GENERAL CONDITIONS

The City of Santa Monica is soliciting bids for the implementation of a structural Integrated Pest Management (IPM) program to service properties owned, occupied, leased or otherwise operated by the City of Santa Monica. The City’s IPM program, as detailed in the enclosed “Conditions for Contractual Service”, is designed as a pest prevention and management program that prioritizes preventative measures, mechanical management strategies, and education and training of City staff. IPM is the coordinated use of site-specific environmental and pest information with available pest management methods to effectively manage pests over the long-term with the least possible hazard to human health and the environment. IPM programs employ a holistic approach to pest management decision-making, prioritizing low hazard management options that emphasize prevention, monitoring, and natural biological controls. IPM allows the appropriate use of the least hazardous, selective pesticides only when non-chemical methods are ineffective. Thus, IPM is: a system utilizing multiple methods; a decision-making process; a hazard reducing system; information, education and training intensive; biologically based; cost effective; and site specific. An IPM program implements the following steps in order:

1. Establish site specific pest management objectives.
2. Establish pest management action threshold levels.
3. Identify and implement behavioral modifications, including improved sanitation, and utilize pest prevention methods, such as structural modifications, that reduce food, water, harborage, access and the environmental conditions favored by pests.
4. Employ progressive non-chemical methods and techniques, including pest monitoring and trapping.
5. Employ least hazardous progressive pesticide selection only when non-chemical methods are ineffective.

The City is seeking the contractual services of a qualified IPM contractor in dealing with immediate pest management problems and the formulation of long-term solutions. **Response to this request must address all aspects of the defined program and not simply chemical management services.**

SERVICE AGREEMENT DURATION AND RENEWAL
SPECIFICATIONS
PROVIDE PEST CONTROL MANAGEMENT SERVICES AS REQUIRED BY VARIOUS DIVISIONS DURING THE PERIOD OF 7/1/07 THROUGH 6/30/08 (RFQ# PESTCONTROL)

The service agreement period shall be from July 1 2007 through 30 June 2008. The City desires the right and option, at its sole discretion, to extend any contract for a period of up to three (3) additional one-year periods from the date of expiration under the same price, terms and conditions.

PRE-BID CONFERENCE

Complete scope of service will be explained at the mandatory job walk to be held on ___day, ________, 2007 at ___:00 AM. Bidders are to meet Karl Bruskotter and Richard Chiu at the Santa Monica Pier in the Environmental Programs Division Conference Room, located above the Carousel at 200 Santa Monica Pier, Suite B. Please note that parking is $8.00 and will not be validated.

- Job walk will start promptly at __:00 AM.
- Please allow yourself extra traveling time in case of traffic congestion.
- Late arrivals may be disqualified from bidding.

Please call Ashley Barnes at 310-458-2201 ext: 5817 (or e-mail him at ashley.barnes@smgov.net) by ___day, ________, 2007 to confirm your attendance at the job walk.

SUBMITTAL FORMAT AND DEADLINE

Licensed Pest Control Operators responding to this request must submit a Pest Management Service Bid according to the following format:

1. Copy of appropriate licenses of BOTH the Pest Control Operator and the personnel that will be servicing this account, including appropriate subcontractors and their qualifications (see Section II, E of Conditions for Professional Service).

2. Completed pricing sheet listing monthly rates at each location as well as hourly rates and other fees for services outside the scope of work.

3. Description of services you will provide to accomplish the requirements of this program. Include the following elements:

   a. Detail of work plan for pest management evaluation of City buildings (how you will evaluate the current situation).
   b. Detail of work plan for development of pest management plans (how you will generate a plan for managing what is detailed in the evaluation).
   c. Detail of monitoring program for these sample pests:  Norway rats, German cockroaches, Pharaoh ants, house flies and termites (both subterranean and dry wood).
   d. Detail of method for setting thresholds for these sample pests:  Norway rats,
German cockroaches, Pharaoh ants, house flies and termites (both subterranean and dry wood).

e. Suggested format for training of the City’s Pest Managers and general City staff.

f. Quality control program.

