SECTION D – SPECIFICATIONS/SCOPE OF WORK

1. BACKGROUND
It is the County's intent to enter into contract with one qualified entity to provide Structural Integrated Pest Management Services in all County-owned facilities and other facilities as designated throughout the term of a contract resulting from this IFB, in accordance with the Integrated Pest Management Plan of the Department of General Services (Attachment G).

The contract resulting from this IFB is part of a comprehensive Integrated Pest Management (IPM) Program which seeks to minimize the application of pesticides by focusing on long-term, mechanical, and preventative measures to control pests thereby eliminating damage to County facilities and property. This program reduces the use of pesticides in County-owned buildings while maintaining a comfortable and safe work environment.

Control techniques in an IPM program include structural and procedural modifications that establish physical barriers to pests, and reduce the food, water, and harborage available to them, thus going beyond the application of pesticides. Management strategies include education, training, and promotion of behavioral practices that are important in the IPM program.

The Contractor must furnish the necessary labor, materials, and equipment to implement the surveillance, trapping, and pesticide application aspects of the IPM program. The Contractor must also generate detailed, site-specific recommendations for structural and procedural modifications required to achieve pest suppression. In addition, the Contractor will supply trained personnel to educate County employees on the most effective means to achieve pest control in and around their work surroundings in accordance with IPM practices.

The IPM Program specified by this solicitation must suppress structural populations of rats, mice, cockroaches, ants, flies, stinging insects, termites, mosquitoes, pigeons, starlings, sparrows and any other arthropod, vertebrate, reptilian, aquatic and aviary pests not specifically excluded from this solicitation. Populations of these pests, which are located outside of the specified building/premises, but within the property boundaries of the buildings/premises are included.

Individuals of all of the above pests that are incidental invaders inside buildings/premises must be controlled under the terms of a contract awarded as a result of this solicitation.

2. SPECIFICATIONS/WORK STATEMENT
The Contractor must provide the following services for each building (See Quotation Sheet - Proposed Annual Frequency of Inspection/Treatment List) specified in a contract resulting from this IFB:

a. Initial Inspection

The Contractor must conduct a thorough, initial inspection of each site within thirty (30) calendar days after the effective date of the contract. Each building must be evaluated to identify:

1) The pest control needs of the premises (up to and including 100 feet from the building/site)
2) Problem areas and any equipment, structural features, or management practices that are contributing to pest infestation
3) Facilitation of contractor to access all necessary areas

The Contractor must provide complete service schedules for each building or site. The frequency of services must be based upon the recommended schedule of service by a licensed entomologist for the particular pest problem(s) and mutually agreed upon by the Contract Administrator. The service schedule must be included in the Pest Management Plan and Service Schedule (PMP and Service Schedule) as outlined in section D below.
Entomologist must be licensed by the State of Maryland. Entomologist may be an employee of the contractor or a subcontractor.

The Contractor is responsible for written recommendations regarding the need for further inspections as determined by a licensed Entomologist that will identify the pest and provide recommendations for the method of pest suppression and its effect on the building, occupants and the pests.

b. Submission of Plan

Upon receipt of written notice from the Contract Administrator, the Contractor must develop, within 15 calendar days; a written Pest Management Plan (PMP) and Service Schedule for each building and/or site. The Contractor must submit the PMP and Service Schedule to the Contract Administrator for final approval within 15 calendar days following Notice to Proceed.

The Contract Administrator will render a decision within ten (10) working days regarding the PMP acceptability. The Contractor must be on-site to implement the PMP and Service Schedule within five (5) working days following notice of approval. If the PMP is disapproved, the Contractor will have three (3) working days to submit a revised plan and schedule.

The PMP and Service Schedule must address any structural or operational changes that would facilitate the pest management effort.

The PMP must identify the proposed methods for control and action threshold for each specific pest, including the pesticides to be used by accepted common name (generic name); site-specific methods for application proposed for use in and/or around the building; and rationale for each type of use. Proposed trapping devices for insects and rodents must also be included. Proposed exclusionary devices (bird netting, etc.) must also be included.

The PMP must describe in detail the Contractor's means for monitoring pest populations in and/or around the building as recommended by the Entomologist and approved by the Contract Administrator.

Contractor must control the population of pests at all facilities and at no times must allow them to exceed the maximum threshold limit as determined by the PMP. Contractor's failure to provide the appropriate preventative measures or to effect remedial action necessary to control the population of pests within the threshold limit will be considered by the County as non-performance of the contract. Confirmed instances of non-performance by the Contractor may result in the County withholding or denying the contractor's payment or by termination of the contract.

