



**QSP 2024-7803;  
Pest Control Services for Campus  
ATTACHMENT A: SCOPE OF WORK**

**1.0 REQUEST FOR QUOTATIONS**

Cincinnati Metropolitan Housing Authority (CMHA or the “Authority”) 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.

The Authority intends to enter into one or more contracts for pest control services at its office facilities located at the addresses listed below.

Address
1627 Western Avenue
1635 Western Avenue
1044 West Liberty
1088 West Liberty

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

**2.1.1 COVERED PESTS**

**2.2.1.1** 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.

**2.2.1.2** The Contractor shall notify the Authority if it notices unusual levels of the following pests. Contractor is not responsible for their control unless the Authority 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.

**2.2.1.3 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.

## QSP 2024-7803; Pest Control Services for Campus

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 furniture 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 penetration.
  - 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 monitoring boards in each building 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.

### 2.2.2 SPECIFIC INSTRUCTIONS

- 2.2.2.1** The Authority 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 E for the Guidance. The Guidance identifies ten elements of an effective IPM program.
- 2.2.2.2** The Authority seeks a Contractor who will provide pest control services as described in Exhibit M for each of the applicable elements.
- 2.2.2.3** The HUD IPM Program elements with the Contractor's requirements are:

**QSP 2024-7803;  
Pest Control Services for Campus**



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

**QSP 2024-7803;  
Pest Control Services for Campus**



	The Contractor shall provide technical assistance in setting thresholds for other pests.
<p><b>5. Improve Non-Pesticide Methods</b></p> <p>Improve:</p> <ul style="list-style-type: none"> <li>- Mechanical pest management methods;</li> <li>- Sanitation;</li> <li>- Waste management; and</li> <li>- Natural control agents</li> </ul> <p>That have been carefully selected as appropriate in light of allergies or cultural preferences of staff.</p>	<p>Contractor shall:</p> <ul style="list-style-type: none"> <li>- Identify methods to improve non-pesticide methods; and</li> <li>- Assess the effectiveness of these methods;</li> <li>- Make recommendations to improve the methods based on the assessment.</li> </ul>
<p><b>6. Prevent Pest Entry and Movement</b></p> <ul style="list-style-type: none"> <li>- Monitor and maintain structures and grounds including: <ul style="list-style-type: none"> <li>o Sealing cracks;</li> <li>o Eliminating moisture intrusion and accumulation.</li> </ul> </li> <li>- Add physical barriers to pest entry and movement.</li> </ul>	<p>Contractor shall report any problems with this effort and provide technical assistance as needed.</p>
<p><b>7. Use Pesticides Only When Necessary</b></p> <p>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 the Authority management before application.</p>	<p>Contractor shall:</p> <ul style="list-style-type: none"> <li>- 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 the Facilities Manager before application.</li> <li>- Provide copy of pesticide label to Facilities Manager.</li> </ul>

## QSP 2024-7803; Pest Control Services for Campus

<p><b>8. Post Signs</b> 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>
--	---

**2.2.2.4** 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.
- 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 the Authority will determine the best approach to address infestation issues in the buildings. 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.

## QSP 2024-7803; Pest Control Services for Campus

2. Trapping devices rather than pesticide sprays shall be the standard method for indoor fly control and crawling insects.

**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 ensure the containment of the pesticide to the site of application. *The Contractor shall obtain approval of the Contract Manager prior to any ULV treatment within trash chute rooms to ensure the alarm system has been placed on test mode, doors are marked with signs, and the rooms are secure during and after 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

## QSP 2024-7803; Pest Control Services for Campus

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.
  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, the chemical used, the percent used, and dated by the Contractor's technician at the time of installation and each servicing.

**2.2.2.5** 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.

**2.2.3 ACCESS TO PROPERTY.** The Authority will provide Contractor with access to the buildings as required. The Contractor and their staff must obtain a picture ID badge from the Authority to service this account. The Contractor and its staff will be required to follow the Authority's Key Issuance Policy and Standard Operating Procedure. See Attachment F.

**2.2.4 CATEGORIES OF SERVICES.** Contractor shall perform the following tasks for the buildings listed in this RFq.

**2.2.4.1 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 the Authority. The

## QSP 2024-7803; Pest Control Services for Campus

Contractor will not charge the Authority 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.

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

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

**2.2.4.4 Call-Back Service:** Conduct follow-up inspection in response to visitor or staff complaints. Routine call-back service shall be furnished within one (1) workday after receipt of notification by the Authority. Call-back service required by the Authority due to contractor negligence will be at no charge.

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

**2.2.5 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:

**2.2.5.1 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.

**2.2.5.2 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.

**2.2.5.3 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



## QSP 2024-7803; Pest Control Services for Campus

of each visit. Contractor's proposal shall assume a monthly treatment. Service schedules shall be submitted and approved by the facility 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 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 facility 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 the Authority.
- Contractor within ten (10) days after Contract execution shall issue a schedule for routine pest control services work for each building to the Facilities 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 Facilities Manager or designated representative.

