currently due and owing, there being no reason known to the Professional that payment, of any portion, thereof should be withheld. Submission of the Professional's invoice for final payment shall further constitute the Professional's representation to the County that, upon receipt by the County of the amount invoiced, all obligations of the Professional to others, including its consultants, incurred in connection with the Project, will be paid in full. The Professional shall submit invoices to the County at the following address:

Department Director

Alachua County Department

South Main Street

Gainesville, Florida, 32601

Email Address: _____

9.2. In the event that the County becomes credibly informed that any representations of the Professional relating to payment are wholly, or partially, inaccurate, the County may withhold payment of sums then or in the future otherwise due to the Professional until the inaccuracy, or inaccuracies, and the cause thereof, is corrected to the County's reasonable satisfaction.

9.3. The County shall make payment to the Professional, of all sums properly invoiced under the provisions of this paragraph, in accordance with the provisions of Chapter 218, Part VII (Local Government Prompt Payment Act), Florida Statutes.

9.4. Payments shall be made to the following address:

(Business Entity Name)

(Address)

(City, State, Zip Code)

Email Address: _____

10. Personnel.

10.1. The Professional will assign only qualified personnel to perform any service concerning this Agreement. At the time of execution of this Agreement, the Parties anticipate the following Parties will perform those functions indicated:

NAME FUNCTION

[List] [List]

10.2. So long as the individuals named above remain actively employed or able to be retained by the Professional, they shall perform the functions indicated next to their names. The Manager of their specific designee may authorize changes to this list in writing.

11. Notice. Except as otherwise provided in this Agreement, all notices to be provided under this Agreement from either party to the other party must be by one of the following methods: (i) in writing and sent by certified mail, return receipt requested, (ii) by personal delivery with receipt, or (iii) via electronic mail. All notices shall be deemed two (2) business days after mailing, unless deliver is by personal deliver in which case delivery shall be deemed to occur upon actual receipt by the other party. For purposes of all notices, Contractor's and County's representatives are:

County:

Department Director

Alachua County _____ Department

Gainesville, FL, _____

Email Address: _____

Professional:

(Business Entity Name)

(Address)

(City, State, Zip Code)

Email Address: _____

A copy of any notice, request or approval to the County must also be sent to:

J.K. "Jess" Irby, Esq.

Clerk of the Court

12 SE 1st Street

Gainesville, FL 32601

ATTN: Finance and Accounting

dmw@alachuaclerk.org

And

Procurement Division

12 SE 1st Street

Gainesville, Florida 32601

Attn: Contracts

Procurement@alachuacounty.us

12. Default and Termination.

12.1. The failure of the Professional to comply with any provision of this Agreement will place the Professional in default. Prior to terminating the Agreement, the County will notify the Professional in writing. This notification will make specific reference to the provision which gave rise to the default. The County will give the Professional seven (7) days to cure the default. The _____ Manager is authorized to provide written notice of default on behalf of the County, and if the default situation is not corrected within the allotted time, the County Manager is authorized to provide final termination notice on behalf of the County to the Professional.

12.2. The County may also terminate the Agreement without cause by providing written notice to the Contractor (hereinafter, "Termination for Convenience"). The County Manager is authorized to provide written notice of Termination for Convenience on behalf of the County. Upon such notice, Contractor will immediately discontinue all Work affected (unless the notice directs otherwise) and deliver to the County all data, drawings, specifications, reports, estimate, summaries, and such other information and materials as may have been accumulated by the Contractor in performing this Agreement, whether completed or in process. In the event of such Termination for Convenience, Contractor's recovery against County shall be limited to that portion of the Annual Contract Price earned through the date of termination, but Contractor shall not be entitled to any other or further recovery against County, including, but not limited to, damages, consequential or special damages, or any anticipated fees or profit on portions of the Work not performed.

12.3. If funds to finance this Agreement become unavailable, the County may terminate the Agreement with no less than twenty-four (24) hours' notice in writing to the Contractor. The County will be the final authority as to the availability of funds. The County will pay the Contractor for all Work completed prior to delivery of notice of termination. In the event of such Termination, Contractor's recovery against County shall be limited to that portion of the Annual Contract Price earned through the date of termination, but Contractor shall not be entitled to any other or further recovery against County, including, but not limited to, damages, consequential or special damages, or any anticipated fees or profit on portions of the Work not performed.

13. Contract and Work Order in Conflict. Whenever the terms of this Agreement conflict with any Work Order issued pursuant to it, the Agreement shall prevail.

11.2. Sample Continuing Services Agreement/Contract Cont'd

14. Project Records.

14.1. General Provisions

14.1.1. Any document submitted to the County may be a public record and is open for inspection or copying by any person or entity. "Public Records" are defined as all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency per §119.011(12), Florida Statutes, or as otherwise provided by law.

14.1.2. In accordance with §119.0701, Florida Statutes, the Professional, when acting on behalf of the County, as provided under 119.011(2),Florida Statutes, shall keep and maintain public records as required by law and retain them as provided by the General Record Schedule established by the Department of State. Upon request from the County's custodian of public records, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time unless exempted under Chapter 119, Florida Statutes, or as otherwise provided by law. Additionally, the Professional shall provide the public records at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.

14.1.3. Contractor shall ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of this Agreement and following completion of this Agreement if the Professional does not transfer the records to the County.

14.2. Confidential Information

14.2.1. During the term of this Agreement, the Professional may claim that some, or all of Professional's information, including, but not limited to, software documentation, manuals, written methodologies and processes, pricing, discounts, or other considerations (hereafter collectively referred to as "Confidential Information"), is, or has been treated as confidential and proprietary by Professional in accordance with §812.081, Florida Statutes, or other law, and is exempt from disclosure under the Public Record Act. Professional shall clearly identify and mark Confidential Information as "Confidential Information" or "CI" and the County shall use reasonable efforts to maintain the confidentiality of the information properly identified by the Professional.

14.2.2. The County shall promptly notify the Professional in writing of any request received by the County for disclosure of Professional's Confidential Information and the Professional may assert any exemption from disclosure available under applicable law or seek a protective order against disclosure from a court of competent jurisdiction. Professional shall protect, defend, indemnify, and hold the County, its officers, employees and agents free and harmless from and against any claims or judgments arising out of a request for disclosure of Confidential Information. Professional shall investigate, handle, respond to, and defend, using counsel chosen by the County, at Professional's sole cost and expense,

any such claim, even if any such claim is groundless, false, or fraudulent. Professional shall pay for all costs and expenses related to such claim, including, but not limited to, payment of attorney fees, court costs, and expert witness fees and expenses. Upon completion of this Agreement or license, the provisions of this paragraph shall continue to survive. Professional releases County from claims or damages related to disclosure by County.

14.3. Project Completion: Upon completion of, or in the event this Agreement is terminated, the Professional, when acting on behalf of the County, as provided under §119.011(2),Florida Statutes, shall transfer, at no cost, to the County all public records in possession of the Professional or keep and maintain public records required by the County to perform the service. If the Professional transfers all public records to the County upon completion or termination of the agreement, it must destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Professional keeps and maintains public records upon the completion or termination of the agreement all applicable requirements for retaining public records shall be met. All records stored electronically shall be provided to the County, upon request from the County's custodian of public records, in a format that is compatible with the information technology systems of the County.

14.4. Compliance

14.4.1. If the Professional does not comply with the County's request for records, the County shall enforce the contract provisions in accordance with the Agreement.

14.4.2. A Professional who fails to provide the public records to the County within a reasonable time may be subject to penalties under s.119.10

IF THE PROFESSIONAL HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE COUNTY REPRESENTATIVE AT E-MAIL: publicrecordsrequest@alachuacounty.us; PHONE: (352) 384-3132; ADDRESS: 12 SE 1ST STREET, GAINESVILLE, FL 32601.

15. Ownership of Deliverables. All project deliverables and documents are the sole property of the County and may be used by the County for any purpose.

16. Insurance. The Professional will procure and maintain insurance throughout the entire term of this Agreement of the types and in the minimum amount detailed in Exhibit 4. A current Certificate of Insurance (COI), showing coverage of the type and in the amounts required is attached hereto as Exhibit 4-A.

17. Permits. The Professional will obtain and pay for all necessary permits, permit application fees, licenses or any fees required.

18. Laws and Regulations. The Professional will comply with all laws, ordinances, regulations, and building code requirements applicable to the work required by this Agreement. The Professional is presumed to be familiar with all state and local laws, ordinances, code rules and regulations that may in any way affect the work outlined in this Agreement. If the Professional is not familiar with state and local laws, ordinances, code rules and regulations, the Professional remains liable for any violation and all subsequent damages or fines.

19. Indemnification

19.1. To the maximum extent permitted by Florida law, the Contractor shall indemnify and hold harmless the County and its officers and employees from any and all liabilities, damages, losses and costs, including, but not limited to, reasonable attorneys' fees, caused by the negligence, recklessness, or intentional wrongful misconduct of the Contractor or anyone employed or utilized by the Contractor in the performance of this Agreement. Contractor agrees that indemnification of the County shall extend to any and all Work performed by the Contractor, its subcontractors, employees, agents, servants or assigns.

19.2. The Contractor obligation to indemnify under this Article will survive the expiration or earlier termination of this Agreement until it is determined by final judgment that an action against the County or an indemnified party for the matter indemnified hereunder is fully and finally barred by the applicable statute of limitations.

19.3. This obligation shall in no way be limited in any nature whatsoever by any limitation on the amount or type of Contractor insurance coverage. This indemnification provision shall survive the termination of the Agreement between the County and the Contractor.

19.4. In any and all claims against the County or any of its agents or employees by any employee of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation under this Article shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for the Contractor or any Subcontractor under workers' compensation acts, disability benefit acts or employee benefit acts.

19.5. Nothing contained herein shall constitute a waiver by the County of sovereign immunity or the provisions or limits of liability of §768.28, Florida Statutes.

20. Standard of Care. The services of the Professional shall be performed with the skill and care which would be exercised by a qualified professional performing similar service at the time and place such services are performed. If the failure to meet these standards results in deficiencies in the substandard architectural or engineering design, the Professional shall furnish, at his own cost and expense, the redesign necessary to correct such deficiencies, and shall be responsible for any and all consequential damages arising from those deficiencies.

21. Assignment of Interest. The Professional and County recognize that in actual economic practice, overcharges resulting from antitrust violations are in fact usually borne by the County. Therefore, the Professional hereby assigns to the County any and all claims for such overcharges as to goods, materials, or services purchased in connection with the Agreement. However, for all other assignments, neither party will assign, convey, pledge, sublet, transfer or otherwise dispose of any interest in this Agreement and shall not transfer any interest in same without the prior written consent of the other party.

22. Successors and Assigns. The County and Professional each bind the other and their respective successors and assigns in all respects to all of the terms, conditions, covenants, and provisions of this Agreement.

23. Independent Contractor. In the performance of this Agreement, the Professional is acting in the capacity of an independent contractor and not as an agent, employee, partner, joint venturer, or

associate of the County. The Professional is solely responsible for the means, method, technique, sequence, and procedure utilized by the Professional in the full performance of the Agreement.

24. Collusion. By signing this Agreement, the Professional declares that this Agreement is made without any previous understanding, Agreement, or connections with any persons, professionals or corporations and that this Agreement is fair, and made in good faith without any outside control, collusion, or fraud.

25. Conflict of Interest. The Professional warrants that neither it nor any of its employees have any financial or personal interest that conflicts with the execution of this Agreement. The Professional shall notify the County of any conflict of interest due to any other clients, contracts, or property interests.

26. Prohibition against Contingent Fees. As required by §287.055(56), Florida's Statutes, the Professional warrants that he or she has not employed or retained any company or person, other than a bona fide employee working solely for the Professional to solicit or secure this Agreement and that he or she has not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona fide employee working solely for the Professional any fee, commission, percentage, gift, or other consideration contingent upon or resulting from the award or making of this Agreement.27. Third Party Beneficiaries. This Agreement does not create any relationship with, or any rights in favor of, any third party.

28. Severability and Ambiguity. It is understood and agreed by the Parties to this Agreement that if any of the provisions of the Agreement shall contravene, or be invalid under the laws of the State of Florida, such contravention or invalidity shall not invalidate the entire Agreement, but it shall be construed as if not containing the particular provision or provisions held to be invalid, and the rights and obligations of the Parties shall be construed and enforced accordingly. In the event an ambiguity or question of intent or interpretation arises, this Agreement shall be construed as if jointly drafted by the Parties and no presumption, inference, or burden of proof shall arise favoring or disfavoring a Party by virtue or authorship of any or all of the Agreement's provisions. Each Party represents and agrees that it has had the opportunity to seek the advice of appropriate professions, including legal professionals, in the review and execution of this Agreement.

29. Non Waiver. The failure of any party to exercise any right in this Agreement shall not be considered a waiver of such right.

30. Governing Law and Venue. This Agreement is governed in accordance with the laws of the State of Florida. Venue shall be in Alachua County.

31. Attachments. All exhibits attached to this Agreement are incorporated into and made part of this Agreement by reference.

32. Amendments. The Parties may amend this Agreement only by mutual written Agreement of the Parties.

33. Captions and Section Headings. Captions and section headings used herein are for convenience only and shall not be used in construing this Agreement.

