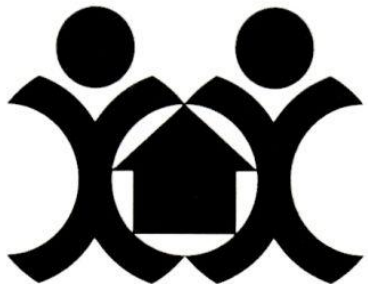


# Contract Administration at the Boston Housing Authority



Boston Housing Authority

# Contract Administration at the BHA

- Prepare request for quotation (est. due date and time – approx. 2 weeks)
- Choose 3 vendors
- Host a site visit
- Accept bids
- Award Contract – sign MOU
- Set up Community Meeting
- Initial Inspection and develop Focus List
- IPM Service
- Quality Assurance

# Contract Administration at the BHA



## Reasons to use FAC50:

- If contract value is over \$25,000 required to go to public bid or to use state vendor list (seek 3 written bids).
- For those that are under \$25,000 still need to seek 3 written bids (BHA policy if over \$1000). Can use any vendor that performs IPM.

# Contract Administration at the BHA

## Quotation Sheet:

- 3 kinds: weekly, bi-weekly, and monthly
- Number of units at site
- Number of focus units from previous contracts
- Number of weeks of inspection (est. 22/units/day)
- Number of weeks remaining in fiscal year

# Contract Administration at the BHA

http://www.comm-pass.com

Document Number: FAC50 Issued By: Operational Services Division / Infrastructure and Support Procurements

Summary Rules Issuer(s) Forms & Terms **Vendor(s)** Updates Other Information

16 items found, displaying all items.

Vendor Name	Programs	Comments	Active?	Vendor Code 1	Vendor Code 2	View
Pest End, Inc.		Regional: Boston	Yes	VC6000164470		
A-1 Exterminators		Regional: Worcester, Boston, New Bedford	Yes	VC6000160929		
Accurate Termite & Pest Control Co., Inc.		Regional: Springfield	Yes	VC6000190113		
Braman Chemical Enterprises		Regional: Pittsfield, Springfield, Worcester, Boston	Yes	VC6000174307		
F & W Pest Control Inc.		Regional: Worcester, Boston	Yes	VC6000166048		
Flynn Pest Control Inc		Statewide	Yes	VC6000173229		
MD Weaver Corporation		Statewide	Yes	VC6000184125		
<a href="#">Mass Pest Elimination</a>		Statewide	Yes	VC6000177083		
Minuteman Pest Control Co. Inc.		Regional: Pittsfield, Springfield	Yes	VC6000164158		
New Tech Pest Control Co., Inc.		Regional: Boston	Yes	VC6000174015		
Orkin		Statewide	Yes	VC6000255683		
P. Clancy & Sons		Regional: Boston, New Bedford	Yes	VC6000169419		
Ransford Pest Control, Inc.		Regional: Pittsfield	Yes	VC6000156782		
Waltham Pest Control Company, Inc.		Statewide	Yes	VC6000182630		
Waltham Services, Inc.		Statewide	Yes	VC6000156389		
Watch All, Inc.		Statewide	Yes	VC6000166945		

To inquire about a particular Solicitation, Contract, or Bidder Forum, contact the person listed on the Issuer tab within the specific record.

Please note that all information and file attachments contained in each tab of any Comm-PASS record are hereby incorporated by reference into the Solicitation, Bidders' Conference (Forum), and resulting Contract, if any, of that record.

It is the responsibility of every bidder to check Comm-PASS for both:

Any addenda or modifications to a Solicitation for which they intend to bid by monitoring the "Last Change" field on the Solicitation's summary page to ensure that they have the most recent Solicitation files; and,

Any Bidder Forum records related to a Solicitation for which they intend to bid by using the Search for Bidders' Forum function on the Conduct Business menu to ensure that they have access to information regarding physical bidders' conferences, functionality

Internet 100%

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# Contract Administration at the BHA

## Site Visit:

- Prior to the bid due date, the manager must host a site visit for all contractors at the same time.
- Contractors will want to see a sampling of units and common areas so must be prepared.

# Contract Administration at the BHA

- **MOU Parties.** The parties of this agreement are [**Department Name**], thereafter referred to as “Eligible Entity” and [**Contractor Name**], thereafter referred to as “Contractor.”
- **Eligible Entity Responsibilities.** The Eligible Entity, commits to the following:
  - Set a goal of reducing the use of pesticides through effective implementation of integrated pest management (IPM);
  - Follow facility management, waste management, food service and other recommendations provided by the Contractor in the IPM plan, service reports or other documentation;
  - Enter any facility maintenance and other relevant recommendations provided in the IPM plan, service reports or other documentation into the CAMIS PM system (for state facilities) or other project/facility management system for implementation;
  - Pay the Contractor for emergency services that resulted from the Eligible Entity’s delay in implementing, incomplete implementation or failure to implement the Contractor’s facility management, waste management or other advice mentioned above;
  - Actively disseminate IPM information among facility occupants. Require staff and other facility occupants to attend the Contractor’s annual IPM training as well as any other trainings provided by the Contractor;

# Contract Administration at the BHA

- **Contractor Responsibilities.** The Contractor commits to the following:
  - Following the specifications of the FAC50 RFR as well as all applicable laws and regulations;
  - Conduct an annual IPM training and additional training on an as-needed basis free of charge.
  - Provide the facility with written recommendations for facility management, waste management, food service and other areas of operations as part of the IPM plan, service reports and other documentation;
  - Provide emergency services free of charge unless the need for emergency services is a result of the Eligible Entity's delay in implementing, incomplete implementation or failure to implement the Contractor's facility management, waste management or other advice mentioned above.



