

# **City and County of San Francisco**

## **OFFICE OF CONTRACT ADMINISTRATION PURCHASING**

### **REQUEST FOR PROPOSAL**

#### **Integrated Pest Management Service for City Owned Buildings and Properties**

NOTE: THIS IS A GENERIC VERSION OF RFP 83518, ISSUED BY THE CITY & COUNTY OF SAN FRANCISCO ON AUGUST 15, 2007. SOME CHAPTERS AND MATERIALS THAT ARE SPECIFIC TO SAN FRANCISCO HAVE BEEN DELETED FOR BREVITY. POINTS SCORES ARE SLIGHTLY DIFFERENT FROM THOSE USED IN THE ACTUAL CONTRACT PROPOSAL.

**Pre-proposal Conference: August 24, 2007, 12:30 p.m.**

**Deadline For Submission: September 14, 2007, 2:00 p.m.**

City and County of San Francisco  
Office of Contract Administration  
1 Dr. Carlton B. Goodlett Place, Room 430  
San Francisco, CA 94102

## **Request for Proposals 83518**

### **Integrated Pest Management Service for City Owned Buildings and Properties**

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## Request for Proposals

### Integrated Pest Management Service for City Owned Buildings and Properties

#### I. Introduction

The Office of Contract Administration (“Purchasing”) of the City and County of San Francisco (“City”) in collaboration with the San Francisco Department of the Environment (“SFDE”), intends to award contract(s) for the procurement of integrated Pest Management services.

The contract period shall be for thirty–six (36) months. The initial term of this contract is the period from award execution date, through the last day of the month of the 36 consecutive month period, or approximately November 1, 2007 through October 31, 2010. This contract may be extended, all or in part, for a period or periods up to one year by mutual agreement in writing. The maximum contract period shall not be more than 5 years. In addition, the City shall have 2 options to extend the term for a period of 2 years, which the City may exercise in its sole, absolute discretion

The price proposal are to be firm for the initial period of twenty-four (24) months from award date through the end of the last month of this initial twenty-four (24) month consecutive period of the contract.

Prices may be increased or decreased commencing on or after the end of the last month of the initial consecutive twenty-four (24) month period of the contract. Such adjustments shall be a percentage increase or decreased of the prices for the previous twelve (12) month period. Said percentage shall be equal to the percentage increase or decrease for Private Industry Workers in Security Guard Service occupations for the previous twelve (12) months as published by the U.S. Department of Labor, Bureau of Labor Statistics in the Employment Cost Index. Such adjustments shall commence 30 days after notification and submission of satisfactory documentation and agreement of the Purchaser. It shall be Contractor’s responsibility to request and to provide documentation satisfactory to the Purchaser to support any increases. This price adjustment clause shall apply to any extensions of the contract term; however, any price increase shall be limited to a maximum 5% for each (12) month period unless approved by the Purchaser.

Multiple awards may be made for any/all items to multiple contractors to ensure adequate levels of uninterrupted service. Contractors will be notified by written contract acceptances.

Purchaser reserves the right to request service not readily available from any source other than an awarded vendor if said Purchaser deems it is in the public interest to take such action.

#### IPM Ordinance

This Scope of Work and Request for Proposals (RFP) are part of a comprehensive Integrated Pest Management (IPM) Program for property owned by the City and County of San Francisco (City). Chapter 3 of the San Francisco Environment Code, hereafter referred to as the IPM Ordinance (See Web link for Chapter 3 of the Environment Code - Integrated Pest Management Ordinance):

**<http://www.municode.com/Resources/gateway.asp?pid=14134&sid=5>**, restricts the use of chemical pesticides on City property in order to safeguard public health and protect the natural environment. The Contractor must comply with all sections of the IPM Ordinance. These include the preferred use of non-chemical methods, posting prior to and after use of pesticides, record keeping, data reporting, use of only

those chemical controls included on the City's Reduced Risk Pesticide List (See Web link for the 2006 San Francisco Reduced-Risk Pesticide List):

[http://www.sfenvironment.com/aboutus/innovative/ipm/pest\\_list06/index.htm](http://www.sfenvironment.com/aboutus/innovative/ipm/pest_list06/index.htm), preparation of written IPM plans, and submission of an exemption request and receipt of approval before use of pesticide products not on the list.

### **Integrated Pest Management Definition**

Integrated Pest Management (IPM) is a decision-making process that utilizes regular monitoring to determine if and when treatments are needed, and to evaluate their effectiveness. IPM programs employ a mix of biological, cultural, mechanical/physical, educational, and least-toxic chemical strategies and tactics to keep pest numbers low enough to prevent intolerable damage or nuisance. Non-chemical methods and pest prevention are emphasized, and pesticides are used only as a last resort when other approaches prove insufficient. The goal of IPM is to achieve long-term, cost-effective, and environmentally sound pest control.

## II. Glossary of Terms

<b>CCSF</b>	City and County of San Francisco
<b>CDPR</b>	California Department of Pesticide Regulations
<b>CSPCB</b>	California Structural Pest Control Board
<b>Contractor</b>	Pest management company that wins the bid for this Request for Proposals
<b>Facilities Manager</b>	City employee designated as responsible for supervising Contractor's pest management activities for a particular facility
<b>Firm</b>	Firm submitting a bid for this Request for Proposals
<b>IPM</b>	Integrated Pest Management
<b>IPM Ordinance</b>	Chapter 3 of the Environment Code, City and County of San Francisco
<b>OCA</b>	Office of Contract Administration
<b>Onsite personnel</b>	Personnel who routinely visit pest management sites covered by this contract and either make pest management decisions or administer pest treatments
<b>RFP</b>	Request for Proposals
<b>SFDE</b>	San Francisco Department of the Environment
<b>SFRRPL</b>	San Francisco Reduced Risk Pesticide List
<b>User department</b>	Department or Office of the City and County of San Francisco

### **III. Scope of Work**

#### **Citywide Integrated Pest Management Services**

The Scope of Work is to be used as a general guide and is not intended to be a complete list of all work necessary to complete the project. The following are work tasks assumed necessary to provide Integrated Pest Management (IPM) Services to City owned buildings and properties.

