


Request for Proposals

Solicitation Name and Number	Pest Control Services Q2014
Responses Must Arrive No Later Than (As KCDC's clocks indicate)	11:00 a.m. on March 19, 2020
Deliver Responses to:	<p>Knoxville's Community Development Corporation Procurement Division 901 N. Broadway Knoxville, TN 37917</p>  <p>Procurement is behind the main office building.</p>
Electronic Copies	Electronic copies are available on KCDC's webpage or by email at purchasinginfo@kcdc.org .
Responses may be Emailed to KCDC	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Printed Responses Required	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Solicitation Meeting	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Solicitation Meeting is Mandatory	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Not Applicable
Solicitation Meeting Date and Time	February 27, 2020 at 10:30 a.m.
Solicitation Meeting Location	KCDC Board Room
Solicitation Meeting Connection	If desired, KCDC will host an on-line meeting. Email purchasinginfo@kcdc.org for the web link.
Site Visits	<p>Go to the office area at each site during the times and dates indicated for a tour of representative apartments at each site.</p> <ul style="list-style-type: none"> • February 27th 9:00 – 11:00 a.m. • February 28th 1:00 – 3:00 p.m.
Questions About This Solicitation	Submit questions to purchasinginfo@kcdc.org KCDC will not accept questions via telephone.
Award Results	KCDC posts the award decision to its web page at: http://www.kcdc.org/procurement/
Open Records/Public Access to Documents	All document provided to KCDC are subject to the Tennessee Open Meetings Act (TCA 8-44-101) and open records requirements.
Check KCDC's webpage (https://www.kcdc.org/procurement/) for addenda and changes before submitting your response	

1. Background and Intent

- a. Knoxville's Community Development Corporation (KCDC) is the public housing and redevelopment agency for the City of Knoxville and for Knox County in Tennessee. KCDC's affordable housing property portfolio includes 20 sites with approximately 3,525 dwelling units. Several of the properties include Low Income Housing Tax Credits units and KCDC is both the General Partner and the management company for those sites. Those properties include Eastport LP, Five Points 1, LP; Five Points 2, LP; Five Points 3, LP; Five Points 4, LP; Lonsdale Homes, LP; Northridge Crossing, LP and The Vista at Summit Hill, LP. KCDC also oversees approximately 3,958 Section 8 Vouchers, 82 Moderate Rehabilitation units and 20 Redevelopment areas. KCDC has issued this solicitation for itself and on the behalf of the various properties that it now provides "management services" as detailed above. Any resulting awards are either for KCDC itself or are on behalf of those properties which KCDC provides "management services."
- b. KCDC uses "supplier" as inclusive of various words describing interested parties often called "vendor," "bidders," "contractors" and "proposers."
- c. KCDC contracted out its pest control services approximately 10 years ago. Every five years KCDC must re-solicit proposals and thus KCDC is now soliciting proposals for pest control services that will commence on or around July 1, 2020.
- d. KCDC's goals for this solicitation include:
 - Quality service leading to pest control
 - Variance of effort by KCDC site to reflect varying needs
 - Cost control
 - Flexibility to meet changing and assorted needs
- e. The successful supplier(s) can expect KCDC to:
 - Respond to supplier recommendations to keep premises clean and in good repair
 - Work with residents on housekeeping issues reported by the supplier
 - Educate staff and residents about their responsibilities, to ensure the best use of the supplier
 - Provide the supplier with access to all living and non-living areas
 - Promptly respond to requests for information from the supplier
 - Manage and enforce award details
 - Watch supplier performance and inform the supplier promptly and fully about concerns
- f. KCDC knows the following challenges exist:
 - Close proximity in living quarters leading to easy spread of pests
 - Cost control is necessary
 - Improper apartments sanitation in some cases
 - Residents who do not assist with pest control protocol
 - Residents unable to assist with pest control protocol
 - Residents who need pest control education

- Very busy KCDC staff with limited time to address pest control issues
 - Balancing the usage of chemicals to control pests with environmental concerns
- g. KCDC has worked with Dr. Vail at the University of Tennessee to study and learn about our bedbug issues and treatment options. Various pieces of information are posted to KCDC's webpage and these may assist proposers with preparing their proposals.
- h. KCDC reserves the right to award to more than one vendor if this is in its best interest.
- i. KCDC's Board must approve the award of this solicitation at a meeting prior to July.

2. Changes after Award

It is possible that after award KCDC will need to revise the service needs or requirements specified in this document. KCDC reserves the right to make such changes after consultation with the supplier. Should additional costs arise, the supplier must document increased costs. KCDC reserves the right to accept and negotiate these charges.

3. Codes and Ordinances

All work covered by these award documents is to be done in full accord with national, state and local codes, ordinances and orders that are in effect at the time the work is performed.

4. Contact Policy

Only contact KCDC's Procurement Division about this solicitation from the issuance of this RFP until its award. Information obtained any other person will not affect the risks or obligations assumed by the proposer or relieve the proposer from fulfilling any of the conditions of the resulting award. Such contact can disqualify the proposer from the solicitation process.

5. Damage

The awarded supplier is responsible for any and all damage to buildings, equipment, grounds, premises and all other types of potential resulting from the provision of the services requested herein.

6. Employees

Supplier(s) will:

- a. Allow only personnel thoroughly trained and skilled to work on the job. Employees are not to be accompanied in their work area by acquaintances, family members, assistants or any person unless said person is an authorized employee of the supplier.
- b. Have sufficient personnel to complete the work in a timely manner.
- c. Provide adequate supervision and adequate discipline among his/her employees.
- d. Provide at least one employee on every job assignment with the ability to speak, read, write and understand English so KCDC's staff can communicate effectively with them.

- e. Employ the quantity and quality of supervision necessary for both effective and efficient management at all times.
- f. Ensure that employees have proper identification displayed while on the job site. Employees must wear a company uniform or have photo identification badges at all times.
- g. Employees parking vehicles (whether corporately or privately owned) must ensure that company identification is on the vehicles. This may be by placards on the vehicle’s side, laminated paper with the company name placed on the dashboard or other means.
- h. Any and all successful proposers, proposer’s employees, proposer’s sub-contractors and the employees of any sub-contractors must submit to a criminal history records check at the proposer’s expense, conducted by the Tennessee Bureau of Investigation and the Federal Bureau of Investigation. The proposer must provide proof of satisfactory results from background checks for each employee who will work on KCDC’s property.

7. Equipment

Supplier(s) shall provide all necessary equipment, materials, supplies, et cetera needed for the performance of the work.

8. Evaluation

- a. KCDC alone determines (using NIGP’s definition and other relevant sources as appropriate) the supplier’s “responsive” and “responsible” status prior to award. Responsible means a business with the financial and technical capacity to perform the requirements of the solicitation and subsequent contract. A responsive proposal is one that fully conforms in all material respects to the solicitation document and all of its requirements, including all form and substance.
- b. KCDC reserves the right to request additional information to assist in the evaluation process.
- c. KCDC will review all proposals and reserves the right to request necessary modifications, waive minor technicalities, reject all proposals, reject any proposal that does not meet mandatory requirement(s) or cancel this RFP, according to KCDC’s best interests.
- d. KCDC may require oral presentations as part of the evaluation process.
- e. KCDC plans to award to the best overall proposal on the following evaluation scale:

Factors	Maximum Points
Business Capabilities and Strength	20
Cost	40
References	5
Strength of Service Plan	35
Total	100

9. **General Instructions**

KCDC does not insert “General Instructions to Suppliers” in solicitation documents. These instructions are at www.kcdc.org. Click on “Procurement” and then follow the link to the instructions. The supplier’s submittal means acceptance of the terms and conditions set forth in KCDC’s “General Instructions to Suppliers.”

Paragraphs in the “General Instructions” document that ***do not*** apply to this solicitation: None

10. **Insurance**

See Appendix 1. These insurances and levels ***are required*** and not optional. If you or your insurance agent have concerns or believe that some coverages are not necessary, email purchasinginfo@kcdc.org detailing any requested changes before this solicitation’s due date.

