



**PURCHASING DIVISION**

901 Broadway, N.E. • Knoxville, TN 37917-6699  
865.403.1133 • Fax 865.594.8858  
800.848.0298 (Tennessee Relay Center)  
Email: [purchasing@kcdc.org](mailto:purchasing@kcdc.org)  
<http://www.kcdc.org/en/DoingBusiness.aspx>

**Request for Proposals**

**PEST CONTROL SERVICES**

**Due Date:** By 11:00 a.m. (EST) on November 20, 2014

*Check KCDC's webpage for addenda and changes before submitting your proposal.*

**Proposal Number:** Q1517

**Deliver Proposals to:** Knoxville's Community Development Corporation  
Purchasing Division (building behind the main office building)  
901 Broadway N.E.  
Knoxville, Tennessee 37917

Faxed/Emailed Responses are acceptable: **Yes**  **No**

**Pre-Proposal Conference:** At 9:30 a.m. on October 31, 2014 in KCDC's Board Room.  
Please read this document prior to the meeting. Mark questions and bring this document with you. Proposers will sign up for apartment visits at the end of the meeting.

**Award Results:** KCDC posts the award decision to its webpage at:  
<http://www.kcdc.org/en/DoingBusiness/SolicitationResults.aspx>

## General Information for Vendors

### 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 the County of Knox in Tennessee. KCDC's public housing property portfolio includes seventeen housing properties with approximately 3,551 dwelling units. KCDC also administers approximately 3,700 vouchers through our Section 8 department and has three tax credit properties.
- b. KCDC contracted out its pest control services nearly five years ago. Five years is the maximum length of time that KCDC may award and thus KCDC is now soliciting proposals for pest control services that will commence in January 2015.
- c. The successful vendor can expect KCDC to:
  - Respond to vendor recommendations to keep premises clean and in good repair to exclude pests and remove potential shelter.
  - Work with residents on housekeeping issues reported by the vendor.
  - Educate staff and residents about their responsibilities, to ensure the best use of the vendor.
  - Provide the vendor with access to all living and non-living areas.
  - Promptly respond to requests for information from the vendor.
  - Manage and enforce award details.
  - Pay invoices in a timely manner.
  - Watch vendor performance and inform the vendor promptly and fully about concerns.

### 2. **ACCEPTANCE**

Proposer's submission in response to this RFP will constitute acceptance of the terms and conditions of the RFP.

### 3. **BONDING**

Bonded employees are required as they may be alone in the resident's apartments.

### 4. **CHANGES AFTER AWARD**

It is possible that after award KCDC may need to revise the service needs or requirements specified in this document. KCDC reserves the right to make such changes after consultation with the vendor. Should additional costs arise, KCDC reserves the right to accept these charges provided the vendor can document the increased costs. KCDC reserves the right to add or delete sites (properties) as needs change.

### 5. **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.

6. **CONTACT PERSONNEL**

A good working relationship must develop between KCDC and the successful vendor. The vendor will not have more than two persons to handle billing inquiries and service related issues. In the event one or both contacts leave the KCDC account, the successful vendor will formally introduce the new contacts to KCDC personnel (both Procurement and property managers). These contacts must be knowledgeable of KCDC to avoid any interruption of service.

7. **CONTACT POLICY**

The vendor may not contact anyone other than the KCDC's Purchasing Division from the issuance of this RFP until award. Information obtained from an unauthorized officer, agent, or employee of KCDC will not affect the risks or obligations assumed by the vendor or relieve the vendor from fulfilling any of the conditions of the resulting award for the purpose of this project. Additionally, such contact can disqualify the proposer from participation in the solicitation process.

8. **AWARD APPROVAL**

The KCDC Board will consider the award of this solicitation at a regular Board meeting.

9. **DAMAGE**

The awarded vendor 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.

10. **EMPLOYEES**

Vendor will:

- a. Only allow personnel thoroughly trained and skilled in the tasks assigned them to work on the job.
- b. Have sufficient personnel to complete the work in a timely manner.
- c. Enforce strict discipline and good order among his/her employees. Employees may not loiter on the premises before or after job working hours.
- d. Provide at least one employee on every job assignment with the ability to clearly speak, read, write and understand the English language in order that KCDC's representatives may effectively communicate with the vendor.

11. **ENTRANCE TO KCDC SITES**

Vendor employees may not be on KCDC premises unless they are working on a KCDC project. Acquaintances, family members, assistants or any person will not accompany employees on KCDC sites unless said person is an authorized employee of the vendor.

12. **EQUIPMENT:**

Vendor will provide all necessary equipment, materials, supplies, et cetera needed for the performance of the work.

13. **EVALUATION:**

KCDC will determine the responsiveness and responsibility of each proposal. Once responsiveness and responsibility are determined, KCDC will evaluate the remaining responses on these criteria:

<b>Factors</b>	<b>Maximum Points</b>
References	10
Service Plan Proposed	30
Man-hours Proposed	30
Cost	30
<b>Total Points Possible</b>	<b>100</b>

- a. If oral presentations are required, the Procurement Director will arrange structured oral presentations by each vendor on the shortlist.
- b. After completion of interviews and negotiations, the evaluation team will recommend an award to the Procurement Director.
- c. KCDC will consider as “non-responsive” any proposal from which required information is lacking or any proposal that represents a material deviation from this RFP.
- d. KCDC reserves the right to request additional information from any vendor after the submission deadline. KCDC also reserves the right to reject any and all, or part(s) of any and all proposals, to select one or more vendors, or to award no award and re-advertise this RFP; postpone or cancel the RFP process at any time, and to waive any irregularities in this RFP or in proposals received as a result of this RFP.
- e. All materials submitted pursuant to this RFP become KCDC’s property. KCDC does not release information about proposals until the process is complete and a recommendation is ready for the KCDC Board. Members of the evaluation team will not release information to anyone except the Procurement Director.
- f. KCDC reserves the right to use all pertinent information whether disclosed in the RFP process or learned from sources that affect KCDC’s judgment as to the appropriateness of an award to the best-evaluated vendor.

14. **GENERAL INSTRUCTIONS**

KCDC no longer inserts “General Instructions to Vendors” in the solicitation document. Instead, these instructions are at [www.kcdc.org](http://www.kcdc.org). Click on “Doing Business With KCDC” where you will find a link to the instructions. By submitting a response to this solicitation, the vendor accepts the responsibility for downloading, reading and abiding by the terms and conditions set forth in KCDC’s “General Instructions to Vendors.” Vendors may wish to review certain applicable HUD instructions on KCDC’s webpage.

15. **IDENTIFICATION**

The vendor's employees will have proper identification displayed, at all times, while on KCDC property. All employees must wear a company uniform or have picture identification badges or other company identification at all times. Vendor vehicles are to have placards (on the doors or in the windshield) that identify the company name.

16. **INSURANCE**

Upon award, Certificates of Insurance must be provided to KCDC indicating that the vendor carries at least the following minimum levels of insurance. Vendor will at its sole expense obtain and maintain in full force and effect for the duration of the resulting award and any extension hereof at least the following types and amounts of insurance for claims which may arise from or in connection with this resulting award. All insurance must be underwritten by insurers with an A.M. Best rating of A-: VI or better.

