

Attachment B – Scope of Services

CITY OF SAN RAMON SCOPE OF SERVICES

The City of San Ramon is soliciting Qualifications and Bid Pricing for:

PEST CONTROL SERVICES

Interested Contractors are invited to submit Proposals to the City of San Ramon in accordance with the conditions and terms described in the Notice to Contractors and Request for Qualifications and Bid Pricing documents.

Proposal submittals should include methodology for the provision of the services listed below, as well as any other pertinent information regarding equipment to be used, technician qualifications, etc, and should conform to at least the minimum qualifications listed in this document.

The City reserves the right to award all, some, or none of the tasks from the scope of work, as the public good may require, and may select to award multiple contracts in order to complete services, as necessary. Contractor's price should not be contingent upon the award of all areas.

The City may choose, at its discretion, to award a contract for any portion of the work, as is in the best interest of the City, and may select to split the work and/or award multiple contracts in order to complete services as necessary.

SERVICE SITES

Routine Pest Control Services at the following facilities:

- Alcosta Senior and Community Center – 9300 Alcosta Blvd. 15,714 sq. ft.
- Amador Rancho Community Center – 1998 Rancho Park Loop 10,000 sq. ft.
- City Hall – 7000 Bollinger Canyon Rd. 48,500 sq. ft.
- Dougherty Station Community Center – 17011 Bollinger Canyon Rd. 29,000 sq. ft.
- Dougherty Station Library – 17017 Bollinger Canyon Rd. 12,000 sq. ft.
- Dougherty Valley Aquatic Center – 10550 Albion Rd. 2,400 sq. ft.
- Dougherty Valley Service Center – 2011 Rancho Park Loop 3,305 sq. ft.
- Forest Home Farms – 19953 San Ramon Valley Blvd. 1,500 sq. ft.
- Forest Home Farms – Glass House – 19953 San Ramon Valley Blvd. 1,500 sq. ft.
- Mudd's (Closed Restaurant Site) – 10 Boardwalk Place 10,000 sq. ft.
- San Ramon Police Department and Permit Center – 2401 Crow Canyon Rd. 60,000 sq. ft.
- San Ramon Community Center – 12501 Alcosta Blvd. 24,000 sq. ft.
- San Ramon Library – 100 Montgomery St. 18,978 sq. ft.
- San Ramon Olympic Pool & Aquatic Center – 9900 Broadmoor Dr. 7,400 sq. ft.
- San Ramon Service Center – 5000 Crow Canyon Rd. 6,300 sq. ft.

Generators – (No Square Footage, Location Only)

- City Hall: 7000 Bollinger Canyon Rd. Cummings 125KW
- San Ramon Police Department & Permit Center: 2401 Crow Canyon Rd 500KW
- Dougherty Valley Service Center: 2011 Rancho Park Loop - 180 Generac

- San Ramon Service Center: 5000 Crow Canyon Rd. - 55KW
- San Ramon Service Center - Trailer Mounted (1) 5000 Crow Canyon Rd. MX DCA25 14KW
- San Ramon Service Center - Trailer Mounted (2) 5000 Crow Canyon Rd. SDG 34KW

Future Changes to the Scope of Work

Changes Initiated by the City

The City reserves the right to add, delete or change areas under the Agreement and may do so upon giving written notice to the Contractor. Money not appropriated by City Council agreement may result in modification, cancellation, reduction in scope, and/or reduction in compensation. If these changes cause an increase or a reduction in the maintenance costs included in this agreement, they shall be readjusted and, when agreed upon, incorporated in to an Amendment to the Agreement.

Changes Requested by the Contractor

Changes requested in the specifications shall be made in writing. Approved changes shall be made by written amendment to the agreement between the Contractor and City at a reduction in cost or at no additional cost to the City. Nothing herein shall be construed as granting a right to the Contractor to demand acceptance of such changes.

Extra Work

New and unforeseen work will be classed as extra work when determined by the Director that such work is not covered by any of the various items for which there is a bid price or by combination of such items. In the event portions of such work are determined by the Director to be covered by none of the various items for which there is a bid price or combination of such items, the remaining portion of such work will be classed as extra work. Extra work also includes work specifically designated as extra work in the Specifications.

The Contractor shall do such extra work and furnish labor, materials and equipment therefore upon receipt of a written supplemental agreement between the Contractor and City or other written order of the Director. The Contractor shall not be entitled to payment without an approved written order of the Director.