11. **Invoicing/Ordering**

- a. Until a purchase order is in place, work is not to be performed nor are goods to be delivered. KCDC has no legal obligation to pay for work performed prior to the issuance of a purchase order. Emergency situations are exempted from this statement and such situations can be approved by the Procurement Division.
- b. Suppliers are asked to email invoices with 10 days following work completion and are required to submit invoices within 90 days following the delivery of the goods or services. KCDC may deny invoices submitted after the 90-day threshold.
- c. KCDC pays by electronic transfer (ACH). Supplier’s accounts receivable staff must use KCDC’s Supplier Portal to ascertain payments made and to which invoices they apply. Suppliers will set up an account in KCDC’s Supplier Portal so that they receive an email with each payment detailing the invoice number and the amount paid. KCDC is not able to routinely offer payment history assistance and so if the supplier is unable or unwilling to use KCDC’s Supplier Portal to track payments, consider whether or not to submit a response to this solicitation.
- d. The purchase of goods and services for use by KCDC owned properties are exempt from Tennessee sales and use tax pursuant to Tennessee Code Annotated 67-6-329(a) (4) and KCDC is generally exempt from the Federal Excise tax. Upon the placement of a purchase order or the award of a contract, KCDC will provide a State of Tennessee Sales Tax Exemption form to the supplier. KCDC will not pay taxes on invoices for its tax exempt properties. However certain properties are not exempt from taxation and their invoices should include applicable taxes. These are: Eastport LP, Five Points 1, LP; Five Points 2, LP; Five Points 3, LP; Five Points 4, LP; Lonsdale Homes, LP; Northridge Crossing, LP and The Vista at Summit Hill, LP.
- e. Since KCDC is the managing partner for nine separate corporations under the KCDC umbrella, those separate corporations must receive separate invoices. Thus the supplier will generally:

- Bill each specific site for work performed or goods delivered.
- Create separate invoices for Eastport LP, Five Points 1, LP; Five Points 2, LP; Five Points 3, LP; Five Points 4, LP; Lonsdale Homes, LP; Northridge Crossing, LP and The Vista at Summit Hill, LP showing them as the “Owner” or “Bill To” entity.

f. Invoices must:

- Be numbered
- List a date on them that is after the work is completed or goods delivered
- List the purchase order number
- Breakdown pricing according to the award structure
- Show the supplier’s name and address

12. Length of Award

The length of the contract will be twelve months with four optional annual renewals that KCDC may exercise at its discretion.

13. Licenses

The proposers shall maintain all licenses necessary to conduct business in the State of Tennessee.

14. Locations

KCDC has the locations listed below which need these services. KCDC may delete sites and/or add sites as KCDC’s needs change.

Site	Address	Contact Person	Phone	Number of Apartments	Number of Buildings	Social Hall, Common Areas, Office, Maintenance Shop, gyms, etc.	Type
Autumn Landing Apartments	6331 Pleasant Ridge Road	James Pruitt	403-1422	102	8	1	Family Style
Cagle Terrace	515 Renford Drive	Rhonda Harris	403-1310	274	2	13	High rise
Cottages at Clifton Road	Clifton Road area	Kristie Toby	403-1420	53	28	0	Family Style
Eastport Residences I	McConnell Street	Kim Clark	403-1390	25	5	0	Family Style
Eastport Residences II	McConnell Street	Kim Clark	403-1390	60	5	0	Family Style
Five Points Multiplexes	McConnell Street	Kim Clark	403-1390	17	5	0	Family Style
Five Points Duplexes	McConnell Street	Kim Clark	403-1390	20	10	0	Elderly
Five Points Leasing Office/	Corner of Kenner Ave and McConnell	Kim Clark	403-1390	0	1		Office

Site	Address	Contact Person	Phone	Number of Apartments	Number of Buildings	Social Hall, Common Areas, Office, Maintenance Shop, gyms, etc.	Type
Boys & Girls Club	Street						
Isabella Towers	1515 Isabella Circle	Sam Chambers	403-1340	236	3	4	High rise
Lonsdale Homes	2020 Minnesota Avenue	Darlene Farmer	403-1350	260	73	3	Family Style
Love Towers	1171 Armstrong Avenue	Steve Ellis	403-1360	249	2	8	High rise
Main Office	901 N. Broadway	Jack Canada	403-1371	0	2	0	Office
Mechanicsville Homes	Mechanicsville area	Darlene Farmer	403-1350	48	27	0	Family Style
Montgomery Village	4530 Joe Lewis Road	Linda Jeter	403-1380	380	64	4	Family Style
Nature's Cove Apartments	2639 Bakertown Road	James Pruitt	403-1422	95	12	1	Family Style
North Ridge Crossing	712 Breda Drive	Adronicus Thomas	403-1320	268	104	2	Family Style
Northgate Terrace	4301 Whittle Springs Road	Terri Evans	403-1400	277	1	7	High rise
Passport Property	1626 Wallace Street area	Beth Bacon	403-1390	83	48	0	Family Style and Duplexes
Procurement Office Building	901 N. Broadway	Jack Canada	403-1371	0	1	0	Office
Residences at Five Points Phase 1	2061 Bethel Avenue	Kim Clark	403-1390				
Residences at Eastport		Kim Clark	403-1390				
Supportive Maintenance	302 East Anderson Avenue	Jack Canada	403-1371	0	2	0	Office
Valley Oaks	3504 Oak Branch Circle	Adronicus Thomas	403-1320	0	2	0	Office/Shop
Verandas	107 Flenniken Avenue	Linda Jeter	403-1380	42	1	1	Family Style
Vista	957 East Hill Avenue	Darrell Lindsey	403-1300	175	21	1	Family Style
Western Heights	1621 Jourolmon Avenue	Kristie Toby	403-1420	440	105	6	Family Style

15. Price Structure

- a. At the end of each twelve-month period, the awarded supplier(s) may request a change to the agreed to price. The supplier(s) must provide proof of increased Producer Price Index (Knoxville) to the Procurement Division. Suppliers may lower prices at any time with or without notice. KCDC will decide whether to accept a price increase. If the price increase is accepted, the solicitation file will be so noted. If the price increase is not accepted, the supplier may:
 1. Continue with the existing pricing.
 2. Suggest an alternative price increase.
 3. End the award.
- b. KCDC does not pay fuel surcharges.
- c. KCDC will consider price increases due to tariffs and embargos upon submitted documentation. However KCDC reserves the right to deny such requests. Further if a price increase is granted due to a tariff or embargo, prices must return to their previous rates once the issue is resolved.

16. Representations

By submitting a response, the supplier represents and warrants:

- a. That the supplier is financially solvent and that it is experienced in and competent to perform the type of work, and/or to furnish the personnel, plans, materials, supplies or equipment to be performed or furnished by it; and
- b. That the supplier is familiar with all federal, state, municipal and county laws, ordinances and regulations, which may in any way affect the work of those employed therein, including but not limited to any special acts relating to the work or to the project of which it is a part; and
- c. Suppliers are required to visit the apartment (properties) and become fully familiar with conditions as they exist.
- d. The failure or omission of the supplier to receive or examine the solicitation document or any part of the specifications, or to visit the sites and acquaint themselves as to the nature and location of the work, the general and local conditions and all matters which may in any way affect performance will not relieve the supplier of any obligation to perform as specified herein.
- e. By submitting a response to this solicitation, each supplier is certifying that they have inspected the apartments/sites and have read the solicitation and all appendices and addenda.

17. Responsibilities

At no expense to KCDC, the supplier(s) will:

- a. Provide quality control for all services provided.
- b. Provide competent supervision.

- c. Provide competent workers.
- d. Take precautions necessary to protect persons or property against injury or damage and be responsible for any such damage, or injury that occurs as a result of their fault or negligence.
- e. Perform work without unnecessarily interfering with the activities of KCDC, residents or other suppliers.

18. Safety/OSHA Guideline Compliance

- a. Staff and public safety are of prime concern to KCDC. All costs are the supplier's responsibility.
- b. Supplier(s) shall comply with all applicable OSHA and TOSHA rules.
- c. The supplier(s) shall ensure that its employees exercise all necessary caution and discretion to avoid injury to persons or damage to property.
- d. The supplier(s) is responsible for providing and placing barricades, tarps, plastic, flag tape and other safety/traffic control equipment to protect the public, surrounding areas, equipment and vehicles.
- e. The supplier(s) will protect all buildings, appurtenances and furnishings from damage. The supplier(s) shall, at his expense, repair such damages (or replace the items) by approved methods to restore the damaged areas to their original condition.
- f. Supplier(s) shall use caution signs as required by OSHA Regulation 1910.144 and 1910.145.
- g. Markings or labeling of materials containing hazardous or toxic substance or wastes shall be in accordance with all Federal, State and County laws, ordinances, rules and regulations.
- h. Suppliers are advised that SDS must be provided for each product intended for use within the KCDC system. *As work is performed*, submit the SDS to the property management team at each site.
- i. The successful supplier(s) will provide SDS's for each product used at KCDC. *Upon award*, submit the SDS to the property managers at each complex. Whenever the chemicals used change, the supplier(s) will supply the new information to the apartment managers.

