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ATTACHMENT A: SCOPE OF WORK

Touchstone Property Services (TPS) hereby solicits and requests quotes from qualified contractors (Offeror) to provide pest control services. This request for price quotation is not an offer to buy and should not be assumed as such.

Touchstone Property Services intends to enter into one or more contracts for pest control services at various locations owned by TPS. The locations consist of residential properties. The residential properties consists of approximately 663 units at seven multi-floor buildings and family site developments and 67 scattered sites totaling 110 units. The low-rise and family site units are listed below:

Building Name	Address	Number of Units
Baldwin Grove Apartments	11111 Springfield Pike Cincinnati, OH 45246	100
Cary Crossing	1411 Compton Road Cincinnati, OH 45231	36
City West Retail	1434-1534 Linn Street	7
The Evanston	1820 Rutland Avenue Cincinnati, OH 45207	100
Park Eden	2610 Park Avenue Cincinnati, OH 45206	173
Reserve on South Martin	7363 Martin Street Cincinnati, OH 45231	60
Sutter View	Bleecker & Knob Court Cincinnati, OH 45225	114
West Union Square	2942 Banning Road Cincinnati, OH 45239	70

The scattered sites are listed below:

Building Name	Address	Number of Units
HAMILTON COUNTY AFFORDABLE HOUSING		
Hamilton County Affordable Housing	1887 Lotushill Drive, Cincinnati, OH 45240	1
Hamilton County Affordable Housing	10945 Crystalhill Court, Cincinnati, OH 45240	1
Hamilton County Affordable Housing	2934 Windsong Drive, Cincinnati, OH 45251	1
Hamilton County Affordable Housing	8443 Linderwood Lane, Cincinnati, OH 45255	1

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Hamilton County Affordable Housing	6915 Lois Avenue, Cincinnati, OH 45239	1
Hamilton County Affordable Housing	9852 Wiscasset Way, Cincinnati, OH 45251	1
Hamilton County Affordable Housing	7109 Monogahela Drive, Cincinnati, OH 45244	1
Hamilton County Affordable Housing	2013 Mistyhill Drive, Cincinnati, OH 45240	1
Hamilton County Affordable Housing	3455 Redskin Drive, Cincinnati, OH 45251	1
Hamilton County Affordable Housing	3215 Orangeburg Court, Cincinnati, OH 45251	1
Hamilton County Affordable Housing	2930 Aries Court, Cincinnati, OH 45251	1
Hamilton County Affordable Housing	2473 Schon Drive, Cincinnati, OH 45231	1
Hamilton County Affordable Housing	4308 Carter Avenue, Cincinnati, OH 45212	4
Hamilton County Affordable Housing	68 Gorman Avenue, Cincinnati, OH 45215	2
Hamilton County Affordable Housing	52 Gahl Terrace, Cincinnati, OH 45215	2
Hamilton County Affordable Housing	705 Burns Avenue, Cincinnati, OH 45215	4
Hamilton County Affordable Housing	318 East Mitchell, Cincinnati, OH 45217	4
Hamilton County Affordable Housing	21 Briarwood Lane, Cincinnati, OH 45218	1
Hamilton County Affordable Housing	23 Briarwood Lane, Cincinnati, OH 45218	1
Hamilton County Affordable Housing	3956 Hazel Avenue, Norwood, OH 45212	2
Hamilton County Affordable Housing	1476 Verdale Drive, Cincinnati, OH 45230	1
Hamilton County Affordable Housing	5474 Audro Drive, Cincinnati, OH 45247	5
Hamilton County Affordable Housing	9736 Cooper Lane, Cincinnati, OH 45242	1
Hamilton County Affordable Housing	4208 Linden Avenue, Cincinnati, OH 45239	2
Hamilton County Affordable Housing	221 North Miami Avenue, Cleves, OH 45002	2
Hamilton County Affordable Housing	12152 Seventh Avenue, Cincinnati, OH 45249	1
Hamilton County Affordable Housing	5725 Fourson Drive, Cincinnati, OH 45233	1

