



CORPORATION OF THE VILLAGE OF POUCE COUPE

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REQUEST FOR PROPOSALS

Animal Control and Bylaw Enforcement Services

Issued by:

Corporation of the Village of Pouce Coupe
5011 – 49th Avenue, Pouce Coupe, BC
RFP Contact: Duncan Malkinson
Email: dmalkinson@poucecoupe.ca
Phone: 250-786-5794

1. Purpose

The Village of Pouce Coupe (the “Village”) invites qualified individuals and firms to submit proposals for animal control and bylaw enforcement services within Village boundaries, including temporary pound facilities, animal care, emergency response and Village building alarm response. The Village seeks an approachable service that helps neighbours live well together, appreciate one another’s perspectives and responsibilities, and maintain a safe and welcoming community.

The Scope of Work summarizes the required services. A person or firm submitting a proposal (the “Proponent”) shall explain how it will deliver these services for its proposed fee. The successful Proponent will provide the services as an independent contractor under the proposed agreement.

2025 service activity

The 2025 Consolidated Summary of Bylaw Services and Animal Control provides the following historical workload information. These figures are for reference only and do not guarantee future volumes or limit the required services.

Recorded activity	2025
Animals onboarded, fostered and rehomed	18
Animals euthanized due to poor health or dangerous behaviour, excluded from the 18 above	3
Online complaints, excluding Public Works	Approximately 43
Additional complaints about one property, excluded from the online complaint figures above	10
Public Works complaints recorded separately	22
Bylaw infraction notices by letter	23
Notices including bulk yard maintenance and house numbering mailouts	60+

The 43 online complaints comprised zoning (2), traffic and parking (4), property maintenance (10), off-road vehicles (2), noise (5), high-risk or dangerous dog (1), animals at large (11), and miscellaneous matters (8). Calls and door-knock conversations were not quantified. Categories and communication counts may overlap and should not be added together. Public Works complaints are shown as intake context, not as a requirement to perform Public Works duties.

2. RFP Details

Issue Date: October 23, 2026

Closing Date and Time: November 9, 2026 at 12:00 noon local time in Pouce Coupe.

Submission Method

Proposals must be submitted electronically in PDF format to dmalkinson@poucecoupe.ca before the closing date and time. The email subject line shall identify "Animal Control and Bylaw Enforcement Services" and the Proponent's name. Proposals received late or at another address will not be accepted. BC Bid is a posting location only and is not an authorized submission channel for this RFP.

The Village's receiving email system timestamp will determine receipt. Proponents are responsible for allowing sufficient transmission time. Where multiple emails are necessary, each shall identify its part number and the total number of parts, and all parts must arrive before closing. Attachments must be readable and unlocked; cloud links are not accepted in place of attachments.

A replacement or withdrawal must be received before closing and clearly identify the affected proposal. The latest complete replacement received on time will be evaluated.

3. Inquiries

All inquiries regarding this RFP shall be directed in writing to the RFP Contact by November 4, 2026 at 12:00 noon local time in Pouce Coupe. Information obtained from any other person or source shall not be relied upon. Proponents finding discrepancies or omissions, or having doubts about the meaning or intent of a provision, shall notify the RFP Contact in writing. Where appropriate, the Village will respond by addendum.

4. Addenda

If the Village determines that an amendment is required, it will issue a written addendum on BC Bid at www.bcbid.gov.bc.ca and the Village website at www.poucecoupe.ca. Each addendum forms part of this RFP. Proponents are responsible for reviewing all addenda and acknowledging them in Schedule B. If copies differ, the latest RFP and addenda posted on BC Bid govern.

Only a formal addendum issued by the Village may amend this RFP. Other written or oral communications do not change its terms. The Village may extend closing where a material amendment requires additional preparation time.

5. No Contract

This RFP is an invitation to submit proposals for a negotiated service agreement. It is not intended to create a tendering contract or an obligation to award. Selection alone does not authorize work or confer enforcement powers.

The Village may cancel or reissue the procurement, request clarification, and waive minor informalities consistently. Any selection and negotiations will follow section 16. The successful Proponent must enter into a written agreement with the Village before services commence.

6. Service Requirements

The successful Proponent shall provide animal control and bylaw enforcement services, personnel, its own vehicle and equipment, temporary pound facilities when necessary, animal care, emergency response and Village building alarm response. The Village does not supply a vehicle.

Services shall be performed within municipal boundaries and within the authority of the Contractor's appointments and applicable law. The Village will provide the applicable boundary map, current bylaws, enforcement policies, forms, and reporting contacts. Work outside Village boundaries requires separate lawful authority and written direction.

