

REQUEST FOR PROPOSAL (RFP)

FOR

INTEGRATED PEST MANAGEMENT PROGRAM – ALLERGEN REDUCTION
(IPM-AR) VENDORS

RELEASE DATE: APRIL 21, 2021

RESPONSE DATE: MAY 12, 2021

REPLY TO: BELINDA FREEMAN (BFREEMAN@CABSHOMECARE.ORG)

RELEASED BY:



— HOME CARE —

*Where **innovative healing, teaching,**
and discovery come together.*

CABS HOME ATTENDANTS SERVICE, INC.

44 VARET STREET

BROOKLYN, NY 11206

718-388-0220

<https://cabshealthnetwork.org/>

RFP Summary

Introduction	This Request for Proposal (RFP) is issued by CABS Home Attendants Service, Inc., to solicit proposals to deploy Integrated Pest Management with Allergen Reduction services to reduce Pediatric Asthma related hospitalizations across New York City for up to 1,200 children & families.
Release Date	April 21, 2021
Deadline for Written Questions	April 28, 2021
Q & A Posted	May 5, 2021
Proposal Response Deadline	May 12, 2021
Total number of contracts available & term	5 – 7 IPM-AR vendors will be selected for 36-Month (3-year) contract
Contract award notification date	May 25, 2021

Instructions for RFP:

- Complete RFP cover letter
- Submit completed proposals by **May 12, 2021 by 11:59 p.m.** Eastern Standard Time via email to bfreeman@cabshomecare.org
- Submission must be one PDF of all documents titled **“IPM-AR Vendor RFP”**

Who is CABS Home Attendants Service, Inc.?

Consumer Action Program of Bedford-Stuyvesant "CABS" Home Attendants Service, Inc., DBA "CABS Home Care" is a non-profit Licensed Home Care Service Agency (LHCSA) and a Licensed Care Management Organization that provides essential home care and personal care services that support activities of daily living to the most vulnerable New York City residents. CABS Home Care was started in 1979 to provide resources and services to the low-income, elderly, disabled community residents of the Bedford-Stuyvesant and Bushwick neighborhoods. For over 40 years, our homecare services have expanded to all five (5) boroughs of New York City and Nassau County. These services are provided by a health care workforce of Personal Care Aides (PCA), and Home Health Aides (HHA) representative of the community served. CABS Care Management Division supports the community with behavioral, health, mental health, and social resources provided by Care Managers, and Social Workers. Our current client population ranges from children age five (5) to elderly (over 65+), disabled with varying comorbidities, primarily immigrant, and minority backgrounds that are recipients of Medicaid and Medicare.

CABS is currently contracted to deploy Integrated Pest Management with Allergen Reduction (IPM-AR) Services to 1200 Pediatric Asthma Patients across New York City over the next three (3) years.

1. REQUESTS FOR INFORMATION

Any prospective bidder desiring an explanation or interpretation of this RFP must request in writing by emailing such request for information no later than April 28, 2021. Requests should be directed to the Contract Administrator at the email address listed on the cover page. Any information given to a prospective bidder concerning the solicitation will be furnished on May 5, 2021 to all prospective bidders in a Frequently Asked Questions (FAQ) Section, if that information is necessary in submitting an offer or if the lack of it would be prejudicial to any other prospective bidder. Oral explanations or instructions given before the award of the contract will not be binding on contract performance.

2. PROJECT SUMMARY

The CABS Integrated Pest Management with Allergen Reduction (IPM-AR) Program is intended to improve health outcomes among children over the age of 5 and under the age of 18 with asthma. The Program aims to deploy Integrated Pest Management with Allergen Reduction (IPM-AR) services to the homes of **children who have been admitted to a hospital with an asthma diagnosis, have an allergy to cockroaches or mice, and have pests at home.** The Program is designed to run for three years (36 months).

IPM-AR is a form of pest treatment and prevention that has been shown to safely remove pest allergens from the home and to decrease asthma symptoms among children. IPM-AR primarily involves removing existing pest allergens and improving the home's structural and sanitary conditions to deny pests food, water, harborage and movement. It includes the targeted application of low toxicity pesticides if needed.

This demonstration project hopes to prove that investing in housing improvements through IPM-AR and home-oriented education will reduce asthma hospital use and improve housing quality among at-risk, low-income children sufficiently to reduce costs to the child's health insurance plans, creating paths for broader replicability. The Program is expected to last for three years and serve up to 1200 children in this period.

The services will be conducted throughout all five (5) New York City boroughs – Manhattan, Brooklyn, Bronx, Queens, and Staten Island. The specific locations will vary during the contract.

