

Defense Commissary Agency (DeCA) Integrated Pest Management Services
Statement of Work

STATEMENT OF WORK
PEST MANAGEMENT PROGRAM

All DOD Installations including all contractors and tenants must follow the requirements of DOD Instruction 4150.7 (DOD Pest Management Program). This is the primary instruction derived to comply with Federal regulations and statutes including the Federal Insecticide Fungicide Rodenticide Act (FIFRA).

Description of Program: This specification is part of a comprehensive Integrated Pest Management (IPM) program. At local level, pest management consultants from the cognizant bases shall review and approve contract documents for pest management operations including augmentation contracts to ensure that appropriate pest management standards and integrated pest management (IPM) are specified. Control strategies in an IPM program include:

- Structural and procedural modifications to reduce the exploitation of resources (food, water, harborage) and access to facilities by pests.
- Pesticide compounds, formulations, and application methods that are low toxicity and pest specific presenting the lowest hazard to humans and the environment.
- Application of non-pesticide techniques including cultural, physical, regulatory, behavioral and physiological into a comprehensive program.
- Coordination/communication among all facilities management programs which have a bearing on pest management.

1. CONTRACTOR SERVICE REQUIREMENTS

a. The Contractor shall furnish all labor, supervision, tools, materials, equipment, and transportation necessary to provide pest management services using integrated pest management techniques (IPM) in accordance with contract requirements. Work includes the performance of nuisance, stored products, and other miscellaneous pest management services. The Contractor shall also provide detailed, site-specific recommendations for structural and procedural modifications to aid in pest prevention.

b. The following actions shall be taken by the Contractor each time services are rendered under the contract:

(1) A complete inspection shall be made of the site. Active surveillance methods include, but are not limited to visual determination of general sanitation levels, structural discrepancies, and signs of pest accesses/harborage.

(2) Pest(s), visible pest damage, and any potential for pest infestation shall be identified.

(3) The extent of the pest problem shall be determined. All findings to be reported to management in verbal and written form. Contractor shall advise of improvements necessary in sanitation, waste handling and other measures beyond the Contractor's purview, which impact effective pest management.

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(4) Corrective action(s) will be discussed with store management and shall be taken as appropriate to control, prevent, or otherwise mitigate the pest problems.

(5) The Contractor shall use non-chemical techniques as the primary method of control. When pesticide use is necessary, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control.

(6) The effectiveness of the service provided shall be evaluated and corrective actions taken until the specified levels of control are achieved.

2. SAFETY AND HEALTH

- a. The Contractor shall observe all safety precautions throughout the performance of the contract. All work shall be in strict accordance with all applicable Federal, State and local safety and health requirements. Where there is a conflict between applicable regulations, the most stringent will apply. The Contractor shall assume full responsibility and liability for compliance with all applicable regulations pertaining the health and safety of personnel during the execution of work.
- b. All Contractor personnel working in or around buildings shall wear distinctive uniform clothing. The Contractor shall determine the need for and provide any personal protective items required for the safe performance of work. Protective clothing, equipment, and devices shall conform to OSHA standards for the products used.

3. PESTS INCLUDED AND EXCLUDED

a. Pests Included:

- (1) Indoor populations of rodents and arthropods.
- (2) Outdoor populations of potentially indoor-infesting species that are within the property boundaries of the specified buildings.
- (3) Nests of stinging insects within the property boundaries of the specified buildings.
- (4) Incidental invaders to include feral vertebrate animals and seasonal arthropods (i.e. stinging insects and arachnids).

b. Pests Excluded:

- (1) Termites and other wood-destroying organisms.
- (2) Mosquitoes/biting flies.
- (3) Herbivorous pests (primarily arthropods).

4. INITIAL BUILDING INSPECTIONS

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- a. The Contractor shall complete a thorough, site visit of the commissary store and surrounding area at the time specified in the solicitation for each location. The purpose of the site visit/initial inspection is for the Contractor to evaluate the pest control needs of the store and submit an appropriate IPM plan with their quote.
- b. The Store Director or his/her representative will coordinate building access.
- c. The Store Director will inform the Contractor of any restrictions or areas requiring special scheduling.

