

Union Sanitary District Scope of Work and Request for Qualifications for Pest Control Operators

Introduction

Conventional pest control techniques have relied extensively on the use of chemical pesticides, which contribute to ground and surface water contamination and create the potential for exposure to building occupants and visitors. IPM is the coordinated use of site-specific environmental and pest information with available 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, and harborage, access and the environmental conditions favored by pests.
4. Employ progressive non-chemical methods and techniques, including, but not limited to, pest monitoring and trapping. Non-chemical methods are emphasized.
5. Employ least hazardous progressive pesticide selection only when non-chemical methods are ineffective. Pesticides are used only when truly needed, and when used within an IPM program.

S-1. Summary of Scope of Work

The pest management contractor selected by the District will provide assessment, evaluation, monitoring, recommendations and pest management services for buildings owned, occupied, leased, or otherwise operated by the District. These buildings include the four occupied buildings located at 5072 Benson Road in Union City and six remote locations in Fremont, Union City, and Newark. The contractor shall provide complete, inspection-based written evaluations of each building that identifies the presence of existing and/or reasonably potential pest populations and responsive pest management strategies, including preventative maintenance and sanitation measures. The contractor shall conduct regular monitoring and maintenance visits at sites with a history of pest populations exceeding an acceptable threshold, respond to emergency calls and advise District staff of the available strategies for management with an emphasis on long-term, mechanical, behavioral, administrative and preventative measures. The contractor will be responsible for informing appropriate staff of the need for maintenance, sanitation, or pesticide application. The contractor will be responsible for the completion of quality assurance forms. In addition, the contractor will provide trained personnel to educate District staff as needed on the most effective means to achieve pest management in and around their workspace in accordance with IPM practices and policy.

S-2. Scope of Service

The Contractor shall furnish all supervision, labor, materials, and equipment necessary to accomplish the monitoring and assessment, trapping, and other non-chemical methods, pest proofing, pesticide application, and pest removal components of the IPM program. The success of an IPM program relies on both verbal and written communication between the Contractor and District employees, and as such, the Contractor shall conduct training for District staff on various topics (delineated in section S-4) as needed.

S-2.1. Pests included

- Insects and other Arthropods: These include ants, cockroaches, flies, midges, silverfish, spiders, yellow jackets and other wasps and bees, and any other arthropod pest not specifically excluded from the contract.
- Mice, Rats, Birds and Other Vertebrates: The contractor shall also adequately suppress rats, mice and birds found inside and outside buildings. Individual vertebrates including feral cats, ground squirrels, raccoons, skunks, etc., located outdoors or indoors that are determined to be causing unacceptable property damage, nuisance or hazard, will also be the responsibility of the contractor. Pick-up and proper disposal of dead vertebrates is also included in this scope of work.

S-2.2. Pests excluded

- Termites and other wood destroying organisms
- Mosquitoes (mosquito abatement)
- 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 Contractor shall notify the District when the source of a pest problem originates in a potted plant.

S-3. Technical Specifications

Upon award of contract:

The contractor shall review and revise the Pest Management Plan as needed within thirty (30) working days after notification of award. The following specific points shall be addressed in the Pest Management Plan:

- A. Management Objectives of the Plan: Establish a communication and accountability system between the Contractor and the District and clarify expectations of pest treatment thresholds, monitoring and service frequency, timing and other issues;
- B. Design and Operation of Monitoring Program: Describe how traps and/or other devices will be used to locate and identify key pests, and assess their location and populations levels, and evaluate the effectiveness of tools and methods used in the IPM program;
- C. Record keeping System: Describe data to be collected and provide a sample monitoring form designed to track relevant data on pest location, population, harborage, trends in pest reduction, etc.
- D. Desirable Structural or Operational Changes: Identify pest-proofing activities or modification of staff operational methods or timing which would substantially facilitate the pest management effort;