The contractor will maintain, at contractor's sole expense, on a primary and non-contributory basis, at all times during the life of the award 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 contractor will provide Certificate(s) of Insurance to KCDC evidencing said insurance coverages.

The contractor agrees the insurance requirements herein as well as KCDC's review or acknowledgement, is not intended to and will not in any manner limit or qualify the liabilities and obligations assumed by the contractor under this award

- a. ***Commercial General Liability Insurance:*** occurrence version commercial general liability insurance with a limit of not less than \$1,000,000 each occurrence for bodily injury, personal injury, property damage, and products and completed operations. If such insurance contains a general aggregate limit, it will apply separately to the work/location in this award or be no less than \$2,000,000.

Such insurance will contain or be endorsed to contain a provision that includes KCDC, its officials, officers, employees, and volunteers as additional insureds with respect to liability arising out of work or operations performed by or on behalf of the contractor including materials, parts, or equipment furnished in connection with such work or operations. The coverage will contain no special limitations on the scope of its protection afforded to the above-listed insureds.

The Additional Insured will read "Knoxville's Community Development Corporation (KCDC)".

If necessary, umbrella/excess liability insurance can be used in conjunction with the general liability insurance to meet these requirements. Unless the umbrella/excess liability insurance provides coverage on a pure/true follow-form basis, or KCDC is automatically defined as an additional insured, the contractor will add by endorsement, KCDC, its officials, officers, employees, and volunteers as an additional insured.

- b. **Automobile Liability Insurance:** including vehicles owned, hired, and non-owned, with a combined single limit of not less than \$1,000,000 each occurrence. Such insurance will include coverage for loading and unloading hazards.
- c. **Workers' Compensation Insurance and Employers Liability Insurance:** with statutory limits as required by the State of Tennessee or other applicable laws.
- d. **Other Insurance Requirements:** Contractor will:
  - 1. Upon award, furnish KCDC with original Certificates of Insurance and amendatory endorsements effecting coverage required by this section. Certificates of Insurance will provide a minimum 30-day endeavor to notify KCDC of cancellation when available by contractor's insurance. If the contractor receives a non-renewal or cancellation notice from an insurance carrier affording the required coverage, or receives notice that coverage no longer complies with the insurance requirements herein, contractor will notify KCDC by email or fax within five (5) business days and provide a copy of the non-renewal for cancellation notice or written specifics as to which coverage is no longer in compliance. The certificate holder address will read:

Knoxville's Community Development Corporation  
Attn: Contracting Officer  
901 Broadway, NE  
Knoxville, TN 37917

- 2. Provide certified copies of endorsements and policies if requested by KCDC in lieu of or in addition to Certificates of Insurance.
- 3. Replace certificates, policies, and endorsements for any such insurance expiring prior to completion of services.
- 4. Maintain such insurance from the time services commence until services are completed. Failure to maintain or renew coverage or to provide evidence of renewal may be treated by KCDC as a material breach of award.
- 5. Require all subcontractors to maintain during the term of the resulting award 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 contractor. Contractor will furnish subcontractor(s)' Certificates of Insurance to KCDC without expense prior to subcontractor(s) commencing work.
- 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. Provide a waiver of subrogation for each required policy herein. When required by the insurer, or should a policy condition not permit contractor 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 will not apply to any policy which includes a condition specifically prohibiting such an endorsement, or voids coverage should contractor enter into such an agreement on a pre-loss basis.
8. All policies must be written on an occurrence basis.

17. **INVOICING/ORDERING**

Do not perform work until a purchase order or formal award is in place. Performing work without a purchase order or formal award in place may jeopardize your award.

a. Invoices must:

1. Be numbered.
2. Have an issuance date (this date is after the work is completed or goods delivered).
3. Show the purchase order number.
4. Breakdown pricing according to the proposal structure. For instance, the invoice needs to show the hours and rates if the award is by the hour. This is important so that KCDC can quickly compare the rates charged with the approved rates.

- b. Within 90 days after delivery of the goods or services, the vendor must invoice KCDC. KCDC is not obligate to pay invoices submitted after the 90-day threshold.

18. **LENGTH OF AWARD**

The length of the award will initially be twelve months. KCDC may exercise four one-year optional renewals if KCDC desires.

19. **LICENSING**

The State of Tennessee and all other authorities having jurisdiction must properly license all vendors. Proposers will submit *copies of all such licenses and/or permits with the proposal. Failure to submit copies of such may lead to proposal rejection.* Throughout the term of the award, the vendor will maintain the required current licenses.

20. **PRICE STRUCTURE**

Vendors are to quote a specific price for each service listed herein and man hours per service so that KCDC can determine the amount of time the vendor anticipates being at each site.

- a. At the end of each year period, the successful vendor may request a price increase. Proof of increased cost to the successful vendor must accompany price increase requests. KCDC may, at its option:

1. Accept the proposed price increase; or
  2. Reject the proposed price increase; or
  3. Suggest an alternative price increase.
- b. If KCDC rejects a proposed price the successful vendor may:
1. Continue with the existing pricing.
  2. Suggest an alternative price increase.
  3. End the award.
- c. The vendor may decrease prices at any time with or without notice.
- d. Fuel surcharges are not allowed.

21. **QUESTIONS**

Direct questions pertaining to this document to [purchasing@KCDC.org](mailto:purchasing@KCDC.org) with "Questions about Pest Control Services" in the subject line, at least five days prior to the due date to.

22. **REPRESENTATIONS**

By submitting a response, the vendor represents and warrants:

- a. That the vendor 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 vendor 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. That the vendor has carefully examined the plans, the specifications and the worksites and that from its own investigations, has satisfied itself as to the nature and location of the work, the character, quality, quantity of surface and subsurface materials likely to be encountered, and character of equipment and other facilities needed for the performance of the work, the general and local conditions and all other materials which may in any way affect the work or its performance.

23. **RESPONSIBILITIES**

At no expense to KCDC, the vendor 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 vendors.

24. **SAFETY**

- a. The vendor is responsible for providing and for placing barricades, tarps, plastic, flag tape and other safety/traffic control equipment required to protect the public, surrounding areas, equipment and vehicles.
- b. The vendor will ensure that the flow of vehicular traffic be impeded as little as possible. The safety of the public is of prime concern to KCDC and all costs associated are the responsibility of the vendor.
- c. The vendor will ensure that its employees exercise all necessary caution and discretion to avoid injury to persons or damage to property.
- d. The vendor will protect all buildings, appurtenances and furnishings from damage. The vendor will repair such damages by approved methods to restore the damaged areas to their original condition at the sole expense of the vendor.
- e. Vendor will use caution signs as required by OSHA Regulation 1910.144 and 1910.145 at no cost to KCDC. Caution signs will be on-apartment on commencement of award.
- f. Vendor will comply with all other OSHA and TOSHA safety standards that apply.

