



Boston Housing Authority “Development Name” Integrated Pest Management Specification

1) General

Integrated Pest Management (IPM) is 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 principles 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.

Chemicals will be applied only on an "as needed" basis. The need for chemicals 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 & liabilities, which 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.
- The quotation provided.

2) 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.) After each collaborator is identified, an initial meeting is required to identify 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.

3) Minimum Requirements of Bidding Contractor

- a) Must show evidence of skill at providing IPM services
- b) Must show evidence of at least 5 years 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 tenants if requested. All pesticide applicators must be fully licensed as required by the state of Massachusetts, MGL Chapter 132B: Section 10.

4) Contractor can expect from the B.H.A.:

- a) Keep premises clean and in good repair to exclude pests and remove potential shelter.
- b) Work with the Contractor to develop or refine an Action 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 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.

5) 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 in the evening and on site so maximum tenant participation will occur. 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 the initial inspection.

c) A thorough inspection will include all apartments, common areas, basements, utility rooms, management office, maintenance shops and storage, exterior of all buildings, and agency and other spaces as deemed by the manager within the development. The initial inspection will include a pesticide treatment utilizing bait products and traps (to be approved by the manager of the development). The contractor will develop a detailed report of his/her findings during the inspection. The report shall include but not limited to:

- 1) Was there visible pest activity; list pests seen
- 2) Were there conditions that would promote infestation; list conditions

- 3) Were there housekeeping issues and list issues
- 4) Was there clutter in the unit and where
- 5) Was the tenant cooperative and did they show concern about their problem if they had visible infestation
- 6) Are there any maintenance issues that are contributing to the infestation problem?

d) A Focus Unit List will be developed by the manager and the Contractor based on pest infestation or conditions promoting infestation. These units will be scheduled for automatic and frequent pest inspections and monitoring. Repeat treatments using baits, traps will be performed continuously as appropriate. Additionally, each unit 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, they will be added to the Focus Unit List for follow up inspection, monitoring and treatment by the contractor if needed.

e) At the completion of each service, a report will be filed with the property manager for review. Identified problem units must be taken from the IPM report and recorded in the Focus Unit List by the manager or designated employee. The units will then be scheduled, and receive automatic monitoring, treatment and review. At such time when the unit 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 the IPM is monitoring for conditions which may lead to problems.

f) Any time a pesticide treatment is performed a report or service record must be provided to the 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

g) 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, B.H.A. employees other than the property manager, technicians, social service personnel or anyone else deemed necessary by the property manager. This meeting will occur during B.H.A. working hours unless otherwise agreed upon by the contractor and the property manager.

6) 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 tenants 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) When performing initial inspection or follow up monitoring, remove pests and their debris, food, other particulate matter and dust by HEPA vacuuming.

- d) Place sticky traps and other monitoring devices in appropriate locations and monitor pest activity.
- e) 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. Suggested materials are but not limited to expanding foam, copper wool, caulking, spackle and joint compound. Any materials used for sealing holes must be previously approved by the property manager or their designee. 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.
- f) All work will be performed during regular B.H.A. work hours, Monday to Friday, 8:00 a.m. to 5:00 p.m. and by the approval of the property manager. No work will occur on B.H.A. holidays. A schedule of holidays will be provided to the awarded contractor.
- g) The contractor will take special measures to protect the residents from the hazards associated with the use of pesticides.
- h) The contractor is responsible for removing and legally depositing of all waste materials and rubbish and shall comply with all Federal, State, and local laws, ordinances and regulations. All waste materials and rubbish will be disposed of off site.
- i) 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 B.H.A. premises.

7) 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 MSDS's.

8) 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.