The Contractor shall enforce the Village's animal control, animal licensing, hen keeping and general regulatory bylaws within the service scope, as amended or replaced. The Village will provide current bylaws, enforcement policies and priorities before commencement. Enforcement is subject to the Contractor's lawful appointments and the powers granted by applicable legislation.

7. Proponent Submission Requirements

- Legal name, business address, and primary contact information.
- Names, resumes, relevant training, and availability of the proposed lead and backup officers.
- Identification of proposed subcontractors and their assigned services.
- Confirmation of WorkSafeBC arrangements and ability to maintain the insurance specified in this RFP.
- Signed Schedule B and completed and signed Schedule C stating the proposed price.
- Three relevant client references, including contact details, service dates, and comparable scope.

Proposals should follow the order of this RFP and should not exceed 15 narrative pages, excluding the cover, resumes, references, and completed schedules. The page limit is guidance rather than a mandatory disqualification criterion. Personal background-check results should not be included in the proposal.

8. Proposal Requirements

Proposals shall include:

- Service approach: Explain how you will deliver animal control and bylaw enforcement, including patrols, complaints, public education, emergency response and absence coverage.
- Personnel and equipment: Identify proposed personnel, qualifications, experience, vehicles and equipment. Investigation and enforcement personnel must have Bylaw Enforcement Officer 1 training from Focus College of Professionals or comparable experience.
- Animal care and records: Describe pound facilities, animal handling, transport, daily care, veterinary arrangements and recordkeeping. Explain how required Council approval for removing animals from the Village will be obtained. Include sample incident and weekly reports with personal information removed.
- Startup and experience: Explain how you will be ready to start and summarize relevant experience.

- Exceptions: Identify any assumptions, exclusions or proposed changes to the RFP or agreement. Additional compensation requires written agreement by both parties.

9. Remuneration

Proponents shall submit an all-inclusive annual fee in Schedule C, not exceeding \$67,500 excluding GST. Proposals exceeding this maximum will not be considered. The proposed annual fee shall remain fixed throughout the contract term.

The fee must cover all required services and contractor costs, including emergency availability and callouts, court attendance, staffing, vehicle costs, equipment, pound facilities and ordinary animal care, except expenses expressly assigned to the Village under the proposed agreement. No separate hourly, mileage or callout charges, or automatic annual increases, are permitted for required services.

Proposal commitments shall remain valid for 90 calendar days after closing; an extension requires written agreement.

11. Terms and Conditions

- Selection will follow the published evaluation criteria, including the proposed price in Schedule C.
- All proposal preparation and participation costs shall be borne by the Proponent.
- Proponents shall disclose actual, potential, or perceived conflicts of interest and proposed mitigation. Collusion or improper influence may result in rejection.
- Proposals become Village records and may be disclosed under applicable access-to-information law. Proponents shall identify specific confidential information and explain the basis for that designation; confidentiality is not guaranteed.
- The proposed agreement attached forms part of this RFP. All exceptions shall be identified in the proposal.
- Unsuccessful Proponents may request a debrief within 15 calendar days of notification.

12. Service Standards and Responsibility

The Contractor shall perform the services with care, skill and diligence and treat members of the public with courtesy and respect. Describe safe working practices and arrangements to maintain service during absences or interruptions. Personnel shall use education and practical assistance to help neighbours understand their responsibilities, resolve concerns and live well together, while taking enforcement action where necessary.

The Contractor shall act only within lawful enforcement authority. Policy, prosecution, court applications, and other decisions requiring Village approval shall be referred to the designated representative. Ticket and fee revenue shall not determine enforcement decisions or contractor compensation.

13. Contract Term and Commencement

The Village seeks a Contractor willing and able to begin by December 1, 2026. The actual commencement date will be recorded in the executed agreement. The agreement expires at the start of February 1, 2030, with the last scheduled service day January 31, 2030. The fixed remuneration applies to the full period from December 1, 2026 through January 31, 2030. No renewal option is included; any extension requires a separate written agreement and authorized Village approval.

The Village intends to complete selection and negotiations promptly after closing to support commencement by December 1, 2026. The successful Proponent shall complete mobilization, insurance and WorkSafeBC documentation, personnel arrangements and required appointments before services begin. Work schedules shall be submitted in advance and changes coordinated with the Village.

14. Service Familiarization

Proponents should review the Village's applicable bylaws, service area, and operating requirements before submitting. Any request to clarify the receiving facility or service arrangements shall be directed to the RFP Contact. Information affecting proposal preparation will be shared by addendum so all Proponents have the same information.