34. Counterparts. This Agreement may be executed in any number of and by the different Parties hereto on separate counterparts, each of which when so executed shall be deemed to be an original, and such counterparts shall together constitute but one and the same instrument. Receipt via fax or email with

pdf attachment by a party or its designated legal counsel of an executed counterpart of this Amendment shall constitute valid and sufficient delivery in order to complete execution and delivery of this Amendment and bind the Parties to the terms hereof.

35. Construction. This Agreement shall not be construed more strictly against one party than against the other merely by virtue of the fact that it may have been prepared by one of the Parties. It is recognized that both Parties have substantially contributed to the preparation of this Agreement.

36. Entire Contract. This Agreement constitutes the entire Agreement and supersedes all prior written or oral agreements, understandings, or representations.

37. Electronic Signature. The Parties agree that an electronic version of this Agreement shall have the same legal effect and enforceability as a paper version. The Parties further agree that this Agreement, regardless of whether in electronic or paper form, may be executed by use of electronic signatures. Electronic signatures shall have the same legal effect and enforceability as manually written signatures. The County shall determine the means and methods by which electronic signatures may be used to execute this Agreement and shall provide the Contractor with instructions on how to use said method. Delivery of this Agreement or any other document contemplated hereby bearing an manually written or electronic signature by facsimile transmission (whether directly from one facsimile device to another by means of a dial-up connection or whether mediated by the worldwide web), by electronic mail in "portable document format" (".pdf") form, or by any other electronic means intended to preserve the original graphic and pictorial appearance of a document, will have the same effect as physical delivery of the paper document bearing an original or electronic signature.

38. U.S. Department of Homeland Security E-Verify System

38.1. The Professional shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Professional during the term of the agreement. The E-verify system is located at https://www.uscis.gov/e-verify.

38.2. The Professional shall expressly require any subcontractors performing work or providing services pursuant to the County's agreement to utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the term of the agreement. The E-verify system is located at https://www.uscis.gov/e-verify.

11.3. Sample Continuing Services Agreement/Contract SIGNATURE PAGE

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed for the uses and purposes therein expressed on the day and year first above-written.

ALACHUA COUNTY, FLORIDA

By:

_____, Chair

Board of County Commissioners

Date: _____

IF CONTRACT IS LESS THAN $50,000 CAN BE SIGNED BY COUNTY MANAGER

ATTEST APPROVED AS TO FORM

J.K. "Jess" Irby, Esq., Clerk Alachua County Attorney's Office

(SEAL)

IF SIGNED BY COUNTY MANAGER

CLERK DOES NOT ATTEST AND

SIGNATURE BLOCK IS REMOVED

PROFESSIONAL

By:

Print:

Title:

Date: _____

IF THE PROFESSIONAL IS NOT A NATURAL PERSON, PLEASE PROVIDE A CERTIFICATE OF INCUMBENCY AND AUTHORITY, OR A CORPORATE RESOLUTION, LISTING THOSE AUTHORIZED TO EXECUTE AGREEMENTS ON BEHALF OF YOUR ORGANIZATION. IF ARE A NATURAL PERSON, THEN YOUR SIGNATURE MUST BE NOTARIZED.

Exhibit 1: Scope of Services

Exhibit 2: Work Order Notice to Proceed for Continuing Contracts

Work Order No: _____

Billing/Invoice Reference No.: _____

Project Number: _____

Project Description:

County: Alachua County, a political subdivision of the State of Florida.

Date Issued: _____

Professional:

Professional's Address:

Execution of the Work Order by County shall serve as authorization for the Professional to provide for the above project, professional services as set out in the Scope of Services attached as Exhibit "A," to that certain Agreement of _____ between the County and the Professional and further delineated in the specifications, conditions, and requirements stated in the following listed documents which are attached hereto and made a part hereof.

ATTACHMENTS:

[ ] drawings/plans/specifications

[ ] scope of services

[ ] special conditions

[ ] _____

The Professional shall provide said services pursuant to this Work Order, its attachments and the above-referenced Agreement, which is incorporated herein by reference as if it had been set out in its entirety. Whenever the Work Order conflicts with said Agreement, the Agreement shall prevail.

TIME FOR COMPLETION: The work authorized by this Work Order shall be commenced upon [ ] the date written above or upon issuance of a [ ] Notice to Proceed by County and shall be completed within _____ (____) calendar days.

METHOD OF COMPENSATION:

(a) This Work Order is issued on a:

[ ] fixed fee basis

[ ] time basis method with a not-to-exceed amount

[ ] time basis method with a limitation of funds amount

(b) If the compensation is based on a "Fixed Fee Basis," then the Professional shall perform all work required by this Work Order for the sum of _____ Dollars ($_____). In no event shall the Professional be paid more than the Fixed Fee Amount.

(c) If the compensation is based on a "Time Basis Method" with a Not-to-Exceed Amount, then the Professional shall perform all work required by this Work Order for a sum not exceeding _____ Dollars ($_____). The Professional's compensation shall be based on the actual work required by this Work Order.

(d) If the compensation is based on a "Time Basis Method" with a Limitation of Funds Amount, then the Professional is not authorized to exceed the Limitation of Funds amount of _____ Dollars ($_____) without prior written approval of the County. Such approval, if given by the County, shall indicate a new Limitation of Funds amount. The Professional shall advise the County whenever the Professional has incurred expenses on this Work Order that equals or exceeds eighty percent (80%) of the Limitation of Funds amount. The County shall compensate the Professional for the actual work performed under this Work Order.

The County shall make payment to the Professional in strict accordance with the payment terms of the above-referenced Agreement.

It is expressly understood by the Professional that this Work Order, until executed by the County, does not authorize the performance of any services by the Professional and that the County, prior to its execution of the Work Order, reserves the right to authorize a party other than the Professional to

perform the services called for under this Work Order if it is determined that to do so is in the best interest of the County.

IN WITNESS WHEREOF, the Parties hereto have made and executed this Work Order on this _____ day of _____, 20_____, for the purposes stated herein.

PROFESSIONAL:

_____ By: _____

Witness Signature

Title: _____

Print Name and Title

Date: _____

ALACHUA COUNTY, FLORIDA

By: _____

Alachua County

Date: _____

11.4. Sample Continuing Services Agreement/Contract Cont'd

Exhibit 2-A: Amendment to Work Order for Continuing Contracts

AMENDMENT # _____

NTP/Project # _____

Date Issued: _____

Professional: _____

Invoicing Reference # _____

Contract Manager: _____

Project #: _____

Work Order Description:

Deliverable(s):

Original Work Order Price:

Total of Prior Approved Changes

Amount of this Change in Work Order Add or (deduct)

New Work Order Price with This Amendment:

Original Completion Date: _____(_____ days after NTP)

New Completion Date: _____ (_____ days after NTP)

Not valid until signed by County

ALACHUA COUNTY: PROFESSIONAL:

By: _____ By: _____

Title: _____ Print Name: _____

Date: _____ Title: _____ Date: _____

Exhibit 3: Fee Schedule

Exhibit 3-A: Additional Services Fee Schedule

Exhibit 4: Insurance Requirements

Exhibit 4-A: Certificate Of Insurance

Exhibit 5: Certification Of Meeting Alachua County Wage Ordinance

The undersigned certifies that all employees, contracted and subcontracted, completing services as part of this Agreement are paid, and will continue to be paid, in accordance with Chapter 22, Article III of the Alachua County Code of Ordinance ("Wage Ordinance").

Corporate Name:

Address

City/State/Zip

Phone Number

Point of Contact_____

Project Description:

PROFESSIONAL

By:

Print:

Title:

Date: _____

IF THE PROFESSIONAL IS NOT A NATURAL PERSON, PLEASE PROVIDE A CERTIFICATE OF INCUMBENCY AND AUTHORITY, OR A CORPORATE RESOLUTION, LISTING THOSE AUTHORIZED TO EXECUTE AGREEMENTS ON BEHALF OF YOUR ORGANIZATION. IF ARE A NATURAL PERSON, THEN YOUR SIGNATURE MUST BE NOTARIZED.

PetData Proposal
Jacksonville, Florida

In 1994, PetData originated the concept of providing animal licensing to municipalities throughout the U.S. We provide complete management of our client's animal licensing data by taking responsibility for entry, reconciliation, and quality of data going into our database. PetData is a full-service Business Process outsourcing provider and is not a software provider. As such, PetData utilizes our proprietary and confidential assets to run animal licensing programs for the City.

PetData
Animal Licensing Made Easy!

We currently manage 3.1 million active pet records for our clients and serve a population of over 18 million citizens across the U.S.

PetData understands that each of our clients is unique, and no two licensing programs are identical. In addition, we realize each client has its ordinance and preferred way to handle licensing. As a result, PetData designs a customized program tailored specifically for each municipality that meets their unique needs and builds on our proven business operations. We provide a custom solution at the outset with a client, and if a client's needs change throughout the agreement term, PetData will update and modify each client's program accordingly at no additional charge.

PetData actively promotes community awareness for our clients, and to date, we have processed more than $2 million in donations on behalf of our clients. These donated funds are passed back whole to the City without any fee or percentage removed.

UPDATED January 31, 2024
Pricing and Terms are valid for 60 days.

PetData Experience

With over 28 years of experience providing animal licensing services to municipalities, PetData has an excellent track record of increasing licensing and lowering costs for our clients. On average, our client's licensing increases 42% after hiring PetData. For clients collecting rabies vaccination data from veterinarians, the average improvement is even higher, with a 72% increase in revenue. PetData currently serves over 90 clients in 23 states, covering a population of nearly 20 million people. Each year, PetData mails over 2.2 million items, including renewal notices, billing notices, exception letters, license tags, and receipts to citizens. We also handle over 140,000 customer service calls and emails. Since our founding, we have processed nearly 40 million animal licenses and rabies vaccination certificates. Managing animal licensing programs is our sole business, and we dedicate 100% of our time and resources to managing and improving licensing programs for our clients.

Alachua County, FL
Albemarle County, VA
Alexandria, VA
Allen, TX
Anacortes, WA
Antioch, CA
Asheville, NC
Baltimore, MD
Banning, CA
Beaumont, CA
Bothell, WA
Camp Verde, AZ
Charlotte County, FL
Charlotte-Mecklenburg County, NC
Chesapeake, VA
Chino Valley, AZ
Citrus County, FL
Citrus Heights, CA
Chesapeake, VA
Clearlake, CA
Clive, IA
Collier County, FL
Costa Mesa, CA
Culver City, CA
DeKalb County, GA
State of Delaware
Denver, CO
Dubuque, IA
Eagle County, CO
Edmonds, WA
Eugene, OR
Fairfax County, VA
Fayette County, TN
Folsom, CA
Frisco, TX
Fulton County, GA
Garden Grove, CA
Gilroy, CA
Hawthorne, CA
Henderson, NV
Hernando County, FL
Jefferson County, OR
Kansas City, MO
Kirkland, WA
La Crosse, WI
Laguna Beach, CA
Lake County, CA
Lakewood, WA
Las Vegas, NV
Lenexa, KS
Lewisville, TX
Lynwood, CA
Manatee County, FL
Marana, AZ
Matthews, NC
Montgomery County, MD
Morgan Hill, CA
Mountlake Terrace, WA
Nevada County, CA
Newport Beach, CA
Norfolk, VA
Norman, OK
North Andover, MA
Osceola County, FL
Pasco, WA
Plano, TX
Prescott, AZ
Prescott Valley, AZ
Prince William County, VA
Redondo Beach, CA
Richmond, VA
Roanoke, VA
Rocklin, CA
Roseville, CA
Sahuarita, AZ
San Clemente - Dana Point, CA
San Mateo County, CA
Santa Ana, CA
Santa Barbara, CA
Seal Beach, CA
Solano County, CA
Spokane County, WA
Sterling Heights, MI
Suffolk, VA
Sunnyvale, CA
University Park, TX
Urbandale, IA
Virginia Beach, VA
Watertown, MA
Waukee, IA
Weston, WI
West Richland, WA
Wylie, TX

PetData Unique Features

PetData's technical expertise in pet licensing is unmatched. PetData has developed its own proprietary database solution developed specifically to manage all aspects of the licensing process. This proprietary solution has the necessary flexibility for customization to meet the specific needs of the City, while also providing a standard data architecture for all licensing data.

TAILS℠, PetData's proprietary system, captures all data associated with license applications, applicants, pets, veterinarians, and payments; all data associated with tracking licensing supplies and report supplies requested by and issued to veterinarians; all data associated with tracking renewal reminders issued, licenses expired and license renewals; and audit trail information associated with web access, inquiry and update events associated with electronic records and data, and other events (e.g. application submitted; renewal notice issued to a pet owner).

Advanced Record Matching

PetData's system performs multiple levels of consistency checks for entered and imported data to ensure enforcement of the City business rules. Our staff then review all licensing applications, payment information, and documentation received, and each record goes through an extensive audit process before posting in our system.

Tag Distribution

PetData staff will distribute City-provided tags to City sales locations and individual pet owners. We can also provide tag inventory reports to the City on a regular basis. Tags may be shipped in bulk from the City's tag manufacturer directly to PetData's offices. PetData's tag distribution and inventory processes are designed so we know at any time where individual sequences of tags are located. In addition, PetData also keeps inventory on hand so we can also distribute tags directly to pet owners via mail.

