



DANIELS ENTERPRISES, LLC

## CANINE KENNELING FOR THE US CUSTOMS & BORDER PROTECTION

Solicitation Number: 70BO3C24Q00000156

*To be presented on:*

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*Submitted by:*

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## **Introduction**

We at Daniels Enterprises, a minority-owned small business, are pleased to respond to Solicitation 70B03C24Q0000156 for Canine Kenneling for the US Customs & Border Protection in Miami, Florida.

We acknowledge and adhere to the amended requirements stated in the recent SF-30 and updated Scope of Work document. We will adhere to all terms, conditions, provisions listed in the solicitation.

## **Executive Summary**

Team Daniels Enterprises, in partnership with Pet Resort and Spa LLC, equips the skills, facilities, and experience to provide kenneling services for the CBP Canines in Miami, FL. Daniels Enterprises LLC is a product of years of experience in team management and logistics, solving complex administrative problems for our commercial and government clients. The contract administrator, Desmond Daniels, brings over five years of managerial experience and a proven track record of successful project delivery, ensuring meticulous oversight and effective coordination.

## **Technical Capabilities IAW SOW Section 3.0**

Pet Resort and Spa LLC, a family-owned small business located at Ft. Lauderdale, FL, has been dedicated to pet handling for over 20 years. The facility is equipped to board up to 40 dogs for the Customs and Border Protection (CBP), providing a reliable and spacious environment for canine care. Strategically situated 33 miles from Miami International Airport (MIA) and just 10 miles from Port Everglades, Pet Resort and Spa LLC offers convenient access for CBP operations.

Peace of Mind Pet Care has experience offering care for CBP K-9s around 15 years ago and has extensive experience in managing and handling working dogs. Since then, the facility has added a large parking lot for vehicle parking if needed. The facility is listed as an Indirect Air Carrier (IAC) with the TSA, ensuring compliance with stringent transportation security requirements. Additionally, they are certified as Intermediate Handlers under the Animal Welfare Act administered by the USDA, highlighting their commitment to maintaining high standards of animal welfare.

The resort features three separated, gated yard areas for exercise, allowing dogs to engage in physical activity safely. The kennels comply with indoor/outdoor style requirements, providing adequate shade and protection from various weather conditions. The facility's food formula

meets the macronutrient requirements stated in the scope of work, with the house formula included in the monthly price, ensuring that all dietary needs of the dogs are met.

Pet Resort and Spa LLC holds an A+ rating from the Better Business Bureau, reflecting their excellent customer service and reliability. The owner, Anthony Russo, brings a wealth of expertise in pet care and animal welfare. He holds multiple pet technician certifications, is ABKA Kennel Technician Certified, and IATA/Live Animals Regulations Certified. As an active member of the International Pet and Animal Transportation Association (IPATA) since 2002, Russo is well-versed in the best practices and standards of pet transportation and care.

Key Personnel	Role	Years of Experience
Anthony Russo	Owner ABKA Certified Kennel Technician IATA/Live Animal Regulations Certified	20+
Desmond Daniels	Contract Administrator	5+

#### **Detailed Approach IAW SOW Section 5.0:**

Pet Resort and Spa LLC will provide reliable kenneling services for CBP-owned canines, ensuring their safety, health, and well-being. We will manage all necessary labor, materials, supervision, and facilities for approximately twenty-seven CBP-owned canines, with the flexibility to adjust this number as needed by CBP. Our facility in Ft. Lauderdale, FL, can accommodate up to 40 CBP K-9s, ensuring sufficient capacity.

To maintain security, only authorized personnel will have access to the kennel areas. Each CBPOS-K9, CBPAS-K9, and Canine Supervisor will have 24/7 access. The number of authorized personnel will be managed to prevent unauthorized access to the canines.

Our kennel facility is designed to be safe and comfortable. It includes indoor-outdoor kennels with adequate shade, fresh air, exercise areas, and protection from bad weather. Each dog will be housed in an individual kennel run with a sealed concrete floor for proper drainage and hygiene. Solid barriers between runs will prevent cross-contamination and ensure the privacy and security of each dog.

Maintaining a clean and sanitary environment is a top priority. Our facility follows strict sanitation protocols, including daily disinfection of kennel runs and sleeping areas with animal safe-approved disinfectants. Stools and urine will be removed immediately to prevent unsanitary

conditions, ensuring waste is not left in the runs for more than one hour during operating hours. Cleaning chemicals will be stored safely away from food.

The health and welfare of the dogs are paramount. We have procedures in place to monitor and maintain their well-being. Regular health checks will be conducted to observe signs of illness, injury, or discomfort, with immediate reporting to CBP personnel if any issues arise. An isolation area will accommodate canines requiring quarantine or medical treatment, keeping them separate from healthy dogs. First aid kits will be available for both personnel and animals, and staff will be trained on handling animal-related injuries.

Our facility's food formula complies with the specified macronutrient requirements, and the house formula is included in the monthly price, ensuring that dietary needs are consistently met. The food and water utensils will be cleaned daily with hot soapy water, and all food will be stored in rodent- and insect-proof containers. The area will be kept rodent- and pest-free. A refrigerator will be available for diet food and medications, and medication will be properly labeled and stored.

The resort is strategically located 33 miles from Miami International Airport (MIA) and 10 miles from Port Everglades, providing convenient access for transportation and logistics. We adhere to the Animal Welfare Act administered by the USDA, being certified as Intermediate Handlers, which highlights our commitment to high standards of animal welfare and cleanliness.

We acknowledge and adhere to the amended requirements stated in the recent SF-30 and updated Scope of Work document. We will adhere to all terms, conditions, provisions listed in the solicitation.

## Google Reviews:

### Pet Resort and Spa LLC

4.8 ★ ★ ★ ★ ★ 48 Google Reviews

"Bubby and Bubble had such a great time at the Pet Resort and Spa LLC! They spent 17 days with them and we received their videos and updates regularly. My dogs came back home relaxed and clean wiggling their tails. The staff members were always in touch with us and they did their utmost to meet our needs. I recommend Pet Resort and Spa LLC without any doubt. We are very happy to have found such a great place for our beloved animals while away with our family or on business trips. Thank you!" - *Nicole* ★ ★ ★ ★ ★

"This place is amazing! They have great communication with pet owners, always answering questions or concerns. I was very nervous leaving my Nikko for four days (first time) but Justin and Anthony (owners) were very patient with me and very attentive. It felt great knowing that it's family owned and they really love pets. My Nikko enjoyed his time over there and looked so happy when I picked him up. 10 out of 10" - *Sharon* ★ ★ ★ ★ ★

I recently took a random gamble on this place when I needed a full week of boarding for my Shepherd, Taz. (VERY short notice btw). Staff was welcoming and very engaging, Smooth easy process of getting registered as a new customer, Various enhancement services to pick from, List can go on! This family business turned out to be a hidden gem in every category! Clearly visible in the before and after shots as well as speaking to the newer owners about the future of the business, Justin left me with ZERO doubt this place is on its way to something amazing! 100% consider myself a customer for life with a 10/10 referral to anyone in need of boarding their pets!" - *Jason* ★ ★ ★ ★ ★