



**REQUEST for PROPOSAL #879**  
PROFESSIONAL, TECHNICAL AND EXPERT SERVICES

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Clark County Washington

RELEASE DATE: WEDNESDAY, DECEMBER 6, 2023  
DUE DATE: WEDNESDAY, JANUARY 10, 2024 by 1:30 pm

Request for Proposal for:

**ANIMAL CONTROL SOFTWARE**

**SUBMIT:**

One (1) Original  
Four (4) Complete Copies

of the Proposal to:

**Shipping Method of your Choice or Hand Delivery**

Clark County  
ATTN: Office of Purchasing  
1300 Franklin Street, 6<sup>th</sup> Floor, Suite 650  
Vancouver WA 98660  
564-397-2323

**United States Postal Service**

Clark County  
ATTN: Office of Purchasing  
PO Box 5000  
Vancouver WA 98666-5000  
564-397-2323

**Office Hours:** 8:00 am – 3:00 pm, Monday – Friday, except Legal Holidays.

**No electronic submissions.**

**\*\*Proposals must be delivered to the Purchasing office – No Exceptions**

**\*\*Proposals must be date and time stamped by Purchasing staff by 1:30 pm on due date.**

**\*\*Proposal shall be sealed and clearly marked on the package cover with RFP #, Title & Company Name**

**Refer Questions to Project Manager:**

Mark Elworthy  
IT Project Manager  
[Mark.Elworthy@clark.wa.gov](mailto:Mark.Elworthy@clark.wa.gov)  
564-397-4577

## General Terms and Conditions

**ADMINISTRATIVE REQUIREMENTS** - Contractors shall comply with all management and administrative requirements established by Washington Administrative Code (WAC), the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to providers licensed in the State of Washington.

ALL proposals submitted become the property of Clark County. It is understood and agreed that the prospective Proposer claims no proprietary rights to the ideas and written materials contained in or attached to the proposal submitted. Clark County has the right to reject or accept proprietary information.

**AUTHORSHIP** - Applicants must identify any assistance provided by agencies or individuals outside the proposers own organization in preparing the proposal. No contingent fees for such assistance will be allowed to be paid under any contract resulting from this RFP.

**CANCELLATION OF AWARD** - Clark County reserves the right to immediately cancel an award if the contractual agreement has not been entered into by both parties or if new state regulations or policy make it necessary to change the program purpose or content, discontinue such programs, or impose funding reductions. In those cases where negotiation of contract activities are necessary, Clark County reserves the right to limit the period of negotiation to sixty (60) days after which time funds may be unencumbered.

**CONFIDENTIALLY** - Proposer shall comply with all applicable state and federal laws governing the confidentiality of information.

**CONFLICT OF INTEREST** - All proposals submitted must contain a statement disclosing or denying any interest, financial or otherwise, that any employee or official of Clark County or the appropriate Advisory Board may have in the proposing agency or proposed project.

**CONSORTIUM OF AGENCIES** - Any consortium of companies or agencies submitting a proposal must certify that each company or agency of the consortium can meet the requirements set forth in the RFP.

**COST OF PROPOSAL & AWARD** - The contract award will not be final until Clark County and the prospective contractor have executed a contractual agreement. The contractual agreement consists of the following parts: (a) the basic provisions and general terms and conditions, (b) the special terms and conditions, (c) the project description and goals (Statement of Work), and (d) the budget and payment terms. Clark County is not responsible for any costs incurred prior to the effective date of the contract. Clark County reserves the right to make an award without further negotiation of the proposal submitted. Therefore, the proposal should be submitted in final form from a budgetary, technical, and programmatic standpoint.

**DISPUTES** - Clark County encourages the use of informal resolution to address complaints or disputes arising over any actions in implementing the provisions of this RFP. Written complaints should be addressed to Clark County – Purchasing, P.O. Box 5000, Vancouver, Washington 98666-5000.

**DIVERSITY IN EMPLOYMENT AND CONTRACTING REQUIREMENTS** - It is the policy of Clark County to require equal opportunity in employment and services subject to eligibility standards that may be required for a specific program. Clark County is an equal opportunity employer and is committed to providing equal opportunity in employment and in access to the provision of all county services. Clark County's Equal Employment Opportunity Plan is available at <http://www.clark.wa.gov/hr/documents.html>. This commitment applies regardless of race, color, religion, creed, sex, marital status, national origin, disability, age, veteran status, on-the-job injury, or sexual orientation. Employment decisions are made without consideration of these or any other factors that are prohibited by law. In compliance with department of Labor Regulations implementing Section 504 of the rehabilitation Act of 1973, as amended, no qualified handicapped individual shall be discriminated against in admission or access to any program or activity. The prospective contractor must agree to provide equal opportunity in the administration of the contract, and its subcontracts or other agreements.

**ENVIRONMENTALLY RESPONSIBLE PURCHASING PROGRAM** - Clark County has implemented an Environmentally Responsible Purchasing Policy with a goal to reduce negative impacts on human health and the environment. Negative environmental impacts include, but are not limited to, greenhouse gases, air pollution emissions, water contamination, waste from the manufacturing process and waste in packaging. This policy also seeks to increase: 1) water and energy efficiency; 2) renewable energy sources; 3) use of products with recycled content; 4) product durability; 5) use of products that can be recycled, reused, or composted at the end of its life cycle. Product criteria have been established on the Green Purchasing List <https://clark.wa.gov/sites/default/files/dept/files/general-services/Purchasing/ERP%20Policy.pdf>

**INDEPENDENT PRICE DETERMINATION** - The prospective contractor guarantees that, in connection with this proposal, the prices and/or cost data have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition. This does not preclude or impede the formation of a consortium of companies and/or agencies for purposes of engaging in jointly sponsored proposals.

**INTERLOCAL AGREEMENT** - Clark County has made this RFP subject to Washington State statute RCW 39.34. Therefore, the proposer may, at the proposers option, extend identical prices and services to other public agencies wishing to participate in this RFP. Each public agency wishing to utilize this RFP will issue a purchase order (or contract) binding only their agency. Each contract is between the proposer and the individual agency with no liability to Clark County.

**LIMITATION** - This RFP does not commit Clark County to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or contract for services or supplies.

**LATE PROPOSALS** - A proposal received after the date and time indicated above will not be accepted. No exceptions will be made.

**ORAL PRESENTATIONS** - An oral presentation may be required of those prospective contractors whose proposals are under consideration. Prospective contractors may be informed that an oral presentation is desired and will be notified of the date, time and location the oral presentation is to be conducted.

**OTHER AUDIT/MONITORING REQUIREMENTS** - In addition, auditing or monitoring for the following purposes will be conducted at the discretion of Clark County: Fund accountability; Contract compliance; and Program performance.

**PRICE WARRANT** - The proposer shall warrant that the costs quoted for services in response to the RFP are not in excess of those which would be charged any other individual or entity for the same services performed by the prospective contractor, in a similar socioeconomic, geographical region.

**PROTESTS** - Must be submitted to the Purchasing Department.

**PUBLIC SAFETY** - May require limiting access to public work sites, public facilities, and public offices, sometimes without advance notice. The successful Proposer's employees and agents shall carry sufficient identification to show by whom they are employed and display it upon request to security personnel. County project managers have discretion to require the successful Proposer's employees and agents to be escorted to and from any public office, facility or work site if national or local security appears to require it.

**ACCEPTANCE or REJECTION OF PROPOSALS** - Clark County reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any or all prospective contractors on modifications to proposals, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP if it is in the best interest of Clark County to do so.

**SUBCONTRACTING** - No activities or services included as a part of this proposal may be subcontracted to another organization, firm, or individual without the approval of Clark County. Such intent to subcontract shall be clearly identified in the proposal. It is understood that the contractor is held responsible for the satisfactory accomplishment of the service or activities included in a subcontract.

**VERBAL PROPOSALS** - Verbal proposals will not be considered in making the award of any contract as a result of this RFP.

**WORKERS COMPENSATION INSURANCE** – The contractor shall comply with R.C.W. Title 51- with minimum coverage limits of \$500,000 for each accident, or provide evidence that State law does not require such coverage.

