

PROFESSIONAL SERVICES AGREEMENT
(Not Construction Related)
ANIMAL CONTROL SERVICES
 Veterinary and Sheltering Services for Injured or Abandoned Animals

This Professional Services Agreement ("Agreement") is entered into and effective between CITY OF GLENDALE, an Arizona municipal corporation ("City") and The Arizona Humane Society, an Arizona non-profit corporation, authorized to do business in the State of Arizona, ("Consultant") as of the ____ day of _____, 2025 ("Effective Date").

RECITALS

- A. City intends to undertake a project for the benefit of the public and with public funds that is more fully set forth in **Exhibit A**, Project (the "Project");
- B. City desires to retain the professional services of Consultant to perform certain specific duties and produce the specific work as set forth in the attached **Exhibit B**, Project Scope of Work ("Scope");
- C. Consultant desires to provide City with professional services ("Services") consistent with best consulting or architectural practices and the standards set forth in this Agreement, in order to complete the Project; and
- D. City and Consultant desire to memorialize their agreement with this document.

AGREEMENT

The parties hereby agree as follows:

1. Key Personnel; Other Consultants and Subcontractors.

- 1.1 Professional Services. Consultant will provide all Services necessary to assure the Project is completed timely and efficiently consistent within Project requirements, including, but not limited to, working in close interaction and interfacing with City and its designated employees, and working closely with others, including other consultants or contractors, retained by City.
- 1.2 Project Team.
 - a. Project Manager.
 - (1) Consultant will designate an employee as Project Manager with sufficient training, knowledge, and experience to, in the City's opinion, complete the project and handle all aspects of the Project such that the work produced by Consultant is consistent with applicable standards as detailed in this Agreement; and
 - (2) The City must approve the designated Project Manager.
 - b. Project Team.
 - (1) The Project Manager and all other employees assigned to the Project by Consultant will comprise the "Project Team."
 - (2) Project Manager will have responsibility for and will supervise all other employees assigned to the Project by Consultant.
 - c. Discharge, Reassign, Replacement.
 - (1) Consultant acknowledges the Project Team is comprised of the same persons and roles for each as may have been identified in **Exhibit A**.
 - (2) Consultant will not discharge, reassign, replace or diminish the responsibilities of any of the employees assigned to the Project who have been approved by City

without City's prior written consent unless that person leaves the employment of Consultant, in which event the substitute must first be approved in writing by City.

(3) Consultant will change any of the members of the Project Team at the City's request if an employee's performance does not equal or exceed the level of competence that the City may reasonably expect of a person performing those duties, or if the acts or omissions of that person are detrimental to the development of the Project.

d. Subcontractors. Consultant shall not engage any subcontractor for the work or services to be performed under this Agreement.

2. **Schedule.** The Services will be undertaken in a manner that ensures the Project is completed timely and efficiently in accordance with the Project.

3. **Consultant's Work.**

3.1 Standard. Consultant must perform Services in accordance with the standards of due diligence, care, and quality prevailing among consultants having substantial experience with the successful furnishing of Services for projects that are equivalent in size, scope, quality, and other criteria under the Project and identified in this Agreement.

3.2 Licensing. Consultant warrants that:

a. Consultant currently holds all appropriate and required licenses, registrations and other approvals necessary for the lawful furnishing of Services ("Approvals"); and

b. Neither Consultant nor any Subconsultant has been debarred or otherwise legally excluded from contracting with any federal, state, or local governmental entity ("Debarment").

(1) City is under no obligation to ascertain or confirm the existence or issuance of any Approvals or Debarments, or to examine Consultant's contracting ability.

(2) Consultant must notify City immediately if any Approvals or Debarment changes during the Agreement's duration. The failure of the Consultant to notify City as required will constitute a material default under the Agreement.

3.3 Compliance.

a. Services will be furnished in compliance with applicable federal, state, county and local statutes, rules, regulations, ordinances, building codes, life safety codes, and other standards and criteria designated by City.

b. Consultant must not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Consultant will require any Sub-contractor to be bound to the same requirements as stated within this section. Consultant, and on behalf of any subcontractors, warrants compliance with this section.

3.4 Coordination; Interaction.

a. For projects that the City believes requires the coordination of various professional services, Consultant will work in close consultation with City to proactively interact with any other professionals retained by City on the Project ("Coordinating Project Professionals").

b. Subject to any limitations expressly stated in the Project Budget, Consultant will meet to review the Project, Schedule, Project Budget, and in-progress work with Coordinating Project Professionals and City as often and for durations as City reasonably considers necessary in order to ensure the timely work delivery and Project completion.

c. For projects not involving Coordinating Project Professionals, Consultant will proactively interact with any other contractors when directed by City to obtain or disseminate timely information for the proper execution of the Project.