4. List the options available to manage the following pests. Rank the options in order of lowest risk to highest risk or group in categories of "low", "medium" and "high" risk to human health and the environment. Include recommended brand names when applicable.

a. German cockroaches
b. American cockroaches
c. Argentine ants
d. Pharaoh ants
e. Norway rats
f. Roof rats
g. Mice
h. Cat fleas
i. House flies

5. If you choose to submit a hardcopy of your bid, you are required to comply with the following guidelines:

- Bid shall be printed on paper containing a minimum of 30% post-consumer recycled content and double-sided.
- Report covers or binders shall be recyclable, made from recycled materials and/or easily removable to allow for recycling of the report pages. Reports with glued bindings that meet all other requirements are acceptable.
- The use of plastic covers or dividers should be avoided.
- Unnecessary attachments or documents not specifically asked for should not be submitted. Avoid superfluous use of paper (e.g. separate title sheets or chapter dividers).

These guidelines were developed as part of Santa Monica’s Sustainable City Program to promote waste reduction and resource conservation within the community. Thank you for your cooperation in this important effort.

CONDITIONS FOR CONTRACTUAL SERVICE

I. Description of Program

This specification is part of a comprehensive structural Integrated Pest Management (IPM) Program for properties owned, occupied, leased or otherwise operated by the City of Santa
Monica. IPM is the coordinated use of site-specific environmental and pest information with available pest management methods to effectively manage pests over the long-term with the least possible hazard to human health and the environment. IPM allows the appropriate use of the least hazardous, selective pesticides only when non-chemical methods are ineffective. An IPM program implements the following control strategies:

- Establish site specific pest management objectives.
- Identify and implement behavioral, procedural and structural modifications to reduce food, water, harborage, access and the environmental conditions favored by pests.
- Employ progressive non-chemical methods and techniques, including pest monitoring and trapping.
- Employ pesticide compounds, formulations and application methods that present the lowest potential hazard to humans and the environment.
- Coordination among all facilities management programs that have a bearing on the pest control effort.

The success of an IPM program relies on both verbal and written communication between the successful bidder and City employees. The City has designated appropriate individuals to take on the following roles and has created an IPM plan consistent with the City’s operations, facilities and needs.

A. IPM Program Coordinator

This City staff member will provide oversight of the IPM Program for the entire service agreement and is responsible for ensuring that all work is provided by the successful bidder and for the approval of all pest management techniques to be utilized by the successful bidder. The IPM Program Coordinator will meet regularly with the successful bidder to evaluate the program’s progress and find solutions to problems raised by either city personnel or the successful bidder.

B. Pest Managers

This group of City employees will serve as the primary point of contact for the successful bidder in the ongoing implementation of the IPM program. They will contact the successful bidder for needed service and will keep records of successful bidder activities and performance, and of required follow-up. Pest Managers have received specialized training on IPM and will continue periodically to be trained as a group by the successful bidder on a formal and informal basis. The Pest Managers will coordinate the scheduling of routine pest management service for their site and will provide management of structural repairs, modifications, sanitation and maintenance.

C. Successful Bidder (Vendor)
SPECIFICATIONS
PROVIDE PEST CONTROL MANAGEMENT SERVICES AS REQUIRED BY VARIOUS DIVISIONS DURING THE PERIOD OF 7/1/07 THROUGH 6/30/08 (RFQ# PESTCONTROL)

The successful bidder, a licensed Structural Pest Control Operator as defined by §8507 of the Business and Professions Code under the California Structural Pest Control Act, shall furnish all IPM services as defined within this service agreement. The successful bidder shall provide all supervision, labor, materials and equipment necessary to accomplish all aspects of the IPM program, including the surveillance, monitoring, trapping, pesticide application and pest removal components of the IPM Program. The successful bidder shall be responsible for providing written, site-specific recommendations, including initial site inspections and evaluations, and maintaining site-specific Pest Management Plans (see Section II.B. for more information on Pest Management Plans) to the Pest Manager and IPM Coordinator about any conditions or procedural or structural modifications that would reduce conditions favorable to pests. The successful bidder shall be responsible for the quality control of pest management efforts for the IPM program, including training, record keeping and safety precautions. The successful bidder shall comply with all aspects of the IPM program as delineated herein.