FOR ALTERNATIVE FORMATS  
**Clark County ADA Office: V: 564-397-2322**  
[ADA@clark.wa.gov](mailto:ADA@clark.wa.gov)

# Request for Proposals Table of Contents

## PART I PROPOSAL REQUIREMENTS

### Section IA: General Information

1. Introduction
2. Background
3. Scope of Project
4. Project Funding
5. Timeline for Selection
6. Employment Verification

### Section IB: Work Requirements

1. Required Services
2. County Performed Work
3. Deliverables and Schedule
4. Place of Performance
5. Period of Performance
6. Prevailing Wage
7. Debarred / Suspended
8. Americans with Disabilities Act (ADA) Information
9. Public Disclosure
10. Insurance/Bond
11. Plan Holders List

## PART II PROPOSAL PREPARATION AND SUBMITTAL

### Section IIA: Pre-Submittal Meeting/Clarification

1. Pre-Submittal Meeting
2. Proposal Clarification

### Section IIB: Proposal Submission

1. Proposals Due
2. Proposal

### Section IIC: Proposal Content

1. Cover Sheet
2. Project Team
3. Management Approach
4. Respondent's Capabilities
5. Project Approach and Understanding
6. Proposed Cost
7. Employment Verification

## PART III PROPOSAL EVALUATION & CONTRACT AWARD

### Section IIIA: Proposal Review and Selection

1. Evaluation and Selection
2. Evaluation Criteria Scoring

### Section IIIB: Contract Award

1. Consultant Selection
2. Contract Development
3. Award Review
4. Orientation/Kick-off Meeting

## ATTACHMENTS

- A: Proposal Cover Sheet
- B: Letter of Interest
- C: Certification Regarding Debarment, Suspension and Other Responsibility Matters Form
- D: Software Requirements
- E: Cybersecurity Questionnaire

# Request for Proposal #879

## Animal Control Software

### Part I Proposal Requirements

Section IA	General Information
1. Introduction	<p>This RFP is presented to secure Professional Services to develop, configure, implement, host, support and maintain Animal Control software to replace that in current use by Clark County. It includes replacement of the software that is specifically used for Pet Licensing plus Animal Control Complaint Administration and Case Management &amp; Enforcement. Additionally, to include implementation of software to be used for Animal Facility License application and management.</p> <p>The primary drivers for this project are modernization that will promote increased online business and provide broader integration in support of department operations.</p> <p>This project's success will be based on the alignment of Clark County's requirements and the Out-Of-Box solution proposed. The high-level requirements provided cover the Animal Control Department's needs for Pet Licensing, Animal Protection &amp; Control Administration, and Animal Facility Licensing. The proposers will compare these requirements to their own Out of Box Solution to develop a proposal. A well-qualified proposal will provide a solution that is favorably matched to Clark County's requirements at minimal cost, with minimal configuration and no customization.</p> <p>If your company contact details <i>are not</i> on the Plan Holder List at <a href="https://clark.wa.gov/internal-services/request-proposal-1">https://clark.wa.gov/internal-services/request-proposal-1</a> Attachment B, Letter of Interest must be submitted to participate in this RFP.</p> <p>Proposers shall respond to all sections to be considered.</p> <p>Clark County has made this Request for Proposal subject to Washington State statute RCW 39.34. Therefore, the proposer may, at the proposers' option, extend identical prices and services to other public agencies wishing to participate in this RFP. Each public agency wishing to utilize this proposal will issue a purchase order (or contract) binding only their agency. Each contract is between the proposer and the individual agency with no liability to Clark County.</p>
2. Background	<p>The current systems used by Clark County Animal Control will be replaced by this project. The systems in scope are used for Pet Licensing, Animal Protection &amp; Control Administration, and Animal Facility Licensing.</p> <p>Pet License – Currently Pet Licensing is a stand-alone application that utilizes our Tidemark database. Much of the current Tidemark system use has already been replaced with the goal of retiring the system soon after this project is implemented.</p> <p>Animal Protection &amp; Control Administration - Replacement of the current Rescue Connections system supporting Animal Control Complaint and Case Management &amp; Enforcement.</p> <p>Animal Facility Licensing – Replacement of the current manual business process.</p> <p>The most successful Proposals will deliver functionality that meets Clark County's needs in replacement of the above as fully as possible directly Out of the Box.</p>

# Request for Proposal #879

## Animal Control Software

3. Scope of Project	<p>The scope of this project is established by the effective replacement of the Animal Control business functions which are listed below in general terms. The Animal Control Software Requirements (Attachment D) provides further depth regarding the functional and technical needs.</p> <p><b><u>Pet Licensing</u></b></p> <ul style="list-style-type: none"><li>• Pet Licensing – new &amp; renewal (including Retail Lockbox)</li><li>• Jurisdiction validation</li><li>• Fee Payment<ul style="list-style-type: none"><li>◦ Online, E-check, check &amp; cash</li><li>◦ Multiple discounts, including Age Verification &amp; special cases</li></ul></li><li>• Agent Support – shelters &amp; vets</li><li>• Rabies Certificates</li><li>• Tag Management</li><li>• Data Conversion – required (all data starting 2020)</li><li>• Donations</li></ul> <p><b><u>Animal Protection &amp; Control Administration</u></b></p> <ul style="list-style-type: none"><li>• Complaint Management</li><li>• Jurisdiction validation</li><li>• Case Management &amp; Enforcement</li><li>• Fine payment<ul style="list-style-type: none"><li>◦ Online, E-check, check &amp; cash</li><li>◦ Support payment plans</li></ul></li><li>• Dangerous Dog &amp; Wild Animal Inspections Management</li><li>• Data Conversion – limited manual conducted by Clark County</li></ul> <p><b><u>Animal Facility License</u></b></p> <ul style="list-style-type: none"><li>• Animal Facility Licensing – new &amp; renewal</li><li>• Jurisdiction validation</li><li>• Inspections Management</li><li>• Fee payment<ul style="list-style-type: none"><li>◦ Online, E-check, check &amp; cash</li></ul></li><li>• Data Conversion – limited manual conducted by Clark County</li></ul> <p><b><u>Technical</u></b></p> <ul style="list-style-type: none"><li>• Out of Box Solutions with “minimal” configuration</li><li>• Hosted Solution (preferred)</li><li>• Public Portal – mobile friendly</li><li>• Mobile “inspections” are optional, but highly desirable</li></ul> <p><b><u>Integration</u></b></p> <ul style="list-style-type: none"><li>• Point and Pay (preferred)</li><li>• GIS (preferred)</li></ul>
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# Request for Proposal #879

## Animal Control Software

<p>4. Project Funding</p>	<p>Funding for this project was approved in August 2021. It was approved using a Clark County Staff Report entitled Code Administration-Animal Control and Code Enforcement. The Code Enforcement project is now complete with the remaining funds carrying over to cover this project. The remaining project funds are expected to be sufficient to fully cover the cost of the Animal Control Software project.</p> <p><b><u>Title VI Statements</u></b></p> <p>Clark County, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.</p> <p>El Condado de Clark, de acuerdo con las disposiciones del Título VI de la Ley de Derechos Civiles de 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d a 2000d-4) y el Reglamento, por la presente notifica a todos los postores que se asegurará afirmativamente de que cualquier contrato celebrado de conformidad con este anuncio, las empresas comerciales desfavorecidas tendrán la oportunidad plena y justa de presentar ofertas en respuesta a esta invitación y no serán discriminadas por motivos de raza, color u origen nacional en consideración a un laudo.</p>																
<p>5. Timeline for Selection</p>	<p>The following dates are the <b><u>intended</u></b> timeline:</p> <table border="1" data-bbox="423 951 1511 1451"> <tr> <td>Deadline for Questions and Answers</td> <td>December 20, 2023</td> </tr> <tr> <td>Final date for Addendum, if needed</td> <td>January 5, 2024</td> </tr> <tr> <td>Proposals Dues</td> <td>January 10, 2024</td> </tr> <tr> <td>Proposal Review/Evaluation Period</td> <td>January 10 – 17, 2024</td> </tr> <tr> <td>Demonstrations Upon Request</td> <td>January 17 – 24, 2024</td> </tr> <tr> <td>Selection Committee Recommendation</td> <td>January 24 – 26, 2024</td> </tr> <tr> <td>Contract Negotiation/Execution</td> <td>January 26 – February 23, 2024</td> </tr> <tr> <td>Contract Intended to Begin</td> <td>March 1, 2024</td> </tr> </table>	Deadline for Questions and Answers	December 20, 2023	Final date for Addendum, if needed	January 5, 2024	Proposals Dues	January 10, 2024	Proposal Review/Evaluation Period	January 10 – 17, 2024	Demonstrations Upon Request	January 17 – 24, 2024	Selection Committee Recommendation	January 24 – 26, 2024	Contract Negotiation/Execution	January 26 – February 23, 2024	Contract Intended to Begin	March 1, 2024
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<p>6. Employment Verification</p>	<p>To be considered <b><u>responsive</u></b> to this formal Clark County RFP, all proposers shall submit before, include with their response or within <b>48 hours</b> after submittal, a recent copy of their E-Verify MOU or proof of pending enrollment. The awarded contractor shall be responsible to provide Clark County with the same E-Verify enrollment documentation for each sub-contractor (\$25,000 or more) within thirty days after the sub-contractor starts work. Contractors and sub-contractors shall provide a report(s) showing status of new employees hired after the date of the MOU. The status report shall be directed to the county project manager at the end of the contract, or annually, whichever comes first. E-Verify information and enrollment is available at the Department of Homeland Security web page: <a href="http://www.dhs.gov/E-Verify">www.dhs.gov/E-Verify</a></p> <p><b>How to submit the MOU in advance of the submittal date:</b></p> <ol style="list-style-type: none"> <li>1. Hand deliver to 1300 Franklin St, Suite 650, Vancouver, WA 98660, or;</li> <li>2. E-mail: <a href="mailto:koni.odell@clark.wa.gov">koni.odell@clark.wa.gov</a> or <a href="mailto:priscilla.ricci@clark.wa.gov">priscilla.ricci@clark.wa.gov</a></li> </ol> <p><i>Note : Sole Proprietors shall submit a letter stating exempt.</i></p>																