25. **SAFETY DATA SHEETS (SDS)**

The successful vendor will supply SDS' for each product intended for use within the KCDC system. *Upon award*, submit the SDS to the property managers at each apartment. Whenever the chemicals used change, the vendor will supply the new information to the apartment managers.

26. **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 vendors 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 vendors 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 vendors 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 proposals or proposals; and copies of affirmative action plans.
- d. How can businesses find Section 3 residents to work for them? 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. Vendor will seek to fill any and all position that are needed and unfilled with residents of KCDC communities. For additional information, please go to <http://www.hud.gov/offices/fheo/section3/Section3.pdf>. The successful vendor will supply KCDC with job announcements for any position that must be filled as a result of the award of KCDC work. Additionally the successful vendor 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 apartment. 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 award at least 25% of the project's dollars to a Section 3 business.

27. **SECURITY**

The successful vendor 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.

28. **APARTMENT EXAMINATION**

- a. Vendors are required to visit the apartment (properties) and become fully familiar with conditions as they exist. The vendor will make such investigations as necessary so that they may fully understand the scope of the work and possible related facilities and complexities.
- b. The failure or omission of the vendor 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 vendor of any obligation to perform as specified herein. Vendor understands the intent and purpose hereof and its obligations hereunder and that it will not make any claim for, or have any right to damages resulting from any misunderstanding or misinterpretation of the resulting award, or because of any lack of information.
- c. By submitting a response to this solicitation, each vendor is certifying that they have inspected the apartments/sites and have read the solicitation and all appendices and addenda. The failure or omission of any vendor to receive or examine any form, instrument or document will in no way relieve the vendor from any obligation in respect to its proposal.

29. **SUBCONTRACTORS**

Subcontractors must:

- a. Be approved by KCDC prior to beginning work.
- b. Report change to KCDC during the project.
- c. Not be on HUD's Debarment List.
- d. Carry the insurance coverages as outlined herein.

30. **UTILITIES**

- a. KCDC typically does not supply utilities for vendors when work is at or in its apartments (or houses), because the residents pay their own utility bills. In such cases, the vendor 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 vendors as long as they are currently available at the area.
- c. The vendor must ascertain the availability of utilities for this work prior to submitting a quote.

31. **WAGE COMPLIANCE**

The successful vendor is required to submit certified wage compliance forms once per month. Failure to do so will be sufficient cause for withholding payment and/or termination of the award.

- a. The successful vendor will use two forms:
  - 1. Employee Statement of Time/Wage Skilled Labor/Employee Statement of Time/Wage Unskilled Labor.
  - 2. Certification of Wage Compliance.

KCDC will supply these forms and their completion instructions to the successful vendor.

- b. The minimum rates are:

Title	Hourly Rate	Fringe Benefit	Or a Total Wage of at Least
Pest Control Technician	\$8.31	\$2.33	\$10.64

**Scope of Work**

1. **GENERAL**

The successful vendor will establish a comprehensive pest control program that brings quality, prompt and professional services to residents of KCDC’s properties. The successful vendor must exhibit a high degree of professionalism as well as quick responsiveness to KCDC’s needs.

2. **BED BUGS**

Vendor will inspect apartments for bed bugs as part of the routine pest control service. This inspection is to include monitoring devices and observation of the visible surfaces of upholstered furniture and beds. This level of inspection does not include removing furniture.

The successful vendor will respond to bed bug requests within **two** business days after notification of the need. This is of course providing that the resident has the apartment ready for treatment. If not, the vendor will notify KCDC apartment management.

The vendor report bed bugs and will schedule a service with the manager and the residents in the affected apartment, units with adjacent walls, and units across the hall (where applicable). Treatments are to be minimally burdensome on KCDC staff and residents. If essential to the success of the treatment or requested by the resident, the vendor will remove infested items from the apartment and dispose of them according to KCDC staff guidance. The vendor will wrap these items in plastic and properly disposed of them. Disposal of residents’ belongings should be regarded as a last-resort option, not routine.

Vendor will treat the apartment(s) as appropriate in relation to infestation level. Vendors should propose services for treating both low-level infestations and medium/high level infestations. After 10 to 14 days, the vendors will re-inspect the apartment and repeat the process if needed.

KCDC asks that the proposer supply information about the cost of bed bug mattress covers that they sell. Some of KCDC’s resident may have difficulty in paying for the covers at one time. In those cases, KCDC may pay the vendor and charge the resident back over 90 days.

From January through September 2014 the incumbent vendor estimates 374 bed bug treatments have been performed.

3. **FIRE ANTS**

The proposal is to include a cost to deal with fire ants. Service will follow pest control industry current best practices.

From January through September 2014, the incumbent vendor estimates 5 fire ant treatments have been performed.

4. **FLEA CONTROL**

The vendor will address requests for flea treatment of fleas with the proper treatment and any necessary follow-up. Service will follow pest control industry current best practices.

From January through September 2014 the incumbent vendor estimates 20 flea treatments have been performed.

5. **LEGAL AND PROPER APPLICATION OF PRODUCT**

The vendor will be responsible for fully complying with all applicable federal, state and local pesticide laws and regulations. The vendor will apply all toxicants in accordance with manufacturer's published instructions and applicable laws. Vendor will only use products in any manner consistent with its labeling. The vendor will only use pesticides for the indicated pests and the vendor will follow the label instructions.

The vendor 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.

6. **NOTICE**

HUD requires that residents receive 48 hours' notice before KCDC staff or vendors enter the apartments. Typically, the vendor will let KCDC know the apartments to be treated on Fridays before starting a workweek. KCDC will issue the notices on Friday and the work may commence on Monday. KCDC would prefer that the vendor issue the notices to the residents. In either case it is critical that the vendor adhere to the disseminate schedule.

The vendor will leave post treatment notices in each occupied apartment that is treated. The vendor will leave post treatment notices for vacant units in the management office.

7. **REGULAR PEST CONTROL**

a. **ROUTINE TREATMENT CYCLE:**

The successful proposer will establish a routine monthly service cycle to ensure that all dwelling units, hallways and other common areas are inspected (including monitoring) at least three times per year (approximately every 4 months) with treatment where evidence of pests or pest conducive conditions justify the pesticide application. Service will include both interior spaces and exteriors of each building. The proposer will be on each apartment at least once every month.

Within five business days of each service, documentation will be given to the Senior Asset Manager summarizing the service visit. At a minimum, the documentation will include:

- The time of arrival and departure from the apartment
- Units inspected (total number and specific apartments)
- Pesticide application records in compliance with state and federal reporting requirements
- A list of apartments with active pest infestation (with specific pests noted)
- A list of apartments into which the vendor did not gain entry
- A list of apartments with housekeeping issues including clutter (note, the vendor will become familiar with KCDC's housekeeping inspection policy and make recommendations in line with KCDC lease requirements)
- A list of apartments with maintenance issues that contribute to the pest problem or would may allow pests to enter the apartment.

In cooperation with the vendor, each property will maintain a Focus Apartment List based on pest infestation or conditions promoting infestation. The vendor will schedule these apartments for automatic pest control service at each apartment visit and pest monitoring. The vendor will treat the entire apartment unless KCDC staff specifically authorizes a partial treatment.

