



Division of Finance

**REQUEST FOR PROPOSAL
AND SPECIFICATIONS FOR
INTEGRATED PEST MANAGEMENT AND CONTROL SERVICES
FOR A THREE (3) YEAR PERIOD
RFP 2014-03**

Purchasing Department

March 5, 2014



Division of Finance

**Purchasing Department
3310 Magnolia Street
Orange burg, SC 29115
Phone (803) 531-6921
Fax (803) 531-6921**

SCOPE OF WORK

Family Health Centers, Inc. is seeking proposals for a contractor to provide all equipment, materials, labor and transportation necessary to provide INTEGRATED PEST MANAGEMENT AND CONTROL SERVICES for its various sites for a three year period.

I. INTRODUCTION

- A. Family Health Centers, Inc. (hereafter referred to as ORGANIZATION) is a Federally Qualified Health Center. Family Health Center's mission is to promote health and provide quality comprehensive health care to all with courtesy.
- B. The Purchasing Department of the ORGANIZATION is soliciting proposals from qualified professional ORGANIZATIONs, hereafter referred to as VENDOR(s), who specialize in providing **INTEGRATED PEST MANAGEMENT AND CONTROL SERVICES for the ORGANIZATION** of superior quality, at competitive pricing, as described in the Scope of Work section of the Request for Proposal (RFP). **Proposals must be submitted by April 14, 2014.**

This RFP outlines basic requirements as specified in the Scope of Work section of the RFP. Proposals submitted are to be in accordance with the outline and specifications contained herein and are to remain in effect a minimum of **60** days from the date of submission, and may be subject to further extensions as negotiated. A statement to this effect should be contained in the VENDOR'S cover letter.

The VENDOR selected shall have an excellent track record for handling service programs of our size and scope and shall provide the ORGANIZATION with a top priority commitment.

- C. **The ORGANIZATION reserves the right to accept, reject, modify, and/or negotiate any and all proposals received in conjunction with the RFP.** It reserves the right to waive any defect or informality in the Proposals on the basis of what it considers to be in its best interests. Any proposal, which the ORGANIZATION determines to be incomplete, conditional, obscure, or has irregularities of any kind, may be rejected. ORGANIZATION reserves the right to award to the firm, or firms, which in its sole judgment, will best serve its long-term interest.
- D. This RFP in no manner obligates the ORGANIZATION to the eventual purchase of any products or services described, implied, or which may be proposed, until confirmed by written agreement, and may be terminated by the ORGANIZATION without penalty or obligation at any time prior to the signing of an Agreement or Purchase Order.
- E. Expenses for developing and presenting proposals shall be the entire responsibility of the VENDOR and shall not be chargeable to the ORGANIZATION. All supporting documentation and manuals submitted with this proposal will become the property of the ORGANIZATION unless otherwise requested by the VENDOR, in writing, at the time of submission, and agreed to, in writing, by the ORGANIZATION.
- F. All questions concerning this Request for Proposal are to be directed to **Shasonda Amous, Purchasing Manager** Email: **shasonda.amous@myfhc.org**. The deadline for questions is **April 4, 2014, 12:00 noon**. Under no circumstances may a

VENDOR contact other individuals at the ORGANIZATION, or its consultants to discuss any aspect of this RFP, unless expressly authorized by the Purchasing Department to do so.

NON-FUNDING CLAUSE: The ORGANIZATION's budget is funded on a December 1st to November 30st fiscal year basis. Accordingly, the ORGANIZATION reserves the right to terminate this contract by giving the VENDOR thirty (30) days written notice, without liability to the ORGANIZATION, in the event that funding for this contract is continued or is no longer available.

TERMS AND CONDITIONS

1. The ORGANIZATION will accept **SEALED PROPOSALS** at the Purchasing Department thru April 14, 2014. Proposals must be received by the PURCHASING DEPARTMENT before the specified hour and date of the opening.
2. Each proposal must be sealed and should be placed in a properly identified envelope with RFP number, time and date of RFP opening.
3. Late proposals will be UNOPENED. Late proposals will not be considered under any circumstances.
4. Proposals CANNOT be altered or amended after opening time. Any alterations made before opening time must be initialed by VENDOR or his authorized agent. No proposal may be withdrawn after opening without approval, and based on a written acceptable reason.
5. **Should VENDOR find discrepancies in or omissions from the specifications or other documents or be in doubt as to their meaning, VENDOR should at once notify the Purchasing Department and obtain clarification prior to submitting a proposal.**
6. **QUOTE F.O.B. destination.** Price should include all costs including shipping, handling, and other related costs.
7. Proposals shall be valid for sixty (60) days from opening date.
8. ORGANIZATION is not exempt from taxes. **DO INCLUDE TAXES IN PROPOSAL.**
9. VENDOR MUST give full firm name and address. Person signing bid should show TITLE or AUTHORITY TO BIND HIS FIRM IN A CONTRACT.
10. NO substitutions or cancellations permitted without written approval of Family Health Centers, Inc.
11. All VENDORS **must meet or exceed the minimum specifications** to be considered as a valid proposal. The ORGANIZATION reserves the right to accept or reject all or any part of any proposal, waive minor technicalities and award the proposal to the VENDOR who provides goods or services at the best value for the ORGANIZATION.
12. If a proposal contains proprietary information, the VENDORS must declare such information as proprietary if VENDOR does not want information to become public.

