

Integrated Pest Management Services Statement of Work and Instructions to Offerors

Statement of Work

A. GENERAL:

1. The Contractor shall provide all labor, management, laboratory testing, tools, supplies, equipment, transportation, and labor to perform the tasks associated with the Integrated Pest Management (IPM) program for the interior of the [facility] and support facilities (identified in Section L) in a manner that ensures the health and general well-being of patients, staff, and visitors.
2. The IPM program's goal is to ensure a "pest-free environment" that will focus on significantly minimizing pest sightings and eliminating pest infestations within the confines of each building on the [facility] campus and support facilities.
3. All services provided onsite will be performed by a licensed/certified Pest Control Operator (PCO).
4. PCO will be onsite and/or available each workday for routine inspections, routine maintenance, treatment, and other services covered in this statement of work.

C. DESCRIPTION / NARRATIVE:

The healthcare setting demands a high level of sensitivity when addressing pest management concerns. The [facility] is not only a healthcare setting, but one that is housed in older buildings that necessitates a greater importance in the routine/preventative maintenance of an Integrated Pest Management (IPM) program. An IPM program focuses on non-chemical methods of controlling pests and is most conducive to a healthcare setting. Chemical applications are regarded as a secondary method and are avoided whenever possible.

Education: A well-educated staff is able to identify pest entrances, harborages, and attractants on a campus wide scale. By educating the staff as to the reasons pests are present, how they are entering buildings, and to whom to report sightings and concerns, we exponentially increase our pest awareness and inspection coverage. It will be the responsibility of the Contractor/PCO to hold annual pest management educational lectures/fairs, as well as to create and distribute educational flyers/brochures, etc.

Inspections, Monitoring, and Trending Reports: The Contractor/PCO will conduct frequent and thorough inspections (as defined in section D) facility-wide to identify and document any at-risk areas or evidence of pest activity. Special consideration will be afforded during these inspections to areas considered "hot spots" for pest activities. Hot spots refers to areas such as, but not limited to, employee locker rooms, break areas, laundry rooms and facilities, food prep and service areas, vending machine areas, food carts and cart storage, bedside furniture, floor drains, surgical suites, sterile storage areas, dialysis, and trash areas. The Contractor/PCO will provide passive bed bug monitoring and detection service to all in-patient beds, as well as the emergency room, dialysis, and at the Veterans House. The

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Contractor/PCO will monitor for both live pest sightings and conditions conducive to pest infestation. The Contractor/PCO will a) respond to all pest sightings, b) take all necessary steps to ensure that the pest(s) sighted is removed, and c) identify and correct the probable entrance or harborage that allowed the pest access inside the facility. Regularly scheduled (as defined in section D) reports will be provided to the Contracting Officer Representative (COR) and will include: all findings relative to the aforementioned inspections; all recommendations with regard to sanitation and structural deficiencies; and trends/patterns relating to type of pests and areas.

Structural Deficiencies: The Contractor/PCO will inspect for structural deficiencies and will make recommendations for repairs and alterations. Minor structural deficiencies (e.g. sealing of pest entrances with caulk material) will be the responsibility of the Contractor/PCO. Major structural deficiencies (e.g. installation of air curtains, closure of any pest entrances not able to be sealed with caulk material, and relocation of services) will be communicated to the COR.

Identification of Sanitary Deficiencies: Limiting the food, water, and harborages for pests can have a profound effect on the number of pest sightings within a facility. As a part of the inspection process, the Contractor/PCO will identify and, if appropriate, correct any deficiencies found with regard to sanitation (i.e. routine cleaning and disinfecting with enzymatic cleaner of floor drains, etc.). Issues of a more sensitive nature (i.e. an unsanitary break room, food storage issues, etc.) will be communicated to the COR.

Treatment: Physical Control: In an attempt to minimize the use of chemicals, physical control measures such as flying insect traps, mechanical traps, freeze and heat treatment, steam cleaning, caulking, air screens, etc. can be used to control pests. These physical control methods and others like them are considered more suitable than chemical treatments as they pose little or no threat to staff, patients, and visitors as well as not leaving behind any residual chemical traces.

Treatment: Pesticides/insecticides: The main focus of the IPM program is to reduce the number of chemicals utilized in the treatment of pests. However, it is sometimes necessary to use chemicals to ensure a pest-free environment. The Contractor/PCO will coordinate with the COR, who in turn will coordinate with clinical and non-clinical staff to designate highly sensitive, sensitive, and non-sensitive areas of the facility with regard to patient care/safety. All chemicals used within the facility will be clearly marked for use against targeted pests. Whenever possible, essential oil-based pesticides will be used in areas designated as highly sensitive and sensitive; essential oil-based pesticides leave no chemical residue. The Contractor/PCO will communicate with staff when applying any chemical, oil based or otherwise, in their areas. Emphasis will be given to exterior baiting and monitoring practices in conjunction with local, state, and federal regulations. Relatively low toxicity, non-volatile pesticides, such as baits and crack-and crevice applications, are preferred. The Contractor/PCO will coordinate with staff to ensure that no one is present when chemicals are used. Furthermore, this coordination will also ensure that the area is not opened to anyone until all odors and vapors have dissipated. The Contractor/PCO will be responsible for maintaining a detailed and accurate record of all chemical applications used throughout the facility for a period of no less than three years.

