# Section C - Description/Specification/Work Statement

## DESCRIPTION/SPECIFICATION/STATEMENT OF WORK

Delivery of Integrated Pest Management Services for the Center for Disease Control and Prevention.

#### I. Background

The Center for Disease Control and Prevention (CDC) is one of the world's foremost medical research facilities and is the principal Federal agency for the conduct and support of biomedical research on communicable diseases in the United States. From a pest management perspective there are three functional areas on these campuses, i.e., administrative offices and facilities, laboratories and animal care facilities.

Laboratory animals are an essential element of the research conducted in CDC laboratories and the proper care, use, and humane treatment of these animals' is of primary concern to the CDC. The Department of Health and Human Services (DHHS) Guide for the Care and Use of Laboratory Animals provides the national guidelines applicable to research animal care. It is CDC policy that research animals used in laboratories be managed according to these guidelines.

The American Association for the Accreditation of Laboratory Animal Care (AAALAC) is an independent organization concerned with assuring appropriate care and treatment of research animals. This organization inspects animal research institutions including the CDC animal research and holding facilities to determine if they should be accredited. Accreditation is required for the holding and use of laboratory animals which is essential to the CDC mission. AAALAC uses the DHHS Guide for the Care and Use of Laboratory Animals as their reference in assessing institutional animal care programs as part of the accreditation process.

An effective pest management program is one important component in achieving and maintaining AAALAC accreditation. Page 45 of the Guide states, "Programs should be instituted to control, eliminate, or prevent infestation by pests such as cockroaches, flies, and wild or escaped rodents." In addition, the Guide emphasizes that the use of pesticides should be minimized.

This requirement is for the development of a comprehensive Integrated Pest Management Program (IPMP) and the implementation of integrated pest management services that will meet AAALAC accreditation requirements. The IPMP must provide service to all CDC facilities. Technical expertise is an essential component of the IPMP, and is required to provide routine and emergency consultation with CDC personnel, to resolve pest management problems, and direct day-to-day pest management operations. The IPMP shall be proactive in design and performance. This is to minimize the need for a "crisis response" to pest outbreaks, and to maximize cooperation and program effectiveness.

The IPMP is an integral part of the safety programs at the CDC and the Department of Health and Human Services. The IPMP must reflect an emphasis on the reduction and long term control of pests without jeopardizing research or compromising the health and safety of the CDC personnel, or visitors, and research animals by unnecessarily exposing them to pesticides. Therefore, only the most current and effective pest management practices are to be utilized in the IPMP.

II. The Integrated Pest Management Program

A. Introduction

Independently, and not as an agent of the Government, the contractor shall furnish all labor, materials, supplies, equipment, supervision, and transportation for the development and implementation of a comprehensive Integrated Pest Management Program for all the facilities and associated support facilities of the Center for Disease Control and Prevention.

The contractor shall have an understanding of the concept of the Integrated Pest Management (IPM) method of pest control as it is applied in research environments. IPM is a process that encompasses making accurate decisions as to when pest control measures are needed, the type of control measure(s) to be used, and the method of application. Management practices in an IPM program are not based on the routine application of pesticides, but on thorough inspections, monitoring for pests, collecting and evaluating data, identifying sanitation deficiencies, modifying structures, and performing and documenting ongoing training for both the pest management contractor and CDC personnel. This shall include the collection and management of pest control data, generation of required reports, and distribution of those reports. The contractor shall have an understanding of the principles and practices of sanitation in research facilities and the effects of pests and pest management methods on the occupants.

The contractor shall have a Pesticide Business License from the Georgia Department of Agriculture and Certification in Georgia (or a state with a reciprocity agreement with the state of Georgia) as a Pesticide Applicator in the Industrial, Institutional, Structural and Health Related Pest Control. The contractor shall demonstrate any special qualifications and experience in conducting pest management programs in animal care facilities, laboratories, and other similar facilities. The contractor shall be able to meet all current and future requirements of this contract regarding personnel, time commitments, and logistical and technical support and shall adhere to all applicable local, State, and Federal regulations.

## B. Specifications for the Integrated Pest Management Program

The IPMP shall consist of regularly scheduled pest management services, including monitoring for pests (pests include invertebrate and vertebrate animals), and surveying facilities for conditions that promote pest activity. The IPMP shall include routine and special meetings between the contractor and CDC Project Officer/ Technical Representative (COTR); training for CDC and other staff; and the preparation and distribution of written reports with recommendations for actions to be initiated by the CDC and the contractor. The contractor shall be able to enter all pest management data and information, including structural and sanitation conditions in each facility, into a computer data base. The computer hardware used in this activity shall be IBM compatible and capable of storing, retrieving and processing large databases and reports. The contractor shall be able to keep all databases current, compile and produce all reports, and perform information and data queries, as requested by the Project Officer, on all IPMP data and reports. The contractor shall provide monthly reports to the Project Officer.

## C. General Requirements

The requirements of the IPMP shall include the following for each facility in the contract. IPM services shall be provided to all offices, food service, laboratories, animal care and support areas; feed and equipment storage areas; loading docks and the exterior perimeter.

Initial Integrated Pest Management Monitoring and Survey

- 1. The contractor shall perform an initial monitoring survey in each facility included in the IPMP. This shall be performed by the contractor's Quality Assurance Supervisor, contractor's Entomologist, Pest Management Technician(s), and backup personnel, the Project Officer, and the facility liaison. A list of liaison personnel will be provided to the contractor by the Project Officer. During the initial monitoring and survey the contractor shall perform the following during services:
- a. Develop an initial monitoring plan and survey schedule with the Project officer, using time periods suggested in sections b, c, and below as reference points for each respective task.
- b. Place monitoring devices, i.e., insect glue traps, rodent traps/bait stations, light traps, pheromone traps, where pests are likely to occur, (e.g., in animal holding rooms, laboratory and procedure rooms, food service areas, laboratories, lounges, eating areas, feed and bedding storage, in bathrooms/locker rooms, in utility rooms and housekeeping closets, in conference rooms, loading docks, the exterior perimeter and other areas where pests may occur). All monitoring devices shall be identified by location, Pest Management Technician initials, date, and number (i.e., 1 of 12). All other areas shall be thoroughly surveyed/monitored both visually and by interviewing facility staff. Additional program information, such as, service times for performing services, name(s) of contact personnel, room and floor numbers, building

organization and floor plans, the placement of the logbook, etc., shall be collected at this time. All monitoring devices shall be placed in all facilities, no later than 20 business days after award of the contract.

