

# **SAMPLE**

## **REQUEST FOR PROPOSALS (RFP) FOR INTEGRATED PEST MANAGEMENT (IPM)**

# KEY INFORMATION SUMMARY PAGE

Title of RFP: - Integrated Pest Management Services

## DESCRIPTION OF SERVICES

Provide the necessary labor, materials, vehicles, equipment and supervision for a comprehensive Integrated Pest Management Program (IPMP). The Contractor shall provide a process for achieving an environmentally sound and adequate suppression of all pest species that have the potential to affect public health, impede operations, or damage property whereby the focus is on the identification, coordination, and utilization of non-chemical pest prevention strategies, including housekeeping and maintenance interventions with defined least-toxic pesticides only used as a last resort.

All materials, supplies, equipment, or services supplied as a result of this Contract shall comply with the applicable U.S. and Maryland Occupational Safety and Health Act (O.S.H.A.). It shall be the responsibility of the offeror to make a complete survey of the services covered and required in this contract. The offeror shall also inspect the premises before submitting an offer.

The regular service consists of performing the surveillance, recordkeeping, trapping, and pesticide application components of an IPMP as described in the Contractor's detailed IPMP and Service Schedule for each building. All communications regarding this RFP shall be directed to the Procurement Officer (see Key Information Summary Sheet).

## BACKGROUND

While it is essential that hospitals maintain a clean environment free of pests, it is also important that patients, staff, and visitors be protected from exposure to pesticides. Pesticides are known to contribute to cancer, neurological disorders, problems with reproduction, birth defects and liver and kidney damage. They also can cause irritation to the eyes and skin, can trigger respiratory problems such as asthma, produce headaches, nausea, and can affect learning disabilities in children. Hospital patients who have compromised immune and nervous systems, the elderly, infants and children, and those who have an allergy or sensitivity to pesticides are particularly vulnerable to their toxic effects. Patients taking certain medications may also have heightened reactions to pesticides. Thus, the expected outcome of this solicitation is a pest controlled environment that does **not** adversely affect patient health. This contract will provide a comprehensive Integrated Pest Management Program (IPMP).

## Minimum Requirements

Only those companies holding a current Pest Control Applicator and Pest Control Consultant License and meeting all requirements of the Code of Maryland Regulations (COMAR) Title 15, Subtitle 05 – Pesticide Use Control shall be considered for the award of this contract. (The entire contents of the Regulations Pertaining to the Pesticide Applicator's Law in COMAR, Annotated Code of Maryland, and all subsequent changes thereto during the term of this contract are hereby incorporated into this contract and made an integral part hereto.) All offerors shall be further licensed to operate under Category VII (Industrial, Institutional, Structural and Health Related Pest Control) of the regulations pertaining to Pesticide Applicators Law. Within Category VII, the requirement that all offerors must be specifically licensed in sub-category b (Termite Control) is expressly not a part of this contract and no such license is required.

Procurement Method: Competitive Sealed Proposals (COMAR 21.05.03)

# PART I

## SPECIFIC REQUIREMENTS OF PROPOSED CONTRACT

### 1.0 SERVICES TO BE PERFORMED

#### A. Integrated Pest Management Program

The Contractor shall develop a written Integrated Pest Management Program (IPMP) and Service Schedule for each Hospital and/or site within ten (10) working days after the initial site inspection. The IPMP should emphasize and specify non-pesticide methods of intervention (i.e., portable vacuums as standard method for initial cleanouts of cockroach infestations, for swarming (winged) insects, termites and spiders; trapping devices as primary intervention for indoor fly control). After development of the IPMP and Service Schedule, the Contractor shall submit them to the Contract Monitor for approval prior to initiation. Following receipt of the Contractor's IPMP and Service Schedule, the Contract Monitor will render a decision within ten (10) working days regarding the acceptability. If the IPMP is disapproved, the Contractor shall have three (3) working days to submit a revised plan and schedule. The Contractor shall be on-site to implement the IPMP and Service Schedule within five (5) working days following notice of approval.

The IPMP and Service Schedule must address any structural or operational changes that would facilitate the pest management effort. Additionally, the IPMP must identify the proposed methods for control, including the least toxic pesticides that may be used by accepted common name (generic name); site-specific methods of application proposed for use in or around the building; and rationale for each type of use. Proposed trapping devices for insects and rodents should also be included. The IPMP should describe in detail the Contractor's means for monitoring pest populations in and around the building (see Section C on Monitoring and Inspection).

After a complete initial inspection and treatment is finished, each area of the facility shall be serviced. The frequency of inspections and treatment by the Contractor shall depend on the specific pest control needs of each area. The coverage shall include the entire complex of each facility including all garbage and trash disposal areas, food preparation areas and dining areas.