#### **General**

The Contractor shall furnish all supervision, labor, materials, and equipment necessary to successfully implement a structural IPM program. When needed or appropriate, the Contractor shall also provide detailed, site-specific recommendations for structural and procedural modifications to aid in pest prevention.

All of the Contractor's services must fall within the IPM definition outlined above. The Contractor is to seek the cooperation of the building management and building occupants to ensure compliance with the City's IPM Ordinance and to effectively prevent and reduce pest productions in and around City buildings. In cases where the contractor deems such cooperation inadequate to successfully manage pests using IPM principles, the contractor will notify the department's IPM coordinator and/or the SFDE IPM Manager (Chris Geiger, 415-355-3759, [chris.geiger@sfgov.org](mailto:chris.geiger@sfgov.org)) in a timely fashion. Work sites are listed in the List of Pest Management Service Sites (A PDF file of the List of Pest Management Service Sites dated March 29, 2007 is attached). Some work sites may be located outside the City/County limits. The Contractor or Contractor's representative is also required to attend and participate in regularly scheduled meetings and activities – (see "Meetings and Site Visits Requirements", page 9).

The contractor shall provide only qualified pest management personnel with experience in the conduct of IPM programs. The Contractor shall provide the IPM Coordinator for the contracting department with the names of all pest management personnel who might be assigned to this contract, and pertinent information regarding their qualifications, experience and training. Any employee found unqualified by the IPM Coordinator for the position to which he/she is assigned will be removed by the Contractor and replaced immediately with the qualified employee, at no additional cost to the City.

Throughout the life of this contract, all personnel providing on-site pest management services must be appropriately licensed or certified by the California Department of Pesticide Regulation (CDPR) or the California Structural Pest Control Board (CSPCB) in accordance with California State law. In addition, Contractor must have:

- At least one person on staff available for performing vector control work, who holds a Category K license with the Department of Pesticide Regulation, and
- At least one person on staff available for animal trapping work, who holds a license for animal trapping with the Department of Fish and Game to deal with mammals other than rats or mice.

#### **EcoWise Certification**

The City & County of San Francisco gives point preferences to firms that are certified by EcoWise Certified, an independent third party certification of structural pest control services sponsored by the Association for Bay Area Governments. For more information, see [www.ecowisecertified.org](http://www.ecowisecertified.org).

#### **Pests Covered by this Contract**

Pest management services covered by this contract include those that are regulated under a California Branch 2 (general pests) structural pest control license, and do not include services for wood destroying organisms, fumigation or landscaping.

The Contractor shall also adequately suppress rats and mice found inside and outside buildings. Individual vertebrates including feral cats, foxes, ground squirrel, opossums, raccoons, skunks, located indoors or outdoors, that are determined by the facility manager to be causing unacceptable property damage, nuisance or hazard, will also be the responsibility of the Contractor. Pick-up and proper disposal of dead vertebrates is also included in this scope of work. Finally, the control of mosquitoes for public health purposes on all public properties falls within the scope of this contract. The control of mosquitoes requires special licensing and coordination with the San Francisco Department of Public Health.

Other kinds of pests that appear in high numbers (such as feral pigeons and other pest birds), or that may be vectoring pathogens that pose potential health risks to humans (such as bats or ticks), may require special skills or licensing. The Contractor may be called upon to suppress or remove such pests under the Emergency or Special Services provisions of the contract. Such determination shall be made on a limited contract basis by the designated facility manager.

### **IPM Service Categories and Specifications**

The Contractor is responsible for four general categories of IPM services: Short term service, ongoing service, emergency service and training and consultation service. The decision on which service category to employ rests with the facility manager.

#### ***1) Short-term IPM Service***

This category addresses minor pest problems that can generally be solved in one or two service calls. It is best suited to small facilities with no history of chronic pest problems. Short-term IPM services are provided on an as-needed basis, and do not warrant preparation of a complete written IPM plan or intensive monitoring. In providing short-term IPM services, the Contractor will:

- ***Conduct an initial inspection*** of the facility.
- ***Prepare a brief written proposal*** to the building manager that summarizes the pest problem, population threshold for treatment, and the specific IPM methods to be used to solve the problem and prevent future occurrences. The Contractor may charge the “short-term rate” for preparation of the proposal.
- ***Implement the proposal*** after approval by the facility manager.
- ***Prepare service report forms:*** The Contractor’s representative performing the service shall complete, sign and date a service report form and return it to the facility manager’s office on the same day the service is performed or on the succeeding business day. The service report form should include a summary of the nature and extent of the pest problem, treatment measures taken, recommendations for pest proofing, and any other pertinent information. This form shall be signed off by the facility manager and a copy retained at the facility, along with any relevant monitoring forms.
- ***Charge under the “Short-term IPM Service”*** hourly rate as listed on the evaluation worksheet.
- ***Comply with all IPM Ordinance posting, recordkeeping, and other requirements.***

#### ***2) Ongoing IPM Service***

This category of service addresses more complex or chronic pest problems. In providing ongoing IPM services, the Contractor will provide:

- ***Initial inspection:*** The Contractor shall offer to conduct initial inspections of all buildings or sites within thirty (30) days of implementing this contract. These inspections will be completed within 60 days of receiving agreement from the relevant facility managers. The purpose of this initial inspection is for the Contractor to evaluate the pest management needs of the premises and to discuss these needs with the user department representative. The contractor may charge the “short-term” hourly rate for this service.
- ***IPM plan preparation:*** Following the initial inspection, the Contractor shall develop a written IPM plan for each facility, which must be submitted to the user department representative for approval. The IPM plan shall include components described in the “Components of IPM Plans” section below.

