



City of Santa Ana
20 Civic Center Plaza, Santa Ana, CA 92701
Staff Report
February 20, 2024

TOPIC: Veterinary Services for the Santa Ana Zoo

AGENDA TITLE

Agreement with The Critter Care Center, Inc. for Veterinary Services for the Santa Ana Zoo

RECOMMENDED ACTION

Authorize the City Manager to execute an agreement with The Critter Care Center, Inc. to provide veterinary services for the Santa Ana Zoo in an annual amount not to exceed \$180,999.80, which includes a \$20,000 contingency, for a term from March 1, 2024 through February 28, 2027, with two, one-year renewal options, for a total amount not to exceed \$904,999. (General Fund) (Agreement No. A-2024-XXX)

GOVERNMENT CODE §84308 APPLIES: Yes

DISCUSSION

The Santa Ana Zoo at Prentice Park is required by the United States Department of Agriculture (USDA) to provide veterinary services for the population of animals maintained at the Zoo in order to maintain its USDA Class C Exhibitor's License.

The Request for Proposals (RFP) No. 23-183 was advertised on December 11, 2023, on the City's online bid and management publication system. A summary of the invitation for bids and bids received follows:

2	Vendors notified
0	Santa Ana vendors notified
4	Vendors downloaded the bid packet
1	Bid received
0	Bids received from Santa Ana Vendors

The proposal was evaluated according to the criteria listed in the RFP, which includes vendor responsiveness, experience, the fee proposal, and references to ensure that the proposal met the standards of the zoo. Staff performed extensive outreach prior to the 2020 agreement to find other potential vendors, however there were limited responses. Staff faces a continuing issue to find additional vendors for veterinary care and services.

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While only one proposal was received, City staff is confident that The Critter Care Center, Inc. will continue to provide quality services for the Santa Ana Zoo.

Dr. Audra Silveria of The Critter Care Center, Inc. is the zoo's current veterinarian, has extensive exotic animal veterinary experience, and has established a comprehensive animal health program to monitor the wellness of the animals cared for at the Zoo. Through routine, twice-weekly zoo-facility visits to examine the animals' health and care, and maintenance of medical history records for each animal, Dr. Silveria is able to provide preventative and curative medical care for the entire zoo population. The veterinary team is available seven days a week via phone and text message to maintain the quality of animal care and address any issues that arise outside of the given on-site times. Staff recommends entering into a new agreement with The Critter Care Center, Inc. for a three-year term with two, one-year renewal options.

The total cost for this agreement has increased from the previous agreement with The Critter Care Center, Inc. for two main reasons: one, the scope of services has changed from one day of on-site services to two days; and two, veterinary costs have increased due to an on-going shortage of qualified veterinary professionals and increased demand for specialized services.

The Friends of Santa Ana Zoo contributes \$60,000 annually to the City for the cost of veterinary services at the Zoo and will continue this contribution with the new agreement.

FISCAL IMPACT

Funds are budgeted and available in the following account for the current year and will be budgeted and made available for the following years, subject to City Council approval.

Fiscal Year	Accounting Unit-Account #	Fund Description	Accounting Unit, Account Description	Amount
FY 23-24	01113017-62300	General Fund	PRCSA Service Enhancement-Contractual Services Professional	\$60,333
FY 24-25	01113220-62300	General Fund	PRCSA-Zoo-Contractual Services Professional	\$180,999
FY 25-26	01113220-62300	General Fund	PRCSA-Zoo-Contractual Services Professional	\$180,999
FY 26-27	01113220-62300	General Fund	PRCSA-Zoo-Contractual Services Professional	\$180,999
FY 27-28	01113220-62300	General Fund	PRCSA-Zoo-Contractual Services Professional	\$180,999

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FY 28-29	01113220-62300	General Fund	PRCSA-Zoo-Contractual Services Professional	\$120,666
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EXHIBIT(S)

1. Agreement

Submitted By: Hawk Scott, Executive Dir. of Parks, Recreation and Community
Services

Approved By: Tom Hatch, Interim City Manager