3.5 Work Product.

- a. Ownership. Upon receipt of payment for Services furnished, Consultant grants to City exclusive ownership of and all copyrights, if any, to evaluations, reports, drawings, specifications, project manuals, surveys, estimates, reviews, minutes, all "architectural work" as defined in the United States Copyright Act, 17 U.S.C § 101, *et seq.*, and other intellectual work product as may be applicable ("Work Product").
 - (1) This grant is effective whether the Work Product is on paper (e.g., a "hard copy"), in electronic format, or in some other form.
 - (2) Consultant warrants, and agrees to indemnify, hold harmless and defend City for, from and against any claim that any Work Product infringes on third-party proprietary interests.
- b. Delivery. Consultant will deliver to City copies of the preliminary and completed Work Product promptly as they are prepared.
- c. City Use.
 - (1) City may reuse the Work Product at its sole discretion.
 - (2) In the event the Work Product is used for another project without further consultations with Consultant, the City agrees to indemnify and hold Consultant harmless from any claim arising out of the Work Product.
 - (3) In such case, City will also remove any seal and title block from the Work Product.

4. **Compensation for the Project.**

- 4.1 Compensation. Consultant's compensation for the Project, including those furnished by its Subconsultants or Subcontractors will not exceed \$1,000,000.00 as specifically detailed in **Exhibit C** ("Compensation").
- 4.2 Change in Scope of Project. The Compensation may be equitably adjusted if the originally contemplated Scope as outlined in the Project is significantly modified.
 - a. Adjustments to Compensation require a written amendment to this Agreement and may require City Council approval.
 - b. Additional services which are outside the Scope of the Project contained in this Agreement may not be performed by the Consultant without prior written authorization from the City.
 - c. Notwithstanding the incorporation of the Exhibits to this Agreement by reference, should any conflict arise between the provisions of this Agreement and the provisions found in the Exhibits and accompanying attachments, the provisions of this Agreement shall take priority and govern the conduct of the parties.
- 4.3 Expenses. City will reimburse Consultant for certain out-of-pocket expenses necessarily incurred by Consultant in connection with this Agreement, without mark-up (the "Reimbursable Expenses"), including, but not limited to, document reproduction, materials for book preparation, postage, courier and overnight delivery costs incurred with Federal Express or similar carriers, travel and car mileage, subject to the following:
 - a. Mileage, airfare, lodging and other travel expenses will be reimbursable only to the extent these would, if incurred, be reimbursed to City of Glendale personnel under its policies and procedures for business travel expense reimbursement made available to Consultant for review prior to the Agreement's execution, and which policies and procedures will be furnished to Consultant;
 - b. The Reimbursable Expenses in this section are approved in advance by City in writing; and

- c. The total of all Reimbursable Expenses paid to Consultant in connection with this Agreement will not exceed the “not to exceed” amount identified for Reimbursable Services in the Compensation.

5. Billings and Payment.

5.1 Applications.

- a. Consultant will submit monthly invoices (each, a "Payment Application") to City's Project Manager and City will remit payments based upon the Payment Application as stated below.
- b. The period covered by each Payment Application will be one calendar month ending on the last day of the month.

5.2 Payment.

- a. After a full and complete Payment Application is received, City will process and remit payment within 30 days.
- b. Payment may be subject to or conditioned upon City's receipt of:
 - (1) Completed work generated by Consultant and its Subconsultants; and
 - (2) Unconditional waivers and releases on final payment from all Subconsultants as City may reasonably request to assure the Project will be free of claims arising from required performances under this Agreement.

5.3 Review and Withholding. City's Project Manager will timely review and certify Payment Applications.

- a. If the Payment Application is rejected, the Project Manager will issue a written listing of the items not approved for payment.
- b. City may withhold an amount sufficient to pay expenses that City reasonably expects to incur in correcting the deficiency or deficiencies rejected for payment.

6. Termination.

6.1 For Convenience. City may terminate this Agreement for convenience, without cause, by delivering a written termination notice stating the effective termination date, which may not be less than 15 days following the date of delivery.

- a. Consultant will be equitably compensated for Services furnished prior to receipt of the termination notice and for reasonable costs incurred.
- b. Consultant will also be similarly compensated for any approved effort expended, and approved costs incurred, that are directly associated with Project closeout and delivery of the required items to the City.

6.2 For Cause. City may terminate this Agreement for cause if Consultant fails to cure any breach of this Agreement within seven days after receipt of written notice specifying the breach.

- a. Consultant will not be entitled to further payment until after City has determined its damages. If City's damages resulting from the breach, as determined by City, are less than the equitable amount due but not paid Consultant for Services furnished, City will pay the amount due to Consultant, less City's damages, in accordance with the provisions of Sec. 5.
- b. If City's direct damages exceed amounts otherwise due to Consultant, Consultant must pay the difference to City immediately upon demand; however, Consultant will not be subject to consequential damages more than \$2,000,000 or the amount of this Agreement, whichever is greater.

7. Conflict. Consultant acknowledges this Agreement is subject to A.R.S. § 38-511, which allows for cancellation of this Agreement in the event any person who is significantly involved in initiating, negotiating,

securing, drafting, or creating the Agreement on City's behalf is also an employee, agent, or consultant of any other party to this Agreement.

8. **Insurance.** For the duration of the term of this Agreement, Consultant shall procure and maintain insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of all tasks or work necessary to complete the Project as herein defined. Such insurance shall cover Consultant, its agent(s), representative(s), employee(s) and any subcontractors.