- c. Check all monitoring devices and collect field data 20 business days after the initial placement Field data includes, but is not limited to, identification of pests trapped or observed (use accepted common name according the Entomological Society of America), number of pests, location, factors contributing to pest activity, and recommendations for nonchemical and chemical control tactics. Additional visual inspections shall be performed and observations made at the same time monitors are checked. Traps with pests inside, or traps that have become wet, dirty or damned shall be replaced.
- d. Develop written recommendations and guidance on issues pertaining to facility repair; modifications to the facility structure; and changes in personnel practices and operational procedures. Emphasis shall be placed on changes in facility conditions and personnel practices in order to provide long term control of pests, and to minimize\_reliance on the use of pesticides. As changes in the facilities occur, the pest management recommendations shall also be revised so they remain current with facility requirements and conditions.
- e. The initial survey and monitoring of all facilities should be completed within 40 business days after the award of the contract. All data, observations, and information collected during the initial survey and monitoring shall be submitted to the Project Officer as part of the Detailed Plan and Service Schedule.
- f. Compile the results from the initial monitoring and survey into a report and submit it to the Project Officer, as part of the Detailed Plan and Service Schedule, both in hard copies and on a 3.5 inch floppy disk. To manage the data and develop the report the contractor shall use the latest Microsoft Windows Office XP software components: Access, Excel, and Word.
- 2. Development and Implementation of the Detailed Plan and Service

Following Development of the initial monitoring and survey, the contractor shall develop and implement a Detailed Plan and Service Schedule for each facility. The Detailed Plan and Service Schedule shall:

- a. Be a written report summarizing the results of the initial monitoring and survey in each facility.
- b. Provide an evaluation of known or potential pest problems in each facility.
- c. Outline specific recommendations for structural repairs, caulking and sealing, harborage reduction, and operational changes that will prevent and /or reduce pest problems and enhance the effectiveness of the IPMP.
- d. Provide written procedures for monitoring and guidelines for each facility, indicating how all facilities will be surveyed, infested sites identified, and corrective actions initiated to correct conditions that contribute to pest infestations. Monitoring is performed using various traps and trapping devices, visual inspections, interviews, and other appropriate pest management practices and techniques. This monitoring scheme shall list sites to be surveyed, monitoring methods, methods for the evaluation of monitoring effectiveness, and approaches to monitoring for seasonal or intermittent pest activity.
- e. Describe the rationale and procedures for any remedial pest control treatments.
- f. Contain a service schedule, including the day and time of service, and the name of the Pest Management Technician and backup, for each facility included in this program.
- g. Contain guidelines for conducting inspections of incoming deliveries suspected of being infested.
  h. Include a list of primary pesticides and alternatives proposed for use in each facility, including the accepted Environmental Protection Agency common names (generic names), method(s) of application, a current label and Material Safety Data Sheet for each pesticide, and the rationale for use of each pesticide.
- i. Include a comprehensive quality assurance "strategy" and schedule that describes how the contractor will approach and maintain service quality during the contract period.
- j. The completed Detailed Plan and Service Schedule shall be submitted to the Project Officer within 60 business days following the award of the contract. The Detailed Plan and Service Schedule shall be approved by the Project Officer prior to the start of the IPMP. The Government will render a decision regarding the acceptability of the Detailed Plan and Service Schedule within 7 business days following receipt of the document. If the Detailed Plan and Service Schedule is approved, the contractor shall begin

IPM services within 3 business days following notification by the Project Officer. If the Detailed Plan and Service Schedule is approved, the contractor shall have 7 business days to submit a revised Detailed Plan and Service Schedule. Any changes in the submission of deliverables shall be submitted, in writing, to the Project Officer for approval, along with a revised schedule of deliverables.

- k. During the initial monitoring and survey, and the development of the Detailed Plan and Service Schedule, the contractor shall provide pest management services to all facilities included in this IPMP on a special request or emergency basis. Pest data describing to these services shall be recorded and compiled along with other pest management observations, recommendations, and information collected during the initial monitoring survey.
- 1. The contractor shall initiate insecticidal control treatments only in areas of known pest infestation or activity. The following thresholds shall be used as guidelines for initiating pest control actions/treatments. Throughout the course of the IPMP these thresholds shall require evaluation and modification, and new thresholds instituted as facilities change and/or new pest problems emerge. Pesticide applications shall always be made in conjunction with the use of alternative (i.e., nonchemical) pest control methods. These thresholds are as follows:
  - i. An average of 2 cockroaches per trap in two consecutive services
  - ii. One mouse or rat dropping found in a service area during two consecutive services
  - iii. Evidence of rodent activity in areas outside the facility
  - iv. Any stinging insect nests within 18 feet of the ground
  - v. Evidence of bird activity in and around the facility
  - vi. Recurring problems with other pests, e.g., flies, crickets, stored product pests, which cannot be resolved using nonchemical methods.
- m. Initial action in response to pest activity shall be increased service frequency and monitoring and the application of nonchemical control strategies. i.e., identifying sanitation and exclusion problems, client education and disposing of infested product(s). The decision to apply pesticides and other pest control actions shall be based upon the results of the surveys and monitoring and the effectiveness of non-chemical methods.
- n. The contractor shall develop and maintain a complete and accurate pest management logbook in each building or site as directed by the project officer. These logbooks shall be kept in a designated location. The logbook shall be updated during each service. A list of logbook locations shall be provided to the Project Officer at the start of the IPMP. This list shall be updated and submitted as part of each semiannual report.
- o. Application of pesticides shall not occur until each survey has been completed, the action level has been reached, and non chemical methods have been tried and failed or are not feasible in this specific location. Treatment(s) shall be made with appropriate pest management techniques and/or materials. Preventive pesticidal treatments, shall be outlined in the Detailed Plan and Schedule, and applied only upon approval by the Project Officer. Preventive treatments are subject to review and elimination by the Project Officer at any time.
- p. Develop and implement a Quality Assurance (QA) program that provides for routine assessments of all IPM services provided by the Contractor. The QA program shall be structured not only to correct problems, but to make changes and refine program activities in order to prevent problems from occurring (i.e., proactive pest management) to improve program efficacy; and to maintain service excellence.
- 3. Approvals
  - a. All pest control products used in this program shall be registered with the U.S. Environmental Protection Agency and the State of Georgia. The use of all pesticides and other pest management products (e.g., caulk, live traps, sealants, etc.), shall be used in strict accordance with the label instructions and all applicable Federal, State, and local regulations.
  - b. The contractor shall provide the Project Officer with copies of the current Environmental Protection Agency accepted labels and Material Safety Data Sheets for all pesticides and pest control products

