

**Boston Housing Authority**

**“Development Name”**

**Integrated Pest Management Specification**

**1) General**

Integrated Pest Management (IPM) is best understood as a process for achieving long-term, environmentally sound pest suppression through the use of a range of pest control methods, including pest exclusion, sanitary practices, and minor structural alterations rather than relying on pesticides. The four basic IPM practices are (1) monitoring pest populations with sticky traps to find out where pests are living and hiding, (2) blocking pest access and entryways, (3) eliminating food and water, and (4) applying low-toxicity, low-risk pesticides only as necessary to address problems.

Pesticides will be applied only on an "as needed" basis. The need for pesticides will be determined by an initial thorough inspection and follow up monitoring of pest activity.

Integrated Pest Management (IPM) at a public housing development is a highly desirable approach to pest control that reduces chemical concerns and liabilities, while increasing efficacy, cost-effectiveness, and success of the overall effort. Implementing an IPM program in such setting can be difficult if the program isn’t clearly understood, is poorly managed, or not accepted by the residents. Therefore, this is a collaborative approach to pest management.

The contract will be awarded based on:

* Meeting all minimum requirements.
* Past performance.
* Quality of the IPM plan proposed.
* Commitment to perform as a partner at a high level.
* Diversity of bed bug treatments available
* Quotation provided.

This contract is pursuant to FAC92.

**2) Contract duration**

The contract duration is one year. At the sole discretion of the Property Manager (BHA representative) and with agreement from the awarded Contractor that there be no change in the cost of the contract, a Property Manager can opt to renew this contract for an additional year. At the beginning of each yearly cycle, an inspection of the entire facility as described in 6(c) below will occur and focus lists established to begin the regular service. The frequency of service for apartments (weekly, biweekly or monthly) is described on the quotation sheet and shall remain the same throughout the contract period (1 or 2 years if renewed). The basements, utility rooms, offices, maintenance shops, agency space, common areas, exterior of buildings and all grounds will be serviced after yearly inspection(s) on the frequency (monthly or quarterly) as described on the quotation sheet for the duration of the contract, as well.

**3) Identifying and defining the roles of the Collaborators.**

It is necessary to identify who is responsible for performing certain tasks within the framework of the IPM program. Collaborators will typically include: the Property Manager, the Pest Control Contractor, the Maintenance Department, Tenant Coordinator, Outreach or Support staff (i.e. home healthcare professionals, housekeeping personnel, mental health workers, etc.)

* Property Manager – quarterback of the team responsible for hiring the Contractor, managing the contract, managing BHA staff, and primary liaison with tenants.
* Pest Control Contractor: performs inspections, monitors, performs exclusion, cleans up pests and signs of pests, applies pesticides as necessary, educates residents and staff and completes reports for the Property Manager.
* Maintenance Department: performs all necessary maintenance to buildings, grounds and apartments according to the BHA lease, the Massachusetts State Sanitary Code and the Uniform Physical Conditions Standards (UPCS) especially jobs that fall outside the scope of the Pest Control Contractor.
* Tenant Coordinator: typically a BHA resident that is trained in IPM and delivers 48 hour notices, accompanies the Pest Control Contractor facilitating access and assisting with resident education.
* Residents: the eyes and ears of the IPM program responsible for maintaining their apartment, reporting pests, signs of pests, and any maintenance problems.
* Outreach or Support Staff: service staff that assist residents in their care and maintenance of the apartment.

After each collaborator is identified, an initial meeting is required to review responsibilities so that as problems arise in their specialty area, they will assume responsibility to take appropriate action.

The collaborators are effectively a community with specific responsibilities to the rest of the team. Any one area that fails to operate as expected, compromises the entire program. When this happens, a meeting of the committee should be called to remedy the situation.

**4) Minimum Requirements of Bidding Contractor**

a)Must show evidence of skill at providing IPM services

b) Must show evidence of at least 5 years of experience providing pest control services.

c) Must provide certificate of Contractor’s general liability insurance.

d) Must provide certificate of worker’s compensation insurance.

e) Must provide names of all pesticide applicators and copies of current pesticide applicator licenses to the Property Manager and residents if requested. All pesticide applicators must be fully licensed as required by the state of Massachusetts, MGL Chapter 132B: Section 10.

**5)** **Contractor can expect from the BHA:**

a) Keep premises clean and in good repair to exclude pests and remove potential shelter.

b) Work with the Contractor to develop or refine the IPM Plan.

c) Educate staff and residents about their responsibilities, to ensure the best use of the Contractor.

d) Provide the Contractor with access to all living and non-living areas.

e) Promptly respond to requests for information or pre-approvals from the Contractor.

f) Manage and enforce contract details.

g) Pay invoices in a timely manner.

h) Evaluate Contractor performance and inform Contractor promptly and fully about performance.