8.1 Minimum Scope and Limit of Insurance. Coverage must be at least as broad as:

- a. Commercial General Liability (CGL): Insurance Services Office Form CG 00 01, including products and completed operations, with limits of no less than **\$2,000,000** per occurrence for bodily injury, personal injury, and property damage. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
- b. Automobile Liability: Insurance Services Office Form Number CA 0001 covering Code 1 (any auto), with limits no less than **\$2,000,000** per accident for bodily injury and property damage.
- c. Professional Liability. Consultant must maintain a Professional Liability insurance covering errors and omissions arising out of the work or services performed by Consultant, or anyone employed by Consultant, or anyone for whose acts, mistakes, errors and omissions Consultant is legally liability, with a liability insurance limit of **\$2,000,000** for each claim and a **\$4,000,000** annual aggregate limit.
- d. Worker's Compensation: Insurance as required by the State of Arizona, with Statutory Limits, and Employers' Liability insurance with a limit of no less than **\$2,000,000** per accident for bodily injury or disease.

8.2 Indemnification.

- a. To the fullest extent permitted by law, Consultant must defend, indemnify, and hold harmless City and its elected officials, officers, employees and agents (each, an "Indemnified Party," collectively, the "Indemnified Parties") for, from, and against any and all claims, demands, actions, damages, judgments, settlements, personal injury (including sickness, disease, death, and bodily harm), property damage (including loss of use), infringement, governmental action and all other losses and expenses, including attorneys' fees and litigation expenses (each, a "Demand or Expense" collectively "Demands or Expenses") asserted by a third-party (i.e. a person or entity other than City or Consultant) and that arises out of or results from the breach of this Agreement by the Consultant or the Consultant's negligent actions, errors or omissions (including any Subconsultant or Subcontractor or other person or firm employed by Consultant), whether sustained before or after completion of the Project.
- b. This indemnity and hold harmless provision applies even if a Demand or Expense is in part due to the Indemnified Party's negligence or breach of a responsibility under this Agreement, but in that event, Consultant will be liable only to the extent the Demand or Expense results from the negligence or breach of a responsibility of Consultant or of any person or entity for whom Consultant is responsible.
- c. Consultant is not required to indemnify any Indemnified Parties for, from, or against any Demand or Expense resulting from the Indemnified Party's sole negligence or other fault solely attributable to the Indemnified Party.

8.3 Other Insurance Provisions. The insurance policies required by the Section above must contain, or be endorsed to contain the following insurance provisions:

- a. **The City, its officers, officials, employees and volunteers are to be covered as additional insureds** of the CGL and automobile policies for any liability arising from or in

connection with the performance of all tasks or work necessary to complete the Project as herein defined. Such liability may arise, but is not limited to, liability for materials, parts or equipment furnished in connection with any tasks, or work performed by Consultant or on its behalf and for liability arising from automobiles owned, leased, hired or borrowed on behalf of the Consultant. General liability coverage can be provided in the form of an endorsement to the Consultant's existing insurance policies, provided such endorsement is at least as broad as ISO Form CG 20 10, 11 85 or both CG 20 10 and CG 23 37, if later revisions are used.

- b. For any claims related to this Project, the **Consultant's insurance coverage shall be primary insurance** with respect to the City, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees or volunteers shall be in excess of the Consultant's insurance and shall not contribute with it.
- c. Each insurance policy required by this Section shall provide that coverage shall not be canceled, except after providing notice to the City.

8.4 Acceptability of Insurers. Insurance is to be placed with insurers with a current A.M. Best rating of no less than A: VII, unless the Consultant has obtained prior approval from the City stating that a non-conforming insurer is acceptable to the City.

8.5 Waiver of Subrogation. **Consultant hereby agrees to waive its rights of subrogation which any insurer may acquire** from Consultant by virtue of the payment of any loss. Consultant agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation. The Workers' Compensation Policy shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Consultant, its employees, agent(s) and subcontractor(s).

8.6 Verification of Coverage. Within 15 days of the Effective Date of this Agreement, Consultant shall furnish the City with original certificates and amendatory endorsements, or copies of any applicable insurance language making the coverage required by this Agreement effective. All certificates and endorsements must be received and approved by the City before work commences. Failure to obtain, submit or secure the City's approval of the required insurance policies, certificates or endorsements prior to the City's agreement that work may commence shall not waive the Consultant's obligations to obtain and verify insurance coverage as otherwise provided in this Section. The City reserves the right to require complete, certified copies of all required insurance policies, including any endorsements or amendments, required by this Agreement at any time during the Term stated herein.

Consultant's failure to obtain, submit or secure the City's approval of the required insurance policies, certificates or endorsements shall not be considered a Force Majeure or defense for any failure by the Consultant to comply with the terms and conditions of the Agreement, including any schedule for performance or completion of the Project.

8.7 Subcontractors. Consultant shall require and shall verify that all subcontractors maintain insurance meeting all requirements of this Agreement.