**Request for Proposal #879  
Animal Control Software**

<b>Section IB</b>	<b>Work Requirements</b>
<p>1. Required Services</p>	<p>The selected Proposer will be responsible for all project tasks, including planning, configuring, developing integrations, testing, implementing, data conversion, training, go-live implementation services, system administration, and maintenance support.</p> <p>The Proposer shall be responsible for planning and managing the project in conjunction with the county project manager, using practices generally recognized by the county as good project management methodology, who will be responsible for:</p> <ul style="list-style-type: none"> <li>• Adherence to the project scope, schedule, and budget</li> <li>• Risk Management, including immediate notifications to the Clark County's Project Manager within 24-hours, via email or phone, when the project scope, schedule or budget may be impacted, as well as providing mitigation plans</li> <li>• Management of work activities including system design and installation; system configuration, data conversion and migration; testing and quality assurance; administrator and end-user training (including configuration); and go-live support</li> <li>• Coordination of Contractor's resources, work sessions, and training in-person or online/phone</li> <li>• Issue tracking using mutually agreed upon tracking system (e.g., Smartsheet, Sharepoint, Excel, etc.)</li> <li>• Written status reports, which include all reported issues and their statuses, weekly via email</li> <li>• An updated project schedule, weekly via email</li> <li>• Available for status call as requested by County</li> <li>• Possibly participate and provide updates to steering committee</li> </ul> <p>In addition to the Project Manager, the Proposer shall assign skilled and experienced staff to complete the deliverables described in the Requirements document, including; system installation, software configuration and customization (if required), data conversion and migration, interface integration(s), testing, system administration, end-user training, and go-live support.</p> <p>The County shall reserve the right to reject any of the Proposer's employees or subcontractors whose qualifications, do not meet the standards established by the County as necessary for the performance of the Services; or whom the County identifies as not being acceptable.</p> <p>The functional requirements covered in the attached Animal Control Software Requirements Document are generally high level supporting the goal of promoting a proposed configured out of box solution.</p> <p><b><u>Requirement Descriptions (by section)</u></b></p> <ul style="list-style-type: none"> <li>• General Requirements – The functional requirements that are applicable across all of the Pet License, Animal Protection &amp; Control, and Animal Facility License business functions.</li> <li>• Pet License Requirements – The functional requirements for Pet Licensing and renewal for not only typical domestic pets, but also licensing the special cases of Dangerous Dogs, Wild Animals and Pigs.</li> </ul>

# Request for Proposal #879

## Animal Control Software

	<ul style="list-style-type: none"> <li>• Animal Protection &amp; Control Requirements – The functional requirements for Animal Control handling of incoming complaints and case management and enforcement.</li> <li>• Animal Facility License Requirements – The functional requirements enabling the application for and management of Animal Facility Licenses. The business process includes inspections which is also required for Dangerous Dog and Wild Animal licensing.</li> <li>• Technical &amp; Integration Requirements – Technical requirements including Cloud Hosting or client/server (on prem), Payment system, Mobile, GIS/Address data, and Data Conversion. The possible integration of online payments and GIS address data access.</li> </ul>
<p>2. County Performed Work</p>	<p>Provide leadership, that will be responsible for direction and information for configuration, work integrations, data conversion, and ensuring proposed solution meets Clark County's requirements.</p> <p>Provide existing workflow process information, Washington State regulatory requirements, identify new required system workflows, subject matter expertise, integration expertise, identify end user testers, and assist with training curriculum.</p> <ul style="list-style-type: none"> <li>• Provide project management and business analysis assistance as required</li> <li>• Provide staff for “train the trainer”</li> <li>• Review and approval of requirements and functionality</li> </ul> <p>Clark County will participate fully throughout the entire lifecycle of the project.</p>
<p>3. Deliverables &amp; Schedule</p>	<p><b><u>Deliverables include:</u></b></p> <ul style="list-style-type: none"> <li>• Full scope of the requirements defined as an outcome of the proposer's analysis. This will establish the baseline Out of Box deliverables.</li> <li>• Timeline will be set as a part of the Statement of Work (SOW) / Project Plan during contract development and negotiations. Applying best practices during the Planning Phase.</li> <li>• Proposer to provide a Project Plan, including Development (configuration &amp; integration), Implementation, Data Conversion, Pilot &amp; Go Live support, also system documentation, training material, and training of assigned train the trainer staff, etc.</li> </ul> <p><b><u>Schedule – general expectations</u></b></p> <ul style="list-style-type: none"> <li>• Schedule to be collaboratively developed during the contract/Planning phase. (January) <ul style="list-style-type: none"> <li>○ Kick off – March</li> <li>○ Development – March &amp; April</li> <li>○ Qualifications – early May</li> <li>○ Pilot (Humane Society) – late May</li> <li>○ Go Live – late May</li> </ul> </li> </ul>
<p>4. Place of Performance</p>	<p>Contract performance may take place in the County's facility, the Proposer's facility, a third-party location or any combination thereof per the agreed upon contract/SOW.</p>



# Request for Proposal #879

## Animal Control Software

<p>5. Period of Performance</p>	<p>A contract awarded as a result of this RFP will be for five (5) years and is intended to begin on March 1, 2024 and end February 28, 2029.</p> <p>Clark County reserves the right to extend the contract resulting from this RFP for a period of ten (10) additional years, in five (5) year increments, with the same terms and conditions, by service of a written notice of its intention to do so prior to the contract termination date.</p> <p>Cost for additional option year(s) shall be reviewed prior to extension of the contract. The county also reserves the right to terminate the contract, with thirty (30) days written notice, at any time if the requirements of the contract are not being met satisfactorily, solely in the county's judgment.</p>
<p>6. Prevailing Wage Applicable to all public work as defined in RCW 39.04.010(4) Public Works Definition</p>	<p>Pursuant to Washington State RCW 39.12 PREVAILING WAGES ON PUBLIC WORKS all work identified in this project as a public work requires the contractor to pay Washington State prevailing wages and file all affidavits of intent to pay with the WA State Dept of Labor &amp; Industries.</p> <p>Contractors shall meet the requirements for Prevailing Wage and public works requirements, per RCW 39.04.350 BIDDER RESPONSIBILITY CRITERIA – SWORN STATEMENT – SUPPLEMENTAL CRITERIA.</p> <p>For this project select the Clark County rates that apply on the proposal closing date from either of these sites:</p> <p><a href="http://www.wsdot.wa.gov/Design/ProjectDev/WageRates/default.htm">http://www.wsdot.wa.gov/Design/ProjectDev/WageRates/default.htm</a>  <a href="http://www.ini.wa.gov/TradesLicensing/PrevWage/WageRates">http://www.ini.wa.gov/TradesLicensing/PrevWage/WageRates</a></p> <p>Before payment is made by the Local Agency of any sums due under this contract, the Local Agency must receive from the Contractor and each Subcontractor a copy of "Statement of Intent to Pay Prevailing Wages" (Form L &amp; I Number 700-29) approved by the Washington State Department of Labor and Industries.</p> <p>A fee of \$45.00 per each "Statement of Intent to Pay Prevailing Wages" and "Affidavit of Wages Paid" is required to accompany each form submitted to this Department of Labor and Industries. The Contractor is responsible for payment of these fees and shall make all applications directly to the Department of Labor and Industries. These fees shall be incidental to all the proposed items of this contract.</p>
<p>7. Debarred/Suspended</p>	<p>Federally or Washington State debarred or suspended suppliers may not participate in this Request for Proposal.</p> <p>All proposer's must fill out, sign and submit the "Certification Regarding Debarment, Suspension, and Other Responsibility Matters" form with their proposal to be eligible to participate.</p>
<p>8. Americans with Disabilities Act (ADA) Information</p>	<p>Clark County in accordance with Section 504 of the Rehabilitation Act (Section 504) and the Americans with Disabilities Act (ADA), commits to nondiscrimination on the basis of disability, in all of its programs and activities. This material can be made available in an alternate format by emailing <a href="mailto:ADA@clark.wa.gov">ADA@clark.wa.gov</a> or by calling 564-397-2322.</p>