At such time when the apartment becomes pest-free and free of conditions conducive to pest activity, the technician and property manager will review the situation and make a determination about the future inspection and monitoring frequency. The vendor will keep the apartment informed of the progress and treatment plan.

The goals of the pest management program are 100% of the apartments receiving routine inspection and monitoring with a minimal number (3%) of units on the Focus Apartment List. The vendor will be judicious in pesticide applications (including bait) and only apply where pest or pest conducive conditions are present.

The vendor will not get into a heated discussion with residents as to the condition of the home. If there is an urgent need for management attention, a phone call should be made (as well as written documentation) in lieu of an argument on housekeeping.

b. RESIDENT/MANAGEMENT GENERATED SERVICE REQUESTS

The successful vendor will make additional visits, as needed, when residents or management requests service.

Requests for cockroach treatment will be responded to within **two business** days.

From January through September 2014 the incumbent vendor estimates 10-20 such request per apartment per week have arisen.

c. CONTACT PERSONS

KCDC will appoint a contact person for each of the assigned locations covered by this award. KCDC will provide a list of these contact persons to the successful vendor.

d. EXTENT OF SERVICE

Vendor will use properly registered pesticides and contractor's labor, tools, materials and equipment necessary to accomplish the pest control service for all areas and buildings specified herein. This includes tools for non-chemical pest management methods including, but not limited to, HEPA vacuums and sealant. The vendor will work with KCDC to solve maintenance-type issues. The vendor will seal cracks, gaps, and crevices less than ¼" wide and 5" long.

e. PESTS TO BE CONTROLLED

The vendor will control

- All ants (including Carpenter and Fire ants)
- Bed bugs (see details herein)
- Beetles
- Box Elder Bugs
- Cockroaches
- Crickets
- Earwigs
- Fleas
- Flies
- Flying insects in the bee family
- Gnats
- Lady Bugs
- Mites
- Moths
- Rats and mice in and within 50 feet of buildings.
- Silverfish
- Spiders
- Termites (see details herein)

f. PESTICIDE STORAGE

The vendor will under any circumstance not store or dispose of any pesticide product on KCDC property.

g. **POST VISIT REPORTS**

The vendor will report findings from the visit to the property management staff within 24 business hours. The report will contain information about:

- Housekeeping Issues
- Apartments Inspected
- Bugs/Pest found
- Follow-up treatment plans and schedule
- Other information that may be needed

h. **PREPARATION**

When the vendor arrives to provide services, the employees must be prepared to address the service issues indicated on the "log." Senior Asset Managers will send (email or fax) the log to the vendor in advance of the service date. However, the vendor is to review the log upon arrival to ascertain if new requests have been added that can be addressed while personnel are on apartment.

i. **RELATED SERVICES**

KCDC reserves the right to negotiate with the vendor 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 vendors at its discretion.

j. **PEST CONTROL INFORMATION BOOL**

The vendor will supply and maintain, in conjunction with KCDC, a pest control information book at 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

8. **REPORTS**

The successful vendor will provide monthly reports (or quarterly reports if KCDC so desires) that reflect service and infestation patterns broken down by sites.

9. **TERMITE CONTROL**

Vendors will propose a service for termite management that is consistent with integrated pest management best practices, including monitoring. The successful vendor shall use "Termidor" (or equal) and bait stations.



a. **ESTIMATES**

Within five business days of a request for estimate, the vendor will submit the quotation(s). The vendor must visit the potential job-apartment(s) and submit accurate quotations before KCDC staff authorize termite work. The contractor's invoice shall not exceed the quote.

Quotations must show the cost per linear foot, the number of linear feet and a detailed diagram depicting the service area.

Quotations must include a list of any proposed subcontractors.

b. **DEFINITIONS**

1. Termite control or treatment is the use of properly registered pesticides and/or the use of approved equipment to protect KCDC's properties from termite damage. The program will follow the principles of integrated pest management, including both chemical control, and non-chemical control. This includes the provision of a warranty allowing for call back services during the year.
2. Termite inspection service is the inspection of covered facilities for evidence of termite infestation.
3. Remedial treatment is defined as the treatment of a specific area of an apartment not the entire apartment.

c. **STRUCTURAL MODIFICATIONS**

Vendor 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 vendor will patch any access ports caused by the drilling with the manufacturer's recommended product.

d. **WARRANTIES**

Vendor will provide warranty documents which must indicate:

1. The apartment where the installation occurred.
2. The area (floor, wing, et cetera).
3. The detailed diagram indicating the specific area (s) covered under the warranty.
4. The date the warranty commences and the specific ending date.

e. **YEARLY TERMITE INSPECTION**

Once per year the successful vendor 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. Vendor will also inspect the termite bait stations and replace them as necessary.

10. **UNTREATABLE APARTMENTS**

If the vendor discovers untreatable apartments due to clutter, sanitation, or resident refusal, report this to the property manager at once and add the apartment to the service list for the next visit. On the second attempt, KCDC employees will accompany the vendor.

11. **VACANT APARTMENTS**

It is critical that vacant apartments be ready for occupancy as soon as possible. Therefore, the vendor will service vacant apartments within one business day after notification of the need. The vendor may have to treat vacant apartments multiple times to achieve the desired effect. The vendor may have to fog vacant apartments.

12. **WORK HOURS**

Acceptable work hours are Monday through Friday from 7:30 a.m. until 3:30 p.m. This means that the vendor may begin work at 7:30 a.m. and will vacate the premises by 3:30 p.m. Work on Saturdays, Sundays or holidays will require advance approval by KCDC.

## Proposal Structure Information

Follow these steps and guidelines when preparing your proposal.

1. Number all pages consecutively. Indicate on all pages the section that you are responding to as shown on the following pages.
2. Place your company's name on each page.
3. Be thorough yet succinct in responding to this document. The use of tables in presenting information, where appropriate, will facilitate the evaluation team's review.
4. Submit one original (with all pages marked "original") and one electronic copy (email or CD) of your submittal.
5. Fancy brochures and advertisements are not necessary.
6. **Do not** use phrases such as "See the attached" or "Will be provided upon award."
7. If you have attachments, mark them (on the cover) with the vendor's name.
8. The only binding permitted with respect to submittals is three ring binders.
9. Submit your submittal in the order and format indicated on the following pages.
10. This document is available in MS WORD format and ***vendors are encouraged*** to use the Word version for their responses. If you are interested in obtaining the Word document, please email [purchasing@kcdc.org](mailto:purchasing@kcdc.org). Note that KCDC's Adobe copy of the document will remain the "official" version of the document. The Word version will not have some forms which are only available in Adobe format.