8.8 Special Risk or Circumstances. The City reserves the right to modify these insurance requirements, including any limits of coverage, based on the nature of the risk, prior experience, insurer, coverage or other circumstances unique to the Consultant, the Project or the insurer.

9. **E-verify, Records and Audits.** To the extent applicable under A.R.S. § 41-4401, the Consultant warrants their compliance and that of its subconsultants with all federal immigration laws and regulations that relate to their employees and compliance with the E-verify requirements under A.R.S. § 23-214(A). The Consultant or subconsultant's breach of this warranty shall be deemed a material breach of the Agreement and may result in the termination of the Agreement by the City under the terms of this Agreement. The City retains the legal right to randomly inspect the papers and records of the other party to ensure that the other party is complying with the above-mentioned warranty. The Consultant and subconsultant warrant to keep their respective papers and records open for random inspection during normal business hours by the other party. The parties shall cooperate with the City's random inspections, including granting the inspecting party entry rights onto

their respective properties to perform the random inspections and waiving their respective rights to keep such papers and records confidential.

10. **No Boycott of Israel.** To the extent A.R.S § 35-393 through § 35-393.03 are applicable, the parties hereby certify that they are not currently engaged in, and agree for the duration of the Agreement to not engage in, a boycott of goods or services from Israel, as that term is defined in A.R.S § 35-393.

11. **Uyghur Forced Labor Prevention Act (UFLPA).** Consultant certifies that it does not currently, and during the term of this Agreement, will not use:

- a. the forced labor of ethnic Uyghurs in the People's Republic of China;
- b. any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; and
- c. any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China.

12. **Attestation of PCI Compliance.** When applicable, the Consultant will provide the City annually with a Payment Card Industry Data Security Standard (PCI DSS) attestation of compliance certificate signed by an officer of Consultant with oversight responsibility.

13. **Notices.**

13.1 A notice, request or other communication that is required or permitted under this Agreement (each a "Notice") will be effective only if:

- a. The Notice is in writing; and
- b. Delivered in person or by overnight courier service (delivery charges prepaid), certified or registered mail (return receipt requested).
- c. Notice will be deemed to have been delivered to the person to whom it is addressed as of the date of receipt, if:
 - (1) Received on a business day before 5:00 p.m. at the address for Notices identified for the Party in this Agreement by U.S. Mail, hand delivery, or overnight courier service; or
 - (2) As of the next business day after receipt, if received after 5:00 p.m.
- d. The burden of proof of the place and time of delivery is upon the Party giving the Notice.
- e. Digitalized signatures and copies of signatures will have the same effect as original signatures.

13.2 Representatives.

- a. Consultant. Consultant's representative (the "Consultant's Representative") authorized to act on Consultant's behalf with respect to the Project, and his or her address for Notice delivery is:

The Arizona Humane Society
c/o Tracey Müller
tmiller@azhumane.org
602-997-7585

- b. City. City's representative ("City's Representative") authorized to act on City's behalf, and his or her address for Notice delivery is:

City of Glendale
c/o Eva Pierce
5970 W. Brown Street, Suite 210
Glendale, Arizona 85301
epierce@glendaleaz.com

With required copy to:

City Manager
City of Glendale
5850 West Glendale Avenue
Glendale, Arizona 85301

City Attorney
City of Glendale
5850 West Glendale Avenue
Glendale, Arizona 85301

- c. Concurrent Notices.
 - (1) All notices to City's representative must be given concurrently to City Manager and City Attorney.
 - (2) A notice will not be deemed to have been received by City's representative until the time that it has also been received by the City Manager and the City Attorney.
 - (3) City may appoint one or more designees for the purpose of receiving notice by delivery of a written notice to Consultant identifying the designee(s) and their respective addresses for notices.
- d. Changes. Consultant or City may change its representative or information on Notice, by giving Notice of the change in accordance with this section at least ten days prior to the change.

14. Financing Assignment. City may assign this Agreement to any City-affiliated entity, including a non-profit corporation or other entity whose primary purpose is to own or manage the Project.

15. Entire Agreement; Survival; Counterparts; Signatures.

15.1 Integration. This Agreement contains, except as stated below, the entire agreement between City and Consultant and supersedes all prior conversations and negotiations between the parties regarding the Project or this Agreement.

- a. Neither Party has made any representations, warranties or agreements as to any matters concerning the Agreement's subject matter.
- b. Representations, statements, conditions, or warranties not contained in this Agreement will not be binding on the parties.
- c. The solicitation, any addendums and the response submitted by the Contractor are incorporated into this Agreement as if attached hereto. Any Contractor response modifies the original solicitation as stated. Inconsistencies between the solicitation, any addendums and the response or any excerpts attached as Exhibit A and this Agreement will be resolved by the terms and conditions stated in this Agreement.

15.2 Interpretation.

- a. The parties fairly negotiated the Agreement's provisions to the extent they believed necessary and with the legal representation they deemed appropriate.
- b. The parties are of equal bargaining position and this Agreement must be construed equally between the parties without consideration of which of the parties may have drafted this Agreement.
- c. The Agreement will be interpreted in accordance with the laws of the State of Arizona.