D. List of Buildings and Structures

A list of buildings and structures to be covered under this service agreement is provided later in the Specifications. The service requirement for each location is “as required” and may be amended at any time at the discretion of the Pest Manager or the IPM Program Coordinator.

II. Contractor Service Requirements

A. Routine Service

The successful bidder shall furnish all supervision, labor, materials and equipment necessary to accomplish all aspects of the IPM program, including the surveillance, monitoring, trapping, pesticide application and pest removal components of the IPM Program. The successful bidder shall be responsible for providing written, site-specific recommendations to the Pest Manager about any conditions, structural, sanitary or procedural modifications that would reduce food, water, harborage, access or environmental conditions favorable to pests. The successful bidder shall be responsible for adequately documenting the condition, reporting it to the Pest Manager and the IPM Program Coordinator, and then suppressing all pests included in this agreement whether or not the suggested modifications are implemented. The successful bidder is required to carry out minor structural pest prevention modifications or services, such as caulking, as part of the pest management effort or as deemed necessary by the Pest Manager or the IPM Program Coordinator. In addition, the successful bidder shall be responsible for completely filling out Quality Assurance Forms with each site visit and will leave them with the appropriate Pest Manager or their staff before leaving the site.
SPECIFICATIONS
PROVIDE PEST CONTROL MANAGEMENT SERVICES AS REQUIRED BY VARIOUS DIVISIONS DURING THE PERIOD OF 7/1/07 THROUGH 6/30/08 (RFQ# PESTCONTROL)

1. Building Inspections and Pest Management Evaluations
The successful bidder shall perform an initial pest management inspection and evaluation at each site or at the discretion of the Pest Managers and IPM Program Coordinator. Future inspections by the successful bidder shall occur on an as-needed basis as requested by city personnel.

Building inspections shall be thorough and complete. Inspection reports shall be presented to the city at least ten (10) working days prior to the start of any pest management project in that building. The purpose of the initial inspections is for the successful bidder to evaluate the pest management needs of the premises and to identify problem areas and any equipment, structural features, behavioral or management practices that are contributing to pest infestations. Access to building space shall be coordinated with the Pest Managers. The IPM Program Coordinator or Pest Manager will inform the successful bidder of any restrictions or areas requiring special scheduling.

2. Proposed Material and Equipment for Service
The successful bidder shall provide the IPM Program Coordinator with current sample labels and Material Safety Data Sheets (MSDS) of all pesticide products to be used, and list and describe pesticide application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest surveillance and detection equipment, and any other pest management devices or equipment that may be used to provide service. The description shall include brand names and other applicable information to clearly identify the products and their hazards. Additionally, applicable labels and MSDS shall be provided to the Pest Manager at each site and shall be updated as products used change. The IPM Coordinator must approve all pest management products, devices or equipment prior to their use.

3. Service Schedule
The successful bidder shall provide complete service schedules for each building or site, including frequency of visits, specific day(s) of the week of visits and approximation duration of each visit. The frequency shall be based upon pest problems and shall be approved by the Pest Manager and IPM Program Coordinator. Amendments to the service schedule may occur due to changes in the pest populations and should be noted on the Pest Management Plan and on the Quality Assurance Form.

4. Monitoring, Surveillance and Results
The successful bidder shall describe methods and procedures to be used for identifying sites of pest harborage and access, and for making objective assessments of pest presence and population levels throughout the term of the contract.
5. **Structural and Operational Changes**
The successful bidder shall recommend and describe site-specific solutions to pest management issues, including structural and operational changes, for observed sources of pest food, water, harborage and pest access at the time of inspection on the Quality Assurance Form. The successful bidder is required to carry out minor structural pest prevention modifications or services, such as caulking, as part of the pest management effort or as deemed necessary by the Pest Manager or the IPM Program Coordinator. If a more detailed report is necessary or if reports asking for structural, operational or sanitation changes have gone unheeded by the Pest Manager, Occupants/Custodians, or Public Facilities Maintenance (see attached Quality Assurance Form), the successful bidder shall notify the IPM Program Coordinator within ten (10) working days.