# Request for Proposal #879

## Animal Control Software

9. Public Disclosure	<p>This procurement is subject to the Washington Public Records Act (the "Act"), chapter 42.56 RCW. Once in the County's possession, all of the RFP Submittals shall be considered public records and available for public records inspection and copying, unless exempt under the Act.</p> <p>If a Respondent or Proposer considers any portion of an RFP Submittal to be protected under the law, whether in electronic or hard copy form, the Respondent or Proposer shall clearly identify each such portion with the word "PROPRIETARY". The County will notify the Respondent or Proposer in writing of the request and allow the Respondent or Proposer ten (10) days to obtain a court order enjoining release of the record(s). If the Respondent or Proposer does not take such action within the ten (10) day period, the County will release the portions of the RFP Submittal deemed subject to disclosure. All Respondents and Proposers who provide RFP Submittals for this procurement accept the procedures described above and agree that the County shall not be responsible or liable in any way for any losses that the party may incur from the disclosure of records to a third party who requests them.</p>
10. Insurance/Bond	<p><b>A. <u>Waiver of Subrogation</u></b> All insurance coverage maintained or procured pursuant to this agreement shall be endorsed to waive subrogation against County, its elected or appointed officers, agents, officials, employees and volunteers or shall specifically allow Contractor or others providing insurance evidence in compliance with these specifications to waive their right of subrogation prior to a loss. Contractor hereby waives its own right of subrogation against County and shall require similar written express waivers and insurance clauses from each of its subcontractors.</p> <p><b>B. <u>Proof of Insurance</u></b> Proof of Insurance shall be provided prior to the starting of the contract performance. Proof will be on an ACORD Certificate(s) of Liability Insurance, which the Proposer shall provide to Clark County. Each certificate will show the coverage, deductible and policy period. Policies shall be endorsed to state that coverage will not be suspended, voided, canceled or reduced without a 30-day written notice by mail to the County. It is the Proposer's responsibility to provide evidence of continuing coverage during the overlap periods of the policy and the contract.</p> <p><b>C. <u>Worker's Compensation</u></b> As required by the industrial insurance laws of the State of Washington.</p> <p><b>D. <u>Automobile</u></b> If the Proposer or its employees use motor vehicles in conducting activities under this Contract, liability insurance covering bodily injury and property damage shall be provided by the Proposer through a commercial automobile insurance policy. The policy shall cover all owned and non-owned vehicles. Such insurance shall have minimum limits of \$1,000,000 per occurrence, combined single limit for bodily injury liability and property damage liability with a \$1,000,000 annual aggregate limit. If the Proposer does not use motor vehicles in conducting activities under this Contract, then written confirmation to that effect on Proposer letterhead shall be submitted by the Proposer.</p> <p><b>E. <u>Commercial General Liability (CGL) Insurance</u></b> Written under ISO Form CG0001 or its latest equivalent with minimum limits of \$1,000,000 per occurrence and in the aggregate for each one-year policy period. Personal and Advertising Injury \$1,000,000 and General Aggregate \$1,000,000. This policy must renew annually. This coverage may be any combination of primary, umbrella or excess liability coverage affording total liability limits of not less than \$1,000,000 per occurrence and in the aggregate. However, if other policies are added they must be a follow-form policy in language, renewal date, and have no more exclusions than the underlying coverage. Products and Completed Operations coverage shall be provided for a period of three years following Substantial Completion of the Work. The deductible will not be more than \$50,000 unless prior arrangements are made with Clark County on a case-by-case basis; the criterion is the Contractor's liquidity and ability to pay from its own resources regardless of coverage status due to cancellation, reservation of rights,</p>

**Request for Proposal #879  
Animal Control Software**

	<p>or other no-coverage-enforce reason. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability. Clark County needs to be listed as additional insured.</p> <p><b>F. <u>Professional Liability (aka Errors and Omissions) and Cyber Liability</u></b> The Proposer shall obtain, at Proposer's expense, and keep in force during the term of this contract Professional Liability insurance policy to protect against legal liability arising out of contract activity. Such insurance shall provide a minimum of \$1,000,000 per occurrence. The deductible will not be more than \$25,000 unless prior arrangements are made with Clark County on a case-by-case basis; the criterion is the Proposer's liquidity and ability to pay from its own resources. It should be an "Occurrence Form" policy. If the policy is "Claims Made", then Extended Reporting Period Coverage (Tail coverage) shall be purchased for three (3) years after the end of the contract.</p> <p><b>G. <u>Umbrella Liability Coverage</u></b> Umbrella Coverage in the amount of \$1,000,000 shall be provided and will apply over all liability policies without exception, including Commercial General Liability and Automobile Liability.</p> <p><b>H. <u>Additional Insured</u></b> Clark County, its officers, employees and agents, will be named on all policies of contractor and any subcontractors as an additional insured, with no restrictions or limitations concerning products and completed operations. This coverage shall be primary coverage and noncontributory to any coverage maintained by Clark County. The contractor shall provide Clark County with verification of insurance and endorsements required by this agreement. Clark County reserves the right to require complete, certified copies of all required insurance policies at any time. All insurance shall be obtained from an insurance company authorized to do business in the State of Washington.</p> <p>All policies must have a Best's Rating of A-VII or better.</p>
<p>11. Plan Holders List</p>	<p>All proposers are required to be listed on the plan holders list.</p> <ul style="list-style-type: none"> <li>✓ Prior to submission of proposal, confirm your organization is on the Plan Holders List below:</li> </ul> <p>To view the Plan Holders List, click on the link below or copy and paste into your browser. Clark County RFP site: <a href="https://clark.wa.gov/internal-services/purchasing-overview">https://clark.wa.gov/internal-services/purchasing-overview</a></p> <ul style="list-style-type: none"> <li>• If your organization is NOT listed, submit Attachment B - Letter of Interest to ensure your inclusion.</li> <li>• Proposals received by Clark County by proposers not included on the Plan Holders List may be considered non-responsive.</li> </ul>

**Request for Proposal #879  
Animal Control Software**

**Part II Proposal Preparation and Submittal**

<b>Section IIA</b>	<b>Pre-Submittal Meeting / Clarification</b>
1. Pre-Submittal Meeting	There are no plans to hold a pre-submittal meeting.
2. Proposal Clarification	<p>Questions and Requests for Clarification regarding this Request for Proposal must be directed in writing, via email, to the person listed on the cover page.</p> <p>The deadline for submitting such questions/clarifications is December 20, 2023 by 5:00 pm PST.</p> <p>An addendum will be issued no later than January 5, 2024 to all recorded holders of the RFP if a substantive clarification is in order.</p> <p>The Questions &amp; Answers/Clarifications are available for review at the link below. Each proposer is strongly encouraged to review this document prior to submitting their proposal.</p> <p>Clark County RFP site: <a href="https://clark.wa.gov/internal-services/request-proposal-1">https://clark.wa.gov/internal-services/request-proposal-1</a></p>
<b>Section IIB</b>	<b>Proposal Submission</b>
1. Proposals Due	<p>Sealed proposals must be received no later than the date, time and location specified on the cover of this document.</p> <p><b>The outside of the envelope/package shall clearly identify:</b></p> <ol style="list-style-type: none"> <li><b>1. RFP Number and;</b></li> <li><b>2. TITLE and;</b></li> <li><b>3. Name and Address of the Proposer.</b></li> </ol> <p>Responses received after submittal time will not be considered and will be returned to the Proposer - unopened.</p> <p>Proposals received with insufficient copies (as noted on the cover of this document) cannot be properly disseminated to the Review Committee and other reviewers for necessary action, therefore, may not be accepted.</p>
2. Proposal	<p>Proposals must be clear, succinct and not exceed one hundred (100) pages, <u>excluding</u> resumes, E-Verify, coversheet and debarment form. Proposer's who submit more than the pages indicated may not have the additional pages of the proposal read or considered.</p> <p>For purposes of review and in the interest of the County, the County encourages the use of submittal materials (i.e. paper, dividers, binders, brochures, etc.) that contain post-consumer recycled content and are <u>readily recyclable</u>.</p> <p>The County discourages the use of materials that cannot be readily recycled such as PVC (vinyl) binders, spiral bindings, and plastic or glossy covers or dividers. Alternative bindings such as reusable/recyclable binding posts, reusable binder clips or binder rings, and recyclable cardboard/paperboard binders are examples of preferable submittal materials.</p>

## Request for Proposal #879

### Animal Control Software

	<p>Proposers are encouraged to print/copy on both sides of a single sheet of paper wherever applicable; if sheets are printed on both sides, it is considered to be two pages. Color is acceptable, but content should not be lost by black-and-white printing or copying.</p> <p>All submittals will be evaluated on the completeness and quality of the content. Only those Proposers providing complete information as required will be considered for evaluation. The ability to follow these instructions demonstrates attention to detail.</p> <p>Additional support documents, such as sales brochures, may be included with each copy unless otherwise specified.</p>
<b>Section IIC</b>	<b>Proposal Content</b>
1. Cover Sheet	This form is to be used as your proposal Cover Sheet. See Cover Sheet - Attachment A
2. Project Team	Provide a brief overview your Project Team organizational structure as well as the Project Team responsible for the negotiation, implementation, training, and ongoing support of services for Clark County. Only include the position or job title, and do not provide specific employee names.
3. Management Approach	Describe your company's approach to providing service to state and local municipalities, including how your company's services may help to improve efficiency and the quality.
4. Respondent's Capabilities	<p>Provide a list of current Animal Control clients in jurisdictions of similar size to Clark County (population of approx. 500k). Please respond with a list of 3 clients or more. Also, if applicable, share the list of jurisdictions with active contracts for Pet License or Animal Protection &amp; Control software solutions in Washington State or Portland, OR government entities.</p> <p>This is a Supplementary Requirement found in the Animal Control Requirements document.</p>
5. Project Approach and Understanding	Share your company's approach to implementing services for a new customer and what methods are leveraged to ensure successful implementation. Additionally, describe how your services may further contribute to modernization, mobile solutions and gains in efficiency.
6. Proposed Cost	<p><b><u>Solution Costs</u></b></p> <ul style="list-style-type: none"> <li>• Implementation Costs <ul style="list-style-type: none"> <li>○ The costs during the Proposal, Planning and Implementation Phases (which will likely include related Data Conversion). This will include all costs incurred by Clark County such as Professional Services, S/Q licensing, etc. The proposal will need to clearly break down costs that may be considered optional or customization beyond the Out of Box solution.</li> </ul> </li> </ul>