GENERAL REQUIREMENTS, TERMS AND GUIDELINES

- A. **INTENT:** The ORGANIZATION seeks proposals from qualified VENDORS for janitorial/housekeeping services. The purpose of these specifications is to describe the minimum requirements of ORGANIZATION for janitorial/housekeeping services.

- B. **AUDIT:** Upon request, VENDOR shall provide the ORGANIZATION a line item report of quantities and expenditures at any time during the term of this contract for materials, commodities, or services rendered as requested by the Purchasing Department.
- C. **VENDOR TERMS AND CONDITIONS:** The Proposal response must include a formal copy of any VENDOR'S terms and conditions applicable to this transaction. Evaluation and acceptance and/or modification of these terms and conditions by the ORGANIZATION are essential prior to the award of the contract.

D. Non-Discrimination

The parties agree that in the performance of any contract they shall not discriminate in any manner on the basis of race, creed, color, national origin, age, religion, sex, sexual orientation, marital status or handicap protected by law. Such action shall include, but is not limited to the following: employment, upgrading, demotion, transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation. By submitting a proposal, VENDORS certify that they will conform to the provisions of the Federal Civil Rights Action of 1964, as amended.

E. Debarment Status

By submitting a proposal, VENDORS certify that they are not currently debarred from submitting bids on contracts nor are they an agent of any person or entity that is currently debarred from submitting bids on contracts. The Federal Debarred VENDOR List (Excluded Parties List System) and related links can be found at <http://www.epls.gov/>.

F. Indemnification and Hold Harmless

The VENDOR shall defend, indemnify and hold harmless the ORGANIZATION, its officers, employees and agents, against any and all liability of whatever nature which may arise directly or indirectly by reason of the VENDOR'S performance under this Agreement.

The Contractor/Supplier agrees to protect ORGANIZATION from claims involving infringement of patents or copyrights.

G. VENDOR Liability

The VENDOR will be liable for any associated costs of repairs for damage to buildings or other ORGANIZATION property caused by the negligence of the VENDOR'S employees.

H. Early Termination by the ORGANIZATION

The ORGANIZATION reserves the right to terminate this contract for any reason by notifying the Contractor/Supplier in writing thirty (30) days prior to the

termination of this agreement. The ORGANIZATION shall have the right to terminate the contract with the VENDOR without penalty after the ORGANIZATION'S thirty (30) days written notice of termination to the VENDOR under the following circumstances:

1. Default of VENDOR

It shall be considered a default whenever the VENDOR shall:

- a. Disregard or violate material provisions of the contract documents or ORGANIZATION instructions, or fail to execute the work according to the agreed upon schedule of completion and/or time of completion specified, including extensions thereof, or fail to reach agreed upon performance results.
- b. Declare bankruptcy, become insolvent, or assign company assets for the benefit of creditors.

2. Convenience of the ORGANIZATION

When termination of the contract services is construed by the ORGANIZATION to be in its best interest for serving the community.

Note: Any contract cancellation notice shall not relieve the VENDOR of the obligation to deliver and/or perform prior to the effective date of cancellation.

I. Cancellation of Contract by VENDOR

VENDOR must provide a minimum of ninety (90) days written notice of cancellation of contract to the ORGANIZATION regardless of the reason for said termination.

J. Non-Assignment

The agreement shall be between the ORGANIZATION and the VENDOR and the VENDOR shall neither assign nor delegate the agreement, its rights or obligations, or any of its terms without the express written permission of the ORGANIZATION. This pertains to services performed only. Financial payments may be assigned at the VENDOR's discretion.

K. Price Schedules

VENDOR is to quote the products and services in accordance with specifications set forth in this Request for Proposal. VENDOR must add appropriate item numbers corresponding to each part, component, etc. therein. VENDOR must provide unit prices and line item extensions. VENDOR must provide all column totals and project grand totals.

L. Pricing Variances

No changes shall be made, nor invoices for extra changes, alterations, modifications, deviations, and extra orders be recognized or paid except upon a written change order from the ORGANIZATION. The ORGANIZATION will not authorize payment for changes, alterations, modifications, deviations, etc. that are a result of VENDOR error.

M. VENDOR Payment/Billing Terms

Payments of invoices will be made thirty (30) days after receipt and approval of invoice, by the ORGANIZATION, for each month completed.