Frequency of inspections and treatment by the Contractor must depend on recommendation of the Entomologist based on the specific pest control need(s) of each premise. At a minimum, the County suggests that the Contractor must conduct inspections monthly to determine if treatment is required. The Contractor must receive approval from the Contract Administrator or designee if treatment is required. The Contractor must receive approval from the Contract Administrator or designee regarding any subsequent changes in the approved PMP and Service Schedule. Changes also include additions to the pesticide list.

c. Monitoring and Inspection

The Contractor must incorporate a monitoring and inspection program to identify infested zones and allow an objective assessment of pest population levels in the PMP. The Contractor must continue monitoring and inspecting throughout the life of the contract to ensure the successful suppression of pests in accordance with the PMP and Service Schedule.

The Contractor's personnel working in or around buildings designated under this contract must wear distinctive uniform clothing. The Contractor must perform their work during County business hours/days. The Contractor
must determine and provide all additional personal protective equipment required for the safe performance of work. Contractor’s personnel must adhere to all security provisions in effect for the County facilities where their work is being performed.

d. Structural and Operational Changes

Structural modifications for pest suppression, with the exception of aviary deterrents, will not be the responsibility of the Contractor. The Contractor must be responsible for notifying the Contract Administrator, in writing, about structural modification recommendations deemed necessary to eliminate pest harborage or prevent pest access.

e. Pesticide Treatment

The Contractor must be responsible for application of pesticides according to all label restrictions and instructions. All pesticides used by The Contractor must be registered with the EPA, State and/or local jurisdiction and have written approval for use by the Contract Administrator.

Use, transport, handling, storage and disposal of all pesticides must be in strict accordance with the pesticide product label instructions and all applicable federal, state, and county laws and regulations.

The Contractor must only apply a pesticide that is included in the PMP or is approved in writing by the Contract Administrator or designee.

Application of pesticides in any area inside or outside the premises — i.e. in any room, closet, hallway, stairwell, court, driveway, planting bed, and similar locations — 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.

When pesticide use is necessary, the Contractor must employ products that have been determined by the County, 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 control must be applied as determined by the entomologist to achieve effective control.

The Contractor must primarily use low risk pesticides and shall restrict the use of liquid and volatile pesticide applications wherever possible. Liquid pesticides shall be used only if there is no other alternative. For example:

1) The use of crack and crevice application of powdered or granular pesticide to harborage areas rather than fan spraying exposed surfaces in the general vicinity of harborage areas.
2) The use of low risk containerized and other types of bait formulations for cockroaches, ants, and other pests, rather than volatile sprays wherever appropriate.
3) The use of traps for indoor fly control rather than sprays wherever appropriate.
4) Pesticide space sprays (including fogs, mists, and ultra-low volume applications) will be restricted to unique situations when no alternative measures are practical.

Where the Contract Administrator approves application of a volatile pesticide, as recommended by Entomologist, it must be incumbent upon the Contractor to provide notification to the site(s) occupants. The Contractor must provide and post easily visible signs notifying the site(s) occupants at least 24 hours before a pesticide is applied. The Contractor’s signs must be placed at all entrances before and after an application, naming the product and giving a phone number to call for more information. Contract Administrator or designee must approve sign dimensions and wording format prior to posting by the Contractor.

Preventive pesticide treatments (e.g. Disodium octaborate tetra hydrate —DOT, or Tim-bor —brand names) in any area inside or outside the premises where inspections and monitoring indicates a potential infestation are
acceptable on a case-by-case basis. The Contractor must indicate areas for preventive pesticide treatment in the PMP for each building and list the methods of application.

Preventive pesticide treatments are subject to review and approval by the Contract Administrator or designee, at any time.

f. Rodent Treatment

Snap traps and other trapping devices (including glue boards) used in rodent control programs must be checked on a regular schedule approved by the Contract Administrator or designee. Trapping must not be performed during periods when maintenance/monitoring will be delayed by holidays, weekends, etc.

The Contractor must place traps out of the general view and in protected areas so as not to be affected by routine cleaning and other operations.

All rodenticides, regardless of packaging, must be placed either in locations not accessible to children, pets, wildlife, and domestic animals, or in EPA-approved tamper-resistant bait boxes, labeled with name of owner and date of placement.

Frequency of bait box servicing must depend upon the level of rodent infestation. All bait boxes must be labeled to identify ownership and dated at the time of installation and each servicing.

