



Procurement

300 Turner Street NW
North End Center, Ste 2100
Blacksburg, Virginia 24061
P: (540) 231-6221 F: (540) 231-9628
www.procurement.vt.edu

November 14, 2024

Pet Cancer Care Consulting
Rachel Venable
17819 N 93rd Pl
Scottsdale, AZ 85255-6021

Dear Rachel,

Subject: Contract Renewal Letter

Virginia Tech Contract #: VTS-2226-2024
Commodity/Service: Veterinary Oncology Consulting Services
Renewal Period: 4/22/25 - 4/21/26
Renewal #: (1 of 4) one-year renewal

In accordance with the renewal provision of the original contract, the university would like to renew the contract for an additional term. Please advise concerning your intention by signing in the appropriate space below. A signed copy of this letter should be received in Procurement by ASAP.

If allowed by the contract, price adjustments must be requested at the time of renewal in accordance with the contract documents. Price adjustments are not automatic or retroactive and are only implemented upon request by the vendor at the time of renewal.


In addition, review the attached form which shows your company information as listed in the university's vendor database. If any of this information has changed, make corrections directly on the form, and return with this letter. It is essential this information be accurate for payments to be processed in a timely manner.

Virginia Tech recommends that our vendors utilize the Wells One AP Control Payment System for payment of all invoices and strongly encourages all vendors under contract with the university to participate in this program. If your firm is not enrolled in the program, refer to our website: <http://www.procurement.vt.edu/Vendor/WellsOne.html> or contact me directly for more information.

Sincerely,

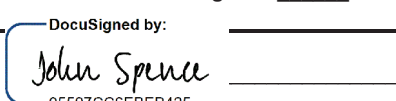
Chad Dalton
Systems and Contracts Lead
(540) 231-9129

Pet Cancer Care Consulting **agrees** to renew the contract under the terms and conditions of the subject contract.

Authorized Signature:  _____ Date: 11/15/2024
Name: Rachel Venable _____ Title: CEO
(please print)

We currently participate in the Wells One Program: _____

We would like to participate in the Wells One Program: _____

Approved:  _____
05597CC6EBEB425...
Assistant Director, Goods and Services

Date: 11/19/2024

COMMONWEALTH OF VIRGINIA

STANDARD CONTRACT

Contract Number: VTS-2226-2024

This contract entered into this 17th day of April 2024 by Rachel Venable DBA Pet Cancer Care Consulting hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech."

WITNESSETH that the Contractor and Virginia Tech, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide Veterinary Oncology Consulting Services to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From April 22, 2024 through April 21, 2025 with the option for four (4) one-year renewals.

COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid by Virginia Tech in accordance with the Contract Documents.

CONTRACT DOCUMENTS: The Contract Documents shall consist of this signed contract, Request for Proposal (RFP) number 952642406 dated February 21, 2024, together with Addendum Number 1 To RFP dated March 1, 2024, the proposal submitted by the Contractor dated March 28, 2024 and the negotiation summary, all of which Contract Documents are incorporated herein.

ELECTRONIC TRANSACTIONS: If this paragraph is initialed by both parties, to the fullest extent permitted by Code of Virginia, Title 59.1, Chapter 42.1, the parties do hereby expressly authorize and consent to the use of electronic signatures as an additional method of signing and/or initialing this contract and agree electronic signatures (for example, the delivery of a PDF copy of the signature of either party via facsimile or electronic mail or signing electronically by utilizing an electronic signature service) are the same as manual executed handwritten signatures for the purposes of validity, enforceability and

admissibility
DS
RV / RN
initials

In WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Contractor
By: Rachel Venable
(Signature) B0654DAB62DE40A...
Rachel Venable
Name and Title
CEO

Virginia Tech
By: Reed Nagel
5EF51DA320D049B...
Reed Nagel
Assistant Director of Procurement



Request for Proposal # 952642406

For

Veterinary Oncology Remote Consulting Services

February 21, 2024

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

RFP # 952642406, Veterinary Oncology Remote Consulting Services

INCLUDE THIS PAGE WITH YOUR PROPOSAL, SIGNATURE AT SUBMISSION IS REQUIRED

DUE DATE: Proposals will be received until **March 21, 2024 at 3:00 PM**. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

INQUIRIES: All inquiries for information regarding this solicitation should be directed to Levi Henry, Phone: (540) 231- 7852 e-mail: lhenry29@vt.edu. All inquiries will be answered in the form of an addendum. Inquiries must be submitted by 3:00 PM on March 8, 2024. Inquiries must be submitted to the procurement officer identified in this solicitation.

PROPOSAL SUBMISSION:

***Please note, proposal submission procedures have changed effective March 2023.**

Proposals may NOT be hand delivered to the Procurement Office.

Proposals should be submitted electronically through Virginia Tech's procurement portal. This portal allows you access to view business opportunities and submit bids and proposals to Virginia Tech digitally and securely.

Proposals must be submitted electronically at:

<https://bids.scquest.com/apps/Router/PublicEvent?CustomerOrg=VATech>

Vendors will need to register through this procurement portal, hosted by Jaggaer. **It is encouraged for all vendors to register prior to the proposal submission deadline to avoid late submissions.** Registration is easy and free. If you have any challenges with the registration process, please contact Jaggaer Support at 1-800-233-1121 or procurement@vt.edu.

Click on the opportunity and log in to your vendor account to begin preparing your submission. Upon completion, you will receive a submission receipt email confirmation. Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time.

Hard copy or email proposals will not be accepted. Late proposals will not be accepted, nor will additional time be granted to any individual Vendor.

Attachments must be smaller than 50MB in order to be received by the University.