- **IPM plan submission and approval:** The IPM Plan shall be submitted to the facility manager not more than ten (10) working days following the initial inspection. If the plan is rejected, the Contractor shall have three (3) working days to submit a revised Plan. Once the IPM plan is approved by the facility manager, it shall be the Contractor’s responsibility to carry out work according to the IPM Plan, and to file a copy of the final plan with SFDE.
- **Interim service schedule:** Pending approval of the IPM Plan and at the discretion of the facility manager, the Contractor may provide services at “short-term” hourly rates.
- **IPM plan revisions:** Each on-going IPM service plan shall be reviewed at least once every three years by both the facility manager and the Contractor, and renewed or adjusted as conditions warrant. Any changes in the IPM Plan must first receive the approval of the facility manager.
- **Service report form:** The service report form should be completed as described in short-term IPM services above. In addition, a copy of the form shall be placed in the Log Book at the conclusion of each service visit, along with a copy of the pest monitoring form.
- **Structural repairs and pest prevention:** If the Contractor has previously recommended sanitation or exclusion measures, and if the department has not yet fulfilled these recommendations, the Contractor shall notify the department of this situation in the service report. Thereafter, if the problem is not solved in a reasonable number of return visits due to the facility not following Contractor recommendations, the Contractor may contact SFDE to help mitigate the problem. (see “Pest Exclusion and Prevention”, page 9).
- **Compliance** is required with all IPM Ordinance requirements as described above.
- **Charges:** The contractor shall charge the “ongoing IPM service” rate as listed on the bid sheet – OR – a monthly flat rate negotiated with the facility manager. Negotiated flat rates must be based on the “ongoing IPM service” hourly rate and estimated service hours required. Materials costs may be included or charged separately at the facility manager’s discretion.
- **Pest log books:** The Contractor shall be responsible for maintaining a complete and accurate Pest Management Log Book at each facility that is served under the contract. The Log Book shall be updated at each visit by the Contractor. If the facility lacks a log book, the Contractor is responsible for providing one.

The Log Book shall contain at minimum the following items:

1. A copy of the IPM plan and/or service schedule for the building.
2. If applicable, a list of pesticides used, including trade name and active ingredients.  
NOTE: only pesticides selected from the Reduced-Risk Pesticide List are authorized for use on City property.
3. Copies of sample labels and material safety data sheets (MSDS) for each pesticide product used.
4. (As appropriate) Pest Sighting Sheets, preferably in floor plan map format, that the Contractor posts in break rooms or other locations convenient to facility occupants. The Sheets are used to gather information on pest presence from building occupants. Contractor shall be responsible for posting and collecting the sheets.
5. The location of all traps and bait stations on the premises, preferably in map format. All traps and bait stations should be numbered.
6. Copies of all service report forms for the facility.

### 3) **Emergency and Special Services**

**Emergency services** are directed at urgent pest problems that must be addressed as soon as is practical. They are not “call backs” resulting from other routine services provided under the Contract. Except for holidays or other “shut down” periods, the Contractor is expected to address emergency problems within 24 hours of the service call. The Contractor may charge the “emergency rate” for these services but must

notify the requesting department that the emergency rate applies before performing the service. In the event that such services cannot be completed within the above-stipulated time frame, the Contractor shall immediately notify the user department representative and indicate an anticipated completion date. Contractor will comply with all IPM Ordinance and recordkeeping requirements as described below.

*Special services* are those that require special skills, training, or licensing, and may utilize subcontractors for whose work the Contractor shall be accountable. Contractor will charge the “ongoing service rate” for facilities with completed IPM plans; other facilities will be charged the “short-term service rate.” In either case, contractor may charge the “emergency rate” if service requests are made less than 24 hours in advance.

#### **4) Training and Consultation Services**

The Contractor shall provide additional consultation, training, and technical support, by phone or in person, to City facilities managers, user department representatives, or the SFDE IPM Program Manager during City business hours (8-5). These services may be charged at the “training & consultation” hourly service rate in 5 minute increments. The Contractor must notify the City staff member requesting the service that the billing rate applies before providing the service. The training & consultation rate also applies for Contractor time spent in meetings in excess of 4 hours per month – (see “Meetings and Site Visit Requirements”, page 9).

#### **Components of IPM Plans (for Ongoing Service Category)**

The following components shall be included in all written IPM plans submitted to facilities managers for ongoing IPM services.

- **Management objectives:** Identify key pests to be controlled, level of control desired (thresholds) and areas of the facility requiring special attention.
- **Communication and accountability system:** Designate contact people and alternates at both the facility and at the Contractor’s company. Establish location of pest activity log book(s) at the facility. Establish procedure for Contractor to report facility maintenance or pest prevention needs to appropriate staff at the facility.
- **Schedule of service:** Describe expected schedule and duration of service visits required to meet management objectives.
- **Monitoring Program:** Describe monitoring approach, including the use of traps and/or inspections.
- **Description of IPM Methods and Products:** Summarize non-chemical IPM methods proposed. List city-approved pesticide products proposed for use in the program together with the rationale, proposed methods of use, and methods planned to minimize exposure. For each pesticide, list the product name, EPA registration number (if registered), specific building(s) and pests targeted, and where pesticide will be applied, for example, indoors, in wall voids, or outside.
- **Desirable Structural or Operational Changes:** Identify pest-proofing activities or modification of staff operational methods or timing that would improve pest management efforts, for example, caulking around pipes.
- **Record-keeping System:** Describe data to be collected and provide a sample monitoring form designed to track data on pest location, populations, harborage, trends in pest populations, status of previously suggested pest exclusion and prevention measures for which facility staff are responsible, and other relevant information.
- **Education and Training Activities:** List recommended education and training activities for facility staff that would increase their support for IPM activities.