6. **Record Keeping**
The successful bidder shall be responsible for maintaining pest management records for all activities specified in this agreement. Records shall include labels and MSDS for all pesticide products and other chemicals used in buildings, brand names and descriptions of all pest management devices and equipment used in buildings and the successful bidder’s service schedule.

The successful bidder shall fully complete the City’s Quality Assurance Forms. In addition, the successful bidder shall keep any records required by law. Copies of all records required by law shall be provided to the IPM Program Coordinator upon request, unless otherwise directed by the City.

7. **Compliance**
The successful bidder shall observe all safety precautions throughout the performance of this agreement. The successful bidder shall comply with the applicable requirements of federal and state laws and regulations, and City ordinances and policies. Should there be conflict between applicable regulations; the successful bidder should notify the IPM Program Coordinator before action is taken. In all activities, the successful bidder shall strive for practices and procedures that maximally protect the public, employees and the environment.

All successful bidder personnel working in or around buildings designated under this agreement shall wear distinctive uniform clothing. The successful bidder shall determine the need for and provide any personal protective items required for the safe performance of work. Protective clothing, equipment and devices shall, at a minimum, conform to federal, state and local standards for the products being used.

8. **Timing of Service Visits**
The successful bidder shall perform services that do not adversely affect tenant
health or productivity during the regular hours of operation of the buildings and sites. When it is deemed necessary by the IPM Program Coordinator or Pest Manager to perform work outside of the regularly scheduled hours set forth in the service schedule, the successful bidder shall provide the Pest Manager twenty-four (24) hours notice. If this is not possible for emergency reasons, the successful bidder shall notify the IPM Program Coordinator within twenty-four (24) hours after the treatment.

9. Special Entrance
Certain areas within some buildings may require special instructions for persons entering them. Any restrictions associated with these special areas will be explained in the Pest Management Plan or by the Pest Manager. The successful bidder shall adhere to these restrictions.

10. Vehicles and Other Equipment
Vehicles and other equipment used by the successful bidder shall be clearly identified in accordance with state and local regulations.

B. Pest Management Plans

The IPM Program Coordinator, successful bidder, and Pest Managers will work together to design specific Pest Management Plan (PMP) for each site covered by the agreement. The PMP will contain a list of buildings on that site, the known and probable pests, the Pest Manager’s contact information, information about restrictions on access and a list of approved pest management techniques for that site. If no plan is present, the IPM Program Coordinator may direct the successful bidder to follow guidelines listed in a similar Pest Management Plan. The successful bidder shall be responsible for carrying out work in accordance with the Pest Management Plan.

Treatment for wood destroying organisms may require a separate bid process. Selection of the method of management will be consistent with IPM principles. Vendors holding a Branch I license will be evaluated based on their ability to provide the lowest risk and most effective management options.

C. Emergency Service

On occasion, the Pest Manager or IPM Program Coordinator may request that the successful bidder perform corrective, emergency service that is outside the scope of routine service activities. Emergency Service will be requested verbally or in writing when the health and safety of the public or employees may be imminently threatened by any pest. The successful bidder shall respond to these exceptional circumstances and initiate the necessary work within one (1) working day after receipt of the request. In the event that such service cannot be completed in one (1) working day, the successful bidder shall immediately notify the Pest Manager or IPM Program.
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COORDINATOR and indicate an anticipated completion time. If the stated anticipated completion time cannot meet the emergency needs of the City, the City staff may contract, on a temporary basis, with another pest management company to complete the emergency service.

D. Formal Training

The successful bidder shall conduct training for city staff on various topics including prevention, monitoring, record keeping, trapping, trap-count assessment, safety, risk evaluation of products, and pest biology and recognition. The successful bidder and IPM Program Coordinator shall confer and establish the training schedule and content. The IPM Program Coordinator has complete discretion over how often and to whom training takes place. The IPM Program Coordinator must approve the content and frequency of any training and maximum fees shall be established before any formal training commences.