In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

AUTHORIZED SIGNATURE: _____ Date: _____

[INCLUDE THIS PAGE]

I. PURPOSE:

This Request for Proposal (RFP) seeks to solicit proposals to establish a contract through competitive negotiations by Virginia Polytechnic Institute and State University (Virginia Tech), an agency of the Commonwealth of Virginia.

The purpose of this RFP is to solicit proposals to establish term contracts for Telemedicine services for the Animal Cancer Care and Research Center (ACCRC) located in Roanoke, Virginia. The ACCRC is a newly-established unit within the Virginia-Maryland College of Veterinary Medicine (VMCVM) specializing in veterinary oncology.

II. SMALL, WOMAN-OWNED AND MINORITY (SWAM) BUSINESS PARTICIPATION:

The mission of the Virginia Tech supplier opportunity program is to foster inclusion in the university supply chain and accelerate economic growth in our local communities through the engagement and empowerment of high quality and cost competitive small, minority-owned, women-owned, and local suppliers. Virginia Tech encourages prime suppliers, contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

For more information, please visit: <https://www.sbsd.virginia.gov/>

III. CONTRACT PERIOD:

The term of this contract is for one year(s), or as negotiated. There will be an option for four (4) one-year renewals, or as negotiated.

IV. EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM:

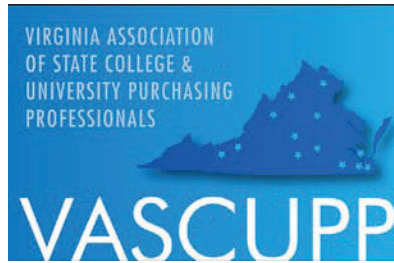
The eVA Internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Virginia Tech, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. *We are, therefore, requesting that your firm register as a vendor within the eVA system.*

There are transaction fees involved with the use of eVA. These fees must be considered in the provision of quotes, bids and price proposals offered to Virginia Tech. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at <http://www.eva.virginia.gov/pages/eva-registration-buyer-vendor.htm> and **register both with eVA and Ariba**. *This process needs to be completed before Virginia Tech can issue your firm a Purchase Order or contract.* If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at: <https://eva.virginia.gov/>, or call 866-289-7367 or 804-371-2525.

V. CONTRACT PARTICIPATION:



It is the intent of this solicitation and resulting contract to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or Virginia Tech's affiliated corporations and/or partnerships may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify Virginia Tech in writing of any such entities accessing the contract, if requested. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all entities accessing the Contract, as requested. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from Virginia Tech. Virginia Tech shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that Virginia Tech is not responsible for the acts or omissions of any entity, and will not be considered in default of the contract no matter the circumstances.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes as the need may be.

VI. STATEMENT OF NEEDS/SCOPE OF WORK:

- A. Submitted proposals should be thorough and detailed so Virginia Tech may properly evaluate your capabilities to provide the required services. Offerors must submit their information as a complete proposal.
- B. Virginia Tech's ACCRC is seeking telemedical services, including but not limited to, Medical Oncology, Radiology and Radiation Oncology for small animal oncologic patients. Offerors shall clearly indicate in their proposal which of these services can be provided, if not all.
- C. Describe your firm's ability to provide the requested services with specific consideration to:
 - 1. Availability: The ACCRC operates 8am – 5pm, Monday – Friday.
 - 2. Mandatory requirements include Specialty Board Certification for service provided.

VII. PROPOSAL PREPARATION AND SUBMISSION:

A. Specific Requirements

Proposals should be as thorough and detailed as possible so that Virginia Tech may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:

1. Plan for providing services - Provide specific methodology on the offeror's plan for providing the services outlined in the statement of needs. Proposals should clearly indicate which services the offeror is able to provide (if not all) and what equipment Virginia Tech would be required to provide.
2. Qualifications – Describe the offeror's ability to provide the requested services outlined in the statement of needs.
3. Pricing – provide pricing for all services the offeror is able to provide.
4. Experience – provide at least 3 references or examples of clients the offeror has provided similarly related services for.
5. Participation of Small, Women-owned and Minority-owned Business (SWAM) Business:

If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSD website at <http://www.sbsd.virginia.gov/>

6. The return of the Submission Instruction page and addenda, if any, signed and filled out as required.

D. General Requirements

1. RFP Response: In order to be considered for selection, Offerors shall submit a complete response to this RFP to include;
 - a. **One (1) electronic document** in WORD format or searchable PDF of the entire proposal as one document. INCLUDING ALL ATTACHMENTS must be uploaded through the Virginia Tech online submission portal. Refer to page 2 for instructions.

Any proprietary information should be clearly marked in accordance with 2.d. below.

- b. Should the proposal contain **proprietary information**, provide **one (1) redacted electronic copy** of the proposal and attachments **with proprietary portions removed or blacked out**. This redacted copy should follow the same upload procedures as described on Page 1 of this RFP. This redacted copy should be clearly marked "*Redacted Copy*" within the name of the document. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. Virginia Tech shall not be

responsible for the Contractor's failure to exclude proprietary information from this redacted copy.

No other distribution of the proposals shall be made by the Offeror.

2. Proposal Preparation:

- a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Virginia Tech requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by Virginia Tech at its discretion. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
 - b. Proposals should be prepared simply and economically providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.
 - c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, subletter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and subletter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
 - d. Ownership of all data, material and documentation originated and prepared for Virginia Tech pursuant to the RFP shall belong exclusively to Virginia Tech and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. –The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in rejection of the proposal.
3. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to Virginia Tech.—This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. Virginia Tech will schedule the time and location of these presentations. Oral presentations are an option of Virginia Tech and may not be conducted. Therefore, proposals should be complete.