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Hamilton County Affordable Housing	920 Waycross Road, Cincinnati, OH 45240	2
Hamilton County Affordable Housing	5712 Grace Avenue, Cincinnati, OH 45227	2
Hamilton County Affordable Housing	5474 Whispering Way, Cincinnati, OH 45247	2
Hamilton County Affordable Housing	6422 Sherman Avenue, Cincinnati, OH 45230	2
Hamilton County Affordable Housing	1656 Barnsdale Court, Cincinnati, OH 45230	1
Hamilton County Affordable Housing	10877 Birchridge Drive, Cincinnati, OH 45240	1
Hamilton County Affordable Housing	10879 Birchridge Drive, Cincinnati, OH 45240	1
Hamilton County Affordable Housing	454 Hillside Avenue, Cincinnati, OH 45215	1
Hamilton County Affordable Housing	414 Jonte Avenue, Cincinnati, OH 45215	1
Hamilton County Affordable Housing	2540 Wilson Avenue, Cincinnati, OH 45231	1
Hamilton County Affordable Housing	11928 Second Avenue, Cincinnati, OH 45249	1
Hamilton County Affordable Housing	9753 Stadia Drive, Cincinnati, OH 45251	1
Hamilton County Affordable Housing	1083 Azure Court, Cincinnati, OH 45230	1
Hamilton County Affordable Housing	1619 Pinebluff Lane, Cincinnati, OH 45255	1
Hamilton County Affordable Housing	107 Westfield Drive, Harrison, OH 45030	1
Hamilton County Affordable Housing	576 Claymore Terrace, Cincinnati, OH 45238	1
Hamilton County Affordable Housing	10123 Manistee Way, Cincinnati, OH 45251	1
Hamilton County Affordable Housing	34 Gambier Circle, Cincinnati, OH 45218	1
Hamilton County Affordable Housing	5713 Carthage Avenue, Cincinnati, OH 45212	1
Hamilton County Affordable Housing	857 Rosetree Lane, Cincinnati, OH 45230	1
Hamilton County Affordable Housing	4729 Shady Lawn Terrace, Cincinnati, OH 45238	1
Hamilton County Affordable Housing	5336 Globe Avenue, Cincinnati, OH 45212	1
Hamilton County Affordable Housing	7211 Maryland Avenue, Cincinnati, OH 45236	1

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Hamilton County Affordable Housing	4028 Limerick Avenue, Cincinnati, OH 45236	1
Hamilton County Affordable Housing	3269 Warfield Avenue, Cincinnati, OH 45239	1
Hamilton County Affordable Housing	337 Greenwell Avenue, Cincinnati, OH 45238	1
Hamilton County Affordable Housing	1650 Joseph Court, Cincinnati, OH 45231	1
Hamilton County Affordable Housing	2299 Townhill Road, Cincinnati, OH 45238	1
Hamilton County Affordable Housing	2949 Royal Glen, Cincinnati, OH 45239	1
Hamilton County Affordable Housing	439 Pedretti Avenue, Cincinnati, OH 45238	3
Hamilton County Affordable Housing	4224 Applegate Avenue, Cincinnati, OH 45211	2
Hamilton County Affordable Housing	7810 Cincinnati Avenue, Cincinnati, OH 45249	1
Hamilton County Affordable Housing	2701 Hennge Drive, Cincinnati, OH 45239	1
Hamilton County Affordable Housing	722 Third Street, Cincinnati, OH 45215	1
Hamilton County Affordable Housing	1036 Delhi Pike, Cincinnati, OH 45204	1
Hamilton County Affordable Housing	6418 Beechmont Avenue, Cincinnati, OH 45230	2
Hamilton County Affordable Housing	2124 Kindel Avenue, Cincinnati, OH 45214	14
Hamilton County Affordable Housing	600 Maple Avenue, Cincinnati, OH 45229	2
Hamilton County Affordable Housing	6071 Lantana Avenue, Cincinnati, OH 45224	1
Hamilton County Affordable Housing	1647 Beacon Street, Cincinnati, OH 45230	4

NOTE: As Baldwin Grove, Cary Crossing, Evanston, Park Eden, Reserve on West Martin, Sutter View, West Union Square, and Hamilton County Affordable Housing are separate entities, separate contracts will be issued to each awarded contractor (for example, a contractor awarded work under Baldwin Grove and Hamilton County Affordable Housing will receive 2 contracts). Baldwin Grove, Cary Crossing, Reserve on South Martin and West Union Square all have one and two bedroom units. Hamilton County Affordable Housing and Sutter View have 1, 2, 3, and 4-bedroom single family and multi-family homes. Each contract may have different durations but no contract will exceed \$50,000 and/or 3 years duration.

