

REQUEST FOR PROPOSAL & SCOPE OF WORK PEST CONTROL SERVICES

Location(s): Various Locations in the Lower Mainland
Date of Issue: May 17th, 2017
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Who Are We?

- Atira Women's Resource Society is a not-for-profit organization dedicated to supporting women and children affected by violence by offering safe and supportive housing and by delivering education and advocacy aimed at ending all forms of gendered violence
- Atira Property Management Inc. is a wholly owned subsidiary of Atira Women's Resource Society, and is a social-purpose, for-profit, full-service, property management company. As a socially responsible firm, we offer customers a unique opportunity to purchase quality property management services while giving back to their community.

What Are We Looking For?

Atira is seeking contractors to provide Pest Control Services as specified in this Request for Proposal, for various SRA (Single Room Accommodation) Hotels, housing and offices on a monthly and as needed basis, for the terms stated and as directed by Atira and/or its designates. Locations are in Vancouver's Downtown Eastside, Burnaby (1 site), White Rock, Surrey (South, Newton and North). See list of locations and their respective number of units attached.

Request for Proposal

All contractors interested in responding to this Request for Proposal (RFP) must submit the following information, in the order specified below.

Introduction

Submit a letter of introduction and summary of the proposal. Submission of the letter will constitute a representation by your company that your company is willing and able to perform the commitments contained in the proposal.

Service Approach

- Examples of IPM Approach:** Describe three examples from housing where your firm has creatively applied the IPM approach to solve difficult pest problems. Provide project summary, budget information if appropriate, and contact information for references at the facility involved (see below).
- Site Inspection Approach:** All contractors shall submit an initial site inspection report. The following specific points should be addressed in the report:
 - Discussions of effectiveness of previous efforts;
 - Identification of problem areas in and around the building (locations and extents of infestations, observed damage to structure or commodities, conditions conducive to infestation, harborage areas, sanitation deficiencies, avenues of potential entry);
 - Any other items or factors that would impact the development of a pest management program.
- Emergency and Special Services Capability:** The company shall describe its plan for meeting the emergency and special service requests described in the scope of work (for example, availability of trucks and personnel).

Firm Qualifications

Provide the following:

- A. **Contact Information:** Name, company name, address, email and telephone number of a primary contact person.
- B. **A brief description of your firm,** including certifications held, professional organization affiliations, as well as how any joint venture association would be structured.
- C. **Address(es) and location(s) of local offices** and service headquarters that would be involved in servicing the Atira contract.
- D. **Certifications:** The contractor shall provide the following:
- Certificate of Contractor General Liability Insurance, with the contracting party named as an additional insured
 - Certificate of Workers' Compensation Insurance
 - A copy of the pesticide applicators' license(s)
 - Description of in-house training program for firm employees.
 - Description of in-house health & safety program.
 - All services, products and materials shall conform to the recognized standards accepted by the applicable industry trade associations and shall conform to the applicable Federal, Provincial and Local legislations, regulations and/ or requirements.
- E. **Commitments:** The contractor must commit to providing qualified, professional pest management personnel who:
- Will not distribute or sell pesticide products to tenants or staff;
 - Will not store any pesticide product in the buildings specified in this contract;
 - Understand current practices in this field and have experience providing pest control services in a residential environment;
 - Conduct themselves in a professional manner, with minimal noise and disruption;
 - Cooperate with the tenants to assure the progress of this work;
 - Have good communication skills and will speak with residents who are present during a visit. It is expected that the contractors will make an effort to obtain pest sighting information from residents and educate them on IPM techniques;
 - Wear a distinctive uniform that has the contractor's name easily identifiable, affixed in a permanent or semi-permanent manner while working at Atira properties;
 - 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;
 - Observe all safety precautions throughout the performance of this contract. Certain areas within some buildings may require special instructions for persons entering these areas;
 - 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.

References

The Contractor must submit a list of at least four (4) verifiable references (including names, titles, affiliations, and telephone numbers) for work comparable to that discussed in these specifications that has been completed during the past three (3) years or is currently in progress.