VIII. SELECTION CRITERIA AND AWARD:A. Selection Criteria

Proposals will be evaluated by Virginia Tech using the following:

<u>Criteria</u>	<u>Maximum Point Value</u>
1. Quality of products/services offered and suitability for the intended purposes	25
2. Qualifications and experiences of Offeror in providing the goods/services	25
3. Specific plans or methodology to be used to provide the Services	25
4. Cost (or Price)	15
5. Participation of Small, Women-Owned and Minority (SWAM) Business	10
Total	100

B. Award

Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposal, including price, if so stated in the Request for Proposal. Negotiations shall then be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, Virginia Tech shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. Virginia Tech may cancel this Request for Proposal or reject proposals at any time prior to an award. Should Virginia Tech determine in writing and in its sole discretion that only one offeror has made the best proposal, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of this solicitation and the Contractor's proposal as negotiated.

Virginia Tech reserves the right to award multiple contracts as a result of this solicitation.

IX. INVOICES:

Invoices for goods or services provided under any contract resulting from this solicitation shall be submitted by email to vtinvoices@vt.edu or by mail to:

Virginia Polytechnic Institute and State University (Virginia Tech)
Accounts Payable
North End Center, Suite 3300
300 Turner Street NW
Blacksburg, Virginia 24061

X. METHOD OF PAYMENT:

Virginia Tech will authorize payment to the contractor as negotiated in any resulting contract from the aforementioned Request for Proposal.

Payment can be expedited through the use of the Wells One AP Control Payment System. Virginia Tech strongly encourages participation in this program. For more information on this program please refer to Virginia Tech's Procurement website: <http://www.procurement.vt.edu/vendor/wellsone.html> or contact the procurement officer identified in the RFP.

XI. ADDENDUM:

Any ADDENDUM issued for this solicitation may be accessed at <http://www.apps.vpfin.vt.edu/html.docs/bids.php>. Since a paper copy of the addendum will not be mailed to you, we encourage you to check the web site regularly.

XII. COMMUNICATIONS:

Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement Department rejects all proposals. Formal communications will be directed to the procurement officer listed on this solicitation. Informal communications, including but not limited to request for information, comments or speculations regarding this solicitation to any University employee other than a Procurement Department representative may result in the offending Offeror's proposal being rejected.

XIII. CONTROLLING VERSION OF SOLICITATION:

The posted version of the solicitation and any addenda issued by Virginia Tech Procurement Services is the mandatory controlling version of the document. Any modification of/or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by Virginia Tech Procurement Services. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, Virginia Tech reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

XIV. TERMS AND CONDITIONS:

This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions, see Attachment A.

XV. CONTRACT ADMINISTRATION:

- A. Dan Vruink, Hospital Administrator, Animal Cancer Care and Research Center, at Virginia Tech or their designee, shall be identified as the Contract Administrator and shall use all powers under the contract to enforce its faithful performance.
- B. The Contract Administrator, or their designee, shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. The Contract Administrator, or their designee, shall not have authority to approve changes in the services which alter the concept or which call for an extension of time for this contract. Any modifications made must be authorized by the Virginia Tech Procurement Department through a written amendment to the contract.

XVI. ATTACHMENTS:

Attachment A - Terms and Conditions

ATTACHMENT A

TERMS AND CONDITIONS

RFP GENERAL TERMS AND CONDITIONS

See:

https://www.procurement.vt.edu/content/dam/procurement_vt_edu/docs/terms/GTC_RFP_02182022.pdf

ADDITIONAL TERMS AND CONDITIONS

1. **ADDITIONAL GOODS AND SERVICES:** The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the Agreement.
2. **AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Virginia Tech, its authorized agents, and/or the State auditors shall have full access and the right to examine any of said materials during said period.
3. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Virginia Tech shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
4. **CANCELLATION OF CONTRACT:** Virginia Tech reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
5. **CONTRACT DOCUMENTS:** The contract entered into by the parties shall consist of the Request for Proposal including all modifications thereof, the proposal submitted by the Contractor, the written results of negotiations, the Commonwealth Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.
6. **IDENTIFICATION OF PROPOSAL:** Virginia Tech will only be accepting electronic submission of proposals. All submissions must be submitted to the Virginia Tech online submission portal. Upon completion you will be directed to your Submission Receipt. Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time. **Attachments must be smaller than 50MB in order to be received by the University.** Proposals may **NOT** be hand delivered to the Procurement Office.
7. **NOTICES:** Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing via email.
8. **SEVERAL LIABILITY:** Virginia Tech will be severally liable to the extent of its purchases made against any contract resulting from this solicitation. Applicable entities described herein will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.

- 9. CLOUD OR WEB HOSTED SOFTWARE SOLUTIONS:** For agreements involving Cloud-based Web-hosted software/applications refer to link for additional terms and conditions:
http://www.ita.vt.edu/purchasing/VT_Cloud_Data_Protection_Addendum_final03102017.pdf



**VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY
PROCUREMENT DEPARTMENT**

ADDENDUM NO. 1

DATE: March 1, 2024
TO: All Offerors
FROM: Levi Henry, Contracting Officer
TOTAL PAGE(S): 1 page (not including attachments)
SOLICITATION TITLE: Veterinary Oncology Remote Consulting Services
SOLICITATION NUMBER: 952642406

I. CLARIFICATIONS AND ADDITIONAL INFORMATION

- A. The following requested service(s) are being added to section VI.B. – Statement of Needs/Scope of work for RFP # 952642406:

In addition to Telemedical services provided remotely, Virginia Tech's ACCRC is seeking proposals for onsite small animal specialty services, including but not limited to:

- Ultrasonography
- Medical Oncology
- Radiology
- Radiation Oncology

Offerors shall clearly indicate in their proposal which of these services can be provided, if not all.