- E. Description of IPM Methods and Products: Describe the non-chemical IPM methods (and chemicals if needed) that are proposed for use to solve the various pest problems occurring. List any District-approved (see attachment A, Regional "Our Water, Our World" IPM product list pesticides) pesticide products proposed for use in the program together with the rationale, proposed methods of use, and methods planned to minimize exposure to non-target organisms. Pesticides proposed for use by the plan must be selected from those listed on the "Our Water, Our World" Less-toxic Products List. Eligible pesticides must be designated in the Plan by Environmental Protection Agency (EPA) accepted common name (generic name) and by Brand name, the area where they are proposed for use, and the rationale for each type of use;
- F. Evaluation System: Describe the process to be used to evaluate the efficacy of various methods and products used in the IPM program, and to make adjustments when needed to improve success.
- G. Pesticide applicators license(s): Copies of the Commercial Pesticide Applicators license for every representative who will be performing on-site service under this contract. At the minimum, the Contractor shall submit licenses of two individuals, one acting as supervisor and the other acting as an alternate.

The Contractor shall coordinate with the District to gain access to all necessary areas in order to conduct the inspection of the structures covered under the contract, and to become informed of any sensitive areas requiring special safety precautions or other restrictions in order to service each facility. These precautions or restrictions shall be adhered to and incorporated into the Contractors detailed plan and schedule for the building.

S-4. District Employee and Consultant Training

The Contractor shall conduct and/or assist with training on various IPM topics for District employees as needed. Topics may include pest prevention, monitoring, record keeping, trapping, trap-count assessment, safety, risk evaluation of products, and pest biology and recognition. The Contractor shall confer with Environmental Compliance to establish the training schedule and content. The District has discretion over how often and with whom training takes place. Environmental Compliance must approve the content and frequency of any training and maximum fees shall be established before any formal training commences.

S-5. Quality Control Program

Within thirty (30) working days after notification of award, the Contractor shall review and revise as necessary the Quality Control Program Plan. This plan shall include, but not be limited to the following:

- A. An inspection system covering all the services stated in this contract. A checklist used in inspecting contract performance during regularly scheduled or unscheduled inspections. The checklist shall include every area of operation serviced by the Contractor as well as every task to be performed.
- B. A system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or before the District points out the deficiencies.
- C. A file of all inspections conducted by the Contractor and the corrective actions taken. Copies of this documentation shall be given to the District at the time of inspection.

S-6. Inspection and Monitoring

Inspection refers to one-time visits to a site to assess active or potential pest problems. Monitoring refers to repeated inspections of a site to detect pest presence, assess pest population levels correlated with

damage or annoyance (=action levels), identify conditions supporting pests, and evaluate effectiveness of treatments.

A monitoring program will be implemented after an inspection indicates a need to identify infested zones and allow an objective assessment of pest population levels. In cooperation with the District's Planner/Scheduler, the Contractor shall use monitoring data and occupant feedback to establish site-specific treatment action levels for each pest. Treatments will be applied only when the action level is reached. Monitoring will continue on an as-needed basis throughout the duration of this contract.

Monitoring data forms will be used to record the number of pests or other indicators of pest population levels revealed by the Contractor's monitoring program for each building (i.e. the number and location of ants sighted; number and location of rodents snap-trapped or carcasses removed). A sample monitoring form for ants must be provided when submitting qualifications.

S-7. Definition of the Establishment of Pest Treatment Action Level

In IPM programs, tolerance levels for pest presence are established for specific sites and pest problems. This approach provides a realistic and cost effective level of effort for pest control services.

Action levels are site specific because tolerance for pest presence varies in different sites and situations. For example, a sighting of one mouse in an office building may trigger immediate treatment, while the sighting of one mouse in a (warehouse) may be considered tolerable; however sightings of three mice in one week may trigger treatment action.

Monitoring is also used to evaluate the effectiveness of pest control treatments. For example, if trap counts indicate that roach numbers remain at or below the tolerance level, treatments are effective. If roach numbers rise, treatments are not effective and modifications in treatment approach need to be made (e.g. improved sanitation, applying boric acid in wall voids, etc.)

