

RFB 06-12  
INTEGRATED PEST MANAGEMENT AND EXTERMINATION SERVICES  
QUESTIONS AND ANSWERS

INQUIRIES RECEIVED NLT OCTOBER 6, 2011  
RESPONSES TO BE SENT NLT OCTOBER 13, 2011

Q1. What pre-preparation for bedbug application will the University perform and what will the Contractor be required to perform, for example:

- Dispose of beds, box springs, furniture and possessions

*The University Auxiliary Custodial staff will manage the disposal of bed mattresses and furniture. Box springs are only used in residential apartments and guest housing and will be disposed of by Auxiliary Custodial. The resident's possessions will be managed by the resident, Auxiliary Custodial and Residential Life. These may need to be treated by the Contractor either in the room or offsite heat chamber.*

- Prior to removal for treatment or disposal, mattresses, box springs, furniture and possessions should be sealed in plastic to trap bedbugs inside

*This is the current procedure.*

- Laundering cloths and linens

*Bagged and sealed. Clothes and linens are laundered by Auxiliary Custodial and the resident.*

- Cooperation from residents, guests, staff and management e.g., non- English speaking occupants

*This is managed by Auxiliary Custodial and Residential Life.*

- Amount of clutter and access to adjacent rooms

*The clutter is the resident's responsibility although there are three Residential Life inspections throughout the academic year with the intent to minimize "excessive trash" primarily, food, food containers, cans, bottles etc. This is to decrease the chance of pest infestation.*

- Strip beds

*Procedures will vary. The Contractor and Auxiliary Custodial will inspect and assess the bed and bedding. Linen will be bagged by Auxiliary Custodial and resident and will be sealed to be washed and dried.*

- Empty closets, dressers and night stands

*During an inspection by the Contractor with Auxiliary Custodial staff present, the Contractor will empty areas as necessary. This is expressed in each housing contract signed by the resident.*

- Process furniture

*Contractor: Heat or other acceptable treatment. Auxiliary Custodial and/or Facility Management will bag, seal and move to the site for treatment.*

- Bagging and cleaning clothes and linen

*The resident, with Residential staff and Auxiliary Custodial, will bag items and assist with laundering. The resident will be responsible for the laundry of personal clothes. Linens, towels etc may be completed by Auxiliary Custodial upon request by Residential Life.*

- Vacuuming and reducing clutter

*Common areas are done daily by Auxiliary Custodial staff. The residents are responsible for cleaning and vacuuming their rooms. If vacuuming is part of the treatment for a pest and bedbugs or other pests are present, the pest management Contractor shall be responsible for vacuuming with equipment that is specific for that purpose with the intent to contain the pest and not potentially spread them to other areas.*

- Education for residents on how to avoid translocation of bedbugs during the preparation process

*This is part of the resident hall staff education with the students. The University would work with the Contractor for additional education materials to assist with getting out the message. Signs are posted by Auxiliary Services to report concerns with pests. If there is a need to relocate a resident, this will be done with appropriate bagging of materials and transfer to a designated room on campus. This temporary room is inspected prior to resident occupation and post occupation by the Contractor when related to a confirmed pest. The designated room is prepared by sealing cracks, sealing bed mattress covers, and has supplied linen and a private bathroom.*

- If treatment preparations instructions are communicated to residents before the technicians arrive to perform the service

*Our current policy is to leave the room as is until it is inspected by the Contractor. This is communicated through our current Pest Management policy to the residents and residential staff. We would work with the Contractor on additional communication of the instructions to ensure conformance to Resident hall posting standards. The treatment recommendations are from the Contractor through previous discussion with Auxiliary Custodial and approved by the Safety and Environmental Management department. The*

*resident and staff will not move items around until after the inspection. We may move the resident with appropriate precautions.*

- Correct structural deficiencies that may contribute to bedbug problems e.g., loose molding, peeling wallpaper, etc.

*See Section 3.12. If identified by the Contractor's inspection, a work order will be placed with University Facility Management to address structural deficiencies.*

- Educate residents to prevent re-infestations after application

*Work with Auxiliary Custodial, Residential Life staff through in-service training. They will educate the resident. Where specific precaution options are needed, the Contractor will advise on a case-by-case basis.*

- Q2. Any new equipment e.g., rodent bait stations, fly control lights, purchased by the Contractor, placed on the property of the University, who will legally own the equipment during the contract period and who will own the equipment once the contract ends?