Offerors shall also include a plan for providing services, qualifications statement, experience, and a cost schedule for all services able to be provided in accordance with section VII.A of RFP # 952642406.

- B. The deadline for proposal submission has been changed from 3:00 PM on March 21, 2024 to **3:00 PM on March 28, 2024**.



Statement of work: Pet Cancer Care Consulting
March 25th, 2024

To: Virginia Tech ACCRC
From: Rachel Venable, Pet Cancer Care Consulting
Re: Request for Proposals

Dear Dan Vruink and Levi Henry,

Thank you for allowing Pet Cancer Care Consulting, LLC to provide a proposal in connection with Virginia Tech seeking telemedicine services for medical oncology. Virginia Tech will need internet access and a device with video and microphone capabilities which can be a computer, laptop, iPad, or smart phone.

Services: Pet Cancer Care Consulting increases access to oncologists for pet owners and veterinarians. We do this through multiple different services which allow clinics more freedom of options for each individual case. Pet Cancer Care Consulting has a website and portal. Veterinary clinics need to make an account to access the portal which can be done easily from the website. Portal access is granted immediately by responding to emails, and then the below services can be requested.

Live video consultation: Pet owner, veterinarian, and oncologist have a real-time video chat about the pet's case history, cancer, testing, treatment recommendations, and prognosis. This is done with a review of the pet's medical records prior to the appointment. On the day of the consultation the veterinarian overseeing the pet's case is available for a few minutes to answer questions and do a physical exam. Then the oncologist will discuss the case in detail with the pet owners and the veterinarian is welcome to stay as well. The consultation in total lasts about 30-50 minutes, and a detailed summary is emailed to the pet owner and veterinary clinic after the consultation. Handouts will be provided when applicable.

Individualized, comprehensive treatment plan: Detailed therapy protocol for the veterinary clinic which includes drug dosing recommendations, schedule, testing, and recommendations if side effects occur. This protocol can be requested at the time of the live video consultation or anytime following the consultation.

Follow Up request: Requests with questions about the pet and/or additional testing results from the pet can be submitted in the portal for review and interpretation by the oncologist. This also includes any updates or questions since the pet started a therapy protocol.

Recheck video consultation: This is a live video consultation like the initial consultation. This service is to discuss any changes in the pet or therapy with the veterinarian and pet owner.

Vet to vet detailed consultation: This consultation is only between the veterinarian and oncologist. The oncologist does an in-depth review of the pet's medical records and completes a detailed report with information on the cancer, testing, treatment, and prognosis. Handouts will be provided when applicable.

Subscription: Subscriptions can be purchased for the individual pet when there are lots of follow up requests from the complexity of the pet's cancer and/or therapy. This can also be done on a clinic basis to answer any quick questions which arise from the veterinarians.

Schedule: Pet Cancer Care Consulting is open Monday-Friday from 9am-4 pm Arizona time. Our schedule is generally open with appointments for live video chat available in a day or so. Detailed summary consultations, treatment plans, follow-up requests, and quick questions are answered in 1-2 business days.

Qualifications: Dr. Rachel Venable is a board-certified veterinary medical oncologist who developed and manages Pet Cancer Care Consulting. This service is unique as the only teleconsulting company which includes pet owners in the consultation between the vet and oncologist. Pet Cancer Care Consulting has its own online portal which allows for easier request of services and better organization of records. Services were started in September of 2021. Since then, Pet Cancer Care Consulting has performed over 600 live video consultations, over 50 detailed consultation summaries, and more than 180 treatment protocols. There are also more than 200 veterinary clinics who have accounts with Pet Cancer Care Consulting. Dr. Tanya Gustafson is also a board-certified medical oncologist who consults and sees appointments

for Pet Cancer Care Consulting. There is over 20 years of experience between the two oncologists, and they have a wide variety of experiences from private practice, academia, and industry. They are also understanding and flexible to discuss and recommend services which are available at each individual clinic and geographical area when appropriate for the pet case.

Experience: References below

Arizona Animal Hospital: [REDACTED]

CARE Animal Surgery Center: [REDACTED]

Canyon Pet Hospital: [REDACTED]

Pricing: Below is the list of prices current for 2024. All invoices are sent at the time of services rendered with a 30-day net term for payment. Please note invoices are charged directly to the veterinary clinic and not to the pet owner.

Initial Video Consultation between oncologist, family veterinarian, and pet owners: \$312

Video Consult with the Pet Parent and Veterinarian regarding the pet's cancer type, current results, testing recommendations, treatment options, and prognosis given in a professional, detailed, and easy to understand format.

Individualized, comprehensive treatment plan for the pet: \$52

Detailed therapy protocol for veterinarian which includes dosing recommendations, recheck schedule with testing recommendations, and recommendations for when side effects occur.

Pay per follow up request: \$52

Questions regarding specific pet's disease, further testing, and therapy can be submitted through the portal.

Subscription of: \$104 per month

Access to the oncologist for further medical direction provided to the Vet for additional test/ treatment advice specific for this pet.

Recheck video consultation: \$312

Live video chat with the oncologist, family vet, and pet owners to discuss pet's current health and cancer status by reviewing recent testing and exam findings as well as response to therapy.

Vet to Vet Detailed Consultation \$208

In-depth case review of medical records and complete written report with recommendations and client handouts when applicable for the veterinarian.

Vet to Vet Pay per Quick Conversation/Request \$52

On an individual basis submit brief general oncology questions through the portal and short responses will be reported in 1-2 business days.

Vet to Vet Clinic Subscription:

Similar to the Vet to Vet Pay per Quick Conversation/Request but with multiple submissions available over the month to the oncologist.

