

Appendix A Services to be provided by Contractor

1. Overview and Licensing Requirements

This contract is for Integrated Pest Management (IPM) services for City buildings and properties. The following are work tasks assumed necessary to provide IPM Services to City owned buildings and properties.

The Contractor shall furnish all supervision, labor, materials, and equipment necessary to successfully implement a structural IPM program and public health 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.

The Contractor is to seek the cooperation of the City's building management and City's 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 (San Francisco Department of the Environment ("SFDE") IPM Manager (Chris Geiger, 415-355-3759, chris.geiger@sfgov.org) in a timely fashion. Work sites are listed in **Appendix D: List of Pest Management Service Sites**. 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.

The contractor should provide only qualified pest management personnel with experience in the conduct of IPM programs. Upon request, the Contractor shall provide the IPM Coordinator 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 term 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 and as listed in the Minimum Qualifications in the TC83519 RFP dated May 15, 2012. 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.

2. 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.

The Contractor may be called upon to suppress or remove 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). These services will be considered Emergency Services and billed as such. Additional licenses may be required for these services. The SFE IPM Program Manager shall have sole discretion whether to assign such work to Contractor or to secure these services outside of this Contract.

3. IPM Service Categories and Specifications

The Contractor is responsible for five (5) general categories of IPM services: Short Term Service, Ongoing Service, Special Service, Training and Consultation Service, and Public Health Service in City streets. The facilities manager for the site in question shall designate the service category applicable on each specific service request.

4. Short-term 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:

- a) *Conduct an initial inspection* of the facility.
- b) *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. This proposal must also include the estimated number of hours needed and total price quote. The Contractor may charge the "short-term rate" for preparation of the proposal, with preparation time not to exceed two (2) hours per proposal.
- c) *Implement the proposal* after written approval by the facility manager.
- d) *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. 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.

- e) *Charge for time and materials under the "Short-term IPM Service."* Contractor shall charge "short-term IPM service" hourly rate as listed on the rate sheet attached as **Appendix B**. Contractor's charges start upon arrival and signing in with facilities manager or City personnel responsible for site management. Contractor shall invoice materials costs as separate line items at Contractor's cost (as plus (+) a ten percent (10%) up-charge. Materials costs must be verified by copy of the original invoice from materials vendor(s) submitted to the City with each Contractor invoice.
- f) *Comply with all IPM Ordinance posting, recordkeeping, and other requirements.*

5. Ongoing Service

This category of service addresses more complex or chronic pest problems, larger facilities, or any situation where pest management is required on a regular basis. Ongoing IPM services are the preferred approach for effective pest management. In providing ongoing IPM services, the Contractor will provide:

- a) *Initial inspection:* The Contractor shall 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.
- b) *IPM plan preparation:* Following the initial inspection, the Contractor shall develop a written IPM plan for each facility, which must be submitted to the facility manager for approval. The IPM plan shall include components described in the "Components of IPM Plans" section below numbered 4.3.11 as well as an estimate for hours and total price.
- c) *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.
- d) *Interim service schedule:* After completion of the IPM Plan, and pending its approval by the City department, the facility manager may, at his or her sole discretion, direct the Contractor to provide interim services at "short-term" hourly rates.
- e) *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.
- f) *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.
- g) *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 Facilities Manager 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 shall contact (shall report the problem to the) SFE IPM Program Manager .

- h) *Comply* with all IPM Ordinance requirements as described in Section 1b "IPM Ordinance".
- i) *Charges*: Once the IPM plan is approved by the City Department facilities manager, the contractor shall charge the "ongoing IPM service" rate as listed on the rate sheet attached as **Appendix B**. Materials costs shall be invoiced as separate line items and shall be invoiced at cost plus (+) a ten percent (10%) up-charge. **Materials costs must be verified by copy of original invoice from materials vendor(s) submitted to the City with each Contractor invoice.**
- j) *Pest log books*: The Contractor shall maintain 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, shall be clear and legible, and shall document the number of Contractor employees present, each Contractor employee's name, each Contractor employee's identification number and each Contractor employee's time in and time out. If the facility lacks a log book, the Contractor is responsible for providing one. The Log Book shall contain at minimum the following items:
 - o A copy of the IPM plan and/or service schedule for the building.
 - o 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.
 - o Copies of sample labels and material safety data sheets (MSDS) for each pesticide product used.
 - o (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.
 - o The location of all traps and bait stations on the premises, preferably in map format. All traps and bait stations should be numbered.
 - o Copies of all service report forms for the facility.

6. Components of IPM Plans (for Ongoing Service Category)

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

- a) *Management objectives*: Identify key pests to be controlled, level of control desired (thresholds) and areas of the facility requiring special attention.
- b) *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.
- c) *Schedule of service*: Describe expected schedule and duration of service visits required to meet management objectives.
- d) *Monitoring Program*: Describe monitoring approach, including the use of traps and/or inspections.
- e) *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.