- 15.3 Survival. Except as specifically provided otherwise in this Agreement, each warranty, representation, indemnification and hold harmless provision, insurance requirement, and every other right, remedy and responsibility of a Party, will survive completion of the Project, or the earlier termination of this Agreement.
- 15.4 Amendment. No amendment to this Agreement will be binding unless in writing and executed by the parties. Electronic signature blocks do not constitute execution for purposes of this Agreement. Any amendment may be subject to City Council approval.
- 15.5 Remedies. All rights and remedies provided in this Agreement are cumulative and the exercise of any one or more right or remedy will not affect any other rights or remedies under this Agreement or applicable law.
- 15.6 Severability. If any provision of this Agreement is voided or found unenforceable, that determination will not affect the validity of the other provisions, and the voided or unenforceable provision will be reformed to conform with applicable law.
- 15.7 Counterparts. This Agreement may be executed in counterparts, and all counterparts will together comprise one instrument.

16. Term.

- 16.1 Extensions. The term of this Agreement commences upon the effective date and continues for a one year initial period. The City may, at its option and with the approval of the Consultant, extend the term of this Agreement an additional four years, on an annual basis. Consultant will be notified in writing by the City of its intent to extend the Agreement period at least thirty (30) calendar days prior to the expiration of the original or any extension period. Price adjustments will only be reviewed prior to the City exercising its extension and may be a determining factor for any extension. There are no automatic extensions or renewals of this Agreement.
- 16.2 Extension for Procurement Process. Upon the expiration of the Term of this Agreement, including the initial term and any renewals, at the City’s sole discretion, this Agreement may be extended on a month-to-month basis for a maximum of six (6) months to allow for the City to complete its procurement process to select a vendor to provide the services/materials similar to those provided under this Agreement. The City will notify the Contractor in writing of its intent to extend the Agreement at least thirty (30) calendar days prior to the expiration of the Term. Any extension provided under this subsection will continue under the same terms and conditions as in effect immediately prior to the expiration of the then-current term.

17. Dispute Resolution. Any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration administered according to the American Arbitration Association’s Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

18. Cooperative Use of Contract. This agreement may be extended for use by other governmental agencies and political subdivisions of the State. Any such usage by other entities must be in accord with the ordinances, charter, rules and regulations of the respective entity and the approval of the Contractor and City. For a list of SAVE members, click on the following link: <http://www.mesaaz.gov/business/purchasing/save>

19. Exhibits. The following exhibits, with reference to the term in which they are first referenced, are incorporated by this reference.

Exhibit A	Project
Exhibit B	Scope of Work
Exhibit C	Compensation

(Signatures appear on the following page.)

The parties enter into this Agreement effective as of the date shown above.

City of Glendale,
an Arizona municipal corporation

By: Kevin R. Phelps
Its: Interim City Manager

ATTEST:

Julie K. Bower (SEAL)
City Clerk

APPROVED AS TO FORM:

Michael D. Bailey
City Attorney

The Arizona Humane Society,
an Arizona non-profit corporation



By: Tracey Müller
Its: Director of Field Operations

EXHIBIT A
Professional Services Agreement

PROJECT

PROJECT SERVICES

Veterinary and sheltering services for injured or abandoned animals.

OBJECTIVES

1. Establish a partnership with reliable service providers to address animal control needs, including support for the Glendale Police Department (GPD).
2. Ensure humane care and housing for stray, injured, or abandoned animals.
3. Provide efficient and sanitary removal and disposal of dead animals within Glendale city limits.
4. Comply with Glendale City Code Section 6 and Maricopa County Health Department standards.

SCOPE OF WORK

Veterinary and Sheltering Services

A. Sick and Injured Animals

- **Response Time:** Within one (1) hour of notification.
- **Availability:** Seven days a week, from 8:00 AM to 7:00 PM. After-hours calls directed to an Emergency Animal Clinic (EAC).
- **Cost Responsibility:** Contractor seeks reimbursement from animal owners for medical and kennel costs. City payment limited to the annual agreed amount.

B. Animal Cruelty Investigations

- The contractor shall provide custody and care for animals involved in cruelty investigations. For custody periods exceeding 45 days, the City will compensate the contractor at a rate of \$50 per day per animal. The City will pursue restitution for these costs from the animal's owner(s).

C. Welfare Seizures

- Address animals in distress due to neglect, abandonment, or owner incapacity. Collaborate with Glendale Police for animal seizure.

D. Hoarding Situations

- Secure, transport, and treat animals from hoarding situations authorized by GPD or citizens.

E. Voluntary Surrenders

- Accept voluntary surrenders transported by owners to the Contractor's shelter.

CONTRACTOR REQUIREMENTS


1. **Experience:** Minimum of three (3) consecutive years of providing similar services.
2. **Licensing:** Maintain all required Federal, State, County, and Local licenses.
3. **Accessibility:** Provide a local office with a 24-hour emergency contact number.
4. **Equipment:** Display company identification on all service vehicles.
5. **Performance Monitoring:** Adhere to OSHA standards and resolve complaints within three (3) hours.