Clinic Subscriptions:

\$100/ month for Clinics with 1 Vet

\$200/ month for Clinics with 2-4 Vets

\$300/ month for Clinics with 5-8 Vets

Custom pricing for clinics with 8+ vets

Please let me know if you have any questions and all services are negotiable to help better meet the needs of VT. I look forward to working with you all.

Sincerely,

Rachel Venable, DVM, MS, DACVIM (Oncology)

480-442-8380

venable@petcancercareconsulting.com

www.PetCancerCareConsulting.com



Veterinary Clinic Price Sheet

The following prices are current for 2024. All invoices are sent at the time of services rendered with a 30 day net term for payment. Please note invoices are charged directly to the veterinary clinic and not to the pet owner. The price percentage markup for use of your facility should be in addition. For example, many clinics add a "recheck fee" as part of the consultation.

Initial Video Consultation between oncologist, family veterinarian, and pet owners: \$312

Video Consult with the Pet Parent and Veterinarian regarding the pet's cancer type, current results, testing recommendations, treatment options, and prognosis given in a professional, detailed, and easy to understand format.

Individualized, comprehensive treatment plan for the pet: \$52

Detailed therapy protocol for veterinarian which includes dosing recommendations, recheck schedule with testing recommendations, and recommendations for when side effects occur.

Pay per follow up request: \$52

Questions regarding specific pet's disease, further testing, and therapy can be submitted through the portal.

Subscription of: \$104 per month

Access to the oncologist for further medical direction provided to the Vet for additional test/ treatment advice specific for this pet.

Recheck video consultation: \$312

Live video chat with the oncologist, family vet, and pet owners to discuss pet's current health and cancer status by reviewing recent testing and exam findings as well as response to therapy.

Vet to Vet Detailed Consultation \$208

In depth case review of medical records and complete written report with recommendations and client handouts when applicable for the veterinarian.

Vet to Vet Pay per Quick Conversation/Request \$52

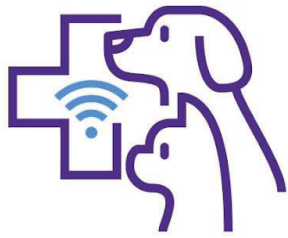
On an individual basis submit brief general oncology questions through the portal and short responses will be reported in 1-2 business days.

Vet to Vet Clinic Subscription:

Similar to the Vet to Vet Pay per Quick Conversation/Request but with multiple submissions available over the month to the oncologist.

Clinic Subscriptions:

\$100/ month for Clinics with 1 Vet
\$200/ month for Clinics with 2-4 Vets
\$300/ month for Clinics with 5-8 Vets
Custom pricing for clinics with 8+ vets



PET CANCER CARE

CONSULTING

Pet Name:

25 week CHOP for Dogs

Week	Date	Drug	Dosage	Weight	M ²	Dose (mg,ml)	Vein
1		*Vincristine Prednisone	0.5-0.7mg/m ² 2mg/kg SID				
2		Cyclophosphamide Furosemide Prednisone	200-250 mg/m ² 1-2 mg/kg 1.5mg/kg SID				
3		Vincristine Prednisone	0.5-0.7mg/m ² 1mg/kg SID				
4		*Doxorubicin Prednisone	25-30 mg/m ² 0.5mg/kg SID				
5		Blood work: CBC	Neutrophils: Platelets:				
6		Vincristine	0.5-0.7mg/m ²				
7		Cyclophosphamide Furosemide	200-250 mg/m ² 1-2 mg/kg				
8		Vincristine	0.5-0.7mg/m ²				
9		*Doxorubicin	25-30 mg/m ²				
11		Vincristine	0.5-0.7mg/m ²				
13		Cyclophosphamide Furosemide	200-250 mg/m ² 1-2 mg/kg				
15		Vincristine	0.5-0.7mg/m ²				
17		*Doxorubicin	25-30 mg/m ²				
19		Vincristine	0.5-0.7mg/m ²				
21		Cyclophosphamide Furosemide	200-250 mg/m ² 1-2 mg/kg				



PET CANCER CARE

CONSULTING

Pet Name:

23		Vincristine	0.5-0.7mg/m ²				
25		*Doxorubicin	25-30 mg/m ²				

- ✓ Perform a CBC prior to each treatment. Delay if neutrophils <2,000 or platelets <75,000
 - o Prescribe antibiotics (examples: enrofloxacin, TMS, or cephalexin) if neutrophils are less than 1,000.
 - o Hospitalize and place on IV antibiotics if pet has a fever (103F) and low white blood cell count
 - o Lower subsequent chemotherapy dose by 10-20% if it caused neutropenia or thrombocytopenia
- ✓ Dose vincristine at 0.5 mg/m² for dogs weighing less than 15 kg and gradually increase dose if tolerating it
- ✓ Recommended maximum dose of prednisone is 60 mg/day even for large dogs (opinion)
- ✓ When cyclophosphamide is given, dispense furosemide to be given at same time, and make sure owners know to have pet urinate frequently (q3-4 hours) over the next 24 hours to prevent sterile hemorrhagic cystitis
- ✓ Doxorubicin is dosed at 1 mg/kg for patients weighing less than 15 kg
- ✓ Dilute doxorubicin in 10 ml/kg of 0.9% NaCl and give over 30 minutes. Stop if reaction occurs
- ✓ Doxorubicin must be given with a "clean stick catheter". Close monitoring is essential during administration to make sure no drug comes outside the vein
- ✓ Lower subsequent doxorubicin dose by 10-20% if it causes neutrophils to be less than 1,000 one week after treatment and recheck blood work again one week after second doxorubicin dose
- ✓ Lifetime cumulative doxorubicin dose should not exceed 180 mg/m²
- ✓ Chemistry profile should be done on weeks 6, 19, and 25.