proposed for use in the IPMP. No pesticide shall be used without prior submission of the required technical information and approval by the Project Officer. Pesticide labels are normally interpreted as including in depth safety and use documentation, including the material safety data sheet. The contractor shall also provide two (2) copies of a vehicle manifest that contain pesticide labels, Material Safety Data Sheets, and other technical information on all pest control products kept in each vehicle. A copy of this manifest will be kept on file by the fire department, in the event of accident on the campuses. This manifest shall be updated by the contractor at each semiannual reporting period. Contractor vehicles containing large quantities of concentrate or dilute pesticides (e.g., termite control or lawn pest control vehicles) are prohibited from use at the CDC unless it is part of an authorized treatment.

- c. Any changes to the approved Detailed Plan and Service Schedule shall be requested in writing by the contractor and must receive the concurrence of the Project Officer prior implementation.
- d. All forms for collecting data or other pest management information in the IPMP, i.e., monitoring forms, report formats, database structures, quality assurance inspection forms, shall be approved by the Project Officer prior to use. Whenever possible forms shall be printed on recycled paper and be recyclable.
- e. The contractor shall maintain the results of IPMP monitoring and survey activities, and all other information and observation pertinent to the effective operation of the IPMP, in electronic databases and files. All reports shall be provided to the Project Officer in electronic format compatible with the latest Microsoft Windows Office XP software.
- f. All hardcopies of reports, documents, forms, etc, shall be made from recycled paper and be completely recyclable whenever feasible.

#### 4. Restrictions

- The IPMP shall emphasize the use of pest management practices that minimize the application of synthetic organic pesticides. For example:
  - . Use alternative control methods and materials.
  - ii. Close or seal harborage areas or points of pest ingress.
  - iii. Use "least toxic" methods or products to control pests.
  - iv. Use crack and crevice method to apply pesticides in pest harborage areas
  - v. Integrate control methods (i.e., structural repairs, trapping, sanitation)
  - vi. Use alternative measures in place of space sprays, fogs, and ultra low volume applications.
  - vii. Preventive treatments for unknown or undetermined pest problems are prohibited. Broadcast or bather treatments using a pesticide shall be requested by the contractor and approved by the Project Officer prior to treatment. This request shall be submitted in writing to the Project Officer, and include the target pest, pesticide to be used, application method, time and place of the application, safety precautions to be taken, and method of treatment evaluation.
- b. The Contractor must request and receive approval from the Project Officer prior to performing any chemical treatment(s) not proposed in the approved Detailed Plan and Schedule. The Project Officer will obtain approval for any chemical treatment from facility management; i.e., Animal Research Committee, Animal Facility Users Committee, or Institute Veterinarian.
- c. Snap traps and multiple rodent trapping devices used in rodent management or monitoring activities shall be checked each day where there is evidence of activity. Rodents killed or trapped shall be disposed by the contractor within 12 hours. Traps shall not be placed when service will be delayed by holidays, weekends, etc. Traps shall be placed out of the general view for safety, and aesthetic purposes. Traps must be located so that they are not affected by routine cleaning procedures. A discussion and general plan outlining the contractors approach to meeting these requirements, when the need arises, shall be included in the Detailed Plan and Service Schedule.
- d. The use of space sprays is prohibited, unless special circumstances arise where no other method of control is feasible. In such instances, a space spray treatment may be approved for a one time application. To perform a space spray treatment the contractor shall submit a written request and must receive approval from the Project Officer. The request must identify the target pest, time and place of treatment, pesticide(s) to be used, alternative methods to be used in conjunction with the treatment, safety precautions to be taken and facility personnel to be notified prior to the treatment. The contractor shall describe the steps to be

taken to ensure the containment of a space spray at the application-site. The request for treatment must be submitted to the Project Officer at least 24 hours prior to the proposed treatment time. A discussion and general plan outlining the contractor's approach to meeting these requirements, if the need were to arise, shall be included in the Detailed Plan and Service Schedule.

e. The application of pesticide products or other pest management operations that may impact the occupants of a facility, (e.g., noise, pesticide drift, volatilization, or odors), shall not be performed during hours when the facility is operational. A contingency plan for performing these types of services, in each facility, shall be included in the Detailed Plan and Service Schedule. This shall include a list of pesticide products, formulations, application methods, and other pest management methods that may be used in each facility.

#### 5. Training

The contractor shall provide pest management related training, including safety information, to facility and support **personnel.** This training shall be conducted by, or performed under, the direct supervision of the contractor's staff Quality Assurance Supervisor. Scheduling of this training shall be coordinated with the Project Officer. The Project Officer shall arrange for conference rooms, audiovisual equipment, contacting attendees, etc. The contractor shall be responsible for providing all written instructions, literature, handout materials, audiovisual materials, etc.

- III. Location of Service
  - A. Description of Facilities to be Serviced

Descriptions and general information for each of the facilities follow. These descriptions are close approximations of total square footage and usages of the facilities.

#### Roybal Campus

Building 15 - 95.383 sf (Animal Holding, Lab, Office, Bio-Level 4 facility; no pests and no entry for monitoring) Building 16 - 130,039 sf (Office, Cafeteria)

Building 17 — 350,000 sf (Lab)

Building 14 - West CUP — 33,100 sf (Utilities Plant)

Building 18 — 320,500 sf (Lab, Office)

Building 1 — 181,310 sf (Office, Lab, Dock, Glass Wash Area)

Building IE 66,626 sf (Office)

- Building 1S 95,528 sf (Lab)
- Building 6 107,732 sf (Animal Holding, Cage Wash, Feed and Bedding, Office, Labs)
- Building 10 31,540 sf (Utilities Plant)
- Building 20 90,000 sf (Office)
- Building 21 364,379 sf (Office, Cafeteria)
- Building 19 170,765 sf (Office, Lab)
- Building 45 30,868 sf (Visitor's Education Center)
- Building 47 —1,750 sf (Roybal Pedestrian Center)
- Building 43 13,326 sf (Substation)
- Building 34 14,950 sf (Office, Haz Waste Storage, Radiation Waste Storage)
- Building 48 27,000 sf (Day Care Facility, Office, Kitchen)
- Building 46 80 sf (Visitor Inspection Station)
- Building 53 5,675 sf (Fuel Vault)
- Building T41 120 sf (Garage)