The ORGANIZATION shall pay for the product/services within thirty (30) days of receipt and acceptance. Acceptance by the ORGANIZATION shall constitute all items bid being received and in good working order to Family Health Centers, Inc.'s satisfaction.

Purchase order number should be on original invoice and invoice sent to Family Health Centers, Inc., 3310 Magnolia Street, Orangeburg, SC 29115.; Attn: Accounts Payable.

N. Entire Agreement

An agreement, when fully executed, shall supersede any and all prior and existing agreements, either oral or in writing, and will contain all the covenants and agreements between the parties with respect to the subject matter of this agreement. Any amendment or modification to this agreement must be in writing and signed by the parties hereto.

O. Modification of Service

The ORGANIZATION reserves the right to modify the services during the course of the contract, with concurrence of the VENDOR. Any changes in pricing and rates proposed by the VENDOR resulting from such changes are subject to acceptance by the ORGANIZATION.

ORGANIZATION reserves the right to revise or amend the specifications prior to date set for opening proposals. Such revisions or amendments, if any, will be announced by amendments or addendum to these specifications. Copies of such amendments or addendum so issued will be furnished to all prospective VENDORS. If VENDOR demonstrates just reason for a change, the ORGANIZATION must have at least five working days notice prior to bid opening date.

NO substitutions or cancellations permitted without written approval of ORGANIZATION.

In the event prices and rates cannot be negotiated to the satisfaction of both parties, the contract may be subject to competitive bidding based upon the new specifications.

P. Publicity

VENDORS must refrain from giving any reference to this project, whether in the form of press releases, brochures, photographic coverage, or verbal announcements, without specific written approval from the ORGANIZATION.

Q. Independent Contractor

The VENDOR agrees that in all respects its relationship with the ORGANIZATION will be that of an independent contractor, and that it will not act or represent that it is acting as an agent of the ORGANIZATION or incur any obligation on the part of the ORGANIZATION without written authority of the ORGANIZATION.

R. Confidentiality

Proposals could be subject to public review after the contracts have been awarded. VENDORS responding to this proposal are cautioned not to include any proprietary information as part of their proposal unless such proprietary information is carefully identified as such in writing, **and the ORGANIZATION accepts, in writing, the information as proprietary.**

If a proposal contains proprietary information, the VENDORS must declare such information as proprietary if VENDOR does not want information to become public.

S. Insurance Requirements

VENDOR shall include certificate of insurance with the proposal or prior to award of the proposal. The companies affording coverage and the producer of the certificate of insurance shall be licensed with the state board of insurance to do business in the state of South Carolina.

- a) Workers' Compensation Insurance as required by laws and regulations applicable to and covering employees of contract engaged in the performance of the work under this agreement;
- b) Employer's Liability Insurance protecting contractor against common law liability, in the absence of statutory liability, for employee bodily injury arising out of the master-servant relationship with a limit of not less than \$1,000,000.
- c) Comprehensive General Liability Insurance including products/completed operation with limits of liability of not less than: Bodily injury \$1,000,000 per person, \$1,000,000 per each occurrence/aggregate; Property damage \$1,000,000 per each occurrence.
- d) Excess Liability Insurance Comprehensive general liability, comprehensive automobile Liability and coverage's afforded by the policies above, with the minimum limits of \$1,000,000 excess of specified limits.
- e) Bonding Insurance: Vendor needs to provide proof of bonding insurance.

II. INFORMATION FOR VENDOR

A. Calendar of Events

<u>Activity</u>	<u>Responsibility</u>	<u>Date</u>	<u>Date</u>
Formal Release of RFP	Organization	3/24/2014	3/24/2014
Mandatory Pre-bid meeting	Organization Vendor	3/31/2014	3/31/2014
Questions due to the Purchasing Department	Vendor	4/4/2014	4/4/2014
Answers provided on website at my www.myfhc.org	Organization	4/8/2014	4/8/2014
Delivery of Proposals to Purchasing Dept.	Organization	4/14/2014	4/14/2014
Evaluation of Proposals (clarifications & negotiations)	Organization	4/15/2014	4/15/2014
Planning Committee	Board		5/6/2014
Finance committee	Board		5/20/2014
Full Board	Board		5/27/2014
Announcement of Selected VENDOR	Organization	4/18/2014	5/28/2014
Readiness for Service/Contract Commencement	Vendor	5/1/2014	6/1/2014

The ORGANIZATION will make every effort to adhere to the above schedule. It is subject however, to time extensions. This would be in the event that further clarification of responses or terms of contract are in the best interest of the ORGANIZATION and in the event the ORGANIZATION requires more time to assure that the selection of the VENDOR is in accordance with its policies, rules and regulations as well as actual timing needs.

B. Mandatory Pre-Proposal/Pre-Bid Meeting

You must attend a **mandatory Pre-Bid Meeting on March 31, 2014 at 10:00 a. m.** at the **Family Health Center, 3310 Magnolia Street, Conference Room, Orangeburg, SC 29115**, as a condition for submitting a proposal.