EXHIBIT B
Professional Services Agreement

SCOPE OF WORK

See the attached Exhibit B.

EXHIBIT B

 <p>Glendale</p>	<p>City of Glendale Solicitation Number: RFP 25-37 / 42500055 ANIMAL CONTROL, SHELTERING, AND DEAD ANIMAL DISPOSAL SERVICES</p>	<p>CITY OF GLENDALE Procurement Division 5970 West Brown Street, Suite 210 Glendale, Arizona 85302</p>
--	---	---


Offerors to complete this Response Workbook and submit with their response to this RFP.

COVER SHEET

OFFEROR NAME: Arizona Humane Society

OFFEROR ADDRESS: 1521 W. Dobbins Rd. Phoenix AZ 85040

EXHIBIT B

 <p>Glendale</p>	<p>City of Glendale Solicitation Number: RFP 25-37 / 42500055 ANIMAL CONTROL, SHELTERING, AND DEAD ANIMAL DISPOSAL SERVICES</p>	<p>CITY OF GLENDALE Procurement Division 5970 West Brown Street, Suite 210 Glendale, Arizona 85302</p>
--	---	---

REQUIRED RESPONSES:

Offeror's answers to the following questions will comprise the Offeror's response to this RFP. It should be noted that all attachments or exhibits prepared by the City and referenced herein are incorporated by reference into the Offeror's response and shall be included in a final contract with the successful Offeror. Information prepared by the Offeror and submitted with their proposal may be incorporated into a final contract (for example program offerings, curriculum, key personnel, or performance metrics).

1. Experience, Proven Performance and Qualifications

- 1.1. Introduce your company, highlight your ability and willingness to meet or exceed the specifications and requirements of this RFP, and explain why your firm is most qualified.

Since 1957, the Arizona Humane Society (AHS) has fostered the belief that every pet deserves a good life. With a vision to end animal suffering, we rescue, heal, adopt and advocate for sick, injured and abused animals.

What once began as a small shelter established by a compassionate group of volunteers has since grown to become the state's largest animal welfare and protection agency, as well as the state's designated responder for animals in distress during natural disasters.

Nina Mason Pulliam Campus for Compassion
Adoptions · Veterinary Clinic · Emergency Animal Medical Technicians™ · Retail
1521 W. Dobbins Rd., Phoenix, AZ 85041
602.997.7585

Sunnyslope Campus
Veterinary Clinic
9226 N. 13th Avenue/ 1311 W. Hatcher Road, Phoenix, AZ 85021
602.997.7585

Papago Park Campus
Animal Assistance by Appointment · Adoptions ·
Trauma Hospital · Retail
5501 E. Van Buren St., Phoenix AZ 85008


The Arizona Humane Society has been in operation since 1957. The Emergency Animal Medical Technician (EAMT) team started in 2002.

We are a 501c3 that is governed by a Board of Directors

Mission

Every pet deserves a good life. With a vision to end animal suffering, we rescue, heal, adopt and advocate for sick, injured and abused animals.

EXHIBIT B

 <p>Glendale</p>	<p>City of Glendale Solicitation Number: RFP 25-37 / 42500055 ANIMAL CONTROL, SHELTERING, AND DEAD ANIMAL DISPOSAL SERVICES</p>	<p>CITY OF GLENDALE Procurement Division 5970 West Brown Street, Suite 210 Glendale, Arizona 85302</p>
--	---	---

Vision
End animal suffering, homelessness and needless euthanasia.

Values
Innovation. Compassion. Excellence.

Scope of Services provided are as follows:
On scene animal cruelty investigations to include; scene photos, before/after photos of the animal(s), videos of scene and animals as well as clear and concise written reports submitted to detectives for prosecution.

Provide testimony in court cases. (Civil seizure hearings, trials, restitution hearings)
Education and resources for citizens including spay/neuter vouchers, low-cost vet referrals, and multiple sequences to gain compliance for minor issues.

Medical assessments and stabilization in the field.

Transportation to our Trauma Hospital that features state-of-the-art medical equipment, including digital x-ray machines, in-house diagnostic equipment, orthopedic instruments and dental equipment. These tools allow AHS to provide prompt medical and surgical attention to thousands of animals each year.
Impoundment of animals legally seized by police officers, as space allows. To include cruelty and welfare seizures.

AHS maintains the only radio-equipped emergency ambulance fleet for sick and injured stray animals in the Valley.

- 1.2. Please provide details of similar contracts held within the last five (5) years that your organization has successfully managed.

We currently offer the same scope of work/services to nine (9) other police jurisdictions in the Valley. They are: Buckeye, Chandler, Gilbert, Goodyear, Phoenix, Queen Creek, Scottsdale, Tempe and Luke Air Force Base. We have also been serving the city of Glendale in this capacity since 2016


- 1.3. Describe your staff qualifications, including certifications, training, and experience related to animal control, sheltering, and disposal services.

AHS employees multiple Veterinarians who are all licensed in the state of Arizona.

AHS has 13 EAMTs who have had a minimum of 12 weeks on the job training with a Field Training Investigator. EAMTs are certified Animal Cruelty Investigators from Colorado State University, which requires 120 hours of classroom time.