Chamblee Campus

Building 1 - 1,387 sq (Storage)

- Building 9a 920 sf (Utility)
- Building 12 -1,008 sf (Storage)
- Building 14 6,160 sf (Insectary)

Building 15 - 19,039 sf (Animal Holding, Cage Wash, Feed and Bedding)

Building 20 - 1,630 sf (Office) Building 21 - 2,529 sf (Insectary, Lab) Building 22 - 4,440 sf (Lab) Building 22B - 1,680 sf (Lab) Building 23 - 10,993 sf (Lab) Building 101 - 78,493 sf (Office, Loading Dock, Snack Bar) Building 102 - 63,374 sf (Office) Building 103 - 89,800 sf (Lab) Building 104 - 12.825 sf (Office, Shop) Building 105 - 8,540 sf (Storage, Freezers) Building 109 - 27,400 sf (Lab, Office) Building 110 - 225.974 sf (Lab) Building 106 - 324,502 sf (Office) Building 111-35,718 sf (Utility) Building 118 (old 20a) - 162 sf (Generator Shed) Building 148 - 80 sf (Guard House - Hospital Rd) Building 151 - 100 sf (Bridge Guard House) Building 162 - 860 sf (Visitor's Center) Building T159 - 1,100 sf (Temp trailer for Greenhouse Storage) Building T160 - 2,178 sf (NCEH Modular Office) Building 136 - 1,580 sf (Warehouse/Storage) Building T158 - 1,100 sf (Temp trailer for Greenhouse) Lawrenceville Campus

Building A - 42,696 sf (Utilities, Shops, Autoclave, Chiller)
Building B - 24,952 sf (Animal Holding and Dog Runs, Labs, Feed and Bedding)
Building C - 24,152 sf (Utilities, Freezer, Boiler Room)
Building D - 1,426 sf (Office, Storage)
Building E - 1,426 sf (Security Office)
Building F - 1,202 sf (Horse Barn)
Building G - 1,220 sf (Barn)
Building I - 1,538 (Lab)
Building J - 1,202 sf (Barn)
Building M - 2,400 sf (Storage)
Building M - 1,600 sf (Barn)

B. Addition of Facilities

Throughout the course of this contract newly constructed and renovated facilities may be added to the scope of work under this requirement. The procedure for initiating IPM services in new facilities or parts of facilities not currently covered under this contract shall be as follows:

- 1. A Request for Proposal will be issued by the Contracting Officer with a Statement of Work describing the additional building.
- 2. After receipt of the RFP, an initial survey of the facility shall be conducted by the contractor's Entomologist, Quality Assurance Supervisor, Pest Management Technician(s), the Project Officer, and the facility manager.
- 3. The contractor's price proposal will include a written Detailed Plan and Service Schedule. This Detailed Plan and Service Schedule shall be the same as those submitted for all other CDC facilities regarding the scope, detail, and format of the report.
- 4. No work shall begin until a contract modification has been received and the Detailed Plan and Service Schedule has been submitted and approved by facility personnel and the Project Officer. Upon written authorization from the Project Officer and Contracting Officer, the contractor shall commence services at the next approved service interval (day and time).
- IV. Manner and Time to Conduct Services
  - A. Quality Assurance

The contractor shall provide on-site supervision and quality assurance to ensure safety, and the performance of program requirements, emergency service, and the completion of special requests from the Project Officer. A member of the contractor's staff who is assigned to carry out the contractor's pest management Detailed Plan and Service Schedule for the facilities shall not be designated both as the Pest Management Technician and Quality Assurance Supervisor. The contractor shall also designate a backup, certified, Quality Assurance Supervisor. All personnel assigned to this contract shall have a working knowledge of the IPMP and the Detailed Plan and Service Schedule for the facilities.

B. Schedule of Services

It shall be the contractor's responsibility to schedule work with the Project Officer and the facility liaison. This schedule shall be included in the Detailed Plan and Service Schedule developed for each animal facility. The contractor's Quality Assurance Supervisor and Pest Management Technician(s) shall be responsible for communicating with the facility liaison on the occasion of each visit. The purpose of this communication is to review the plan and schedule, receive information on problem areas needing corrective action, and inform the contractor of any changes in required protocols, i.e., new restrictions or prohibited entry areas, etc.

C. Hours of Service

All IPM services shall be performed during normal working hours, 7:00 a.m. to 5:00 p.m., Monday through Friday, excluding federal holidays, except as specifically approved by the Project Officer. When it is necessary to perform work on weekends or after hours, the Contractor will notify the Project Officer at least 2 days in advance and all arrangements shall be coordinated between the Project Officer, the animal facility liaison and the Quality Assurance Supervisor.

D. Safety

The contractor shall observe all safety precautions throughout the performance of this contract. Certain areas within some animal facilities may have restricted entry, or may require special instructions or garments for persons entering the facility. In animal facilities where entry protocols require the wearing of clean outer garments such as lab coats, overalls, head covers, shoe covers, gloves, etc., such garments shall be provided by the Government. The restrictions associated with these special areas will be explained to the contractor and the Project Officer by the animal facility liaison. These restrictions shall be adhered to and incorporated into the contractor's Detailed Plan and Service Schedule for the facility. The contractor shall provide all service personnel with clean uniforms to be worn while

performing their duties. Additional personal protective equipment required for the worker safety shall be determined and provided by the contractor. The contractor shall observe all proper and appropriate safety precautions in the conduct of this program as required by the product label and MSDS, or recommended by regulatory, trade, or educational organizations.