During this meeting, we will answer any questions you may have to clarify any ambiguities in this Request for Proposal.

Answers to questions that cannot be answered during this meeting will be emailed to all VENDORS as soon as they are obtained. Please bring your business cards with Fax numbers and E-Mail Addresses to the PRE-BID meeting.

C. Delivery of Proposals

An original (clearly marked as such) plus 2 copies (**3 total**) of concise proposals in booklet or notebook form with supporting documentation shall be delivered in a sealed envelope or container to the ORGANIZATION Purchasing Department.

In addition, an electronic version is required, which should be submitted to our secure mailbox at **shasonda.amous@myfhc.org** and be sure your subject line reads “**(company name) RFP 2014-03 INTEGRATED PEST MANAGEMENT AND CONTROL SERVICES**”. The electronic submission should be limited to no more than one of each of the following file types: 1 Word Document and/or 1 Excel Workbook and/or 1 PDF document. Upon receipt, you will receive a message acknowledging receipt of your Proposal. If you do not receive a reply message within 24 hours, check the address you used and resubmit your Proposal. However, in the event a discrepancy exists between the electronic submission and the original copy of the VENDOR’s Response Proposal, the original copy will prevail.

Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective quotation are not desired. Elaborate art work, expensive paper and bindings and expensive visual or other presentation aids are neither necessary nor desired.

D. Proposal Evaluation: The following criteria will be used by FHC to evaluate the proposals and make a selection:

- **20% Qualifications of key personnel – Cleaning and supervisory staff duly qualified, capable to fulfill and abide by specifications.**
- **30% Experience – Experience in INTEGRATED PEST MANAGEMENT AND CONTROL SERVICES including years and history.**
- **10% References – Respondents shall provide a minimum of three (3) references for INTEGRATED PEST MANAGEMENT AND CONTROL SERVICES of the type specified herein has been performed in the last twelve (12) month period.**
- **40% Fee scheduled/cost of service**

1. VENDOR proposals will be evaluated by an evaluation team consisting of members of the ORGANIZATION'S (appointed committee). A preliminary

screening will be used to identify competitive VENDORS who have met the mandatory requirements. The Purchasing Department may subsequently request selected VENDORS to make a presentation at a set time and date, to clarify information provided in the proposals. Final consideration, evaluation, and recommendation may be made at this point. However, the ORGANIZATION reserves the right to take additional time for reference review, site visits and/or proposal negotiations.

2. To qualify for evaluation, a VENDOR'S proposal must be responsive, must have been submitted on time and must materially satisfy all **mandatory requirements** identified throughout the RFP. To be considered responsive, a proposal must be reasonable and substantially conform in the judgment of the ORGANIZATION to all of the specified requirements in the RFP. Otherwise it will be considered that proposals are in strict compliance with all requirements, and any successful VENDOR will be held responsible therefore.
3. If there are portions of any proposal the ORGANIZATION finds unacceptable or otherwise in need of clarification or revision, the ORGANIZATION reserves the right to negotiate with any or all VENDORS. Should the outcome of evaluations result in a recommendation, any resultant contract shall be subject to the approval of the ORGANIZATION'S General Counsel and be approved and signed by the appropriate ORGANIZATION representative.
4. After notification of acceptance of proposal and the signing of a resultant agreement and/or Purchase Order, the successful VENDOR will be expected to establish and be in a position to provide **service on May 1, 2014 or June 1, 2014 (see page 10)**.

E. VENDOR Profile, Experience, and References

1. VENDOR Profile should include:

VENDOR is required to provide organizational data that demonstrates the size, scope and capability of the Company to handle the ORGANIZATION'S specific requirements specified in this RFP.

VENDOR is required to identify all organizational components and other Companies or ORGANIZATIONs with which it is affiliated. Include component and other company addresses. Explain any company relationships that could be construed to be a conflict of interest in doing business with the ORGANIZATION now or in the future. Indicate any significant past or pending lawsuits or malpractice claims against the VENDOR.

Financial Information will be treated as confidential and not added to the publicly permanent RFP file. When financial information is requested, VENDORS who would like their financial statements returned to them must include a self-addressed envelope marked "Confidential" with their financial statement. Requested Financials should be sent to:

ATTN: Shasonda Amous, Purchasing Manager
Family Health Centers, Inc.
**RFP 2014-03: INTEGRATED PEST MANAGEMENT AND
CONTROL SERVICES**
Purchasing Department
3310 Magnolia Street
Orangeburg, SC 29115

2. Experience

The successful VENDOR shall be an ORGANIZATION that has an excellent record as an external provider of the services in the type and scope detailed in this RFP. Accordingly, **VENDORS are to state in their proposals their qualifications to meet the RFP specifications** in terms of past and current consulting experience with the same or similar requirements. VENDORS are to focus on experiences with ORGANIZATIONs having needs similar to that of the ORGANIZATION.

