

CITY OF SAN ANTONIO
Purchasing & General Services
On Behalf Of Animal Care Services
111 Soledad, Suite 1100
San Antonio, TX 78205

REQUEST FOR INFORMATION
Online Pet Licensing

Purpose

The purpose of this Request for Information (RFI) is to assist the City of San Antonio (City) and potential Respondents by gathering information pertaining to a web-based Pet Licensing solution, to include system requirements, technical architecture, and available products that meet the desired functionality, as described in this RFI. The information received as a result of this RFI will assist staff in determining the appropriate procurement strategy.

Respondents should note that this RFI is for information and planning purposes only and should not be construed as a solicitation or as an obligation on the part of the City of San Antonio.

Current Business Practices and Environment

The Animal Care Services (ACS) Department is an open admission shelter that houses stray and roaming animals for the City of San Antonio.

The ACS shelter provides sanitary shelter for lost and stray animals, animal licensing, in some cases medical care, vaccine protocols, and programs to decrease the number of animals euthanized.

Chapter 5 of the San Antonio, TX, Code of Ordinances requires that the owner or keeper of any dog or cat must apply for a pet license before the animal reaches the age of 4 months. Currently, licenses can be purchased on-site at the ACS facility on Hwy 151, or a pet license application can be completed and submitted online. For applications that are submitted online, the applicant must either mail or fax the rabies certificate to ACS. All pet license application information must be manually entered into the ACS Chameleon system, regardless of how the application form is received.

On May 14, 2010, the San Antonio City Council passed an ordinance that requires pet owners to pay a \$5.00 licensing fee for neutered/spayed dogs, \$50.00 for intact dogs, and \$5.00 for all cats. With the current licensing process, there is no convenient or efficient way for citizens to pay or ACS to process and account for these licensing fees.

Desired Solution

The City would like to implement either a City-hosted or a Supplier-hosted, web-based solution for online licensing of pets. The desired solution will allow San Antonio residents to apply and pay for pet licenses online, as well as in person, by mail, or by fax.

The City desires a solution that will satisfy the following functional requirements:

1. Contain a website that provides 24/7 customer access to frequently asked questions, animal identification, and promotional/educational information.
2. Enable San Antonio residents to apply for pet licenses online.
3. Allow applicants to review and edit their online applications prior to submission.
4. Immediately provide a confirmation number when application is submitted.
5. Send a confirmation email with confirmation number to applicant when application is received.
6. Provide for secure online credit card payment of licensing fees. Must be PCI compliant.
7. Allow applicants to attach required Rabies, Neutering, and other documents to the online application.
8. Allow applicants to update their owner, pet, veterinarian, and vaccination information online at any time.
9. Contain a database that can be queried and can provide standard reports.
10. Be able to send informational emails and reminder notices to pet owners when their registrations need to be renewed.
11. Be able to interface with the ACS Chameleon system and possibly the City's SAP Financial system.
12. Maintain pet licensing data for 5 years.
13. Allow residents to make online donations to the ACS.
14. Process pet license applications online, by mail, or in person at an ACS location.
15. Accept credit card and check payments online; check or money order payments by mail; or cash, check, money order, or credit card payments in person.
16. Licensing information must be backed up daily.

RESPONSE SUBMISSION

The deadline for submitting a Response is **4:00 p.m., Central Time, Tuesday, June 28, 2011**. Please submit five (5) copies of your response using RFI Attachment A – Respondent Questionnaire in a sealed envelope marked, “RFI – Web/Internet Based Online Pet Licensing solution”. Responses should be submitted in person or by mail to:

Address:

City of San Antonio, Animal Care Services
ATTN: William Flint, Procurement Specialist II (Technology)
111 Soledad, Suite 1100
San Antonio, Texas 78205

Deadline for Questions to be submitted is **10:00 a.m., Monday, June 20, 2011**. Questions about this RFI may be submitted via email to:

William Flint, Procurement Specialist II (Technology)
William.Flint@sanantonio.gov

Any submissions received after 4:00 p.m. Central Time, Tuesday, June 28, 2011, may not be considered.

GENERAL TERMS AND CONDITIONS

1. This is a **REQUEST FOR INFORMATION (RFI)** and should not be construed as intent, commitment, or promise to acquire or lease hardware, software, services or solutions presented by Respondents.
2. Respondents to this RFI may be asked to provide a demonstration to an Evaluation team seeking to gain a better understanding of product offering. The demonstration will be held at a City of San Antonio facility to be determined after receipt of RFI's.
3. The City of San Antonio will not be obligated to any Respondent as a result of this RFI. The City is not obligated for any cost incurred by Respondents in the preparation of the Request for Information. The City will not pay for any information herein requested, nor is it liable for any costs incurred by the Respondent. For economy of presentation, special bindings, colored displays, promotional materials and the like are not required; but if they are presented, the City will not be responsible for this cost.
4. This RFI is being issued for the purpose of gaining knowledge of the products and services available on the market that address the purpose of the RFI.
5. The City will review all information and recommendations received to assess our needs and define our requirements.
6. All information obtained shall become the property of the City upon receipt and will not be returned. Any information deemed to be confidential by Respondent should be clearly noted on the page(s) where confidential information is contained. It should be understood, however, that the City cannot guarantee that it will not be compelled to disclose all or part of any public record under the Texas Public Information Act. Information deemed to be confidential by Respondent may not be considered confidential under Texas law or pursuant to a Court order.
7. The City welcomes Respondents to submit any pertinent information, except pricing, that the City should consider, including topics that the City has not included in our RFI.
8. The City may arrange a conference call to discuss the information the Respondent has provided, and to review and discuss solutions, recommendations, and programs related to this RFI.

RFI ATTACHMENT A

RESPONDENT QUESTIONNAIRE

Part A - GENERAL INFORMATION

1. **Company Information:** Provide the following information regarding your company.

Name/Name of Agency/Company: _____

Address _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

2. **Contact Information:** List the person whom the City may contact concerning your proposal or setting dates for meetings.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone No. _____ Fax No: _____

Email: _____

Part B - Prepare and submit short yet concise responses to the following items.

1. Will the website be available to customers 24/7?
2. Is the electronic payment capability PCI compliant?
3. If applicant does not provide required documentation, will you follow up with either the applicant or their veterinarian?
4. How will you handle applications & payments (cash, check, credit card) that are made in person at the ACS facilities?
5. Will ACS personnel have access to your database to enter application/payment information and to process payments?
6. Do you charge a convenience fee for online credit card payments?
7. Will you process online donations from ACS customers?
8. Can ACS put Frequently Asked Questions (FAQ) on the host website?
9. Can ACS put other information on the host website, such as: Tips for caring for a pet; how to housetrain your dog; notices for free vaccination or spay/neuter clinics that are being held or sponsored by ACS, etc.?
10. Can your database interface with ACS's Chameleon system? Will you download ACS licensing data to ACS's Chameleon system on a pre-determined frequency? System specifications are available upon request.
11. Will you develop and provide requested reports on a periodic basis?

12. Will system allow applicants have access to review and edit their online applications prior to submission?
13. Will system immediately provide a confirmation number when application is submitted?
14. Will system send a confirmation email with confirmation number to applicant when application is received?