# Contract Administration at the BHA

- **Relevant Eligible Entity Contacts [Must be completed by the Eligible Entity].** The Eligible Entity provides the Contractor with the following contact information for relevant personnel and/or contractors to assist in implementing IPM measures:
  - Main Contact
    - Name:
    - Phone:
    - Email:
  - Facility Management / Maintenance
    - Name:
    - Company:
    - Phone:
    - Email:
  - Custodial Services
    - Name: Site Manager
    - Company: Boston Housing Authority
    - Phone:
    - Email:
  - Waste management
    - Name: City of Boston - Sanitation
    - Company:
    - Phone: (617) 635-7573
    - Email:
  - Security
    - Name: Public Safety Department
    - Company: Boston Housing Authority
    - Phone: (617) 988-5300 For Urgent Matters (617) 423-9676
    - Email: Stephen.melia@bostonhousing.org

# Contract Administration at the BHA

- **Elevation of Issues** . If a serious maintenance, waste management or other issue that presents a significant risk of affecting a pest population arises and is not resolved by the Eligible Entity within three months after it was brought up in writing, the Contractor will inform the Eligible Entity's Chief Fiscal Officer (CFO) of this fact **[Must be completed by the Eligible Entity]**:
  - Name: Assistant Director of Property Management (ADPM)
  - Phone:
  - Email:

# Contract Administration at the BHA

- In the event that the issue is still not addressed, the Contractor will contact the Operational Services Division (OSD):
- Name: Dmitriy Nikolayev
- Phone: 617-720-3351
- Email: [Dmitriy.Nikolayev@state.ma.us](mailto:Dmitriy.Nikolayev@state.ma.us)

# Contract Administration at the BHA

## Authorized Officer of the Eligible Entity

Name: \_\_\_\_\_

Signature \_\_\_\_\_

Administrator/CEO

Date: \_\_\_\_\_

## Authorized Officer of the Contractor

Name: \_\_\_\_\_

Signature \_\_\_\_\_

Date: \_\_\_\_\_

# Contract Administration at the BHA

- Community Meeting – outline roles, timeline, discuss preparation
  - Manager
  - Pest Control Company and Tenant Coordinator
  - Task Force/ Residents – need to do outreach, may need interpreters
- Periodic meetings

# Contract Administration at the BHA

## Tenant Coordinator:

- Everybody needs to have a tenant coordinator – provide access.
- Contact John Kane for list of trained tenants
- Semi-annual trainings offered
- Try to strengthen the educational aspect

# Contract Administration at the BHA

- Inspection: Did Contractor do thorough inspection – all rooms? Flashlight?
- Talk with tenant coordinator, residents, and staff
  - Accompany pest control technician
  - Are spec's being followed? Exclusion, vacuuming, treatment and reporting
  - Review documentation
  - Do own inspection of a sample (LUI)

# Contract Administration at the BHA

## Documentation:

- Is it accurate, thorough, legible?
- What follow-up is necessary – PC a resident, enforce lease, initiate a work order, find supportive services?
- May need to fine a family that is not prepared
  - compromises service effectiveness.



# Contract Administration at the BHA

## Quality Assessment: things to look for

- Recommend go with or follow technician a couple times a year.
- Are they following scope of work?
- Are they doing thorough exclusion?
- Are they reporting maintenance issues beyond their capability?
- Did the technician clean up dead pests and droppings?

# Contract Administration at the BHA

## Changes to Contract:

- Change orders
- 25% rule
- Money management to extend contract rather than have gaps
- Bedbug issue – separate or amended contract

# Contract Administration at the BHA

## Capital Work:

- When opening up walls need to be aware of impact on IPM
- Digging on site may disrupt pest populations not normally in the units
- Communication between manager and capital project manager is key
- Capital contracts should include IPM

# Contract Administration at the BHA

What to do if you are not satisfied?

- Speak with pest control company
- If not resolved, speak with ADPM and Dan Casals
- Take photographs and document issues
- Notify contractors - written
- Do not wait until the invoice comes.

# Contract Administration at the BHA

## Billing:

- Establish a regular schedule of processing paperwork and ensure timely payment.
- Before paying the invoice go and inspect work.



# Contract Administration at the BHA

Finishing a contract:

- Establish a punchlist
- Make sure you get what you paid for.

# Contract Administration at the BHA

Where to find things:

- In SOP appendices chapter 16  
(S:\SOP\SOP Appendices\Chapter 16 -  
Pests & Mold\Pest Control Specs)
- FAC50, list of vendors, MOU
- IPM Specification, 3 quotation sheets,  
changes to the state contract

# Contract Administration at the BHA

Don't do this:

- Don't let money run out.
- Don't do more service calls than is in the contract unless you do a contract/budget revision.
- Don't skimp on bids.
- Don't delay yearly contract.
- Don't set up separate site visits.
- Don't forget common areas, utility rooms, basements and offices.
- Don't extend contract beyond fiscal year.
- Don't delay payment beyond fiscal year.



# Contract Administration at the BHA

## Other contracts:

- Snowplowing
- Landscaping
- Painting
- Cleaning
- Xerox machine
- Drain cleaning
- Trash removal
- Generator service
- Fire alarm
- Elevator service



# **Contract Administration at the BHA**

- Question and Answer