3. References

Upon ORGANIZATION request, **VENDOR must agree to provide** a minimum of **three (3) qualified references** to support their proposals. References are to be from businesses that are not part of the VENDOR'S ORGANIZATION and that closely parallel the needs stated in this RFP. References are to be from businesses that have successfully utilized the products and/or services which the VENDOR has offered in its proposal(s).

The references supplied should include the name and address of the business, the name(s), titles, and the telephone numbers of the persons to be contacted and a general scope of the product or services provided including the approximate annual aggregate dollar volume involved.

SCOPE OF WORK AND TECHNICAL REQUIREMENTS

REQUIREMENTS OF THE CONTRACTOR:

A. INTEGRATED PEST MANAGEMENT AND CONTROL SERVICES

Engagement

Family Health Centers, Inc. is accepting proposals for Integrated Pest Management and Control Services for its Medical Center locals. It is the desire of FHC to use Integrated Pest Management (IPM) as the strategy for control of pests in and around FHC healthcare facilities.

B. Scope of Work

The Contractor shall provide a comprehensive IPM Plan for the buildings and other areas specified herein. This Plan shall be in accordance with Environmental Protection Agency (EPA) standards and other best practices and policies for pest control in medical facilities. IPM is a process for achieving long-term, environmentally sound pest suppression through the use of a variety of technological and management practices. Control strategies in an IPM Plan should extend beyond the application of pesticides to include structural and procedural modifications that reduce the food, water, harborage and access used by pests.

The Contractor shall furnish all supervision, labor, materials and equipment necessary to accomplish the surveillance, trapping and pesticide application components of the IPM Plan. The Contractor shall also provide detailed, site-specific recommendations for structural and procedural modifications necessary to achieve pest prevention.

1. Pests Included. The Contractor shall adequately suppress the following pests:

- a. Indoor populations of commensal rodents (e.g., rats and house mice), cockroaches, ants (including, but not limited to, fire ants and pharaoh ants, silverfish, flies, spiders and any other arthropod pests not specifically excluded from the contract;
- b. Termites, carpenter ants and other wood-destroying organisms;
- c. Populations of the above pests that are located outside of the specified buildings, but within areas immediately adjacent to buildings;
- d. Winged termite swarms emerging indoors;
- e. Roosting birds.

2. Pests Excluded. Populations of the following pests are excluded from this contract:

- a. Mosquitoes;
- b. Non-roosting birds, bats, snakes and all other vertebrates other than commensal rodents;
- c. Pests that primarily feed on outdoor vegetation;

C. Qualification of Proposers

Proposals shall be considered only from Proposers who, in the judgment of FHC, are regularly established in business, financially responsible, able to show evidence of satisfactory past performance and ready, willing and able to render prompt and satisfactory services.

D. General Contractor Responsibilities

1. Initial Inspections of Facilities. The Contractor shall conduct a thorough initial inspection of each building or site within ten (10) days of the initiation date of the contract to evaluate the pest control needs of all premises and to identify problem areas and any equipment, structural features or management practices that are contributing to pest infestation. Access to building space shall be coordinated with FHC Facilities Manager. FHC Facilities Manager will inform the Contractor of any restrictions or areas requiring special scheduling.

2. Integrated Pest Management Plan. Before rendering service, within ten (10) days after the initial inspection, the Contractor shall submit to the FHC Facilities Manager a Pest Control Plan for each building or site. Within five (5) working days of receiving the *Pest Management Plan*, the FHC Facilities Manager will decide if the plan is acceptable. If aspects of the *Pest Management Plan* are incomplete or disapproved, the Contractor shall have two (2) working days to submit revisions. The Contractor should be on site to initiate service within five (5) working days following notice of approval.

3. The *Integrated Pest Management Plan* shall consist of five parts as follows:

a. Proposed methods and equipment for service. The Contractor shall provide a summary of proposed control methods- including current labels and Material Safety Data Sheets (MSDS) of all pesticides to be used, brand names of pesticide application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest surveillance and detection equipment and any other pest control devices or equipment that may be used to provide service.

b. Proposed methods 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 assessments of pest population levels throughout the term of the contract. In addition, the Contractor will work with the FHC Facilities Manager to

establish population levels that constitute unacceptable levels of pest 'presence in healthcare facilities.

c. **Service schedule for each building of site.** The Contractor shall provide complete service schedules that include planned frequency of Contractor visits, specific day(s) of the week for Contractor visits and approximate duration of each visit.

d. **Description of any structural or operational change that would facilitate the pest control effort.** The Contractor shall describe site-specific solutions for observed sources of pest food, water, harborage and access.

e. **Commercial applicator or technician licenses.** The Contractor shall provide a current list of names along with photocopies of the commercial applicator or technician's licenses for every Contractor employee who will be performing on-site services under this contract.

