

## **PART C - Requirement Specifications**

### ***Services for Boarding Dogs***

#### **1. INTRODUCTION**

The boarding services are required for stray dogs in Singapore as part of the nationwide Trap-Neuter-Release-Manage (TNRM) programme which was launched in November 2018 to humanely manage the stray dog population in Singapore. These dogs are local breed dogs, also known as mixed breed dogs or mongrels and tend to be free living on the streets. Contractors are invited to provide services for stray dog boarding.

#### **2. SCOPE OF WORK**

- 2.1. The Contractor shall carry out the following services:
  - i. Pre and post sterilization boarding services for stray dogs under the TNRM programme.
- 2.2. The Contractor shall ensure that all necessary measures are to be put in place to ensure that the welfare of the dogs boarded is in no way compromised and to regularly carry out proper bio-security and infection control of the premises used for boarding.
- 2.3. The Contractor shall board the dogs at premises which meet the following requirements:
  - a) The premises are approved for dog boarding and has a license if required [reference Clause 2.4(c)]
  - b) The primary enclosure (i.e. where the dog is predominantly held) is to be structurally sound and in good condition, and designed to contain adequately the animals kept therein, provide them with adequate shelter and shade and protect them from injury and predators;
  - c) Maintain the primary enclosure in a clean and sanitary condition and to enable the animals kept therein to remain dry and clean, have convenient access to food and water, and move about freely and to stand, sit and lie comfortably;
  - d) Contain an adequate supply of potable water which is provided to the dogs ad lib and a suitable drainage for the escape of excess water;
  - e) Provide sufficient space for the storage of fresh food and bedding;
  - f) Provide for the removal and disposal of animal waste, food waste, used bedding, carcasses and debris not less than once a day
  - g) Provide sufficient air ventilation, by means of windows, doors, vents or air conditioning,
  - h) Provide ample lighting, by natural or artificial means or both, of good quality

- i) Maintain a programme for the control and destruction of insects, ectoparasites, avian and mammalian pests
- j) Ensure food served to the animals shall be adequate, free from contamination, wholesome and nutritive; the water supplied to the animals shall be potable and uncontaminated;
- k) Ensure premises is sanitized at such intervals as may be necessary to prevent contamination of the food and water; and
- l) Ensure primary enclosure areas should not be smaller than the depicted area below according to the size of dogs to be boarded:

Primary enclosure area:

<b>Dog size (Height at shoulder)</b>	<b>Minimum primary enclosure area</b>
Small (<40cm)	1.5m <sup>2</sup>
Medium-sized (40cm to 60cm)	2.5m <sup>2</sup>
Large (>60cm)	3.4m <sup>2</sup>

2.4. The Contractor shall be required to provide all necessary resources, which include but not limited to the following:

- a) All land, equipment, materials and any other necessary apparatus required to successfully carry out the Services. All equipment used by the Contractor are to be deemed safe and suitable to carry out the Services.
- b) Provide sufficient manpower to meet the requirements stated in this document; In the event that the Contractor falls short of the requirements stipulated in this document, the Contractor shall be wholly responsible and accountable for the additional manpower required to meet the stated requirements, at no additional cost to the SPCA.
- c) Obtaining and applying for all licenses, permits and authorizations, including governmental authorizations or certifications necessary to fulfill the scope of the Contract.

2.5. The Contractor shall provide a point of contact (i.e. contact number and e-mail address) for SPCA to liaise with the Contractor on a 24/7 basis.

2.6. The Contractor shall at all times keep the SPCA informed of any change in the details of the point of contact.

- 2.7. The Contractor shall ensure that its employees who are carrying out the works are suitably trained in the works involved and shall strictly observe the following:
- a) The welfare of the dogs is not compromised at any time. The Contractor has to ensure that the Code of Animal Welfare (for the Pet Industry) (refer to Appendix A) are strictly adhered to;
  - b) All dogs must be handled safely and humanely. Please refer to Appendix B for Guidelines on the Capture, Handling and Transportation of Animals, and Appendix C for Workplace Safety and Health Checklist - Animal Handling.
  - c) Comply with the requirements of any law, regulations or by-laws relating to the Services;
- 2.8. The Contractor shall immediately inform SPCA if any dog is injured, escapes or dies when carrying out the scope of works, and submit a written incident report within 1 working day to SPCA by giving full details of the incident and setting out the procedures to prevent further injury, escape or death where preventable. The Contractor shall make immediate arrangements with SPCA for a post-mortem examination of any dog that has died, if necessary.
- 2.9. The Contractor shall be responsible for the safety and welfare of all dogs placed under their care under this Contract. Dogs must be monitored for signs of sickness or disease (including but not limited to bleeding, vomiting, diarrhoea, lethargy, change in behavior, inappetance, discharge from eyes/nose). All dogs must be assessed at least once every 24 hours. If a dog is found to be sick or injured, immediate steps must be taken to ensure the dog receives timely professional veterinary treatment and the SPCA must be kept informed at all times.
- 2.10. The Contractor shall take immediate and effective steps to manage any outbreak of illness or disease (e.g. if more than 2 dogs exhibit similar signs of sickness or disease). The SPCA and National Parks Board must be informed if any dog has a notifiable disease (refer to Appendix D), or any other disease specified by the SPCA.
- 2.11. The Contractor shall review their healthcare and disease prevention programme, taking into account the Scope of Work specified in this document and any additional specifications provided by the SPCA, every six months. A licensed veterinarian must be engaged to provide advice on the programme. The SPCA is to be kept informed if any changes to the programme are made.
- 2.12. For every dog boarded, the Contractor shall prepare and keep documents with the following information (these specified supporting documentation may be subjected to changes and determined by SPCA):
- (a) Date/time animal entered premises, and name and signature of person transporting the animal
  - (b) Date/time animal exited premises, and name and signature of person picking up the animal;