TPS reserves the right to add or delete properties but will notify the Contractor in such event.

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1.0 SCOPE OF WORK (SOW); TECHNICAL SPECIFICATIONS (T/S):

1.0.1 COVERED PESTS

1.0.1.1 The Contractor shall adequately suppress the following pests:

- Indoor populations of rodents, insects, including cockroaches and bed bugs, arachnids, and other arthropods.
- Outdoor populations of potentially indoor-infesting species that are within the property boundaries of the specified buildings.
- Nests of stinging insects within the property boundaries of the specified buildings.
- Individuals of all excluded pest populations that are incidental invaders inside the specified buildings, including winged termite swarmers emerging indoors.

1.0.1.1 The Contractor shall notify TPS if it notices unusual levels of the following pests. Contractor is not responsible for their control unless TPS and Contractor agree in writing.

- Birds, bats, snakes, and all other vertebrates other than commensal rodents.
- Termites and other wood-destroying organisms.
- Mosquitoes.
- Pests that primarily feed on outdoor vegetation.

1.0.1.2 Special Services: Contractor shall provide the following services on an as needed basis:

- A. Bird Deterrent Services:** Contractor shall use Bird-B-Gone Stainless Steel Spikes or equal to prevent the landing and nesting of birds upon ledges, porches and other surfaces. Price includes product and installation. Contractor shall clean the area before installing the bird deterrent.
- B. Bat Removal Services:** Contractor shall properly remove all bats, in a lawful manner, and all of the entry points through which they can enter a building must be completely sealed. The droppings shall be cleaned, fully removed, and the area decontaminated.
- C. Bed Bugs Services:** The services proposed shall include treatment to all box springs and mattresses' seams and cuffs; removal of dust covers on box springs and treat, then reattach; treatment to all furniture; including, but not limited to: end tables; night stands; dressers; pictures; clocks; etc.; and any follow-up needed per pesticide label directions after the initial service.

D. Rodent Treatment. Treatment for rodents will include both exterior and interior work. Exterior work will include, but is not limited to, sealing holes on the exterior of a structure such as:

1. Exterior bait boxes- weekly follow up, tamper-proof/locked.
2. Gas and water lines entering a building, conduit penetrations.
3. Holes large enough for a mouse to enter the structure and baiting of crawl spaces of buildings with rodent activity.
4. Interior work will focus on interior trapping through the utilization of snap traps and/or glue boards in each unit having activity. This work shall include up to three follow up visits to check traps, reset them and monitor activity. Snap traps must be placed out of the reach of pets and children.

E. Stinging Insects Removal and/or Eradication: Contractor shall be able to remove and or relocate honey bees if possible or if aggressive and removal/relocation is not feasible then eradicate.

1.0.2 SPECIFIC INSTRUCTIONS

1.0.2.1 TPS has determined that it will control pests using integrated pest management consistent with U.S. Department of Housing and Urban Development's *Guidance on Integrated Pest Management*. See Attachment F for the Guidance. The Guidance identifies ten elements of an effective IPM program.

1.0.2.2 TPS seeks a Contractor who will provide pest control services as described in Exhibit B for each of the ten elements. Contractor must provide services in a manner that demonstrates sensitivity to the fact that TPS properties are primarily residential in nature and puts the needs of the residents as the foremost priority. Contractor's personnel shall be courteous and respectful of TPS staff and residents. Contractor and all employees are to adhere to TPS smoke free policy while on site.

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1.0.2.3 The HUD IPM Program elements with the Contractor's requirements are:

HUD IPM Program Elements	Contractor Must Provide the Following Services:
<p>1. Communicate Policies Communicate Authority's Integrated Pest Management (IPM) policies and procedures to:</p> <ul style="list-style-type: none"> - All building occupants; - Administrative staff; - Maintenance personnel; and - Contractors 	<p>Contractor shall:</p> <ul style="list-style-type: none"> - Provide technical assistance in an ongoing effort to improve its policies and procedures; and - Reinforce efforts to communicate Integrated Pest Management (IPM) policies and procedures as the opportunity arises.
<p>2. Identify Problems Identify</p> <ul style="list-style-type: none"> - Pests; and - Environmental conditions that limit the spread of pests. 	<p>Contractor shall identify pests and environmental conditions that limit the spread of pests.</p>
<p>3. Monitor and Track Establish an ongoing monitoring and record keeping system for:</p> <ul style="list-style-type: none"> - Regular sampling and assessment of pests; - Surveillance techniques; - Remedial actions taken; and - Assessment of program effectiveness. 	<p>Contractor shall:</p> <ul style="list-style-type: none"> - Establish an ongoing monitoring and record keeping process; - Obtain signature of property manager on tracking results; and - Submit results in electronic format.
<p>4. Set Thresholds for Action Determine, with involvement of residents:</p> <ul style="list-style-type: none"> - Pest population levels – by species – that will be tolerated; and - Thresholds at which pest populations warrant action. 	<p>TPS has determined that it will not tolerate cockroaches and rodents on its properties due to the health threats posed by these pests and the disruption to the resident comfort. It will not tolerate bedbugs either.</p>

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	The Contractor shall provide technical assistance in setting thresholds for other pests.
<p>5. Improve Non-Pesticide Methods</p> <p>Improve:</p> <ul style="list-style-type: none"> - Mechanical pest management methods; - Sanitation; - Waste management; and - Natural control agents <p>Have been carefully selected as appropriate in light of allergies or cultural preferences of staff or residents.</p>	<p>Contractor shall:</p> <ul style="list-style-type: none"> - Identify methods to improve non-pesticide methods; and - Assess the effectiveness of these methods; - Make recommendations to improve the methods based on the assessment.
<p>6. Prevent Pest Entry and Movement</p> <ul style="list-style-type: none"> - Monitor and maintain structures and grounds including: <ul style="list-style-type: none"> o Sealing cracks; o Eliminating moisture intrusion and accumulation. - Add physical barriers to pest entry and movement. 	Contractor shall report any problems with this effort and provide technical assistance as needed.
<p>7. Educate Residents and Update Leases</p> <ul style="list-style-type: none"> - Develop an outreach/educational program. - Ensure that leases reflect residents' responsibilities for: <ul style="list-style-type: none"> o Proper housekeeping o Reporting presence of pests, leaks, and mold. 	Contractor shall provide residents with educational materials on IPM and specific pests.

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<p>8. Enforce Lease Enforce lease provisions regarding resident responsibilities such as:</p> <ul style="list-style-type: none"> - Housekeeping - Sanitation - Trash removal and storage. 	<p>Contractor shall identify in writing residents who are not complying with the lease provisions regarding housekeeping, sanitation, trash removal, trash storage and have failed to adequately prepare unit for the extermination process.</p>
<p>9. Use Pesticides Only When Necessary Use pesticides only when necessary, with preference for products that, while producing the desired level of effectiveness, pose the least harm to human health and the environment, and, as appropriate, notifying TPS management before application.</p>	<p>Contractor shall:</p> <ul style="list-style-type: none"> - Use pesticides only when necessary, with preference for products that, while producing the desired level of effectiveness, pose the least harm to human health and the environment, and, as appropriate, notifying property management before application. - Provide copy of pesticide label to property manager.
<p>10. Post Signs Provide and post 'Pesticide Use Notification' signs or other warnings.</p>	<p>Contractor shall provide and post 'Pesticide Use Notification' signs or other warnings in coordination with building management.</p>

1.0.2.4 Contractor must follow IPM Pest Control Service Guidelines described below except where Management and Contractor specifically identify situations where it follows alternative Guidelines.

USE OF PESTICIDES

The Contractor shall adhere to the following rules for pesticide use:

- A. Approved Products:** The Contractor shall not apply any pesticide product that has not been included in the Pest Control Plan or approved in writing by the Contract Manager.
- B. Pesticide Storage:** The Contractor shall not store any pesticide product in the buildings specified in this contract.

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C. Application by Need: Pesticide application shall be according to need and not by schedule. As a general rule, application of pesticides in any inside or outside area shall not occur unless visual inspection or monitoring devices indicate the presence of pests in that specific area. Requests for preventive pesticide treatments in areas where surveillance indicates a potential insect or rodent infestation will be evaluated by the Contract Manager on a case-by-case basis. Written approval must be granted by the Contract Manager prior to any preventive pesticide application.