- f) *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.
- g) *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.
- h) *Education and Training Activities*: List recommended education and training activities for facility staff that would increase their support for IPM activities.

7. Special Service

Special services are directed at urgent pest problems that must be addressed as soon as is practical. Special Services does not include return visits resulting from other routine "on-going" services provided under the Contract. The Contractor must resolve special problems within 24 hours of the service call. The Contractor may charge the "special service rate" for these services but must notify the requesting department in writing via email that the special rate applies before performing the service. In the event that such services cannot be completed within the single, timely service call the above-stipulated time frame, the Contractor shall immediately notify the user department representative in writing via email and indicate an anticipated completion date. Contractor must comply with all IPM Ordinance and recordkeeping requirements applicable to on-going service category as described below.

8. Training and Consultation Service

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 (8am-5pm). These services may be charged at the "training & consultation" hourly service rate in 15 minute increments. The Contractor must notify the City staff member requesting the service in writing via email 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.

9. Public Health Service in City Streets

Mosquito management in the catchment basins and sewers of City streets constitutes a significant portion of the work under this contract. On a seasonal basis the Contractor will provide all aspects of a mosquito IPM program, including monitoring and trapping, distribution of larvicidal treatments, tracking of treatment timing and location, response to mosquito and follow-up. The Contractor shall coordinate its mosquito IPM activities with mosquito IPM activities at other City facilities to the greatest extent practicable. The Contractor may also be required to implement rat IPM programs that involve baiting and monitoring manholes. Contractor is entitled to hourly compensation for transportation time from site to site at the same hourly rate used for the approved IPM plan for those locations, but charges may not begin until arrival at the first monitoring/treatment site, and must end at the departure from the last monitoring/treatment site. Transportation hourly charges shall be listed on the invoice as a separate line item with number of hours and hourly rate listed. Contractor IS NOT entitled to reimbursement for mileage, parking or other transportation-related costs.

10. Pesticide Application Restrictions

As a general rule, Contractor shall not apply pesticides 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 prior 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 2012 SFRRPL is attached to this Contract as Attachment E and is available from the Dept. of the Environment or at:

<http://sfenvironment.org/download/the-reduced-risk-pesticide-list>

The Contractor shall fill out the required Exemption forms (described in the IPM Ordinance) before using new or additional products. 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.

11. Posting and Notification Requirements

The Contractor must supply each facility with all pesticide application notification signage required under the IPM Ordinance. Signs must be in the format prescribed by San Francisco Department of the Environment. 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. Postings that may be required include:

- Permanent indoor pesticide notification signs.
- Temporary indoor and outdoor notification signs.
- Pest Sighting Forms

12. Pesticide Use Reporting Requirements

The Contractor shall provide, at no additional cost to the City, quarterly electronic pesticide use reports to the SFDE IPM Program Manager. These reports shall list all 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.

These reports shall be submitted quarterly within thirty days of the end of each quarter, according to the following schedule:

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

13. Meetings and Site Visit Requirements

The Contractor, or, subject to SFE's approval, Contractor's representative, 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. Contractor shall not be separately compensated for attending up to the first four (4) hours of such meetings per calendar month. Meeting attendance hours in excess of 4 hours per month may be charged to the convening department at the "training & consultation" hourly service rate in 15 minute increments.

14. Pest Exclusion and Prevention

The Contractor shall communicate in writing via email to the Facilities Manager the need for any minor structural repairs to prevent pest entry or eliminate pest habitat. If the affected City department is unable to complete minor repairs, such as caulking cracks, screening holes, or removing pest habitat, within 30 days using City staff, the Facility Manager may authorize the Contractor to complete these repairs at the "ongoing service" hourly rate plus materials costs. If the facility in question does not have an "ongoing service" rate in place, the Contractor shall use the "short term service" rate for such work. Prior to embarking on such work, the Contractor must receive authorization in writing from the Facilities Manager.

15. Uniforms and Equipment

All personnel of Contractor, while working in or on City-owned or leased premises, shall at a minimum at all times, wear an easily identifiable uniform bearing the company name and carry a photo ID. Contractor shall be solely responsible for providing his/her employees all personal protective clothing and equipment required by Federal, State or other applicable Law or regulation for the safe performance of work. Vehicles used by the Contractor must be clearly marked and identified in accordance with State and local regulations.

16. Reports

Contractor shall submit written reports as requested by the **Office of Contract Administration**. Format for the content of such reports shall be determined by the **Office of Contract Administration**. Timely submission of all reports is a necessary and material term and condition of this Agreement. The reports, including any copies, shall be submitted on recycled paper and printed on double-sided pages to the maximum extent possible.

17. Department Liaison

In performing the services provided for in this Agreement, Contractor's liaison with the **Office of Contract Administration** will be **Deirdre Darley (415-554-6751, Deirdre.Darley@sfgov.org)** and Contractor's liaison with the **Department of the Environment** will be **Chris Geiger (415-355-3759, Chris.Geiger@sfgov.org)**.