S-8. Non-Pesticide Products and Use

The contractor shall use non-pesticide methods of control whenever possible. For example:

- Caulking will be used to eliminate cracks and crevices where roaches hide;
- Portable vacuums rather than pesticide sprays shall be used for initial cleanouts of roach infestations, ants, and for control of spiders in webs;
- Sticky traps shall be used to guide and evaluate indoor pest control efforts whenever necessary.

S-9. Pesticide Products and Use

The Contractor shall be responsible for the safe use of pesticides. Transport, handling, and use of all pesticides shall be in strict accordance with the manufacturers label instructions and all applicable federal, state, and local laws and regulations. The non-target environment and the public shall be protected from pesticide exposure at all times.

Pesticide application shall be according to need and not by schedule. As a general rule, application of pesticides in any area inside or outside the premises shall not occur unless monitoring indicates the presence of pests in that specific area. An actual specimen of an insect pest or active signs of it must be seen by the Contractor before pesticides are applied.

When it is determined that a pesticide must be used in order to obtain adequate control, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control. Attributes of least hazardous pesticides include low acute and chronic toxicity and low volatility and mobility. Examples of pesticides meeting

these criteria include: boric acid, diatomaceous earth, hydramethylnon, insecticidal soap, and natural pyrethrins without piperonyl butoxide (PBO).

When pesticides must be used to manage ants, cockroaches and other insects, bait formulations in tamper resistant packaging shall be used whenever possible. When bait formulations are not effective, the Contractor shall, as a general rule, apply all insecticides as crack and crevice treatments, defined in this contract 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 Contractor will seal cracks and crevices with caulk or other products approved by the District. This will be considered part of routine pest management.

The contractor shall obtain the approval of the District prior to any application of pesticide liquid, aerosol, or dust to exposed surfaces, or any space spray treatment. The Contractor shall take all necessary precautions to ensure District employee safety and to ensure containment of the pesticide to the site of application. The Contractor shall follow procedures of notification of pesticide applications as detailed in section S-10.

Preventative pesticide treatments inside and outside areas where monitoring indicates a potential insect or rodent infestation generally are not acceptable. In exceptional circumstances, preventative pesticide treatments may be allowed on a case-by-case basis. The contractor must substantiate the need, indicating areas for preventative treatment in the Pest Management Plan for the building, and listing the preventative treatment methods of application. Each preventative treatment is subject to the approval of the District and permission can be withdrawn at any time.

S-10. Posting of Warning Notices Prior to Pesticide Application

If it is agreed that a pesticide must be applied, the Contractor shall provide the District with the following:

- The name of the pesticide (both chemical and brand name);
- Sufficient copies of warning notices (Notice of Scheduled Chemical Application for Pest Management) and MSDS for placement at all entrances to the building. The warning notice must be completely filled out, including time and date of application which can be no less than 48 hours in advance of posting of notices, and with a fully legible re-entry time.

S-11. Structural Modifications and Operational Changes

The Contractor 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. The Contractor 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 District. More extensive structural modifications are not the responsibility of the Contractor. Examples include caulking extensive networks of cracks or replacing door thresholds. The Contractor shall be responsible for notifying the District in writing about any extensive structural, sanitary, or procedural modifications deemed necessary to eliminate pest food, water, harborage, or access.