Bilingual Call Center

PetData has customer service staff who are bilingual to handle Spanish-language calls during business hours.

PetData captures full rabies vaccination information

PetData records complete vaccine details, including date given and date expire, rabies tag number, clinic name, veterinarian's license number, vaccine lot number and manufacturer, and vaccine lot expiration date.

License Application Forms and Marketing Material in Spanish

PetData can create and provide Spanish-language forms at no additional cost.

City may purchase tags from any tag vendor

PetData does not require clients to purchase tags from a specific vendor. Instead, the City has the option to purchase tags from any vendor it desires.

Community Education

PetData understands each of our clients is unique, and no two licensing programs are identical. We realize each client has its own ordinance and its preferred way to handle licensing. As a result, PetData will design a customized program tailored specifically for the City that meets the City's unique needs and builds on PetData's proven business operations. Strategies to increase license sales include:

- Working with the City to eliminate any record backlog.
- Ensuring license records and rabies vaccination records are complete and up to date.
- Maintaining a consistent mailing schedule.
- Incorporating email and/or text notices to contact residents who have not responded to mailed notices.
- Partnering with the City to determine best ways to contact residents of multi-family developments and inform them of pet licensing requirements.
- PetData will design and provide custom brochures for the City. We would create the brochures and provide master files in PDF form to the City at no cost.
- PetData will create custom press releases and articles on licensing for the City to distribute, along with sample Twitter tweets and Facebook posts.

Reasons to Hire PetData

PetData charges a fixed fee per license issued and our expansive services are included in the fixed fee at no additional cost. PetData's per license fee does not change over the term of the contract, nor does the fee increase based on the number of licenses processed per year. PetData does not take a percentage of any increases in licensing revenue. We do not charge additional fees for printing, postage, mailing, or data entry for vaccinations. PetData's goal is to maximize animal licensing compliance. PetData only charges the City for a license once it is issued; we do not charge for the work that goes into a license – we only charge for results.

Our fixed-fee includes, at no additional charge, all of the following:

A) For all license sales, PetData staff enter data for new applications and renewal notices.
- Enter, review, match and process data against existing City records to ensure data integrity
- Update database for changed addresses
- Update database for deceased animals
- Validate addresses to USPS standards
- Process license applications received by mail
- Process license applications received on-line
- Mail license tags or replacement tags to citizens
- Print and prepare tag receipts
- Mail preparation for exception letters and tags
- Purchase envelopes for tags
- Scan every check and prepare deposits
- Prepare letters for incomplete license applications
- Purchase license applications

B) PetData staff enter all rabies vaccination information received from veterinarians and citizens
- Veterinarians may report rabies vaccinations via export from their veterinary software and submit via fax, via email, or via US Postal Mail/FedEx/UPS.
- PetData staff review, match and process data against existing City records to ensure data integrity.
- PetData does not require veterinarians to enter data into a separate system or on-line portal. Eliminating entering data into multiple systems or web portals makes the process as easy as possible for veterinarians.

C) PetData allows and encourages City veterinary and authorized registrar sales locations to issue license tags directly to citizen at point of sale.
- PetData provides all licensing supplies, including tags, to veterinarians and other sales locations.
- PetData manages tag inventory for all sales locations.
- Veterinarians may report license sales via fax, via email, or via US Postal Mail/FedEx/UPS.
- Process tag sales reports from veterinarians and authorized sales locations.
- Validate license tag numbers to prevent duplicate tag assignments and to prevent other tag entry errors such as recording a tag number that will be issued by another location.
- Communicate with veterinarians.

D) PetData mails up to three (3) Renewal Notices to citizens at no additional charge. PetData will:

- Print 1st, 2nd and an optional 3rd renewal notice.
- Prepare mailing for 1st, 2nd and an optional 3rd renewal notice.
- Pay postage for 1st, 2nd and an optional 3rd renewal notice.
- Purchase mailing and return envelopes for renewal notices.
- Prepare list for City of pet owners who have not responded.
- Process mail returned to PetData by Post Office.
- Process "Non-Renewals."
- Provide customer service to pet owners.

E) PetData mails up to three (3) Billing Notices to Citizens, based on rabies vaccination reporting from veterinary clinics. PetData will:

- Print 1st, 2nd and an optional 3rd billing notice.
- Prepare mailing for 1st, 2nd and an optional 3rd billing notice.
- Pay postage for 1st and 2nd billing notices.
- Prepare list for City of pet owners who have not responded.
- Process mail returned to PetData by Post Office.
- Process "Non-Renewals."
- Provide customer service to pet owners.

F) PetData manages City license tag inventory. Tags are stored on premise at our Dallas office and sent at no cost to sales locations as needed. Veterinarians, and Authorized Registrars may distribute tags directly to their clients.

G) No fee to City for PetData processing credit card transactions and 100% of license fees collected on behalf of the City are credited to the City. PetData processes and reconciles all credit card transactions for the City's licensing program. PetData is fully PCI-compliant.

H) City may utilize PetData's data transfer API to send and receive updated licensing records.

I) PetData provides the option to collect donations on behalf of our clients. Over the years, PetData has collected over $2 million in donations for communities throughout the U.S. All donations collected, whether by mail or on-line, are passed through entirely to the City, and a donor report is provided to the City.

J) All reporting is included, including customized and ad-hoc reports. PetData will prepare custom analysis reports and design additional custom reports as needed.

K) Customer service via PetData's customized website, dedicated toll-free number for City and custom auto-attendant are included.

- Provide secure access to on-line database via PetAccess
- Provide public on-line lost and found tag lookup via PetData.com
- Establish and maintain customized web site for City
- Establish and update custom auto-attendant

Fixed-Fee Pricing

PetData charges a fixed per-license fee to the City for each pet license issued. This fee is not charged to the City until data submitted is verified, the license transaction is completed, and the tag issued to the pet owner. Data entry of rabies vaccination certificates and incomplete licenses, even if the data entry does not result in a license, is included at no extra charge. There are no extra fees for mailings, printing or postage. The fixed price does not change if City license compliance increases or if the City raises its animal licensing fees. In short, PetData is paid when a license is processed, not for the processes required to get a license

PetData has worked with more than 130 municipalities in the United States. Our clients, on average, increase licensing compliance by over 42% after partnering with PetData. Based on our 28 years of experience, we are confident saying that PetData will generate the highest amount of revenue for the City with the lowest total cost to the City and its citizens during the initial term of the contract and over the long term as well. In short, PetData is the most cost-effective solution for the City.

A. Backlogged Data Entry Project

Although PetData is a full-service turnkey animal licensing program, one of the common issues that some of our clients have faced prior to partnering with PetData is the accumulation of significant backlogs in their licensing data. It is our understanding that the City of Jacksonville has a substantial data entry backlog of approximately ten months, or between 75,000 to 100,000 records.

To address this issue, PetData is proposing to enter Jacksonville's data backlog under the following conditions:

1. PetData agrees to enter the data at a rate of $.50 per record.
2. Jacksonville agrees to execute a contract to outsource animal licensing to PetData prior to February 15, 2024, with a start date of approximately 60 to 75 days after the contract is executed, but no later than April 30, 2024.

B. Animal Licensing Project

PetData Service	Fee to City*
Per One-Year License Fee	**$4.25**
Per One-Year Senior/Disabled license Fee (Standard price $4.30 per license. WAIVED for JAX	**$2.00**
Replacement License Tag Fee per One-Year license (Standard price $4.30 per license. WAIVED for JAX	**$0.00**
Collection Service Fee for each late fee collected during the term of this Agreement (Standard price $2.50 per license. WAIVED for JAX	**$0.00**
Per One-Year license issued with Adoption (Standard price $4.30 per license. WAIVED for JAX	**$0.00**
Per One-Year license issued at Tax Collector Office(s) (Standard price $4.30 per license. WAIVED for JAX	**$0.00**
Mail Pet Tag to owner, includes postage, printing and envelope	*Included*
Provide, track and manage tag inventory for Veterinarians and approved City registrars	*Included*
1st Renewal Mailing, 2nd Renewal Mailing, Optional 3rd Renewal Mailing	*Included*

1st Billing Mailing, 2nd Billing Mailing, Optional 3rd Billing Mailing – includes all customization, printing, and postage.	*Included*
Custom dedicated toll-free number for City	*Included*
Custom marketing materials	*Included*
Standard and custom reporting	*Included*

*PetData is paid for all licenses issued during the contract period, including those licenses issued over the counter by the City and by any authorized partners, registrars or agents. *Exceptions are noted above.*

Initial Three-year Contract Period with Option for Two One-Year Renewal Periods.

$4.30 per license for a one-year license or a replacement tag. $8.30 per license for a three-year license.
~~$2.50~~ *WAIVED* Collection Service Fee for each late fee collected during the term of this Agreement.

Pricing for optional first and second 1-year extension periods:

$4.40 per license for a one-year license or a replacement tag. $8.40 per license for a three-year license
~~$2.50~~ *WAIVED* Collection Service Fee for each late fee collected during the term of this Agreement.

Start-Up Fee - WAIVED - Previous Client Courtesy.

$2,500 one-time only start-up fee. The Start-Up Fee covers all aspects of the City's Start-Up with PetData, and includes PetData's data conversion from City system, creation of manuals, reports, license renewal/billing forms, web pages, auto-attendant phone scripts and all database preparation. The Start-Up fee is added to the initial invoice and does not have to be paid in advance.

Contract Minimum

For smaller municipalities with annual licensing volume under 1,400 licenses, minimum contract guarantees may apply. The contract minimum is $6,000.00 per year.

Implementation

Typical time frame for implementation of services is approximately 60 days from City's execution of contract and receipt by PetData of initial deliverables from City.

Convenience Fee (paid by licensee, not municipality)

PetData provides the option of licensing on-line via PetLicense and does not charge the City for this service. If a pet owner chooses to license on-line, PetData charges a convenience fee of $2.00 per transaction. Multiple pets may be licensed per transaction. Pet owners may choose to mail in their application, or license in person at any City location if they do not wish to pay the convenience fee.

Additional Service Fees or Costs.

If the US Postal Service increases its postage rates during the contract term, PetData may adjust its fees from time to time in order to compensate PetData for actual increased postage costs. PetData will notify the City thirty days prior to the date that any increase described in this paragraph will go into effect.

The fees paid to PetData are further subject to reasonable adjustment in the event that the City adds, modifies or eliminates any fees that are charged to Licensees during the term of this Agreement. PetData and the City agree to negotiate any such reasonable adjustments in good faith.

The following fees or cost reimbursements will apply to the extent that the corresponding services described below are requested by the City:

1) Cost of Bank Account. City will be responsible for all out-of-pocket costs related to any Bank Account. The City will reimburse PetData on a monthly basis for out-of-pocket costs for a Bank Account that are paid by PetData. City may request copies of bank statements for a Maintained Account at any time and PetData will provide available bank statements for that Maintained Account within five business days after a request is received.

3) Postal Box/Mail Forwarding Fee. If the City requests PetData to establish a local post office box for mail collection and forwarding, City will pay or reimburse PetData for the actual costs of mail box rental, mail forwarding and postage fees.

4) Supply Fee. If the City requests changes to supplies which it has previously approved, including but not limited to fee or program changes, the City will be responsible for the actual costs associated with changing, replacing or discontinuing the use of the previously approved supplies. If City terminates contract for any reason other than for cause, the City will remain responsible for the actual cost of supplies purchased on its behalf.

Scope of Services

PetData Responsibilities

1) Process License Applications
   - Receive and process animal license applications through the mail.
   - Provide on-line licensing and process applications initiated through PetData's website.
   - Enter new and renewal license applications into PetData's proprietary database.
   - Deposit, or transmit for deposit, all receipts collected for license fees, with the exception of those payments made via credit card, into a Bank Account.
   - Mail license tags within 10 business days after receipt of payment and complete documentation as required by local ordinance and/or client policy.
   - Update license information in PetData's database and issue replacement tags as needed.
   - If PetData collects any payments due client from Licensees via credit card transactions that are paid to PetData, those payments will be deposited, or transmitted for deposit, into a Bank Account within 15 business days after the end of the calendar month in which collected.

2) Mail License Notices
   - Mail renewal and reminder notices for expiring animal licenses. Renewal notices will be mailed in the month prior to the license expiration date, or as otherwise agreed upon between PetData and county.
   - Mail billing notices to pet owners who have vaccinated a pet against rabies but have not licensed, if client collects rabies vaccination reports from veterinarians.

3) Customer Service for Licensing Program
   - Provide customer service to pet owners via phone, email and mail, and respond to requests in a timely fashion.
   - Provide customer service to client staff, and respond to client requests in a timely fashion.
   - Provide on-line access to licensing data to appropriate personnel via PetData's proprietary website, at no additional charge.

4) Manage Reports from Authorized Registrars and Veterinary Clinics

- Process and enter license sales records from any registrars and veterinary clinics authorized to sell animal licenses.
- Track tag inventories at all authorized registrars, and reconcile reports.
- Invoice authorized registrars for licenses sold as needed
- Process and enter rabies vaccination records from local veterinary clinics if rabies reporting is required by client.
- Follow up with delinquent clinics and registrars and report delinquent clinics and registrars to client as needed.