5. PEST CONTROL PLAN

- a. The Contractor shall submit to the Contracting Officer a Pest Management Plan with submission of their quote. Upon receipt of the Pest management Plan, the Contracting Officer will render a decision regarding its acceptability prior to contract award. A copy of the accepted plan shall be kept in the facility and with the contractor to be referenced as needed.
- b. The Contractor shall be responsible for carrying out work according to the approved Pest Management Plan. The Contractor shall receive the concurrence of the Store Director prior to implementing any changes to the approved Pest Management Plan, including additional or replacement pesticides and on-site service personnel.
- c. The Contractor shall be responsible for providing a copy of the approved Pest Management Plan, 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 Contractors' service schedule for the store to the Store Director within 5 working days after contract award.

d. The Pest Management Plan shall adhere to the following:

- (1) Pesticide application shall be according to an "as needed" basis and not by schedule. Application of pesticides in any inside or outside area shall not occur unless visual or monitoring devices indicate the presence of pests in that specific area. All requests for preventive pesticide treatments where surveillance indicates a potential insect or rodent infestation will be evaluated by the Store Director on a case-by-case basis. Written approval is required.
- (2) All pesticide usage shall be in strict conformance with label directions. The Contractor shall not apply any pesticide that has not been included in the Pest Management Plan or approved in writing by the Store Director and Host Installation. No pesticide storage in DeCA stores is allowed. In addition, no water will be provided to the Contractor for any aspects of pesticide mixing under this contract.
- (3) The Contractor shall describe site-specific solutions for observed sources of pest food, water, harborage, and access.
- (4) 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.
- (5) Proposed schedules for each scheduled service, covering the entire term of the contract, shall be submitted to the Store Director for approval at least 5 working days after contract award. The Contractor shall provide complete service schedules that include frequency of Contractor visits, specific day(s) of the week of

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Contractor visits, and approximate duration of each visit. Approved schedules shall be strictly adhered to. All scheduled services shall be included in the firm fixed-price portion of the contract.

6. RECORD KEEPING

a. The Contractor shall prepare, submit, and maintain records and reports as specified, to include a pest control logbook or file for each store or site specified in the contract. Additionally, all recommendations provided by the Pest Contractor shall be in writing and annotated as acceptable/non-acceptable by the Store Director. These recommendations and reports shall be maintained by the contractor for the duration of the contract.

b. The Contractor shall maintain daily records of ALL pest management operations, both chemical and nonchemical, including surveillance, using DD Form 1532-1 or a computer-generated equivalent (may be obtained locally from base pest control authority).

c. Records shall be completed daily as operations are performed; all entries must be accomplished within 24 hours of performance.

d. Records shall be made available upon request for inspection, and copies shall be forwarded to the Store Director with the monthly invoice following the month of service. Copies of the Pest Management Maintenance Record, DD Form 1532-1, shall be provided to the Store Director.

7. MANNER AND TIME TO CONDUCT SERVICE

a. Time Frame of Service Visits:

(1) The Contractor's project manager shall be the Government's central point of contact concerning contract work performance and shall be available during the Government's regular working hours for discussion. A single local or toll-free telephone number shall be provided to the Contracting Officer and Store Director for receipt of all calls. The project manager shall be able to read, speak, and write the English language. The name of the individual designated as the project manager shall be provided with submission of the quote. Advance written notification is required prior to any project manager change.

(2) The Contractor shall implement all necessary work control procedures to ensure fully adequate and timely completion of work requirements, as well as to permit tracking of work in progress. The Contractor shall plan and schedule work to assure material, labor, and equipment are available to complete work requirements with regard to the established time limits and quality standards. Verbal scheduling and status reports shall be provided when requested by the Store Director.

(3) Except as otherwise specified, all routine pest control services shall be performed during regular working hours of commissary store. The Contractor shall schedule and arrange work so as to cause the least interference with the normal occurrence of Government business and mission. In those cases where some interference is unavoidable, the Contractor shall make every effort to minimize the impact. All required work schedules shall be submitted to and approved by the Store Director. Reviewing traps, when possible, should occur before store opening or after its closing. If the Contractor desires to work on Sunday, holidays, or outside regular working hours, he/she must obtain the written approval of the Store Director. This notification must occur at least (1) one day in advance.

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(4) Check In/Check Out Requirements. The Contractor's project manager shall check in prior to the commencement of work and check out at the completion of work, at a site designated by the Store Director. At the time of check in/check out, the project manager shall indicate:

- (1) The services planned to be provided during the day;
- (2) The location of the planned services;
- (3) Planned services, which were not completed during the day; and
- (4) Schedule of proposed follow-up treatments identified during the day.