S-12. Record Keeping

The Contractor shall be responsible for maintaining a Pest Control Logbook or File for each building or site specified in this contract. These records shall be kept in a place designated by the District and maintained on each visit by the Contractor. The Contractor shall maintain a duplicate logbook at his/her office. Each logbook or file shall contain at least the following:

- A. A copy of the Pest Management Plan and service schedule for the property;
- B. A list of all pesticides used including trade name and name of active ingredients.
- C. MSDS for each pesticide product used at that site;
- D. Copies of monitoring data, maintained on a form provided by the Contractor. Data shall include at a minimum: date, identity and location of pest sightings, relative number of pests, treatment actions (if any), and results of treatments;
- E. Work order forms used to advise the District of structural service recommendations.
- F. The Contractor's service report forms, documenting arrival and departure time of the Contractor's service representative performing the service, and all record keeping information on pesticide application required by statute. These report forms may incorporate some or all of the pest surveillance data required above. The service report form shall be signed off by the District's Planner/Scheduler and a copy placed in the logbook at the conclusion of each service visit. A sample service report form shall be including with the submittal of qualifications.
- G. Any other pertinent information.

S-13. Contractor conduct and schedule

The Contractor shall notify the District's Planner/Scheduler at least 48 hours in advance of initiating routine service or inspections. It shall be the Contractor's responsibility to carry out work according to the detailed Pest Management Plan and schedule developed for each property.

The Contractor shall be responsible for coordination with the District's Planner/Scheduler at the beginning of each visit. The purpose of the visit is to review the plan and schedule and to receive information on problem areas needing corrective action.

The Contractor shall observe all safety precautions throughout the performance of this contract. Certain areas within some buildings may require special instructions for people entering the building. The District's Planner/Scheduler will explain any restrictions associated with these special areas. The Contractor shall adhere to these restrictions and incorporate them into the Pest Management Plan for the specific building or site.

S-14. Safety and Health

All work shall comply with applicable state, county, and municipal safety and health requirements. Where there is a conflict between applicable regulations, the most stringent will apply.

S-15. Emergency Calls

On occasion, the District may request the Contractor 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 Contractor 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 within one (1) working day, the Contractor shall immediately notify the District and indicate an anticipated completion time. If the stated anticipated completion time cannot meet the emergency needs of the District, the District may contract, on a temporary basis, with another pest management company to complete the emergency service.

S-16. Program Evaluation

The District reserves the right to evaluate the progress of this contract in terms of effectiveness and safety and to require such changes as are necessary. The contractor shall take prompt action to correct identified deficiencies.

REQUEST FOR CONTRACTOR QUALIFICATIONS

The Contractor must meet the following mandatory requirements in order to be eligible to submit a quote for pest management service and shall provide verification of such.

Q-1. Licenses and Certification

- The Contractor must hold a valid Branch 2 (General Pest) license issued by the State of California Structural Pest Control Board;
- The Contractor must hold a valid business license.

The Contractor's licenses must not currently be under probation or suspension as set forth by the State of California, Department of Consumer Affairs or, Structural Pest Control Board. The Contractor must include copies of all licenses referred to in this section, showing that they are in good standing. A statement from the Structural Pest Control Board certifying that any and all violations documented in the last 5 years from the date of issuance have been addressed to the satisfaction of state regulators must accompany the licenses.

Q-2. Professional Experience Requirements

The Contractor must furnish evidence of compliance with the following requirements:

- The Contractor must have worked in the professional pest control business handling industrial, commercial, and institutional accounts for at least five (5) years.
- The Contractor must have knowledge of and experience in using IPM concepts, methods, and products, and must have a verifiable record of providing such services for at least two (2) years.
- The Contractor must submit a list of at least three (3) references (including names and telephone numbers) for work comparable to that discussed in these specifications, which has been completed during the last two (2) years or is currently in progress (all work references shall specifically reflect IPM methods).

Q-3. Personnel Qualifications and Experience

The Contractor shall provide only qualified pest management personnel with experience in the conduct of IPM programs. All on-site personnel must understand current practices in this field and be able to make judgments regarding IPM techniques. The contractor must meet the following specific staff requirements:

1. On Site Supervisor: An on-site supervisor and alternate, each with a minimum of two (2) years recent, full-time paid employment in the pest control profession must be identified. The Supervisor holds the Contractor's authority to act on matters pertaining to the performance of services required under the contract. This individual shall insure safety and carry out coordination and continuity of program routine. The supervisor and alternate shall both have a working knowledge of this contract and the detailed Pest Management Plan and schedule for each building. The supervisor and alternate must both meet the qualifications identified below under "Pest Management Technicians."

