

Yale University
Request For Proposal (RFP) for Pest Control Operations
Yale University Buildings and Properties

SECTION 1: Administrative and Contractual Information

- 1.1 RFP Purpose
Yale University (henceforth Yale) seeks proposals from firms in a position to institute and maintain pest control operations for three (3) years, with the option to renew annually. Please see Attachments A and B for specific buildings and locations. All buildings are located in the New Haven, CT area.
- 1.2. RFP Scope
This Request for Proposal contains the information and instructions from which an interested vendor can prepare a proposal and accompanying materials.
- 1.3. Issuing Office
Yale issues this RFP. Yale is responsible for the requirements specified in this RFP and for the evaluation of all proposals.
- 1.4. Background Information
Yale requires the implementation and maintenance of pest control operations at all buildings and properties at Yale University as listed in Attachments A and B.
- 1.5. Pertinent Dates:
Submission Due Date: April 17, 2006 by 2:00pm
Potential Implementation Date: July 2006
- 1.6. Inquiries
Inquiries regarding this Request for Proposal may be addressed to:

Earl Horton
Operations Manager Materials and Contracting
370 James St
New Haven, CT 06520
(203) 432-2594
earl.horton@yale.edu

Tara Kennedy
Preservation Field Services Librarian
Sterling Memorial Library
130 Wall Street
New Haven, CT 06511
(203) 432-4335
tara.d.kennedy@yale.edu

- 1.7. **Proposal Preparation**
The proposal should follow the format outlined in Section 2 and 3 of this RFP. Vendors may augment their proposals with additional information that they deem appropriate.
- 1.8. **Submission of Proposals**
Vendors must submit five paper copies OR one electronic copy with a minimum of three references to:
Kenneth Rowe, kenneth.rowe@yale.edu
Associate Director Materials and Contracting
370 James St., Room 220
New Haven, CT 06520
- 1.9. This RFP is for procedures consisting of implementing and maintaining pest control operations. Your response should address these activities. It is the vendor's responsibility to assure that proposals are received on time.
- 1.10. **Selection Process, and General Criteria**
Yale reserves the right to reject all proposals, waive minor irregularities, and/or call for new proposals.

Proposals will be evaluated using, but not limited to, the following criteria:
✓ The ability of the contractor to provide the services required
✓ The experience, efficiency, reputation, and judgment of the contractor
✓ References
✓ Price
- 1.11. **Consultant Interviews**
Yale may require additional information or determine a personal interview is necessary before selecting a finalist. Yale may elect to interview vendors at a location to be identified by Yale. All consultant expenses for travel associated with the interview are to be borne exclusively by the participating vendor and not Yale.
- 1.12. **Notification of Successful Bidder**
Upon approval, the successful vendor will be notified in writing. A purchase order will be issued and Yale shall prepare a contract. A letter will be sent to all responding vendors once a contract is signed and approved.
- 1.13. **Errors and Insurance**
Any errors or unsatisfactory service by the vendor, which are identified through inspection by Yale staff, shall be corrected without additional charge to Yale University.

The vendor will have on file in the Purchasing Department at 155 Whitney Avenue current Certificates of Insurance before performing any work at Yale. Certificates must include the following language: “Yale University is hereby named as additional insured under this policy for all liability coverages.”