#### B. Pests Included and Excluded

The IPMP specified by this contract shall suppress indoor populations of: rats, mice, cockroaches, ants, flies, stinging insects and any other arthropod pests not specifically excluded from the contract. Populations of these pests that are located outside of the specified buildings, but within the property boundaries of the buildings, are included.

Populations or infestations of the following pests are excluded from this contract: birds, bats, snakes, other vertebrates other than commensal rodents, termites (and other wood-destroying organisms), mosquitoes and pests located outside buildings that primarily feed on outdoor vegetation. However, individuals of all the above pests that are incidental invaders inside buildings shall be controlled under the terms of the contract.

#### C. Monitoring and Inspection

The IPMP shall establish a monitoring and inspection plan to identify infested zones and allow an objective assessment of pest population levels. The Contractor shall continue monitoring and inspecting throughout the duration of this contract. The coverage shall include the entire complex, including garbage and trash disposal areas on each of the hospital grounds.

#### D. Population Control Methods

The Contractor shall not apply any pest management method which has not been included in the IPMP and approved

in writing by the Contract Monitor. Least-toxic pesticides are only to be used as a last resort. Any request for preventive pesticide treatments of inside and outside areas where inspections indicate a potential insect or rodent infestation that poses an immediate threat to public health and where other options have been exhausted or shown to be unreasonable will be evaluated by the Contract Monitor on a case-by-case basis. Pesticides shall not ever be applied by schedule. Every preventive pesticide treatment is subject to review and can be eliminated at any time by the Contractor Monitor. The Contractor shall not store any pesticides or application equipment at any of the facilities without the written approval of the contract monitor or his designee.

When used in food or patient residential areas, rodent bait stations shall be covered or tamper proofed. Bait stations shall not be placed in areas where they would be accessible to the patients at any facility. If snap traps are used in patient accessible areas, they shall be of a design that fingers cannot reach the snap trap.

#### **E. Structural Modifications**

Structural modifications for pest suppression will not be the responsibility of the Contractor. However, the Contractor shall be responsible for notifying the Contractor Monitor, in writing, about structural modifications deemed necessary to eliminate pest harborage or prevent pest access.

#### **F. Recordkeeping**

The Contractor shall be responsible for maintaining a complete and accurate pest management log. The Contractor shall maintain a separate log book for each hospital specified in this contract. Each log book shall be kept on the hospital property and updated on each visit by the Contractor.

The Contractor shall provide monthly inspection reports to the Contract Monitor. The report shall list all needs for treatment and location of infestation that are identified during inspection. It shall also identify the conditions that have led to the infestations and included recommended actions for eliminating or reducing the causes of the infestations.

The Contract Monitor shall maintain a complaint log containing the time, location, and description of any pest and/or rodent sighting or infestation and any other complaint situation occurring since the Contractor's last visit. At the time of each scheduled visit, the Contractor shall first consult this complaint log and perform all appropriate corrective measures prior to commencing any regularly scheduled activities.

The log book shall contain at a minimum, the following items:

- i. A copy of the Service Schedule for each building.
- ii. Pest surveillance data sheets which record, in a systematic fashion, the number of pests or other indicators of pest population levels revealed by the Contractor's monitoring plan for the building; for example, number and location of sticky traps with cockroaches, number and location of rodents trapped or carcasses removed, number and location of new rat burrows observed, etc.
- iii. Specific housekeeping and maintenance recommendations for preventing identified pest pressures related to specific areas
- iv. In the event a least-toxic pesticide is used, a copy of the current label, EPA registration number, and Material Safety Data Sheet (MSDS) for each pesticide used in the building. The MSDS will also be provided to the Contract Monitor.
- v. A diagram noting the location of all rodent traps and bait stations in or around the premises.
- vi. The Contractor shall supply a Pest Control Work and Inspection Report Form. These forms will be supplied to advise the Contractor of routine service requests and to document the performance of all work, including emergency work. Upon completion of a service visit to the building, the Contractor's representative

performing the service shall complete, sign, and date the form and return it to the log book on the same or succeeding day that the services are rendered.

- vii. The Contractor's Service Report forms shall document arrival and departure time of the Contractor's representative performing the service, and all information on pesticide application required by statute. These report forms may incorporate some or all of the pest surveillance data and locations of rodent traps and bait stations required in items (iii) and (iv) above.
- viii. The Contractor, during each visit shall, in addition, maintain a recommended non-pesticide management form, which identifies the conditions that are contributing to pest problems in the facility, and suggested corrective action.