## **Pesticide Application Restrictions**

As a general rule, application of pesticides shall not occur unless monitoring indicates the presence of pests in that specific area. Preventive pesticide treatments are acceptable only in rare cases, where monitoring indicates that a potential insect or rodent infestation could occur, and with approval from the facility manager.

*Under the IPM Ordinance, all chemical pesticides—with certain exceptions—are banned for use on City property EXCEPT those listed on the San Francisco Reduced Risk Pesticide List (SFRRPL).* This list is updated annually. It is the Contractor’s responsibility to be familiar with current version of the SFRRPL, and to comply with its limitations. The SFRRPL is available from the Dept. of the Environment or at:

[http://www.sfenvironment.com/aboutus/innovative/ipm/pest\\_list06/index.htm](http://www.sfenvironment.com/aboutus/innovative/ipm/pest_list06/index.htm)

The Contractor shall fill out the required Exemption forms (described in the IPM Ordinance) when new or additional products are desired for use. These forms shall be submitted to the SFDE, whose approval is required before the requested products may be used. Pesticides needed to address an emergency situation for which non-pesticide methods are not feasible (Environment Code Section 307(e)) may be used without an approved exemption, but an exemption notification must be submitted within 72 hours of the application.

## **Posting and Notification Requirements**

The Contractor must supply each facility with all pesticide application notification signage required under the IPM Ordinance. Signs shall contain the name and active ingredient of the pesticide product, the target pest, date of use, signal word indicating the pesticide’s toxicity category, re-entry date/time for the treated area, and the name and contact phone number for the responsible facility manager. In the event of a spray application of a pesticide, the Contractor will be responsible for posting the treated area three (3) days prior and four (4) days following the application. Signage that may be required includes:

- Permanent indoor pesticide notification signs.
- Temporary indoor and outdoor notification signs.
- Pest Sighting Forms (see “Components of IPM Plans”, page 7).

## **Pesticide Use Reporting Requirements**

The Contractor shall provide, at no additional cost to the City, quarterly electronic pesticide use reports to the SFDE IPM Manager. These reports shall list all chemical and non-chemical pest control measures taken at each site. It is the Contractor’s responsibility to insure electronic compatibility with the City’s existing Pesticide Use Reporting database.

At the Contractor’s discretion, reports may be submitted more frequently than quarterly. At minimum, these reports shall be submitted within one month of the end of each quarter, according to the following schedule:

<b><u>Reporting Period</u></b>	<b><u>Deadline for Report</u></b>
January 1 – March 31	May 1
April 1 – June 30	August 1
July 1 – September 30	November 1
October 1 – December 31	February 1

### **Meetings and Site Visit Requirements**

The Contractor, or Contractor's representative approved by SFDE, is required to attend monthly (2 hour) scheduled meetings of the IPM Technical Advisory Committee, as well as occasional ad hoc meetings or site visits approved by the SFDE IPM Program Manager. For all of the above meetings, the Contractor must provide free of charge up to four (4) hours of his/her time per calendar month. Meetings in excess of 4 hours per month may be charged to the convening department at the "training & consultation" hourly service rate.

### **Pest Exclusion and Prevention**

In general, structural modification or repairs for pest control are not the responsibility of the Contractor. However, the Contractor is responsible for communicating the need for such repairs to facilities managers (see Ongoing IPM Service specifications, page 5). The user department may opt to allow the Contractor to make minor IPM structural repairs at the "ongoing service" hourly rate plus materials costs, at a total cost not to exceed \$500 per incident. Examples include caulking cracks or screening holes when City personnel are not able to do so in a timely manner. Prior to embarking on such work, the Contractor must receive authorization in writing from the user department representative or other appropriate party.

### **Uniforms and Equipment**

All personnel, while working in or on government-owned or leased premises, shall have at a minimum the Contractor's company name easily identifiable, affixed thereon in a permanent or semi-permanent manner. Additional personal protective equipment, required by State Law for the safe performance of work, must be determined and provided by the Contractor. Vehicles used by the Contractor must be clearly marked and identified in accordance with State and local regulations.

### **Price Structure**

The Contractor will charge for pest management services based on the four hourly rates provided in the price proposal: short-term services, ongoing services, emergency services, and training and consultation services (see descriptions of services). These hourly rates do not include materials charges. City departments may be charged on a time and materials basis, or - for ongoing IPM services - may be charged a flat monthly office that has been negotiated with the user department using the "ongoing IPM service" hourly rate as a basis. The cost of materials shall not be marked up more than 30% above the price paid by the Contractor. *Note that this is not simply a "lowest proposerr" contract; the monthly pest management rate accounts for 20% of the evaluation of the proposal.*

### **Department of the Environment Contact**

All required reports, pesticide exemption requests, and inquiries about the IPM Program shall be directed to:

Chris Geiger, Integrated Pest Management Program Manager  
San Francisco Department of the Environment  
11 Grove Street  
San Francisco, CA 94102  
Telephone: (415) 355-3759  
FAX: (415) 554-6393  
e-mail: [chris.geiger@sfgov.org](mailto:chris.geiger@sfgov.org)

## IV. Submission Requirements

### A. Time and Place for Submission of Proposals

To respond to the RFP, companies must follow the guidelines outlined below.

Proposals must be received by **2:00 p.m. on September 14, 2007**

Postmarks will not be considered in determining the timeliness of submission. Late submissions will not be considered. Proposals may be delivered or mailed to:

**City and County of San Francisco  
Office of Contract Administration  
Purchasing Division  
City Hall, Room 430  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4685**

Proposers shall submit one (1) original proposal copy, separately bound and (2) copies of the proposal separately bound, plus two (2) copies separately bound, required HRC forms in a sealed envelope clearly marked, "**RFP 83518, Integrated Pest Management Service for City Owned Buildings and Properties**", to the above address.