4. **Record Keeping.** The Contractor shall be responsible for maintaining a pest control logbook or file for each building or site specified in this contract. These records shall be kept on FHC property with personnel or in places authorized by the FHC Facilities Manager and maintained on each visit by the Contractor. Each logbook shall contain the following items:

a. **Pest Control Plan.** A copy of the Contractor's approved *Pest Control Plan* for each facility including labels and MSDS sheets for all pesticides used in the building, brand names of all pest control devices and equipment used in the building and the Contractor's service schedule for the building.

b. **Service Call and Complaint Logs.** A logbook for recording service visit activities, complaints from staff concerning pest sightings or pesticide applications. Forms should show times in and out and should be signed by the Contractor at each service visit.

c. **Service Report Forms.** Customer copies of the Contractor's Service Report Form, documenting all information on pesticide applications, pest sightings, sanitation/environmental status and building maintenance needs.

d. In addition, copies of the above mentioned Service Report Forms should be forwarded by the Contractor to the FHC Facilities Manager at least once a month by the Contractor.

5. **Times and Methods of Service.** The Contractor shall fulfill all obligations with regard to time and method of each application of pesticides for minimum exposure to, the maximum protection of, building occupants.

6. **Safety and Health.** The Contractor shall observe all safety precautions throughout the performance of this contract and shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work and shall hold FHC harmless for any action on its part or that of its employees that results in illness, injury or death.

7. **Uniforms and Protective Clothing.** All Contractor personnel working in or around buildings designated under this contract shall wear distinctive uniform clothing. The Contractor shall determine and provide additional personal protective equipment required for the performance of work. Protective clothing, equipment and devices shall, as a minimum, conform to Occupational Safety and Health Administration (OSHA) standards for the products being used.

8. **Vehicles.** Vehicles used by the Contractor shall be identified in accordance with state and local regulations and shall be operated in a safe manner on FHC property.

9. **Licensing.** Throughout the term of this contract, the Contractor shall maintain a current business license. In addition, all Contractor personnel providing on-site pest control service must maintain licensing (in categories appropriate for the work being performed) as commercial applicators or licensed technicians. Contractor shall never permit an unlicensed applicator to provide service to FHC under this agreement.

10. **Substandard Service.** Should at any time FHC become dissatisfied with pest control service, the Contractor shall be notified in writing by the FHC Facilities Manager regarding problems that occurred. The notice will detail the problems and site(s) which is experiencing the problems. The contractor will be required to contact the FHC Facilities Manager to discuss possible solutions and the contractor will be given a date by which a written response with the proposed solutions must be submitted.

11. **Structural Modifications and Recommendations.** The Contractor shall be responsible for advising the FHC Facilities Manager on any structural, sanitary, or procedural modification that would reduce pest food, water, harborage or access. The FHC will not hold the Contractor responsible for carrying out structural modifications as part of the pest control effort. However, minor applications of caulk and other sealing materials by the Contractor to eliminate pest harborage or access may be approved by FHC on a case-by-case basis. The Contractor shall inform and obtain approval from FHC Facilities Manager prior to any application of sealing material or other structural modification.

12. **Use of Pesticides.** The Contractor shall be responsible for application of pesticides according to label. All pesticides used by the Contractor must be registered with the U.S Environmental Protection Agency (EPA). Transport, handling and use of all pesticides shall be in strict accordance with the manufacturer's label instructions and all applicable Federal, state and local laws and regulations. Contractor shall use non-Pesticidal methods of control wherever possible.

For example: a. Portable vacuums rather than pesticide sprays shall be used for initial clean-outs of cockroach infestations, for swarming (winged) ants and termites and for control of spiders in webs wherever appropriate.

b. Trapping devices rather than pesticide sprays shall be used for indoor fly control wherever appropriate.

13. **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 inspections or monitoring devices indicate the presence of pests in that specific area. Preventive pesticide treatment of areas where surveillance indicates a potential insect or rodent infestation, are acceptable on a case-by-case basis, as approved by the FHC Facilities Manager.

14. **Pesticide Products and Their Use.** When it is determined that a pesticide must be used in order to obtain adequate control, the Contractor shall employ the least hazardous material, most precise application technique and minimum quantity of pesticide necessary to achieve control.

a. Containerized and other types of crack and crevice-applied bait formulations, rather than sprays, shall be used for cockroach and ant control wherever appropriate. As a general rule, liquid aerosol or dust formulations shall be applied only as crack and crevice treatments with application devices specifically designed or modified for this purpose. "Crack and crevice treatment" is defined in this contract as an application of small amounts of insecticides into cracks and crevices in which insects hide or through which they may enter a building.

b. Application of pesticide liquid, aerosol or dust to exposed surfaces and pesticide space sprays (including fogs, mists and ultra-low volume applications), shall be restricted to unique situations where no alternative measures are practical.

c. The Contractor shall obtain the approval of the FHC Facilities Manager prior to any application of pesticide liquid, aerosol or dust to exposed surfaces or any space spray treatment. The Contractor shall take all necessary precautions to ensure patient and staff safety and all necessary steps to ensure the containment of the pesticide to the site of application.