*See Section 3.15. If equipment is approved by and billed to the University, the University shall own it.*

- Q3. If additional equipment is necessary, e.g. rodent bait stations, will cost and equipment need to be approved during the contract period? Include an equipment allowance in the Contract?

*See Section 3.15. The Contractor shall provide the cost for such equipment in Section 4.13.*

- Q4. Can the Contractor service accounts e.g., dining halls in the early a.m. hours after they close? Can arrangements be made to service accounts during these quiet times?

*Except for emergency calls, access to some buildings will not be available off hours. If the University accepts alternate scheduling for regular inspections at other buildings, the Contractor shall charge the normal hourly rate. Night or weekend rates will not be allowed for regular inspection services.*

- Q5. Can accounts be serviced on the weekends? Saturday, Sunday and Holidays?

*See above.*

- Q6. Will the Contractor have access to a secure storage room, e.g. set up bedbug heat processing container with electricity and water?

*Storage space is not available for Facilities buildings. Auxiliary has a shared space for small inventory items. Electricity and water may be available for heat processing on site subject to review of any costs that may be incurred by the University.*

Q7. Is there a restroom designated for the Pest Control Technicians to use?

*No.*

Q8. Will the Contractor have access to 2-way communications while on campus to communicate with security?

*No. Cell phone communication will be sufficient.*

Q9. Section 2.10 – This Indemnification, does this include bedbug litigation, and/ or involving third parties?

*Indemnification shall be as specified in Section 2.10 which includes all litigation. The indemnification clause may be revised upon mutual agreement between the University and the Contractor upon approval by University Counsel.*

Q10. Section, 4.4, - “provide a cost per monthly inspection at the following location”. University Park, is this a cost per building or per unit in that building?

*See Section 3.16. The monthly cost shall be for the entire location of 24 multi-unit apartments and the maintenance shop.*

Q11. Section 4.8 – “provide a cost for bedbug inspection services at University Park”. Is this number the cost of mandatory inspections for bedbugs prior to rental or is this number part of the bedbug extermination process?

*Bidders shall provide two costs relative to the management and eradication of bed bugs: the first cost shall be as specified in paragraph 1 of Section 4.8; the second cost will be for bed bug inspection services per unit prior to rentals at University Park.*

Q12. Are scheduled building inspections to include bedbug inspections or are bedbug inspections billed separately?

*Bed bug inspections shall be scheduled by the University and shall be billed as part of the Contractor’s overall bed bug program as described in Section 4.8. Pre-rental inspections shall be billed as a fixed rate per unit as quoted by the Contractor. Quoted prices shall include all costs as specified in Section 2.24.*

Q13. Are bedbug inspections in the University Park and any other building scheduled or unscheduled, to include common areas, e.g. lounges, t v rooms, laundry, storage areas or only when advised to do so? What cost should this inspection fee be attached to?

*The University will request all bed bug inspections. The bidder shall quote hourly labor rates for bed bug inspections during business hours, after hours, nights and weekends. All other costs associated with the Bidder’s bed bug program shall be provided in specific detail in the Bidder’s response.*

Q14. During the winter months, who will be responsible to shovel out the exterior rodent bait stations for access to service?

*Bait stations are accessible.*

Q15. Section 2.16 – How does the ePay and the PayMode work?

- ePay is a Visa credit card. A credit card account number for University payments is provided to the supplier which they keep on file. This credit card has unique security features, with \$0 of available funds until we make a payment via an electronic file to the bank. An electronic remittance advice is sent to the vendor along with approval to charge the credit card for the payment amount. The remittance advice contains the same information currently included on the check stub. The vendor draws the funds from the credit card at their convenience, much like running any other type of credit card transaction. Normal merchant fees apply.
- ACH (PayMode) is an automated clearing house payment sent from the University to the bank and then to the vendor via electronic commerce. An electronic remittance advice is sent to the vendor containing the same information currently included on the check stub. The University uses a 3<sup>rd</sup> party system through Bank of America, "PayMode". The supplier would need to enroll in PayMode to create an account; it is not necessary to be a Bank of America customer to enroll.

Q16. Section 2.16 - What format will the monthly invoice be acceptable?

*The University does not specify invoice formats.*

Q17. Section 2.16 - Who does the Contractor contact and submit the monthly service invoice to?