5) Provide veterinarians and other authorized registrars with reasonable quantities of supplies (reporting forms, applications or vaccination certificates, citizen mailing envelopes, etc.) necessary to sell license tags and/or report rabies vaccinations to PetData. Supplies are to be printed in one color with the design and layout to be determined by PetData.

6) Reporting to City

- Send reports to City within 15 business days after the end of each month including the number of licenses sold at each location.
- Provide custom statistical reports to City as requested within a timely manner. Depending on the information requested, PetData can provide most reports within five business days.

7) Provide an on-line tag search to the public if the municipality wishes to have PetData's on-line tag search enabled.

8) Process donations on behalf of the municipality when a donation is made with the purchase of a license, if municipality requests donations be collected.

City Responsibilities

1. Deliver Backlogged Data to Contractor in a timely manner, but no more than 10 business days from Execution to ensure timely commencement of the Data Entry Project.
2. City agrees to work jointly with Contractor to contact directly all veterinarians and any authorized registrars to introduce Contractor and to inform the veterinarians that all data submitted to Contractor is required to be provided in a readily importable electronic format, if available. Contractor agrees to work with the local veterinarians to assist with data transfer.
3. Purchase license tags to Contractor's specifications and ship them to Contractor. PetData recommends that tags be shipped directly from tag vendor to Contractor to reduce shipping costs.
4. Report City license sales electronically or by mail at least monthly by the 10th calendar day of the month for the prior month's sales.
5. Give Contractor at least 60 days' notice of license fee or ordinance changes.
6. Respond to Contractor inquiries in a timely fashion.
7. Provide feedback to Contractor regarding program and customer matters.

Database Capability, Features and Best Practices

PetData provides complete management of our client's animal licensing data by taking responsibility for entry, reconciliation and quality of data going into our database. PetData is a full-service Business Process Outsourcing service provider and is not a software provider. As such, PetData utilizes our own proprietary and confidential assets to run animal licensing programs for our clients. PetData does not require access to any City IT assets or resources at any time. We are not providing software to the City, nor are we purchasing and customizing an off-the-shelf product for the City.

TAILS℠ Proprietary Data System

Our technical expertise in animal licensing is unmatched. PetData has developed its own proprietary database solution developed specifically to manage all aspects of the licensing process. TAILS 3.0 (The Animal Information & Licensing System) is based on a powerful client-server database platform, and all animal licensing data is stored in this application. This proprietary solution has the necessary flexibility for customization to meet the specific needs of each municipal client, while also providing a standard data architecture for all licensing data.

TAILS is the third-generation of our management software, and the product of thousands of hours in development and refinement. Key features include:

- Address Correction – Full support for USPS CASS (Coding Accuracy Support System) address validation and NCOA (National Change of Address) update. Addresses are processed real-time during data entry to ensure accuracy of address information, and further verified against the USPS NCOA Move Database to maximize deliverability of mailings.
- Entry Validation – TAILS performs multiple levels of consistency checks for entered and imported data, ensuring enforcement of business rules and improving overall accuracy.
- Licensing History – Maintains a complete licensing history for owners and animals including license payments, vaccinations, and incomplete applications.
- Mailing History – Maintains a complete history of mailings sent to citizens and provides extensive reporting on response rates that help us to adjust mailing timetables to generate the highest rate of returns.

TAILS 3.0 is capable of accessing external and remote data sources through industry-standard ODBC connectivity, as well as data import and export, and a data access API. Supported data formats include, but are not limited to, JSON, XML, delimited text, DBF, and SQL dump. This capability facilitates the development of gateways between TAILS and shelter management packages.

Data Security Best Practices

PetData staff enter all data into our proprietary system. This allows for control and monitoring of records, and greatly reduces entry errors. Data accuracy is of the utmost importance for consistent records. PetData takes on the responsibility for entering the license data using our own staff so that records can be matched to existing records and data can be handled in a consistent manner, subject to validations in the software as well as the specific entry procedures for trained staff members. Also, PetData does not want to increase the burden on outside vendors, such as veterinary clinics, by requiring veterinarians to spend time entering data into PetData's system.

Allowing pet owners or authorized registrars to enter data directly into PetData's system greatly increases the risk of database

errors such as duplicate records, misspelled addresses, and inaccurate information. For these reasons, PetData does not allow external data sources, such as veterinary clinics, to enter directly into our system. Based on 25 years of experience, we consider this structure to be the safest, fastest and most accurate method to key data. Also, eliminating external entry means there is no training needed to use PetData's service. PetData employees handle everything, and PetData does not outsource any of our service. Data entry, call center, mail processing – all happen at our office in Dallas.

Data Entry and Validation

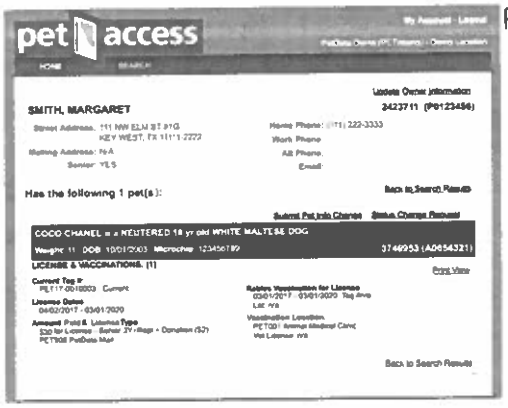
PetData's data entry process has been highly refined over the years. PetData will follow all City rules for verifying pet licensing data and eligibility. Owner, pet, license, microchip number and vaccination information are all captured, and vaccine fields such as the producer and serial number can be captured as well. PetData staff enter and verify all data, including proof of rabies and proof of senior citizen age, if required. PetData staff enter all new and renewal licenses and corresponding payment information into our proprietary system on a daily basis. All licensing data and documentation received is visually reviewed by PetData staff, and each record goes through an extensive audit process before it is posted, and a license tag is issued. Our staff only issue a license tag if all information received is complete and accurate.

Several programming checks are written in to prevent many kinds of errors. PetData's data entry operators are well trained and are monitored constantly for accuracy. Because accuracy is so important, each batch of records is also re-checked after data entry by our Specialists, and the total payments entered in the batch are reconciled with check totals.

PCI Compliance

PetData has been fully PA-DSS and PCI-DSS complaint since 2006. As part of our compliance, PetData does not store any personal credit card information at any time. PetData agrees to remain in compliance with the Payment Card Industry Security Program at all times. As part of maintaining PCI Compliance, PetData undertakes a regular review of all security policies and procedures. All public IP addresses, including websites and office WAN, are scanned quarterly to identify any potential security threats. This scan is conducted according to internal processes that meet PCI DSS requirement 11.2 and the PCI DSS ASV Program Guide v3.1. Per PCI/DSS Requirements and Security Assessment Procedures v3.1, 6.5 "…as industry best practices for vulnerability management are updated (for example, the OWASP Guide, SANS CWE Top 25, CERT Secure Coding, etc.), the current best practices must be used for these requirements." PetData's PCI Attestation of Compliance is available to the City upon request.

Data Access via PetAccess℠ Secure On-line Portal



PetData provides, at no additional cost, on-line access to licensing data 24 hours a day, 7 days a week via PetAccess our proprietary system. There is no additional cost, and no per-user or per-seat fee for PetAccess. This secure, easy-to-use, browser-based application ensures that authorized City personnel can access licensing data in a timely manner. PetAccess allows City staff to perform tag searches and look up licensing information in several ways, including by owner name, phone number, and address. Wildcard searches are supported, and complete licensing history by owner and pet is viewable. Updates to the on-line system are made daily, and the system is available 24/7. PetData also has an API available that allows for transfer of licensing data back to the City.

Data Protection

We know protecting our client's data at all times is paramount. PetData backs up all databases continuously during the working day. Nightly, all databases and key systems are backed up to high-capacity RAID storage. Client data is also copied to redundant, secure cloud-based storage in US data centers. This backup configuration allows for recovery of the complete licensing database even in the event of a major failure or severe damage to our facilities. PetData does not collect or store sensitive, personally identifiable information.

Data Confidentiality and Security

PetData has developed its proprietary database solution specifically to manage all aspects of the pet licensing process. PetData is not a software provider, and we are not providing Software-as-a-Service. We do not require our clients to use a specific software package or interface to process license sales and/or enter rabies vaccination information. PetData does not allow external data sources, such as City staff or veterinary clinics, to enter directly into our system for security reasons. PetData will ensure compliance with all City policies and procedures to safeguard all data collected and stored. PetData agrees City data will never be used for commercial purpose under any circumstances. PetData further agrees that it will never sell, transfer, or release personal data it has collected in fulfilling the terms of this contract to a third party.

On-line Licensing via PetLicense℠

In addition to processing payments through the mail, PetData provides pet owners with the option to pay for a registration on-line at its web site: www.petdata.com. PetData will also provide at no cost a dedicated toll-free telephone number for City residents. Citizens may contact customer service for assistance with their pet's license.

PetData will provide the City with a secure web-based licensing portal with links to the City and Animal Control websites. PetData's PetLicense portal accepts all major credit cards, and there is no fee to the City for this service. Pet owners may license multiple pets per transaction. To ensure data integrity, City business rules for fees and requirements are coded into PetLicense. A convenience fee is charged to the citizen per transaction, not per pet, to help defray PetData's cost of providing this option. Both new and renewal licenses may be purchased online via PetLicense. All City required documents may be uploaded at the time of payment, but uploading documents is not necessary. If a pet owner is unable to upload a document at the time of payment, instructions are provided to submit the documentation via email, postal mail, or fax. PetData does not issue the license until all documentation requirements are completed. PetData staff visually verify all information submitted online, including rabies vaccination records, before a license is issued. Proof of payment verification/verification number is issued to owners who choose to pay online. PetData has processed over 1.2 million licenses via our secure online portal.

PetData has been fully PA-DSS and PCI-DSS complaint since 2006. As part of our compliance, PetData does not store any personal credit card information at any time. PetData agrees to remain in compliance with the Payment Card Industry Security Program at all times. PetData's PCI Attestation of Compliance is available to the City upon request.

Data Access via Data Transfer

While most PetData clients choose to use PetAccess exclusively to access their animal licensing data, some municipalities prefer to integrate the licensing data into their shelter software. If the City wishes to reintegrate licensing data into their system, PetData has an API available at no cost that allows for transfer of licensing data back to the City. PetData is not responsible for costs incurred by the City from City's software provider or from City IT for utilization of PetData's API.

Description of Services

Mail and License Processing

PetData believes providing as many options as possible to pet owners to license their pets is essential. In addition to offering licensing on-line, PetData makes the process easy for pet owners by accepting applications and payment via credit card, check, or at in-person locations such as veterinarians. Further, even though PetData encourages licensing on-line and at veterinary locations, we have found that twice as many license renewals and applications are received by mail versus on-line so it is critical the City provide this option as well.

PetData processes all incoming mail – including individual license applications from pet owners and tag sales reports from authorized registrars – and issues license tags as needed. PetData ensures all paperwork and fee requirements are met before a license is issued. This process can generate two different types of outgoing mailings depending on whether the application was complete or not. A tag receipt is generated for each completed mail-in or on-line registration and mailed along with a license tag. An exception letter is generated for each incomplete registration. PetData enters the record in the database, the check is deposited, and a letter is mailed to the pet owner to instruct them on what is needed to complete their license. A license is not issued until all requirements have been met.

PetData will charge pet owners for license tags in accordance with the fee schedule approved by the City. Pet owners who have not responded to licensing notices are reported to the City via an enforcement list that can be sorted by zip code, city and street address.

PetData's turnaround time for completed registrations is guaranteed to be 10 business days from the day the mail is received until the time the tag is mailed. During this time frame, PetData goes through several critical steps: 1) records the date that the mail was received, 2) processes the mail, 3) enters the data, 4) scans every check to ensure we have a record of the payment, 5) reviews the batches for each mail date, 6) reconciles the payment amount with the data entry, 7) prepares deposit reports, and 8) mails the tag(s). While we have automated these tasks as much as possible, we also utilize highly trained individuals to review and check the data for accuracy. No other animal licensing software or vendor provides the level of data accuracy that PetData provides to our clients.

In addition to entry of license and vaccination records, PetData will also update addresses, owner and pet information, and the status of licenses in the case that a pet is deceased or given away. A pet owner may also update their address and pet status by visiting petdata.com or contacting PetData at the toll-free number PetData provides to the City.

Donations

During our 28 years in business, PetData has actively promoted community awareness on behalf of our clients, and to date we have processed more than $2 million in donations for our clients. 100% of these donated funds are passed through to our clients without any fee charged or percentage deducted.

Banking Best Practices

Checks are always made payable to the City, and never to PetData. This allows for transparent financial accountability, and allows for easy audit of payments, if necessary. Requiring payment to be made to the City also eliminates potential confusion for pet owners.

In order to provide the highest level of accountability and customer service both to the City and to citizens, PetData scans and images all checks and money orders it receives. Thus, PetData can provide back-up data for all deposits of a municipality's revenue upon request. PetData utilizes these images to verify citizen payments, to balance and reconcile all of the money that is deposited into the bank account and to provide excellent customer service to pet owners.