15. **Pesticide Storage/Disposal.** The Contractor shall not store or dispose of, any pesticide product on FHC property.

16. **Pesticide Sales and Distribution.** The Contractor shall not sell, share or make available any pesticide products to any non-licensed FHC employee.

17. **Rodent Control.** As a general rule, rodent control inside occupied buildings shall be accomplished with trapping devices. 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 Facilities Manager. Trapping shall not be performed during periods when maintenance will be delayed by holidays, weekends, etc. The Contractor shall be responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate and timely manner.

In circumstances where rodenticides are deemed essential for adequate rodent control inside occupied buildings, the Contractor shall obtain the approval of the Facilities Manager prior to making any interior rodenticide treatment. All rodenticides, regardless of packaging, shall be placed either in locations inaccessible to children, pets, wildlife

and domestic animals, or in tamper-resistant bait boxes. As a general rule, rodenticide application outside buildings shall emphasize the direct treatment of rodent burrows, wherever feasible.

Frequency of bait box servicing shall depend upon the level of rodent infestation. 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 rules:

- a. All bait boxes shall be placed out of the general view in locations where they will not be disturbed by routine operations.
- b. The lids of all bait boxes shall be securely locked or fastened shut.
- c. All bait boxes shall be securely attached or anchored to the floor, ground, wall or other surface so that the box cannot be picked up or moved.
- d. Bait shall always be placed in the baffle-protected feeding chamber of the box and never in the runway of the box.
- e. All bait boxes shall be labeled with the Contractor's business name and address and dated by the Contractor's technician at the time of installation and at each servicing.

20. Program Evaluation. FHC will continually evaluate the progress of this contract in terms of effectiveness and safety and will require such changes as are necessary. The Contractor shall take prompt action to correct all identified deficiencies.

21. Quality Control Program. The Contractor shall establish a complete quality control program to assure the requirements of the contract are provided as specified. Within (5) working days prior to the starting date of the contract, the Contractor shall submit a copy of his program to FHC. The program shall include the following items: a. Inspection System: The Contractor shall develop a system for monitoring the effectiveness of the services provided to FHC. The purpose of this system is to detect and correct deficiencies in the quality of services before the level of performance becomes unacceptable and/or FHC or health department inspectors identify the deficiencies.

b. Quality Control Checklist: A quality control checklist shall be used in evaluating contract performance during regularly scheduled and unscheduled inspections. The checklist shall include all buildings or sites serviced by the Contractor as well as every task required to be performed.

c. Quality Control File: A quality control file shall contain a record of all inspections conducted by the Contractor and any corrective actions taken. The file shall be maintained throughout the term of the contract and made available to FHC upon request.

d. Inspectors: The Contractor shall state the name(s) of the individual(s) responsible for performing the quality control inspections.

E. Service Areas. These areas require treatment. See attachment B.

CONDUCT OF WORK:

1. The successful contractor shall conduct cleaning in such a manner that there will be no interruption in, or interference with the proper execution of FHC business.

2. Each **VENDOR** shall submit, with their proposal, the number of persons and the estimated number of hours to complete the cleaning of each facility. Failure to provide documentation may result in disqualification of proposal.
3. Any work that is unsatisfactory to the FHC's representative will be called to the attention of the contractor and the contractor will be required to properly correct the work in question and take steps to improve the overall results, so that the problem would not be repeated. Failure by the contractor to correct request FHC reserves the right to either have work done by others and charged to contractor, or by deductions being imposed. If the contractor fails to rectify the unsatisfactory conditions, the contract will be terminated.
4. Failure to provide services in accordance with the specifications may result in non-payment of services by adjustment of monthly fee. Failure to provide services may be cause for termination of contract.

PROTECTION AND DAMAGES:

1. The successful contractor shall take all precautions necessary for the protection against injury of all persons engaged at the site in the performance of the work. The contractor shall observe all pertinent safety practices and comply with applicable safety regulations, i.e. (O.S.H.A.).
2. Facilities damage due by vandalism, which are linked to any unsecured entryways due to negligence of the contractor will be repaired or replaced at the contractor's expense.
3. Breakage or loss of office equipment or other property, including that of a FHC employee, which may occur in or about a building as a result of the contractor's employee, shall be repaired or replaced at the contractor's expense. Contractor shall be responsible for all damages to persons or property that occurs as a result of the contractor's fault or negligence in connection with the execution of the work, and shall be responsible for the proper care and protection of work performed.

COST SUMMARY:

The contractor will provide all cost related to this RFB using the table found in **ATTACHMENT A**.