Pesticides shall only be applied after notification of the Facility Manager, Veterinarian and/or facility occupants who may be immediately impacted by the treatment. The application of pesticides that are odorous, volatile, or that may drift and disrupt work activities are prohibited while the facility is occupied or in operation. The contractor shall schedule pesticide treatments for a later time and/or date in order to accommodate the needs of the facility personnel and management. Least toxic pesticides (i.e., baits, gel products, traps, etc.) are the preferred method of pest control treatment. However, if the use of other products is required, the following guidelines shall be used:

- Aerosol formulations or liquid insecticides shall only be applied in unoccupied areas and directly into pest harborage, using crack and crevice injection devices except for exterior treatments to stinging insect nests.
- Granular formulations and compressed air sprayers shall only be used for treatment of areas outside the building to correct active pest problems.
- Odorless or reduced odor pesticide formulations shall be used.
- Rodenticides shall be applied only after feeding evidence on non-poisonous bait blocks or directly
  into active burrows. Rodenticides shall be used indoors only on approval by the Project Officer.
  Rodenticides shall be applied inside secured bait stations, labeled with the common name of the
  rodenticide applied, date of service and an emergency phone number that can be called for
  information in the event of an accident.
- Traps and glue boards may not be used in areas where they are openly visible to facility occupants, obstruct cleaning, or pose a hazard to facility personnel. Traps and monitoring devices shall be checked, dated, and initialed during each service. If repeating live traps are used they shall be serviced the next day to ensure quick removal and humane treatment of the trapped animal. If methods such as performing a treatment with a compressed air sprayer indoors must be employed, the contractor shall submit a request in writing, for approval from the Project Officer prior to performing the treatment.

## E. Personnel Immunization and Testing

All contractor personnel assigned to work on this project shall take a tuberculin skin test and other medical tests required by the medical officer. Only contractor personnel who have a negative tuberculin skin test shall be assigned to the IPMP. The test results shall be submitted to the Project Officer 5 days after the award of the contract and prior to beginning the initial monitoring survey. Results for the new tuberculin skin tests shall be provided to the Project Officer at six month intervals for the term of this contract. It shall be the contractor's responsibility to provide employees assigned to this contract with special immunizations and diagnostic tests if required. In the event that these immunizations and/or tests are required, the contractor will be notified and shall be responsible for accomplishing these requirements.

F. Personnel Identification and Contractor Parking

All contractor personnel shall wear a Government issued "contractor" identification badge in a clearly visible manner during the performance of their duties. The contractor shall obtain these from the Project Officer for all personnel on backup assigned to the IPMP and badges must be turned in when the individual is no longer involved in the contract.

The contractor shall provide the Project Officer with a list of all vehicles to be used in this program. The vehicle list shall include the model, make, year, and state of registration and license tag number of vehicles used in the IPMP. Vehicles used by the contractor shall also be identified in accordance with State and local regulations. The contractor may be issued a parking permit for each the vehicles used at CDC. It is the contractor's responsibility to obtain parking permits and contact the CDC security to identify approved parking areas.

## G. Emergency Service and Special Requests

The regular service shall consist of performing all components of an integrated pest management program, as described in the contractor's detailed plan and schedule for each facility, during the period of this contract. Requests for corrective action, special services, or emergency service shall be placed with the contractor's office staff by the Project Officer or his representative. The contractor shall respond to requests for emergency, special, and corrective action service the same day of request and record these services in the facility logbook. In the event that such service cannot be completed within this time frame, the contractor shall notify the Project Officer immediately and provide a completion date.

Where the method of treatment requires vacating facility space, it shall be the contractor's responsibility to notify, in writing, the facility liaison and the Project Officer in advance of such treatment, provide and post all necessary signs, assure the security of the area treated, notify the facility liaison, and remove signs when the area is safe for entry.

When it is necessary to perform work on weekends or outside the regularly scheduled hours established in the facility Detailed Plan and Service Schedule, the contractor shall notify the Project Officer, in writing, at least 1 day in advance. The Quality Assurance Supervisor shall coordinate all arrangements for this service, i.e., with CDC staff, security, etc.

## V. Scheduled Requirements

## A. Schedule of IPM Services

The following table indicates the minimum service frequency required by the contract and is the minimum level of pest management services to be provided by the Contractor. The schedule indicates how often services are to be provided to CDC facilities and is the basic responsibility of the Quality Assurance Supervisor and the Pest Management Technician(s).

Facility Type	Frequency
Animal Care	Biweekly
Food Service	Biweekly
Office/Administrative	Quarterly
Laboratories	Quarterly
Exterior	Annually

Frequency of Inspections

B. Daily Service Requirements

The Pest Management Technician shall perform all regularly scheduled services established in the facility Detailed Plan and Service Schedule. The following daily activities shall be performed:

- 1. The contractor's Pest Management Technician shall report to the animal facility office at the beginning and end of each visit meet with the facility liaison prior to performing any pest management services. The purpose of this meeting is to:
  - a. Determine if services can be performed

- b. Receive information and discuss specific problem areas needing corrective action or the need for changes in operational procedures in the facility.
- c. Ensure access to all areas in the facility
- d. Review and explain all observations and recommendations to the facility veterinarian, manager, animal care personnel, and/or building occupants.
- e. Facilitate access to all areas.
- f. Identify and report facility features or personnel practices that contribute to pest infestations.
- g. Discuss effectiveness of previous pest management efforts.
- h. Obtain information and instructions concerning any restrictions or safety precautions to be taken when servicing the facilities.
- 2. The Pest Management Technician shall report to all areas or rooms requiring special services or services outside the established schedule.
- 3. The Pest Management Technician shall review and update the facility logbook during each service. This includes reviewing and appending pest related data, floor plans/maps, Material Safety Data Sheets, labels, reports, and other information pertinent to the IPMP. Floor plans shall show the location of all monitoring devices in the facility, according to identification numbers, and the date of the last revision of the floor plan.
- 4. Evaluate data and the monitoring scheme to determine proper placement of monitoring devices.
- 5. Conduct a thorough visual survey of the facility and directly associated areas as established in the Detailed Plan and Service Schedule. Pest sightings and conditions conducive to pest infestation shall be reported on pest management data sheets with copies provided to the Quality Assurance Supervisor for evaluation.
- 6. Perform limited, site specific pest exclusion such as, caulking, sealing, and closing holes. The sealing of pest harborage and pathways is the preferred method of preventing or correcting an infestation and shall be part of the routine TM service in each facility. The application of sealants and other exclusion materials shall be made under sinks, around cabinets, pipe chases, windows and doors, the building exterior, as a pest control treatment or to augment other control methods. The contractor shall provide these exclusion services both inside and outside of each facility as part of the IPMP. Areas that require sealing shall be identified and reported in the facility Detailed Plan and Service Schedule and during each service. Materials used for pest exclusion shall be approved by the Project Officer prior to application. Only paintable, cleanable (sanitary) caulks, sealants, and other high quality exclusion materials shall be used. All exclusion services shall be done in a neat and workmanlike manner. The time, date and location of exclusion services shall be indicated on the monthly and semiannual pest management reports
- 7. Large exclusion services may be considered an additional service. This will be determined on a case by case basis by the Project Officer. The Quality Assurance Supervisor shall identify areas, by specific location, in a list in each semiannual report. This list shall:
  - a. Describe and prioritize the areas recommended for exclusion services
  - b. Describe the need or rationale for sealing each area
  - c. List the materials and methods to be used
  - d. Provide an estimate of the time required and the cost to perform the service.
- 8. The Project Officer may provide samples of acceptable service report forms to the contractor pest management that shall be used by the contractor for the compilation and reporting of data and observations during the daily TM services.
- 9. Contractor personnel shall perform inspections of incoming deliveries suspected of being infested. The results of these inspections shall be reported immediately to the Project Officer and in the monthly and semiannual reports.
- 10. The contractor must respond to reports of pest and dead animal within two hours (some pests may not warrant immediate response. i.e., roaches). Reports may come from CDC dispatch office, Project Officer, or CDC security personnel.

