



## **Request for Proposals**

- **Bylaw Enforcement Services**
- **Animal Control Services**

The Town of Oliver is seeking request for proposals relating to the delivery of bylaw enforcement services and animal control services to enforce the safety and regulatory requirements within the town boundary. The RFP can include both bylaw enforcement services and animal control services together or individually. The proposed agreement will be for a three-year period, commencing on January 1, 2020.

The Town's objectives with respect to the bylaw enforcement services are as follows:

- Enforcement of municipal bylaws;
- Animal Control including pursuing and capturing dogs;
- Working cooperatively with the RCMP in maintaining the peace with respect to municipal bylaws and property.

The Bylaw officers shall have the following skills, abilities and knowledge:

- Ability to interpret and administer municipal bylaws.
- Willingness to take training and workshops to enhance skills.
- Demonstrated ability to deal courteously, tactfully and diplomatically with members of the public and other contractors.
- Proven experience with bylaw enforcement, security services, and/or animal control.
- Ability to communicate effectively orally and in writing.
- Courses taken in Bylaw Enforcement through the Justice Institute of British Columbia would be an asset.

The duties and responsibilities of the Bylaw Services Officer(s) shall include but not be specifically limited to the following:

- answering public inquiries with respect to municipal bylaws and other relevant municipal regulations or policies;
- patrolling the Town on foot, by motor vehicle or by bicycle, as appropriate;
- investigating, addressing and resolving complaints with respect to possible bylaw infractions;
- writing and issuing warning letters, municipal tickets or other notices required to enforce the municipal bylaws;
- arranging for illegally parked vehicles to be towed;
- preparing for and attending any legal proceedings with respect to bylaw enforcement, as necessary;
- distributing information brochures;

- detaining and transporting dogs found at large in the Town to the Town’s impoundment facility and ensuring all detained dogs are provided with adequate water and food while in the facility;
- maintaining the Town’s impoundment facility to an appropriate standard of cleanliness and safety;
- delivering to the Town on a monthly basis, a report that includes the following information:
  - ✓ the number of hours worked (broken down by title of bylaw enforced);
  - ✓ a list of inspections or meetings with respect to bylaw enforcement;
  - ✓ a description of complaints and compliments received from members of the public regarding bylaw enforcement;
  - ✓ details of disbursement claimed for that quarter; and
  - ✓ any other information required by the Town; and
- maintaining Town records with respect to the forgoing utilizing the Town of Oliver’s electronic complaint tracking system;
- patrol for the purposes of bylaw enforcement in the Town’s public parks and trails.

Bylaw Enforcement Hours:

- Approximately 1,500 hours per year, with an additional 150 hours for animal control per year. This is subject to review in the 2020 budget.

The Request for Proposals shall include the following information:

1. Corporate, company or personal profile.
2. Description of project team including experience, certification, place of residency, and an assignment of responsibilities for each.
3. A brief overview of what services you would provide and a brief description of how you would deliver the services.
4. List of equipment, materials and tools including description of vehicles to be used to fulfill the services.
5. Designated principal contact person.
6. A list of comparable contracts undertaken for similar services. For each contract, provide a client contact for reference.
7. Per hour rate.

Following review and assessment of the submissions received, the intent of the Town is to invite persons to submit full proposals. The request for proposals may also be released publically at the discretion of the Town of Oliver.

Please submit your sealed package clearly marked “**RFP – Bylaw Enforcement Services and or Animal Control Services**” before **4:00 p.m., November 8, 2019** (local time) to:

Randy Houle  
Director of Development Services  
Town of Oliver • 6150 Main Street • PO Box 638 • Oliver, BC V0H 1T0