19. Section 3 of the HUD Act of 1968

Section 3 is a provision of the Housing and Urban Development Act of 1968 which requires that programs of direct financial assistance administered by the U.S. Department of Housing and Urban Development (HUD) provide, to the greatest extent feasible, opportunities for job training and employment to lower income residents in connection with projects in their neighborhoods. Further, to the greatest extent feasible, contracts in connection with these projects are to be awarded to local businesses. Section 3 is a tool for fostering local economic development, neighborhood economic improvement and individual self-sufficiency.

- a. Recipients and suppliers must make a good faith effort to utilize Section 3 area residents as trainees and employees in connection with the project. Targeted recruitment and the selection of Section 3 area residents for available positions are two examples of good faith efforts to meet this requirement.
- b. Recipients and suppliers must make a good faith effort to award contracts to Section 3 business concerns for work in connection with the project. An example of a good faith effort to meet this requirement is the implementation of an affirmative action plan, which includes targets for the number and dollar value for awarding contracts to Section 3 business concerns.
- c. Recipients and suppliers must keep records and submit reports to HUD documenting the good faith efforts taken and the results of these actions. Examples of such documentation include letters to community organizations, employment development and business development centers, copies of solicitations for bids or proposals, and copies of affirmative action plans.
- d. How can businesses find Section 3 residents to work for them? This can be accomplished by recruiting in the neighborhood and public housing developments to tell about available training and job opportunities. Distributing flyers, posting signs, placing ads, and contacting resident organizations and local community development and employment agencies to find potential workers are a few effective ways of getting jobs and people together.
- e. All contracts awarded are subject to Section 3 requirements. Supplier shall seek to fill all positions that are unfilled with KCDC residents. For additional information, go to <http://www.hud.gov/offices/fheo/section3/Section3.pdf>. The successful supplier will give KCDC job announcements for any position that must be filled as a result of the award of KCDC work. Additionally the successful supplier will supply the same job announcement to the Knoxville-Knox County Committee Action Committee's Workforce Connections group. These can be faxed to 544-5269.
- f. A Section 3 resident is one who lives within a public housing authority's site. It is also people who live in an area with a HUD assisted program and whose income is below HUD's low income requirements.
- g. A Section 3 business is one that:
 - 1. Is at least 51% owned by a Section 3 resident; or
 - 2. Employs Section 3 residents for at least 30% of its employee base; or
 - 3. Makes a commitment to sub contract at least 25% of the project's dollars to a Section 3 business.
- h. Upon award, the successful supplier will supply two documents to KCDC:
 - 1. A Section 3 Business determination provided one is not already on file.
 - 2. A Section 3 Business plan for this work.

20. Security

The successful supplier is responsible for providing (if necessary) all security to equipment, materials, personnel and tools that are required for this work. KCDC is not responsible for damage or losses to equipment, materials, personnel, tools or the apartment.

21. Smoking Policy

KCDC's Smoke Free policy is applicable to you, your employees and subcontractors.

a. The policy mandates:

- No smoking on owner's property
- No e-vape or similar usage on owner's property
- The Smoke Free policy applies in personal or corporate vehicles on owner's property

b. Applicable definitions include:

- "Smoking" means inhaling, exhaling, burning or carrying any lighted or heated cigar, cigarette or pipe, or any other lighted or heated tobacco or plant product intended for inhalation, including hookahs and marijuana, whether natural or synthetic, in any manner or in any form. "Smoking" also includes the use of an electronic smoking device which creates an aerosol or vapor, in any manner or in any form.
- "Electronic Smoking Device" means any product containing or delivering nicotine or any other substance intended for human consumption that can be used by a person in any manner for the purpose of inhaling vapor or aerosol from the product. The term includes any such device, whether manufactured, distributed, marketed or sold as an e-cigarette, e-cigar, e-pipe, e-hookah or vape pen or under any other product name or descriptor.
- Property means all buildings, parking lots, streets, structures and **land** owned by owners. Should supplier staff be observed violating these requirements, KCDC's Procurement Division will notify the supplier about the problem. Should there be recurrences, KCDC may ask the supplier to not send the employee to KCDC's property. Repeated offenses may result in forfeiture of your awarded "contract."

22. Subcontractors

Subcontractors must:

- a. Be approved by KCDC prior to beginning work. Any changes must be approved by KCDC.
- b. Not be on HUD's nor the State of Tennessee's debarment lists.
- c. Carry the insurance coverages as outlined herein.

23. Work Hours

KCDC's normal work hours typically begin at 7:30 a.m. with the supplier exiting by 4:00 or as otherwise agreed to by the supplier and the site management.

24. Introduction

Proposers are to suggest a comprehensive pest control program that brings quality, prompt and professional services to KCDC’s residents by maximizing the proposer’s expertise. Accordingly, KCDC is prescribing its desired outcomes as opposed to prescribing the specific steps to be taken in achieving the outcomes. Service must follow pest control industry current best practices.

- a. The supplier’s routine service plan will control
 - Ants
 - Bed bugs
 - Beetles
 - Box elder Bugs
 - Cockroaches
 - Crickets
 - Earwigs
 - Fleas
 - Flies
 - Flying insects in the bee families
 - Gnats
 - Lady bugs
 - Mites
 - Moths
 - Silverfish
 - Spiders
- b. KCDC reserves the right to negotiate with the supplier(s) for the purchase of related pest control services such as extermination of wood borers, bats, birds, mosquitos and skunks not specifically covered herein and to add (or delete) apartments, buildings or parts of buildings to (or from) the agreement. KCDC reserves the right to solicit these services from other suppliers at its discretion.
- c. It is critical that vacant apartments be ready for occupancy as soon as possible. Therefore, the supplier(s) will service vacant apartments within one business day after notification of the need. The supplier(s) may request to fog vacant apartments.
- d. KCDC strongly prefers that all apartments at each site be treated during each visit. If this is not part of the proposer’s plan, the proposer must explain why not and what steps will be taken to accomplish the same goal. KCDC will evaluate the reasons why a supplier chooses not to agree to treat all apartments at a site during each visit. KCDC alone will ascertain whether or not the reasons are satisfactory and score the proposal accordingly.

25. Bonding

Supplier(s) must bond their employees for this work and maintain this bonding throughout the award.

26. Documentation Requirements

- a. Service visit documentation will be given to the Senior Asset Manager within 24 business hours.
- b. The supplier(s) will supply and maintain a pest control information book for each property. The book is to contain:
 - Applicator licenses
 - Award/service agreement

- Educational materials for staff and residents
 - Focus apartment list
 - Potential notifications/preparation instructions
 - Product labels (or links to labels) and Safety Data Sheets (SDS) for all pesticides
 - Proof of insurance and business registration
 - Service log (containing the Routine Service Forms and Apartment Service Tickets)
 - Service schedule
- c. The successful supplier(s) will provide periodic reports (as agreed on) that reflect service and infestation patterns broken down by sites.
- d. HUD requires that residents receive 48 hours' notice before KCDC staff or suppliers enter the apartments. Typically, the supplier(s) will let KCDC know the apartments to be treated on Fridays before starting a workweek.

The supplier will issue the notices on Friday and the work may commence on Monday. KCDC reserves the right to have its staff accompany technicians.

- e. The supplier(s) will leave post treatment notices in each occupied apartment that is treated. The supplier(s) will leave post treatment notices for vacant units in the management office.
- f. Supplier(s) will provide warranty documents to the site manager which must indicate the:
- Apartment where the installation occurred.
 - Area (floor, wing, et cetera).
 - Detailed diagram indicating the specific area(s) covered under the warranty.
- g. The supplier(s) and the Procurement Director will negotiate a standard and approved contract document for all work so that the document does not have to reviewed each time prior to signature.

27. **Legal and Proper Product Application**

- a. Suppliers are responsible for compliance with all applicable federal, state and local pesticide codes, laws and regulations. Suppliers will apply all toxicants in accordance with manufacturer's published instructions and applicable laws. Suppliers will only use products in any manner consistent with its labeling. Suppliers will only use pesticides for the indicated pests and will follow the label instructions.
- b. The supplier(s) will maintain application records as outlined by the Laws and Regulations Governing Pest Control Operators and Applicators of Restricted Use Pesticides under rule 0080-6-14.12 Record Keeping Requirements for Commercial Pest Control Operators and Commercial Applicators.