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PERFORMANCE STANDARDS AND
MAINTENANCE SPECIFICATIONS

INTENT OF SPECIFICATIONS

The intent of the specifications is to describe the details for the completion of the work, which the Contractor agrees to perform in accordance with the terms of the contract. Where the specifications describe portions of the work in general terms but not in complete detail, it is understood that only the best general practice is to prevail and that only materials and workmanship of the first quality are to be used. Unless otherwise specified, the Contractor shall furnish tools, equipment and incidentals, and perform all the work involved in executing the contract in a satisfactory and workmanlike manner.

In the event materials and/or equipment are to be furnished by the City, as agreed on, this shall not relieve the Contractor of the above requirements to furnish all other labor, materials and equipment to complete the contract.

GENERAL SPECIFICATIONS

REPORTING/TRACKING

The Contractor shall provide a description of their Quality Control Program (as outlined in Section 6 – Proposal Requirements). The Contractor shall provide the City with access to GPS/PDA software directly in real-time and/or reports on past activity, which will confirm work completed, and any obstructions in the field, etc.

The Contractor shall submit to the City, attached to the monthly invoice, a maintenance report covering the billing period, containing detailed information on the Pest Control Services performed during that period. The report should provide information including, but not be limited to:

- Time and date the work was performed
- Any pending work needed at each site
- Arrival time at site, response time, and number of hours spent at each site, if applicable
- Detailed cost break-down
- Product applied at the site on that date

SCHEDULING/WORKING DAYS

Working hours for all areas under this contract are 7:30am-3:00pm, Monday through Friday, unless approved in advance by the City's Project Manager.

The City desires to minimize disruption to staff, residents, and patrons during this work. The City intends to coordinate closely with the Contractor on establishing a set schedule for work to be performed. All work must be authorized by the City's Project Manager in advance. Any work done on weekends or holidays must be approved in advance by the Project Manager.

PEST CONTROL SPECIFICATIONS ROUTINE

PEST CONTROL SERVICES

Pests to be Controlled:

1. Ants and Miscellaneous Ground Insects - Preventative control shall be performed at all facilities. This may include the performance of exterior barrier treatments utilizing residual repellent materials, searching out and destroying ground nests and use of suitable baits.
2. Interior Rodent Control - Interior control of rodents shall be performed at all facilities. Control may consist of the placement of automatic mousetraps for both rats and mice.

Controls are to be inspected and logged during each service visit. If activity is reported, a weekly follow up visit will occur. The increased frequency of service is to be maintained at no additional charge until rodent conditions return to normal.

3. Exterior Rodent Control – Exterior control of rodents shall be performed at all facilities, including service of all bait stations on a monthly basis.
4. Barn Rodent Control – Control of rodents in the tractor barns and open educational barn. Control may consist of the placement and maintenance of tamper resistant bait stations and automatic traps for rats.

Controls are to be inspected during each service visit. If activity is reported, a weekly follow up visit will occur. The increased frequency of services is to be maintained at no additional charge until rodent conditions return to normal.

5. Cockroach Control - Control shall be performed in the food service areas located at the San Ramon Community Center, Dougherty Station Community Center, Alcosta Senior and Community Center and Amador Rancho Community Center. In addition, Cockroach Control shall be performed in and around the San Ramon Olympic Pool and Aquatic Park. Control shall be accomplished utilizing a method that eliminates surface contamination by insecticide residues; does not create any odor; and effectively prevents any activity in these sensitive areas.
6. Black Widow Spiders – Control shall be performed in the Tractor Barn located at Forest Home Farms, when requested.
7. Termites – Control shall be performed in the Boone House and Glass House, located at Forest Home Farms and shall include annual inspection and liquid treatment, as necessary.
8. Generator Rodent Control - The City owns and maintains four (4) generators that have been known to harbor rodent nests. The City is interested in obtaining pricing on monthly rodent control for the generators. The Contractor should include a description of their plan in the “Additional Information” Section of their proposal, as outlined on Page 15 of 20 of the Request for Proposal documents.

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Pesticide Application

The Contractor shall not apply any pesticide product that has not been included in the Pest Control Plan or approved in writing by the City. The City will make a timely decision on any matter that requires a written approval.

Pesticide application shall be according to need and not by schedule. As a general rule, application of pesticides shall not occur unless visual inspections or monitoring devices indicate the presence of pests in that specific area.

The Contractor shall not store any pesticide product on the property of the City.

Materials Disposal

All materials used for the provision of the above listed services shall be disposed of in a manner according to law.