RFP's that are submitted by FAX or e-mail will not be accepted. *All proposal materials that are submitted become the property of the City and County of San Francisco and will not be returned.*

### B. Format and Content of Proposals

Firms interested in responding to this RFP must submit the following information, in the order specified below.

#### 1. Introduction and Executive Summary (up to 1 page)

Submit a letter of introduction and executive summary of the proposal. The letter must be signed by a person authorized by your firm to obligate your firm to perform the commitments contained in the proposal. Submission of the letter will constitute a representation by your firm that your firm is willing and able to perform the commitments contained in the proposal.

#### 2. Service Approach (up to 12 pages including Sample IPM Plan)

##### a. Examples of IPM Approach:

Describe three examples where the Firm has creatively applied the IPM approach to solve difficult pest problems. Examples must be from the contractor's past experience and must involve at least two staff members proposed for on-site services in San Francisco. Ideally, examples involve service contracts of similar size and scope to the San Francisco contract. Provide project summary, budget information if appropriate, names of staff involved, and contact information for references at the facility involved.

b. Record-Keeping and Reporting Capability:

The Firm shall describe how he/she intends to meet the record-keeping and reporting requirements, including a brief description of data collection systems used.

c. Mandatory Site Visit and Sample IPM Plan Documents:

Proposers must attend the mandatory site visit and submit a set of Sample IPM Plan documents based on the visit.

*The mandatory site visit will be held at:*

LOCATION: San Francisco General Hospital, Main Bldg "B" wing  
August 29, 2007 at 2:00 p. m.

*Sample IPM Plan documents required for submission are:*

- Sample IPM Plan for "B" wing, food preparation/storage area.
- Sample service report form.
- Sample monitoring form.

To the greatest extent possible, sample IPM plans shall include "Components of IPM Plans" listed in Section III Part A.XXX

d. Emergency and Special Services Capability:

The Firm shall describe his/her plan for meeting the emergency and special service requests described in the scope of work (for example, availability of trucks and personnel).

e. Public Health Vector Control Capability:

The Firm shall describe all relevant experience with control of mosquitoes and other disease vectoring organisms of public health interest.

**3. Firm Qualifications (up to 3 pages)**

Provide information on your firm's background and qualifications which addresses the following:

- a. Name, address, and telephone number of a primary contact person.
- b. A brief description of your firm, certifications held, as well as how any joint venture association would be structured.
- c. Address(es) and location(s) of local offices and service headquarters that would be involved in servicing the City and County of San Francisco contract.
- d. Description of microscopes, pest detection equipment or other equipment possessed by the firm that would be used for performance of the contract.
- e. Names of all staff, supervisors, and subcontractors who would work on the CCSF contract
- f. The role each staff member and subcontractor would play in the project (onsite service technician, onsite supervisor, manager, owner, etc.).
- g. Experience, education and qualifications of each staff member, including licenses and certifications held (including EcoWise certification), verification that license(s) are valid, and other relevant training or skills.
- h. Written assurance that the staff members listed above will be performing the work and will not be substituted with other personnel or reassigned to another project without the City's prior approval. Assurance must also be made that any substitute personnel be fully qualified.
- i. Certification by the California Structural Pest Control Board that the proposer's structural pest control business license is current and valid.

- j. Listing of any violations of state pesticide regulations or pest management regulations within the past three years.
- k. Description of in-house training program for firm employees.
- l. Description of in-house health & safety program.
- m. Description of the firm's use of alternate fuel vehicles, including the number of hybrid-electric, electric, compressed natural gas, biodiesel, or human-powered vehicles likely to be used for servicing this contract.

#### **4. References (1 page)**

The Contractor **must submit** a list of at least four (4) verifiable references (including names, titles, affiliations and telephone numbers) for work comparable to that discussed in these specifications that has been completed during the last three (3) years or is currently in progress. If the contractor has previously worked for CCSF, at least one of these references must be from a contracting City and County of San Francisco department.

#### **5. Price Proposal (1 page per section)**

The City intends to award this contract to the firm that it considers will provide the best overall program services. The City reserves the right to accept other than the lowest priced offer and to reject any proposals that are not responsive to this request.

Please provide a price proposal in a sealed envelope that includes hourly rates for the services described in the Scope of Work. These rates will either be used to charge for services on a time and materials basis, or as base rates for negotiating flat monthly fees with individual facility managers.

- a. Emergency Services dollars per hour.
- b. Short-term Services dollars per hour.
- c. Ongoing Services dollars per hour.
- d. Training and Consultation Services dollars per hour.

## **V. Evaluation and Selection Criteria**

### **A. Minimum Requirements**

Any proposal that does not demonstrate that the proposer meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the contract.

1. Firm must be a registered structural pest control company in the State of California.
2. At least one supervisor of onsite operations must possess a valid Structural Pest Control Operators license for Branch 2 (General Structural Pests).
3. All onsite staff must possess, at least, valid Structural Pest Control Applicator certification and/or Qualified Applicator Certificates.
4. Firm must demonstrate five (5) years minimum experience with industrial, commercial, and institutional accounts immediately preceding a submission of RFP.
5. Four (4) verifiable references must be provided.
6. All onsite supervisors must possess, at least, valid Structural Pest Control Field Representative Licenses for Branch 2.
7. Firm must include at least one onsite staff member with valid Category K certifications for public health pest control.