PetData offers two banking options to our clients:

1. PetData deposits all receipts collected for license fees, with the exception of those payments made via credit card, into a City-owned bank account either at a local branch in Irving, TX (such as Chase, Bank of America, or Wells Fargo), or via electronic deposit such as image cash letter, to a bank specified by the City (City Account). Any mailing expenses associated with sending overnight deposits are borne by City. The City provides deposit slips and an endorsement stamp for in-person branch deposits. PetData can provide daily, weekly, or monthly deposit reports as needed by the City, and can customize reports to break out licensing funds by City's funding categories if needed. Within 15 business days of the end of the month, PetData submits an invoice with supporting reports showing the license activity for the prior month.

2. PetData deposits all receipts collected for license fees into a separate dedicated, segregated checking account at PetData's bank (Maintained Account). This account is set up solely for the purpose of collecting City license fees. No other monies are deposited into this account, and bank account fees are charged to the City. Within 15 business days of the end of the month, PetData submits licensing reports to the City in addition to a balance sheet. The balance sheet shows the gross revenues collected, less fees to PetData and banking fees, and shows the net revenue that is sent back to the City in the form of a check or ACH. PetData can also provide copies of the bank statement and check register monthly or upon request.

Data Entry

PetData staff enter all new and renewal licenses and corresponding payment information into our proprietary system on a daily basis. All licensing data and documentation received is reviewed by PetData staff, and each record goes through an extensive audit process before it is posted, and a license tag is issued. Our staff only issue a license tag if all information received is complete and accurate.

License Sales Reporting

PetData recognizes that some individuals strongly prefer to purchase and receive their license tag in person, either at their veterinarian, Animal Services, or other City-authorized registrars. PetData provides full support and supplies to all partner locations, managing tag inventories as well as processing and entering all licenses issued at each location. Entry of each license is put through PetData's rigorous standards for data quality, ensuring that tag numbers are never duplicated, and accuracy is maintained. We have found accurate data entry is a key component of increasing licensing compliance. PetData's data-entry staff keys with an accuracy rate of 99%.

Veterinary clinics are encouraged to use whichever method of recording sales they prefer, and many are able to use the form from their own clinic software. Veterinarians may submit data electronically or on paper. This prevents clinic staff from having to enter the same information in two different places, which we know from past experience can substantially and negatively impact licensing compliance. PetData does not require veterinarians to enter data from rabies vaccinations or license sales into a specific system or website. PetData's staff enters all data received as part of our base fee.

Having PetData enter vaccination and sales data received from veterinary clinics means our animal licensing service requires no additional training for busy veterinary staff. PetData's goal is to make reporting and licensing as easy as possible for veterinarians and for the City.

Rabies Vaccination Reporting

Processing vaccination data from veterinarians is an integral part of PetData's licensing service. PetData provides assistance to veterinarians to help them report rabies vaccination data. Veterinarians can submit data electronically via an export from their practice software, or they can fax, scan and email, or send paper copies of rabies certificates. PetData's goal is to make reporting and licensing as easy as possible for veterinarians and for the City. PetData has a relationship with national veterinary provider Banfield, and has worked with several other veterinary practice software vendors. Per PetData's best practices, rabies vaccination information received from veterinarians is entered into our system within 30 days after receipt. Based on best practices, PetData will work with the City to establish a mutually-agreed upon schedule for mailing billing notices.

Based on our experience, requiring veterinarians to enter data into a separate system will negatively impact compliance rates because veterinarians do not want to spend valuable time or money double-keying data that has already been entered into their own system. Therefore, PetData does not require veterinarians to enter data from rabies vaccinations or license sales into a specific system or website. Veterinarians may submit vaccination data electronically to PetData via an export from their veterinary practice software, or they may fax, scan and email, or send paper copies of rabies certificates. PetData's staff then enters all data received, at no additional charge to the City.

If a clinic is delinquent in submitting their data, PetData will work directly with the clinic to resolve the issue. If the clinic or registrar continues to be delinquent, PetData will notify the City.

Customer Service for Citizens

PetData provides at no additional cost a customized auto-attendant that provides answers to common licensing questions. The auto-attendant is available with basic registration instructions 24 hours a day, 7 days a week. Approximately 37% of all callers utilize this service during our regular work hours even though live operators are available. PetData employs highly trained customer service representatives available to answer calls 9 am to 6 pm Eastern, Monday through Friday, excluding holidays. Customer service representatives answer calls to this dedicated phone number with the phrase 'Jacksonville animal licensing', or with another phrase as approved by the City. All of our Customer Service Representatives are located in our office in Dallas. Our highly sophisticated phone system has 46 phone lines, which virtually eliminates the possibility citizens will be greeted with a busy signal. Their call will be met with the quality it deserves. In addition to our full-time call center staff, we have a secondary group of employees signed into the queues. In case there is a surge in calls, the additional staff members are engaged to handle calls.

Support for City Staff and Veterinary Clinics

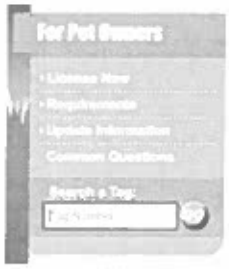
In addition to support for City residents, PetData provides support for City staff and Veterinary Clinic staff from 8 am to 5 pm Central, Monday through Friday, excluding holidays. Queries from Animal Service officers are typically responded to on the same day of the inquiry. More complex or detailed queries may take up to one business day. Both PetData's primary toll-free number as well as management contact information is provided to the City.

Website

PetData also provides customer service on-line via our customized website. The website features answers to the most common questions of how to license a pet, such as the license fees, mailing address and required paperwork. Feedback forms are available for citizens to submit changes of address, phone number, and the status of their pet or to ask us other questions.

The animal licensing website PetData currently provides for the City utilizes PetData's standard appearance. We can further customize the website at no additional charge at any time; the City only needs to provide HTML assets to PetData and PetData will handle the customization, subject to the City's approval.

Found Pet Lookup



PetData believes the best way for a lost pet to find their way home is to provide pet owners and finders with multiple options to help reunite a family. As part of our licensing service, PetData provides a public tag search to look up a found pet by tag number. The search returns the owners last name, a brief breed description, and the phone number the pet owner has provided. This service is optional for the City and may be turned on upon request. Pet owners may opt out of the public search, and PetData follows Florida statute regarding withholding information on elected officials, law enforcement, and other protected county staff.

In addition to PetData's public tag search, PetData supports PetcoLoveLost, and will link directly to Jacksonville Animal Care and Protective Services PetcoLoveLost page. Tag search and PetcoLoveLost are available 24/7. PetHub also offers a lost pet service, and should the County continue using PetHub tags, PetData will also link to their free lost and found service.

Training

PetData is not a software provider, nor do we require our clients to use a specific software package or interface to process license sales and/or enter rabies vaccination information. Therefore, training to work with PetData is not necessary.

We are, however, happy to provide, at no additional cost to the City, training for our provided secure web-based license look-up portal, PetAccess. The secure portal allows City staff to perform tag searches and look up licensing information in several ways, including by owner name, phone number, and address. Wildcard searches are supported, and complete licensing history by owner and pet is viewable.

PetData will also work directly with veterinary clinics to answer questions they may have regarding sales or vaccination reporting.

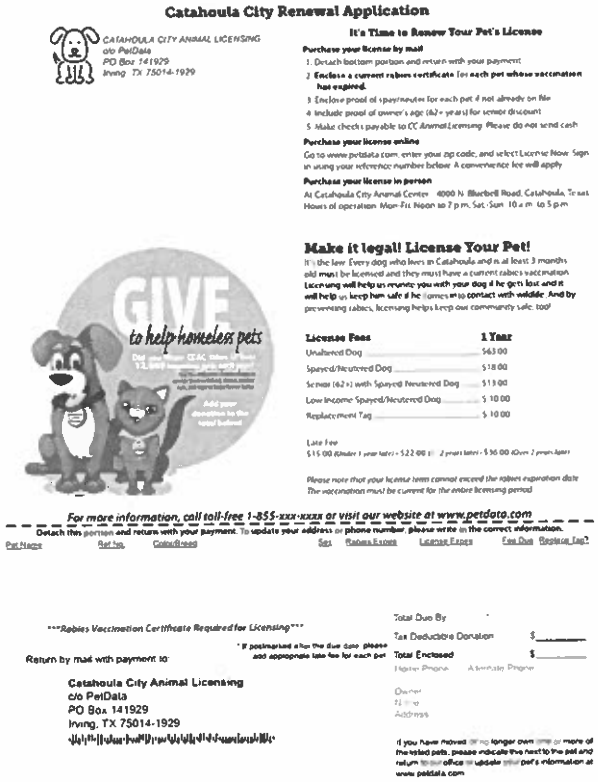
Reporting

PetData provides all reporting to the City. PetData will work with the City to develop customized monthly reports. Typical reports provided by PetData on a monthly basis are a Summary Report breaking down license sales by type of license and location of sale, a deposit summary listing each deposit made, and a license detail report listing each tag issued by each location. Additional monthly reports may be added as needed by the City. Within 15 calendar days after the end of each month, PetData will submit the monthly reports via email to City staff.

In addition, PetData provides Annual Reports showing the total sales and revenue for the year, as well as total mailings and customer service statistics.

PetData's flexible and expandable software allows for ad hoc reports based on a wide range of criteria. Reports may be generated either at a pre-determined interval or as requested by the client. Most reports can be provided within 5 business days, depending on the data requested. There is no additional charge to the City for any report, either standard or custom.

Renewal and Billing Notices



Catahoula City Renewal Application

CATAHOULA CITY ANIMAL LICENSING
c/o PetData
PO Box 141929
Irving TX 75014-1929

It's Time to Renew Your Pet's License

Purchase your license by mail

1. Detach bottom portion and return with your payment
2. **Enclose a current rabies certificate** for each pet whose vaccination has expired.
3. Enclose proof of spay/neuter for each pet if not already on file
4. Include proof of owner's age (62+ years) for senior discount
5. Make checks payable to CC Animal Licensing. Please do not send cash

Purchase your license online

Go to www.petdata.com, enter your zip code, and select License Now. Sign in using your reference number below. A convenience fee will apply

Purchase your license in person

At Catahoula City Animal Center 4000 N Bluebell Road, Catahoula, Texas
Hours of operation Mon-Fri, Noon to 7 p.m. Sat-Sun 10 a.m. to 5 p.m.

Make it legal! License Your Pet!

It's the law. Every dog who lives in Catahoula and is at least 3 months old must be licensed and they must have a current rabies vaccination. **Licensing will help us reunite you with your dog if he gets lost and it will help us keep him safe if he happens to contact with wildlife.** And by preventing rabies, licensing helps keep our community safe, too!

License Fees	1 Year
Unaltered Dog	$63.00
Spayed/Neutered Dog	$18.00
Senior (62+) with Spayed/Neutered Dog	$13.00
Low Income Spayed/Neutered Dog	$10.00
Replacement Tag	$10.00

Late Fee
$15.00 (Under 1 year late) - $22.00 (1-2 years late) - $36.00 (Over 2 years late)

Please note that your license term cannot exceed the rabies expiration date. The vaccination must be current for the entire licensing period

GIVE to help homeless pets

For more information, call toll-free 1-855-xxx-xxxx or visit our website at www.petdata.com

Detach this portion and return with your payment. To update your address or phone number, please write in the correct information.

Pet Name | Ref No. | Color/Breed | Sex | Rabies Expires | License Expires | Fee Due | Replace Tag?

Rabies Vaccination Certificate Required for Licensing

* If postmarked after the due date, please add appropriate late fee for each pet

Return by mail with payment to:

Catahoula City Animal Licensing
c/o PetData
PO Box 141929
Irving, TX 75014-1929

Total Due By
Tax Deductible Donation $_____
Total Enclosed $_____
Higher Priorities | Alternate Priorities

Owner
Name
Address

If you have moved or no longer own one or more of the listed pets, please indicate this next to the pet and return to our office or update your pet's information at www.petdata.com

Prior to the expiration of a license, PetData sends a renewal notice to pet owners who have previously licensed their pet. After the license expiration, and any grace period allowed by ordinance, a second renewal notice is mailed to those who do not respond to the first notice. A third notice may be sent as well. Timing of the notices is based on City ordinance requirements and best practices.

Renewal notices include pet and owner information, license expiration date, vaccination requirements (if any), and instruction on ways to remit payment. Second notices shall include a late fee, if applicable, and will be sent to pet owners if there is no payment received within thirty (30) days, or will be sent based on City ordinance and agreed-upon best practices.

There is no charge to the City for PetData mailing Renewal or Billing notices, nor is there a charge when PetData mails tags to pet owners. All costs of the postage and renewal notices shall be borne by PetData.

Billing notices are mailed to pet owners who have not previously licensed their pets based on the rabies vaccination reports submitted by veterinary clinics. A second notice is sent if the pet owner does not respond to the first notice.

Program Supplies

PetData shall provide supplies needed to administer the program including license receipts, applications and renewal forms. City shall supply license tags and PetData will distribute tags and attachments to in-person sales locations as needed throughout the year. PetData will also provide in-person locations with supplies necessary to sell license tags.