Price Proposal

Atira intends to award this contract to the Contractor that it considers will provide the best overall program services. Atira reserves the right to accept other than the lowest bid and to reject any proposals that are not responsive to this request. Please provide a price proposal that includes hourly rates for the services described in the Scope of Work. These rates will be used either to charge for services on a time and materials basis, or as base rates for negotiating flat monthly fees.

Scope of Work

Monitoring

Begin with a property-wide inspection and monitoring, using both monitoring devices and visual inspection.

IPM Plan

Use the monitoring results to design an IPM plan for the property. This plan will be updated at least annually along with monitoring results. The following components should be included in all written IPM plans:

- A. **Management objectives:** Identify key pests to be controlled, level of control /desired thresholds, and areas of the site requiring special attention. Include a clear understanding of all guarantees, exclusions, and limitations, including the definitions of high-, medium-, and low-infestations.
- B. **Communication and accountability system:** Designate contact people and alternates at both the location and the contractor's company. Establish a location for the pest activity log book(s) at the facility. Set up a procedure for the contractor to report maintenance or pest prevention needs to appropriate staff at the facility.
- C. **Schedule of service:** Describe the expected schedule and duration of service visits required to meet management objectives. Except as otherwise agreed upon, all work at properties under this contract should be performed between 9:00 a.m. and 4:00 p.m., Monday through Friday.
- D. **Monitoring program:** The contractor should describe methods and procedures to be used for a) identifying sites of pest harborage and access; and b) assessing pest populations throughout the term of the contract. This information must include general locations of common area monitoring traps and responsibilities for routinely checking the traps. Differences in pest pressures associated with seasons and preventative action should be addressed. As a general rule, pesticides should not be applied unless monitoring indicates the presence of pests in that specific area.
- E. **Description of IPM methods and products:**
 - Summarize nonchemical IPM methods proposed and choose pest management strategies that are:
 - Least disruptive of natural controls;
 - Least hazardous to human health;
 - Least toxic to non-target organisms;
 - Least damaging to the environment;
 - Most likely to produce a permanent reduction of the pest population;
 - Easiest to carry out effectively; and
 - Most cost-effective over the short and long-term.
 - Do not apply pesticides inside or outside unless visual inspection or a monitoring device indicates the presence of pests in that specific area;
 - Control rodents inside buildings only with trapping devices. All such devices shall be concealed from view, being placed in protected areas unaffected by routine cleaning and other operations. Check trapping devices on a schedule approved by the Program Manager. The Contractor is responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner;
 - Use portable vacuums rather than pesticide sprays for initial cleanouts of cockroach/bed bug infestations. Bait formulations shall be the standard pesticide technology for cockroach/bed bug control, with alternate formulations restricted to unique situations where baits are not practical; and

- The Contractor shall apply all insecticides as “crack and crevice” treatments only, defined in this contract as treatments in which the formulated insecticide is not visible to a bystander during or after the application process.
- F. **Desirable structural or operational changes:** Identify pest-proofing activities or modification of staff operational methods or timing that would improve pest management efforts (e.g., 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. See “Log Book” below.
- H. **Education and training activities:** List recommended education and training activities for facility staff that would increase their support for IPM activities.

Service Units

Treatments should be scaled to the type and level of infestation and priced accordingly.

- A. **Focus units:** Units that are infested (referred here as Focus Units) shall be serviced at least monthly until the infestation is gone. Once pest-free, the focus unit will be removed from the monthly service list and inspected routinely.
- B. **Routine inspection:** Conduct regularly scheduled monthly inspections for pests, set out or collect monitoring traps, and treat units for pests as needed. Sticky trap monitors shall be placed in all common areas and checked/replaced at each routine service.
- C. **Call-back service:** Conduct follow-up inspection in response to tenant or staff complaints. Routine call-back service shall be furnished within one (1) workday after receipt of notification by Atira. Call-back service required by Atira due to contractor negligence will be at no charge.
- D. **Emergency services** are directed at urgent pest problems that must be addressed as soon as is practical. They are not “call backs” resulting from other routine services provided under the contract. Except for holidays or other “shut down” periods, the Contractor is expected to address emergency problems within 24 hours of the service call. The Contractor may charge the “emergency rate” for these services but must notify the requesting department that the emergency rate applies before performing the service. In the event that such services cannot be completed within the above-stipulated time frame, the Contractor shall immediately notify the PHA representative and indicate an anticipated completion date.