E. Contractor Licensing Requirements

The successful bidder shall have a STRUCTURAL PEST CONTROL OPERATOR’S LICENSE as defined by §8507 of the Business and Professions Code under the California Structural Pest Control Act.

Throughout the term of this agreement, successful bidder’s personnel providing on-site pest management service must have proper certification and training as required by law. MINIMUM licensing requirements for the provision of ALL on site structural pest management services provided by the successful bidder will be a BRANCH II FIELD REPRESENTATIVE LICENSE as defined by §8507 of the Business and Professions Code under the California Structural Pest Control Act. Vendor personnel that are licensed applicators under Branch II may assist while the Pest Control Operator or Field Representative is on site, but only upon approval of the IPM Program Coordinator.

For the inspection of wood destroying pests, successful bidder’s personnel may be required to operate under a BRANCH III license. If the successful bidder will be sub-contracting out these inspection services, the sub-contractor must receive the written approval of the IPM Program Coordinator and must adhere to the hourly fees established under this agreement for routine service.

F. Insurance Requirements


III. Pests Included and Excluded
SPECIFICATIONS

PROVIDE PEST CONTROL MANAGEMENT SERVICES AS REQUIRED BY VARIOUS DIVISIONS DURING THE PERIOD OF 7/1/07 THROUGH 6/30/08 (RFQ# PESTCONTROL)

A. Included Pests

- The successful bidder shall manage indoor and outdoor populations of all pests within ten (10) feet of structures including, rats, mice, cockroaches, ants, flies, fleas, spiders and other pests that may invade structures and are not specifically excluded from the contract.
- Certain bird species such as gulls and pigeons, as requested by the IPM Coordinator and Pest Manager.
- Termites and wood-destroying organisms, as requested by the IPM Coordinator and Pest Manager.

B. Excluded Pests

Pests excluded from this agreement are:

- Mosquitoes
- Pests that primarily feed on outdoor vegetation unless they are invading a structure.
- Bats, snakes and all other vertebrates not listed above.
- Pests restricted to potted plants. (The successful bidder will be expected to advise the Pest Manager when the source of a pest problem originates in a potted plant.)

IV. Use of Pesticides

The successful bidder shall be responsible for application of pesticides according to all label restrictions and instructions. All pesticides used by the successful bidder must be registered with the State of California Environmental Protection Agency Department of Pesticide Regulation and approved by the IPM Coordinator. Transport, handling, storage, use and disposal of all pesticides shall be in strict accordance with the pesticide product label and all applicable federal, state, county and City of Santa Monica laws and regulations as well as City policy.

The successful bidder shall adhere to the following rules for pesticide use:

A. Approved Products

The successful bidder shall apply only those pesticide products that have been approved by the IPM Program Coordinator. The successful bidder and IPM Program Coordinator will work together to develop a written approved pesticide products list. Only pesticides from this list can be used within the scope of this contract. The list will be updated, as needed, to reflect best IPM practices – any pesticides deleted or added
must be approved by the IPM Program Coordinator.

B. Pesticide Storage

The successful bidder shall not store any pesticide product on city premises without the prior approval of the IPM Program Coordinator.

C. Application by Need

Pesticide application (with the exception of Insect Growth Regulators) shall be according to need and not by schedule. As a general rule, application of pesticide in any interior or exterior area shall not occur unless visual inspection or monitoring devices indicate the presence of pests in that specific area and use of a pesticide is the most effective management technique for an IPM program. Preventive pesticide treatments of areas are acceptable on a case-by-case basis where surveillance indicates a potential insect or rodent infestation. Written approval MUST be granted by the IPM Program Coordinator prior to any preventive pesticide chemical application.

D. Risk Reduction

When pesticide use is necessary, the successful bidder shall employ products, techniques and timing that have been determined by the City, in consultation with other appropriate entities, to pose the least risk to people, workers and the environment. Additionally, the most precise application technique and minimum quantity of pesticide necessary to achieve appropriate management shall be applied.