All forms are customized to meet the needs of the City and are approved by the City prior to use. In addition, PetData's application forms can be printed in Spanish at no additional charge, if requested. Once approved, PetData will purchase supplies and distribute them to the City and other authorized registrars as needed. Supply requests are mailed within 2 business days of request. Supplies will be printed in one color. Any additional cost for color printing or additional marketing materials for the pet license program, if requested by City, shall be paid for by City.

License Tags

PetData does not require our clients to use tags from a particular vendor, and our clients purchase license tags from a variety of vendors. Tags are shipped in bulk directly to PetData's offices. PetData manages over 1 million tags for our clients each year. Our tag distribution and inventory audit processes are designed so we know at any time where individual sequences of tags are located. When tags arrive at PetData's office, they are logged and entered into our proprietary system. Tags are then distributed to our client's sales locations. PetData also keeps inventory on hand for each of our clients so we can also distribute tags to pet owners via mail. We know at all times how many tags are available for each of our clients. PetData can provide tag inventory reports to the City.

PetData Partnership with PetHub

While PetData does not require tags be purchased from a specific vendor, we encourage our clients to consider utilizing digital ID tags from PetHub. Cost is comparable to standard aluminum tags, yet PetHub's digital ID tags are high quality epoxy-coated full-color steel, with a full-color customizable front. PetHub tags require no special software. Activation of the tag with PetHub through their secure, web-based system is free and optional for the pet owner. PetHub does not share data without the pet owner's express consent, and pet owners have full control over how much of their profile is visible.

Once the tag has been activated, pet owners can enter information about the pet into their pet's profile. Fields noted (*) are required entries. Pet Profiles can include, but are not limited to:

- Pet name*, breed, size, age, weight, physical description and photo
- Primary phone number*, additional multiple (unlimited) emergency contacts' phone numbers and email addresses
- Pet care providers' names, addresses and phone numbers
- Alteration status*, medical information, including vaccinations, conditions, surgeries, medications and allergies
- Document and record attachments in Word, PDF, or JPEG format of medical and training records, certifications, etc.

In addition to PetData's found pet tag look-up service, PetHub tags also offer a robust lost and found service. While the front of the tag can feature PetData's contact information, the back of the tag features a QR code, along with PetHub's website address, the pet's license tag number, and PetHub's 24/7 Found Pet Hotline phone number. This is a free service to the pet owner to help found pets get home. When a pet owner activates the free features provided with their tag, they will be able to enter Emergency Contacts on their pet's profile. Pet owners control privacy settings and their account, and information will never be shared without permission. Emergency contacts can include the pet owner, spouse, pet sitter, neighbor, doggie daycare, veterinarian, neighbor, etc. emergency contacts will receive an email with the rescuer's phone number and location, and pet status (safe/injured). If their phone number is on the pet's profile, they will also receive a call based on the order the phone number was prioritized in the contact list by the pet owner.

(Note: PetData and PetHub have an Agreement that provides for special pricing to PetData clients who use PetHub tags. PetData does not receive any commission or payment from PetHub, nor does PetData share any animal licensing data with PetHub.)

References

City of Suffolk, Virginia
Andrew R. Owen, MPA, MGDT
Chief Deputy Treasurer I - Operations
andrewowen@suffolkva.us • 757-514-4288
Client since 2018

Charlotte-Mecklenburg County (NC) Police Department
Josh Fisher, DHA
Director, CMPD Animal Control Division
jfisher@cmpd.org • 704-336-7552
Client since 2005

County of San Mateo (CA) Health Department
Lori Morton-Feazell
Animal Control & Licensing Manager/ Chief Deputy Registrar
lmorton-feazell@smcgov.org • 650-573-3726
Client since 2008

Manatee County (FL) Animal Services
Sarah G Brown, MPA
Chief, Animal Services Division
Sarah.brown@mymanatee.org • (941) 742-5933 ext. 8346
Client since 2011

City of Virginia Beach, Virginia
Lynne A. Gaskill, MGDT
Deputy Treasurer - Office of Leigh Henderson, Treasurer
lgaskill@vbgov.com • 757-385-8255
Client since 2010

City of Plano, Texas
Jamey Cantrell
Director, Animal Services
jameyc@plano.gov • 972-769-4360
Client since 2010

CONTINUING SERVICES AGREEMENT WITH PETDATA INC., FOR ANIMAL LICENSING SERVICES NO. 13861

This Continuing Services Agreement ("Agreement") is made by and between Alachua County, Florida, a political subdivision and charter county of the State of Florida, by and through its Board of County Commissioners (the "County") and PetData Inc, a Foreign for Profit Corporation which is authorized to do business in the State of Florida ("Contractor"), who are collectively referred to as the "Parties".

WITNESSETH:

WHEREAS, the County publicly issued Request for Proposal (RFP) 24-91 seeking qualified firms or individuals to provide Animal Licensing Services; and

WHEREAS, after evaluating and considering all timely responses to the solicitation, the County identified Contractor as top ranked entity in the solicitation process; and

WHEREAS, the Contractor is willing to provide the work and services to the County; and

WHEREAS, the County desires to engage Contractor to provide the work and services described herein.

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, and other good and valuable consideration, the receipt of which is acknowledged, the County and Contractor agree as follows:

1. **Recitals**. The foregoing recitals are incorporated herein.

2. **Scope**. In accordance with the terms and conditions of this Agreement, Contractor agrees to provide and perform Animal Licensing Services, as more particularly described in the Scope of Services attached hereto as **Exhibit "1"** and incorporated herein ("Services") for and as needed by the County. It is understood that the Services may be modified, but to be effective and binding, any such modification must be in writing executed by both the Parties.

3. **Term**. This Agreement is effective upon execution ("effective date") and continues until the September 30, 2025, unless earlier terminated as provided herein. This Agreement may be amended at the option of the County and Contractor for two additional two-year term(s). The Contractor may choose not to renew this Agreement with the County provided the County has written notice ninety (90) days prior to October 1st for each term renewal.

4. **Qualifications**. By executing this Agreement, Contractor makes the following representations to County:
   A. Contractor is qualified to provide the Services during the term of this Agreement.
   B. Contractor will assure that all personnel who perform the Services, or perform any part of the Services, are competent, reliable, and experienced to perform their assigned task property and satisfactory. If failure to meet these standards results in a deficiency in the Services or the related tasks or designs, Contractor will, at his/her/its own cost and expense, re-do the Services to correct the deficiency,
   C. Services are to be performed in a professional manner
   D. Contractor will coordinate, cooperate, and work with any other contractors,

professionals, and consultants retained by the County. The Parties acknowledge that there is nothing in this Agreement that precludes County from retaining services of other contractors, professionals, and consultants for similar or same Services or from independently performing the Services provided under this Agreement on its own.

5. **Payment**.

A. **Charges to Licensees**.

Contractor may charge and collect the following fees directly from Licensees, and Contractor shall be entitled to retain any such fees so collected as part of Contractors' compensation under this Agreement, except as otherwise provided below:

1) **$2.00** for each on-line transaction engaged in by a Licensee.
2) Contractor may charge a fee to a Licensee of no more than $25.00 (or, if lower, the maximum amount permitted by applicable law from time to time in effect) for each check or other payment from that Licensee that is returned uncollected for any reason.

B. **Compensation to Contractor**. The Contractor shall retain the following fees for all animal licenses issued during the term of this Agreement, regardless of whether they are issued by Contractor, veterinarians, or any other third-party license sellers:

1) **$4.30** for each one-year license or replacement tag and for the first year for each multi-year license (which amount is subject to adjustment as provided below).
2) **$2.00** for each additional year after the first year for each multi-year license.
3) **$2.50** collection service fee for each late fee, if any, paid by a Licensee during the term of this Agreement.
4) **$0.00** per license issued by County in conjunction with pet adoptions and enforcement actions. County will refer public to Contractor for license sales.
5) **$1,000 start up fee is waived.**

6. **Insurance**. Contractor will procure and maintain insurance throughout the entire term of this Agreement, including any renewals, of the types and in the minimum amounts detailed in **Exhibit "2"** attached hereto and incorporated herein. A copy of a current Certificate of Insurance (COI) showing coverage of the type and in the amounts required is attached hereto as **Exhibit "2-A"**.

7. **Default and Termination**.

A. Termination for Default: The failure of Contractor to comply with any provision of this Agreement will place Contractor in default. If Contractor is in default or fails to

perform in accordance with the terms or conditions of this Agreement, the County may provide a written notice of default. The County Manager and his/her designee is authorized to provide notice of default on behalf of County and notice may be sent electronically. If the default is not corrected within the allotted time as specifically provided in the notice of default, the County Manager is authorized to provide Contractor with written notice of termination of this Agreement on behalf of County. The effective date of termination of this Agreement will be the date specified in the notice of termination or, if no date is specified in the notice, then the effective date of termination will be the date that the notice of termination is received by the Contractor.

B. Termination for Convenience: County and Contractor may terminate the Agreement without cause upon not less than 30 days by the terminating-party providing written notice of termination for convenience to the other party. County Manager and his/her designee is authorized to provide notice of termination on behalf of the County. Notice may be electronically given. Upon such notice, Contractor will immediately discontinue all Services for the County currently or to be provided to the County, unless the notice from the County directs otherwise. The effective date of termination of this Agreement will be the date specified in the notice of termination or, if no date is specified in the notice, then the effective date of termination will be the date that the notice of termination is received by Contractor. Upon such termination, County shall pay to Contractor all amounts due to the Contractor for the periods through the effective date of termination. In addition, upon such termination, County shall pay to Contractor an additional amount (the "Cancellation Fee") equal to the highest one month's compensation paid to Contractor during the twelve calendar month preceding the date of termination'.If it has not yet been twelve calendar months preceding the date termination, then the parties agree that a shorter-period of the effective date until the date of termination will apply). The parties agree that the Cancellation Fee is reasonable compensation to Contractor for its employee costs and overhead expenses resulting from the early termination of this Agreement by County and is not a penalty, damages or any anticipated fees or profits.

C. Termination for Unavailability of Funding: If funds to finance this Agreement become unavailable, as determined by the County, County may terminate this Agreement upon written notice to Contractor. County Manager and his/her designee is authorized to provide notice of termination on behalf of the County. Notice may be electronically given. The effective date of termination of this Agreement will be the date specified in the notice of termination or, if no date is specified in the notice, then the effective date of termination will be the date that the notice of termination is received by the Contractor.

D. Upon termination of this Agreement based upon the above, the County may obtain the Services from any other sources, firms, and individuals, and may use any method deemed in the County's best interest. In the event of termination, Contractor's recovery against County shall be limited to that portion of this Agreement amount earned through the date of termination plus any Cancellation Fee (as defined in section 7A). Contractor shall not be entitled to any other or further recovery against County, including, but not limited to, damages, consequential or special damages, or any anticipated fees or profit on portions of the Services not performed.

8. **Indemnification**. **CONTRACTOR HEREBY WAIVES AND RELEASES, AND AGREES TO PROTECT, DEFEND, INDEMNIFY AND HOLD HARMLESS ALACHUA COUNTY AND ITS BOARD OF COUNTY COMMISSIONERS, OFFICERS, EMPLOYEES, VOLUNTEERS, AND ATTORNEYS (COLLECTIVELY "ALACHUA COUNTY") FROM AND AGAINST ANY AND ALL CLAIMS, DEMANDS, PENALTIES, EXPENSES, AND CAUSES OF ACTION OF ANY AND EVERY DESCRIPTION, AND DAMAGES, INCLUDING ATTORNEYS' FEES AND COSTS, BROUGHT AGAINST ALACHUA COUNTY RESULTING FROM ANY ACCIDENT, INCIDENT OR OCCURRENCE ARISING OUT OF OR IN CONNECTION WITH AN ACT, ERROR OR OMISSION OF CONTRACTOR OR CONTRACTOR'S EMPLOYEES, OFFICERS, AGENTS, OR SUBCONTRACTORS IN CONNECTION WITH THE PERFORMANCE OF THE SERVICES SET FORTH IN THIS AGREEMENT, INCLUDING ATTACHED EXHIBITS, OR FROM CONTRACTOR'S ENTRY ONTO ALACHUA COUNTY'S PROPERTY AND ANY AND ALL IMPROVEMENTS THEREON.** This obligation shall in no way be limited in any nature by any limitation on the amount or type of Contractor's insurance coverage. In the event the County is alleged to be liable on account of alleged acts or omissions, or both, of Contractor or Contractor's employees, representatives or agents, then Contractor will investigate, respond to and provide a defense for any allegations and claims, at Contractor's sole costs and expense. Furthermore, Contractor will pay all reasonable costs, fees and other expenses of any such defense, including but not limited to, all attorneys' fees, court costs and expert witness fees and expenses. Contractor and County will jointly cooperate with each other in the event of any litigation, including any request for documentation. NOTWITHSTANDING THE FOREGOING, CONTRACTOR'S INDEMNIFICATION AND DEFENSE OBLIGATIONS IN THIS SECTION SHALL NOT APPLY TO ANY PORTION OF ANY SUCH CLAIMS, DEMANDS, PENALTIES, EXPENSES, OR CAUSES OF ACTION ARISING FROM THE SOLE NEGLIGENCE OF ALACHUA COUNTY OR WILLFUL MISCONDUCT OF ALACHUA COUNTY. This shall not be construed to be an indemnification for the acts, or omissions of third parties, independent contractors or third party acts of the County. This indemnification provision will survive the termination of this Agreement. Nothing contained herein shall constitute a waiver by the County of sovereign immunity or the provisions or limitation of liability of §768.28, Florida Statutes, as may be amended.