#### **G. Special Requests and Emergency Service**

If the Contract Monitor determines that extra service calls are needed, the Contractor shall respond to such calls within 24 hours. On occasion, it may be requested that the Contractor perform corrective action, special or emergency service(s) which are beyond routine needs or regular service requests. The Contractor shall be onsite and respond to the corrective action, special service(s) or emergency service(s) conditions within one (1) working day after receipt of the request. In the event that such services cannot be completed within one (1) working day of the response, the Contractor shall immediately notify the Contract Monitor and indicate an anticipated completion date. The Contractor will maintain a work reception center that is open during normal working hours.

If it becomes necessary to perform work on days or at times other than those arranged in advance or on holidays, special permission must be obtained in writing at least two (2) days in advance from the Contract Monitor or designee.

#### **H. Manner and Time to Conduct Services**

The Contractor shall consult the complaint log prior to each inspection and/or treatment. To better plan his activities before making the scheduled visits, the Contractor may telephone to inquire about the contents of the complaint log.

During each visit, the Contractor or his representative shall secure an authorized signature from each individual unit indicating completion of specified pest control measures. This verification shall be presented to the Contract Monitor following the completion of services.

Certain areas within some buildings require special instructions for persons entering the building. Any restrictions associated with these special areas will be explained to the Contractor by the Contract Monitor. The Contractor shall adhere to these restrictions and incorporate the restrictions into the detailed IPMP and Service Schedule for the specific building and/or site.

#### **I. Initial Inspection**

Within a specific time following the commencement of this contract, the Contractor shall make a complete and thorough inspection of all areas within the scope of this contract.

#### **J. Right of Supervision**

The Facility/Hospital System reserves the right to have unannounced on site inspections carried out by private consultants to evaluate the effectiveness and legality (vis-à-vis all current laws and regulation of the E.P.A., the Maryland Department of Agriculture and local Health Departments) of the Contractor's performance. Any deficiencies discovered on these unannounced inspections shall be corrected by the Contractor within two (2) weeks after notification.

#### **K. Employee Experience**

Throughout the term of this contract, all personnel providing on-site pest control service must maintain certification as commercial pesticide applicators as set forth by the Maryland Department of Agriculture (MDA). Uncertified individuals working under the supervision of a certified applicator will not be permitted to provide service under this contract.

The offeror shall list the name(s) and certificate number(s) of the Certified Applicator(s) used under this contract.

The contractor shall provide, at his or her own expense, available supervision over the work being performed and shall be held solely responsible for the conduct and performance of his or her employees involved in the contract.

#### **L. Corporate Qualifications**

The offeror shall list all experience providing the services of the type and size required by the specifications. References substantiating these qualifications must be submitted with the proposal documents. With each reference, list details of type and size of buildings serviced, and a current working phone number for contact.

All offerors shall provide a copy of their Commercial Applicators' Pesticide Business License with the technical proposal. The offeror selected for award of this contract shall be subject to verification with the Pesticide Applicator Law Section of the Maryland Department of Agriculture to insure that an excessive number of customer complaints have not been filed against it.

#### **M. Educational Efforts and Communication**

Non-chemical prevention is the primary focus of the services to be performed in accordance of this contract. As such, the Contractor shall make continuous efforts to educate the facility's personnel in good preventive practices. Below are examples for such ongoing educational efforts:

- i. Informal discussions, explanations, and suggestions to personnel while performing inspections and other services.
- ii. Brief written reports to the Environmental Services and Facilities Directors (Contractor Monitor) at each facility following each visit, summarizing the Contractor's activities, identifying problem areas, and making specific recommendations for preventive actions to be accomplished by the hospital.
- iii. Written reports to the Environmental Services and Facilities Directors (Contractor Monitor) at each facility, advising him/her of situations where realistic recommended corrective actions have not been followed by the facility, as a result of which repeated infestations have occurred.

#### **N. Subcontracting**

The Contractor shall not assign the contract in whole or in part, without prior written approval of the Procurement Officer.

#### **O. Billing**

All invoices shall include a Pest Control Work Log sheet that shows the services. This log shall clearly state all areas that were treated. If any areas are not treated, the payment shall be reduced by the amount specified in the applicable area of the Financial Proposal Sheet. The Contractor shall not be paid for any work not performed and documented as required above.

## **PART II**

### **ORGANIZATION OF PROPOSAL**

#### **1.0 GENERAL FORMAT**

Proposals shall be clear and precise and shall affirmatively address all points as outlined in Part I. All offerors shall present their technical proposal in the following manner:

##### **A. Statement of the Problem**

The Offeror shall clearly demonstrate an understanding of the objectives and goals for a defined integrated pest management (IPM) as well as an understanding of the services to be performed for this solicitation to include a statement of expected outcomes. This section should also include an analysis of the effort and resources which will be needed to realize the objectives.