**THIS AND THE PREVIOUS PAGES DO NOT NEED TO BE RETURNED**

General Information about the Vendor					
Sign Your Name to the Right of the Arrow					
Printed Name and Title					
Company Name					
Street Address					
City/State/Zip					
Contact Person (Please Print Clearly)					
Telephone Number					
Fax Number					
Cell Number					
Vendor's e-mail address (Please Print Clearly)					
Addenda					
Addenda are at <a href="http://www.kcdc.org">www.kcdc.org</a> . Click on "Doing Business With KCDC" 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 <input type="checkbox"/>	Addendum 1 <input type="checkbox"/>	Addendum 2 <input type="checkbox"/>	Addendum 3 <input type="checkbox"/>	Addendum 4 <input type="checkbox"/>	Addendum 5 <input type="checkbox"/>
Statistical Information					
This business is owned & operated by persons at least 51% of the following ethnic background:					
Asian/Pacific <input type="checkbox"/>	Black <input type="checkbox"/>	Hasidic Jew <input type="checkbox"/>	Hispanic <input type="checkbox"/>	Native <input type="checkbox"/> Americans	White <input type="checkbox"/>
As defined on KCDC's webpage (see the "General Instructions to Vendors"), this business qualifies as being:					
Section 3 <input type="checkbox"/>	Small Business <input type="checkbox"/>	Woman Owned <input type="checkbox"/>			

The undersigned agrees that the following conditions are or will be met.

**NON-COLLUSION AFFIDAVIT**

1. Vendor fully understands the preparation and contents of the attached offer and of all pertinent circumstances respecting such offer;
2. Such offer is genuine and is not a collusive or sham offer;
3. Neither the said vendor 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, firm, 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 firm, or, to fix any overhead, profit, or cost element of the offer price or the offer price of any other firm, 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; and
4. 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 firm or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

**AFFIDAVIT OF ELIGIBILITY**

1. The vendor is not ineligible for employment on public contracts as a result of a conviction or guilty plea or a plea of nolo contendere to violations of the Sherman Anti-Trust Act, mail fraud or state criminal violations with an award let by the State of Tennessee or any political subdivision of the State of Tennessee.
2. 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 responder.

**CONFLICTS OF INTEREST CERTIFICATION**

No employee, officer or agent of the grantee or subgrantee 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:

1. The employee, officer or agent,
2. Any member of his immediate family,
3. His or her partner, or

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**Solicitation Document B Affidavits-Continued**

4. An organization which employs, or is about to employ, any of the above, has a financial or other interest in the firm selected for award.

The grantee's or subgrantee's officers, employees or agents will neither solicit nor accept gratuities, favors or anything of monetary value from vendors, potential vendors, or parties to subagreements.

By submission of this form, the vendor is certifying that no conflicts of interest exist.

The undersigned hereby acknowledges receipt of the above applicable laws and verifies that the proposal submitted in response to this solicitation is in full compliance with the listed requirements.

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

**Certifications and Representations of Offerors**

U.S. Department of Housing  
and Urban Development  
Office of Public and Indian Housing

**Non-Construction Contract**

Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

This form includes clauses required by OMB's common rule on bidding/offering procedures, implemented by HUD in 24 CFR 85.36, and those requirements set forth in Executive Order 11625 for small, minority, women-owned businesses, and certifications for independent price determination, and conflict of interest. The form is required for nonconstruction contracts awarded by Housing Agencies (HAs). The form is used by bidders/offerors to certify to the HA's Contracting Officer for contract compliance. If the form were not used, HAs would be unable to enforce their contracts. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.

**1. Contingent Fee Representation and Agreement**

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

- (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.

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

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

**2. Small, Minority, Women-Owned Business Concern Representation**

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

- (a)  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.
- (b)  is,  is not a *women-owned small business concern*. "Women-owned," as used in this provision, means a small 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.
- (c)  is,  is not a *minority enterprise* which, pursuant to Executive Order 11625, is defined as a business which is at least 51 percent owned 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)

- Black Americans                       Asian Pacific Americans
- Hispanic Americans                       Asian Indian Americans
- Native Americans                       Hasidic Jewish Americans

**3. Certificate of Independent Price Determination**

(a) The bidder/offeror certifies that—

- (1) The prices in this bid/offer have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other bidder/offeror or competitor relating to (i) those prices, (ii) the intention to submit a bid/offer, or (iii) the methods or factors used to calculate the prices offered;
- (2) The prices in this bid/offer have not been and will not be knowingly disclosed by the bidder/offeror, directly or indirectly, to any other bidder/offeror or competitor before bid opening (in the case of a sealed bid solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law; and
- (3) No attempt has been made or will be made by the bidder/offeror to induce any other concern to submit or not to submit a bid/offer for the purpose of restricting competition.

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

- (1) Is the person in the bidder/offeror'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/offeror's organization responsible for determining the prices offered in this bid or proposal, and the title of his or her position in the bidder/offeror'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/offeror deletes or modifies subparagraph (a)2 above, the bidder/offeror must furnish with its bid/offer a signed statement setting forth in detail the circumstances of the disclosure.

**4. Organizational Conflicts of Interest Certification**

- (a) The Contractor warrants that to the best of its knowledge and belief and except as otherwise disclosed, it does not have any organizational conflict of interest which is defined as a situation in which the nature of work under a proposed contract and a prospective contractor's organizational, financial, contractual or other interest are such that:
  - (i) Award of the contract may result in an unfair competitive advantage;
  - (ii) The Contractor's objectivity in performing the contract work may be impaired; or
  - (iii) That the Contractor has disclosed all relevant information and requested the HA to make a determination with respect to this Contract.
- (b) The Contractor agrees that if after award he or she discovers an organizational conflict of interest with respect to this contract, he or she shall make an immediate and full disclosure in writing to the HA which shall include a description of the action which the Contractor has taken or intends to eliminate or neutralize the conflict. The HA may, however, terminate the Contract for the convenience of HA if it would be in the best interest of HA.
- (c) In the event the Contractor was aware of an organizational conflict of interest before the award of this Contract and intentionally did not disclose the conflict to the HA, the HA may terminate the Contract for default.
- (d) The Contractor shall require a disclosure or representation from subcontractors and consultants who may be in a position to influence the advice or assistance rendered to the HA and shall include any necessary provisions to eliminate or neutralize conflicts of interest in consultant agreements or subcontracts involving performance or work under this Contract.

**5. Authorized Negotiators (RFPs only)**

The offeror represents that the following persons are authorized to negotiate on its behalf with the PHA in connection with this request for proposals: (list names, titles, and telephone numbers of the authorized negotiators):

**6. Conflict of Interest**

In the absence of any actual or apparent conflict, the offeror, by submission of a proposal, hereby warrants that to the best of its knowledge and belief, no actual or apparent conflict of interest exists with regard to my possible performance of this procurement, as described in the clause in this solicitation titled "Organizational Conflict of Interest."

**7. Offeror's Signature**

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

\_\_\_\_\_  
*Signature & Date:*

\_\_\_\_\_  
*Typed or Printed Name:*

\_\_\_\_\_  
*Title:*



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**Solicitation Document D Vendor Business Information**

Vendors are to provide the information requested below so that KCDC can determine their capacity to perform the required work.