2.1 SCOPE OF WORK

The following pest management strategy should be used by the pest management professional:

1. **Home assessment** for pests, primarily cockroaches and mice, to determine the extent and type of infestation and environmental conditions promoting such infestation, with associated documentation,
2. **Treatment for pests** which will include sanitation and minor repair measures, such as pest proofing, steam cleaning, HEPA vacuuming, mouse trapping and insecticide or rodent bait application if necessary, and,
3. **Follow-up visit(s)** to address instances of severe infestation of mice and/or cockroaches requiring additional treatment, if necessary.

2.2 PEST MANAGEMENT FIRM QUALIFICATIONS AND MINIMUM REQUIREMENTS

A. Qualified pest management firms will be able to demonstrate experience providing:

1. Removal of pest evidence and pest-related allergens, including cockroach and mouse excreta and bodies, via use of steam cleaners, HEPA vacuums, and detergents
2. Sealing small holes to prevent pest entry points into unit
3. Eliminating harborage areas, such as cracks and crevices in cabinets and on countertops.
4. Excluding pest entry and limiting pest movement via the installation of escutcheon plates, exclusion mesh, and other pest-proof barriers
5. Targeted application of low toxicity pesticides, bait stations and traps to address cockroach and mouse infestations
6. Electronic data collection, including
 - a. Documentation of conditions conducive to pests
 - b. Monitoring data
 - c. Materials used to address pest infestations
7. Ability to schedule and confirm appointments in advance of service dates
8. Flexible scheduling and the ability to handle multiple service requests on a daily basis
9. Ability to scale to support a greater than expected number of service requests

B. Minimum requirements for pest management firms:

All qualified pest management vendors must have at least:

1. New York State Department of Environmental Conservation (DEC)-issued Business Registration
 - a. Provide and attach a copy of the DEC-issued Business Registration
2. Commercial Pesticide Applicator, Technician certificates, and/or licenses for all persons who will be performing or supervising pesticide applications.
 - a. Provide and attach a copy of the certificates and/or pesticide applicator licenses for all persons who will be assigned to the project
3. Five (5) years' experience with industrial, commercial, residential or institutional pest management accounts.
4. A two (2) year verifiable record of practicing Integrated Pest Management (IPM)
5. Proof of liability insurance
6. Vendors shall conduct a criminal history background check (a "Background Check") on all technicians providing services covering the three years prior to assignment. Background Check must include, for residents of the State, a criminal history record search of the State Office of Court Administration's records for all 62 State counties. In addition, Participant shall conduct a Background Check through the records for any other state in which the person resided in the last three years.

2.3 Contractor must describe past experience with providing vermin and rodent control for public housing authorities or other large property management organizations and include references.

2.4 The Unit Charge will include all of the following IPM-AR services:

A. Service Scheduling

1. **Required:** Contractor will contact the family by telephone within 48 business hours of receipt of contact information. If Contractor is unable to contact the family after 3 attempts (at different times of the day) then the Contractor will notify CABS.
2. **Required:** Contractors should schedule IPM-AR service visit at a time convenient for families.
3. Preferred: The majority of treatments should be scheduled during business hours with availability for evening and weekend.
4. **Required:** Contractor will advise tenants on preparation instructions for the visit. Contractor will advise participant on the use of dust suppression techniques, i.e. misting or wet wiping, prior to the removal of items from cabinets and drawers. Contractor will advise Caregivers, who believe they may be adversely affected by the preparation work, to consider requesting assistance from another individual and to move to another room while the preparation work is being done.
5. **Required:** Contractor will contact family via phone or email to confirm the scheduled IPM-AR appointment 24-48 hours prior to visit. The call or email will include service preparation instructions for the tenant, as well as COVID-19 related safety measures for tenants to follow.