**Request for Proposal #879**  
**Animal Control Software**

	<ul style="list-style-type: none"><li>• Operational Costs<ul style="list-style-type: none"><li>○ The costs incurred post Go Live, which may include any costs agreed to as part of the implementation. This often includes licensing, maintenance, subscription fees, transaction fees or support costs. These are the ongoing operating costs, frequently billed on an annual basis.</li></ul></li></ul> <p>These cost requirements are Supplementary Requirements also found in the Animal Control Requirements document.</p>
7. Employment Verification	<p><b>Refer to section 1A.6. – E-Verify</b></p> <p><b>IMPORTANT NOTE:</b> Include this portion of the response immediately <b><u>AFTER</u></b> the cover page, if not already on file with Clark County. Current vendors on file can be viewed at: <a href="https://clark.wa.gov/internal-services/purchasing-overview">https://clark.wa.gov/internal-services/purchasing-overview</a></p>

**Request for Proposal #879  
Animal Control Software**

**Part III Proposal Evaluation & Contract Award**

<b>Section IIIA</b>	<b>Proposal Review and Selection</b>																										
1. Evaluation and Selection:	Proposals received in response to this RFP will be evaluated by a Review Committee. The Committee review results and recommendations may be presented to an appropriate advisory board prior to the consent process with the Clark County Council. Demonstrations are likely to be requested to finalize the selection process.																										
2. Evaluation Criteria Scoring	<p>Each proposal received in response to the RFP will be objectively evaluated and rated according to a specified point system.</p> <p>A one hundred (100) point system will be used, weighted against the following criteria:</p> <p><b><u>Initial (Proposal) Criteria</u></b> applied primarily to the Proposal Evaluation</p> <table border="1" data-bbox="402 772 1421 1276"> <tbody> <tr> <td>Implementation Cost</td> <td>5</td> </tr> <tr> <td>Operating Cost</td> <td>10</td> </tr> <tr> <td>General Solution Functionality</td> <td>20</td> </tr> <tr> <td>Pet &amp; Facility Functionality</td> <td>20</td> </tr> <tr> <td>Animal Control Enforcement Functionality</td> <td>20</td> </tr> <tr> <td>Payment Handling</td> <td>15</td> </tr> <tr> <td>Operations &amp; Business Attributes</td> <td>10</td> </tr> <tr> <td style="text-align: right;">Total Points</td> <td>100</td> </tr> </tbody> </table> <p><b><u>Supplemental (Demo) Criteria</u></b> (applied primarily to the Demo Evaluation)</p> <p>During the Demo Evaluation adjustments may be made to the Initial Criteria scoring above based on a deeper understanding of the proposed solution.</p> <table border="1" data-bbox="402 1459 1421 1774"> <tbody> <tr> <td>Proposal &amp; Demo quality &amp; approach</td> <td>25</td> </tr> <tr> <td>Listening &amp; Responsiveness</td> <td>25</td> </tr> <tr> <td>Animal Control Domain Knowledge</td> <td>25</td> </tr> <tr> <td>Communication, Clarity &amp; Attention to detail</td> <td>25</td> </tr> <tr> <td style="text-align: right;">Total Points</td> <td>100</td> </tr> </tbody> </table>	Implementation Cost	5	Operating Cost	10	General Solution Functionality	20	Pet & Facility Functionality	20	Animal Control Enforcement Functionality	20	Payment Handling	15	Operations & Business Attributes	10	Total Points	100	Proposal & Demo quality & approach	25	Listening & Responsiveness	25	Animal Control Domain Knowledge	25	Communication, Clarity & Attention to detail	25	Total Points	100
Implementation Cost	5																										
Operating Cost	10																										
General Solution Functionality	20																										
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Animal Control Domain Knowledge	25																										
Communication, Clarity & Attention to detail	25																										
Total Points	100																										

**Request for Proposal #879**  
**Animal Control Software**

<b>Section IIIB</b>	<b>Contract Award</b>
1. Consultant Selection	<p>The County will determine the most qualified proposer based on the evaluation criteria listed using predetermined weights, the attributes of the Proposers and the overall responsiveness of the Proposal. If the County does not reach a favorable agreement with the top Proposer, the County shall terminate negotiations and begin negotiations with the next qualified Proposer. If the County is unable to reach agreeable terms with either Proposer, they may opt to void the RFP and determine next steps.</p> <p>Clark County reserves the right to accept or reject any or all proposals received, to negotiate with any or all prospective contractors on modifications to proposals, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP. Clark County reserves the right to award the contract based on the best interests of the County.</p>
2. Contract Development	<p>The proposal and all responses provided by the successful Proposer may become a part of the final contract.</p> <p>The primary form of contract shall be the County's Contract for Professional Services unless the respondent prefers to use their contract format. In either case, any proposed contracts will require approval to form from the County's Prosecuting Attorney's Office.</p>
3. Award Review	<p>The public may view Request for Proposal documents by submitting a public records request at <a href="http://www.clark.wa.gov">www.clark.wa.gov</a> .</p>
4. Orientation/Kick-off Meeting	<p>Following contract award, a virtual kick-off meeting will be scheduled to introduce the primary team members and initiate the Clark County Animal Control Software Project.</p>



**Request for Proposal #879  
Animal Control Software**

**Attachment A: COVER SHEET**

General Information:

<b>Legal Name of Proposing Firm</b>	
<b>Street Address</b>	
<b>City   State   Zip Code</b>	
<b>Contact Person   Title</b>	
<b>Phone</b>	
<b>Program Location (if different than above)</b>	
<b>Email Address</b>	
<b>Tax Identification Number</b>	

**ADDENDUM:**

Proposer shall acknowledge receipt of Addenda by checking the appropriate box(es).

None     1     2     3     4     5     6

***NOTE: Failure to do so, shall render the proposer non-responsive and therefore be rejected.***

I certify that to the best of my knowledge the information contained in this proposal is accurate and complete and that I have the legal authority to commit this agency to a contractual agreement. I realize the final funding for any service is based upon funding levels, and the approval of the Clark County Council and required approvals.

\_\_\_\_\_  
Authorized Signature of Proposing Firm

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

**Request for Proposal #879  
Animal Control Software**

**Attachment B: LETTER OF INTEREST**

<b>Legal Name of Proposing Firm</b>	
<b>Street Address</b>	
<b>City   State   Zip Code</b>	
<b>Contact Person   Title</b>	
<b>Phone</b>	
<b>Program Location (if different than above)</b>	
<b>Email Address</b>	

- All proposers are required to be included on the plan holders list.
- If your organization is NOT listed, submit the ‘Letter of Interest’ to ensure your inclusion.

Email Letter of Interest to: [Koni.Odell@clark.wa.gov](mailto:Koni.Odell@clark.wa.gov) and [Priscilla.Ricci@clark.wa.gov](mailto:Priscilla.Ricci@clark.wa.gov)

Clark County web link: <https://clark.wa.gov/internal-services/request-proposal-1>

**This document will only be used to add a proposer to the plan holders list. Submitting this document does not commit proposer to provide services to Clark County, nor is it required to be submitted with proposal.**

**Proposals may be considered non-responsive if the Proposer is not listed on the plan holders list.**

**Request for Proposal #879  
Animal Control Software**

**Attachment C**



Clark County, Washington

**Certification Regarding  
Debarment, Suspension and Other Responsibility Matters**

The prospective participant certifies to the best of its knowledge and belief that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- (b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c) Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
- (d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

I understand that a false statement on this certification may be grounds for rejection of this proposal or termination of the award. In addition, under 18 USC Sec. 1001, a false statement may result in a fine of up to \$10,000 or imprisonment for up to 5 years, or both.

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Typed Name & Title of Authorized Representative

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

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I am unable to certify to the above statements. My explanation is attached.



# Clark County Animal Control Software Requirements

## Introduction

This document describes the high level requirements that meet the Animal Control Team's needs for Pet Licensing, Animal Protection & Control administration, and Animal Facility Licensing. The primary audience for this document are the prospective solution providers. Their comparison of these requirements to their own Out of Box Solution will develop the most favorable a proposal.

## Document Purpose

These requirements are largely high level with the goal of promoting the best fit with the proposed configuration of the out of box solution. Below is the overall structure of the document.

### Requirement Descriptions by section

- General Requirements – The functional requirements that are applicable across all of the Pet License, Animal Protection & Control, and Animal Facility License business functions.
- Pet License Requirements – The functional requirements for Pet Licensing and renewal for not only typical domestic pets, but also licensing the special cases for Dangerous Dogs, Wild Animals and Pigs.
- Animal Protection & Control Requirements – The functional requirements for Animal Control handling of incoming complaints and case management and enforcement.
- Animal Facility License Requirements – The functional requirements enabling the application for and management of Animal Facility Licenses. This business process includes inspections which is also required for Dangerous Dog and Wild Animal licensing.
- Technical & Integration Requirements – Technical requirements including Cloud Hosting or client/server (on prem), Payment system, Mobile, GIS/Address data, and Data Conversion. The possible integration of online payments and GIS address data access.
- Supplementary Requirements – Including a list of current clients and proposed Implementation Costs, Operational Costs, and Project Plan.

