



Contra
Costa
County

To: Board of Supervisors
From: Beth Ward, Animal Services Director
Date: March 20, 2018

Subject: Contract with PetData, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Animal Services Director, or designee, to execute a contract with PetData, Inc., in an amount not to exceed \$750,000 for online processing of the County's animal licenses for the period April 1, 2018 to March 31, 2021.

FISCAL IMPACT:

This contract is funded 100% by Animal Services' licensing revenue.

BACKGROUND:

Since its existence, the Animal Services Department has managed and met the mandate of the County's animal licensing ordinance (416-6.002) using in-house resources. The department's clerical unit has supported the processing and managing of its licensing records and revenue system. However due to the complexity of licensing and staffing demands, the department is struggling to provide the licensing service and process revenues in a timely manner. The proposed contract with PetData for these services will both increase the department's service capacity for the public and its revenues beginning April 2018.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **03/20/2018** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: March 20, 2018

David Twa, County Administrator and Clerk of the Board of Supervisors

By: June McHuen, Deputy

Contact: Beth Ward,
925-608-8470

cc:

BACKGROUND: (CONT'D)

Under the contract, PetData will administer the payment and issuance of pet licensing through its online portal, which will be embedded on the department's website. County will pay PetData on a per license fee issued basis. Pet Data will issue renewal notices to owner's of licensed pets and provide telephone customer service to owners of licensed pets. PetData will maintain a database of pet licenses for the department's use.

CONSEQUENCE OF NEGATIVE ACTION:

Failure to approve this contract will impact the department's capacity to process licenses for rabies control.