8. SPECIAL REQUESTS AND EMERGENCY SERVICE

The Contractor shall provide miscellaneous unscheduled pest control services as specified below:

a. Emergency Calls. Service calls will be classified as emergency at the discretion of the Store Director. Generally, emergency calls will consist of obtaining control of pests, which could affect the health or well being of personnel. The Contractor shall respond immediately and must be on site to provide an initial inspection and treatment within three (3) hours after receipt of the emergency call request.

b. Routine Calls. All non-emergency service calls will be classified by the Store Director as routine. The Contractor shall complete the initial inspection and treatment for each routine service call within three (3) working days after receipt.

c. The Contractor shall perform corrective action requests within 24 hours (except Sundays and holidays) after receipt of notice from the Store Director that inspection has revealed control limits have been exceeded. Callbacks shall be made at no additional cost to the Government; there is no limit to the number of callbacks.

d. The Contractor shall provide pest control services on a service call (fixed-price) basis in buildings covered by scheduled pest control services, around the exterior of buildings, and in adjacent exterior areas (up to five feet radius from the exterior walls) for the control of arthropods, rodents, and other crawling and flying pests. IPM practices shall be used to treat the area(s) specified in the work authorization, perform follow-up inspections, and, if needed, re-treatment at no additional cost to the Government until the acceptable level of control is achieved. **The contractor is not liable for equipment damaged or destroyed due to store personnel's negligence. The contractor will be reimbursed with the store's GPC for such equipment replacement as it is not covered under this contract.**

9. CONTRACTOR PERSONNEL

a. Contractor shall provide all equipment, materials, and services to perform the requirements of this contract. Such equipment and the use of that equipment shall be subject to the inspection and approval of the Store Director. **The Contractor shall maintain a label book of pesticides used, and have it readily available for the Store Director's inspection at all times. Material Safety Data Sheets (MSDS) shall be provided for all pesticides used.**

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b. Licensing and Certification. The Contractor shall be licensed by the appropriate State to provide pest control in accordance with this contract. All work shall be performed by commercially certified and responsible individuals. The Contractor shall provide photocopies of State-issued Commercial Pesticide Applicator Certificates or Licenses for every Contractor employee who will be performing on-site service under this contract.

10. USE OF PESTICIDES

a. When pesticide use is necessary, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control.

b. Technical Specification Changes. As new materials and methods become available, it may become necessary to alter the technical specifications of this contract to accommodate such changes, such as those which would reduce reliance on pesticides, or use safer materials. The Contractor shall recommend specification changes to the Store Director when:

1) Newer, safer, and more effective methods become available;

2) More selective pesticides become available; and

3) Less toxic and less persistent pesticides become available.

c. Proposed changes to the initial Pesticide Use Proposal (PUP) must receive approval from the Store Director prior to usage of any new product.

d. Application of insecticides to exposed surfaces or space sprays (fogging) shall be restricted to exceptional circumstances where no alternative measures are practical. The Contractor shall obtain prior approval from the Store Director before any application of this nature. The Contractor, if permission is granted, must ensure all necessary precautions are taken to ensure tenant personnel and employee safety, and that all steps are taken to ensure containment of the pesticide to the specified site.

e. As a general rule, the Contractor shall apply all insecticides as "crack and crevice" treatments only as needed, defined as treatments in which the formulated insecticide is not visible to a bystander during or after the application process.

f. Portable vacuums rather than pesticide sprays shall be the standard method for initial cleanouts of cockroach infestations, swarming ants, termites, and for control of spiders in webs.

g. Trapping devices rather than pesticide sprays shall be the standard method for indoor fly control.

h. Bait formulations shall be the standard pesticide technology for cockroach and ant control, with alternate formulations restricted to unique situations where baits are not practical.

i. Sticky traps shall be used to guide and evaluate indoor insect control efforts wherever necessary.

11. INSECT MANAGEMENT

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a. Cockroaches: Cockroach control shall be consistently maintained as determined by active (visual) and passive (trapping) surveillance. Control is defined as two or less spot (an area of 2 square feet) infestations in any part of the commissary store or the commissary warehouse, and no more than six cockroaches found in any one spot. Surveillance results shall be reported in writing to the Store Director and a log maintained at the store. If more than two spot infestations are found or more than six cockroaches are found in any one spot, a call back request will be issued by the Store Director.

b. Ants: Control shall be established within 15 calendar days after the start date of the contract. Control is defined as keeping areas virtually free of any infestation for the duration of the contract. If an infestation is located by the Contractor during a scheduled inspection/treatment, and a follow-up inspection/treatment is required to ensure that control has been obtained, the follow-up service shall be scheduled and the schedule provided to the Store Director.

c. Other Arthropod Pests (silverfish, spiders, and crickets): Control shall be achieved within two services. Control is defined as less than two sightings of the target pest during a 30 calendar day period.