Requirements for Certificate of Insurance for Yale University

- A. COMMERCIAL GENERAL LIABILITY – Standard 1986 ISO (Insurance Services Office) Occurrence Form
 - ✓ Bodily Injury/Property Damage - \$2,000,000 CSL (Combined Single Limit) Each Occurrence/Aggregate
 - ✓ \$2,000,000 CSL Products/Completed Operations Aggregate
 - ✓ Personal and Advertising Injury - \$1,000,000 per Occurrence
- B. COMPREHENSIVE AUTOMOBILE LIABILITY – Including Owned, Non-Owned and Hired Vehicles
 - ✓ BODILY INJURY/PROPERTY DAMAGE – \$2,000,000 CSL per Accident
- C. WORKER’S COMPENSATION
 - ✓ [Connecticut] Statutory Coverage
 - ✓ Employer’s Liability
 - \$100,000 Each Accident
 - \$500,000 Disease Policy Limit
 - \$100,000 Disease Each Employee
- D. UMBRELLA/EXCESS – \$5,000,000 limit of liability each occurrence and aggregate – NOTE: UMBRELLA/EXCESS coverage will be a requirement for the winning vendor of this contract/bid.
- E. PROFESSIONAL LIABILITY (if appropriate) - \$1,000,000 per person
- F. Yale University must be shown as Additional Insured as respects liability.
- G. All insurance carriers must be rated “A” or better in the *Best Guide*.
- H. Thirty (30) days Notice of Cancellation on all policies is required.
- I. Please provide a brief description of the service you provide and anticipated dates on campus.
- J. All Certificates should be sent to:
 - Yale University
 - P.O. Box 208231
 - New Haven, CT 06520-8231
 - Attn: Risk Manager
 - OR**
 - faxed to: 203-432-7520
 - Attn: Risk Manager
- K. Exclusion other than those found on the ISO Policy Form must be indicated.
- L. Certificate must be signed by Agent/Broker.

SECTION 2: Detailed Requirements

2.1. General Vendor Requirements

- ✓ Fees shall be paid to Contractor on a monthly basis when Yale accepts services, approves invoices, and submits invoices for payment.
- ✓ The minimum wage for employees of contractors performing work for Yale University will be \$11.43 per hour effective July 1, 2006 and will increase 3% annually thereafter.
- ✓ Yale requires background checks of all contractor employees working on University property, including credit, felon, driver's license, and drug. The contractor agrees that it is liable for any damage to persons, property or reputation of the College in the event any unsuitable individuals are assigned to the University. If any doubt exists about the eligibility of an individual, the contractor will be responsible for bringing those issues to the attention of the Project Manager before assigning the individual to the University. The University reserves the right to use the result of the background check to reject any candidate.
- ✓ The pest control company must adhere to a schedule, as administered through the Yale University FAMIS work order system and/or designated system.
- ✓ Any service technician(s) sent to Yale University facilities will check in and out with the respective Customer Service office and Custodial Supervisor where applicable each time service is performed. The Customer Service office will provide direction on building access and key control.
- ✓ Service technician(s) shall annotate on the work order ticket(s) and/or logbook any conditions that warrant immediate attention including sanitary and structural conditions affecting present and potential pest infestations. Where applicable, the service technician will call the respective custodial supervisor's office after service has been performed and prior to leaving the University grounds.

2.2. Project Overview

The project will involve the implementation and maintenance of pest control operations. Attachments A and B specify the degree of pest control operations desired in each building and/or property. Sections 2.3 through 2.6 of this RFP describe the desired levels of pest control in each University building or property.

The main basis of pest control operations at Yale University is the use of non-chemical means to control pests in buildings and properties. Chemical intervention should only be used as a last resort. This Pest Control Program should include the following:

- ✓ An initial survey of all buildings and spaces
- ✓ Setup of pest monitoring traps/ stations for both insects and rodents
- ✓ Pest monitoring and identification, including documentation
- ✓ Lists of non-chemical and chemical treatments used by the vendor
- ✓ On Demand and Emergency Services are to be included in all aspects of this proposal

Target date for beginning the project is July 2006. Initial setup time for pest control operations at Yale should be six months from the project start date.

NOTE: All letters in parenthesis at the beginning of the following sections refer to notations in Attachments A and B.

2.3. Integrated Pest Management (I)

The vendor will create and maintain an IPM program according to the following specifications:

- ✓ An initial survey/ walkthrough of all spaces inside and outside the buildings to be monitored should be conducted. Possible problem areas should be identified, such as open conduits, underground distribution tunnels, piping, drains, etc. “Spaces” are defined as halls, lobbies, rest rooms, janitorial areas, locker rooms, physical plant areas, break-rooms, student kitchenettes, student activity spaces, libraries, classrooms, athletic spaces, laboratories, residential apartments, offices, masters’ homes, stairways, basement corridors, seminar rooms and student dormitory suites.
- ✓ Routine scheduled monitoring (minimum of monthly) will be implemented for the spaces in the buildings indicated in Attachments A and B. Sticky traps (pheromone-free for initial baseline monitoring for insects, preferably the “tent” or “rectangular-shaped box” types), Environmental Protection Agency (EPA)-approved tamper-resistant bait stations (for rodent control) will be used for monitoring pests. A logbook or another tracking method (for example, a pest management electronic system) that is easily accessible to Yale staff (for example, via a website) will be used for recording pest activity. The timetable for the initial startup (including pest baseline information) of the Program will be no longer than six months with the following elements:
 - Identify all windows, doors, water, and heat sources on the building floor plan (likely pest “problem areas”).
 - Identify likely insect routes and mark trap locations on the floor plan corresponding to the building in question.
 - Number and date each trap. Number should correspond to trap location on the floor plan.
 - Place traps in indicated locations on the floor plan.
 - Inspect and collect traps on a regular basis (minimum of monthly) for a baseline assessment of insect activity in the monitored areas.
 - Identify pests found in the traps and record pest type, number of pests, stage of growth, and location in the logbook or other recording method. Pests found through sightings should be recorded with known information in the building-appropriate

- logbook or other recording method (e.g. website), including FAMIS work orders, if applicable. Notify the Yale contact person(s) if any sudden rise in pest population and/or problem is discovered.
- As pest activities are determined, pest trap locations may be modified and monitored less frequently; i.e. quarterly or seasonally.
 - The Preservation Field Services Librarian will request more intensive monitoring by the vendor if an infestation is suspected, including increased number of traps, and increased inspections and documentation, as often as daily, if necessary.
 - Beinecke Library Security personnel will need to escort vendor staff throughout the Beinecke Library during all stages of this contract. Other security-sensitive areas may require similar escort, as required by Yale Security.
- ✓ Non-chemical and chemical treatment methods for pest eradication will be disclosed to Yale's designated representatives. Non-chemical strategies are preferred in order to reduce potential pest activity within facilities. Chemical use will be highly restricted in some areas, including (but not limited to) library collections areas (especially Beinecke Library), museums and galleries, residential buildings and rooms, animal care facilities, clinical areas, and child day care spaces. Any questions concerning use of pesticides may be addressed with Yale's designated representatives and the Yale Office of Environmental Health and Safety. The Preservation Field Services Librarian should be consulted before application of pesticide of any type is used in any library or museum collections area.
- Pest management strategies will include the use of EPA-approved pesticides, applied in strict accordance to label directions. Materials used and services provided must conform to all federal, state, and local ordinances and laws. The pest control company must maintain all applicable licenses required.
 - All pesticides utilized by the contractor shall have prior approval by the Yale University Environmental Health and Safety and Custodial Services departments before application to any Yale building and/or property. Mixing or disposing of pesticides on Yale University premises is prohibited.
 - Rodent control shall be confined to EPA-approved tamper-resistant bait stations.
 - The contractor shall remove all pesticide supplies and empty pesticide containers from University property for proper disposal after each service.
- ✓ Once the IPM Program is established after the six-month startup period, regular inspection/ collection/ analysis of the traps (as dictated

by the Program findings) and meetings with the Associate Director Customer Service, the Preservation Field Services Librarian, and other pertinent staff will be necessary to inform and update Yale personnel on any issues concerning pest control at the University.

- ✓ The contractor will provide their staff with all equipment and materials needed to implement and maintain the IPM program. The contractor is responsible for removal of dead pests from University property, once the pest(s) has been identified and recorded in the logbook or other recording method.

2.4. On Demand (X)

“On Demand” service is to be performed Monday through Friday between the hours of 7:30AM and 4:30PM, excluding Yale University holidays. The company must follow best preventive maintenance pest control management practices to minimize pest activity. These management practices may include (but are not limited to) inspection and corrective treatment, and the removal of nuisance wildlife, if required. Designated sites to receive “On Demand” services are found in Attachments A and B. Proposals for “On Demand” services are to include elimination of all pests. The proposal must also include an hourly rate for the removal of birds, termites, and nuisance wildlife (including squirrels and bats) and exterior work. Any “On Demand” service will be responded to within 12 hours of the call.