28. Services, Outcomes and Parameters

a. Basic Services (see paragraph 24 A)

Service will include both interior spaces and exteriors of each building. Note that a portion of each service visit is inspecting for rodents and bedbugs.

b. Bed Bugs

KCDC has significant bedbug issues though primarily at its four high rise properties. From January through November 2019 the incumbent supplier estimates 304 bed bug treatments have been performed. In 2018, the incumbent supplier estimates 375 bed bug treatments occurred. Note that this is the total number of "Service Agreements" and not the actual number of units serviced. These service agreements could vary anywhere from 1 unit to 4 per service agreement.

- Furniture moving assistance may be required.
- KCDC prefers that furniture is treated rather than removed. If the treatment is unsuccessful, removal may occur.
- Inspections while performing routine treatments.
- Response time of two business days after notification.
- Residents will vacate for bed bug treatment.
- Determine bed bugs have been eliminated before terminating the contract for an apartment. Do not rely on visual inspections to determine elimination. Place Blackout Bedbug Detectors or similar monitoring devices under the legs of beds and upholstered furniture as well as against the walls. When these monitors are inspected three times at two week's intervals and no bed bugs are found, the bugs are probably gone.

c. Fire Ants

While relatively rare for KCDC to need treatment, there are occasional instances in which fire ant treatment is required. KCDC estimates that typically there are 5 fire ant treatments per year.

d. Flea Control

While relatively rare for KCDC to need treatment, there are occasional instances in which flea treatment is required. KCDC estimates that typically there are 20 flea treatments per year.

e. Rodents

On occasions, it will be necessary to address rodent control and work with site managers to establish a plan of action to treat and monitor for rodents (mostly mice and rats). KCDC will negotiate costs and service terms with the supplier(s) on a case by case basis.

f. Termites

1. Suppliers will propose a service for termite management that is consistent with integrated pest management best practices, including monitoring. The successful supplier shall use "Termidor" (or equal) and bait stations.
2. Once per year the successful supplier(s) will inspect each apartment that has been treated and warranted pursuant to this award.

Further, such inspection is not required if KCDC has not paid the renewal fee. This inspection will be a standard examination for evidence of termites. Supplier will also inspect the termite bait stations and replace them as necessary.

3. Since January 2019 the incumbent supplier estimates 17 termite treatments have been performed. In 2018, there were zero treatments.

g. Product Rotation

Supplier(s) will rotate products with different modes of action quarterly and test for resistance. For cockroach gel baits, this includes using products with different matrices. Use of glue boards is necessary to document the effect of treatment and cockroach population size. KCDC bed bugs are tolerant to chlorfenapyr (Phantom) and bifenthrin (<https://doi.org/10.1093/jee/tox070>) and Northgate bed bugs are tolerant to Temprid FX.

h. Structural Modifications

Supplier(s) may recommend structural changes. However, KCDC must issue written permission before any modification of any structure covered by this award occurs.

- Any penetration or the drilling of access ports to accommodate the treatment of the facilities must be coordinated so as not to disrupt or create friable asbestos at any location.
- Any encounter must meet all appropriate governmental policies such as: EPA, AHEARA, Knox County and City of Knoxville's rules and regulations.
- After treatment, the supplier will patch any access ports caused by the drilling with the manufacturer's recommended product.

i. Prepping for Treatment

Upon award of this RFP, KCDC and the supplier(s) will create a checklist for residents. Resident will be given this document before the treatment date. The resident will perform the required steps or the supplier will contact the site management and KCDC will take the appropriate action.

j. Glue Boards

Glue boards should be used to determine infestations levels (low, medium, high) for German cockroaches and infestation levels recorded on the service sheets/logbook at each service to evaluate success of the procedures. Supplier(s) will replace glue boards at 3 months or when they become full or dusty.

k. Housekeeping Issue

Housekeeping is critical to pest elimination. While the pest control company is not in charge of the residents, input from technicians is important. Technicians should note housekeeping issues and bring these to the site manager to address in a timely manner.

m. **Vacuuming**

Vacuum all visible bed bugs during each treatment visit to reduce infestation size, remove exoskeletons for 1st and 2nd instars to hide in and prevent insecticide exposure and to remove dead bugs making it easier to find areas where living bed bugs persist.

29. **Utilities**

- a. KCDC typically does not supply utilities for suppliers when work is at or in its apartments (or houses), because the residents pay their own utility bills. In such cases, the supplier will have to make arrangement for any necessary utilities.
- b. When work is at KCDC office areas and other non-resident locations, KCDC will typically provide utilities for suppliers as long as they are currently available at the area.

30. **Submittal Instructions**

Submit your information in the order indicated below:

Document Number	Title
Solicitation Document A	General Response Section
Solicitation Document B	Affidavits
Solicitation Document C	HUD Form 5369A
Solicitation Document D	Business Capabilities
Solicitation Document E	Service Plan
Solicitation Document F	References
Solicitation Document G	Cost Proposal
Solicitation Document H	Sample Contracts

- a. Place your company's name on each page and number all pages consecutively
- b. The use of tables in presenting information facilitates the evaluation team's review.
- c. Do not use phrases such as "See the attached" or "Will be provided upon award."
- d. Bind proposals simply since KCDC ultimately scans documents into electronic format. Acceptable binding methods include paper clips, staples and three ring binders.

Note: Proposers are to complete their responses in MS Word format!

[This and the Previous Pages Do Not Need to be Returned](#)

Pest Control Services Q2014
Solicitation Document A General Response Section

General Information about the Supplier

Sign Your Name to the Right of the Arrow →

Your signature indicates you read and agree to "KCDC's General Instructions to Suppliers" (www.kcdc.org) and that you are authorized to bind the supplier or are submitting the response on behalf of and at the direction of the suppliers' representative authorized to contractually bind the supplier. I represent that the supplier or its applicable representative(s) has reviewed the information contained in this Solicitation Package and that the information submitted is accurate.

Printed Name and Title →

Company Name →

Street Address →

City/State/Zip →

Contact Person (Please Print Clearly) →

Telephone Number →

Cell Number →

Supplier's E-Mail Address (Please Print Clearly) →

Addenda

Addenda are at www.kcdc.org. Click on "Procurement" and then on "Open Solicitations" to find addenda. Please check for addenda prior to submitting a proposal.

Acknowledge addenda have been issued by checking below as appropriate:

None Addendum 1 Addendum 2 Addendum 3 Addendum 4 Addendum 5

Statistical Information (Check all the apply)

This business is at least 51% owned and operated by a woman Yes No

This business qualifies as a small business by the State of Tennessee Yes No
Total gross receipts of not more than \$10,000,000 average over a three-year period OR employs no more than 99 persons on a full-time basis

This business qualifies as Section 3 business (as defined by HUD): Yes No
It is at least 51% owned by a Public Housing resident or it employs Section 3 residents for at least 30% of its employee base; or it commits to subcontract at least 25% of the project's dollars to a Section 3 business.

This business is owned & operated by persons at least 51% of the following ethnic background:

Asian/Pacific Black Hasidic Jew Hispanic Native Americans White

Cooperative Procurement

Subject to additional location/delivery charges, the supplier agrees to extend the offered costs to other governments if the government so desires. Yes No

Prompt Payment Discount

A prompt payment discount of _____% is offered for payment within ____ days of submission of an accurate and proper invoice.

MasterCard Acceptance

Mastercard is accepted for payment without additional fees. Yes No For a fee of _____

Supplier: _____

Conflict of Interest

1. No commissioner or officer of KCDC or other person whose duty it is to vote for, let out, overlook or in any manner superintend any of the work for KCDC has a direct interest in the award or the supplier providing goods or services.
2. No employee, officer or agent of the grantee or sub-grantee will participate in selection, or in the award or administration of an award supported by Federal funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when the employee, officer or agent, any member of his immediate family, his or her partner, or an organization, which employs, or is about to employ, any of the above, has a financial or other interest in the supplier selected for award.
3. The grantee's or sub-grantee's officers, employees or agents will neither solicit nor accept gratuities, favors or anything of monetary value from suppliers, potential suppliers or parties to sub-agreements.
4. By submission of this form, the supplier is certifying that no conflicts of interest exist.

Drug Free Workplace Requirements

5. Private employers with five or more employees desiring to contract for construction services attest that they have a drug free workplace program in effect in accordance with TCA 50-9-112.

Eligibility

6. The supplier is eligible for employment on public contracts because no convictions or guilty pleas or pleas of nolo contendere to violations of the Sherman Anti-Trust Act, mail fraud or state criminal violations with an award from the State of Tennessee or any political subdivision thereof have occurred.

General

7. Supplier fully understands the preparation and contents of the attached offer and of all pertinent circumstances respecting such offer.
8. Such offer is genuine and is not a sham offer.