8. Firm must include at least one onsite staff member with valid license for animal trapping (for animals other than rodents) with the Department of Fish and Game

**B. Selection Criteria (600 points possible)**

Proposals passing the minimum requirements above will be evaluated by a selection committee that includes parties with expertise in IPM. *Proposers with no more than three of the highest scoring proposals will be invited to an oral interview with the selection committee.* Proposer with the highest final score – including the oral interview – will be selected. Proposers are encouraged to seek EcoWise certification (see *EcoWise Certified Standards for IPM Certification in Structural Pest Management* is available at [www.ecowisecertified.org](http://www.ecowisecertified.org)).

**C. Selection Committee**

A Selection Committee will be assembled consisting up to six (6) persons. The City intends to evaluate the proposals generally in accordance with the evaluation criteria described in Section V. Evaluation and Selection Criteria. Up to three (3) of the firms with the highest scoring proposals may be interviewed by the selection Committee to make the final selection. Evaluation of the proposal shall be within the sole discretion of the Selection Committee.

**D. Evaluation Criteria**

The Selection Committee will evaluate each proposal meeting the requirements set forth in the RFP. Evaluation criteria and weighted scoring will be used to evaluate proposals, in accordance with City regulations, rating discounts points may be given to proposers that have been certified by the San Francisco Human Rights Commission as LBE's Criteria and Point Allocation are as shown below.

- 1. Submission Requirements (10 points)**
  - a. Organization of the document (3 points).
  - b. Complete and accurate information. (4 points).
  - c. Follow RFP instructions (3 points).
- 2. Contractor's Licenses and Certifications (40 points)**
  - a. Breadth and level of licenses and certifications held by Contractor's assigned project staff and subcontractors, above and beyond the minimum requirements. (10 points).
  - b. Firms that offer EcoWise-certified IPM services by September 14, 2007 will automatically receive 30 points (30 points).
- 3. Experience of Contractor and Contractor's Assigned Project Staff (50 points)**
  - a. Quality of performance on recent contracts – Including number of violations (30 points).
  - b. Extent of experience with vector control projects (10 points).
  - c. Quality and extent of in-house IPM training program (5 points).
  - d. Quality and extent of in-house health & safety program (5 points).
- 4. Service Approach (170 points)**
  - a. Creativity and thoroughness in seeking less-toxic pest management approaches (from "Examples of IPM Approach"). Firms that include at least one on-site staff member

who is a certified EcoWise Practitioner by September 14, 2007 will automatically receive (40 points).

- b. Emergency and special services capability (5 points).
- c. Completeness of data reporting capabilities, and abilities to integrate with City's pesticide use reporting system (5 points).
- d. Proximity of Contractor's business to service areas (5 points).
- e. Adequacy of Contractor's facilities, including the availability of microscopes and other pest identification tools (5 points).
- f. Contractor's likelihood of using alternate-fuel vehicles during the delivery of services to the City (5 points).
- g. Site-Specific Sample IPM Plan (95 points)
  - 1) Ability of Contractor to recognize pest problems and sources of problems (20 points).
  - 2) Thoroughness of recommendations for pest prevention (25 points).
  - 3) Quality of recommendations for most affordable and feasible chemical or non-chemical controls (30 points).
  - 4) Justification for all actions proposed (10 points).
  - 5) Quality and completeness of monitoring forms (5 points).
  - 6) Quality and completeness of service report form (5 points).

**5. References (100 points)**

- a. Quality of recently completed projects, including effectiveness, adherence to IPM principles, adherence to schedules and budgets, and past experience by City and County of San Francisco departments with the Contractor's services (60 points).

**6. Oral Interview (100 points)** *Interviews conducted for up to three highest scoring proposals*

- a. Contractor's working knowledge of the biology and behavior of problem pests (10 points).
- b. Contractor's working knowledge of the use of least toxic approaches to pest management (10 points).
- c. Extent of Contractor's experience using non-chemical and reduced-risk chemical pest control methods (10 points).
- d. Contractor's working knowledge of pesticide hazards, including toxicity, human exposure potential, and potential environment effects of pesticides (10 points).
- e. Knowledge of the specialized pest management concerns typically faced by local government agencies (20 points).
- f. Quality of proposed communication approach between pest management personnel and CCSF staff (20 points).

**7. Price Proposal (100 points)**

- a. Points will be awarded *for each service type* proportionally based on the formula below. Points for each service type will then be added together for a possible 200 points total.

***Formula for calculating Point Score:***

Points for proposer "A" for each service type=  
Possible points for service X (lowest qualified price proposal for service ÷ proposer "A's" price proposal for service)

Total points for proposer "A" =

Emergency services points + Short-term services points + Ongoing services points  
 + Training & Consultation service points.

The possible points for the various services are as follows:

<u>Service type</u> <u>points</u>	<u>Possible</u>
Emergency Services .....	8
Short-term Services .....	40
Ongoing Services .....	150
Training & Consultations Services.....	2

**Example:**

Firm A's price proposal for Emergency Services: \$100/hour  
 Lowest qualified price proposal for Emergency Services : \$50/hour  
 8 (possible points) X (\$50/\$100) = 4 points

Firm A's price proposal for Short-Term Services: \$100/hour  
 Lowest qualified price proposal for Short-Term Services : \$50/hour  
 40 (possible points) X (\$50/\$100) = 20 points

Firm A's price proposal for Ongoing Services: \$50/hour  
 Lowest qualified price proposal for Ongoing Services : \$50/hour  
 150 (possible points) X (\$50/\$50) = 150 points

Firm A's price proposal for Training & Consultations Services: \$80/hour  
 Lowest qualified price proposal for Training & Consultations: \$40/hour  
 2 (possible points) X (\$40/\$80) = 1 point

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TOTAL POINTS for Proposer "A" =..... **175 points**

## VI. Schedule of Events

### A. Pre-Proposal Conference

Proposers must attend a mandatory pre-proposal conference on:

**DATE: August 24, 2007**

**TIME: 12:30 p.m.**

to be held at:

**City and County of San Francisco  
Office of Contract Administration-Purchasing  
City Hall, Room 431A  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4685**