This document is expected to deliver value in executing each of the following activities:

- Selection of the new Software Solution ← This is the Primary Goal
- Support for configuration of the new Software Solution
- Aid in Test Development
- Aid in Staff Training



## General Functional Requirements

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The General Functional Requirements section covers those requirements that apply to all the business functions of Pet License, Animal Protection & Control & Animal Facility Licenses.

- Jurisdiction verification - automatically handle address & geographical limits by area
- Enable Clark County to change web page design to closely conform to Clark County's style guide. Minimal requirements include embedding logo, Clark County informational content re. contact, jurisdiction, etc., ...
- Reports
  - ♦ Standard (native) Management, Financial & ? Reports
  - ♦ Ad Hoc – Flexibility, Save, & ?
- Forms
  - ♦ Ability to email or print program documents.
  - ♦ Forms can be updated, added and/or deleted as needed by Clark County staff.
- System Access (Roles)
  - ♦ Staff Users – 8 Accounts Required
  - ♦ Staff Administrators – 4 Accounts Required (2 Business & 2 IT)
    - The system administrators are enabled to assign permissions to users that vary depending on the user's roles.
  - ♦ Read Only – No Account Required
- Public Portal
  - ♦ Pet Licenses (new & renewal) → 25,000 / year
  - ♦ Animal Complaints → 20 to 25 / day
  - ♦ Facility & Wild Animal Licenses → 100 / year
  - ♦ Public portal allows users to self-register - no intervention from internal staff is needed to register. Once registered, they have access to update their account (as needed).
  - ♦ System will auto-populate customer information.
  - ♦ Public portal allows users to pay online
    - Pet License fees
    - Make donations
    - Animal Control fees & fines, also support payment plans
    - Animal Facility License fees
- Inspections conducted by Animal Control staff are required for:
  - ♦ Dangerous Dog Licenses
  - ♦ Wild Animal Licenses
  - ♦ Animal Facility Licenses



## Pet License Requirements

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The Pet Licensing Requirements section covers those requirements that apply to the Pet Licensing business function. Clark County, customers and agents will all benefit most from an easy to use online solution for new and renewal of Pet Licenses.

- New Pet License
  - ♦ Fillable Form for reference → <https://clark.wa.gov/media/document/5748>
  - ♦ Apply for & grant a New Pet License
  - ♦ Open & maintain Pet Owner Account
  - ♦ Verify Rabies vaccine
  - ♦ Determine fees & accept payment – Online payment preferred
  - ♦ Issue Pet License
  - ♦ Route to staff to issue tag
  
- Clark County Staff
  - ♦ Access to all New Pet License capabilities above
  - ♦ Administrative – access to all Clark County permissions, data, reports, etc.
  
- Pet License - Limits - The system needs to notify Animal Protection & Control if limits on pet ownership are exceeded.
  - ♦ The licensed pet must live within unincorporated Clark County or the city limits of Vancouver. Pet owners are associated with an address - whether they own the property or not. Separate pet owners are allowed at the same address. Multiple addresses may exist for a single parcel, and multiple parcels may be associated with a single address. Recommend linking the pet license to the Address.
  - ♦ If the applicant lives within the urban growth boundary, the applicant may have up to 5 dogs. There is no limit on cats.
  - ♦ If applicant lives in Vancouver City limits, 3 dogs maximum are allowed. There is no limit on cats.
  - ♦ If the applicant lives outside the urban growth boundary, the applicant may have up to 9 dogs. There is no limit on cats.
  
- Pig License (City of Vancouver only)
  - ♦ Pig (City of Vancouver) → <https://clark.wa.gov/media/document/90046>
  
- Dangerous Dog License
  - ♦ Licensed by pet owner and manage as an Animal Control case by the Clark County Animal Control staff. See the Animal Control Requirements section the case management requirements.
  - ♦ Animal health and safety inspections are required annually. These inspections are conducted by the Animal Control staff. The system automatically schedules an inspection for any animal registered as a dangerous dog, when the license is within 45 days of the renewal date. If payment has not been made, the system must automatically create an Enforcement case.



- Wild Animal License
  - ♦ Current Fillable Forms
    - City of Vancouver → <https://clark.wa.gov/media/document/5752>
    - Clark County → <https://clark.wa.gov/media/document/5751>
  - ♦ Animal health and safety inspections are required annually. These inspections are conducted by the Animal Control staff.
  - ♦ If the Wild Animal License expires without renewal, a notice is automatically generated by the system and sent to the pet owner by email requiring that they schedule an inspection within 10 days or notify the county if they no longer have the animal or moved out of the jurisdiction.
- Pet License Renewal
  - ♦ All pet, dangerous dog, and wild animal licenses, other than juvenile dog or cat require renewal each year.
  - ♦ Ability for system to send out license renewal notices via an automated email message including a bill or web link, instructing the pet owner to pay for an annual license or notify the county that they no longer have the pet or have moved out of the jurisdiction, 45 days before the Pet License expires.
  - ♦ Renewal workflow – “snail mail” (Clark County uses a 3rd Party processor)
    - Enable bulk processing of payments from our 3rd party processor
      - File upload desired; other options considered
      - Process should
        - Renew license (update expiration date)
        - Update pet data (altered, senior discount, deceased, etc.)
- Pet Tags
  - ♦ Create an automated method of generating tag numbers for each animal on a license based on the type of animal entered.
    - Cat – 5 digits
    - Dog – 6 digits
    - Pig – 4 digits
    - Dangerous Dogs – 6 digits
  - ♦ Inventory Tracking
    - Replacement tags - Ability to record issuance of replacement tags to customers.
    - Ability to track tag number ranges assigned to agents, staff, etc.
  - ♦ Ability for citizens to enter a found pet’s tag number on the portal and see owner information (name, address, phone) for owners that opt-in for Lost and Found services.
- Multi-Year Licenses
  - ♦ Clark County requires the ability to sell 1, 2 and 3 year licenses.
    - Enabled by the availability of multi-year rabies certificates
- Late payment penalty
  - ♦ System will automatically assess a late fee for pet licenses that are not renewed within 30 days of the renewal date.
- Payment of partial license fee not allowed



- Pet License Fees
  - ◆ Dog, unaltered \$50
  - ◆ Dog, altered \$25
  - ◆ Cat, unaltered \$40
  - ◆ Cat, altered \$20
  - ◆ Wild Animal (Vancouver) \$100
  - ◆ Wild Animal (Clark County) \$150
  - ◆ Pig (Vancouver) \$30
  - ◆ Dangerous Dog \$300
- Pet License Fee Discounts
  - ◆ Apply discounts for the following:
    - Spayed/Neutered – shown above
    - Juvenile cat or dog – see Juvenile Pet License below
    - Senior citizens – with age verification
      - 50% one altered cat & one altered dog per household
    - Service dog
      - Documentation required
    - Low Income
      - Documentation required
- Juvenile Pet License
  - ◆ The system shall allow for a free, short-term, license which will be issued to an applicant with a dog or cat under the age of 6 months. When this license approaches a pre-established expiration period, the system will send an automated email message reminder to the applicant, including a bill or web link, instructing the pet owner to apply for an annual license or notify the county that they no longer have the pet or have moved out of the jurisdiction.
- Charitable Donations
  - ◆ The system allows the applicant to make a charitable donation when purchasing a Pet License online. The system shall allow a user defined amount for the donation.
- Agents (Shelters, Veterinarians, Animal Facilities/Businesses, ...)
  - ◆ Organizations other than the County can issue and renew pet licenses. These organizations (Examples: Humane Society, agents, and veterinarians) can sign into the system and obtain a new license and renew or update an existing license for their customers.
  - ◆ The license transactions are captured through a special agent sign-on (to the County's portal) as an agent.
  - ◆ System allows agents to add a processing fee to the license amount for licenses they issue - the fee is added to the license fee the applicant pays.
  - ◆ Issue tags
    - The county will issue a bulk set of tags
    - Agents would be required to enter the tag number into the system as they are issuing the numbered tag at the point of sale. The system will prevent the agent from registering a tag number that was not issued to them.





## **Animal Protection & Control Requirements**

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The Animal Protection & Control Requirements section covers those requirements that apply to the Animal Protection & Control business function.