- (c) Details of animal (including species, breed, colour, sex, microchip number, visual identification features);
  - (d) Daily log during animal's stay (including information relating to food and water consumption, behavior, health); and
  - (e) Condition of the animal upon entry to the boarding facility and when handed over to the designated person picking up the animal.
- 2.13. The Contractor shall comply with other additional instructions that SPCA may have during the duration of the contract in relation to the scope of works.
- 2.14. The Contractor's performance of the Services shall be a critical consideration for assessment by SPCA in determining whether to extend the Contract upon expiry. The Contractor shall note that payment(s) for the Services will be subjected to its performance of the Services in accordance with this document.
- 2.15. The Contractor shall immediately inform the SPCA if at any time during the Contract period, the Contractor is unable to meet the requirements specified in the Scope of Work stated above.

### **3. SERVICE STANDARDS**

- 3.1. The Contractor shall be activated either through verbal and/or written instruction (e.g. phone call, text messages, email) for the execution of Services by SPCA at any time, including after office hours and on Saturdays, Sundays, eves of Public Holidays and Public Holidays.
- 3.2. Upon activation, the Contractor shall be ready to receive a dog:  
(i) **Within 12 hours**
- 3.3. The Contractor shall submit the documents specified in clause 2.12 to SPCA within ten (10) working days upon receiving the dog.

### **4. QUALITY CONTROL**

- 4.1 Staff of the Contractor shall be the sole responsibility of the Contractor. The Contractor shall ensure that background checks on the Staff are in accordance with all employment-related regulations, legislations in Singapore as well as in accordance with this document and the Conditions of Contract.
- 4.2 The Staff of the Contractor shall be suitably trained to provide the Services. The Contractor shall demonstrate that the Staff is sufficiently trained through the submission of training certificates, endorsements or any supporting documentation, where appropriate, to SPCA. The Contractor may also be required to undergo training deemed suitable and/necessary as directed by SPCA, at no additional costs to SPCA.

- 4.3 SPCA shall have liberty to conduct periodic quality audits as and when it deems fit to ensure continual demonstration of the satisfactory service quality by the Contractor.
- 4.4 In the event that an audit identifies shortfalls in the Services, the Contractor shall promptly and at its own cost take measures to rectify the shortfalls.
- 4.5 The Contractor shall hold regular Service and quality review meetings with SPCA to review Service and operational matters, including operational, technical and administrative performance based on the requirements specified in this document. The said meetings shall also be used to review the progress made to correct shortfalls.
- 4.6 The Contractor shall agree to the following:
- (a) Permit entry by SPCA officers into the Contractor's premises, during business hours and accompanied by the Contractor's appointed personnel, to assess the performance of the Services;
  - (b) Comply with all applicable standards, laws and regulations, and any directions given by SPCA at all times.
- 4.7 SPCA reserves the right to audit the Contractor's operations and/or locations which conduct activities related to this Contract, by giving advance notice of not less than 6 hours. The Contractor shall propose remedial actions or recommendations within five (5) working days of the receipt of the audit results.

## **5. REPORTS AND AUDITS**

- 5.1 The Contractor shall submit to SPCA a monthly report detailing the number of dogs boarded and the timeframes each dog was boarded for, together with documents containing information specified in Clause 2.12.
- 5.2 SPCA reserves the right to amend the report formats and their submission timelines as required by the Contractor during the Contract period. The Contractor will be informed of these amendments via written notice within three (3) working days of any such amendments. The Contractor is to maintain proper accounting and administrative records of the Services performed for a period of three (3) years. SPCA reserves the right to retrieve these documents during the Contract Period or after, as and when required.
- 5.3 The reports shall be submitted to SPCA in softcopy format. The Contractor shall propose the format of the reports, subject to SPCA's approval. The reports generated shall be flexible and configurable for SPCA to use the data in a wide variety of ways for reporting purposes.
- 5.4 SPCA may request the Contractor to provide daily or ad-hoc reports (e.g. incident reports, etc.) or additional analysis from time to time.

5.5 SPCA may conduct random audits to ensure the accuracy and integrity of the reports. The Contractor shall follow up with the audit findings via the form of proposed action plans to enhance the report provision, within the time frames agreed between SPCA and the Contractor.

5.6 In the event of failure by the Contractor to [conform to the specifications set out in the Contract], AND/OR [complete the provision of services by the date specified in the Contract]. SPCA shall have the right:-

- a) To cancel all or any such services from the Contract without compensation and obtain them from other sources and all increased costs thereby incurred shall be deducted from any moneys due or to become due to the Contractor or shall be recoverable as damages.
- b) To require the Contractor to pay or allow SPCA to deduct from any moneys due or to become due to the Contractor's sum, [calculated at the rate of Singapore Dollars per day], as liquidated damages (and not as a penalty) for every day of delay until the Services are performed;
- c) That if the amount for which the Contractor is liable hereunder has not been ascertained at the time due for payment of any monies due to the Contractor under this Contract, SPCA may withhold out of such monies a sum sufficient in the reasonable judgement of SPCA to cover such cost and no more, and SPCA shall settle such cost as soon as possible and refund any excess withheld without undue delay; and
- d) **That nothing herein shall affect any other remedy by action at law or otherwise to which SPCA or such authority may be entitled for the recovery of such cost.**