12. RODENT CONTROL

a. **As a general rule, rodent control inside buildings shall be accomplished with trapping devices only.** All such devices shall be concealed out of general view and in protected areas so as not to be affected by routine cleaning and other operations. Trapping devices shall be monitored on a schedule approved by the Store Director. The Contractor is responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner.

b. Rodenticides are not permitted by label in sales areas where open food may be present. The only acceptable areas for rodenticide use shall be the warehouse area. In exceptional circumstances, when rodenticides are deemed essential for adequate rodent control, the Contractor shall obtain approval of the Store Director prior to making any rodenticide treatment. All Rodenticides, 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 boxes. Outside rodenticide application shall emphasize the direct treatment of rodent burrows wherever feasible. **Internal control of rodents is limited to glue boards, snap traps and multi-catch traps (i.e. tin cats).**

c. Bait boxes shall be maintained in accordance with EPA regulations, with an emphasis on safety of non-target organisms. All bait boxes shall be placed out of general views. Bait stations shall remain free of insect infestation and shall not be placed in food service or food preparation areas. The lids shall be securely locked or fastened shut. Bait boxes shall be securely attached or anchored to the floor, ground, wall, or other immovable surface. Bait shall be secured in the feeding chamber of the box. Bait boxes shall be labeled on the inside with the Contractor's business name and address, and dated by the contractor's technician at the time of installation and each servicing.

d. **The use of glue boards, snap traps, and other non-poisonous control methods shall be emphasized.** Rodenticides shall be placed only in distinctly marked, spill-proof, tamper-proof bait stations, which are inaccessible to children, pets, and non-target wildlife; or in burrows, which shall be closed immediately after treatment. Control shall be established within 30 calendar days after the start date of the contract. Control is defined as keeping areas free of infestation for the duration of the contract. Physical signs of rodent installation, such as active burrows, fecal material, urine stains, commodity damage, etc., shall be evidence of lack of control. When noxious odors indicate the presence of a dead rodent resulting from Contractor operations,

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contractor shall locate and remove carcass. If the carcass is located in an inaccessible area, apply an effective deodorizer.

13. STORED PRODUCTS PEST CONTROL

a. The Contractor shall place appropriate pheromone or food attractant traps at suitable locations. (The most common pest is the Indian Meal Moth. Pheromone traps specific for saw-toothed grain beetle and Tribolium spp are generally not needed as traps for warehouse beetle/Trogoderma will also attract them.) Written results of monthly trap surveillance shall be provided to the Store Director.

b. Residual Insecticide Applications. This is generally not needed in a commissary. Proper sanitation will usually suffice. The Contractor shall control food-infesting pests. Control is defined as no visible pest activity up to 72 hours after treatment. Pesticides shall not be applied to exposed food materials, packaging, or food handling equipment.

c. Acceptable Level of Control. One hundred percent kill of all insects, including egg stage, is required. The area around the infested product shall be monitored for the presence of all insect life stages.

14. STRUCTURAL MODIFICATIONS AND RECOMMENDATIONS

a. The Contractor shall be responsible for advising the Store Director about any structural, sanitary, or procedural changes that would reduce pest food, water, harborage, or access.

b. The Contractor shall be responsible for adequately suppressing all pests included in the contract. Store cooperation with the Pest Management Contractor on recommended changes is required to ensure a successful pest management program.

c. The Contractor will not be held responsible for carrying out structural changes as part of the pest management effort. However, minor applications of caulk and other sealing materials by the Contractor to eliminate pest harborage or access may be approved by the Store Director on a case-by-case basis.

d. The Contractor shall obtain prior approval from the Store Director before applying any sealing material or other structural change.

15. QUALITY CONTROL PROGRAM

a. The Contractor shall establish a complete quality control program to ensure the requirements of the contract are provided as specified. The Contractor shall submit a copy of this program with submission of their quote. The program shall include at least the following items:

(1) Inspection System – The Contractor’s quality control inspection system shall cover all the services stated in this contract. The purpose of the system is to detect and correct deficiencies in the quality of services before the level of performance becomes unacceptable and/or the Store Director identifies the deficiencies.