15. Scope of Work

Public Education and Complaints

Educate residents about their responsibilities, investigate complaints and help neighbours resolve concerns through respectful communication and voluntary compliance. Provide courteous, impartial service, keep residents informed and apply bylaws fairly, taking enforcement action when necessary.

Patrol and Enforcement

The Contractor shall provide proactive patrols and targeted follow-up within Schedule A service levels. Investigate animals at large, nuisance and licensing complaints, dangerous or vicious dogs, domestic and wild animals, birds and fowl, and violations of the assigned Village bylaws. Use Village-supplied violation tickets where authorized. Maintain objective notes, photographs, witness information and evidence continuity suitable for review, hearings or court.

The Contractor shall prepare enforcement files and attend hearings or court when authorized. Refer decisions requiring legal advice, court applications, or municipal approval to the designated Village representative. Ticket or fee revenue must not determine enforcement decisions or contractor compensation.

Humane Handling and Impoundment

Provide trained personnel, suitable equipment, a safe transport vehicle and Village-approved pound arrangements for humane animal handling and care. Identify proposed facilities and care arrangements in the proposal. Vehicle, pound and ordinary care costs are included in the fixed fee.

Collect uncontrolled animals, attempt owner contact, notify the Village of apprehensions and arrange veterinary care when needed. Respond to dangerous or injured animals and remove animal carcasses, including after hours, in accordance with the proposed agreement. Animal relocation, euthanasia and Village-funded veterinary expenses remain subject to the agreement's approval requirements.

Response and Continuity

Provide services on 345 days per year, including 24-hour emergency coverage on those days, in accordance with the proposed agreement. Submit weekly schedules, respond to calls and Village building alarms, and coordinate with other agencies as needed. Required emergency services are included in the fixed fee.

Reporting and Administration

Maintain accurate, secure records, provide weekly reports and attend weekly staff meetings and other meetings as required. Records belong to the Village and must be provided as required under the agreement. Enforce licensing requirements, issue licences and receipts, and collect fines as authorized. The Village supplies violation tickets and conducts prosecutions.

Service Limits

The Contractor shall coordinate dangerous-animal, wildlife and suspected cruelty incidents with the Village and responsible agencies. Domestic and wild animals, birds, fowl and carcass removal are within the contracted service scope to the extent lawfully permitted. Refer matters requiring powers or permits the Contractor does not hold to the responsible authority. Temporary pound facilities and care, assigned general bylaw enforcement and building alarm response are included in the base scope. Police services are excluded.

General Bylaw Enforcement

Act as the Village's Animal Control Officer and Bylaw Enforcement Officer and enforce the regulatory bylaws listed in Schedule A within lawful authority and Village priorities. Refer technical inspections and professional determinations to the responsible official. Assist with bylaw writing. The Village may advertise matters related to the bylaws. An emergency means immediate danger to life, property or the environment; emergency services include the specified after-hours vicious-dog, injured-animal and carcass callouts.

16. Evaluation

Proposals will be evaluated on the Proponent's demonstrated ability to deliver the required services and provide overall value to the Village.

Mandatory Requirements

A proposal must arrive before closing at the designated email address, be readable, identify the Proponent, include signed Schedule B, and include completed and signed Schedule C proposing an annual fee not exceeding \$67,500 excluding GST. Proposals requiring additional payment for services included in the annual fee will not be considered. The lowest-priced proposal will not necessarily be selected.

Evaluation Criteria

Criterion	Points
Pricing submitted	40
Service delivery, customer service and response coverage	40
Readiness to commence services, including personnel, vehicle, equipment and pound arrangements	20
Total	100

Schedule A Service Levels and Operating Arrangements

The following summarizes the proposed agreement's service requirements. Proponents shall describe how they will meet the annual coverage requirements and maintain service during interruptions. Schedule D contains the full contractual terms.

Routine service

40 hours each week: 10 hours at the Village Office or Fire Hall, 20 hours of patrols within the Village, and 10 hours off site for calls, research, public communication and education. Submit advance work schedules and coordinate changes with the Village. Services are required on 345 days per year; provide the CAO with a weekly service schedule and advise promptly of interruptions and arrangements to maintain service.

Contractors must make alternate arrangements for call routing and workflows prior to periods of unavailability, and must communicate such to Village stakeholders.

Emergency availability

24-hour emergency service, seven days per week, 345 days per year, as required by section 3.14 of the proposed agreement.