10. **Notice**. Except as otherwise provided in this Agreement, any notice from either Party to the other Party must be in writing and delivered by hand delivery with receipt or sent by certified mail, return receipt requested, to the addresses below. All notices will be deemed delivered five (5) business days after mailing. Each Party may change its mailing address by giving the other Party, written notice of election to change the address.

To Contractor:	To County:
PetData Inc 8585 N STEMMONS FWY SUITE 1100 N DALLAS, TX 75247	Alachua County Animal Services 3400 NE 53rd Avenue Gainesville, FL 32609 352-264-6870 Attn: Director

PetData, Inc.

Attn: Chris Richey, President
P.O. Box 141929Irving, TX 75014-1929

cc: With a copy electronically sent to:
Alachua County Procurement, Attn: Contracts
acpur@alachuacounty.us

Clerk of Court, Attn Finance & Accounting
dmw@alachuaclerk.org

11. **Standard Clauses**.

A. Public Records. In accordance with §119.0701, Florida Statutes, Contractor, *when acting on behalf of the County,* shall, as required by Florida law:

1. Keep and maintain public records required by the County to perform the Services.
2. Upon request from the County's custodian of public records, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Florida law or as otherwise provided by law.
3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the term of this Agreement and following completion of the Agreement if Contractor does not transfer the records to the County.
4. Upon completion of the Agreement, transfer, at County cost, to the County all public records in possession of Contractor or keep and maintain public records required by the County to perform the Services. If Contractor transfers all public records to the County upon completion of the Agreement, Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Contractor keeps and maintains public records upon completion of the Agreement, Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the County, upon request from the County's custodian of public records, in a format that is compatible with the County's information technology systems.

IF CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE COUNTY'S PUBLIC RECORDS CUSTODIAN AT publicrecordsrequest@alachuacounty.us OR (352) 264-6906 OR 12 SE 1ST STREET, GAINESVILLE, FL 32601.

If Contractor fails to comply with this section, Contractor will be deemed in default under this Agreement. The County may enforce as set forth in §119.0701, Florida Statutes. Contractor who fails to provide the public records in response to a request within a reasonable time may be

subject to penalties imposed under §119.10, Florida Statute, and costs of enforcement, including fees, under §119.0701 and §119.12, Florida Statutes.

Contractor will take reasonable measures to protect, secure and maintain any data held by Contractor in an electronic form that is or contains exempt, confidential, personal information or protected information, as defined by Florida or federal law, related to or in connection with performance of the Services. If Contractor suspects or becomes aware of a security breach or unauthorized access to such data by a third party, Contractor shall immediately notify the County in writing and will work, at Contractor's expense, to prevent or stop the data breach.

B. Confidential Information. During the term of this Agreement, Contractor may claim that some of Contractor's information, including, but not limited to, software documentation, manuals, written methodologies and processes, pricing, discounts, or other considerations (hereafter collectively referred to as "Confidential Information"), is, or has been treated as confidential and proprietary by Contractor in accordance with §812.081, Florida Statutes, or other law, and is exempt from disclosure under the Florida's public record laws. Contractor shall clearly identify and mark Confidential Information as "Confidential Information" or "CI" and the County shall use reasonable efforts to maintain the confidentiality of the Confidential Information that is clearly identified by Contractor. County will promptly notify Contractor in writing if the County receives a request for disclosure of Contractor's Confidential Information. Contractor may assert any exemption from disclosure available under applicable law or seek a protective order against disclosure from a court of competent jurisdiction. Contractor shall protect, defend, indemnify, and hold harmless Alachua County and its commissioners, officers and employees from and against any claims, actions and judgments arising out of a request for disclosure of Confidential Information or relating to violation or infringement of trademark, copyright patent, trade secret or intellectual property right; however, the foregoing obligation shall not apply to County's misuse or modification of Contractor's Confidential Information in a manner not contemplated by this Agreement. Contractor shall investigate, handle, respond to, and defend, at Contractor's sole cost and expense, any such claim, even if any such claim is groundless, false, or fraudulent. Contractor shall pay for all costs and expenses related to such claim, including, but not limited to, payment of attorneys' fees, costs and expenses. If Contractor is not reasonably able to modify or otherwise secure for the County the right to continue using the good or product, Contractor shall remove the product and refund the County the amounts paid in excess of a reasonable rental for past use. Upon completion of this Agreement, the provisions of this paragraph shall continue to survive. Contractor releases the County from claims or damages related to disclosure by the County.

C. Contractor's System. County acknowledges that Contractor has developed and coordinated proprietary means and methods of performing the Services and related know-how, skills, and property (collectively, the "System"). The System includes, among other items, an interactive website, databases, software, and related items. The System is special and unique to Contractor and has been developed by Contractor at great cost and expense to Contractor. County acknowledges that County is not acquiring any rights in or to the System, and that the System is and will remain the sole and exclusive property of Contractor. County further acknowledges and agrees that any information that County obtains related to the use, formulation or operation of the System that is not generally known is CONFIDENTIAL, may only be used by County for the limited purposes described in this Agreement, and may not be disclosed to any third parties except as may be required under applicable law or with Contractor's prior, express written consent in Contractor's sole discretion. Upon the termination of this Agreement, any information and materials, in whatever media or format, related to the System that County has in its possession will

be returned to Contractor or destroyed at Contractor's option. County agrees that it will not attempt to discover, duplicate, or replicate the System in any manner.

D. COVENANTS REGARDING DATA. Contractor agrees that it will not, without County's consent, use personal data collected on behalf of County other than for the performance of the Services or other uses permitted by this Agreement or under applicable law. Further, Contractor agrees that it will not sell, or intentionally transfer or release, to any third party personal data that Contractor has collected in performing the Services, except as may otherwise be required by this Agreement or applicable law, and that it will take commercially reasonable measures to prevent the unauthorized release of any such third party personal data. Upon the termination of this Agreement, Contractor agrees to return or transfer to County, in a mutually acceptable format, all animal licensing data maintained by Contractor under this Agreement within 15 business days after Contractor has received all sums due Contractor under this Agreement.

E. Auditing Rights and Information. County reserves the right to require the Contractor to submit to an audit, by any auditor of the County's choosing. Contractor shall provide access to all of its records, which relate directly or indirectly to this Agreement at its place of business during regular business hours. Contractor shall retain all records pertaining to this Agreement and upon request make them available to County for three (3) complete calendar years following expiration or termination of the Agreement. Records may be kept in electronic format. Contractor agrees to provide such assistance as may be necessary to facilitate the review or audit by the County to ensure compliance with applicable accounting and financial standards. If an audit inspection or examination pursuant to this section discloses overpricing or overcharges of any nature by the Contractor to the County, Contractor shall pay to County the Overcharged Amount which is defined as the total aggregate overcharged amount together with interest thereon (such interest to be established at the rate of 12% annum). Any adjustments or payments which must be made as a result of any such audit or inspection of the Contractor's invoices or records must be made. If the Overcharged Amount is equal to or greater than $50,000.00, Contractor shall pay to County the Overcharged Amount and the Audit Amount which is defined as the total aggregate of County's reasonable audit costs incurred as a result of its audit of Contractor. County may recover the Overcharged Amount and the Audit Amount, as applicable, from any amount due or owing to Contractor whether under this Agreement and any other agreement between Contractor and County. If such amounts owed to Contractor are insufficient to cover the Overcharged Amount and Audit Amount, as applicable, then Contractor hereby shall pay such remaining amounts to County. Payment is due within a reasonable amount of time, but in no event may the time exceed sixty (60) calendar days, from presentation of the County's audit findings to Contractor. In no event shall the Overcharged Amount or the Audit Amount be deemed a reimbursable cost of the work or Services. This provision is hereby considered to be included within, and applicable to, any subcontractor agreement entered into by the Contractor in performance of the Services under this Agreement. The access, inspection, copying and auditing rights shall survive the termination of this Agreement.

F. Laws & Regulations. Contractor will comply with all federal, state, and local laws, ordinances, regulations, rules and code requirements applicable to the work required by this Agreement. Contractor is presumed to be familiar with all laws, ordinances, regulations, and rules that may in any way affect the work outlined in this Agreement. If Contractor is not familiar with laws, ordinances, rules and regulations, Contractor remains liable for any violation and all subsequent damages, penalties, or fines.

G. Governing Law and Venue. The laws of the State of Florida shall govern this Agreement and the duties and obligations stated within this Agreement. Sole and exclusive venue for all actions arising under this Agreement shall be in a court of competent jurisdiction in and for Alachua County, Florida.

H. Amendment and Assignment. The Parties may only modify or amend this Agreement by a mutual written agreement of the Parties. Neither Party will assign or transfer any interest in this Agreement without prior written consent of the other Party. The County and Contractor each bind the other and their respective successors and assigns in all respects to all of the terms, conditions, covenants, and provisions of this Agreement.

I. Additional Services. Additional services not specifically identified in this Agreement may be added to the Agreement upon execution of a written amendment by the Parties.

J. Third Party Beneficiaries. This Agreement does not create any relationship with, or any rights in favor of, any third party.

K. Independent Contractor. In the performance of this Agreement, Contractor is acting in the capacity of an independent contractor and not as an agent, employee, partner, joint venturer, or associate of the County. Contractor is solely responsible for the means, method, technique, sequence, and procedure utilized by Contractor in the full performance of the Services referenced in this Agreement.

L. E-Verify. Contractor shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Contractor during the term of the Agreement. Contractor shall expressly require any subcontractors performing work or providing Services under this Agreement to utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the term of this Agreement. The E-Verify system is located at https://www.uscis.gov/E-Verify

M. Conflict of Interest. Contractor warrants that neither Contractor nor any of Contractor's employees have any financial or personal interest that conflicts with the execution of this Agreement. The Contractor shall notify County of any conflict of interest due to any other clients, contracts, or property interests.

N. Prohibition Against Contingent Fees. As required by §287.055(6), Florida Statutes, the Contractor warrants that he or she has not employed or retained any company or person, other than a bona fide employee working solely for the Contractor to solicit or secure this Agreement and that he or she has not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona fide employee working solely for the Contractor any fee, commission, percentage, gift, or other consideration contingent upon or resulting from the award or making of this Agreement. If Contractor breaches this provision, the County has the right to termination this Agreement without liability, and at the County's discretion, to deduct from the contract price, or otherwise recover, the full amount of such fee, commission, percentage, gift or consideration.

O. Force Majeure. The Parties will exercise every reasonable effort to meet their respective duties under this Agreement but will not be liable for delays resulting from force majeure or other causes beyond their reasonable control, including, but not limited to, compliance with any government laws or regulation, acts of nature, fires, strikes, national disasters, power outages, labor dispute, wars, riots, transportation problems and any other cause whatsoever beyond the reasonable control of the Parties. Any such cause will reasonably extend the performance of the delayed duty to the extent of the delay so incurred and so agreed by the Parties.

P. Public Entity Crimes. A person or affiliate who has been placed on the convicted vendor list following a conviction of a public entity crime may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity in excess of the threshold amount provided in Florida Statutes, Section 287.017 for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

Q. Collusion. By signing this Agreement, Contractor declares that this Agreement is made without any previous understanding, agreement, or connections with any persons, contractors or corporations and that this Agreement is fair, and made in good faith without any outside control, collusion, or fraud.

R. Counterparts. This Agreement may be executed in any number of and by the different Parties hereto on separate counterparts, each of which when so executed shall be deemed to be an original, and such counterparts shall together constitute but one and the same instrument. Receipt via email with pdf attachment by a party or its designated legal counsel of an executed counterpart of this Amendment shall constitute valid and sufficient delivery in order to complete execution and delivery of this Amendment and bind the Parties to the terms hereof.

S. Severability and Ambiguity. It is understood and agreed by the Parties that if any of the provisions of the Agreement shall contravene or be invalid under the laws of the State of Florida, such contravention or invalidity shall not invalidate the entire Agreement, but it shall be construed as if not containing the particular provision(s) held to be invalid, and the rights and obligations of the Parties shall be construed and enforced accordingly. This Agreement shall not be construed more strictly against one Party than against the other Party, merely due to fact that it may have been prepared by one of the Parties. Each Party represents and agrees that it has had the opportunity to seek the advice of appropriate professionals, including legal counsel, in the review and execution of this Agreement.

T. Electronic Signatures. The Parties agree that an electronic version of this Agreement shall have the same legal effect and enforceability as a paper version. The Parties further agree that this Agreement, regardless of whether in electronic or paper form, may be executed by use of electronic signatures. Electronic signatures shall have the same legal effect and enforceability as manually written signatures. Delivery of this Agreement or any other document contemplated hereby bearing an manually written or electronic signature, by electronic mail in "portable document format" (".pdf") form, or by any other electronic means intended to preserve the original graphic and pictorial appearance of a document, will have the same effect as physical delivery of the paper document bearing an original or electronic signature.

U. Entire Agreement. This Agreement constitutes the entire Agreement and supersedes all prior written or oral agreements, understandings, or representations of the Parties.

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IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed on the respective dates under each signature: Alachua County, Florida, through its representative who is authorized to sign, and by Contractor, through its duly authorized representative.