D. Minimization of Risk: When pesticide use is necessary, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control.

INSECT CONTROL

A. Emphasis on Non-Pesticide Methods: The Contractor in conjunction with TPS will determine the best approach to address infestation issues in the units. The Contractor must be prepared to employ any of the following non-pesticide methods of control when requested. For example:

1. HEPA Filter Vacuums shall be the standard method for initial cleanouts.
2. Trapping devices rather than pesticide sprays shall be the standard method for indoor fly control.

B. Application of Insecticides to Cracks and Crevices: As a general rule, the Contractor shall apply all insecticides as "crack and crevice" treatments as determined by the label, defined in this contract as treatments in which the formulated insecticide is not visible to a bystander during or after the application process.

C. Application of Insecticides to Exposed Surfaces or as Space Sprays: Application of insecticides to exposed surfaces or as space sprays ("U.L.V.", ultra low volume application) shall be restricted to exceptional circumstances where no alternative measures are practical. The Contractor shall obtain approval of the Contract Manager prior to any application of insecticide to an exposed surface or any space spray treatment. No surface application or space spray shall be made while tenant personnel are present. The Contractor shall take all necessary precautions to ensure tenant and employee safety, and all necessary steps to

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ensure the containment of the pesticide to the site of application.

- D. Insecticide Bait Formulations:** Bait formulations shall be the standard pesticide technology for cockroach and ant control, with alternate formulations restricted to unique situations where baits are not practical.
- E. Monitoring:** Sticky traps shall be used to guide and evaluate indoor insect control efforts wherever necessary.

RODENT CONTROL

- A. Indoor Trapping:** As a general rule, rodent control inside buildings shall be accomplished with trapping devices only. All such devices shall be concealed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations. Trapping devices shall be checked on a schedule approved by the Contract Manager. The Contractor shall be responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner.
- B. Use of Rodenticides:** In exceptional circumstances, when rodenticides are deemed essential for adequate rodent control inside buildings, the Contractor shall obtain approval of the Contract Manager prior to making any interior rodenticide treatment. All rodenticides, regardless of packaging, shall be placed either in locations not accessible to children, pets, wildlife, and domestic animals, or in EPA-approved tamper-resistant bait boxes. As a general rule, rodenticide application outside buildings shall emphasize the direct treatment of rodent burrows wherever feasible.
- C. Use of Bait Boxes:** All bait boxes shall be maintained in accordance with EPA regulations, with an emphasis on the safety of non-target organisms. The Contractor shall adhere to the following five points:
 - 1.** All bait boxes shall be placed out of the general view, in locations where they will not be disturbed by routine operations.
 - 2.** The lids of all bait boxes shall be securely locked or fastened shut.
 - 3.** All bait boxes shall be securely attached or anchored to floor, ground, wall, or other immovable surface, so that the box cannot be picked up or moved.

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4. Bait shall always be secured in the feeding chamber of the box and never placed in the runway or entryways of the box.

5. All bait boxes shall be labeled on the inside with the Contractor's business name and address, and dated by the Contractor's technician at the time of installation and each servicing.

1.0.2.5 Contractor shall submit with its proposal the IPM Plan. If aspects of the IPM Plan (or any revisions) are incomplete or unacceptable, Contractor will have five (5) days to submit a revision after notification.

1.0.3 ACCESS TO PROPERTY. TPS will provide Contractor with access to the unit(s) as required. The Contractor and their staff must obtain a picture ID badge from TPS to service this account.

1.0.4 CATEGORIES OF SERVICES. Contractor shall perform the following tasks for the buildings listed in this QSP.

1.0.4.1 Initial Meeting: Conduct an initial inspection during the first month of the contract or when being assigned new properties. The initial inspection is for the contractor to evaluate the needs of the premises and to present findings to TPS. The Contractor will not charge TPS for the initial inspection. The following specific points should be addressed:

- Identification of problem areas in and around the building;
- Discussions of effectiveness of previous efforts;
- Contractor access and coordination to all necessary areas;
- Establish locations for routine monitoring in common areas;
- and
- Information for the contractor of any restrictions or special safety precautions.

1.0.4.2 Routine Inspection: Conduct regularly scheduled inspection services for pests, set out or collect monitoring traps, and treat units for pests as needed. Inspections will be placed on a schedule based on the needs of the property and with TPS's approval.

1.0.4.3 Emergency Inspection: Conduct inspections and necessary treatment in response to requests by TPS for corrective action. Emergency Inspections, when requested, are to be performed within eight (8) hours during normal working hours.