*Invoices shall be sent to the Accounts Payable department. Complete information, including email or fax submittal addresses, will be provided upon award of the Contract.*

Q18. Section 2.16 - Is more than one copy required?

*No.*

Q19. Section 2.16 – Is there a deadline to submit a monthly service invoice?

*No.*

Q20. Section 2.16 - How soon after the invoice is submitted will the invoice be paid?

*As stated, net 30 days.*

Q21. How successful was the current rodent control program with the number of bait stations indicated?

*The number of bait stations has been adequate.*

Q22. In the current Contractor's opinion, and yours, are the current number of rodent bait stations indicated, adequate to control rodents to a zero tolerance?

*In present conditions, it is the general opinion that the number of bait stations is adequate but this is dependent on factors that may change over the term of the contract.*

Q23. What is the University's tolerance level for covered buildings, e.g. rodent control in residential, dining and administrative facilities?

*Zero*

Q24. What was the IPM rodent bait budget for the last 4 years? Covered and non-covered buildings?

*The University does not have a budget for rodent bait. This cost is included in the Contractor's monthly inspection fee. The current provider for these services used approximately 75 pounds of rodenticide per year and replaced approximately six exterior bait stations per year.*

Q25. Has the IPM rodent control been successful in all covered buildings with the current bait stations?

*It has been satisfactory.*

Q26. Will the Contractor be asked to prepare an IPM rodent control strategy for covered and non-covered buildings?

*See Section 3.4. The Contractor shall coordinate all extermination activities with the University's Contract Managers or designees.*

Q27. Would the University agree to additional bait stations for covered buildings if recommended by the Contractor?

*The number of bait stations is currently adequate. The University may agree to the placement of additional bait stations only if persistent infestations exist or other justifiable situations occur.*

Q28. Are there currently any rodent bait stations installed inside individual residential units? Which buildings?

*See Section 3.15. Placement varies according to evidence of pests and complaints.*

Q29. How many times in the last 4 years have bedbugs been identified in any Orono University facilities, on or off campus or rented properties?

*None*

Q30. Which buildings? Which units? Total number of buildings and units serviced for bedbugs the last 4 years?

*No infestation of bed bugs has been identified. Approximately six or seven inspections per year have been conducted in addition to pre-rental inspections of University Park units.*

Q31. What was the end result?

*No evidence of infestations.*

Q32. Are there any buildings greater than 3 levels? Which buildings?

*None – without including basements.*

Q33. Do all multilevel buildings have elevators?

*No*

Q34. Has the University had any litigation of any kind the past 4 years involving the pest control Contractor's service or any reason, e.g. bedbug litigation, in which a decision was handed down with losses to the University and or the pest control contractor?

*No*

Q35. What would be the criteria and or justification for a call back for covered and non-covered buildings?

*Callbacks are at the University's discretion and are dependent upon circumstances that cannot be specified which may include but not be limited to insufficient pest management controls and failures to eradicate infestations.*

Q36. Who would be the person authorized to contact the Contractor for a call back?

*Any person identified in Section 3.1 or 3.2 or designees. Additional contact information will be provided upon award of the contract.*

Q37. Who would the Contractor call/contact after normal business hours to respond to an emergency call back?

*See answer above.*

Q38. Are there any head boards attached to the wall in the residential units?

*No.*

Q39. Do the beds in the residential units use box springs and mattresses?

*Mattresses only.*

Q40. Are the pillows, box springs and mattresses currently sealed in bedbug proof covers? If so, how many? Which units?

*No.*

Q41. If needed, would the Contractor provide the bedbug covers for the mattresses, box springs and pillows?

*No*

Q42. Are roofs to be included in the covered building inspections?

*No*

Q43. Have roofs been included in the current contractor's covered building inspections for insect, bird and rodent control?

*No*

Q44. Are elevator shafts to be included in the covered building inspections?

*No*

Q45. Are there any facilities located off the University property, owned or rented by the University that the Contractor may be called upon to service?

*No*

Q46. In the event during the course of inspections on the exterior of the covered and non-covered buildings, and athletic fields, multiple insect infestations are located in the lawns and soil around the buildings, would the PCP be paid for lawn applications for that particular service or should the cost to the PCP be included into the pesticide budget?

*See Section 3.6: "The following pest controls and others not specified herein will be considered exceptions and will be billed on an hourly basis."*