Consultation Summary

Dr. Rachel Venable, DVM, MS, DACVIM (Oncology)

Date: 02/21/2024

Pet Name: Thor Escobar

Age: 5 years old Breed: Lab Mix Color: Black Sex: MN Weight: 95.6 lbs

Owner's Name: Amalia Escobar

Vet Clinic: Gilbert-Queen Creek Veterinary Emergency and Specialty Center

Address: 1633 E Garfield Street Phoenix Arizona Phone: [REDACTED]

Diagnosis:

Lymphoma

History:

Thor was seen on 2/13/24 for ADR and swelling in the neck/face area for a few days. Exam found edema of the muzzle/face and neck. The lymph nodes were markedly enlarged. He was treated with an injection of Dex-SP. Blood work found VF negative, and 4% unclassified cells and total WBC normal at 15k (neut 10k, lym 2.7k, mono 0.75k). Pathology review found the unclassified cells to be concerning for lymphoma but cannot rule out reactive population. Cytology of the lymph nodes found lymphoma, intermediate to large cell. Prednisone was prescribed on 2/16/24. He then had a consult at GQ ER and Specialty and found the lymph nodes were now only mildly enlarged and facial edema had resolved.

Tests Recommended:

--Monitor CBC to see if more unclassified cells develop

-PARR, flow or Imprimed to further evaluate lymphoma to guide therapy and prognosis

-Imaging with chest x-rays to help with staging

Summary:

Lymphoma is a cancer of the lymph nodes which can affect many other organs in the body. This is staged 1 through 5 (low to high). Physical exam, chest radiographs, abdominal ultrasound, and blood work can be done to further evaluate the disease and determine the stage. Thor had some unclassified cells on his recent blood work which is concerning for lymphoma in the blood. There was only a few cells present and the pathologist could not determine if this was lymphoma/leukemia or reactive. Monitoring CBC is recommended to evaluate the blood as lymphoma in the blood is stage 5 which is the more aggressive form. Acute leukemia is even more aggressive, but this does not fit with all of Thor's history and I would have expected a higher unclassified count.

Flow cytometry is a test done on lymph nodes which can give more prognostic information and determine B vs T cell lymphoma. This can help guide therapy and expectations with therapy. Another test called ImpriMed is done on lymph nodes and does flow and evaluates to determine how well a pet could respond to chemotherapy and possibly which drugs would be most responsive for that specific pet's lymphoma. This is a newer test that is still being evaluated.

Chemotherapy is the treatment for lymphoma and most dogs tolerate this very well and differently than people. Around 80% of dogs have no or minimal side effects from chemotherapy with only 5% hospitalization rate and less than 1% fatality from chemotherapy. The goal of chemotherapy is to treat the cancer but also get more, good, quality time. Madison-Wisconsin CHOP is the best protocol available for lymphoma which is done over 25 weeks and has 16 treatments total. Full list of side effects with therapy and safe handling at home needs to be discussed with the pet owner (see handouts). Greater than 90% of dogs will go into remission on this protocol and the average survival is around 1 year from the time of diagnosis with 20% living two years. Dogs with lymphoma in the blood or abnormal locations like the lung, and/or T cell lymphoma have more aggressive disease and do not respond as well to therapy. Every dog is unique and response to therapy can be different than the averages. Doxorubicin is part of the multidrug protocol CHOP, but it can be given alone as another treatment option that does not provide as good of a remission response or survival time, but can be a good secondary option which only requires 5 treatments. A cardiology consult is recommended to evaluate the heart for any decrease in contraction as doxorubicin can make this worse and lead to heart disease.

Laverdia is a new oral targeted therapy which is given at home. This is not as effective as IV chemotherapy, but about half of the dogs will respond to the drug for a few months. Laverdia is a good option for pet owners who do not want to treat with chemotherapy but want to do more than prednisone alone. Also, the prednisone dose can hopefully be lowered while on Laverdia to have less side effects and better quality of life. Laverdia is reasonably tolerated with most dogs only experiencing minor stomach upset. Other side effects and safe handling at home need to

be discussed with the pet owner (see handout). Prednisone alone can also be done which is more palliative therapy. Most dogs can feel better on prednisone but do not go into remission. This helps them for a while, but sadly many succumb to the disease within a month or two on prednisone alone. When prednisone is given by itself, it has been found to cause resistance to chemotherapy later. We do not know the exact time frame in which this occurs, but it is thought to happen when dogs have been on prednisone alone for more than a few weeks. Chemotherapy can still be given, but it may not be as effective.

There is no “right” or “wrong” answer when it comes to treating your pet’s cancer. It is important to know the different options and what to expect with them. Then decide what options are the best for your pet and family as this is different for everyone. Please refer to the handouts on lymphoma, prednisone, and chemotherapy for more information we discussed today.

Follow-up Recommended:

GQ ER and Specialty can request protocols for treatment by clicking on the Pet Case Follow Up icon in the portal and following the prompts. Please let me know if you have any questions.

It was my pleasure to work with you today. Please let me know how I can continue to assist you.

Sincerely,

Rachel Venable, DVM, MS, DACVIM (Oncology)

info@PetCancerCareConsulting.com

PetCancerCareConsulting.com



I acknowledge receipt of this document.