All bait boxes must be maintained in accordance with EPA regulations, with an emphasis on the safety of humans and avoidance of non-target organisms.

g. Bird Exclusion Work

Bird exclusion work must include but not be limited to:

- Inspecting and evaluating areas needing pest bird control
- Installing netting materials. Contractor must utilize only StealthNet™ or approved equal material and shall perform installation in accordance with the manufacturer’s installation instructions.
- Installing bird proofing materials
- Repair of tears and holes in netting materials
- Refastening, retightening and resecuring birdproofing materials
- Contractor must have available apparatus for installers/technicians to reach a height of 40 feet.
- Work will be performed on an as needed basis, upon request from the Contract Administrator or designee.

h. Record Keeping

The Contractor must be responsible for providing and maintaining a complete and accurate pest management log. The Contractor must provide and maintain a separate logbook for each building specified in a contract resulting from this RFP. Each logbook must be kept on County property and updated on each visit by the Contractor. Each log book must be sufficiently labeled for its identity and must be accessible to County employees on site as well as to the Contract Administrator.

The log book must contain as a minimum, the following:

1) A copy of the PMP and Service Schedule for each building.
2) A copy of the current specimen label, EPA registration number, and Material Safety Data Sheet for each pesticide and monitoring device used in the building. (MSD sheets must also be provided to the Contract Administrator.)
3) 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 program 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.)

4) A diagram noting the location of all rodent traps and bait stations in or around the premises.

5) The County's copies of a Pest Management Action Report Form (Attachment F). These forms will be supplied by the County to advise the Contractor of routine service requests and to document the performance of all work, including emergency work. Upon completion of each service visit to the building, the Contractor's representative performing the service must complete, sign, and date the form and return it to the log book on the same or succeeding day of the services rendered. In locations where there is no log book, the Contractor will be required to return the completed Pest Management Action Report Form (Attachment L) to the Contract Administrator or designee.

6) The Contractor's Service Report form documents arrival and departure time of the Contractor's representative performing the service, and all information on pesticide application required by statute. These report forms must incorporate all of the pest surveillance data and locations of monitoring devices, rodent traps and bait stations required in items 3 and 4 above. One copy of the completed Service Report Form is to be left with the Facility Contact Person (at the site) and a duplicate copy is to be forwarded to the Contract Administrator at the end of each week following the site visit. The Service Report Form is designed and prepared by the Contractor.

i. Scheduled and Unscheduled Service

Regular service consists of a scheduled performance of the inspection, surveillance and monitoring, record keeping, trapping, and pesticide application components of an IPM program as described in the Contractor's detailed PMP and Service Schedule for each building.

Contractor may also be requested to perform unscheduled corrective action, special or emergency service(s) which are beyond regular service needs.

The Contractor must respond to the unscheduled 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 their time frames, the Contractor must immediately notify the Contract Administrator or designee and indicate an anticipated completion date.

The Contractor will maintain a working phone number and Fax number accessible during normal working hours and a cell phone number that is accessible for emergency requests for both scheduled regular services and unscheduled services.

j. Formal Training

The Contractor must be available to conduct training for County staff on various pest control topics including trapping, exclusion, monitoring, record keeping, trap-count assessment, and safety, risk evaluation of products, and pest biology and recognition.

The Contractor and Contract Administrator shall confer and establish the training schedule. Content of training will be recommended by Entomologist and include effects of various methods of pest suppression to pest population, building/premises and occupant(s). The Contract Administrator has complete discretion how often and for whom training takes place.

All training must be approved by the Contract Administrator and fees for training will be negotiated based on hourly rates for entomologist and technician prior to any contract being awarded as a result of this IFB.

k. Quality Control Program
The Contractor must establish a Quality Control Program to assure the successful effect of any method of pest suppression for the requirements of any contract awarded as a result of this IFB.

The Quality Control Program must include, but not be limited to:

1) Contractor’s system of managing, inspecting and evaluating job performance to cover all services as stated in Section D, Scope of Services of this IFB.
2) Contractor's plan to detect and correct deficiencies in the quality of services before the level of performance becomes unacceptable.

3. **CONTRACTOR’S QUALIFICATIONS**
   The Offeror must provide the following:
   
   a. Proof of having at least one management level staff member who holds a current State of Maryland applicators license and who is actively involved in the Pest Control Business and has utilized the methods of Integrated Pest Management described herein for a minimum of two (2) years within the last five (5) years.
   
   b. Proof of having at least two full time Pest Control Technicians, familiar with the methods of IPM, and who hold a current State of Maryland applicators license and have been performing inspection/treatment duties for a minimum of two (2) years in the last five (5) years.

   Proof of having at least one State of Maryland certified Entomologist.

1. **COUNTY’S RESPONSIBILITIES**
   
   a. The County must provide any maps, facility information, phone numbers and contacts the Contractor feels necessary to conduct the pest control services.
   
   b. The County must provide on-site parking at no cost to the Contractor’s personnel during the performance of pest control services.