Log Book

The Contractor shall be responsible for maintaining a complete and accurate Pest Management Log Book at each location served under the contract. The Log Book shall be updated at each visit by the Contractor.

The Log Book shall contain at minimum the following items:

- A copy of the plan and/or service schedule for the building.
- A copy of each license, certification, or proof of insurance required.
- A list of pesticides used, including copies of sample labels and material safety data sheets (MSDS).
- The location of all traps and bait stations on the premises, preferably in map format.
- Copies of all service report forms for the facility.
- Sample educational materials for residents

Reporting and Recordkeeping

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. The Contractor must propose reporting and recordkeeping plans to enable Atira to monitor Contractor's work in a timely and efficient manner. The reporting and recordkeeping forms will be kept in the building's IPM Log. At a minimum, Contractor is required to collect and submit the reports detailed below.

Notification of Upcoming Service (at least one week before scheduled visit): The Contractor shall provide Pesticide Use Notification signs and preparation instructions for Program Managers to post at least one week in advance of routine inspection.

Quality Control Summary (bi-annually): A report on the quality control program in place that quantitatively and qualitatively measures the successes and failures of the program. A report on the findings of quality control shall include recommendations for improvement including, but not be limited to the following:

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

Conflict of Interest/Unfair Advantage

- A. In order to protect the integrity of the procurement process, contractors are advised that Atira may reject a Proposal in the following circumstances:
 - If the Contractor(s), any of its subcontractors, any of their respective employees or former employees was in any manner in the preparation of the Competitive Solicitation;
 - If the Contractor(s) any of its subcontractors, any of their respective employees or former employees had access to information related to the Competitive Solicitation that was not available to other Contractors and that would, in Atira's opinion, give the Contractor an unfair advantage.
- B. The experience acquired by a Contractor who is providing or has provided the goods and services described in the Competitive Solicitation (or similar goods or services) will not, in itself, be considered by Atira as conferring an unfair advantage or creating a conflict of interest. This Contractor remains subject to the criteria established above.
- C. Contractors are required to fully disclose in their Proposals:
 - Any relationship the Contractor may have with any employee of Atira; and,
 - The nature of that relationship.

Non-Transferable Contract

Contract arising from this RFP is non transferable and therefore cannot be assigned to another party without prior approval of Atira.

Deadline for Requests for Proposal is June 15th, 2017 at 4:00pm
Please scan and email your proposal to facilitiesmanager@atira.bc.ca

Building Name	Location
1. 566 Powell Street	566 Powell Street, Vancouver
2. Arco Hotel	83 W. Pender Street, Vancouver
3. Carl Rooms	375 Princess Street, Vancouver
4. Colonial Hotel	122 Water Street, Vancouver
5. Cordova Rooms	56 East Cordova Street, Vancouver
6. Dominion Hotel	210 Abbott Street, Vancouver
7. Flint Hotel	1516 Powell Street, Vancouver
8. Gastown Hotel	112 Water Street, Vancouver
9. Hazelwood Hotel	344 East Hastings Street, Vancouver
10. Hotel Canada	518 Richards Street, Vancouver
11. Hutchison Block (Park Hotel)	429 W. Pender Street, Vancouver
12. London Hotel	208 E. Georgia Street, Vancouver
13. Savoy Hotel	258 E. Hastings Street, Vancouver
14. St. Helen's Hotel	1161 Granville Street, Vancouver
15. Ama	South Surrey
16. Bridge	100 E Cordova Street, Vancouver
17. Cad.	Richmond
18. Durrant	South Surrey
19. Empress	362 Alexander Street, Vancouver
20. Imouto	120 Jackson Street, Vancouver
21. Key7e	172 E Cordova
22. Margaret's House for Older Women	1010 Sperling Avenue, Burnaby
23. Maxxine Wright Place (2 buildings; LEED Certified)	13739 92 Avenue, Surrey
24. Shimai	North Surrey
25. Secord	403 Powell Street, Vancouver
26. Sorella (LEED Certified)	525 Abbott Street, Vancouver
27. Sereena's	143 Dunlevy Street, Vancouver
28. Waaban	North Surrey