Logan Hille





Logan Hille

02/22/2024

Audit Trail

TITLE	Consultation Summary for Thor Escobar
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Consultation Summary

Dr. Rachel Venable, DVM, MS, DACVIM (Oncology)

Date: 01/11/2024

Pet Name: Max McDougall

Age: 10 years old Breed: Miniature Schnauzer Color: Grey Sex: MN Weight: 24 lbs

Owner's Name: Greg and Kay McDougall

Owner's Phone number: [REDACTED]

Owner's Email: [REDACTED]

Clinic Name: Horizon Animal Hospital

Address: 14150 N 100th St, Ste 105 Scottsdale AZ

Phone: (480) 614-9500

Diagnosis:

Lymphoma, large cell

History of elevated ALP

History:

Max was seen for swelling under his neck on 1/4/24. Exam found enlarged peripheral lymph nodes and multiple lipomas. Cytology of the lymph nodes found lymphoma large cell.

Max is doing well at home. He has normal energy, appetite, and bathroom. He is not taking any medication.

Family Vet Exam Findings:

He is bright and alert. He is breathing normally. His heart and lungs sound good. Lymph

nodes are stable in size (left popliteal slightly larger). His abdomen palpates normally.

Tests Discussed:

-Blood work

-Imaging: Chest x-rays and abdominal ultrasound

-Imprimed

Summary:

Today we discussed lymphoma, testing, and treatment options. Chest radiographs, abdominal ultrasound, and blood work can be done to further evaluate the disease and determine the stage. Flow cytometry is a test done on lymph nodes which can give more prognostic information and determine B vs T cell lymphoma. This can help guide therapy and expectations with therapy. Another test called ImpriMed is done on lymph nodes and does flow and evaluates to determine how well a pet could respond to chemotherapy and possibly which drugs would be most responsive for that specific pet's lymphoma. This is a newer test that is still being evaluated.

Chemotherapy is the treatment for lymphoma and most dogs tolerate this very well. Madison-Wisconsin CHOP is the best protocol available which is done over 25 weeks and has 16 treatments total. We discussed side effects with therapy and safe handling at home. Greater than 90% of dogs will go into remission on this protocol and the average survival is around 1 year from the time of diagnosis with 20% living two years. Majority of dogs feel good during treatment and have great quality of life. Dogs with lymphoma in the blood or abnormal locations like the lung, and/or T cell lymphoma have more aggressive disease and do not respond as well to therapy. Every dog is unique and response to therapy can be different than the averages. Doxorubicin is part of the multidrug protocol CHOP, but it can be given alone as another treatment option that does not provide as good of a remission response or survival time, but can be a good secondary option which only requires 5 treatments. A cardiology consult is recommended to evaluate the heart for any decrease in contraction as doxorubicin can make this worse and lead to heart disease. CCNU is another option and pills every 3 weeks for 5 treatments or more. This is not as effective as the other chemotherapy drugs, but can be highly variable and dogs with T cell lymphoma can often respond. This can also affect the liver, so a liver supplement is always recommended. We discussed other side effects with therapy and safe handling at home.

Laverdia is a new oral targeted therapy which is given at home. This is not as effective as IV chemotherapy, but about half of the dogs will respond to the drug for a few months. The drug is well tolerated with most dogs only experiencing minor stomach upset. We discussed other side effects with therapy and safe handling at home. Prednisone alone can also be done. Most dogs can feel better on prednisone but do not go into remission. This helps them for a while, but sadly many succumb to the disease within a month or two on prednisone alone. When prednisone is given by itself, it has been found to cause chemotherapy resistance. We do not know the exact time frame in which this occurs, but it is thought to happen when dogs have been on prednisone

alone for more than a few weeks. Chemotherapy can still be given, but it may not be as effective. Please refer to the handouts on lymphoma, prednisone, and chemotherapy for more information we discussed today.

Follow-up Recommended:

Max's family is planning to do blood work and chest x-rays today at Horizon AH. They would like to do Imprimed and CHOP, so I will coordinate this with Integrative Vet Oncology and they will call you to schedule. Max's family is also interested in doing an abdominal ultrasound, so we will see who can schedule this first.

It was my pleasure working with you all today, and please let me know how I can continue to assist you.

Sincerely,

Rachel Venable, DVM, MS, DACVIM (Oncology)

info@PetCancerCareConsulting.com

PetCancerCareConsulting.com



Notes in Exam

-Dr. Rachel Venable, DVM, MS, DACVIM (Oncology)

Date: 01/11/2024

Pet's Name: Max McDougall

Cancer Diagnosis:

Lymphoma

Testing; Staging→Body

1-5; low to high

-PE, chest x-rays, abdominal ultrasound, and blood work

-5* more aggressive (blood, lungs)

Imprinted- new, PARR/flow→ B vs T cell (T cell is more aggressive); predict response to therapy, predict best drugs; rough estimate \$1000-1200

Treatment:

Chemotherapy- slow down disease, remission

-Feces/urine/saliva/vomit

-SE: hair loss, stomach upset, low WBC; Hosp 5%

1.

CHOP- weekly 10 weeks→ EOW= 16 tx, 25 weeks

a. C-cyclophosphamide- pills, SE- bladder irritation

b. H-doxorubicin, O-vincristine- IV; H/doxo- SE-heart

c. 90% respond, average survival 12 months, 20% 2 years, Stage 5 or Tcell- more aggressive, 6 months

d. Integrative Vet Oncology, Dr. Hershey; drop-off

e. Rough estimate \$350-650/tx; total \$7-9000

2.

Doxorubicin alone- 3 weeks= 5 tx, 15 week

a. SE- heart

b. Response 50-80%, survival 6-8 months; B cell

c. IVO; Rough estimate \$550-650/tx

3.

CCNU (lomustine)- pills; 3 weeks→ 5 tx or more

a. -SE- liver (supplement)

b. Response highly variable, T cell, 40%, survival 4-5 months

c. Comprehensive protocol

d. Rough estimate \$500-600/tx

4.