**6) Scope of Work**

a) A community meeting will be the introduction of the awarded Contractor to the residents and employees of the development. This meeting will take place typically in the daytime at Elderly/Disabled developments and in the evening at Family developments and on site to maximize resident participation. At the time of the meeting, the Contractor will be expected to briefly describe what IPM is and what can be expected to occur during the initial inspection, what the preparation requirements are and what follow up procedures will occur.

b) A Tenant Coordinator will be hired by the Contractor to assist in access to apartments and common areas. The Tenant Coordinator will deliver all notifications to residents. They will accompany the Contractor when they are on site. They will be required to be with the Contractor on both inspections and subsequent service calls. They will fill out a checklist and interview an adult tenant if available when they are accompanying the Contractor for all inspections and service calls. A copy of the checklist should be provided to the Property Manager with the service record from the Contractor. They could be asked to deliver IPM literature to focus families when accompanying the Contractor on service calls. BHA will provide a sample job description and help identify potential Tenant Coordinator candidates to the Contractor at the beginning of the contract prior to the community meeting.

c) A thorough inspection twice yearly, at the beginning of the yearly cycle and at 6 months, will include all apartments, common areas, basements, utility rooms, management office, maintenance shops and storage, exterior of all buildings, grounds, agency and other spaces as deemed by the Property Manager within the development. The Contractor shall submit to the Property Manager a list of proposed baits, traps and exclusion tools for approval prior to any usage on site. Safety Data Sheets (MSDS or SDS) of any approved products must be kept in an IPM binder in the management office and copies given to the Maintenance Superintendent to be placed in the MSDS book. Both inspections will include a pesticide treatment utilizing bait products and traps (to be approved by the Property Manager) only if pests, pest parts or droppings are seen. If pests are not seen but conditions are conducive to healthy pest life, monitoring traps should be placed in the apartment and follow up as necessary. Monitoring traps for bed bugs must be approved by the Property Manager. Sticky traps used for cockroach identification are not to be used to identify bed bug problems. The Contractor will develop a detailed report of his/her findings during the inspection. The report, Pest Control Contractor Service Record, shall include but not limited to:

1) Date, name of technician, site location or unit address

2) Was there visible pest activity; list pests seen, also verbally communicate to the manager that bed bugs were found

3) Were there conditions that would promote infestation; list conditions

4) Were there housekeeping issues and list issues

5) Was there clutter in the unit and where

6) Was the resident cooperative and did they show concern about their problem if they had visible infestation

7) Are there any maintenance issues that are contributing to the infestation problem?

8) Did the Contractor use pesticides, what pesticide(s), quantity of pesticide(s) and where were they applied?

9) Did the Contractor place or check monitoring devices, what type, how many, where were they placed or how long since they have been checked and what level of infestation did they reveal?

d) A Focus Unit List of apartments will be developed by the Property Manager and the Contractor based on active pest infestation or conditions promoting infestation. These apartments will be scheduled for automatic and frequent pest inspections and monitoring. Repeat treatments using baits, traps will be performed continuously as appropriate. The Contractor, to the best of their ability, shall provide information to residents about how to maintain their apartment to promote a pest-free environment through answering resident questions, or distributing educational materials. Additionally, each apartment on the Focus Unit List will be reviewed by the Property Manager to assess whether outside support services are called for or if legal action needs to be taken. At any time during the term of this contract, a resident complains of infestation through the work order system or directly to the management/maintenance office, their apartment will be added to the Focus Unit List for follow up inspection, monitoring and treatment by the Contractor if needed. Apartments may also be added to the Focus Unit List due to infestation seen by maintenance personnel or management while doing daily activities.

e) At the completion of each site visit, a report will be filed with the Property Manager for review. Identified problem apartments must be taken from the IPM report and recorded in the Focus Unit List by the Property Manager or designated employee. The apartments will then be scheduled, and receive automatic monitoring, treatment and review. At such time when the apartment becomes pest-free and free of conditions conducive to pest activity, the technician and Property Manager will review the situation and make a determination about the future monitoring frequency. Even in the absence of pest infestations, the goal of IPM Plan is monitoring for conditions which may lead to problems.