CONTRACTOR

By: Christopher A Richey

Print: Christopher A. Richey

Title: President

Date: May 24, 2023

ALACHUA COUNTY, FLORIDA

DocuSigned by:

By: Michele Lieberman

0F708449BF5743D...

Michele Lieberman, County Manager

Date: 6/6/2023

APPROVED AS TO FORM

DocuSigned by:

Diana Johnson

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Alachua County Attorney's Office

Exhibit 1: Scope of Services

1. **General Requirements:**

In accordance with the Agreement and this Scope of Services, the Contractor shall provide animal licensing services including, but not limited to the processing and issuing of Alachua County Animal Resources (ACAR) license tags ("Services"). The license tag fee structure is established by *Alachua County Code of Ordinances, Chapter 72 Animal Control, Section 40 and a Fee Scheduled adopted by the Board of County Commissioners of Alachua County, Florida*, as may be amended during the term of this Agreement.

2. **Licensing and Remittance:**

The CONTRACTOR shall be qualified and experienced in providing the animal licensing service. The Services are to be performed by the Contractor in its own facility. Services are to be performed in a professional manner and a fixed fee shall be established for each license tag processed.

2.1. Contractor shall be accountable and shall assume all costs of shipping animal license supplies (tags, certificate books, return mailers) to the pet owners and participating veterinarians.

2.2. The Contractor will mail renewal notices to pet owners so as to be in compliance with Florida Statutes Section 828.28 at least 45 days prior to licensure renewal deadline. The notice must contain information describing the licensing requirements and any associated penalties.

2.2.1. Contractor shall use ACAR licensing data found in its Animal Resources database plus information input into the Animal Resources database by the Contractor. Renewal notices shall include animal and owner information, license expiration date, vaccination requirements (if any), and instruction on ways to remit payment. Second notices, include a late fee (if applicable), shall be sent to pet owners if there is no payment received within thirty (30) days. Costs of the postage and renewal notices shall be borne by the Contractor.

2.3. The Contractor shall enter all new and renewal licenses and corresponding payment information into ACAR approved, dedicated database daily. Contractor's database shall reflect all required information as indicated in the Scope of Services. This database must be compatible with the ACAR database and shall be provided by the Contractor.

2.4. The Contractor shall establish an internet portal so that pet owners may pay online by credit card. Issue a "proof of payment" verification/verification number to owners who choose to pay online.

2.5. License tags shall be processed and mailed to pet owners within ten (10) business days of receipt of payment of the license fee and complete required information as referenced in this Scope of Services.

2.6. The Contractor shall deposit bank revenue collected for license fees on a daily basis into a bank account as designated by Alachua County.

2.7. Contractor shall make necessary changes in Contractor's database,

2.8. Licenses sold directly by Alachua County in conjunction with pet adoptions and enforcement actions shall be exempt from all fees charged by the Contractor.County will refer public to Contractor for license sales.

3. **Coordination with Veterinarians:**

3.1. Veterinarians submit their license tag certificates on a monthly basis. Contractor shall receive and enter the veterinarians' license tag information (pet owner, pet info, medical info) within five (5) days of receipt. Veterinarians may submit rabies vaccination certificates in their own format provided all required ACAR's information is on the certificate. Deposits shall be made in identical fashion as described under Licensing and Remittance above. Contractor shall provide all necessary license tags to veterinarians.

3.2. Contractor shall notify ACAR of veterinarians' offices that are selling licenses, but not sending in the correct payment or no payment at all.

3.3. If veterinarians are selling the license tags but not submitting the correct payment, the awarded Contractor shall create and submit a monthly invoice to the veterinarian's office requiring immediate payment, including any applicable late fees.

3.4. Contractor shall be responsible for collecting all unissued tags from the veterinarians at the end of the calendar year. If the veterinarians cannot provide or account for the unused tags, the Contractor shall bill the veterinarians for the missing tags at the ACAR' current fee of $10.00 for per tag (ACAR will notify Contractor of change in fee).

3.5. Some veterinarians may provide rabies vaccinations, but choose not to sell the license tags. The Contractor shall enter all information (pet owner, pet info, medical info) and issue a license tag notice to the pet owner within ten (10) business days of receipt of a non-tag certificate. The Contractor shall provide to ACAR for approval the wording and information on the notice that is to be mailed to the pet owner.

3.6. There shall be no charge to the veterinarians for any assistance provided by the Contractor.

3.7. Any information collected regarding rabies vaccinations is exempt from public records and should be treated as such.

4. **Reporting:**

   4.1. All data entered by the Contractor shall be made available for download into ACAR database. Contractor shall provide up-to-date monthly reports to ACAR detailing all facets of ACAR' license tag program including, but not limited to the following: revenue collected, unpaid tag notices, veterinarian balances, tag inventories, year to date totals, and other reports as requested. The format of the reports shall be mutually agreed upon and shall be submitted within five (5) business days of the end of each month.

   4.2. Contractor shall provide a dedicated representative to respond to inquiries within one (1) business day.

5. **Customer Service:**

   5.1. Provide a dedicated toll free telephone number to the public, with a customized greeting for ACAR.

   5.2. Communicate with ACAR, veterinarians, and citizens by phone, mail, or email as needed.

   5.3. Respond to telephone, voice mail, fax, and email inquiries from ACAR, veterinarians and citizens within 24 hours, Monday through Friday, or no later than the next business day if received on a weekend or holiday.

   5.4. Conduct themselves in a professional and courteous manner when responding to inquiries from the public, veterinarians, and ACAR.

6. **Credit Card Payments and Online Renewal:**

   6.1. Contractor shall establish and maintain a merchant account in order to accept credit card payments. Contractor shall be responsible for all fees and expenses associated with the merchant account.

7. **Donations:**

   7.1. Contractor shall establish a means for citizens to make donations to Alachua County Animal Resources, at the time they purchase a pet license. Contractor shall remit donations as specified above in Licensing and Remittance, section G and shall not collect a fee for this service. Contractor shall issue a receipt to the donor. Donations shall be reported separately.

8. **Transfer of Contract/Data:**

   8.1. Within five (5) business days after termination of the contract, the Contractor shall return all ACAR' supplies and transfer all data which shall become the sole property of ACAR.

9. **ACAR's Responsibility:**

9.1. ACAR shall purchase license tags that meet Contractor's specifications and tags shall be delivered directly to Contractor. Contractor shall be accountable and assume responsibility for the cost of shipping said supplies to the pet owners and participating veterinarians.

9.2. Current fees can be found on the Alachua County website under Budget and Fiscal Office. https://alachuacounty.us/Depts/OMB/Fees/FY22-23%20Fee%20Schedule.pdf.

9.3. ACAR will designate the bank and deposit account number for deposit of all revenue collected for license fees.

10. Required information to obtain an Alachua County Animal License:

10.1. Owner's First and Last Name

10.2. Owner's Address

10.3. Owner's Telephone Number

10.4. Animal Species:

10.4.1. Dog

10.4.2. Cat

10.4.3. Other

10.5. Animal's Age

10.6. Animal's Sex

10.6.1. Male, unaltered

10.6.2. Female, unaltered

10.6.3. Spayed

10.6.4. Neutered

10.7. Animal's Size

10.7.1. Under 20 lbs.

10.7.2. 20-50 lbs.

10.7.3. 50-100 lbs.

10.7.4. Over 100 lbs.

10.8. Animal's Name

10.9. Animal's Breed

10.10. Animal's Color(s)

10.11. Veterinarian's Name

10.11.1. Veterinarian's License Number

10.11.2. Veterinarian's Address

10.12. Rabies Vaccination Date

10.13. Next Rabies Vaccination Due By

10.14. 1 year or 3-year vaccine

10.15. Vaccine Producer

10.16. Vaccine Serial/Lot Number

10.17. Microchip Number

Exhibit 2: Insurance Requirements

TYPE "A" INSURANCE REQUIREMENTS "ARTISAN CONTRACTORS / SERVICE CONTACTS"

The Contractor shall procure and maintain for the duration of this contract insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the work hereunder by the contractor/vendor, his agents, representatives, employees or subcontractors.

COMMERCIAL GENERAL LIABILITY

Coverage must be afforded under a per occurrence form policy for limits not less than $1,000,000 General Aggregate, $1,000,0000 Products / Completed Operations Aggregate, $1,000,000 Personal and Advertising Injury Liability, $1,000,000 each Occurrence, $50,000 Fire Damage Liability and $5,000 Medical Expense.

AUTOMOBILE LIABILITY

Coverage must be afforded including coverage for all Owned vehicles, Hired and Non-Owned vehicles for Bodily Injury and Property Damage of not less than $1,000,000 combined single limit each accident.

WORKERS COMPENSATION AND EMPLOYER'S LIABILITY

Coverage to apply for all employees at STATUTORY Limits in compliance with applicable state and federal laws; if any operations are to be undertaken on or about navigable waters, coverage must be included for the USA Longshoremen & Harbor Workers Act.

Employer's Liability limits for not less than $100,000 each accident; $500,000 disease policy limit and $100.000 disease each employee must be included.

BUILDER'S RISK / INSTALLATION FLOATERS (when applicable)

When this contract or agreement includes the construction of and/or the addition to a permanent structure or building; including the installation of machinery and/or equipment, the following insurance coverage must be afforded:

Coverage Form: Completed Value, All Risk in an amount equal to 100% of the value upon completion or value of equipment to be installed.

When applicable: Waiver of Occupancy Clause or Cessation of Insurance clause. Flood Insurance as available under the
National Flood Insurance Program.

CYBER LIABILITY COVERAGE (when applicable)

Vendor shall procure and maintain for the life of the contract in an amount not less than $1,000,000 per loss for negligent retention of data as well as notification and related costs for actual or alleged breaches of data.

Technology/Professional Liability: with limits of $1 million. Coverage is for the life of the contract and must continue for five (5) years after contract expiration. This coverage must include Cyber Liability coverage for negligent retention of data as well as notification and related costs for actual or alleged breaches of data.

EMPLOYEE FIDELITY COVERAGE (only applicable to vendors whose employees handle funds)

Employee Dishonesty coverage must be afforded for not less than $500,000 Blanket all employees ISO Form

OTHER INSURANCE PROVISIONS

The policies are to contain, or be endorsed to contain, the following provisions:

I **Commercial General Liability and Automobile Liability Coverages**

a. The Alachua County Board of County Commissioners, its officials, employees and volunteers are to be covered as an Additional Insured as respects: Liability arising out of activities performed by or on behalf of the Contractor/Vendor; to include Products and/or Completed Operations of the Contractor/Vendor; Automobiles owned, leased, hired or borrowed by the Contractor.

b. The Contractor's insurance coverage shall be considered primary insurance as respects the County, its officials, employees and volunteers. Any insurance or self-insurance maintained by the County, its officials, employees or volunteers shall be excess of Contractor/Vendor's insurance and shall be non- contributory.

II **All Coverages**

The Contractor/Vendor shall provide a Certificate of Insurance to the County with a notice of cancellation. The certificate shall indicate if cover is provided under a "claims made" or "per occurrence" form. If any cover is provided under claims made from the certificate will show a retroactive date, which should be the same date of the contract (original if contact is renewed) or prior.

SUBCONTRACTORS

The Contractor/Vendor shall be responsible for all subcontractors working on their behalf as a condition of this agreement. All subcontractors of the Contractor/Vendor shall be subject to the same coverage requirements stated herein.

CERTIFICATE HOLDER: Alachua County Board of County

Commissioners MAIL, EMAIL or FAX CERTIFICATES

Exhibit 2-A: Certificate of Insurance

DocuSign Envelope ID: 315E4FE3-1D5E-4DB2-832C-426033D8F38E

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 03/22/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER

StateFarm

Mike Baker
2100 Valley View Ln Ste 425
Dallas, TX 75234

CONTACT NAME: Jen Wierzba
PHONE (A/C, No, Ext): 214-780-0900 FAX (A/C, No): 214-780-0909
E-MAIL ADDRESS: jen.wierzba.m5je@statefarm.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : State Farm Lloyds	43419
INSURER B : State Farm Fire and Casualty Company	25143
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED

PetData Inc
PO Box 141929
Irving, TX 75014

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC OTHER:	Y	Y	93-TV-3354-6	11/13/2021	11/13/2022	EACH OCCURRENCE	$ 2,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							MED EXP (Any one person)	$ 5,000
							PERSONAL & ADV INJURY	$ 2,000,000
							GENERAL AGGREGATE	$ 4,000,000
							PRODUCTS - COMP/OP AGG	$ 4,000,000
								$
A	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY	Y	Y	93-TV-3354-6	11/13/2021	11/13/2022	COMBINED SINGLE LIMIT (Ea accident)	$ 2,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
	☐ UMBRELLA LIAB ☐ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION $						EACH OCCURRENCE	$
							AGGREGATE	$
								$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N ☐ (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A	Y	93-E0-W309-6	07/11/2022	07/11/2023	☒ PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Pet licensing
The Alachua County Board of County Commissioners, its officials, employees, and volunteers are listed additional insured on the above referenced GL policy.

CERTIFICATE HOLDER

Alachua County Board of County Commissioners
12 SE 1st St, 2nd Floor
Gainesville FL 32601

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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