**1. EXPERIENCE:**

Years in business		
Years in business under this name		
Years performing this type of work		
Value of work now under award		
Value of work in place last year		
Number of Clients		
Would this award make KCDC your largest client?		
Percentage (%) of work usually self-performed (not sub contracted)		
Has your company:		
Failed to complete an award?		Yes <input type="checkbox"/> No <input type="checkbox"/>
Been involved in bankruptcy or reorganization?		Yes <input type="checkbox"/> No <input type="checkbox"/>
Pending judgment claims or suits against vendor?		Yes <input type="checkbox"/> No <input type="checkbox"/>
What company do you use for pre-employment criminal background checks?		
State of Tennessee charter number		

**2. SAFETY:**

Have you had any OSHA fines within the last three (3) years?		Yes <input type="checkbox"/> No <input type="checkbox"/>
Have you had any job related fatalities within the last five (5) years?		Yes <input type="checkbox"/> No <input type="checkbox"/>
If you have answered <b>YES</b> to either of the above questions, you <b>MUST</b> submit, on a separate sheet, the details describing the circumstances surrounding each incident.		

**3. PERSONNEL, EQUIPMENT & MATERIALS:**

Area	Fulltime	Part Time
Clerical		
Management		
Applicators/Technicians		
<b>Total Employees working for your company</b>		

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**Solicitation Document E    References**

1. Provide client references as similar as possible to this work. KCDC prefers references from “affordable housing” companies but will accept other references at its discretion.
2. A proposer may only list a company once even if you have done multiple jobs for them.
3. KCDC reserves the right to contact and interview the listed references via electronic survey means.
4. Provide three references in the following format.

Name of the business that was serviced	
Contact person	
Contact person title	
Contact person’s telephone number	
Contact person’s email address	
Description of the service provided	
Award began	
Award ended	
Approximate Dollar Value of the Award	\$
Approximate Number of Apartments Treated	
Number of Buildings/Sites Treated (if apartments are in various buildings)	
Number of technicians used to service these apartments	

**Solicitation Document F Cost**

Vendors are to provide a yearly price (including callbacks) per apartment for regular pest control services as specified herein. Yearly cost does not include bed bugs, fire ants or termites.

**Do not change KCDC's pricing matrix.**

Location	Number of Apartments	Number # of Buildings	Social Hall, Common Areas, Office, Maintenance Shop, gyms, etc.	Type	Yearly Cost	Yearly Man-hours of service
<b>Austin Homes</b> 957 East Hill Avenue	129	27	1	Family Style	\$	
<b>Autumn Landing</b> 6331 Pleasant Ridge Road	102	8	1	Family Style	\$	
<b>Cagle Terrace</b> (two buildings) 515 Renfro Drive	274	2	13	High rise	\$	
<b>Five Points Multi-Plexes</b> Chestnut Street area	17	5	0	Family Style		
<b>Isabella Towers</b> 1515 Isabella Circle	240	2	4	High rise	\$	
<b>Lee Williams</b> 317 McConnell Street	173	29	1	Elderly	\$	
<b>Lee Williams Duplexes Phase I</b> Chestnut Street area	8	4	0	Elderly	\$	
<b>Lee Williams Duplexes Phase II</b> Chestnut Street area	12	6	0	Elderly	\$	
<b>Lonsdale Homes</b> 2020 Minnesota Avenue	260	73	3	Family Style	\$	
<b>Love Towers</b> 1171 Armstrong Avenue	249	2	3	High rise	\$	
<b>Main Office Complex</b> (two buildings) 901 Broadway North	0	2	0	Office Complex	\$	
<b>Mechanicsville I</b> 1621 Jourolmon Avenue	26	13	0	Family Style	\$	
<b>Mechanicsville II</b> 1621 Jourolmon Avenue	11	22	0	Family Style	\$	
<b>Montgomery Village</b> 4530 Joe Lewis Road	380	64	3	Family Style	\$	
<b>Nature's Cove</b> 2639 Bakertown Road	95	12	1	Family Style	\$	

Location	Number of Apartments	Number # of Buildings	Social Hall, Common Areas, Office, Maintenance Shop, gyms, etc.	Type	Yearly Cost	Yearly Man-hours of service
<b>North Ridge Crossing</b> 712 Breda Drive	268	104	2	Family Style	\$	
<b>Northgate Terrace</b> 4301 Whittle Springs Road	277	1	7	High rise	\$	
<b>Passport Homes</b> 1626 Wallace Street area	33	23	0	Single Family		
<b>Passport Residences</b> 1626 Wallace Street area	50	25	0	Single Family		
<b>Residences at Eastport I</b> 579 McConnell Building E	25	1	0	Elderly		
<b>Residences at Eastport II</b> 539 McConnell Building A 549 McConnell Building B 559 McConnell Building C 569 McConnell Building D	60	4	0	Elderly		
<b>Supportive Maintenance</b> (two buildings) Cornelius Avenue	0	2	0	Offices/ Shop	\$	
<b>The Verandas</b> 107 Flenniken Avenue	42	1	0	Family Style	\$	
<b>The Vista</b> 957 East Hill Avenue	175	21	1	Family Style	\$	
<b>Valley Oaks</b> 3504 Oak Branch Circle	48	3	0	Family Style	\$	
<b>Walter P. Taylor Homes</b> 317 McConnell Street	144	25	2	Family Style	\$	
<b>Western Heights</b> 1621 Jourolmon Avenue	440	104	2	Family Style	\$	
<b>Grand Total</b>					\$	

## Other Services

**Do not change KCDC's pricing matrix.**

Service	Cost
Bed Bugs:	\$ efficiency apartment
Bed Bugs:	\$ 1 bedroom apartment
Bed Bugs:	\$ 2 bedroom apartment
Bed Bugs:	\$ 3 bedroom apartment
Bed Bugs:	\$ 4 bedroom apartment
Bed Bugs:	\$ 5 bedroom apartment
Bed Bug Mattress Cover	\$ each
Fire Ants	\$ per
Termite Services	\$ per linear foot
Termite Services	\$ per bait station
HEPA Vacuuming	\$ per
Sealants	\$ per
Other Options	\$
Other Options	\$
Other Options	\$

Use this section to detail how you plan to provide services to KCDC. Be specific and be detailed-KCDC does not have to ask additional questions unless it so desires. 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 vendor's understanding of the work
  - The proposed approach to the work
  - The resources to be used
  - The administrative plan
  - Other
  
2. Regular Pest Control treatment proposed (attach service protocols).
  - Low infestation
  - Medium infestation
  - High infestation
  - Products to be used (trade name, generic name, signal word)
  - KCDC staff efforts required
  - Days and hours of service for each KCDC apartment (projected)
  - Number of employees to be assigned to this work
  - Other
  
3. Bed bug treatment(s) proposed (attach service protocols).
  - Low infestation
  - Medium infestation
  - High infestation
  - Products to be used (trade name, generic name, signal word)
  - KCDC staff efforts required
  - Number of employees to be assigned to this work
  - 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. An organizational chart identifying the key individuals and their proposed roles.
7. Names and resumes of personnel proposed for this work in the format of:
  - Name
  - Certification ID numbers
  - Certifications
  - Degrees
  - Major similar projects/clients
  - Years in the business
  - Other
8. The administrative plan.
  - The vendor's administrative contact process and persons
  - Billing/Payment plan
  - A sample invoice
  - How day to day operations will work
  - Call back policies
  - Sample forms
  - Copies of licenses
  - Copies/drafts of literature for residents (housekeeping thoughts, service preparation instructions, et cetera)
  - Other
9. Other information that the vendor wishes to supply to assist KCDC in the evaluation.