Iran Divestment Act

9. Concerning the Iran Divestment Act (TCA 12-12-101 et seq.), by submission of this bid/quote/proposal, each supplier and each person signing on behalf of any supplier certifies, and in the case of a joint bid/quote/proposal, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each supplier is not on the list created pursuant to § 12-12-106.

Non-Collusion

10. Neither the said supplier nor any of its officers, partners, owners, agents, representatives, employees or parties interest, including this affiant, has in any way colluded conspired, connived or agreed, directly or indirectly, with any other responder, supplier, or person to submit a collusive or sham offer in connection with the award or agreement for which the attached offer has been submitted or to refrain from making an offer in connection with such award or agreement, or collusion or communication or conference with any other supplier, or, to fix any overhead, profit, or cost element of the offer price or the offer price of any other supplier, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against KCDC or any person interested in the proposed award or agreement.

11. The price or prices quoted in the attached offer are fair, proper and not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the supplier or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

Accuracy of Electronic Copies

12. If the supplier provides electronic copies of the bid/proposal/quote to KCDC, the supplier certifies that the information provided on paper and in the electronic format is identical unless specifically noted otherwise.

No Contact/No Advocacy Affidavit

13. After this solicitation is issued, any contact initiated by any proposer with any KCDC representative concerning this proposal is strictly prohibited-except for communication with the Procurement Division. My signature signifies that no unauthorized contact occurred.

14. To ensure the integrity of the review and evaluation process, respondents to this solicitation nor any firm representing them, may not lobby or advocate to KCDC staff or Board members. My signature signifies that no unauthorized advocacy occurred.

The undersigned hereby acknowledges receipt of these affidavits and certifies that the submittal in response to this solicitation is in full compliance with the listed requirements.

Signed by _____ →	
Printed Name _____ →	
Title _____ →	
Subscribed and sworn to before me this date	
By (Notary Public) _____ →	
My Commission Expires on _____ →	
Notary Stamp	

Representations, Certifications, and Other Statements of Bidders Public and Indian Housing Programs

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1. Certificate of Independent Price Determination

(a) The bidder certifies that--

(1) The prices in this bid have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other bidder or competitor relating to (i) those prices, (ii) the intention to submit a bid, or (iii) the methods or factors used to calculate the prices offered;

(2) The prices in this bid have not been and will not be knowingly disclosed by the bidder, directly or indirectly, to any other bidder or competitor before bid opening (in the case of a sealed bid solicitation) or contract award (in the case of a competitive proposal solicitation) unless otherwise required by law; and

(3) No attempt has been made or will be made by the bidder to induce any other concern to submit or not to submit a bid for the purpose of restricting competition.

(b) Each signature on the bid is considered to be a certification by the signatory that the signatory--

(1) Is the person in the bidder's organization responsible for determining the prices being offered in this bid or proposal, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above; or

(2) (i) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above.

[insert

full name of person(s) in the bidder's organization responsible for determining the prices offered in this bid or proposal, and the title of his or her position in the bidder's organization];

(ii) As an authorized agent, does certify that the principals named in subdivision (b)(2)(i) above have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and

(iii) As an agent, has not personally participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above.

(c) If the bidder deletes or modifies subparagraph (a)2 above, the bidder must furnish with its bid a signed statement setting forth in detail the circumstances of the disclosure.

[Contracting Officer check if following paragraph is applicable]

(d) Non-collusive affidavit. (applicable to contracts for construction and equipment exceeding \$50,000) in Solicitation Document B attached

(1) Each bidder shall execute, in the form provided by the PHA/IHA, an affidavit to the effect that he/she has not colluded with any other person, firm or corporation in regard to any bid submitted in response to this solicitation. If the successful bidder did not submit the affidavit with his/her bid, he/she must submit it within three (3) working days of bid opening. Failure to submit the affidavit by that date may render the bid nonresponsive. No contract award will be made without a properly executed affidavit.

(2) A fully executed "Non-collusive Affidavit" [] is, [] is not included with the bid.

2. Contingent Fee Representation and Agreement

(a) Definitions. As used in this provision:

"Bona fide employee" means a person, employed by a bidder and subject to the bidder's supervision and control as to time, place, and manner of performance, who neither exerts, nor proposes to exert improper influence to solicit or obtain contracts nor holds out as being able to obtain any contract(s) through improper influence.

"Improper influence" means any influence that induces or tends to induce a PHA/IHA employee or officer to give consideration or to act regarding a PHA/IHA contract on any basis other than the merits of the matter.

(b) The bidder represents and certifies as part of its bid that, except for full-time bona fide employees working solely for the bidder, the bidder:

(1) [] has, [] has not employed or retained any person or company to solicit or obtain this contract; and

(2) [] has, [] has not paid or agreed to pay to any person or company employed or retained to solicit or obtain this contract any commission, percentage, brokerage, or other fee contingent upon or resulting from the award of this contract.

(c) If the answer to either (a)(1) or (a)(2) above is affirmative, the bidder shall make an immediate and full written disclosure to the PHA/IHA Contracting Officer.

(d) Any misrepresentation by the bidder shall give the PHA/IHA the right to (1) terminate the contract; (2) at its discretion, deduct from contract payments the amount of any commission, percentage, brokerage, or other contingent fee; or (3) take other remedy pursuant to the contract.

3. Certification and Disclosure Regarding Payments to Influence Certain Federal Transactions (applicable to contracts exceeding \$100,000)

(a) The definitions and prohibitions contained in Section 1352 of title 31, United States Code, are hereby incorporated by reference in paragraph (b) of this certification.

(b) The bidder, by signing its bid, hereby certifies to the best of his or her knowledge and belief as of December 23, 1989 that:

(1) No Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with the awarding of a contract resulting from this solicitation;

(2) If any funds other than Federal appropriated funds (including profit or fee received under a covered Federal transaction) have been paid, or will be paid, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress on his or her behalf in connection with this solicitation, the bidder shall complete and submit, with its bid, OMB standard form LLL, "Disclosure of Lobbying Activities;" and

(3) He or she will include the language of this certification in all subcontract awards in excess of \$100,000 shall certify and disclose accordingly.

(c) Submission of this certification and disclosure is a prerequisite for making or entering into this contract imposed by section 1352, title 31, United States Code. Any person who makes an expenditure prohibited under this provision or who fails to file or amend the disclosure form to be filed or amended by this provision, shall be subject to a civil penalty of not less than \$10,000, and not more than \$100,000, for each such failure.

(d) Indian tribes (except those chartered by States) and Indian organizations as defined in section 4 of the Indian Self-Determination and Education Assistance Act (25 U.S.C. 450B) are exempt from the requirements of this provision.

4. Organizational Conflicts of Interest Certification

The bidder certifies that to the best of its knowledge and belief and except as otherwise disclosed, he or she does not have any organizational conflict of interest which is defined as a situation in which the nature of work to be performed under this proposed contract and the bidder's organizational, financial, contractual, or other interests may, without some restriction on future activities:

- (a) Result in an unfair competitive advantage to the bidder; or,
- (b) Impair the bidder's objectivity in performing the contract work.

In the absence of any actual or apparent conflict, I hereby certify that to the best of my knowledge and belief, no actual or apparent conflict of interest exists with regard to my possible performance of this procurement.

5. Bidder's Certification of Eligibility

(a) By the submission of this bid, the bidder certifies that to the best of its knowledge and belief, neither it, nor any person or firm which has an interest in the bidder's firm, nor any of the bidder's subcontractors, is ineligible to:

- (1) Be awarded contracts by any agency of the United States Government, HUD, or the State in which this contract is to be performed; or,
- (2) Participate in HUD programs pursuant to 24 CFR Part 24.

(b) The certification in paragraph (a) above is a material representation of fact upon which reliance was placed when making award. If it is later determined that the bidder knowingly rendered an erroneous certification, the contract may be terminated for default, and the bidder may be debarred or suspended from participation in HUD programs and other Federal contract programs.

6. Minimum Bid Acceptance Period

(a) "Acceptance period," as used in this provision, means the number of calendar days available to the PHA/IHA for awarding a contract from the date specified in this solicitation for receipt of bids.

(b) This provision supersedes any language pertaining to the acceptance period that may appear elsewhere in this solicitation.

(c) The PHA/IHA requires a minimum acceptance period of 90 calendar days.

(d) In the space provided immediately below, bidders may specify a longer acceptance period than the PHA's/IHA's minimum requirement. The bidder allows the following acceptance period: calendar days.