f) Similar to the Focus Unit List for apartments, the initial and second inspection of the site including but not limited to basements, utility rooms, offices, maintenance shops, agency space, common areas, building exteriors and all grounds will identify where pests reside or conditions are conducive to pest habitability in those areas. A Focus Building and Grounds (B&G) List will be developed utilizing findings of those inspections. Those areas shall be baited if pests are seen and a trapping program set up if rodents are present or monitored where conditions exist. Rodent burrows will be baited until activity is negligible and then filled in by the Contractor. The Contractor must inform the BHA when burrows are filled in utilizing site maps to indicate locations so employees can be told to report any signs of activity near those filled in burrows. Any structural problems that are contributing to the pest infestation shall be reported to the Property Manager; i.e.: holes in foundation, missing or inadequate weather stripping/door sweeps on all exterior doors (entry or basement), window screens missing or damaged, leaks or groundwater, dumpsters with holes/no covers/overflowing trash, etc. At any time during the term of this contract, a resident, maintenance employee or outside contractor may complain of infestation in an area besides an apartment. The area will be added to the Focus B&G List for inspection, monitoring and treatment by the Contractor if needed. If the infestation is so high that the frequency for monitoring, trapping, and baiting is not sufficient, the Property Manager shall decide that it is necessary to increase the frequency and a separate emergency contract for rodent control will be requested. The Contractor will be required to attend meetings with neighbors/contractors working in the vicinity/Boston Rodent Control and any other parties deemed necessary by the Property Manager when infestations warrant extra attention. Rodent infestations tend to be a shared responsibility with a number of individuals not limited to those listed.

g) Any time a pesticide treatment is performed a report or service record must be provided to the Property Manager and if requested the occupants of the apartment. The report should include but not limited to:

1) Requirements of the pesticide board; see 333CMR: 13.08 (1, 3 and 4) Commercial Application of Pesticides to Indoor Settings

2) Amount of pesticide used if treatment was done

h) Seal openings, cracks, crevices and other entry points, as well as other locations where pests/pest debris have been found or where food/water can collect. All materials used to seal openings, cracks, crevices must be pre-approved by the Property Manager or their designee. Suggested materials are but not limited to expanding foam, copper wool, caulking, spackle and joint compound. Safety Data Sheets (SDS or MSDS) should be provided to the Property Manager for all approved materials. All leaks and holes larger than the Contractor can handle shall be reported to the Property Manager by the end of the work day.

i) When performing inspections, follow up monitoring or treatments, remove pests and their debris, food, other particulate matter and dust by HEPA vacuuming. Removal of old, dried gel baits before application of fresh bait is the responsibility of the Contractor. The Contractor is responsible for removing and legally deposing of all waste materials, rubbish, and pests/pest parts/pest droppings and shall comply with all Federal, State, and local laws, ordinances and regulations. All waste materials, rubbish and pests/pest parts/pest droppings will be disposed of offsite.

j) An administrative meeting with the Contractor (owner or administrator) and the Property Manager will take place quarterly throughout the contract period. This meeting could include residents, Tenant Coordinator, BHA employees other than the Property Manager, technicians, social service personnel or anyone else deemed necessary by the Property Manager. This meeting will occur during BHA working hours unless otherwise agreed upon by the Contractor and the Property Manager.

**7) Additional Requirements**

a) The Contractor will be responsible for the preparation of all schedules for inspections and treatments. All work schedules proposed by the Contractor will require prior approval of the Property Manager or their designee.

b) Instructions for the Property Manager and the residents on the preparation of the apartments for inspection and treatment will be distributed with the notifications to the residents. A 48 hour notice to residents is necessary for access to the apartments for all inspections and/or treatments. All notifications and instructions will be developed by the Contractor and approved by the Property Manager before distribution.

c) Place sticky traps and other monitoring devices in appropriate locations and monitor pest activity.

d) All work will be performed during regular BHA work hours, Monday to Friday, 8:00 a.m. to 5:00 p.m. unless approved by the Property Manager. Night trapping of rodents may be necessary. No work will occur on BHA holidays. A schedule of holidays will be provided to the awarded Contractor.

e) The Contractor will take special measures to protect the residents from the hazards associated with the use of pesticides.

f) All pest control technicians shall wear a distinct uniform with the Contractor’s name displayed or wear in full view a company I.D. and present a clean, neat and professional appearance. The Contractor and pest control personnel shall maintain the highest standards of conduct and integrity while on BHA premises.

g) See the bed bug section (10) for additional scope of work pertaining to that pest.

**8) Pesticides**

a) Use non-pesticide methods of control whenever possible.

b) Do not use any pesticide sprays, foggers or bombs. No chemical flushing. Do not use organophosphate or chlorinated hydrocarbon pesticides.

c) Do not use any chemical controls unless visual inspections or monitoring devices indicate the presence of pests in a specific area.

d) For all chemicals used and pre-approved by the Property Manager, the Contractor must provide to the Property Manager all Safety Data Sheets (SDS or MSDS).

**9) Pests**

a) Mice, rats, roaches, silverfish, moths, ants, ticks, fleas, termites, bedbugs, flies and any other arthropod pest, as well as birds, bats, and all other vertebrates which affect the apartment or building environment and enhances the safety of the building occupants by their elimination. Mosquitoes, wasps, hornets, bees and lice shall be eliminated if the need arises, also.