##### **B. Proposed Work Plan**

The Offeror shall provide a description of the proposed work plan that addresses the requirements of this RFP. It shall include the specific methods, content and timelines to be performed in providing the required services.

##### **C. Corporate Qualifications**

The Offeror shall include documentation that shows the licensing and certification of the organization.

The Offeror shall include a minimum of three (3) references from firms for whom similar work was completed. Each reference shall identify the name of the organization, a point of contact, and telephone number.

##### **D. Fiscal Integrity**

The offeror shall document fiscal integrity as specified by the following:

- i. Dunn and Bradstreet Rating
- ii. Recently audited financial statements
- iii. Lines of Credit
- iv. Successful financial track record
- v. Adequate working capital

##### **E. Legal Action Summary**

The Offeror shall include a statement as to whether there are any outstanding legal actions or potential claims against the offeror and a description of any such action. The Offeror shall include a description of any settled or closed legal actions or claims against the offeror over the past five (5) years; and in instances where litigation is ongoing and the offeror has been directed not to disclose information by the court, provide the name of the judge, and locations of the court.

##### **F. Subcontracting**

Subcontractors, if any, shall be identified and a complete description of their role relative to the proposal included in the proposal.

##### **G. Past Experience**

As part of its offer, each Offeror is to provide a list of all contracts with any entity that it is currently performing or which have been completed within the last 5 years. For each identified contract the Offeror is to provide:

- i. A brief description of the services/goods provided
- ii. The dollar value of the contract
- iii. The term of the contract
- iv. Whether the contract was terminated before the end of the term specified in the original contract, including whether any available renewal option was not exercised.

#### **H. Experience of Proposed Staff**

The offeror shall describe in detail how the proposed staff's experience and qualifications relate to their specific responsibilities as detailed in the work plan. Include individual resumes for the key personnel who shall be assigned to the project if the offeror is awarded the contract. Each resume shall include the amount of experience the individual has had relative to the work called for in this solicitation and letters of intended commitment to work on the project.

The offeror shall provide an Organizational Chart outlining personnel and their related duties. Include job titles and the percentage of time each individual will spend on their assigned tasks. If individual licenses or certificates are required, the offeror shall provide copies.

## **PART III**

### **EVALUATION AND SELECTION PROCEDURE**

#### **1.0 EVALUATION**

Proposals will be reviewed as a preliminary matter by the Procurement Officer to determine if they meet any minimum requirements set forth in the Key Information Summary and Part I, Section 1.0. Proposals that do not meet the minimum requirements, or are otherwise found not reasonably susceptible for award will not be considered further and the financial proposal will be returned. During the evaluation process, the committee may request technical assistance from any source.

The financial proposals will not be distributed to the committee until the technical evaluation is completed. Alternatively, a separate committee may be established to evaluate financial proposals concurrently with the committee that is evaluating the technical proposals. In this case, the separate committees may have no contact with each other until the time that both committees have completed their assigned tasks.

The technical portion of the proposal will be the most important consideration in making the award. The merits of each proposal will be evaluated in accordance with the terms of the requirements and in relation to the criteria listed below in descending order of importance. The evaluation will take into consideration the technical and management capabilities of the offerors in relation to the requirements of the plan.

#### **A. Statement of the Problem**

- i. How well will the Offeror address monitoring, inspection, preventing and controlling pests as required by the IPMP?
- ii. How well will the Offeror collaborate with the facility staff and administration in developing a defined IPMP that meets the facility's commitment to practices and product choice that exceeds the standards required by law?
- iii. How well will the Offeror follow state regulations in regards to proper pest management?

#### **B. Work Plan**

- i. Does the Offeror have an office that is open during normal working hours?
- ii. How well will the Offeror meet the needs for emergency and special service requests (e.g., cellular/mobile/car telephones, beepers/pagers, names of office personnel handling the account)?
- iii. How appropriate is the Offeror's provided samples of log book format and is an explanation of information to be recorded adequate?
- iv. How appropriate is the Offeror's methodology for carrying out the work plan?

#### **C. Employee Qualifications**

- i. How appropriate are the Offeror's personnel's qualifications and experience of the staff who will be assigned to this contract?
- ii. Does the Offeror have an adequate number of employees that will be servicing the contract?

#### **D. Corporate Qualifications**

- i. Does the Offeror have adequate IPMP plans currently in effect and do they list the location, contact person and telephone number for these plans?
- ii. Does the Offeror have Maryland Department of Agriculture certification?

iii. Are the Offeror's number of years in business in the pest management field adequate?