

Scope of Work and Request for Qualifications for IPM Structural Pest Control Service

A. General Information

The City of Palo Alto seeks experienced Integrated Pest Management (IPM) pest control services for City facilities. The City's IPM policy strives to promote IPM strategies to improve water quality in local creeks and the Bay, and independent of the policy, staff wishes to minimize health hazards to people from pesticide exposure.

IPM, also known as reduced-risk pest management, encourages long-term pest prevention and suppression through biological controls, habitat manipulation, use of resistant plant varieties, improved landscape and building hygiene, and structural repair and pest barriers. IPM sanctions synthetic chemical pesticides only as a last resort, and only with the least toxic chemicals available that perform the task. IPM depends on understanding a pest's environmental requirements and natural enemies in order to facilitate less toxic pest control and requires ongoing monitoring for pests to ensure that small infestations do not become large ones. IPM seeks to minimize pest concerns while minimizing human health, environmental, and financial risks.

B. Project Description

The Contractor shall furnish all supervision, labor, materials, and equipment necessary to evaluate, monitor, and provide pest management services for City of Palo Alto buildings. Pest control methods should first strive to use non-chemical controls such as trapping and pest proofing, followed by chemical controls only if non-chemicals methods fail.

1. Using IPM strategies, the contractor will control structural pests to include:

- a) **Insects and other arthropods:** These include ants, cockroaches, yellow jackets and other wasps and bees, and any other arthropod pest not specifically excluded from the contract.
- b) **Mice and rats:** The contractor shall adequately suppress rats and mice found inside and outside buildings. Pick-up and proper disposal of dead vertebrates is also included in this scope of work.
- c) **Pests excluded from contract:**
 - Termites and other wood destroying organisms
 - Mosquitoes (mosquito abatement)
 - Pests that primarily feed on outdoor vegetation unless they are invading a structure
 - Birds, bats, snakes and all other vertebrates not listed above
- d) **Removal of stinging insects-** the contractor will remove nests of stinging insects within the property boundaries of specified buildings. **The contractor will work with Environmental Compliance to identify options where bee hives can be relocated and not destroyed.**
- e) **Reduce pest problem hotspots** with the goal of solving structural and hygiene challenges so that facilities currently requiring a monthly service can reduce their service needs to on-call service only

2. The contractor will provide monthly pesticide reporting information in electronic format using the City's Contractor Pesticide Application Form located at http://www.cityofpaloalto.org/public-works/documents/ContractorPesticideApplicationForm_000.xls to be **emailed** to the City's IPM Coordinator: julie.weiss@cityofpaloalto.org by the 15th of each month for the previous month's work. The contractor must also have Internet access and the ability to enter pesticide use information on-line if the City provides that

reporting mechanism.

C. Specific Work Tasks

The contractor will:

1. **Control pests while minimizing human exposure, secondary poisoning to non-target animals and pesticide-related water pollution** by adhering to the following conditions:
 - the following products may not be used for insect control:
 - products labeled with the signal word “Danger”
 - organophosphate products (e.g., diazinon or chlopyrifos)
 - carbamate products (e.g., carbaryl)
 - pyrethroid products (see expanded list, Attachment A)
 - containerized baits are preferred for ant control
 - no **spray insecticides** may be used **except** insecticidal soaps and plant-based products (e.g., pyrethrins, mint oil, rosemary oil, etc.). **Emergency use of other pesticides may be authorized by the City’s IPM Coordinator.**
 - trapping and exclusion will be the primary rodent control methods. To prevent bait resistance and secondary poisoning, rodent baits will only be used when trapping and exclusion are unsuccessful and **in consultation with the IPM coordinator.**
 - no outdoor applications of pesticides of any kind will be applied on impervious surfaces when a 40% or greater chance of rain is forecast within three days unless the pesticides are containerized baits that will not contribute to runoff pollution.
 - prior to application, contractor must notify manager or supervisors overseeing the employees in the working areas that are to be treated with any pest control product other than containerized baits.
 - new products that the contractor may wish to use mid-contract must be approved by the IPM Coordinator prior to use.
2. **Respond to new or emergency pest management requests within 24 hours** of service call.
3. **Reduce pest populations** at sites designated by the Facilities Supervisor that have historically had regular pest problems requiring monthly service (Attachment D) with the goals of:
 - reducing the frequency and severity of pest problems using IPM strategies
 - reducing access and favorable conditions that support pests, and
 - reducing need for monthly pesticide applications by the end of the first six months (this can be renegotiated on a site by site basis). If the City does not provide the repairs or hygiene needed, the contractor is not responsible for the continuation of pest problems.