FACILITY LOCATIONS:

The contractor will provide qualified employees to perform **INTEGRATED PEST MANAGEMENT AND CONTROL SERVICES** at several sites. (See **ATTACHMENT C**)

ADDITIONAL SERVICES:

The FHC reserves the right to add or delete services and facilities to the contract as may be required. The successful contractor shall be notified in writing of any additional facilities and services and provided the required specifications to provide a written estimate for the fee prior to said service being performed.

HOLIDAYS

FHC offices are closed on certain holidays and services are not required. A holiday schedule will be provided to the successful contractor. (See **Attachment B**)

III. SUMMARY OF GENERAL MANDATORY REQUIREMENTS

- A. Attendance at the **Pre-Bid Meeting is mandatory**.
- B. Original clearly marked as such plus two copies (**3 total**) of the proposals are required. In addition, an electronic version is required, which should be submitted to our secure mailbox at **shasonda.amous@myfhc.org**.
- C. Meet absolute deadline for delivery of proposals to the Purchasing Department, 3310 Magnolia Street, Orangeburg, SC 29115 by **April 14, 2014**.
- E. Proposals remain in effect a minimum of **60 days**. A statement to this effect must be contained in the **VENDOR'S** cover letter.
- F. Any deviation from the RFP requirements must be stated in proposal. Otherwise, proposal is held to be in strict compliance with this RFP.
- G. **VENDOR** profile, statement of experience, qualifications, minimum of three (3) qualified local references, are required information for the purpose of consideration in this RFP process.
- H. **VENDOR'S** Quotation is to be completed by **VENDOR**, signed and submitted with Proposal.
- I. **VENDOR** agrees to all technical and general requirements and guidelines, additional general provisions, **VENDOR** service plan specifications, and all other specifications and terms specified in the RFP.
- J. Provide Certificates of Insurance or other evidence that insurance is in place, which meets or exceeds requirements outlined.
- K. Ability to commence full service **May 1, 2014 or June 1, 2014** (see page 10).

FAILURE TO MEET THE MANDATORY REQUIREMENTS MAY RESULT IN DISQUALIFICATION OF YOUR PROPOSAL.

Attachment A

PRICING SHEET

FACILITY	LABOR COST	SUPPLY COST	TOTAL COST
Family Health Center			
Vance Community Medical Center			
St. Matthews Medical Center			
Norfield Medical Center			
St. George Medical Center			
Denmark Medical Center			
Family Health Center Annex Building			
Total Project Cost Annually			

Attachment B

HOLIDAYS

FHC offices are closed on the below holidays and services are not required. A holiday schedule will be provided to the successful contractor.

HOLIDAY	LOCATION	STATUS
New Year's Day	All locations	Closed
Independence Day	All locations	Closed
Thanksgiving Day	All locations	Closed
Christmas Day	All locations	Closed

FHC main site is open on the below holidays and services are permitted. A holiday schedule will be provided to successful contractor.

HOLIDAY	LOCATION	STATUS
Martin Luther King, Jr. Birthday	Main site (Open) All satellite sites	8:00 AM – 3:00 PM Closed
Good Friday	Main site (Open) All satellite sites	8:00 AM – 3:00 PM Closed
Memorial Day	Main site (Open) All satellite sites	8:00 AM – 3:00 PM Closed
Labor Day	Main site (Open) All satellite sites	8:00 AM – 3:00 PM Closed
Day after Thanksgiving	Main site (Open) All satellite sites	8:00 AM – 3:00 PM Closed
Christmas Eve	Main site (Open) All satellite sites	8:00 AM – 3:00 PM Closed

Attachment C

FACILITIES LOCATIONS:

FACILITY	SQUARE FOOTAGE	ADDRESS	Hours of Operation
Family Health Center	35,000 sq. ft.	3310 Magnolia Street Orangeburg, SC 29115	8:00 AM – 8:00 PM Monday – Friday 8:00 AM – 3:00 PM Saturday
Vance Community Medical Center	3,500 sq. ft.	10278 Old #6 Highway Vance, SC 29163	8:00 AM – 5: PM Monday - Friday
St. Matthews Medical Center	2,894 sq. ft.	558 Chestnut Street St. Matthews, SC 29135	8:00 AM – 5: PM Monday - Friday
Norfield Medical Center	3,500 sq. ft.	7061 Norway Road, Neeses, SC 29107	8:00 AM – 5: PM Monday - Friday
St. George Medical Center	3,000 sq. ft	401 Ridge Street St. George, SC 29477	8:00 AM – 5: PM Monday - Friday
Denmark Medical Center	7,500 sq. ft.	1241 Solomon Blatt Blvd Denmark, SC 29042	8:00 AM – 5: PM Monday - Friday
Family Health Center Annex Building	1,500 sq. ft.	3310 Magnolia Street Orangeburg, SC 29115	8:00 AM – 5: PM Monday – Friday