1.0.4.4 Call-Back Service: Conduct follow-up inspection in response to resident or staff complaints. Routine call-back service shall be furnished within

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one (1) workday after receipt of notification by TPS. Call-back service required by TPS due to contractor negligence will be at no charge.

1.0.4.5 Unit Turnover Service: Conduct intensive inspection and necessary treatment as requested by TPS when units are prepared for occupancy. These units will typically be existing units changing residents. They may also be new units added to the scope of the contract.

1.0.4.6 Special Service: Conduct inspection and pest control as agreed to by the Contractor and TPS which is not covered by routine inspections as noted in Section 2.1.1.

1.0.5 INTEGRATED PEST MANAGEMENT (IPM) PLAN. Contractor shall submit with its proposal the IPM Plan. If aspects of the IPM Plan are incomplete or unacceptable, the contractor will have one (1) day to submit a revision after notification. The Contractor shall be responsible for carrying out work according to the approved IPM Plan. At a minimum, the IPM Plan shall consist of the following:

1.0.5.1 Materials and Equipment for Service: The contractor shall provide current labels and Material Safety Data Sheets (MSDS) of pesticides to be used, and brand names of pesticides application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest surveillance and detection equipment, and any other pest IPM devices or equipment.

1.0.5.2 Method for Monitoring and Surveillance: The contractor shall describe methods and procedures to be used for identifying sites of pest harborage and access, and for making objective assessment of pest population levels throughout the term of the contract. This information must include general locations of common area monitoring traps and responsibilities for routinely checking the traps.

1.0.5.3 Service Schedule for Each Building or Site: The Contractor shall provide complete service schedules that include specific day(s) of the week of Contractor visits, and approximate duration of each visit. Contractor's proposal shall assume a monthly treatment per unit per property treating all occupied units, trash collection area, all common area spaces, and commercial space if applicable, as well as quarterly exterior preventative pest treatment. Service schedules shall be submitted and approved by the applicable Property Manager upon the awarding of the contract. If more or less frequent visits may be needed based on inspections and trap results, Contractor shall explain the basis for adjusting the service schedule. Except as otherwise agreed, all work at properties under this contract shall be performed between the hours of

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9:00 a.m. and 4:00 p.m., Monday through Friday, and shall not interfere with daily Authority operations.

- Contractor(s) will notify the Property Manager during normal working hours at least 72-hours prior to the commencement of any treatment.
- Contractor(s) shall commence and end all services on the same workday unless approved in writing by TPS.
- Contractor within ten (10) days after Contract execution shall issue a schedule for routine pest control services work for each development to TPS and the appropriate property manager. Such schedule shall list the date and time and building numbers where all work will commence and be completed in its entirety. This schedule once submitted can only be altered with the prior written approval of the property manager or designated representative.

1.0.5.4 Description of any Structural or Operational Changes That Would Facilitate the Pest Control Effort: The Contractor shall describe site-specific solutions for observed sources of pest food, water, harborage, and access.

1.0.5.5 Commercial Pesticide Applicator Certificates or Licenses: The Contractor shall identify the personnel providing pest control services, including the pest management supervisor. Contractor shall provide photocopies of State-issued Commercial Pesticide Applicator Certificates or Licenses for every Contractor employee who will be performing on-site service under this contract. All employees servicing this account must be licensed or be a trained serviceperson.

- Supervisor must have an Ohio Commercial Applicator License.
- Licensed supervisor must demonstrate instruction and control over trained serviceperson.
- Licensed applicator must be within 25 miles or available within 2 hours when a pesticide application is being made by the trained serviceperson.
- Licensed applicators providing supervision must be employed by the same company or agency as the trained serviceperson.

1.0.6 UPDATES TO IPM PLAN. Contractor shall receive the concurrence of TPS prior to implementing any subsequent changes to the approved IPM Plan, including additional or replacement pesticides and on-site service personnel. Contractor shall provide licenses for every contractor employee who will be performing on-site services before the employee begins work on TPS's property. Any substitutions, additions, or replacement of personnel from those cited in the contractor's original proposal must be submitted to TPS's Contracting Officer for approval.