2. **Pest Management Technicians:** Throughout the life of the contract, all personnel providing on-site pest management services must be certified in appropriate categories as commercial pesticide applicators in the category of structural pest control. No uncertified personnel will be permitted to work on-site. In addition, pest management technicians assigned to District facilities by the Contractor must possess a working knowledge of the biology and behavior of problem pests and methods for reducing or eliminating food, water, and harborage of same; experience using non-chemical pest control methods; proper and safe use of least toxic pesticides and of non-volatile formulations, including baits, gels, and dusts/powders. It is desirable, but not mandatory, that the Contractor's technicians have at least two (2) years recent full-time paid experience in professional pest control, with experience in facilities similar to those maintained and operated by The District.

The Contractor shall provide the names of all pest management personnel assigned to this contract, and pertinent information regarding their qualifications, experience and training. Any employee found to be unqualified for the position to which he/she is assigned will be removed by the Contractor and replaced immediately with a qualified employee at no additional cost to the District.

Q-4. Uniforms and Equipment

All personnel, while working in or on District owned or leased property, shall wear distinctive uniform clothing. The uniform shall have the Contractor's company name easily identifiable, affixed thereon in a permanent or semi-permanent manner. Additional personal protective equipment required for the safe performance of work must be determined and provided by the Contractor.

Protective clothing, equipment, and devices shall be at a minimum, conform to the standards of the California Department of Pesticide Regulation, the pesticide label, and the Occupational Safety and Health Administration. Vehicles used by the Contractor must be clearly marked and identified in accordance with state and local regulations.

Q-5. Staff Training

IPM is a rapidly developing field and continuing education and training is needed to insure pest management personnel remain current in IPM technology, changing laws and regulations, and new products. The Contractor shall describe his/her in-house IPM training program for technicians and other relevant personnel. If appropriate, list other IPM relevant sources of training or hands-on IPM experience offered to company personnel within the prior two years. The Contractor shall also describe the company's Health and Safety program for employees and site occupants.

SUBMITTAL CHECKLIST

This checklist serves as a reminder for each item and activity cited in Union Sanitary District's Request for Contractor Qualifications required of licensed Pest Control Operators seeking the District's pest control contract.

Applicants must complete each of the following requirements to be considered for the District's pest control contract:

1. Create and submit the following sample documents
 - A. A sample monitoring form for ants (S-6)
 - B. A sample "service report form" (S-12)

2. Submit the following licenses and certificates
 - A. Contractor's Branch 2 (general pest) license issued by the State of California Structural Pest Control Board (Section Q-1);
 - B. Contractor's valid business license (Section Q-1);
 - C. A statement from the Structural Pest Control Board certifying that any and all violations documented in the last 5 years have been addressed to the satisfaction of State Regulators (Section Q-1);
 - D. Proof Contractor has worked in the professional pest control business handling industrial, commercial, and institutional accounts for at least three (3) years immediately preceding the submission of this RFQ (Section Q-2);
 - E. A list of at least three (3) references (including names and telephone numbers) for work comparable to that discussed in these specifications, which has been completed during the last three (3) years or is currently in progress (all work references shall specifically reflect IPM methods-Section Q-2);

3. Provide licenses for the site supervisor and all technicians to show that they meet the requirements spelled out in Section Q-3 of the RFQ.

4. Provide photograph or other proof of company uniform and vehicle properly displaying name of company (Section Q-4).

5. Provide a description of the company's in-house IPM training program (or equivalent) for technicians and other relevant personnel. If appropriate, list other IPM-relevant sources of training of hands-on IPM experience offered to company personnel in the prior 2 years (Section Q-5).

6. Describe the company Health and Safety program for employees (Q-5).

7. Describe the Contractor's plan for meeting the record keeping requirements set forth in Section S-12.