(e) A bid allowing less than the PHA's/IHA's minimum acceptance period will be rejected.

(f) The bidder agrees to execute all that it has undertaken to do, in compliance with its bid, if that bid is accepted in writing within (1) the acceptance period stated in paragraph (c) above or (2) any longer acceptance period stated in paragraph (d) above.

7. Small, Minority, Women-Owned Business Concern Representation

The bidder represents and certifies as part of its bid/ offer that it --

is, is not a small business concern. "Small business concern," as used in this provision, means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding, and qualified as a small business under the criteria and size standards in 13 CFR 121.

is, is not a women-owned business enterprise. "Women-owned business enterprise," as used in this provision, means a business that is at least 51 percent owned by a woman or women who are U.S. citizens and who also control and operate the business.

is, is not a minority business enterprise. "Minority business enterprise," as used in this provision, means a business which is at least 51 percent owned or controlled by one or more minority group members or, in the case of a publicly owned business, at least 51 percent of its voting stock is owned by one or more minority group members, and whose management and daily operations are controlled by one or more such individuals. For the purpose of this definition, minority group members are:

(Check the block applicable to you)

- | | |
|---|---|
| <input type="checkbox"/> Black Americans | <input type="checkbox"/> Asian Pacific Americans |
| <input type="checkbox"/> Hispanic Americans | <input type="checkbox"/> Asian Indian Americans |
| <input type="checkbox"/> Native Americans | <input type="checkbox"/> Hasidic Jewish Americans |

9. Certification of Eligibility Under the Davis-Bacon Act

Act (applicable to construction contracts exceeding \$2,000)

- (a) By the submission of this bid, the bidder certifies that neither it nor any person or firm who has an interest in the bidder's firm is a person or firm ineligible to be awarded contracts by the United States Government by virtue of section 3(a) of the Davis-Bacon Act or 29 CFR 5.12(a)(1).
- (b) No part of the contract resulting from this solicitation shall be subcontracted to any person or firm ineligible to be awarded contracts by the United States Government by virtue of section 3(a) of the Davis-Bacon Act or 29 CFR 5.12(a)(1).
- (c) The penalty for making false statements is prescribed in the U. S. Criminal Code, 18 U.S.C. 1001.

10. Certification of Nonsegregated Facilities (applicable to contracts exceeding \$10,000)

- (a) The bidder's attention is called to the clause entitled **Equal Employment Opportunity** of the General Conditions of the Contract for Construction.
- (b) "Segregated facilities," as used in this provision, means any waiting rooms, work areas, rest rooms and wash rooms, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees, that are segregated by explicit directive or are in fact segregated on the basis of race, color, religion, or national origin because of habit, local custom, or otherwise.
- (c) By the submission of this bid, the bidder certifies that it does not and will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not and will not permit its employees to perform their services at any location under its control where segregated facilities are maintained. The bidder agrees that a breach of this certification is a violation of the Equal Employment Opportunity clause in the contract.
- (d) The bidder further agrees that (except where it has obtained identical certifications from proposed subcontractors for specific time periods) prior to entering into subcontracts which exceed \$10,000 and are not exempt from the requirements of the Equal Employment Opportunity clause, it will:
 - (1) Obtain identical certifications from the proposed subcontractors;
 - (2) Retain the certifications in its files; and
 - (3) Forward the following notice to the proposed subcontractors (except if the proposed subcontractors have submitted identical certifications for specific time periods):

Notice to Prospective Subcontractors of Requirement for Certifications of Nonsegregated Facilities

A Certification of Nonsegregated Facilities must be submitted before the award of a subcontract exceeding \$10,000 which is not exempt from the provisions of the Equal Employment Opportunity clause of the prime contract. The certification may be submitted either for each subcontract or for all subcontracts during a period (i.e., quarterly, semiannually, or annually).

Note: The penalty for making false statements in bids is prescribed in 18 U.S.C. 1001.

11. Clean Air and Water Certification (applicable to contracts exceeding \$100,000)

The bidder certifies that:

- (a) **Any facility to be used in the performance of this contract [] is, [] is not listed on the Environmental Protection Agency List of Violating Facilities:**
- (b) The bidder will immediately notify the PHA/IHA Contracting Officer, before award, of the receipt of any communication from the Administrator, or a designee, of the Environmental Protection Agency, indicating that any facility that the bidder proposes to use for the performance of the contract is under consideration to be listed on the EPA List of Violating Facilities; and,
- (c) The bidder will include a certification substantially the same as this certification, including this paragraph (c), in every nonexempt subcontract.

12. Bidder's Signature

The bidder hereby certifies that the information contained in these certifications and representations is accurate, complete, and current.

(Signature and Date) _____

(Typed or Printed Name) _____

(Title) _____

(Company Name) _____

(Company Address) _____

Use this section of your response to detail your company's qualifications. Include:

1. An introduction of not more than four paragraphs that includes an explanation of why KCDC should partner with your firm.
2. An overview of your company's history.
3. A description of your company's capabilities.
4. What differentiates you from your competition.
5. An organizational chart that helps KCDC understand the staff that will assist with this work.
6. The names of key personnel who will be involved in this project and indicate titles and roles.
7. Half page (or less) resumes of key personnel (including technicians) showing their years of experience, certifications, et cetera.
8. If your firm will hire employees, include a copy of a job description showing the job requirements and experience.
9. Certification and licensing ID numbers.
10. Tennessee Charter Number.
11. A list of subcontractors-if applicable.
12. Guaranteed response times.
13. The plan you have in place to ensure consist quality among your technicians.
14. Other information as desired (maximum of 5 pages).

Use this section to detail how you plan to provide services to KCDC. Be specific and be detailed since KCDC does not have to ask additional questions during the evaluation process. Use as many pages as necessary to help KCDC fully understand how you plan to service our needs.

Proposers are to address these areas:

1. A narrative to show:
 - The proposed approach to the work
 - Proposed work hours
 - Proposed service levels at the various KCDC sites
 - The resources to be used
 - The administrative plan
 - Other

2. Regular Pest Control treatment proposed (attach service protocols).
 - Low infestation (Procedures here and cost in Solicitation Document G)
 - Medium infestation (Procedures here and cost in Solicitation Document G)
 - High infestation (Procedures here and cost in Solicitation Document G)
 - Products to be used (trade name, generic name, signal word)
 - KCDC staff efforts required
 - Resident efforts required
 - Days and hours of service for each KCDC apartment (projected)
 - Number of employees to be assigned to this work
 - Include discussion of baiting, dusting outlets, cracks, crevices, removing switch plates, monitors, use of HEPA vacuums to remove pests, exclusion techniques. et cetera
 - Discuss clutter removal issues and options
 - Detail whether or not your service plan includes treating the entire building during each visit (as is KCDC's plan). If not, discuss how your service plan accomplishes the same goals.
 - Option (primarily for the high rises) for an interior rodent control program
 - Other

3. Bed bug treatment(s) proposed (attach service protocols).
 - Low infestation (1-10 per unit. Procedures here and cost in Solicitation Document G)
 - Medium infestation (11-50 per unit. Procedures here and cost in Solicitation Document G)
 - High infestation (51 or more per unit. Procedures here and cost in Solicitation Document G)
 - Products to be used (trade name, generic name, signal word)
 - KCDC staff efforts required
 - Resident efforts required
 - Number of employees to be assigned to this work
 - Discussion of building wide bed bug inspections

- Use of monitors to detect and determine elimination of bed bugs
 - The method used to determine bed bug elimination
 - Unit contract completed by documented elimination of bed bugs
 - Dusting outlets, cracks, crevices and removing switch plates
 - Exclusion techniques
 - Use of vacuums to remove bed bugs
 - Other non-chemical options
 - Discuss clutter removal issues and options
 - Other
4. Termite treatment proposed (attach service protocols).
- Products to be used (trade name, generic name, signal word)
 - KCDC staff efforts required
 - Other
5. Fire Ant treatment proposed (attach service protocols).
- Products to be used (trade name, generic name, signal word)
 - KCDC staff efforts required
 - Other
6. Staff and resident education plan
- Frequency
 - Method
 - Results assessment
7. The administrative plan.
- The supplier's administrative contact process and persons
 - Billing/Payment plan
 - A sample invoice for KCDC's review
 - How day to day operations will work
 - Quality control inspection details
 - Call back policies
 - Sample forms
 - Copies of licenses
 - Copies/drafts of literature for residents (housekeeping thoughts, service preparation instructions, et cetera)
 - Furniture moving
 - Furniture removal (from the premises)
 - Other
8. Other services provided: heat, canine scent detection teams, et cetera
9. Other information that the supplier wishes to supply to assist KCDC in the evaluation

Part A: The proposal must include at least **five** specific references of similar accounts (PHAs of a similar size and complexity are preferred). Present information in this format:

1. Entity Name
2. Contact name, Phone number and Email address
3. Number of apartments
4. Description of the contract
5. Date service began
6. Date service ended (if applicable)

Part B: Notes to References

1. While you may have performed numerous services and/or may have had numerous contracts with an entity, each entity can only be one references. Thus if you serviced 18 different Knox County departments, it is one reference.
2. Advise the listed references that KCDC may contact them via email or SurveyMonkey.