**NOTE: Please bring a copy of this proposal to the Pre-proposal Conference.**

All questions will be addressed at this conference and any available new information will be provided at that time. If you have further questions regarding the RFP, it must be directed to:

**PURCHASERS NAME  
City and County of San Francisco  
Office of Contract Administration  
Purchasing Division  
City Hall, Room 430  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4685**

The City will keep a record of all parties who request and receive copies of the RFP. Any requests for information concerning the RFP whether submitted before or after the pre-proposal conference, must be in writing, and any substantive replies will be issued as written addenda to all parties who have requested and received a copy of the RFP from the **Office of Contract Administration-Purchasing**. Questions raised at the pre-proposal conference may be answered orally. If any substantive new information is provided in response to questions raised at the pre-proposal conference, it will also be memorialized in a written addendum to this RFP and will be distributed to all parties that received a copy of the RFP.

No questions or requests for interpretation will be accepted after **September 5, 2007.**

## B. Schedule

The anticipated schedule for selecting a proposer is shown below:

<b>Proposal Phase</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
RFP is advertised and issued	August 10, 2007		
Last Date for filing objections to RFP terms	August 22, 2007	5:00 PM	
Pre-proposal conference	August 24, 2007	12:30 PM	City Hall, Room 431-A 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102
Citywide Site visits to create sample IPM Plans	August 29, 2007	2:00 PM	San Francisco General Hospital Main Bld., "B" Wing 1001 Potrero Avenue, San Francisco, CA 94110
Deadline for submission of written questions or request for clarification	September 5, 2007	5:00 PM	
Proposal due date	September 14, 2007	2:00 PM	
Oral Interviews	September 28, 2007	10:00 AM	City Hall, Room 421 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102

The City reserves the right to modify this schedule, if it is in the best interest of the City to do so.

## C. Contract Award

The **Office of Contract Administration-Purchasing** will select a proposer with whom **Office of Contract Administration - Purchasing** staff shall commence contract negotiations. The selection of any proposal shall not imply acceptance by the City of all terms of the proposal, which may be subject to further negotiation and approvals before the City may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time the **Office of Contract Administration-Purchasing**, in its sole discretion, may terminate negotiations with the highest ranked proposer and begin contract negotiations with the next highest ranked proposer.

## **VII. Terms and Conditions for Receipt of Proposals**

### **A. Errors and Omissions in RFP**

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the Department, in writing, if the proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the Department promptly after discovery, but in no event later than five working days prior to the date for receipt of proposals. Modifications and clarifications will be made by addenda as provided below.

### **B. Inquiries Regarding RFP**

Inquiries regarding the RFP and all oral notifications of an intent to request written modification or clarification of the RFP, must be directed to:

**Renee Muckeroy, Purchaser  
City and County of San Francisco  
Office of Contract Administration – Purchasing  
City Hall, Room 430  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4685**

**Telephone: (415) 554-6735  
FAX: (415) 554-6717  
e-mail: renee.muckeroy@sfgov.org**

### **C. Objections to RFP Terms**

Should a proposer object on any ground to any provision or legal requirement set forth in this RFP, the proposer must, not more than ten calendar days after the RFP is issued, provide written notice to the Department setting forth with specificity the grounds for the objection. The failure of a proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

### **D. Addenda to RFP**

The Department may modify the RFP, prior to the proposal due date, by issuing written addenda. Addenda will be sent via regular, first class U.S. mail to the last known business address of each firm listed with the Department as having received a copy of the RFP for proposal purposes. The Department will make reasonable efforts to notify proposers in a timely manner of modifications to the RFP. Notwithstanding this provision, the proposer shall be responsible for ensuring that its proposal reflects any and all addenda issued by the Department prior to the proposal due date regardless of when the proposal is submitted. Therefore, the City recommends that the proposer call the Department before submitting its proposal to determine if the proposer has received all addenda.

**E. Term of Proposal**

Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

**F. Revision of Proposal**

A proposer may revise a proposal on the proposer's own initiative at any time before the deadline for submission of proposals. The proposer must submit therevised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date.

In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the proposal due date for any proposer.

At any time during the proposal evaluation process, the Department may require a proposer to provide oral or written clarification of its proposal. The Department reserves the right to make an award without further clarifications of proposals received.

**G. Errors and Omissions in Proposal**

Failure by the Department to object to an error, omission, or deviation in the proposal will in no way modify the RFP or excuse the vendor from full compliance with the specifications of the RFP or any contract awarded pursuant to the RFP.

**H. Financial Responsibility**

The City accepts no financial responsibility for any costs incurred by a firm in responding to this RFP. Submissions of the RFP will become the property of the City and may be used by the City in any way deemed appropriate.

**I. Proposer's Obligations under the Campaign Reform Ordinance**

Proposers must comply with Section 1.126 of the S.F. Campaign and Governmental Conduct Code, which states:

No person who contracts with the City and County of San Francisco for the rendition of personal services, for the furnishing of any material, supplies or equipment to the City, or for selling any land or building to the City, whenever such transaction would require approval by a City elective officer, or the board on which that City elective officer serves, shall make any contribution to such an officer, or candidates for such an office, or committee controlled by such officer or candidate at any time between commencement of negotiations and the later of either (1) the termination of negotiations for such contract, or (2) three months have elapsed from the date the contract is approved by the City elective officer or the board on which that City elective officer serves.

If a proposer is negotiating for a contract that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the proposer is prohibited from making contributions to:

- the officer's re-election campaign candidate for that officer's office
- a committee controlled by the officer or candidate.

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a contractor approaches any city officer or employee about a particular contract, or a city officer or employee initiates communication with a potential contractor about a contract. The negotiation period ends when a contract is awarded or not awarded to the contractor. Examples of initial contacts include: (i) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a contract; and (ii) a city officer or employee contacts a contractor to propose that the contractor apply for a contract. Inquiries for information about a particular contract, requests for documents relating to a Request for Proposal, and requests to be placed on a mailing list do not constitute negotiations.

