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](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
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 online 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](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](http://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 ¼” 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

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
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.

<table>
<thead>
<tr>
<th>Location</th>
<th>Unit</th>
<th>Qty</th>
<th>Description</th>
<th>Unit Price</th>
<th>Total Item price per year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Fire Station #2</strong></td>
<td>Monthly*</td>
<td>6</td>
<td>Pest control services for rats (outside) and ants (inside and outside).</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>2675 Hanover St</td>
<td></td>
<td></td>
<td>Site contact: Lydia Wallace-Pounds</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>2. Fire Station #3</strong></td>
<td>Monthly*</td>
<td>6</td>
<td>Pest control services for rats (outside) and ants (inside and outside).</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>799 Embarcadero Rd</td>
<td></td>
<td></td>
<td>Site contact: Lydia Wallace-Pounds</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3. Fire Station #4</strong></td>
<td>Monthly*</td>
<td>6</td>
<td>Pest control services for rats (outside) and ants (inside and outside).</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>3600 Middlefield Rd</td>
<td></td>
<td></td>
<td>Site contact: Lydia Wallace-Pounds</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>4. Animal Services</strong></td>
<td>Monthly*</td>
<td>6</td>
<td>Pest control services for rats (outside) and ants (inside and outside).</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>3281 E. Bayshore Rd</td>
<td></td>
<td></td>
<td>Site contact: Lydia Wallace-Pounds</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>5. Children’s Theatre</strong></td>
<td>Monthly*</td>
<td>6</td>
<td>Pest control services for rats (outside) and ants (inside and outside).</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>1305 Middlefield Rd</td>
<td></td>
<td></td>
<td>Site contact: Lydia Wallace-Pounds</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| **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: | $ |
|---|---|---|---|---|---|---|
| **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: | $ |
| **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: | $ |
| **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: | $ |
| **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: | $ |
| **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: | $ |
| **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: |
| **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: |
| **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: |
| **15. Baylands Athletic Field**  
1785 Embarcadero Rd.  
Site contact: Cash Alaee | On call | 2 | Pest control services for rats and mice in score keepers booth | $ | 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: |

**Total Price:** $
Please answer the following questions and attach supplemental information in the order requested.

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Yes/No</th>
<th>Please attach required supplemental information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Contractor can provide monthly pesticide reporting information in electronic format using the City’s Contractor Pesticide Application Form in Excel or web-based format and can email the information the City’s IPM Coordinator by the 15th of each month.</td>
<td>Download and complete Contractor Pesticide Application Form from <a href="http://www.cityofpaloalto.org/public-works/documents/ContractorPesticideApplicationForm_000.xls">http://www.cityofpaloalto.org/public-works/documents/ContractorPesticideApplicationForm_000.xls</a> and email to <a href="mailto:julie.weiss@cityofpaloalto.org">julie.weiss@cityofpaloalto.org</a>. Attach a copy of the email for reference as Attachment A.</td>
<td></td>
</tr>
<tr>
<td>2. Contractor can report pesticide use information using an on-line form should the City design a web-based reporting feature</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>3. Contractor can provide service in accordance with all specifications of Section C in this RFP.</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>5. Contractor can provide the EcoWise Certified Inspection Report and Needed Repairs form (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).</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>6. Contractor can provide a brief written description of non-chemical IPM methods used to solve insect and rodent pest problems in bid package.</td>
<td>-</td>
<td>Please attach description.</td>
</tr>
</tbody>
</table>
7. Contractor can provide MSDSs to Facilities Supervisor and IPM Coordinator for all pesticides to be used in bid package.  

Please attach MSDSs for current products used, or product information if MSDSs are not required.

8. Contractor can tour sites requiring service to clarify expectation of pest treatment thresholds, monitoring and service frequency, and evaluation of effectiveness.

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.

Demonstrate certification or enrollment in certification program.

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.

11. The contractor has provided references with bid package for other IPM work that has been provided (if available).

Attach references.

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.

13. Contractor has completed monthly and hourly estimate for service (Attachment D).

Attach estimate.