## C. Quarterly Requirements

- 1. The contractor's Quality Assurance Supervisor shall meet as often as needed, but at least quarterly with the Project Officer to discuss the status of the IPMP.
- 2. A quarterly IPMP summary report and invoice shall be submitted to Project Officer by the contractor. The report and invoice are due within 14 days following the end of quarter. Invoices and service reports shall be kept separate. The invoice shall describe all services, materials, and labor billed. The IPMP service reports shall include, but not be limited to the following:
  - a. Facilities that were serviced
  - b. Man hours for each facility
  - c. Location, man hours, and work description of special and emergency services
  - d. Result of monitoring and inspections, including accepted common names of pests, numbers of each pest, and location in the facility.
  - e. Identification and listing of a.) the common/generic names of all pest control products applied (no codes); b.) the concentrations and quantities of all pesticides applied; c.) all other pest management techniques applied in each facility.
  - f. Written evaluation of sanitation conditions, structural deficiencies, repairs needed, repairs completed and recommendations to correct those conditions.
  - g. Immediate and long term goals for resolving pest problems and improving the IPMP
  - h. Anecdotal information that describes the occurrence of pests and reflects the conditions in each facility.
- 3. The contractor shall provide IPM Service forms that shall be used during daily IPM service by the pest management technician and for the monthly compilation and reporting of data and observations.
- 4. The monthly pest management report shall summarize and evaluate the quarter's service and provide written plans and goals for the upcoming months. The purpose of this report is to provide CDC staff and the contractor personnel with a tangible means of evaluating the overall IPM effort in various facilities.
- 5. The contractor shall enter all pest management data and information, including structural and sanitation conditions in each facility, into a computer data base. The computer hardware used in this activity shall be IBM compatible and capable of storing, retrieving and processing large databases and reports. All software used in the IPMP shall be approved by the Project Officer. The contractor shall be responsible for keeping all databases current, compiling and producing all reports, and performing information and data queries, as requested by the Project Officer, on all IPMP data and reports. All reports, special information, and data queries shall be delivered both in hard copy and on 3.5" computer discs in a format and using software approved by the Project Officer.
- 6. The Quality Assurance Supervisor shall survey all facilities each quarter and follow up on all emergency and special service requests, treatments, and other IPMP related issues. During each quality assurance survey, a report shall be completed by the Quality Assurance Supervisor. A copy of this report shall be left in the logbook and another copy shall be submitted with the monthly summary report.

## D. Semi-annual Requirements

1. The Quality Assurance Supervisor and Entomologist shall provide written semiannual evaluation reports and attend semiannual meetings with the Project Officer, contractor's entomologist, and other personnel associated with the IPMP. These reports and meetings are for the evaluation of all pest management services in each facility over the previous six months. Evaluating and interpreting monitoring data and observations, and setting program goals are an essential part of the semiannual report. In addition, these reports shall identify facility conditions, personnel practices, and operational procedures that require modification by the facility personnel, or CDC, in order to promote the program's overall effectiveness. The semiannual report shall also provide an update on previous and ongoing pest management operations along with the status of earlier recommendations for facility repair and modifying personnel practices.

2. The contractor shall develop, write, and compile all reports required in this IPMP. Semiannual reports entail compilation and summarization of data along with observations, recommendations, program evaluation and plans for the upcoming six months. The semiannual report shall be comprehensive and include all technical and administrative aspects of the IPMP. The semiannual report shall include discussions and interpretations of field data, observations, and events of the past six months in each facility. Data shall be presented in a manner to facilitate understanding by non-technical personnel and to promote cooperation with immediate and long term program goals. Information on facility conditions shall also be summarized and interpreted, along with a description of the relative importance of these observations. Information shall be presented in typed, numeric, and graphical formats. The contractor's quality assurance personnel shall meet prior to developing each report (issues/concept meeting), during the writing of the report (draft report review) and prior to submission and distribution of the report (final review). The contractor shall reproduce, collate and distribute all semiannual reports or other IPMP reports as required by the Project Officer. A list of addressees will be provided by the Project Officer. The software and hardware used for this activity shall be approved by the Project Officer. Master copies of each semiannual report shall be delivered to the Project Officer both in hard copy and on 3.5" computer discs. The final, completed semiannual report shall be delivered by the contractor to the Project Officer no later than 21 days following the end of the six months period. The semiannual report shall be in addition to and does not replace the required monthly report due at the end of the sixth month.

#### VI. Personnel Requirements

The contractor shall provide, under this contract, only qualified pest management personnel with adequate and verifiable experience in the conduct of urban integrated pest management programs.