**10) Bed bug treatments**

After identifying bed bugs in an apartment, the Contractor will supply preparation instructions to the resident prior to a bed bug treatment. Treatments shall not be postponed more than a week after a positive identification has been made. Any bed bug complaints made during the contract and after the inspection phase, shall be added to the Focus Unit List and an inspection of the apartment will be carried out by the Contractor at the next scheduled service date. This pertains to only weekly service contracts. Any development with a bi-weekly or monthly service contract, shall schedule the bed bug inspection within a week of the complaint. Inspections shall be carried out by the Contractor with or without a bed bug sniffing dog(s). All inspections made by a dog that identify bed bugs must be verified by the Contractor. If furniture must be dismantled during the inspection, the Contractor will be responsible for taking apart and reassembling furniture taking care not to damage it.

When a bed bug infestation is identified, the protocol will be to inspect all apartments adjacent to the identified problem (above, below and on all sides). If a bed bug infestation is found in any of the adjacent apartments, an inspection will be required in all adjacent units to that apartment. This protocol will be followed until all adjacent units do not have bed bugs or a decision is made to inspect all apartments within a building. This decision will be the responsibility of the manager with recommendations from the Contractor.

Bed bug treatments can include but are not limited to pesticides, ambient air heat treatments, steam treatments and freezing treatments using dry ice/CO2. Freezing and steam treatments are spot treatments to be used with other treatments listed. They should not be the only procedures used to eradicate a known infestation.

Vacuuming all shed skins, live or dead bed bugs by the Contractor will occur during all bed bug visits (inspections, monitoring checks, and treatments).

List all bed bug control treatments that are offered by your company. Pesticides and ambient air heat treatments must be filled in on the quotation sheet, they are required. The other line items are optional but the contract will be awarded based on a price comparison of the entire contract and the diversity of treatments available for bed bug control. There is a line item labeled “Other” where you can add any additional treatments that are not listed but are part of your service. Pesticide and ambient air heat treatments can be listed per bedroom size if that is the preference of the Contractor. See the quotation sheet. All prices are a fixed unit price.  Hourly rate bids are not acceptable.

Monitoring bed bugs after the first treatment and in adjacent units is necessary using management approved monitoring devices. Passive devices such as the Climb Up Interceptors or the Catchmaster bed bug monitoring system or active devices such as the Nightwatch monitor or the CDC 3000 monitor should be utilized (BHA is not an advocate for any particular brand; these products are mentioned for illustration purposes only).

The Contractor will determine if any furniture needs to be disposed of due to bed bug infestation. This decision should be made with the knowledge that our residents are often on fixed incomes and may be unable to afford to purchase new furniture. If furniture can be safely treated, that is the option of choice. During removal, furniture bags or plastic sheeting must be used and sealed tightly so no bed bugs can escape during removal. Bags or plastic sheeting will be supplied by the manager before removal of any infested furniture. The Contractor will bag the items identified for disposal and ensure that there are no escape routes. The development staff shall remove and dispose of the furniture in a secure area or dumpster until it can be removed off site by Boston Sanitation or a trash contractor (rented 30 yard dumpster). All disposed of furniture shall be made non -functional by the Contractor before bagging or wrapping it. A suggested method would be to slash the item with a utility knife prior to bagging up for removal. This is very important when the only means of storing the disposed furniture before removal from the development is accessible to other residents, i.e. near household trash dumpsters or household trash areas.

Dissolvable laundry bags for preparation of a treatment and/or mattress encasements after the initial treatment are available from the Property Manager. Mattress encasements will be put on the mattress and box spring by the Contractor after the initial treatment or subsequent treatments to be determined by the Contractor and the Property Manager.

When utilizing pesticides for treatment, a 2nd and, if necessary, a 3rd treatment will be performed. The second treatment will not occur earlier than seven days from the first treatment and no later than two weeks. Similarly, the 3rd treatment if necessary should not be earlier than seven days from the second treatment and no later than two weeks. If additional treatments are necessary, all efforts will be made by the Contractor and the Property Manager to ensure the preparation instructions are being followed by the resident and that a thorough inspection of the residents’ belongings turns up anything possibly missed.

Interviews with the resident are necessary at all stages of bed bug treatments. Contractors and Property Managers should always speak to the head of the household regarding family travel, where children go for daycare, school, after school programs, friends or family visits from elsewhere, etc. Reintroduction is a concern that multi-family housing shouldn’t ignore. Education can help with this problem. Part of a good IPM contract, consists of a good education component. BHA has many multi language tip sheets that can be given to residents and any that the Contractor might have created which should be reviewed and approved by the Property Manager before distribution.

Bed bug treatments are no different than any other IPM treatment, good monitoring, education for residents and staff, thorough inspections, vacuuming regularly, appropriate treatments and team work are the most effective prescription.