Laverdia- targeted therapy, pills give at home; twice a week

a. Response 30%, 2-3 months

5.

Prednisone- steroid, anti-tumor effects

a. Combine with chemo or Alone

b. Alone- palliative; No remission; survival 1-2 month

I acknowledge receipt of this document.

Emily Ozmun





Emily Ozmun

01/12/2024

Audit Trail

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Negotiations Summary

1. **Virginia Tech question:** Do your consultation prices include the treatment plans, or are treatment plans charged separately from the consultation price?

Response: Treatment plans are charged separately (see clinic price sheet). The treatment plan includes my recommended dosing and a detailed outline of when the pet should be rechecked, tests to run, and recommendations if side effects occur

2. **Virginia Tech question:** Provide an example of a consultation documentation and a treatment plan for new Lymphoma case.

Response: See attached

3. **Virginia Tech question:** What is your estimated turnaround time to provide a treatment plan?

Response: 1 business day

4. **Virginia Tech question:** Provide your availability and the cost for quick follow-up questions (brief consultations - DVM to DVM).

Response: Monday through Friday, 8 am- 5 pm Arizona standard time

5. **Virginia Tech question:** How many Medical Oncologists are providing the service?

Response: 2 oncologists

6. **Virginia Tech question:** Provide your availability and cost for an onsite visit of 3 days.

Response:

- a. Cost of flights to VT from Phoenix, hotel, and transportation
- b. Locum fee \$2,000/day plus travel expenses

7. **Virginia Tech question:** Do you provide direct consultations with owners? If so, what is the cost per consultation?

Response: I can do the video consultation, but this must include a veterinarian with a valid VCPR. The vet does not have to be on the video chat the whole time but needs to be part of the consultation. The telemedicine laws are not clear in Virginia, but vet to vet consultation is allowed, so the video chat has the owner as part of the vet to vet consultation.

Cost \$312.00 for 30-50 minute live consultation and includes full record review and typed summary

8. **Virginia Tech question:** What would be the cost for a repeat direct consultation with an owner?

Response: Recheck live video chat is \$312.00

9. **Virginia Tech question:** Do you provide a consultation package, for example, unlimited number of calls about a single patient within a 12- or 24-hour period for a package price?

Response: Yes, veterinary clinics can buy a monthly subscription for a pet which has unlimited follow-up for the month at \$104.00

10. **Virginia Tech question:** Do you provide emergency consultations (DVM-to-DVM) outside of your business hours, if so what is the cost per emergency consultation?

Response: I am not currently setup for this, but it can be negotiated

11. **Virginia Tech question:** Please provide your best and final price schedule of prices for all services offered.

Response: See attached price sheet

12. **Virginia Tech question:** As part of Virginia Tech standard procedures, all awarded contracts will be publicly posted on an online contracts portal. If awarded a contract, is there any information included that would be used to identify or harm a person's identity, finances or personal information? If so, please provide a redacted copy of your proposal.

Response: Nothing to be redacted.

13. **Virginia Tech question:** Are there any additional forms or documents that you will require to be incorporated into the contract documents? If so, please submit.

Response: VT will need to make a free, online account with Pet Cancer Care Consulting to access their portal account which is how you request appointments and ask questions.

14. **Virginia Tech question:** Do you agree to provide monthly invoices with payment due thirty (30) days after receipt of invoice or goods/services, whichever is later?

Response: I normally invoice per service and have net 30 day payment. Monthly invoicing can be done if necessary

15. **Virginia Tech question:** Do you agree that you will be performing services as an Independent Contractor, Company, Corporation or other business entity and are not an employee of Virginia Tech or any other Commonwealth Entity?

Response: Yes

16. **Virginia Tech question:** Do you further agree that Virginia Tech will not withhold any income taxes from its payments to contractors nor will it provide any employment benefits to the contractor or contractor's employees?

Response: Yes

17. **Virginia Tech question:** Do you agree that the initial contract period shall be one year?

Response: Yes

18. **Virginia Tech question:** Upon completion of the initial contract period, do you agree that the contract may be renewed by Virginia Tech upon written agreement of both parties for four (4) one-year periods, under the terms of the current contract?

Response: Yes

19. **Virginia Tech question:** If awarded a contract, do you agree to limit price increases to no more than the increase in the Consumer Price Index, CPI-W, All Items category for the latest twelve (12) months for which statistics are available at the time of renewal or 3 percent, whichever is less?

Response: If this information is provided in advance. Prices increase annually.

20. **Virginia Tech question:** Please describe your quickest turn-around time if emergency services are needed.

Response: Calling or texting 480-442-8380 can be returned in under 2 hours unless out of signal area.

21. **Virginia Tech question:** How soon after contract award can you begin providing services?

Response: Right away

22. **Virginia Tech question:** Are you registered with and willing to participate in the eVA internet procurement solution described in the terms and conditions of the RFP?

Response: I was unable to make an account with them and website was not available, so as long as I am provided support, I am willing to participate.

23. **Virginia Tech question:** Do you acknowledge, agree and understand that Virginia Tech cannot guarantee a minimum amount of business if a contract is awarded to your company?

Response: Yes

24. **Virginia Tech question:** Does the vendor acknowledge, agree, and understand that the terms and conditions of the RFP # 952642406 shall govern the contract if a contract is awarded to your company?

Response: Yes

25. **Virginia Tech question:** For purposes of interacting with HokieMart, please identify the person (name, phone number, email address, etc.) in your company that will serve as liaison for a) e-commerce, b) accounts receivable, c) emergency orders.

Response: Rachel Venable; 480-442-8380; venable@petcancercareconsulting.com