B. Treatment of Dwelling Unit (One licensed applicator required)

1. **Required:** Contractor will arrive at the household within the scheduled appointment timeframe and verify that they have the correct household.
2. **Required:** Contractor will dress in clothing that clearly identifies their company name and carry identification to show to the household member.
3. **Required:** Contractor will explain the IPM-AR visit and answer any questions the tenant may have regarding the service. Contractor will emphasize that participants and household members should remain away from the treatment area for the course of the visit. If people are present with allergies or are sensitive to allergens they should remain in another room behind a closed door or leave the home for the course of the visit.
4. **Required:** Contractor will assess the kitchen and bathroom, radiators, pipes, and other potential entry points and harborage areas throughout the unit to determine the type and severity of infestation present; conditions conducive to pest activity (structural, sanitary, etc.). Contractor will document all findings, including but not limited to:
 - Evidence of pests: including live or dead pests, nests, frass, etc.
 - Points of entry for pests including holes, cracks, gaps and openings
 - Leaks and moisture sources
 - Uncontained food sources such as inadequately stored food, garbage and pet food.
 - Other potential allergy/asthma triggers in the home such as:
 - Significant mold growth
 - Carpeting (extent)
5. Preferred: Contractor will make best efforts to remove items from kitchen and bathroom cabinets if they have not been emptied by the tenant.
6. **Required:** Contractor will provide intensive cleaning of the kitchen, bathroom, and any other potential entry points and harborage areas that are identified throughout the unit to reduce allergen levels and treat for existing pest infestations.
7. **Required:** All materials used during treatment visits must be submitted to CABS prior to use, and be reviewed and approved by the New York City Health Department (DOHMH).
8. **Required:** Contractor will mist all mouse nesting areas, urine stains, and droppings with water and detergent solution to minimize the dispersion of mouse allergens during cleaning and removal. ***Under no circumstances shall Contractor dry sweep any nests or droppings.***
 - i. Contractor will wait at least 10 minutes prior to HEPA vacuuming nests and mouse evidence after misting to ensure adequate saturation.
 - ii. If nesting materials are too large for the vacuum nozzle, Contractor will place a wet paper towel(s) over the nest, gather material and immediately bag the nest in a manner that minimizes dust generation.
 - i. Contractor will replace latex gloves after each nest removal to avoid spreading mouse allergens throughout the home.
9. **Required:** Contractor will HEPA vacuum all cabinets, cabinet drawers, pantry and horizontal surfaces (in the kitchen and bathroom) including floors, countertops, walls, and the backs and sides of large appliances (stove and refrigerator) to remove all visible debris and detritus and live cockroaches.

10. **Required:** Contractor will steam clean, where possible, all areas where there is an accumulation of grease, urine, and other evidence of pests and food sources, including behind the stove. Contractors should avoid delaminating cabinets with steam.
11. **Required:** Contractors will use steam cleaner to flush out cockroach harborage areas and HEPA vacuum scattered roaches.
12. **Required:** After steaming and vacuuming areas, Contractor will scrub and wipe down areas using an approved cleaning solution and allow areas to air dry.
13. **Required:** Contractor will document all sanitation activity on service forms.
14. **Required:** Contractor will apply approved pesticide formulations to cracks and crevices, harborage areas, and areas of pest activity as necessary.
15. **Required:** All pesticides must be applied in accordance with label directions and state and federal regulations and must only be applied by a certified applicator. In addition, applicator must use pesticides pre-approved by the New York City Health Department (DOHMH).
 - i. For cockroaches:
 - i. Apply bait stations in safe places out of the reach of children and pets.
 - ii. Baits should be placed next to all high traffic pest areas along baseboards and in corners, under the sink and in cabinets (on side walls and corners), in closets and close to water and radiator pipes.
 - iii. Gels should be applied to appropriate areas.
 - ii. For mice:
 - i. If there are signs of mice, place indoor bait stations glue and/or snap traps as necessary per EPA best management practice guidelines.¹ Any bait stations used for rodents should be used according to their labels and best management practices. Mice trapping and baiting should always require at least one (1) follow up service to retrieve traps and/or bait stations.
16. **Required:** Contractor will document all pesticide applications on service reports.
17. **Required:** Contractor will provide pest proofing in kitchens and bathrooms.
 - i. Contractor will inspect for holes, gaps, or cracks:
 - i. For areas less than 2 inches, Contractor will completely seal holes, gaps, and cracks using a sealant and a backing rod where appropriate.
 - ii. For areas with a total area of 2 to 4 inches, Contractor will stuff with copper mesh and enclose with plaster or escutcheon plate where appropriate.
 - iii. All areas greater than 4 inches should be documented on services tickets, including location and estimated total size.
18. **Required:** Contractor will properly seal utility lines at stove outlet, beneath the sink, and around radiators if possible, and document unsealed heat risers providing pest harborage.
19. **Preferred:** Contractor will apply DOHMH-approved products behind electrical outlet plates as necessary.
20. Sanitation, repair and pesticide application elements can be completed concurrently so long as the effectiveness of each measure is not compromised or diminished.
21. **Required:** Contractor will document all pest-proofing actions in service documentation.
22. **Required:** Final cleanup:

¹ <http://www.epa.gov/asthma/pests.html>

- i. Contractor should remove all treatment-related debris and materials from the home.
- ii. If warranted, Contractor will perform final HEPA vacuuming of all horizontal surfaces to remove any dust and debris associated with repair and treatment work.
- iii. Contractor should seal all garbage bags containing items tenants have identified as acceptable to discard.

C. Follow up Treatments (one licensed applicator required)

Required: For apartments evaluated to have severe infestations and/or requiring further service, a sufficient number of follow-up visits will be provided to further knock down pests and provide pest proofing. The need for a follow-up visit will be determined by Contractor at time of initial treatment. In addition, the Company may determine need for follow-up visit in the course of quality assurance inspections or communications with families. During follow-up visits, all monitoring devices should be inspected and findings reported. Removed or replaced monitoring devices must be noted. Contractor will revisit units identified as requiring further treatment within a reasonable time frame which will not exceed 30-days after the initial treatment visit.