Urgent animal incident

Acknowledge urgent matters within one hour of receipt. Emergency attendance within one hour of the public's call, except while attending another call; then attend as soon as that call is dealt with. Advise the caller and Village of delays. Respond to every call and document action.

Routine complaint

Respond within 12 elapsed hours and commence investigation within three calendar days of receipt. Respond to every call, record action and follow through to closure.

Intake and dispatch

Be available to the public at the Supplier's normal telephone number and respond to all calls for service in accordance with section 3.15 of the proposed agreement.

Receiving facility

Supplier provides or arranges a Village-approved Pound at its own expense, meeting reasonable veterinary standards. The Village may help find a suitable location. Prior Council consent is required before arranging removal of an apprehended animal from the Village.

Impound and care costs

Pound and boarding arrangements and ordinary daily care included in base fee. Village pays immediate veterinary care and euthanasia where not recovered from owners, subject to the approval protocol. Contractor collects and remits recoverable immediate-care costs.

Village supplied resources

Village vehicle decal, branded clothing, necessary personal safety equipment required by WorkSafeBC standards, one cellular phone at Village expense, and Village-supplied violation tickets. The Supplier provides its own vehicle, fuel, insurance, maintenance, specialty equipment, portable radio, compatible computers, internet and other equipment required under the agreement.

Assigned general bylaws

Property maintenance, unsightly premises, noise, nuisance, traffic, parking, off-road vehicles, business licensing, zoning and land use. Follow Village priorities and remain within lawful authority. Refer technical inspections and professional determinations to the responsible official. Assist with bylaw writing.

Building alarm response

Respond to Village building alarms when called upon, coordinate with emergency services as appropriate and report the outcome to the Village. Confirm access credentials, dispatch contacts and escalation procedures during mobilization.

Reports and meetings

Weekly reports and staff meetings Thursdays at 10:30 a.m.; other meetings as required.

Personnel standard

Bylaw Enforcement Officer 1 from Focus College of Professionals or comparable experience for investigation and enforcement personnel.

Response times are measured from receipt through the approved intake channel. The Contractor shall document missed targets, reasons, and alternative arrangements, and shall escalate urgent public safety threats to the appropriate emergency authority.

Schedule B Proponent Declaration

Complete and sign this appendix. An authorized electronic signature or scanned signed copy is acceptable.

Legal name of proponent: _____

Business or operating name if different:

Mailing address: _____

Primary contact and title: _____

Email and telephone: _____

Proposed lead officer: _____

Proposed backup officer: _____

Subcontractors and assigned services:

Addenda

Addenda received and reviewed, by number and date, or state none:

Declarations

The undersigned is authorized to submit this proposal; the information supplied is accurate to the best of their knowledge; and the proponent has reviewed this RFP and the addenda listed above.

The Proponent offers all required services for the fee proposed in Schedule C and discloses all exceptions.

The proposal was prepared independently without collusion. All actual, potential, or perceived conflicts and departures from the RFP are disclosed below or in an attached schedule. The proponent consents to reference contacts and verification of relevant qualifications.

If selected, the proponent will provide the insurance, WorkSafeBC documentation, licences, and personnel information required under Schedule D before commencement.

Conflicts and exceptions

Conflicts and proposed mitigation, or state none:

Exceptions and assumptions with RFP section references, or state none:

Authorized signatory name and title: _____

Signature: _____ Date: _____

Schedule C Proposed Pricing

All amounts are in Canadian dollars, excluding applicable GST. The fixed fee covers all services and costs required under Schedule D, except costs expressly assigned to the Village. Any additional compensation must be agreed to in writing by both parties.

Proposed Pricing (To be filled by proponents)	Amount
Monthly fee (Annual Fee Divided by twelve)	\$
Annual equivalent (Maximum \$67,500)	\$

The proposed annual fee is fixed throughout the contract term. The annual fee governs if the monthly equivalent is calculated incorrectly. No additional hourly, mileage or callout charges, or automatic annual increases, apply to required services.

The Village pays the costs expressly assigned to it in the agreement, including the specified Village-supplied resources and veterinary care and euthanasia subject to sections 3.9 and 3.16. The Supplier provides its own vehicle and pound arrangements at its expense.

The Supplier shall invoice biweekly, itemizing Village-funded expenses. Payment is due within 30 days of receipt.

We confirm that our proposal provides all required services for the fixed remuneration stated above, subject only to any non-price exceptions disclosed in Schedule B.

Proponent legal name: _____

Authorized signature: _____ Date: _____

this Agreement, bi-weekly. Payment terms are 30 days following receipt of invoice.