**Appendix 1 KCDC Apartment Information**

<b>Apartment</b>	<b>Austin Homes</b>					
<b>Address</b>	957 E. Hill Avenue 37915					
<b>Manager</b>	Adronicus Thomas					
<b>Cell</b>	755-5990		<b>Email</b>	<a href="mailto:athomas@kcdc.org">athomas@kcdc.org</a>		
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	31	43	33	18	4
<b>Square Footage</b>	NA	552 & 585	855	945	1188	1391

<b>Apartment</b>	<b>Autumn Landing</b>					
<b>Address</b>	6331 Pleasant Ridge Road 37921					
<b>Manager</b>	Kristie Toby					
<b>Cell</b>	755-5989		<b>Email</b>	<a href="mailto:ktoby@kcdc.org">ktoby@kcdc.org</a>		
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	30	46	18	8	0
<b>Square Footage</b>	NA	738	840 & 964	1190	1441	NA

<b>Apartment</b>	<b>Cagle Terrace</b>					
<b>Address</b>	515 Renford Drive 37919					
<b>Manager</b>	Darlene Thomson					
<b>Cell</b>	755-5961		<b>Email</b>	<a href="mailto:dthomson@kcdc.org">dthomson@kcdc.org</a>		
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	250	24	0	0	0	0
<b>Square Footage</b>	418	528	NA	NA	NA	NA

<b>Apartment</b>	<b>Five Points Duplexes Multi-Plexes</b>					
<b>Address</b>	Chestnut Street area					
<b>Manager</b>	Kim Clark					
<b>Cell</b>	755-5974		<b>Email</b>	<a href="mailto:kclark@kcdc.org">kclark@kcdc.org</a>		
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>2 Bedroom Duplex</b>	<b>3 Bedroom House</b>	<b>3 Bedroom Duplex</b>
<b>Number of Units</b>	0	0				
<b>Square Footage</b>	NA	NA	1290, 1206, 1273	1128	1495	1384



**Appendix 1 KCDC Apartment Information-continued**

<b>Apartment</b>	<b>Guy B. Love Towers</b>					
<b>Address</b>	1171 Armstrong Avenue 37917					
<b>Manager</b>	Steve Ellis					
<b>Cell</b>	755-5988			<b>Email</b>		<a href="mailto:sellis@kcdc.org">sellis@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	104	116	28	1	0	0
<b>Square Footage</b>	371	529	703	1375	NA	NA

<b>Apartment</b>	<b>Isabella Towers</b>					
<b>Address</b>	1515 Isabella Circle 37915					
<b>Manager</b>	Rhonda Harris					
<b>Phone</b>	403-1340			<b>Email</b>		<a href="mailto:rharris@kcdc.org">rharris@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	215	21	0	0	0	0
<b>Square Footage</b>	349 & 363 & 368	560	NA	NA	NA	NA

<b>Apartment</b>	<b>Dr. Lee Williams Complex</b>					
<b>Address</b>	317 McConnell 37915					
<b>Manager</b>	Kim Clark					
<b>Phone</b>	755-5974			<b>Email</b>		<a href="mailto:kclark@kcdc.org">kclark@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	68	93	12	0	0	0
<b>Square Footage</b>	373	556	729	NA	NA	NA

<b>Apartment</b>	<b>Lee Williams Duplexes Phase 1</b>					
<b>Address</b>	317 McConnell 37915					
<b>Manager</b>	Kim Clark					
<b>Phone</b>	755-5974			<b>Email</b>		<a href="mailto:kclark@kcdc.org">kclark@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	8	0	0	0	0
<b>Square Footage</b>	NA	832	NA	NA	NA	NA

**Appendix 1 KCDC Apartment Information-continued**

<b>Apartment</b>	<b>Lee Williams Duplexes Phase 2</b>					
<b>Address</b>	317 McConnell 37915					
<b>Manager</b>	Kim Clark					
<b>Phone</b>	755-5974			<b>Email</b>		<a href="mailto:kclark@kcdc.org">kclark@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	12	0	0	0	0
<b>Square Footage</b>	NA	832	NA	NA	NA	NA

<b>Apartment</b>	<b>Lonsdale Homes</b>					
<b>Address</b>	2020 Minnesota Avenue 37921					
<b>Manager</b>	Linda Jeter					
<b>Phone</b>	755-5965			<b>Email</b>		<a href="mailto:ljeter@kcdc.org">ljeter@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	13	169	73	5	0
<b>Square Footage</b>	NA	612	700 & 774	903	1157	1327

<b>Apartment</b>	<b>Mechanicsville I</b> (Scattered-apartment property comprised of 6 single-family homes & 10 duplexes)					
<b>Address</b>	1621 Jourolmon Avenue					
<b>Manager</b>	Sam Chambers					
<b>Phone</b>	403-1420			<b>Email</b>		<a href="mailto:schambers@kcdc.org">schambers@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	0	6	20	0	0
<b>Square Footage</b>	NA	NA	786	1010	NA	NA

<b>Apartment</b>	<b>Mechanicsville II</b>					
<b>Address</b>	1621 Jourolmon Avenue					
<b>Manager</b>	Sam Chambers					
<b>Phone</b>	403-1420			<b>Email</b>		<a href="mailto:schambers@kcdc.org">schambers@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	0	14	8	0	0
<b>Square Footage</b>	NA	NA	840	965	NA	NA

**Appendix 1 KCDC Apartment Information-continued**

<b>Apartment</b>	<b>Montgomery Village</b>					
<b>Address</b>	4530 Joe Lewis Road 37920					
<b>Manager</b>	James Pruitt					
<b>Phone</b>	755-5964			<b>Email</b>		<a href="mailto:jpruitt@kcdc.org">jpruitt@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	108	86	110	42	34
<b>Square Footage</b>	NA	547 & 555	784	1010	1144	1258

<b>Apartment</b>	<b>Natures Cove</b>					
<b>Address</b>	2639 Bakertown Road 37931					
<b>Manager</b>	Kristi Toby					
<b>Phone</b>	755-5989			<b>Email</b>		<a href="mailto:ktoby@kcdc.org">ktoby@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	28	49	16	2	0
<b>Square Footage</b>	NA	624	768 & 896	1120	1344	NA

<b>Apartment</b>	<b>Northgate Terrace</b>					
<b>Address</b>	4301 Whittle Springs Road 37917					
<b>Manager</b>	Terri Evans					
<b>Phone</b>	755-5994			<b>Email</b>		<a href="mailto:tevans@kcdc.org">tevans@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	250	26	1	0	0	0
<b>Square Footage</b>	382	525 & 519	874	0	0	0