All necessary follow-up visits are included in the Unit Charge proposed by the RFP applicant.

3. REPORTING

As part of the services provided under this contract, the collection and transmittal of data collected by the contractor during the work is crucial to the effectiveness in managing the IPM. Contractor must propose reporting and recordkeeping plans to work in a timely and efficient manner. At a minimum, Contractor is required to collect and submit the reports detailed below.

1. .

Treatment Unit Reporting (within one week): Upon completion of a treatment,, Contractor must submit by email a copy of their service report within one week. The service report should be a summary of the treatment and shall include, but not be limited to the following:

- a. Brief narrative discussing the findings as they relate to pest infestations by unit or apartment number, including recommendation for treatment or preventative measures.
- b. Discuss any findings of:
 - i. Deficiencies observed
 - ii. Lack of access
 - iii. Level of Infestation
 - iv. Pesticides & equipment used during treatment
 - v. Exclusion work performed
 - vi. Recommendations of a more effective treatment

Failure to submit the above report on time shall be considered a material breach of the contract and could be used as basis for termination of the contract.

4. TERM OF CONTRACT

The term of this Contract shall be for a period of three (3) years or exactly 36 months starting June 2021, date to be determined.

5. BASIS OF PRICING

Please provide unit pricing breakdown of the services.

Approximately 1,200 units of IPM-AR service will be required during the contracting term and will be distributed amongst the chosen contractors.

Service Description	Pricing per Unit 0-299 units	Pricing per Unit 300-599 units	Pricing per Unit 600+ units
Integrated Pest Management-Allergen Reduction Service with 90-day Guarantee	\$	\$	\$
Additional Services if applicable (i.e. Tupperware or additional follow-up)	\$	\$	\$

5.1 INVOICING AND PAYMENT

Invoices or vouchers for payment shall be certified by an approved and responsible official of the Contractor's organization. A monthly itemized invoice must be submitted with the total services provided the previous month. Each invoice or voucher shall, at a minimum, be supported by a summary of the cumulative costs and a description of the service provided.

6. COMPETENCY RECOGNITION PROGRAMS

Contractor may identify in the proposal its active participation in programs that recognize demonstrated competency. These programs include:

1. QualityPro offered by the National Pest Management Association. See www.npmaqualitypro.org for details.
2. GreenShield Certification offered by the IPM Institute of North America. See www.greenshieldcertified.org for details.

If Contractor claims recognition by one of these programs, Contractor must document that recognition and agree to comply with the requirements of the program.

6.1 WORKERS' COMPENSATION AND LIABILITY INSURANCE

The successful bidder will be required to provide evidence of insurance for workers' compensation, general liability, and automobile liability. A certificate of insurance must be provided for all coverage stating the limits and the effective and expiration dates of coverage, and must include an endorsement adding CABS Home Attendants Service, Inc., as an additional named insured. Coverage for Comprehensive General Liability insurance must have limits of not less than \$1,000,000.00. This coverage must be provided on an occurrence basis

and include bodily injury, property damage, personal injury, advertising injury, blanket contractual coverage, and owner/contractor protective liability. Coverage for Workers' Compensation and Automobile Liability must be provided at limits that meet or exceed the limits required by State Law. Evidence of continuous Workers' Compensation coverage throughout the duration of the contract must be provided.

7. PROPOSAL EVALUATION FACTORS

All completely submitted proposals will be considered for the contract. Contracts will be awarded to the bidders whose proposal scores highest based on the evaluation criteria and points specified below.

Rating Criteria	Max. Score
A. Integrated Pest Management - Allergen Reduction Plan meets requirements for service delivery	25
B. Experience	20
C. Reporting Plan	15
D. Proposed Costs	20
E. Participation in QualityPro or Equivalent Program; Green Shield Certification, EcoWise, or Equivalent Program	10
F. Vendor approval from the New York City Health Department	10
Total Possible Score	100

The IPM-AR Plan should include evidence of being able to complete all **REQUIRED** items in section 2: Scope of Work and section 3: Reporting.

8. PROPOSAL SUBMITTAL

Submit proposal response and attachments via email to Belinda Freeman bfreeman@cabshomecare.org as one PDF titled “*Your Company Name – IPM AR RFP*”. A confirmation of receipt of proposal will be sent within 24hours of proposal submission, additional information may be required.

Proposal due date: May 12, 2021, 11:59pm EST

8.1 MATERIALS TO INCLUDE WITH PROPOSAL

Response to Request for Proposals must include the following:

- 1) Contact Information
- 2) Description of Company
 - a) Documentation of Participation in Recognition Programs
- 3) Project Proposal
- 4) Basis of Pricing Integrated Pest Management Plan
- 5) Credentials of Staff (including Entomologist)
- 6) Certificate of Insurance