## A. Specific Staff Requirements

1. Entomologist

The Contractor shall either employee a staff Entomologist or have on retainer an entomologist, who shall have primary responsibility for the development and implementation of this pest management contract. This entails performing on-site inspections and consultations, data review, technical report review, problem solving, conducting training, attending meetings, and other duties as necessary. In addition, this person shall be available for routine and emergency consultation. The Entomologist shall develop, write, and edit all reports and shall ensure that they are submitted to the Project Officer on time. The Entomologist shall ensure that all aspects of this requirement and of the IPMP are fully and successfully executed. The Entomologist shall meet the following requirements:

- a. Masters of Science degree in entomology from an accredited university; or a master's or doctoral degree in a field of biology, chemistry, or other life science with proof of Board Certification as an urban entomologist (BCE).
- b. Certification in Georgia (or a state with a reciprocity agreement with the state of Georgia) as a Pesticide Applicator in the Industrial, Institutional, Structural and Health Related Pest Control Category.
- 2. Quality Assurance Supervisor
  - a. The contractor shall have as an employee and designate, by name, a Quality Assurance Supervisor (QAS), and a backup Quality Assurance Supervisor, who shall be assigned to the IPMP. The Quality Assurance Supervisor shall have primary responsibility for the performance of the EPMP. The Quality Assurance Supervisor shall help to ensure that all aspects of this requirement and of the IPMP are fully and successfully executed. The Quality Assurance Supervisor shall be responsible for compiling, developing and writing, and editing all reports in conjunction with the Entomologist.

Insure accurate data entry and compilation for all IPM program activities. This includes entering pest management data; managing, updating, and editing databases; filing hard copies of pest management reports and survey forms; perform data management for information relating to IPMP program activities; producing scheduled evaluation reports and specialized reports pertaining to specific or unique problems. The QAS shall insure that all scheduled IPM activities are carried out according to the contractors Detailed Plan and Service Schedule. This shall include coordination among the Pest Management Technicians, persons requesting pest management services, and the Project Officer. The Quality Assurance Supervisor shall be available for routine and emergency consultation to all CDC components associated with the IPMP. The Quality Assurance Supervisor shall have demonstrated experience in overseeing contracts of this nature and scope.

The following are the minimal requirements regarding the experience and training of the Quality Assurance Supervisor and backup Quality Assurance Supervisor:

- b. At least 3 years experience providing quality assurance for integrated pest management programs of similar scope.
- c. Current certification, in Georgia, as a Pesticide Applicator in Industrial, Institutional, Structural and Health Related Pest Control Category

The Quality Assurance Supervisor shall have no direct pest management service responsibilities. It is the QA Supervisor's primary responsibility to maintain the highest level of IPM service by ensuring all requirements of the contracts are met. In addition, the Quality Assurance Supervisor shall routinely assess the performance of all Pest Management Technicians to ensure that long term problems and pest outbreaks are resolved in a timely and comprehensive manner.

- 3. Pest Management Technician
  - a. All personnel who provide on-site pest management services shall be certified by the Georgia Department of Agriculture as a,Certified Pesticide Applicator in Industrial, Institutional, Structural and Health Related Pest Control Category. Pest Management Technicians shall attend annual training for re-certification as a Pesticide Applicator in Georgia. The certification of all personnel assigned to the IPMP shall be kept up-to-date and valid during the term of this contract.
  - b. The contractor shall designate, by name, a Pest Management Technician, including a backup Pest Management Technician, assigned to the IPMP. At least one Pest Management Technician and one backup Pest Management Technician shall be assigned to this IPMP. The backup Pest Management Technician shall be assigned to this IPMP. The backup Pest Management Technician shall meet recertification and training requirements as previously stated.
  - c. The Pest Management Technicians should have experience in working around animals, insectory knowledge, AALAC experience, and working in/or around lab environments.
    - B. Documentation

1. The Quality Assurance Supervisor, Pest Management Technician(s), and all backup personnel shall have (a) current certification as a Certified Pesticide Applicator, issued by the Georgia Department of Agriculture or (b) certification as a Commercial Pesticide Applicator from a state or jurisdiction having a reciprocity agreement with the Georgia Department of Agriculture. If the contractor personnel are certified in another state or jurisdiction having a reciprocity agreement with Georgia, proof of Georgia certification and licensing in the required category and subcategories shall be submitted to the Project Officer within 5 days after the award of the contract.

2. Throughout the term of this contract, the contractor shall maintain a current Georgia Department of Agriculture Pesticide Business License.

C. General Personnel Requirements

1. All on-site personnel shall understand current integrated pest management concepts and practices as they are applied in urban environments, contractor personnel shall be able to work independently to make accurate field diagnoses and proper decisions and recommendations regarding the application of integrated pest management practices and techniques.

2. The contractor shall have an established, written plan for assuring: (a) continuity of pest management personnel assigned to this contract; (b) knowledge of the specific requirements of the IPMP and the CDC necessary to effectively work at this site.

3. Any proposed substitutions or replacement of personnel from those cited in the contractor's original proposal shall be submitted in writing, along with a resume and proof of Certification and training, to the Project Officer for approval prior to their assignment to work at the CDC.

4. All personnel that are frequently on-site shall obtain a CDC security clearance and badge. Cardkey access to specific areas is required on an individual needs basis.

- D. Government Inspection
- 1. Throughout the duration of this contract, the premises covered will be inspected periodically by Government personnel to determine the effectiveness of the program and contractor compliance with the contract specifications. Inspection results will be documented in writing and submitted to the contractor. The contractor shall promptly initiate actions to correct any deficiencies reported by government personnel.
- 2. The contractor shall furnish all materials necessary to allow Government personnel to inspect the interior of rodent bait stations. These materials may include any tools necessary to loosen and tighten fasteners, keys to open locks, or replacement self locking plastic ties to secure bait/monitoring stations. Implements to cut plastic ties or seals are not included under this provision.
  - E. Training

The contractor shall provide in-service training to all personnel assigned to the IPMP. The contractor shall submit, to the Project Officer, pertinent documentation and records of employee training and verification of continued certification as a Certified Pesticide Applicator in the required categories and subcategories. Documentation of update training shall be submitted annually, in writing to the Project Officer, for each person assigned to this program.

#### F. Related Pest Management Services and Materials

The CDC reserves the right to negotiate with the contractor for the purchase of related pest control services and supplies not specifically covered herein, such as control of subterranean termites and other wood destroying insects, bird exclusion, fumigation, and pest management equipment such as traps, insect light traps, monitoring equipment, data management systems, and pest exclusion services. The contractor shall demonstrate in their proposal their ability to provide these services and materials.

## **Section M Evaluation Factors for Award**

FAR SOURCE	TITLE AND DATE
52.217-4	Evaluation of Options Exercised at Time of Contract Award (Jun 1988)
52.217-5	Evaluation of Options (Oct 2004)

#### M.1 Relationship between Cost or Price and Technical Strength (May 1998)

Offerors are advised that in the proposal evaluation process, technical merit and other non-cost factors will be more important to cost or price.