Frequency of site visits may be reduced or eliminated at the discretion of each site manager, the City’s Facilities Supervisor, or IPM Coordinator when pest problems subside.

4. **Track pest management and pesticide use.** The following records will be kept and procedures followed while servicing these sites:
 - *EcoWise Certified Inspection Report and Needed Repairs* (Attachment B) Copies of inspection records and repair recommendations must be provided to site manager and Facility Supervisor after each site visit. With the approval of the IPM Coordinator, the contractor’s own reporting forms may be used if the same criteria as the City’s are used.

- **Contractor Pesticide Application Form** (see “Requirements” for instructions). This information is critical as the City tracks information about non-chemical control methods and many aspects of pesticide use in order to reduce the most toxic pesticides and volume of pesticides used. The contractor must also have Internet access and the ability to enter pesticide use information on-line if the City provides that reporting mechanism.

5. Requirements

- Provide completed “RFP Checklist for Contractor Bids” and requested supplemental information (Attachment E).
- Review the City’s Integrated Pest Management Policy (Attachment C)
- The proposal shall include a brief written description of the non-chemical IPM methods that are proposed to solve both insect and vertebrate pest problems
- The proposal shall include Material Safety Data Sheets for all pesticides to be used
- Demonstrate ability to download and **electronically submit** the monthly *Contractor Pesticide Application* form. The form is located at http://www.cityofpaloalto.org/public-works/documents/ContractorPesticideApplicationForm_000.xls **The contractor must email** the form to julie.weiss@cityofpaloalto.org by the 15th of each month. The contractor must also have Internet access and the ability to enter pesticide use information on-line if the City provides that reporting mechanism. **See RFP Checklist for Contractors for further instructions when submitting a sample report as part of the RFP process.**
- Provide references that the City may contact in regards to IPM service.
- Provide monthly and on-call estimate for site services on Attachment D
- As part of the interview, contractor will meet with the Facilities Supervisor and IPM Coordinator to tour a selection of sites requiring service, set expectations of pest treatment thresholds, monitoring and service frequency, and evaluation of effectiveness.
- The contractor:
 - will be certified by EcoWise Certified, a project of the Association of Bay Area Governments (see www.ecowisecertified.org), within 12 months from starting services. **If certification is not completed within 12 months of contract start date, the contract may be terminated at the City’s discretion.** Preference will be given to contractors who are already EcoWise Certified at the time of application. All service provided by EcoWise certified companies will be congruent with EcoWise certification service standards. Where conflicting, provisions in this contract supersede EcoWise standards.
 - will ensure that any contractor employee that provides service to the City of Palo Alto must be an EcoWise Certified IPM Practitioner or accompanied by an EcoWise certified IPM Practitioner if in training

D. Qualifications:

The contractor will be in compliance with all federal, state, and local pest control operator requirements and regulations and maintain current licenses.

E. Project Administration

Facilities Supervisor

Dennis Huebner
 Facility Management Supervisor, Public Works
 ph) 650.496.6970
dennis.huebner@cityofpaloalto.org

IPM Coordinator

Julie Weiss
 Environmental Specialist, Public Works
 ph) 650.329.2117
julie.weiss@cityofpaloalto.org

Pyrethroid Active Ingredients

Allethrin
Beta-Cyfluthrin
Bifenthrin
Cyfluthrin
Cypermethrin
Deltamethrin
d-trans allethrin
Esbiothrin
Esfenvalerate
Lambda-Cyhalothrin
Permethrin
Phenothrin
Prallethrin
Resmethrin
s-Bioallethrin
Sumithrin
Tau-Fluvalinate
Tetramethrin
Tralomethrin