<b>Apartment</b>	<b>North Ridge Crossing</b>					
<b>Address</b>	712 Breda Drive 37918					
<b>Manager</b>	Darrell Lindsey					
<b>Phone</b>	740-6763			<b>Email</b>		<a href="mailto:dlindsey@kcdc.org">dlindsey@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	20	92	141	10	5
<b>Square Footage</b>	NA	525	720 & 754	890 & 940	1120 & 1164	1313

**Appendix 1 KCDC Apartment Information-continued**

<b>Apartment</b>	<b>Passport Homes</b>					
<b>Address</b>	Mechanicsville Area					
<b>Manager</b>	Beth Bacon					
<b>Phone</b>	755-5996			<b>Email</b>		<a href="mailto:bbacon@kcdc.org">bbacon@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	0	12	20	1	0
<b>Square Footage</b>	NA	NA	1240 to 1362	1486 to 1732	2344	NA

<b>Apartment</b>	<b>Passport Residences</b>					
<b>Address</b>	Mechanicsville Area					
<b>Manager</b>	Beth Bacon					
<b>Phone</b>	755-5996			<b>Email</b>		<a href="mailto:bbacon@kcdc.org">bbacon@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	0	42	8	0	0
<b>Square Footage</b>	NA	NA	1240 to 1362	1486 to 1732	NA	NA

<b>Apartment</b>	<b>The Residences at Eastport</b>					
<b>Address</b>	317 McConnell 37915					
<b>Manager</b>	Kim Clark					
<b>Phone</b>	755-5974			<b>Email</b>		<a href="mailto:kclark@kcdc.org">kclark@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	25	0	0	0	0

<b>Apartment Number</b>	<b>Square Footage</b>
0101	597
0102	572
0103	550
0104	572
0105	521
0106	590
0107	496
0108	572
0109	494
0110	571
0111	635
0112	563

0113	623
0114	535
0115	443
0116	629
0117	597
0118	600
0119	668
0120	719
0121	633
0122	600
0123	597
0124	615
0125	463

**Appendix 1 KCDC Apartment Information-continued**

<b>Apartment</b>	<b>The Residences at Eastport II</b>					
<b>Address</b>	317 McConnell 37915					
<b>Manager</b>	Kim Clark					
<b>Phone</b>	755-5974			<b>Email</b>		<a href="mailto:kclark@kcdc.org">kclark@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	60	0	0	0	0
<b>Square Footage</b>	NA	649	NA	NA	NA	NA

<b>Apartment</b>	<b>Valley Oaks Apartments</b>					
<b>Address</b>	3504 Oak Branch Circle 37917					
<b>Manager</b>	Darrell Lindsey					
<b>Phone</b>	740-6763			<b>Email</b>		<a href="mailto:dlindsey@kcdc.org">dlindsey@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	0	48	0	0	0
<b>Square Footage</b>	NA	NA	764	NA	NA	NA

<b>Apartment</b>	<b>The Verandas</b>					
<b>Address</b>	107 Flenniken Avenue 37920					
<b>Manager</b>	James Pruitt					
<b>Phone</b>	755-5964			<b>Email</b>		<a href="mailto:jpruitt@kcdc.org">jpruitt@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	34	8	0	0	0
<b>Square Footage</b>	NA			NA	NA	NA

<b>Apartment</b>	<b>The Vista at Summit Hill</b>					
<b>Address</b>	957 East Hill Avenue 37915					
<b>Manager</b>	Adronicus Thomas					
<b>Phone</b>	755-5990			<b>Email</b>		<a href="mailto:athomas@kcdc.org">athomas@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	38	101	36	0	0
<b>Square Footage</b>	NA	625	724	943 & 1163	NA	NA

**Appendix 1 KCDC Apartment Information-continued**

<b>Apartment</b>	<b>Walter P. Taylor Homes</b>					
<b>Address</b>	317 McConnell 37915					
<b>Manager</b>	Kim Clark					
<b>Phone</b>	755-5974			<b>Email</b>		<a href="mailto:kclark@kcdc.org">kclark@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	40	50	25	25	9
<b>Square Footage</b>	NA	560	794	968	1217	1390

<b>Apartment</b>	<b>Western Heights (3-1)</b>					
<b>Address</b>	1621 Jourolmon Avenue 37921					
<b>Manager</b>	Sam Chambers					
<b>Phone</b>	403-1420			<b>Email</b>		<a href="mailto:schambers@kcdc.org">schambers@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	124	186	100	20	10
<b>Square Footage</b>	NA	515 & 536	728	775 & 775	NA	NA

<b>Apartment</b>	<b>Western Heights (3-4)</b>					
<b>Address</b>	1621 Jourolmon Avenue 37921					
<b>Manager</b>	Sam Chambers					
<b>Phone</b>	403-1420			<b>Email</b>		<a href="mailto:schambers@kcdc.org">schambers@kcdc.org</a>
	<b>Efficiency</b>	<b>1 Bedroom</b>	<b>2 Bedroom</b>	<b>3 Bedroom</b>	<b>4 Bedroom</b>	<b>5 Bedroom</b>
<b>Number of Units</b>	0	124	186	100	20	10
<b>Square Footage</b>	NA	613 & 584	710 & 792	830 & 912	993 & 1085	1350

**Appendix 2 Vendor Service Report Form**

This is KCDC's prototype "Vendor Service Report" form. The vendor may suggest improvements/enhancements to it.

<b>Apartment</b>	
<b>Date</b>	

<b>Apartment Number</b>	<b>Occupied</b> <b>Vacant</b> <b>Pets</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>	<b><u>Problem?</u></b>	Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Treated by:</b>
		Yes <input type="checkbox"/> No <input type="checkbox"/>	Bugs/Roaches	Yes <input type="checkbox"/> No <input type="checkbox"/>	
		Yes <input type="checkbox"/> No <input type="checkbox"/>	Bedbugs Fleas Other	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	
					<b>In:</b>
					<b>Out:</b>
<b>Apartment Number</b>	<b>Occupied</b> <b>Vacant</b> <b>Pets</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b><u>Problem?</u></b> Bugs/Roaches Bedbugs Fleas Other	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Treated by:</b>
<b>Apartment Number</b>	<b>Occupied</b> <b>Vacant</b> <b>Pets</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b><u>Problem?</u></b> Bugs/Roaches Bedbugs Fleas Other	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Treated by:</b>
<b>Apartment Number</b>	<b>Occupied</b> <b>Vacant</b> <b>Pets</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b><u>Problem?</u></b> Bugs/Roaches Bedbugs Fleas Other	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Treated by:</b>
<b>Apartment Number</b>	<b>Occupied</b> <b>Vacant</b> <b>Pets</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b><u>Problem?</u></b> Bugs/Roaches Bedbugs Fleas Other	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Treated by:</b>
<b>Apartment Number</b>	<b>Occupied</b> <b>Vacant</b> <b>Pets</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b><u>Problem?</u></b> Bugs/Roaches Bedbugs Fleas Other	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Treated by:</b>
<b>Apartment Number</b>	<b>Occupied</b> <b>Vacant</b> <b>Pets</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b><u>Problem?</u></b> Bugs/Roaches Bedbugs Fleas Other	Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Treated by:</b>