(End of Provision)

#### M.2 Technical Strength More Important than Cost/Price (Jan 2000)

Offerors are advised that in proposal evaluation paramount consideration shall be given to technical proposals rather than to cost or price unless, as a result of technical evaluations, proposals are judged to be essentially equal, in which case cost or price shall become the determining factor. Furthermore, cost/price will be evaluated on the basis of cost realism which is defined as the offeror's ability to project costs which are reasonable and indicate that the offeror understands the nature and extent of the work to be performed.

Discussions, if held, will be conducted only with those offerors determined to be within the competitive range.

Award shall be made to that responsible offeror submitting the proposal (Technical and Business) determined to be the most advantageous and the best value to the Government as evaluated under the criteria described in this Section.

(End of Clause)

#### **M.3 Evaluation Factors for Award**

#### GENERAL

The major evaluation factors for this solicitation include technical (past experience and past performance factors) and cost/price factors. Although technical factors are of paramount consideration in the award of the contract, cost/price is also important to the overall contract award decision. All evaluation factors other than cost or price, when combined, are significantly more important than cost or price.

Offerors are advised that award will be made to the offeror whose proposal provides the best overall value to the government.

The evaluation will be based on the demonstrated abilities of the prospective contractor in relation to the needs of the project as set forth in this RFP. The merits of each proposal will be evaluated carefully. Each proposal must document the feasibility of successful implementation of the requirements of the RFP. Offerors must submit information sufficient to evaluate their proposals based on the detailed criteria listed below.

## TECHNICAL EVALUATION CRITERIA

The technical evaluation criteria are used by the technical evaluation committee when reviewing the technical proposals. The criteria below are listed in the order of relative importance with weights assigned for evaluation purposes.

#### A. Understanding the Objectives of the Project: 20 points

- Contractor's demonstrated understanding of the specific objectives, intent and requirements of the work;
- The soundness, practicality, and feasibility of the contractor's proposed approach and work plans;
- Contractor's recognition of potential difficulties in performance.
- Contractor's understanding of the nature of the technical task will be evaluated for completeness, thoroughness, and validity.
- The contractor's specific 'methodologies and procedures to be utilized in accomplishing the activities reflected in the SOW.

#### B. Background, Experience, Qualifications and Past Performance: 50 points

The evaluation will be based on the description of experience, qualifications, and past performance submitted pursuant to information in the Statement of Work and information obtained from references provided by the contractor. At a minimum the contractor must meet the following:

- As laboratory animals are an essential element of the research conducted in CDC laboratories and the proper care, use, and humane treatment of these animals is of primary concern to the CDC, the contractor must demonstrate experience working in this type environment.
- An effective pest management program is one important component in achieving and maintaining AAALAC accreditation. Page 45 of the <u>Guide</u> states, "Programs should be instituted to control, eliminate, or prevent infestation by pests such as cockroaches, flies, and wild or escaped rodents." In addition, the Guide emphasizes that the use of pesticides should be minimized. The contractor must demonstrate experience working with AAALAC guidelines
- The IPMP is an integral part of the safety programs at the CDC and the Department of Health and Human Services. The IPMP must reflect an emphasis on the reduction and long term control of pests without jeopardizing research or compromising the health and safety of the CDC personnel, or visitors, and research animals by unnecessarily exposing them to pesticides. Therefore, only the most current and effective pest management practices are to be utilized in the IPMP. The contractor must demonstrate previous experience with an IPMP in research and laboratories.
- Demonstrate experience and qualifications to develop an initial monitoring plan and survey schedule, and ability to develop a detailed plan and service.
- Include a comprehensive quality assurance "strategy" and schedule that describes how the contractor will approach and maintain service quality during the contract period.
- Contractor shall demonstrate how they would develop and maintain a complete and accurate pest management documentation system in each building or site
- Demonstrate experience and knowledge of the U.S. Environmental Protection Agency and the State of Georgia rules and regulations.

#### C. Hypothetical Scenario: 10 points

The offeror's proposed scenario shall be evaluated for thoroughness and consistency with the factors listed in the RFP in order to demonstrate the capability of providing the services described in the SOW.

Example: Each offeror must provide their technical approach to resolving an infestation of German cockroaches in several animal holding rooms. The rooms have caster-mounted animal holding cages, wall mounted waterers, a sink, and caster mounted food carts. The infestation ranges from less than 10 cockroaches per room to over 500 in two of the rooms. The rooms are washed down daily with a sanitizer and water.

#### D. Personnel Assigned to Directly Work on the CDC IPMP: 20 points

The offeror's personnel plan will be evaluated based upon its feasibility and ability to provide personnel with the qualifications and experience to successfully meet the requirements of and perform the tasks cited in the SOW.

The key personnel will be evaluated for evidence of equivalent or compensating background, education, and experience to those elements noted in the position qualifications. They will be evaluated based on information obtained from resumes, reference checks, and any other information made available to the government.

- Personnel qualifications and experience of key personnel
- Approximate percentages of time allocated each month.
- The contractor shall provide pest management related training, including safety information, to facility and support personnel.
- At least 3 years experience providing quality assurance for integrated pest management programs of similar scope.
- Show current certification, in Georgia, as a Pesticide Applicator in Industrial, Institutional, Structural and Health Related Pest Control Category
- Is certified by the Georgia Department of Agriculture as a Certified Pesticide Applicator in Industrial, Institutional, Structural and Health Related Pest Control Category.
- Experience in working around animals, insectory knowledge, AALAC experience, and working in/or around lab environments.

## E. Total Possible Technical Score: 100 points

## **COST/PRICE FACTORS**

The government will separately evaluate, in accordance with the following formula the prices for the items described in the RFP supplies or services and prices/costs.

An overall rating of each proposal meeting the minimum technical requirements will be developed using a weighted combination of technical and cost/price proposals. The lowest total evaluated price submitted by all offerors meeting the technical requirement will be assigned 100 points. Points for all other offers will be calculated as follows:

<u>Lowest Total Evaluated Cost/Price</u> X 100 points = Number of points assigned Offeror's Total Evaluated Cost/Price

#### Summary:

Score for Evaluated Price + Technical Score = Total Evaluated Score (out of 200 points)

A final best buy analysis will be performed taking into consideration the results of the technical evaluation (including past performance), cost/price analysis, and ability to complete the work as described.