EcoWise Certified Inspection Report and Needed Repairs

Date _____ EcoWise Certified IPM Practitioner _____

Customer Contact _____

Facilities Supervisor Other _____

Work Ph: _____ Cell _____ Pager _____

Building Name/Number _____ Street Address _____

Pest(s), or pest evidence observed: Ants Bedbugs Bees Birds Cockroaches Fleas Flies Mice
 Rats Spiders Stored Product Pests Other _____

Number of pests/extent of damage _____

PCO
Facilities Sup.
Site Manager.

Pest exclusion work needed (note location in or around the building in space after item):

- 1. Seal holes in wall around pipes, cables, and wires Inside Outdoors _____
- 2. Seal cracks and crevice with caulk or paint Inside Outdoors _____
- 3. Seal other holes 1/4" or larger Inside Outdoors _____
- 4. Screen drains Inside Outdoors _____
- 5. Cap drains _____
- 6. Inside doors: Repair Replace Weather-strip Add kickplate Add door sweep
 Other _____
- 7. Outside doors: Repair Replace Weather-strip Add kickplate Add door sweep
 Other _____
- 8. Windows: Repair Replace Weatherstrip Screen Other _____
- 9. Cover air vents with 1/4" hardware cloth _____
- 10. Seal/repair air conditioning units _____
- 11. Repair roof _____
- 12. Move compost into rodent proof container _____
- 13. Keep tight-fitting lids on garbage cans and dumpsters _____
- 14. Store grass seed and birdseed in rodent-proof containers _____
- 15. Store human and pet food in pest-proof containers/perishables in refrigerator _____
- 16. Store rodent nesting material (fabric, paper, rug scraps, plastic, insulation) in rodent-proof containers

General conducive conditions to be corrected (Note location in space after item):

- 17. Fix leaky plumbing Inside Outdoors _____
- 18. Correct excessive moisture problems, specifically _____
- 19. Eliminate standing water _____
- 20. Improve drainage _____

21. Remove clutter, esp. near sinks, stoves, & refrigerators _____

PCO
Facilities Sup.
Site Manager.

Pest exclusion work needed (note location in or around the building in space after item):

- 22. Bring order to storage rooms/closets/garage/storage shed _____
- 23. Store items off the ground and 18” away from wall _____
- 24. Dispose of insect- or rodent-infested goods _____
- 25. Remove debris, lumber or rock piles _____
- 26. Remove debris from roof/gutters _____
- 27. Move firewood as far as possible from structure _____
- 28. Cut grass or weeds _____
- 29. Remove fallen fruit or nuts _____
- 30. Remove pet food after pets have finished _____
- 31. Remove pet waste _____
- 32. Remove spilled birdseed _____
- 33. Cut vegetation back from building walls at least 18”; leave a clear border around foundation _____
- 34. Remove ivy or other vines from sides of buildings or nearby trees _____
- 35. Trim back tree branches 3’ to 6’ from building _____
- 36. Trim, treat, or remove vegetation harboring honeydew-producing insects (aphids, scales, mealybugs)

Sanitation

- 37. Improve cleanliness of __break room(s) __equipment __appliance drip pans __garbage cans __floors
__floor drains __sink drains __counters __dumpsters __area around dumpster
__elevator pit __recycling area __other/notes:
- 38. Empty indoor trash cans at end of every day; if trash cannot be emptied, tie knot in liner at end of day
- 39. Store mops and brooms off floor on racks
- 40. Remove food from employee desks/store in pest proof containers
- 41. Other/Notes:

Communication with Customer

- Discussed inspection findings with site manager
- Discussed customer’s pest tolerance level that triggers treatment
- Discussed treatment options with site manager
- Discussed responsibilities of technician and site manager
- Referred repairs to Facilities Supervisor
- Gave customer fact sheets or other educational materials (list): _____
- Discussed possible outcomes of treatment methods, how long they will take, what to expect

Signed _____, EcoWise Certified IPM Practitioner

Copy sent/given to Facilities Supervisor Date _____

Copy sent/given to site manager Date _____

Attachment C

City of Palo Alto IPM Policy

The City of Palo Alto will carry out its pest management operations using reduced-risk IPM techniques to reduce or eliminate chemicals to the maximum extent. Chemicals will be used only as a last resort for pest management problems. Each division that applies pesticides will maintain an active IPM plan to ensure the long-term prevention or suppression of the pest problems with minimum negative impact on human healthy, non-target organisms, and the environment.