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- 1.0.7 CONTRACTOR PERSONNEL.** Contractor shall have access to a full-time entomologist who has demonstrated expertise in structural pest control, especially for rodents, bedbugs and cockroaches will be available for routine and emergency consultation. Contractor shall provide qualified, professional pest management personnel who:
- 1.0.7.1** Understand current practices in this field and have experience providing pest control services in a residential environment.
 - 1.0.7.2** Conduct themselves in a professional and workmanlike manner, with minimal noise and disruption.
 - 1.0.7.3** Cooperate with the building occupants to assure the progress of this work.
 - 1.0.7.4** Maintain certification as Commercial Pesticide Applicators in the category of residential and institutional pest control services.
 - 1.0.7.5** While working at Authority-owned or leased properties, shall wear distinctive uniform clothing that has the contractor's name easily identifiable, affixed in a permanent or semi-permanent manner. TPS shall provide ID badges for all employees working on TPS's properties. No employee will be allowed on Authority properties without his/her badge on his/her person. Contractor(s) is to report personnel changes to property managers as they occur and prior to the person reporting to Authority property.
 - 1.0.7.6** Use additional personal protective equipment required for safe performance of work as determined and provided by the contractor that, at a minimum, conform to Occupational Safety and Health Administration (OSHA) standards for products being used.
 - 1.0.7.7** Use only contractor vehicles identified in accordance with state and local regulations.
 - 1.0.7.8** Observes all safety precautions throughout the performance of this contract. Certain areas within some buildings may require special instructions for persons entering these areas. All restrictions associated with these special areas will be explained to Contractor by TPS. These restrictions shall be incorporated in Contractor's detailed plan and schedule for the building.
 - 1.0.7.9** Will comply with all government regulations as are applicable during the time spent on government property.
 - 1.0.7.10** Will be responsible for properly disposing of any materials removed or replaced. At no time shall Contractor place anything in any Authority refuse container. In addition, any areas disturbed by Contractor shall be restored to their original condition.

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1.0.8 MINIMUM STANDARDS OF PERFORMANCE

1.0.8.1 The contractor's performance will be evaluated in accordance with the approved IPM Plan. If pests appear between scheduled treatment, the contractor may be called back to treat the room(s), or building where the problem occurred.

1.0.8.2 If the contractor fails to arrive at TPS installation within one (1) workday after the request for callback service, TPS shall have the right to obtain the service elsewhere and the contractor agrees that the actual cost of such service shall be deducted from the contractor's invoice covering the period for which the outside service was obtained. This deduction will be supported by a copy of the invoice covering the emergency service obtained elsewhere.

1.0.9 REPORTING. As part of the services provided under this contract, the collection and transmittal of data collected by the contractor during the work is crucial to the effectiveness in managing the IPM. Contractor must propose reporting and recordkeeping plans to enable TPS to monitor Contractor's work in a timely and efficient manner. As a minimum, Contractor is required to collect and submit the reports detailed below. TPS will review and approve report format prior to contract award.

1.0.9.1 Individual Property Reporting (within two days): Upon completion of each treatment cycle at an Authority property, Contractor must submit the extermination log with a spreadsheet summary highlighting troubled areas or units within two days after the treatment cycle. Contractor must submit the report in hard-copy format and by email in electronic spreadsheet format. The hard copy must be signed by the Property Manager or their designee. TPS will not pay for work that is not documented by this report or for work documented on the report but not signed by the building manager.

1.0.9.2 Treatment Cycle Reporting (within one week): Upon completion of a treatment cycle, Contractor must submit by email a general summary report within one week. The treatment summary reports shall include, but not be limited to the following:

- Brief narrative discussing the findings as they relate to an increase or new infestations by address and apartment number, including recommendation for treatment or preventative measures.
- Discuss any findings of deficiencies due to lack of access, inadequate or improper treatments, or recommendations of change to a more effective chemical.

1.0.9.3 Contractor shall submit reports to the Property Manager. Failure to submit the above reports on time shall be considered a material

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breach of the contract and could be used as basis for termination of the contract.

- 1.0.10** Contractor must describe past experience with providing vermin and rodent control for public housing authorities or other large property management organizations and include references.