Each Investigator has been trained in state and local city ordinances for each city we contract with. They write detailed reports that are submitted for both misdemeanor and felony charges as well as testify in court for trials and seizure hearings.

EXHIBIT B

	<p>City of Glendale Solicitation Number: RFP 25-37 / 42500055 ANIMAL CONTROL, SHELTERING, AND DEAD ANIMAL DISPOSAL SERVICES</p>	<p>CITY OF GLENDALE Procurement Division 5970 West Brown Street, Suite 210 Glendale, Arizona 85302</p>
---	---	---

- 1.4. How does your organization ensure compliance with local, state, and federal regulations regarding animal control and disposal services?

The Arizona Humane Society does not perform the job functions of animal control officers or disposal services.

We do however provide the following:

On scene animal cruelty investigations to include; scene photos, before/after photos of the animal(s), videos of scene and animals as well as clear and concise written reports submitted to detectives for prosecution.

Provide testimony in court cases. (Civil seizure hearings, trials, restitution hearings) Education and resources for citizens including spay/neuter vouchers, low-cost vet referrals, and multiple sequences to gain compliance for minor issues.

Medical assessments and stabilization in the field.

Transportation to our Trauma Hospital that features state-of-the-art medical equipment, including digital x-ray machines, in-house diagnostic equipment, orthopedic instruments and dental equipment. These tools allow AHS to provide prompt medical and surgical attention to thousands of animals each year. Impoundment of animals legally seized by police officers, as space allows. To include cruelty and welfare seizures.

AHS maintains the only radio-equipped emergency ambulance fleet for sick and injured stray animals in the Valley.

- 1.5. Explain your familiarity with Glendale City Code Section 6 and Maricopa County Health Department standards.

Investigators are familiar with and proficient in the Glendale City Code section 6, as we have been working in the City since 2016. Since we do not enforce County ordinances and do not perform the function of an ACO, we are not familiar with the health standards.


2. Method and Approach

- 2.1. Explain your standard operating procedures for responding to stray or injured animal pickup calls, including response times and coordination with the City.

AHS is not available 24/7. Our work hours are from 8a-6p, seven days a week. Holiday hours vary.

Response to scenes will be determined on severity of the case, current call volume and manpower. All attempts will be made to respond to the scene within a timely

EXHIBIT B

	<p style="text-align: center;">City of Glendale Solicitation Number: RFP 25-37 / 42500055 ANIMAL CONTROL, SHELTERING, AND DEAD ANIMAL DISPOSAL SERVICES</p>	<p style="text-align: center;">CITY OF GLENDALE Procurement Division 5970 West Brown Street, Suite 210 Glendale, Arizona 85302</p>
---	---	---

manner. If after hours or an EAMT is unavailable animals can be dropped off at any Emergency Animal Clinic (EAC). AHS will pick these animals up the next day.

All sick and injured animals will be taken to our Trauma Hospital for treatment. AHS treats the following animals: dogs, cats, birds and reptiles. We do not treat livestock. EAMTs are also trained in the capture of wildlife and will transport those animals to our partners who specialize in their species.

- 2.2. How do you ensure efficient and effective communication with City staff, residents, and other stakeholders.

We have meet with and maintained a working relationship with the city stakeholders responsible for dealing with animal incidents. We operate our own dispatch center where citizens can call during regular business hours and citizens can email us directly through our dispatch center.

- 2.3. Describe your approach to tracking and reporting incidents, including bite investigations, rabies exposure, and euthanasia cases.

AHS does not intake bite cases therefore we do not have a reporting mechanism in place for those types of calls or potential rabies exposure cases. We do track all of our calls for service in an animal related computer program called Chameleon that tracks, calls for service, intakes and outcomes of all animals.

- 2.4. Provide details on your proposed methodology for coordinating with Maricopa County Animal Care and Control.

AHS currently works directly with MCACC. If we come across a call for service that would fit their scope of work we call them and visa versa.

- 2.5. How do you handle dead animal removal and disposal in compliance with local and state regulations?

We do not offer this service and refer citizens to dead animal pick up.


3. References and past Performance

- 3.1. Provide a list of four (4) client references from other public entities for whom you have provided the services as described in this solicitation over the last four (4) years. Do not include references from employees, boards, commissions or representatives or employees of the City. Include company name, address, phone number, email, contact name, description of services provided.