The City will actively pilot non-toxic alternatives for structural and landscape pest control, seeking to use the most recent technology, best management practices and least toxic methods for all pest control measures.

The City will use appropriate venues to educate staff and the public about its IPM commitment in an effort to role model less toxic approaches to structural landscaping pest control.

Sites to be Serviced

- **Unless otherwise indicated, it is expected that after six months this facility will switch to an on call service using the rate listed in item 16.*
- *** Initial service will be monthly for **one year** and then reevaluated for service need.*

Location	Unit	Qty	Description	Unit Price	Total Item price per year
1. Fire Station #2 2675 Hanover St Site contact: Lydia Wallace-Pounds	Monthly*	6	Pest control services for rats (outside) and ants (inside and outside).	\$ Unit price in words:	\$ Unit price in words:
2. Fire Station #3 799 Embarcadero Rd Site contact: Lydia Wallace-Pounds	Monthly*	6	Pest control services for rats (outside) and ants (inside and outside).	\$ Unit price in words:	\$ Unit price in words:
3. Fire Station #4 3600 Middlefield Rd Site contact: Lydia Wallace-Pounds	Monthly*	6	Pest control services for rats (outside) and ants (inside and outside).	\$ Unit price in words:	\$ Unit price in words:
4. Animal Services 3281 E. Bayshore Rd Site contact: Lydia Wallace-Pounds	Monthly*	6	Pest control services for rats (outside) and ants (inside and outside).	\$ Unit price in words:	\$ Unit price in words:
5. Children's Theatre 1305 Middlefield Rd Site contact: Lydia Wallace-Pounds	Monthly*	6	Pest control services for rats (outside) and ants (inside and outside).	\$ Unit price in words:	\$ Unit price in words:

6. Cubberley Center 4000 Middlefield Rd Site contact: Monica Enterline	Monthly*	6	Pest control services for rats along Middlefield Road side of Cubberley Community Center. See attached map.	\$ Unit price in words:	\$ Unit price in words:
7. Art Center 1313 Newell Rd Site contact: Rebecca Barbee	Monthly*	12	Pest control services for rats (outside) and ants (inside and outside).	\$ Unit price in words:	\$ Unit price in words:
8. MSC-B 3201 E. Bayshore Rd Site contact: Beverly Woods	On call	3	Pest control services for spiders only outside at the wash pad	\$ Unit price in words:	\$ Unit price in words:
9. Golf Course Maintenance 1875 Embarcadero Rd Site contact: Joe Vallaire	Monthly**	12	Pest control services for rats (outside) and ants (inside and outside).	\$ Unit price in words:	\$ Unit price in words:
10. Main Library 1213 Newell Rd Site contact: Diane Jennings	Monthly*	6	Pest control services for rats (outside) and ants (inside and outside).	\$ Unit price in words:	\$ Unit price in words:
11. Mitchell Park Library 3700 Middlefield Rd Site contact: Diane Jennings	Monthly*	6	Pest control services for rats (outside) and ants (inside and outside).	\$ Unit price in words:	\$ Unit price in words:

12. Utility Control Center 3241 E. Bayshore Rd Site contact: Buzz Pier	On call	As needed	Pest control services for rats (outside) and ants (inside and outside) and spiders (occasionally, outside).	\$ Unit price in words:	\$ Unit price in words:
13. Elwell Ct. 1007 Elwell Ct. Site contact: Leslie Clarkson	On call	As needed	Pest control services for rats (outside) and ants (inside and outside) and spiders (occasionally, outside).	\$ Unit price in words:	\$ Unit price in words:
14. Lucie Stern Center 1305 Middlefield Rd. Site contact: Minka van Der Zwaag	Monthly**	12	Pest control services for rats and mice outside around the Lucie Stern Courtyard, ballroom and basement windows. Ant control needed inside and outside as needed.	\$ Unit price in words:	\$ Unit price in words:
15. Baylands Athletic Field 1785 Embarcadero Rd. Site contact: Cash Alae	On call	2	Pest control services for rats and mice in score keepers booth	\$ Unit price in words:	\$ Unit price in words:
16. On-call service Hourly rate for miscellaneous City locations and sites that move from monthly to periodic service needs	Hourly service	As needed	Pest control for any City facility that may require service for specific locations not included in RFP.	\$ Unit price in words:	\$ Unit price in words:
Total Price:				\$ Unit price in words:	\$ Unit price in words:

RFP Checklist for Contractors

Attachment E

(1 of 2 pages)

Please answer the following questions and attach supplemental information in the order requested.

Tasks	Yes/No	Please attach required supplemental information
<p>1. Contractor can provide monthly pesticide reporting information in electronic format using the City’s <i>Contractor Pesticide Application Form</i> in Excel or web-based format and can email the information the City’s IPM Coordinator by the 15th of each month.</p>		<p>Download and complete <i>Contractor Pesticide Application Form</i> from http://www.cityofpaloalto.org/public-works/documents/ContractorPesticideApplicationForm_000.xls and email to julie.weiss@cityofpaloalto.org. Attach a copy of the email for reference as Attachment A.</p>
<p>2. Contractor can report pesticide use information using an on-line form should the City design a web-based reporting feature</p>		<p align="center">-</p>
<p>3. Contractor can provide service in accordance with all specifications of Section C in this RFP.</p>		<p align="center">-</p>
<p>4. Contractor has read the City’s IPM Policy (Attachment C) and understands the City’s goal is to reduce the frequency and severity of pest problems using IPM strategies with the long-term goal of reducing the need for monthly service.</p>		<p align="center">-</p>
<p>5. Contractor can provide the <i>EcoWise Certified Inspection Report and Needed Repairs form</i> (Attachment B), or similar versions designed by the contractor, to site manager and Facility Supervisor after initial site visit and regularly thereafter to track progress (frequency of form submittal to be negotiated with IPM Coordinator and Facilities Supervisor).</p>		<p align="center">-</p>
<p>6. Contractor can provide a brief written description of non-chemical IPM methods used to solve insect and rodent pest problems in bid package.</p>		<p align="center">Please attach description.</p>

<p>7. Contractor can provide MSDSs to Facilities Supervisor and IPM Coordinator for all pesticides to be used in bid package.</p>		<p>Please attach MSDSs for current products used, or product information if MSDSs are not required.</p>
<p>8. Contractor can tour sites requiring service to clarify expectation of pest treatment thresholds, monitoring and service frequency, and evaluation of effectiveness.</p>		<p>–</p>
<p>9. Contractor is certified, or undergoing EcoWise certification program. If currently enrolled in the program, contractor agrees to complete certification within the next 12 months Contractor will ensure that any contractor employee that provides service to the City of Palo Alto is an EcoWise Certified IPM Practitioner or accompanied by an EcoWise certified IPM Practitioner if in training.</p>		<p>Demonstrate certification or enrollment in certification program.</p>
<p>10. The contractor can work with City staff to identify a strategy or location to relocate bee hives, in lieu of destroying the hives, when their removal from City facilities is necessary.</p>		<p>–</p>
<p>11. The contractor has provided references with bid package for other IPM work that has been provided (if available).</p>		<p>Attach references.</p>
<p>12. Upon request, the contractor can demonstrate compliance with all federal, state, and local pest control operator requirements and regulations and possession of current structural PCO license.</p>		<p>–</p>
<p>13. Contractor has completed monthly and hourly estimate for service (Attachment D).</p>		<p>Attach estimate.</p>