Record Keeping

The Contractor shall be responsible for maintaining a pest control logbook or file for each site specified in this contract.

1. The logbook should contain a copy of the Pest Control Plan for the site, including labels and MSDS sheets for all pesticides which may be used, and the Contractor's service schedule for the facility.
2. Maps or graphs indicating the placement of insect monitoring devices and/or rodent bait stations.

Contractor Personnel

Throughout the life of this contract, all Contractor personnel providing on-site pest control service must meet state requirements for training and certification as Commercial Pesticide Applicators. Uncertified individuals working under the supervision of a Certified Applicator will not be permitted to provide service under the terms of this contract.

Manner and Time to Conduct Service

The Contractor shall perform routine services that do not adversely affect occupant health or productivity during the regular hours of operation in the buildings.

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 protection equipment required for the safe 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.

Special Requests and Emergency Service

On occasion, the City may request that the Contractor perform corrective, special, or emergency service(s) that are beyond routine service requests. The Contractor shall respond to these exceptional circumstances and complete the necessary work within one (1) working day after receipt of the request. In the event that such services cannot be completed within one working day, the Contractor shall immediately notify the City and indicate an anticipated completion date.

Pesticide Products and Use

The Contractor shall be responsible for application of pesticides according to the product label. All pesticides used by the Contractor must be registered with the Environmental Protection Agency (EPA) and the state Department of Environmental Protection. Transport, handling and use of all pesticides shall be in strict accordance with the manufacturer's label instructions and all applicable federal and state laws and regulations. The Contractor shall refrain from utilizing products that may contain any of the following: Organophosphates, Pyrethroids, Carbamates, Fipronil, Indoxacarb, Diamides, and Diuron.

The Contractor shall possess a valid Qualified Applicator's License in the necessary categories, be registered with Contra Costa County, implement sound Integrated Pest Management (IPM) practices and shall comply with all local government regulations pertaining to pesticide use. The Contractor shall comply with the City of San Ramon's IPM policy (Exhibit C) and apply the least toxic alternatives to satisfactorily control weeds. All Contractor personnel assigned to chemical/fertilizer/pesticide application shall receive approved current training and continuing instruction on a regular basis. All personnel training records and certifications shall be provided to the City on a quarterly basis.

Use of Rodent Bait Stations

In circumstances when rodent bait stations are deemed essential to treat mice and/or rats, the Contractor shall obtain the approval of the City prior to their use.

All untreated rodent baits and accompanying pesticide, regardless of packaging, shall be placed either in locations not accessible to children, pets, wildlife, and domestic animals, or in EPA approved tamper-resistant bait stations.

Frequency of servicing bait stations shall be monthly, but may be changed upon the level of rodent activity. All bait stations shall be maintained in accordance with EPA regulations. The Contractor shall adhere to the following five points:

1. All bait stations, whenever possible, shall be placed out of the general view and in locations where they will not be disturbed by routine operations;
2. The lids of all bait stations shall be securely locked or fastened shut;

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3. All bait stations shall be securely attached or anchored to the floor, ground, wall or other surface, to discourage movement by non-authorized personnel;
4. Untreated bait and accompanying pesticides shall always be placed in the baffle protected feeding chamber of the box and never in the runway of the box;
5. All bait stations shall be labeled with the Contractor's business name and address, and dated at the time of installation and each servicing.

Frequency

See Bid Price Schedule for requested frequency.

****ADDITIONAL INFORMATION TO BE INCLUDED WITH PROPOSAL****

Pest Control Plan

The Contractor shall submit to the City of San Ramon a written Pest Control Plan for all sites with bid documents.

The Pest Control Plan shall include:

1. Proposed methods for control, including labels and Material Safety Data Sheets (MSDS) for all pesticides to be used. A list of types of rodent bait stations, pest monitoring devices, and any other control devices or equipment should also be included;
2. A service schedule for each of sites;
3. A copy of the Commercial Pesticide Applicator Certificate for every Contractor's representative who will be performing on-site service under contract.
4. Proposed methods for conforming to the Healthy Schools Act <https://www.cdpr.ca.gov/docs/schoolipm/> applicable to the San Ramon Olympic Pool & Aquatic Center; Dougherty Valley Aquatic Center; and Forest Home Farms.

It shall be the Contractor's responsibility to carry out work according to the approved Pest Control Plan for the site. The Contractor shall receive approval of the City prior to implementing any changes to the approved Pest Control Plan, including additions or replacements to the pesticide list and to on-site service personnel.