- Complaints
  - ♦ A customer can submit a complaint using the following methods
    - Web form → <https://clark.wa.gov/community-development/report-animal-cruelty>
    - Phone
    - In person at the office
    - Emergency call to CRESA
  - ♦ Public portal protects animal complainant's anonymity. The County requires the complainant to provide name and contact information but does not reveal this information internally or externally (except to the staff working the case or as required by law). Users with the correct security access for the Complaint information have access to all complaints.
- Animal Protection & Control Cases
  - ♦ Case Types
    - Unpaid Citation
    - Cruelty
    - Property Damage
    - Running At Large
    - Vicious Behavior
    - Injury to Person
    - Bite
    - Prohibited Animal
    - Quarantine
    - Noise Nuisance
    - Dangerous or Potentially Dangerous Dog
    - License and Compliance
    - Service Request
    - Wild Animal
    - Livestock assist or cruelty
- Animal Control Case Management
  - ♦ Ability to document activities and track a case from start to finish - including initial complaint, civil notice of violation, penalty payment, criminal citation, appeal, Hearing, Tribunal, Hearing Examiner, final order, quarantine begin, quarantine lift, impound, return to owner, return to field, unable to locate, verbal warning, written warning, etc. Automated email notification of Case File Closure to the complainant.
  - ♦ Complaint & Case Prioritization
    - The ability to assign a priority to a Complaint or Case to set expectations regarding a response time for the Animal Control Officer. A simple method for setting 3 levels of priority (High, Medium, Low) would work well.



- ♦ Animal Control Case Management Timeline
  - First-time license violation
    - Fine will be dismissed if dog/cat licensed within 10 days
    - 30 days to pay ticket if animal isn't licensed within 10 days
    - Cannot be appealed
  - All other Citation types
    - 30 days to pay or appeal
  - Additional criteria may be required and there may be additional timeline constraints
  
- ♦ The ability to add documents and photos to a case.
  - All authorized users to add documents and photos to a case or license. Ability to attach PDF, JPEG, TIF, DWG, and MS Office (e.g. Word and Excel) files.
  
- Dangerous Dog Case
  - ♦ Ability to manage a Dangerous or Potentially Dangerous Dog case. If the owner appeals the dangerous dog declaration and/or the impound, (five working days are allowed), the dog will be held until the case is ruled on by the Hearings Examiner. Otherwise, the animal will be held for up to ten days after the owner is notified of impound. The County will work with people during that time if they make efforts to meet the requirements for obtaining a certificate of registration (i.e. dangerous dog license). The owner must also pay all related costs prior to release of the animal.
    - Declaration issued
    - Impound at shelter or impound in place
    - Appeal received
    - Appeal hearing scheduled
    - Final determination letter sent
    - Proof of liability insurance received
    - Proof of surety bond received
    - Proof of microchip received
    - Redemption - The redemption fee for an animal includes the costs of apprehension and transportation and the costs of impoundment and care of the animal, including veterinary fees. Any license fees or civil penalties due and owing shall be in addition to the redemption fee.
    - Initial site inspection conducted
    - Corrections required
    - Re-inspection conducted
    - Certificate of Registration for Potentially Dangerous Dog issued
    - Certificate of Registration for Dangerous Dog issued
  
  - Annual site inspection – required for license renewal
  - Renewal of Dangerous Dog License – See Pet License Requirements



- Animal Control Case Reports
  - ◆ Unpaid Citation Delinquent Notice
  - ◆ Activity Log
  - ◆ Quarantine Notice
  - ◆ Noise Nuisance Notice
  - ◆ Running At Large Notice
  - ◆ Cat Nuisance Letter
  - ◆ License and Compliance Notice
  - ◆ Pet License Application
  - ◆ Facility License Application
  - ◆ Contact Card
  - ◆ Appeal Notices & Verdict Letters
  
- Animal Control Invoices
  - ◆ Ability to invoice
    - Other agencies or cities for work performed upon request.
    - Individual pet owner or property owner for service request work performed upon request.
    - Individual animal owner for emergency care rendered to their stray animal after-hours.
  
- Animal Control Warning based on premise history
  - ◆ A warning to be placed on a property, to notify Clark County staff of the potential for a dangerous situation at that location.



## Animal Facility License Requirements

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The Animal Facility License Requirements section covers those requirements that apply to the Animal Facility business function.

- Animal Facility Licenses are required for kennels, dog boarding, pet stores, breeders, training, day care, shelters, and others.
- Animal Facility License Application process
  - ♦ Currently applications are submitted by mail or in person
  - ♦ Current Fillable Forms
    - City of Vancouver → <https://clark.wa.gov/media/document/76806>
    - Clark County → <https://clark.wa.gov/media/document/76816>
  - ♦ Clark County staff reviews the application and processes the fee (in the future, we would like to enable customers to make online payments)
  - ♦ A facility inspection is scheduled and conducted by Animal Control.
  - ♦ Upon successful completion of the inspection, the license is granted.
- Animal Facility License Fees – Clark County
  - ♦ Facilities shall be licensed on a yearly basis from January 1<sup>st</sup> through December 31<sup>st</sup>.
  - ♦ Fees for new applications shall be prorated and charged one-twelfth (1/12) the fee for each month remaining in the year.
  - ♦ License renewals shall be processed in the same manner as the original application.
  - ♦ If the license expires an Inspection must be scheduled and late fee assessed.
  - ♦ The late penalty fee of fifty percent (50%) of the license fee shall be assessed if the license is not applied for within thirty (30) days of its due date.

♦ Kennel	\$200
♦ Dog Day Care	\$150
♦ Animal Shelter	\$150
♦ Training Facility	\$100
♦ Grooming Parlor	\$100
♦ Pet Shop	\$100
♦ All other facilities	\$150
♦ Combination	\$300
♦ Transfer fee	\$25

  - ♦ Any combination of the above licenses can be combined for a total fee not to exceed \$300.



- Animal Facility License Fees - City of Vancouver
  - ◆ Facilities licenses shall expire 1 year from date of issuance.
  - ◆ License Renewals shall be processed in the same manner as the original application, except that an affidavit of zoning compliance approved by the zoning administrator is not required.
  - ◆ Late penalty fee of 50% shall be assessed if the license is not applied for within 30 days of commencement of operation or renewal date.
  
- ◆ Kennel \$200
- ◆ Grooming Parlor \$100
- ◆ Pet Shop \$150
- ◆ Dog Day Care \$150
- ◆ Transfer Fee \$15
- ◆ Combination \$250



## Technical & Integration Requirements

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The Technical & Integration Requirements section covers those requirements involving other systems that interact with Pet Licensing and Animal Protection & Control business functions and Animal Facility Licensing.

- Solution Architecture
  - ♦ Cloud Hosted Solution strongly preferred, but not required. Secure Hosting Site – through a third-party of the Proposer’s choice, Proposer will provide a secure hosting facility with 24X7 security controls. All systems will be in a secure facility, with both physical and electronic security monitoring. Provide description of SLA, Data Backup, Data Ownership, Systems, Software, Monitoring, Failover and complete the attached Security Questionnaire.
  - ♦ Client/Server (on prem) Solution requires a complete set of specifications (server, system software, database) necessary to support the build out and maintenance of a robust system.
  
- Payment
  - ♦ Integration with Point & Pay Payment System for cards and e-checks (preferred Clark County Treasurer Payment Solution).
  - ♦ As an alternative, provide specs and costs for the proposer’s native/recommended online payment solution.
  - ♦ Shopping Cart - Payment for multiple items at the same time online. Multiple items (example: Pet Licenses) can be applied for, put in a shopping cart, paid for using online payment, and issued with no human interaction/review.
  - ♦ Payment Types
    - Credit & Debit Card ← preferred payment type
    - E-check
    - Check
    - Cash – in-person county office only
  - ♦ Payment Locations
    - web portal
    - licensing agent location
    - in-person county office
    - mail
  - ♦ System will record type of payment – check, debit card, credit card, cash or e-check
  - ♦ System will record location of payment – web portal, licensing agent location, in-person county office, mail
  - ♦ How do the credit card payments flow in the proposed solution?
  - ♦ Payment Plans – Animal Protection & Control
  - ♦ Payment information must be summarized daily and sent to Clark County GL in Workday
    - Web portal and in-person county office payments
      - File export or direct integration preferred
      - daily report with revenue summarized by GL account code acceptable
    - License agent location
      - If taken by proposers solution must follow same process as web portal and in-person payments, otherwise, they will be sent to Workday outside the proposed solution
    - Mail
      - Sent to Workday outside of the proposed solution



- Mobile
  - ♦ A critical mobile requirement is to enable Pet Owners to license their pets utilizing their own mobile device. This will require an adaptive web friendly fully featured Pet Licensing solution.
  - ♦ Enabling the pet owner to complete the pet license application and accept payment online.
  - ♦ Enable Clark County staff to use iPhones & iPads (iOS based) to work online and offline. This solution will Animal Control officers, while in the field, to fully manage cases, add notes and photos and communicate with customers.
  - ♦ Track staff in the field in real-time and give vital assistance to officers in critical situations. The ability to view County iPhone locations on a map in real-time. This feature would require mobile phone using the device's built in GPS system to determine where the field officer is located.
  
- ESRI GIS Integration or "Comprehensive" GIS interface
  - ♦ The preferred solution will integrate with the County's GIS software suite and County GIS layers to retrieve spatial layer data and perform address verification. The solution viewer will be configured to display map layers from the GIS as needed. The GIS data may be retrieved on-demand for each request, or it may be stored and cached by the solution.
  - ♦ An alternative method utilizing the required converted GIS address data may be acceptable.
  