Reference #1:

Commander Amy Smith
Phoenix Police Department

EXHIBIT B

 <p>Glendale</p>	<p>City of Glendale Solicitation Number: RFP 25-37 / 42500055 ANIMAL CONTROL, SHELTERING, AND DEAD ANIMAL DISPOSAL SERVICES</p>	<p>CITY OF GLENDALE Procurement Division 5970 West Brown Street, Suite 210 Glendale, Arizona 85302</p>
--	---	---

602.262.7990
Amy.Smith@phoenix.gov
Rescue and Ambulance Services as well as conduct animal cruelty investigations
in the City of Phoenix

Reference #2

Lt. Nicole Vasey
Chandler Police Department
480.782.4570
Nicole.Vasey@chandleraz.gov
Rescue and Ambulance Services as well as conduct animal cruelty investigations
in the City of Chandler

Reference #3:

Officer Colby Potter
Gilbert Police Department
480.635.7470
Colby.Potter@gilbertaz.gov
Rescue and Ambulance Services as well as conduct animal cruelty investigations
in the City of Gilbert

Reference #4

Ben Fisk
Scottsdale Police Department
480.312.5256
BFisk@scottsdaleaz.gov
Rescue and Ambulance Services as well as conduct animal cruelty investigations
in the City of Scottsdale


3.2. Describe any challenges you have faced in past contracts and how you addressed them to achieve successful outcomes.

1. Officers requesting AHS response while on scene. AHS Investigators have assigned calls daily and when we are asked to respond to a call that is not currently on our board, we assess which Investigator is closest and re-route them to the officer's request for service.

2. Not having space in the shelter to bring in all abandoned animals or multiple animals from a hoard case. Should this occur, and the animals are not critical, we will feed and water in place and return to the residence as many times as necessary until all animals are removed.

3.3. Provide examples of performance metrics or data demonstrating the success of your services in past contracts.

EXHIBIT B

	<p align="center">City of Glendale Solicitation Number: RFP 25-37 / 42500055 ANIMAL CONTROL, SHELTERING, AND DEAD ANIMAL DISPOSAL SERVICES</p>	<p align="center">CITY OF GLENDALE Procurement Division 5970 West Brown Street, Suite 210 Glendale, Arizona 85302</p>
---	--	--

Examples are from calendar year 2024

City of Phoenix:

Total calls for service = 11,338

Cruelty Investigations = 7,548

Sick and Injured Animals picked up = 3,225

Seized animals = 971

Calls for service are calls that a uniformed officer did not have to respond to and allowed them to answer other calls for service

City of Chandler

Total calls for service = 823

Cruelty Investigations = 438

Sick and Injured Animals picked up = 362

Seized animals = 89

Calls for service are calls that a uniformed officer did not have to respond to and allowed them to answer other calls for service

City of Glendale

Total calls = 1,519

Cruelty Investigations = 1,032

Sick & Injured Animals picked up = 420

Seized animals = 216

Calls for service are calls that a uniformed officer did not have to respond to and allowed them to answer other calls for service

4. Responsiveness to RFP

4.1. Did you address all elements outlined in the Scope of Work? If any are excluded, please explain.

I have addressed all the elements


4.2. Are you able to meet the specified service hours and response times outlined in the RFP?

AHS is not available 24/7. Our work hours are from 8a-6p, seven days a week. Holiday hours vary.

4.3. Provide a detailed explanation of how your pricing aligns with the services requested.

I was able to pull the numbers of seized animals from 2020 through 2024. Below is the breakdown:

EXHIBIT B

	<p style="text-align: center;">City of Glendale Solicitation Number: RFP 25-37 / 42500055 ANIMAL CONTROL, SHELTERING, AND DEAD ANIMAL DISPOSAL SERVICES</p>	<p style="text-align: center;">CITY OF GLENDALE Procurement Division 5970 West Brown Street, Suite 210 Glendale, Arizona 85302</p>
---	---	---

2020 – 39
2021 – 64
2022 – 159
2023 – 248
2024 - 216

I did a 5 year average and it came to 145 seized animals, on average a year.

To give you an idea of how many other pets we brought in from Glendale during that same time period:

Strays – 1,782 (free of charge)
Owner Surrenders 1,278 (free of charge)

We also responded to 5,741 calls for service in Glendale during that time frame for an average of 1,148 calls each year. Those are calls that Glendale PD did not have to respond to.

I put together contract prices based on seized animals only. Our average cost of care per animal in our shelter is \$1,300. With that in mind, 145 animals per year @ \$1,300 = \$188,500. Our current contract price with the City of Glendale is \$89,503.98, with a 2% increase each year.

Based on those numbers, AHS has taken an average loss of \$98,996 a year.

5. VENDOR EXCEPTIONS:

Per Exhibit 2.2, Offeror shall note any exceptions to the solicitation documents in this section using the example below:

Document Name: Exhibit 3 – Insurance Requirements
Section: 1.a.i. Commercial General Liability – General Aggregate
\$5,000,000
Exception: Vendor’s General Aggregate is only \$3,000,000

(N/A)

6. ADDENDUM RESPONSES AND ACKNOWLEDGEMENT:

Attach addendum response(s) and acknowledgement(s) here.

EXHIBIT C
Professional Services Agreement

COMPENSATION

METHOD AND AMOUNT OF COMPENSATION

Payment 30 days after receipt of undisputed invoice.

NOT-TO-EXCEED AMOUNT

The total amount of compensation paid to Consultant for full completion of all work required by the Project during the entire term of the Project must not exceed \$1,000,000.

DETAILED PROJECT COMPENSATION

Approximate annual cost and may include a 2% annual increase

\$188,500.00	Year 1
\$192,270.00	Year 2
\$196,115.40	Year 3
\$200,037.71	Year 4
\$204,038.46	Year 5.