(2) Checklist – A quality control checklist shall be used in evaluating contract performance during regularly scheduled and unscheduled inspections. The checklist shall include every building or site serviced by the Contractor as well as every task required to be performed.

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(3) File – A quality control file shall contain a record of all inspections conducted by the Contractor and any corrective action taken. The file shall be maintained throughout the term of the contract and made available to the Contracting Officer or Store Director upon request.

(4) Inspector (s) – The Contractor shall state the name (s) of the individual (s) responsible for performing the quality control inspections.

OPTIONAL OR AS-NEEDED REQUIREMENTS:

1. NUISANCE BIRDS

a. Nuisance birds are often found visiting or inhabiting the store or areas surrounding the store. While it is generally true that prevention methods are most effective in managing nuisance bird problems and may be solved without direct intervention by the pest control contractor (i.e. pest control performing the actual work of installing prevention devices), it is crucial to receive consultation from the contractor before performing any work. Additionally, proper installation of netting, spikes, etc. is critical in management and must be performed by knowledgeable individuals (i.e. the pest contractor).

b. Nuisance birds shall be prevented from nesting, roosting, or loafing on exterior and interior surfaces of all buildings and structures. A nuisance bird generally refers to pigeons, starlings, and house sparrows. The Contractor shall remove nests (including contents) and control ectoparasites such as ticks, mites, and lice, when present. No species or their nests shall be touched or harmed without prior written approval of Installation Pest Management Coordinator.

c. Bird management programs may include trapping, physical removal, non-lethal repellents, physical barriers, and toxic baits or perches (toxic baits and perches are generally not necessary for most situations and should be avoided, particularly if protected species are in the area). Dead and dying birds resulting from the control program shall be disposed of off the installation by the Contractor.

d. Control shall be established within 30 calendar days after the contract start date, and maintained for the duration of the contract. Control is defined as no more than five (5) pigeons and no more than eight (8) birds total (all nuisance species combined) sighted on a building or structure at one time, and no birds sighted within the store.

2. MISCELLANEOUS PEST CONTROL

a. Animal Control.

(1) Contractor shall provide pest control services for the removal from the installation of wild and feral animals, including skunks, opossums, snakes, cats, bats, and dogs. The Contractor shall use cage-type live traps or other techniques that do not harm the captured animal. Leg-hold steel traps shall not be used. Trapping, if needed, shall be performed out of sight from the public to avoid potential public relations problems.

(2) All captured animals shall be taken to the installation animal control facility, unless otherwise directed by the Installation Veterinarian or the Military Police.

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b. Odor Control: The Contractor shall eliminate or effectively counteract or mask undesirable odors associated with live animals.

DEFINITIONS - TECHNICAL.

a. As used throughout this contract, the following terms shall have the meanings set forth below:

(1) Integrated Pest Management (IPM). A planned program incorporating continuous monitoring, education, record keeping, and communication to prevent pests and disease vectors from causing unacceptable damage to operations, people, property, material, or the environment. IPM uses targeted, sustainable (effective, economical, environmentally sound) methods including education, habitant modification, biological control, genetic control, cultural control, mechanical control, physical control, regulatory control, and where necessary, the judicious use of least-hazardous pesticides.

(2) Pesticide. Any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest, and any substance or mixture of substances intended for use as a plant regulator, defoliant, or desiccant.

(3) Contracting Officer (KO). The Contracting Officer is a person with the authority to enter into, administer, and/or terminate contracts and make related modifications, determinations and findings. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer.

(4) Contractor. The term Contractor refers to both the prime Contractor and subcontractors. The prime Contractor shall ensure that his/her subcontractors comply with the provisions of this contract.

(5) Call Back. A request for additional service or re-treatment following the initial service that has not provided the control required. Repeated callbacks are possible and shall be provided at no additional charge to the Government.

(6) Environmental Protection Agency (EPA). That federal agency delegated authority to enforce the Federal Insecticide, Fungicide and Rodenticide Act (FIFRA).

(7) Regular Working Hours. The commissary store's regular (normal) working hours as established locally, except federal holidays and other days specifically designated by the Store Director.

(8) Response Time. The time allowed the Contractor after initial notification of a work requirement to be physically on the premises at the work site, with appropriate tools, equipment, and materials, ready to perform the work required.