Pest Control Services Q2014

Solicitation Document G Cost Proposal

1. Provide a specific price for each KCDC site for routine pest control services as specified herein (does not include bed bugs, fire ants or termites) on this chart. Also indicate the grand total.

Site	Per Month Cost	Per Year Cost
Autumn Landing Apartments		
Cagle Terrace		
Cottages at Clifton Road		
Eastport Residences I		
Eastport Residences II		
Five Points Family Multiplexes		
Five Point Duplexes		
Five Points Leasing Office/		
Isabella Towers		
Lonsdale Homes		
Love Towers (both buildings)		
Main Office		
Mechanicsville Homes		
Montgomery Village		
Nature's Cove Apartments		
North Ridge Crossing		
Northgate Terrace		
Passport Property		
Procurement Office Building		
Residences at Five Points Phase 1		
Residences at Eastport		
Supportive Maintenance		
Valley Oaks		
Verandas		
Vista		
Western Heights		
Grand Total		

2. Indicate any yearly pre-payment discount for routine services.
3. Indicate any service options and the associated costs.
4. Indicate a cost (if any) for prepping units (if KCDC desires).
5. Use the following chart to indicate costs for other services.

Service	Cost
Bed Bugs Low Level Infestation:	\$ efficiency apartment
Bed Bugs Low Level Infestation:	\$ 1 bedroom apartment
Bed Bugs Low Level Infestation:	\$ 2 bedroom apartment
Bed Bugs Low Level Infestation:	\$ 3 bedroom apartment
Bed Bugs Low Level Infestation:	\$ 4 bedroom apartment
Bed Bugs Low Level Infestation:	\$ 5 bedroom apartment
Bed Bugs Medium Level Infestation:	\$ efficiency apartment
Bed Bugs Medium Level Infestation:	\$ 1 bedroom apartment
Bed Bugs Medium Level Infestation:	\$ 2 bedroom apartment
Bed Bugs Medium Level Infestation:	\$ 3 bedroom apartment
Bed Bugs Medium Level Infestation:	\$ 4 bedroom apartment
Bed Bugs Medium Level Infestation:	\$ 5 bedroom apartment
Bed Bugs High Level Infestation:	\$ efficiency apartment
Bed Bugs High Level Infestation:	\$ 1 bedroom apartment
Bed Bugs High Level Infestation:	\$ 2 bedroom apartment
Bed Bugs High Level Infestation:	\$ 3 bedroom apartment
Bed Bugs High Level Infestation:	\$ 4 bedroom apartment
Bed Bugs High Level Infestation:	\$ 5 bedroom apartment
Bed Bug Mattress Cover	\$ each
Rodent: Mice Treatment	\$ square foot
Rodent: Rat Treatment	\$ square foot
Fire Ants	\$ per
Fleas	\$ per
Termite Services	\$ per linear foot
Termite Services	\$ per bait station
HEPA Vacuuming	\$ per
Sealants	\$ per
Furniture Removal Services	\$

Use this section to provide copies of all service contracts that KCDC will be asked to sign. KCDC will review these and indicate any language which needs to be edited so that once approved, site managers can sign the contracts without the involvement of other staff.

1. INSURANCE

The Supplier shall maintain, at Supplier's sole expense, on a primary and non-contributory basis, at all times during the life of the contract insurance coverages, limits, and endorsements described herein. All insurance must be underwritten by insurers with an A.M. Best rating of A- :VI or better. Upon award, the Supplier shall provide Certificate(s) of Insurance and amendatory endorsements to KCDC evidencing said insurance coverages. **See paragraph "g" for exact naming of certificate holder and additional insureds (Owner Entities).**

The Supplier agrees the insurance requirements herein as well as KCDC's review or acknowledgement, is not intended to and shall not in any manner limit or qualify the liabilities and obligations assumed by the Supplier under this contract. KCDC's failure to require a certificate of insurance, acceptance of a non-conforming certificate, or allowing the Supplier to commence work shall not operate as a waiver of these minimum insurance requirements or the liabilities and obligations assumed by the Supplier under this contract.

- a. **Commercial General Liability Insurance:** occurrence version general liability insurance with a minimum combined single limit of \$1,000,000 per occurrence with \$2,000,000 in the aggregate covering the following perils: bodily injury, personal injury, and broad form property damage including products/completed operations for one year after completion of the Project(s). Limits must apply separately to the work/location in this contract.

Such insurance shall contain or be endorsed to contain a provision that includes the **Owner Entities** as additional insureds with respect to the Supplier's ongoing and completed operations, providing coverage at least as broad as CG 20 10 07 04 and 20 37 07 04 endorsements. The coverage shall contain no special limitations on the scope of its protection afforded to the listed insureds.

- b. **Commercial Automobile Liability Insurance:** in an amount not less than \$1,000,000 (combined single limit) for all owned, hired, and non-owned vehicles utilized by Supplier in connection with the Project. Coverage is to include coverage for loading and unloading hazards.

Such insurance shall contain or be endorsed to contain a provision that includes the **Owner Entities** as additional insureds.

- c. **Workers' Compensation Insurance and Employers Liability Insurance:** Workers' Compensation Insurance with statutory limits as required by the State of Tennessee or other applicable laws.
- d. **Environmental Impairment Liability:** Supplier shall maintain environmental impairment liability insurance with limits of not less than \$1,000,000 per occurrence.
- e. **Pollution Liability Insurance:** Supplier shall maintain pollution liability coverage, ISO CG 0039, or equivalent. If the coverage is written on a claims-made form:

1. The "Retro Date" must be shown and must be before the date of the contract or the beginning of contract work.
2. Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of the contract work and acceptance by KCDC.
3. If coverage is cancelled or non-renewed and not replaced with another claims-made policy form with a "Retro Date" prior to the contract effective date, Supplier must purchase "extended reporting" coverage for a minimum of five (5) years after completion of contract work.

f. Other Insurance Requirements:

1. Upon award, Supplier shall furnish KCDC with original Certificate(s) of Insurance and amendatory endorsements effecting coverage required by this section.
2. Provide a waiver of subrogation **for each required policy herein**. When required by the insurer, or should a policy condition not permit Supplier to enter into a pre-loss agreement to waive subrogation without an endorsement, the policy should be endorsed with a Waiver of Transfer of Rights of Recovery Against Others, or its equivalent. This waiver of subrogation requirement shall not apply to any policy which includes a condition specifically prohibiting such an endorsement, or voids coverage should supplier enter into such an agreement on a pre-loss basis.
3. A **minimum 30-day cancellation notice** for all insurances (by endorsement if necessary) is required.
4. Replace certificates, policies, and endorsements for any such insurance expiring prior to completion of services.
5. Maintain such insurance from the time services commence until services are completed or through such extended discovery/reporting/tail period as required. Failure to maintain or renew coverage or to provide evidence of renewal may be treated by KCDC as a material breach of contract.
6. Any deductibles and/or self-insured retentions greater than \$50,000 must be disclosed to and approved by KCDC prior to the commencement of services. Use of large deductibles and/or self-insured retentions will require proof of financial ability as determined by KCDC.
7. All policies must be written on an occurrence basis with the exception of Errors and Omissions Liability (E & O) / Professional Liability and Pollution Liability which may be claims made coverage.
8. Require all subcontractors to maintain during the term of the resulting contract commercial general liability insurance, automobile liability insurance, and workers' compensation/employers liability insurance (unless subcontractor's employees are covered by contractor's insurance) in the same manor and limits as specified for the Supplier.

g. Certificate Holder and Owner Entities:

The **Certificate Holder** shall be: KCDC
 901 N Broadway
 Knoxville, TN 37917

Owner Entities are defined as those entities listed below and shall be provided all insurance coverages, limits, and endorsements included herein including additional insured status. Provided Supplier's insurer(s) permits the entities listed below can be identified collectively as "**Owner Entities**":

KCDC, its officials, officers, employees, and volunteers
Eastport Development, LP
Five Points 1 LP
Five Points 2 LP
Five Points 3 LP
Five Points 4 LP
Lonsdale, LP
North Ridge Crossing, LP
Vista at Summit Hill, LP
Bell Street LP
Montgomery Village Corporation
Cagle Terrace Corporation

*(Note: Only one (1) certificate needs to be provided. Certificate must reflect KCDC as the Certificate Holder and specify all coverages and terms apply to **all Owner Entities**.)*

- h. Right to Revise or Reject:** KCDC reserves the right to revise any insurance requirement, including but not limited to, limits, coverages, and endorsements based on changes in scope of work/specifications, insurance market conditions affecting the availability or affordability of coverage.
- i. No Representation of Coverage Adequacy:** The coverages, limits or endorsements required herein protect the primary interests of the Owner Entities, and the Supplier agrees in no way should these coverages, limits or endorsements required be relied upon when assessing the extent or determining appropriate types and limits of coverage to protect the Supplier against any loss exposures, whether as a result of the project or otherwise.