1.0.11 General Requirements

- 1.0.11.1** Any substitutions, additions, or replacement of personnel from those cited in Contractor's original proposal must be submitted to TPS for approval.
- 1.0.11.2** Contractor shall provide a current list of individuals responsible for receiving emergency calls, to TPS. The list will include name, telephone number, and date when list was issued. The list will be updated monthly or when a change occurs. Automatic telephone answering or recording device numbers are not acceptable.
- 1.0.11.3** Contractor must have a minimum of three years professional work related experience in pest control services. Contractor must be licensed by the State of Ohio and the license must be current.
- 1.0.11.4** Contractor(s) must provide, at Contractor(s) own expense, all labor, tools, equipment, chemicals, materials, supplies and transportation, as required to complete pest control tasks/functions at the multi-family units, to include all public, common and dumpster areas of each property with no exceptions. Such routine pest control services are comprehensive in nature and include but are not limited to inspection, flushing, application, baiting, trapping, monitoring, and cleanup of all debris generated by the performed service or services.
- 1.0.11.5** Contractor(s) shall practice acceptable safety precautions, follow industry safety standards, and use only industry approved safety equipment in the performance of all duties. Contractor(s) shall maintain at all times all equipment in proper and safe operating conditions in accordance with the manufacturer's specifications. Contractor(s) must be cognizant of safety at all times and take necessary safety precautions, so as to not cause harm to any persons or property while performing services under this QSP or any resulting contract.
- 1.0.11.6** Contractor(s) shall exercise extreme caution around residents, pedestrians, pets and property.
- 1.0.11.7** Contractor(s) shall apply all chemicals, in accordance with all applicable laws, rules, codes, regulations and ordinances as well as manufacturer's instructions to include application by a licensed technician when required. Contractor shall only apply chemicals approved and registered by the Environmental Protection Agency and considered safe for use in residential

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areas. Contractor shall have a program in place to alternate chemical treatments in order to avoid reduction in effectiveness of treatments over time.

- 1.0.11.8** Contractor must submit a list of chemicals to be used in the performance of a contract with their EPA registrations and Material Safety Data Sheets (MSDS sheets) to the Procurement Office.
- 1.0.11.9** Contractor shall notify TPS Procurement in writing of any change in chemicals prior to application and provide supporting Material Safety Data Sheet (MSDS).
- 1.0.11.10** Contractor shall pay all of its employees, including any and all approved subcontractors, at least the legal minimum wages as determined by the United States Department of Labor and the United States Department of Housing and Urban Development.
- 1.0.11.11** Contractor shall exercise care when performing treatment to avoid damage to structure, shrubs, vegetation or any other property to include personal property of residents. If damage does occur, Contractor shall replace at his/her own expense.
- 1.0.11.12** Contractor shall replace any employee deemed unacceptable by TPS, within two (2) business days of written demand.
- 1.0.11.13** Any chemical spills shall be thoroughly cleaned and neutralized. In the event of a hazardous chemical spill, Contractor will notify the Manager immediately and follow notification procedures, as is customary in the industry and bare the total expense for clean-up.
- 1.0.11.14** Contractor shall work with the respective property manager or his/her representative to determine an effective preventative program at each property location or unit identified as having an infestation.
- 1.0.11.15** TPS will not pay additional cost for any follow up visits within the same month if follow up visits are required due to the actions or inactions of the Contractor.
- 1.0.11.16** Contractor shall respond to the property within 24 hours for any service call outside of the monthly or quarterly pest control service to include holidays, weekends, and after business hours, unless it is deemed an emergency then Contractor shall respond within 8 hours of contact.
- 1.0.11.17** Contractor shall service all vacant units (as requested by Authority management) during regularly scheduled service times. Contractor shall notify the Property Manager of any units where entry is denied and/or is not ready for treatment or cannot be treated and the reason why.

- 1.0.12** All proposal documents submitted by the proposers are generally a matter of public record unless information is deemed to be proprietary. (See Section 10)

1.0.13 Performance Standards

- 1.0.15.1** For each time the Contractor is late to arrive for a scheduled service, the Contractor's fee may be reduced 10% for that service.
- 1.0.15.2** Failure to perform the required monthly service at a property may result in a 15% reduction of the Contractor's fee for that service.
- 1.0.15.3** Failure to comply with the emergency response time may result in a reduction of the Contractor's fee by 15% for that service.
- 1.0.15.4** Contractor may propose incentives that TPS may provide to Contractor based on reductions in number of resident complaints and in number of units documented to have no pests.
- 1.0.15.5** The Property Manager or Maintenance Supervisor may waive the fee reductions at their discretion after discussing extenuating circumstances with the Contractor. Such waiver shall be in writing at the time of the service.