- Data Conversion
  - ♦ Pet License – Current Pet License data in Clark County's Tidemark database. Plan to convert data for just over 100,000 licenses. Related address data will be sourced by Clark County GIS, either converted or through integration. Approximately 25,000 new & renewed Pet Licenses annually.
  - ♦ Animal Control
    - Animal Complaints – Approximately 20 to 25 / day
    - Enforcement Cases – Current Clark County case data is hosted in our 3<sup>rd</sup> Party Shelter Boss database. Approximately 400 to 500 active cases to convert. Historical data tbd.
  - ♦ Animal Facility Licenses – Current Clark County data is hosted in our 3<sup>rd</sup> Party Shelter Boss database. Plan on a "manual" conversion as there are currently a small number of Animal Facility Licenses.



## Supplementary Requirements

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The Supplementary Requirements section covers requirements outside of the functional and technical requirements of the solution but are to be included as part the proposal.

- Share the list of jurisdictions with active contracts for Pet License or Animal Protection & Control software solutions in Washington State or Portland, OR government entities. Requesting a list of current Animal Control clients in jurisdictions of similar size to Clark County (population of approx. 500k). Please respond with a list of 3 clients or more.
- Solution Costs
  - ♦ The proposal will need to provide cost estimates that cover a comprehensive solution including Pet License, Animal Protection & Control and Animal Facility License.
  - ♦ Implementation Costs
    - The costs during the Proposal, Planning, and Implementation Phases (which will likely include related Data Conversion). This will include all costs incurred by Clark County such as Professional Services, S/W licensing, etc. The proposal will need to clearly break down costs that may be considered optional or customization beyond the out of box solution.
  - ♦ Operational Costs
    - The costs incurred post Go Live, which may include any costs agreed to as part of the Implementation. This often includes licensing, maintenance, subscription fees, transaction fees or support costs. These are the ongoing operating costs, most often billed on an annual basis.
- Project Implementation
  - ♦ As with the Solution Costs, the proposal will need to clearly share the implementation considerations for comprehensive Pet License, Animal Protection & Control and Animal Facility License solution.
  - ♦ Project Plan – including major tasks, roles, and timeframe estimates
  - ♦ Resource Availability – share any significant considerations regarding project start, individual or team resource availability across the implementation team, etc.



## **Third Party Cyber Security Questionnaire**

This questionnaire is used to assess the control environment of a third party that may handle, store or process sensitive data provided to them by Clark County. This questionnaire is one component of Clark County's ongoing due diligence and risk management process. This review will evaluate if proper information security controls are in place at the third party location in order to protect the confidentiality, integrity and availability of data.

### **INSTRUCTIONS**

- 1) Complete the "Business Information" tab.
- 2) Answer all questions on the "Cyber Security Questions" tab.
- 3) If applicable, answer all questions on the "Data center" tab.

All answers and supporting documentation will be reviewed by Clark County's Security Committee, who may request further clarification. If Clark County enters into an agreement with you, some or all of the information provided in response to these questions may be incorporated into the agreement. The agreement will also contain a representation by you that all such information is accurate and complete as of the date you are signing the agreement and that no changes are planned as of such date except as specifically set forth in the agreement.

## Business Information

Responders Name	
Responders Job Title	
Date of Response	
Clark County may have follow up questions to your responses. Please provide the name, email and phone of the person we should contact for more information.	
<b>Company Profile</b>	
Company name	
<b>Location of data</b>	
Location(s) where scoped systems and data is stored	
Name of third party data center, if applicable	
Provide location	
Name of any other location(s) where scoped system and data is stored	

ISO 27002:2013 Control Family	Questions	Responses
Physical and Environmental Security	Describe what physical security controls are deployed to protect your corporate and data center operation facilities.	
Physical and Environmental Security	Describe the organization's approach to ensuring storage media is wiped and/or destroyed prior to disposal and/or reuse.	
Physical and Environmental Security	Describe policies and controls in place for securing and protecting unattended infrastructure devices and network connections.	
Ops Security	How are the development, test, and production environments separated? What is the process for introducing changes to the environment? Please address how changes are planned and tested; this should include hardware, software, and configuration changes.	
Ops Security	What controls are in place to prevent malicious code from executing on information systems? Describe the approach to both prevention and detection of successful execution.	
Ops Security	Describe your organization's service and data backup strategy? When was your last successful test recovery of that environment?	
Ops Security	What kind of audit and event logs are being stored and reviewed? In your answer please address: What constitutes an event What systems are included How are audit logs protected and stored? Do they include authorization and access authentication logs?	
Ops Security	What tampering prevention and detection controls are in place over log collection systems?	
Ops Security	How are SysAdmin/operator actions and sessions monitored and reviewed on a regular basis?	
Ops Security	What are the controls in place to control and manage the installation and modification of installed software?	
Ops Security	Describe the process in place to handle vulnerability discovery and management? Please be sure to include how endpoint or "client-side" vulnerabilities are included in the process.	
Ops Security	What policies exist governing the installation of software by non-admin users on company assets? For this question, please focus on local administration privileges on end-user devices and software.	
Communication Security	Please describe control and monitoring systems in place to protect the information residing within your system. Scope should include mechanisms such as IDS and IPS systems.	
Communication Security	What controls are in place to ensure confidentiality and availability of inbound and outbound data?	
Communication Security	Describe how systems, applications and processes are segregated from each other to ensure data integrity and confidentiality.	
System Acquisition, Development, and Management	How are modifications to installed systems and software monitored, restricted, and controlled?	
System Acquisition, Development, and Management	Please indicate whether or not an Enterprise Information Security Policy exists within the organization and what frameworks went into the development?	
System Acquisition, Development, and Management	How is security testing conducted during the development of an application or piece of software?	
Information Security Incident Management	Describe your organization's approach how information security incidents/events are reported.	
Information Security Incident Management	Describe the incident response plan's process flow from initial incident reporting to closure.	
Human Resource Security	Describe your organization's background screening process as it pertains to employees, contractors, consultants, etc. .	
Human Resource Security	Describe the organization's approach to providing information security awareness training to all users of their corporate network (employees, contractors, consultants etc.)	
Asset Management	Describe how the organization maintains an hardware inventory of all the devices on the network. Describe how the organization maintains an software inventory of all the software that is allowed for use on the network.	
Asset Management	Describe how the organization controls and manages the use of removable media on the network.	
Access Control	Describe how the organization's Access Control policy is utilized in the provisioning and de provisioning of access to their information systems.	
Access Control	Describe how the organization establishes the appropriate levels of access for its users.	
Access Control	Describe the approval process for granting privileged access.	

Access Control	Describe the organization's password reset procedures.	
Access Control	Describe the organization's approach to user access reviews.	
Access Control	Describe the organization's termination and/or role change process as it pertains to access control.	
Access Control	Describe what guidance is given users in regards to managing their authentication credentials.	
Access Control	Describe the authentication mechanisms used in order for a user to log onto the organization's network (locally and remotely).	
	Describe the authentication mechanisms in which privileged users log onto the organization's network (locally and remotely).	
	Describe the organization's approach to handling session inactivity.	
Access Control	Describe the organization's password management system: Number of characters? Complexity? History/Reuse? Frequency of change? Visible when enter? Encrypted in storage? Encrypted in transit?	
	How is access to program source code controlled/restricted?	
Access Control	Is that access logged?	
Supplier Relationships	Describe what security controls are in place for suppliers/vendors/consultants who will have access to information systems that contain data	
Information Security Aspects of Business Continuity Management	Describe what processes, procedures and controls your organization will leverage during a disaster recovery/business continuity event in order to safeguard data and resume their contracted support services.	
Information Security Aspects of Business Continuity Management	Describe how your organization will review and tests processes, procedures and controls leveraged to safeguard data during a disaster recovery/business continuity event.	

Questions	Responses
<b>Data Center Network Security:</b>	
Are up to date network diagrams maintained? If so, how is access to them restricted	
How is access to network devices (routers, hubs, etc.) controlled	
Do situations exist where the User ID and password are shared between individuals? If so, provide your controls.	
Do formal documented, detailed procedures for handling security incidents exist?	
Are established, documented, procedures in place for patching against vulnerabilities	
Are security violation events logged, monitored/reviewed/reported and followed up on	
How many security violations were investigated in the last 12 months	
Briefly explain the procedures used to perform vulnerability assessments.	
Are external penetration/vulnerability tests performed internally or by a third party on a regular basis?	
Are automatic alerts generated when critical systems reach specific thresholds (for instance, a sustained and unexpected spike in traffic)	
What solutions are used to provide remote access to your network? Please provide details.	
Are the security services that provide protection from the Internet owned and administered by your company?	
Please describe the solution used to protect servers and workstations from viruses.	
Are procedures in place to facilitate configuration change management? If yes, please explain.	
<b>Data Center Physical Security:</b>	
Please provide the address for all locations where Clark County data will reside if a contract is entered into with your company. Then answer the following questions as they pertain to those locations.	
How is physical access to rooms and buildings controlled	
How is physical access to network devices and systems controlled	
Is disk storage media ever sent offsite for any reason? If so, state each reason or circumstance for which such media may be sent offsite (such as for repairs) and state what precautions are taken to protect information contained on such media.	
Are visitors required to sign guest logs indicating purpose of visit and arrival/departure times	
Are visitors escorted at all times by authorized security personnel	
Do other tenants reside in your building? If so, what physical security separates the tenants	