2.5. Preventive Maintenance (PM)

Preventive maintenance service is to be performed Monday through Friday between the hours of 7:30AM and 4:30PM, excluding Yale University holidays during the months of August and/or December. The company must follow best preventive maintenance pest control management practices to minimize pest activity. These management practices may include (but are not limited to) inspection and corrective treatment (if required) of each room and appropriate exterior areas for the sites and schedule listed in Attachments A and B. Insect traps and rodent bait stations will be placed in potential pest harborage locations. All pest stations must be labeled with a date. Service technician will also leave a service ticket on the door of the room serviced, or in a visible location.

NOTE: The December PM schedule will require the escort of the Yale University Police Department during the periods of 12/22/06 through 1/1/07, 12/22/07 through 1/1/08 and 12/23/08 through 1/2/09.

2.6. Emergency Service

Emergency service is to be included in all aspects of this bid. The contractor must respond to emergency service requests within two hours, irrespective of the day. The company must follow best preventive maintenance pest control management practices to minimize pest activity. Emergency services will be provided at no additional expense during regularly scheduled business hours (Monday through Friday during the

hours of 7:30 AM through 4:30 PM). The proposal must also include an hourly rate for emergency service excluding regularly scheduled hours and for the removal of birds, termites, and nuisance wildlife (including squirrels and bats) and exterior work

2.7.

Quality Control

Yale requires that pest control operations be followed as indicated in Sections 2.2. - 2.6. Suggestions for pest control operations are welcome, if they adhere to the basic principle of chemical treatment as a last resort. The Associate Director Customer Service and the Preservation Field Services Librarian will work closely with the vendor and associated staff to ensure that pest control operations are established and maintained to industry standards. Any revisions will be the responsibility of the contractor at no additional cost. Examination of the pest control operations will occur in the six-month startup period in order to uncover any problems that will require modifications to the process.

SECTION 3: Consultant Requirements

The proposal should address how the bidder intends to address the needs of Yale concerning this project. Included in the proposal should be clearly marked sections, describing:

1. Implementation and Maintenance plans: An overview of how the bidder plans to set up and maintain the pest control program at Yale University.
2. Staffing: The number of staff the bidder plans to have on-site, qualifications, level of responsibility, supervision, training, insurance, scheduling, OSHA 10 hour certification, licensure, previous experience, etc.
3. Exception handling: How should questions that arise from the work be handled?
4. Facilities and equipment requirements: What type of equipment will the bidder supply? Provide a list of all equipment and supplies that the vendor will be using for this project
5. Quality control: Discuss what quality control measures will be in place.
6. Reporting: What types of statistics and frequency of report can Yale expect? What type of interaction with Yale staff is expected? How will communications take place with pertinent Yale staff?
7. Innovations: Describe what, if any, innovative pest control methods, surveillance tools, or reporting means your company has.
8. Fee analysis: Schedule of fees and fee proposal.
9. References: A list of at least three references is required, preferably other universities and/or large institutions that have contracts with the vendor for similar services, especially IPM.
10. Insurance: Proof of insurance as outlined in Section 1.12 of this document.

Each of these areas can include any additional information, or address issues in those categories not otherwise listed.

SECTION 4: Consultant Proposal: Required Submittals

Inquiries regarding this Request for Proposal may be addressed to:

Earl Horton
Operations Manager
Materials and Contracting
370 James St
New Haven, CT 06520
(203) 432-2594
earl.horton@yale.edu

Tara Kennedy
Preservation Field Services Librarian
Sterling Memorial Library
130 Wall Street
New Haven, CT 06511
(203) 432-4335
tara.d.kennedy@yale.edu

Five (5) hard copies or one electronic copy of the proposal must be submitted by 2 p.m. EDT on April 18, 2006 to:

Kenneth Rowe
Reference "RFQ 2281"
Associate Director Materials and Contracting
370 James St., Room 220
New Haven, CT 06520
Kenneth.rowe@yale.edu