V. Insect Management

A. Emphasis on Non-Pesticide Methods:

The City prioritizes and the successful bidder shall use non-pesticide methods of pest management wherever possible. For example:

- Portable vacuums, rather than pesticide sprays, shall be used for initial clean-outs of cockroach infestations, for swarming insects (ants, termites and others) and for management of spiders in webs wherever appropriate.
- Trapping devices, rather than pesticide sprays, shall be used for fly management wherever appropriate.
- Other non-pesticide methods, as needed.

B. Application of Insecticides

1. Insecticide Bait Formulations
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When pesticides must be used to manage cockroaches, ants and other insects, bait formulations in tamper resistant packaging shall be used whenever possible.

2. Cracks and Crevice Treatments
When bait formulations are not effective, the successful bidder shall, as a general rule, apply all insecticides as crack and crevice treatments, defined in this agreement as treatments in which the formulated insecticide is not visible to a bystander during or after the application process. After all crack and crevice treatments the successful bidder will seal cracks and crevices with caulk or other products approved by the IPM Program Coordinator. This will be considered part of routine pest management.

C. Monitoring
Visual identification, sticky traps or other devices shall be used to guide and evaluate indoor insect management efforts whenever possible.

D. Least Hazardous Pesticides
Whenever the successful bidder determines that a pesticide is necessary to manage a target pest, the least hazardous effective pesticide shall be used as approved by the City of Santa Monica.

VI. Rodent Management

A. Indoor Trapping and Management
As a general rule, rodent management inside occupied buildings shall be accomplished with trapping devices only. The successful bidder shall notify the Pest Manager of the location and type of each trapping device as part of the Quality Assurance Form. Trapping devices shall be checked on a schedule approved by the Pest Manager by either the successful bidder or by a designee of the Pest Manager. The party responsible for visual inspection of the traps will be written on the Quality Assurance Form. The successful bidder shall be responsible for disposing of all trapped rodents in a timely fashion and in accordance with all applicable local, state and federal requirements.

B. Use of Rodenticides
In exceptional circumstances, when rodenticides are deemed essential for adequate management, the successful bidder shall obtain approval of the IPM Program Coordinator prior to making any treatment. As a general rule, rodenticide application outside buildings shall emphasize the direct treatment of rodent nesting sites and burrows wherever feasible. In all other applications, bait formulations of rodenticides,
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regardless of packaging, shall be placed in EPA-approved tamper-resistant bait boxes. Whenever it is determined that a rodenticide is necessary, the least hazardous effective rodenticide shall be used.

C. Use of Bait Boxes

Frequency of bait box servicing shall depend upon the level of rodent infestation and the needs of the City. All bait boxes shall be maintained in accordance with EPA regulations, and with an emphasis on the safety for non-target organisms. The successful bidder shall adhere to the following five points:

1. All bait boxes shall be placed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations.

2. The lids of all bait boxes shall be securely locked or fastened shut.

3. All bait boxes shall be securely attached or anchored to the floor, ground, wall or other immovable surface so that the box cannot be picked up or moved.

4. Bait shall always be placed in the baffle-protected feeding chamber of the box and never in the runway of the box.

5. All bait boxes shall be labeled on the outside with the successful bidder’s business name, phone number, date, bait material, bait EPA registration number, and the statement “Do not tamper with this pest management device” by the successful bidder or his/her employee at the time of installation. The labels shall be checked for readability at each servicing and the date of most recent servicing shall be written onto the label.

VII. Quality Assurance Inspection Forms

The successful bidder shall complete the City’s Integrated Pest Management Quality Assurance Inspection Form for each site visit. Amendments to the form may occur from time to time. The IPM Program Coordinator must approve any amendments to the Quality Assurance Form. The form will be a checklist to evaluate job performance and shall be given to the Pest Manager at each scheduled and unscheduled inspections and visits to conduct pest management. The form shall include a summary of activities, results of inspections, placement of trapping devices, recommendations for follow-up, including structural or sanitation changes, and any other information regarding the provision of pest management services required to achieve effective pest management. The form shall also include space for the Pest Manager to review or comment on work performed that day by the successful bidder. The form shall be made in triplicate with the successful bidder keeping one copy as part of their permanent records, the Pest Manager shall keep a copy as part of the permanent site records and the third copy will be sent to the IPM Program Coordinator.
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Coordinator by the Pest Manager. The successful bidder’s copy will not have the comments of the Pest Manager on it, although the successful bidder may request to view these comments by contacting the IPM Program Coordinator.