Appendix 1 Insurance Requirements

Part Two: Term Sheet - Insurance Requirements

Certificate Holder	KCDC 901 N Broadway Knoxville, TN 37917
Additional Insureds (Owner Entities) <i>(can be identified collectively as Owner Entities)</i>	Bell Street LP Cagle Terrace Corporation Eastport Development, LP Five Points 1 LP Five Points 2 LP Five Points 3 LP Five Points 4 LP KCDC, its officials, officers, employees, and volunteers Knoxville’s Housing Development Corporation (KHDC) Lonsdale, LP Montgomery Village Corporation North Ridge Crossing, LP Vista at Summit Hill, LP
GL	\$1M / \$2M
Auto	\$1M (owned, hired, & non-owned)
WC & Employers Liability	Statutory limits
Environmental Impairment Liability	\$1M
Pollution Liability	ISO CG 0039, or equivalent
30-day cancellation	Required– must indicate on COI
Primary non-contributory	Required – must indicate on COI
Waiver of Subrogation	Required – must indicate on COI

(Note: Only one (1) certificate needs to be provided. Certificate must reflect KCDC as the Certificate Holder and specify all coverages and terms apply to all Owner Entities.)

Five Points Duplexes Managed by Kim Clark 403-1390	
301 Chestnut Street	2505 Louise Avenue
303 Chestnut Street	2507 Louise Avenue
124 Chestnut Street	2511 Louise Avenue
126 Chestnut Street	2513 Louise Avenue
314 S. Chestnut Street	601 S. Chestnut Street
316 S. Chestnut Street	603 S. Chestnut Street
2501 Wilson Avenue	2451 Selma Avenue
2503 Wilson Avenue	2453 Selma Avenue
519 S. Chestnut Street	2452 Selma Avenue
521 S. Chestnut Street	2454 Selma Avenue
Five Points Multiplexes Managed by Kim Clark 403-1390	
300 Chestnut Street (House)	401 Juanita Cannon (2 six plex structures)
317 S. Chestnut Street	319 S. Chestnut Street
721 S. Chestnut Street	719 S. Chestnut Street
Mechanicsville Managed by Darlene Farmer 403-1350	
1503 Dora	1412 Wallace
1501 Dora	321 Cansler
301 Douglas	319 Cansler
303 Douglas	317 Cansler
1507 Boyd	313 Cansler
1505 Boyd	311 Cansler
1503 Boyd	1406 Dora
1411 Boyd	1404 Dora
1409 Boyd	241 Cansler
409 Cansler	219 Cansler
411 Cansler	217 Cansler
405 Cansler	215 Cansler
407 Cansler	213 Cansler
1326 W. Fifth Avenue	1425 Iradell Avenue
1328 W. Fifth Avenue	1426 Iradell Avenue
1403 W. Fifth Avenue	1427 Iradell Avenue
1405 W. Fifth Avenue	1627 Wallace Street
1415 Iradell Avenue	1629 Wallace Street
1415 Moses Avenue	1631 Boyd Street
1417 Moses Avenue	1633 Boyd Street
1419 Iradell Avenue	1701 Boyd Street

1419 Moses Avenue	1703 Boyd Street
1423 Moses Avenue	200 Douglas Avenue
1424 Iradell Avenue	204 Douglas Avenue
Passport Homes – KHDC Managed by Beth Bacon 403-1390	
1401 Moses Ave.	212 Douglas Street
700 Alfreda Delaney Street	223 Douglas Street
1308 Calloway Street	227 Douglas Street
700 College Street	1600 Dunbar Street
1601 Dora Street	1601 Dunbar Street
1625 Dora Street	1626 Dunbar Street
1321 University Avenue	1330 University Avenue
1404 University Avenue	1500 University Avenue
1503 University Avenue	1505 University Avenue
1507 University Avenue	1601 University Avenue
1605 University Avenue	1615 University Avenue
Passport Properties Managed by Beth Bacon 403-1390	
701 Alfreda Delaney Street	731 Monroe Senter Street
707 Alfreda Delaney Street	734 Monroe Senter Street
709 Alfreda Delaney Street	735 Monroe Senter Street
739 Alfreda Delaney Street	736 Monroe Senter Street
741 Alfreda Delaney Street	737 Monroe Senter Street
1514 Boyd Street	740 Monroe Senter Street
869 James Davis Drive	1708 Moses Avenue
867 James Davis Drive	1750 Moses Avenue
851 James Davis Drive	1200 University Avenue
849 James Davis Drive	1208 University Avenue
829 James Davis Drive	1210 University Avenue
809 James Davis Drive	1216 University Avenue
807 James Davis Drive	1218 University Avenue
803 James Davis Drive	1224 University Avenue
1016 Knoxville College	1625 University Avenue
1018 Knoxville College	1627 University Avenue
700 Monroe Senter Street	1629 University Avenue
710 Monroe Senter Street	1631 University Avenue
712 Monroe Senter Street	1633 University Avenue
716 Monroe Senter Street	1637 University Avenue
718 Monroe Senter Street	1511 Wallace Street
721 Monroe Senter Street	1606 Wallace Street
726 Monroe Senter Street	1608 Wallace Street
728 Monroe Senter Street	1624 Wallace Street
729 Monroe Senter Street	1626 Wallace Street

1627 Dora Street	238 Douglas Avenue
1629 Dora Street	240 Douglas Avenue
1631 Dora Street	1605 Wallace Street
1633 Dora Street	1225 University Avenue
1313 University Avenue	1315 University Avenue
1402 University Avenue	

**The Cottages at Clifton
Managed by Kristie Toby 403-1420**

Location	Address	Lot
Left	228 Clifton Road	1
Right	230 Clifton Road	1
Left	232 Clifton Road	2
Right	234 Clifton Road	2
Left	236 Clifton Road	3
Right	238 Clifton Road	3
Left	240 Clifton Road	4
Right	242 Clifton Road	4
Left	244 Clifton Road	5
Right	246 Clifton Road	5
Left	248 Clifton Road	6
Right	250 Clifton Road	6
Left	400 Clifton Road	7
Right	402 Clifton Road	7
Left	404 Clifton Road	8
Right	406 Clifton Road	8
Left	408 Clifton Road	9
Right	410 Clifton Road	9
Left	412 Clifton Road	10
Right	414 Clifton Road	10
Left	416 Clifton Road	11
Right	418 Clifton Road	11
Left	420 Clifton Road	12
Right	422 Clifton Road	12
Left	424 Clifton Road	13
Right	426 Clifton Road	13
Left	428 Clifton Road	14
Right	430 Clifton Road	14
Left	432 Clifton Road	15
Right	434 Clifton Road	15
Left	436 Clifton Road	16
Right	438 Clifton Road	16
Left	440 Clifton Road	17
Right	442 Clifton Road	17
Left	444 Clifton Road	18

	Right	446 Clifton Road	18
	Left	448 Clifton Road	19
	Right	450 Clifton Road	19
	Left	452 Clifton Road	20
	Right	454 Clifton Road	20
	Left	456 Clifton Road	21
	Right	458 Clifton Road	21
	Left	460 Clifton Road	22
	Right	462 Clifton Road	22
	Left	464 Clifton Road	23
	Right	466 Clifton Road	23
	Left	468 Clifton Road	24
	Right	470 Clifton Road	24
	Left	472 Clifton Road	25
	Right	474 Clifton Road	25
	Front	2007 Sanderson	26
	Back	2007 Sanderson	26
	Front	2015 Chillicothe	27
	Back	2015 Chillicothe	27
	Front	2009 Chillicothe	28
	Back	2009 Chillicothe	28