D. SPECIFICATIONS:

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- 1) The Contractor shall conform to all federal, state, and local regulations governing examining and licensing of pest control operators, performance of pest control, use of approved pest control chemicals and equipment, and proper disposal methods for all products/containers, which may be in effect for the area where the work under the contract will be performed. At a minimum, the Contractor shall maintain a Category 7a certification with the Office of Indiana State Chemist. Information on the requirements for this certification can be found here:
http://oisc.purdue.edu/pesticide/continuing_certification_program.html#categories
- 2) The Contractor's obligations to implement the IPM program include, but are not limited to, the following tasks:
 - a) Annual pest management lectures/fairs and the creation and distribution of educational flyers/brochures for the staff in a method approved by the COR.
 - b) Weekly inspections of the main hospital and to document and address all pest management needs as described in the above description/narrative.
 - c) Monthly inspections of all other buildings on campus to document and address all pest management needs as described in the above description/narrative.
 - d) Weekly reports that include a) areas inspected/monitored, b) all pest sightings, c) all structural deficiencies identified, d) all sanitary deficiencies identified, e) all treatments used, and f) trends/patterns relating to areas and/or pests.
 - e) A work log that documents the status of all structural and sanitary deficiencies. This may be an extension of the larger weekly report (d).
- 3) The Contractor shall provide Bed Bug canine detection services, and certificate to include at minimum the date inspected, certification accreditation of both canine and its handler, and the outcome of the inspection in such a format as to be displayed to all visitors once weekly. The canines shall inspect a different ward every week on a rotating schedule to be set upon award. The Contractor will work with EMS Management (Chief, Assistant Chief, and Foremen) to create a schedule that works for the facility to have minimal disruption to Veteran services.
 - a) Bed bug remediation shall be provided by the contractor on an as needed basis. Bed bug remediation refers to the full treatment of a verified bed bug infestation. Estimated bed bug remediation is no greater than once monthly.
 - b) Bed bug sightings will be responded to within the established two (2) hour time frame and treated as a sighting not as an infestation should the inspection of the area not reveal reason to suspect an infestation is present.

E. EMERGENCIES:

The Contractor shall respond to emergencies within ONE (1) hour after notification by the COR or his/her designee. The Contractor shall report to perform necessary services no more than TWO (2) hours after notification or within mutually agreed upon time between. A pest emergency refers to any sighting that may have an immediate harmful impact to patients or staff, which if not treated immediately could jeopardize the health and safety of patients, staff, and visitors. Contractor shall respond within two (2) hours for an emergency pest management issue.

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F. SAFETY FACTORS:

All treatments must be approved by the COR and shall be placed only at times and in the areas approved by the COR. No pest control material or trap shall be placed where it can be recovered by patients, nor shall any such material be allowed to contact food or cooking utensils. Safety Data Sheet (SDS) for any chemical treatment must be provided to the COR before initial application.

If chemical treatment is used, the following will be documented:

- a. The name of the PCO who applied the chemical treatment.
- b. The location, by building and room number where each application occurred.
- c. The pest(s) against which the chemical treatment is intended to control.
- d. The date and time of treatment.
- e. The trade name and/or brand name of the chemical applied.
- f. The rate of application or amount of the pesticide applied, and the total area treated.

G. STORAGE OF PEST CONTROL MATERIALS:

Storage of pest control materials or equipment at the [facility] is prohibited without the written approval of the COR.

I. REQUIRED CONTRACTOR REPORTING:

1. The Contractor is responsible for completing and submitting all reports required or requested by Federal, State, and/or local ordinances, which pertain to any duties contained in the contract.
2. The Contractor is responsible for all reports mentioned throughout this statement of work.
3. The Contractor will provide to the COR, prior to initial application, the trade names (if any) and the chemical names of all approved pesticides/chemicals along with appropriate antidote information and current Safety Data Sheet (SDS).

Instructions to Offerors

TECHNICAL

For the Technical factor, interested Offerors shall provide the following:

Licenses/Certification- Offeror shall provide proof of all categories for which the Offeror is licensed with the Office of Indiana State Chemist. At a minimum, the Offeror shall provide evidence of certification of Category 7a - Industrial, Institutional, Structural and Health-Related Pest Management. This category includes individuals using or supervising the use of pesticides for management of pests other than termites in or around structures such as: Human dwellings, Offices, Retail establishments, Farm structures, Restaurants, Warehouses, Institutional establishments, Industrial facilities, Food processing facilities. Information on the certifications with the Office of

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Indiana State Chemist can be found at the following website:

http://oisc.purdue.edu/pesticide/continuing_certification_program.html#categories

Material Safety Data Sheets (MSDS)- Offer shall provide MSDS information for the pesticides the Offeror proposes to use for pest types most commonly found in the buildings in question given its age, location, and use. Offeror shall also provide overview of system for maintaining updated and current MSDS information to be provided to the Government upon request.

General Capability- Offerors shall submit documentation to prove their capability to perform the services described in the Statement of Work, including demonstrating they have the necessary resources to adhere to the required times for service given the size of the facilities. Offerors should address all aspects of the SOW in sufficient detail to show a complete understanding of the requirement and a well formed plan to execute the tasks required, those tasks being the development and execution of an Integrated Pest Management Program including a bed bug program that utilizes canine resources as described in the SOW.