VIII. Program Evaluation

The Pest Managers and the IPM Program Coordinator will continually evaluate this agreement in terms of effectiveness and safety. The successful bidder will advise the IPM Program Coordinator as to the effort required to meet each proposed change and will adhere to such changes as are deemed necessary. The successful bidder shall take prompt action to implement changes that will improve the program.

IX. Contractor Fees

A. Requirements for Job Estimates

Successful bidder will provide specific job estimates to the IPM Coordinator and Pest Manager for projects that will likely cost $500.00 or more within a thirty (30) day completion period.

B. Contractor Fees for Service

The successful bidder shall provide separate estimates for each of the following activities in this bid. Billing for pest management activities shall be based on FIFTEEN (15) MINUTE INCREMENTS, shall have no minimum charge and shall include travel time to the site.

1. Routine Service

Rate per hour.

2. Contract Administration

(Flat rate per year, paid in four equal quarterly installments). Contract administration activities include: written reports requested by the IPM Program Coordinator (except those required under Routine Service, see B. and F.1. supra, or Pest Management Plan Development, see F.4. infra), formal meetings with city staff, employee supervision, technical training for CONTRACTOR staff and keeping city staff informed of new IPM techniques and practices. The CONTRACTOR shall have monthly meetings with the IPM Program Coordinator during the first three months of the contract and then on a quarterly basis to assess the progress of the IPM program. Additional meetings may be requested by the IPM Program Coordinator on an as-needed basis.
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3. Pest Management Plan Development

___________ Rate per hour.

4. Emergency Service

___________ Rate per hour.

4. Formal Training

___________ Rate per contact hour. (Preparation time is not to be billed.)

C. Renewal Options

The City desires the right and option, at its sole discretion, to extend any contract for a period of up to three (3) additional one-year periods from the date of expiration under the same price, terms and conditions.

5. Do You Agree to the Same Price, Terms and Conditions?

Year 2 ___ yes ___ no
Year 3 ___ yes ___ no
Year 4 ___ yes ___ no

6. Alternate Price, Terms and Conditions (Please Specify)

Year 2 ______________________
Year 3 ______________________
Year 4 ______________________

D. Payment and Bonus Schedule:

The city shall pay the CONTRACTOR within thirty (30) days of receipt of invoice. Contract administration fees shall be billed quarterly. An annual quality performance bonus of $1500.00 will be paid to the CONTRACTOR at the end of the Contract year providing the CONTRACTOR’S performance meets the criteria listed below.

“Quality performance” shall be defined as meeting all of the following criteria:

1. At least ninety-five (95) percent of the Quality Assurance Forms (see Section X) are completed and submitted to the Pest Manager at the close of each site visit. A submission will be considered incomplete if ANY portion of the Quality Assurance
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Form is not complete.

2. No more than five (5) percent of the Quality Assurance Forms shall contain statements by the Pest Managers denoting poor or inadequate quality of service by the CONTRACTOR. For these purposes, the CONTRACTOR shall be evaluated for services and conditions within their reasonable control and within the scope of services outlined in the contract (i.e. effective pest suppression minimizing risks associated with pesticide use and application).

3. At least ninety (90) percent of the Pest Managers indicate that the CONTRACTOR communicates completely and effectively with them as reported on the Quality Assurance Forms.

4. At least ninety (90) percent of all call backs related to pest management activities are made within twenty-four (24) hours of the request unless the call takes place the day preceding a weekend or City holiday.

5. The IPM Program Coordinator and Environmental Programs Division Manager shall perform an independent evaluation of pest management services and shall have final discretion over the award of the bonus.

X. Non-compliance

Any non-compliance with this agreement will be documented and is grounds for termination of the successful bidder’s services and the agreement.

Attachments

Attached you will find the following documents:

A. List of City Structures and Buildings/Pricing Sheet;
B. Insurance Requirements; and
C. Quality Assurance Form.