**2.2.5.4 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.

**2.2.5.5 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.

**2.2.6 UPDATES TO IPM PLAN.** Contractor shall receive the concurrence of the Authority 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

## QSP 2024-7803; Pest Control Services for Campus

employee begins work on the Authority's property. Any substitutions, additions, or replacement of personnel from those cited in the contractor's original proposal must be submitted to the Authority's Contracting Officer for approval. (See Section 2.1.13)

- 2.2.7 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:
- 2.2.7.1** Understand current practices in this field and have experience providing pest control services in an office environment.
  - 2.2.7.2** Conduct themselves in a professional and workmanlike manner, with minimal noise and disruption.
  - 2.2.7.3** Cooperate with the building occupants to assure the progress of this work.
  - 2.2.7.4** Maintain certification as Commercial Pesticide Applicators in the category of residential and institutional pest control services.
  - 2.2.7.5** 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. ***All vendor personnel will be in a clean, professional uniform.*** The Authority shall provide ID badges for all employees working on the Authority'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 the Facilities Manager as they occur and prior to the person reporting to Authority property.
  - 2.2.7.6** 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.
  - 2.2.7.7** Use only contractor vehicles identified in accordance with state and local regulations.
  - 2.2.7.8** 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 the Authority. These restrictions shall be incorporated in Contractor's detailed plan and schedule for the building.
  - 2.2.7.9** Will comply with all government regulations as are applicable during the time spent on government property.
  - 2.2.7.10** 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.

## QSP 2024-7803; Pest Control Services for Campus

### 2.2.8 REQUIREMENTS OF CONTRACTORS

Contractors entering CMHA buildings must wear PPE including but not limited to a mask that covers their mouth and nose. The mask should be worn throughout the entire period of service delivery. Contractor is to practice social distancing while on site.

In addition, Contractor personnel shall be neat and wear uniforms with the company name and an ID badge. This standard of neatness means Contractor staff must appear at the job site in freshly laundered clothing.

Contractors must remind and monitor their employees of these requirements. Failure to comply may result in the termination of the assignment.

CMHA will issue badges to individual Contractor employees with their picture. Contractor employees must be approved by the Facilities Manager prior to being issued a badge.

### 3.0 PERFORMANCE STANDARDS

- 3.1 Contractor(s) shall arrive at the location ready to commence work. Contractor arrival to the location for emergency calls shall be within one (1) hour after notification by CMHA, which may include nights, weekends, and holidays and within two (2) hours for urgent services. (For all other requests, up to 2 days is allowable). Contractor(s) shall call or check-in with the CMHA representative who assigned the work within thirty (30) minutes of initial call or notification of need for service and provide estimated time to be on property. Failure to adhere to this standard will reduce the fee by 25%. If a contingency exists that will not allow for arrival on time, Contractor must call the CMHA contact to explain to avoid the penalty
- 3.2 Failure to complete services properly and in accordance with industry standard will result in at \$50 penalty per incident in addition to either returning to properly complete the services or reducing the fees by the cost to have another contractor complete the services properly.
- 3.3 Failure to complete services within the agreed-upon timeframe will result in a penalty of \$25 per day in which the service is not completed unless a contingency exists in which case you must call your CMHA contact and explain.
- 3.4 Contractor will ensure ability to perform all services awarded under all contracts awarded by CMHA and/or TPS. A Contractor claiming inability to perform a service due to insufficient staffing is not acceptable. If Contractor is unable to do the work for which they submitted a quote/proposal, the

**QSP 2024-7803;  
Pest Control Services for Campus**

Contractor’s contract for that work will be cancelled in whole or that part of the contract will be inactivated and no longer considered for award.

- 3.5** In the event of a schedule conflict, vendors will service CMHA first. Failure to do so will result in the vendor being sent a Notice to Cure to complete the service. If the vendor does not complete the service within the date specified on the Notice, another vendor may be contacted to perform the service. Per Section 2.4 of the General Terms and Conditions, three warnings (Notices) will result in vendor termination. (This situation is avoidable by arranging a schedule with the Property Manager for services.)
- 3.6** Failure to ensure that incident/work orders are completed in their entirety and uploaded to Vendor Café no later than 7:00 AM the next day after completion of the work order will result in a penalty of \$25 per incident/work order.
- 3.7** Failure to report for work in proper uniform and with an appearance and condition that is neat and professional may result in a penalty of \$15 per service.
- 3.8** Failure to comply with all of the requirements in the resulting contract and/or the requirements in the purchase order may result in a reduction of the consultant’s fee by 10% for that service
- 3.9** Invoices are to be submitted within two weeks after completion of the service (see *Invoicing* in the General Terms and Conditions). If invoices are submitted late, the amount to be paid shall be reduced:

Number of days to submit invoice to CMHA after completion of work or receipt by CMHA in Yardi (whichever is later)	Performance Deduction from Invoice
<30	0%
>30	30%
>60	50%
>90	75%
>120	100% (No payment)

- 3.10** CMHA 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 and may be considered by CMHA in the award of future work under this contract and award of future contracts.



**QSP 2024-7803;  
Pest Control Services for Campus**

**4.0 THE AUTHORITY’S MOTTO AND GOLD PERFORMANCE STANDARDS**

In 2012, the Authority implemented its motto “Being an Asset to Hamilton County” in addition to establishing Gold Performance Standards which consist of the principles and values by which the Agency performs and how our partners, vendors, contractors and consultants are measured. The Gold Performance Standards are:

<i>Respect</i>	<i>Timely</i>	<i>Exceptional</i>	<i>Initiative</i>
<i>Excellent</i>	<i>Quality</i>	<i>Accurate</i>	<i>Integrity</i>
<i>Value</i>	<i>Creativity</i>	<i>Accountability</i>	<i>Professionalism</i>

It is the Authority’s intent that the contractor will also adhere to these standards.

**6.0 UNAUTHORIZED SUB-CONTRACTING PROHIBITED:** The contractor shall not assign any right, nor delegate any duty for the work proposed pursuant to this contract (including, but not limited to, selling or transferring the contract) without the prior written consent of Procurement. Any purported assignment of interest or delegation of duty, without the prior written consent of Procurement shall be void and may result in the cancellation of the contract with CMHA/TPS, or may result in the full or partial forfeiture of funds paid to the successful proposer as a result of the proposed contract; either as determined by Procurement.