Violation of Section 1.126 may result in the following criminal, civil, or administrative penalties:

- a) **Criminal.** Any person who knowingly or willfully violates section 1.126 is subject to a fine of up to \$5,000 and a jail term of not more than six months, or both.
- b) **Civil.** Any person who intentionally or negligently violates section 1.126 may be held liable in a civil action brought by the civil prosecutor for an amount up to \$5,000.
- c) **Administrative.** Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to \$5,000 for each violation.

For further information, proposers should contact the San Francisco Ethics Commission at (415) 581-2300.

#### **L. Reservations of Rights by the City**

The issuance of this RFP does not constitute an agreement by the City that any contract will actually be entered into by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, proposal, or proposal procedure;
2. Reject any or all proposals;
3. Reissue a Request for Proposals;
4. Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the proposals;
5. Procure any materials, equipment or services specified in this RFP by any other means; or
6. Determine that no project will be pursued.

**M. No Waiver**

No waiver by the City of any provision of this RFP shall be implied from any failure by the City to recognize or take action on account of any failure by a proposer to observe any provision of this RFP.

**VIII. Contract Requirements**

Proposer # \_\_\_\_\_  
 Contractor Name: \_\_\_\_\_ Reviewer \_\_\_\_\_

**MINIMUM REQUIREMENTS**

	Item	Check
	1. Registered structural pest control company ..... 2. One onsite supervisor with Operator's License ..... 3. All onsite staff have Applicator certification and/or QAC ..... 4. 5 years minimum experience ..... 5. Four (4) verifiable references provided ..... 6. All onsite supervisors have Field Representative Licenses	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	<b>Minimum Requirements Met? (IF 'NO', STOP HERE)</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No

**SELECTION CRITERIA**

	Item	Points
	<b>1. Submission Requirements (10 points)</b> a) Organization of the document.....(3 pts ) b) Complete and accurate information .....(4 pts ) c) Follow RFP instructions .....(3 pts )	___ ___ ___
	<b>2. Licenses and Certification (70 points)</b> a) Breadth and level of licenses and certifications held .....(10 pts) b) EcoWise or GreenShield Certified IPM Services .....(30 pts) c) Firm includes at least one onsite staff member with valid Category K certifications for public health pest control ....(20 pts) d) Firm includes at least one onsite staff member with valid license for animal trapping from the Dept of Fish and Game .....(10 pts)	___ ___ ___ ___
	<b>3. Experience (50 points)</b> a) Performance on recent contracts .....(30 pts) b) Experience with vector control .....(10 pts) c) Quality and extent of in-house IPM training program.....(5 pts) d) Quality and extent of in-house health & safety program ...(5 pts)	___ ___ ___ ___

<b>EVALUATION WORKSHEET - FOR COMPLETION BY REVIEWERS</b>		<b>(Cont'd)</b>
<b>Item</b>	<b>Points</b>	
<p><b>4. Service Approach (170 points)</b></p> <p>a) Less toxic approach - from "Examples of IPM Approach" (EcoWise or GreenShield certified: Automatic 40 pts) ..... (40 pts)</p> <p>b) Emergency and special services capability ..... (5 pts)</p> <p>c) Data reporting capabilities ..... (5 pts)</p> <p>d) Proximity of Contractor's business to service areas ..... (5 pts)</p> <p>e) Adequacy of facilities, availability of microscopes, etc..... (5 pts)</p> <p>f) Likelihood of using alternate-fuel vehicles ..... (5 pts)</p> <p>g) Ability to recognize pest problems (sample IPM plan) ... (30 pts)</p> <p>h) Thoroughness of recommendations for pest prevention (sample IPM plan) ..... (30 pts)</p> <p>i) Quality of recommendations for most affordable and feasible chemical or non-chemical controls (sample IPM plan) ... (25 pts)</p> <p>j) Justification for all actions proposed (sample IPM plan). (10 pts)</p> <p>k) Quality and completeness of monitoring forms..... (5 pts)</p> <p>l) Quality and completeness of service report form..... (5 pts)</p>	<p>_____</p>	
<p><b>6. Oral Interview (100 points)</b></p> <p><i>Interviews conducted for up to three highest scoring proposals</i></p> <p>a) Knowledge of the biology and pest behavior ..... (15 pts)</p> <p>b) Knowledge of least toxic pest management approaches (20 pts)</p> <p>c) Experience using reduced-risk chemical methods ..... (15 pts)</p> <p>d) Knowledge of pesticide hazards ..... (10 pts)</p> <p>e) Knowledge of the specialized pest management concerns typically faced by local government agencies..... (25 pts)</p> <p>f) Quality of proposed communication approach between Contractor's personnel and CCSF staff..... (15 pts)</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	
<p><b>7. Fee Proposal (100 points possible)</b></p> <p>a. Emergency Services: 5 X (Lowest bid \$___/man-hr)/(\$___/man-hr bid) =.. _____</p> <p>b. Short-term Services: 15 X (Lowest bid \$___/man-hr)/(\$___/man-hr bid) = _____</p> <p>c. Long-term Services: 75 X (Lowest bid \$___/man-hr)/(\$___/man-hr bid) = _____</p> <p>d. Consultation/Training Services: 5 X (Lowest bid \$___/man-hr)/(\$___/man-hr bid) =.. _____</p> <p>e. <b>Point Score = Sum of 1-4</b> (100 points possible) ..... _____</p> <p>[NOTE: MULTIPLIERS SHOULD ADD UP TO 100]</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	
<b>Total Score</b> .....	<b>(500 points)</b>	
<b>ADJUSTED FINAL SCORE</b>		

