

# **ARMY STANDARD PERFORMANCE WORK STATEMENT FOR INTEGRATED PEST MANAGEMENT SERVICES**

## **FORWARD**

The intent of this generic performance work statement (PWS) is to provide a framework that installation organizations responsible for pest management services can use to solicit Integrated Pest Management (IPM) services. This PWS was written to result in a performance-based contract (PBC).

The installation should carefully assess their IPM requirements and the uncertainties involved in contract performance and select a contract type and structure that places an appropriate degree of risk, responsibility, and incentives on the Contractor for optimal performance. A hybrid contract (i.e., both fixed-price and cost-type tasks) may provide the best vehicle for optimal performance. Potential Contractors should be asked to prepare a Contractor Work Plan (CWP) as part of their proposal. They should be evaluated on the strength of their proposal and the cost estimate. A designated DoD-certified Pest Management Consultant is required to review installation pest management service contracts and is available to assist with the evaluation of Contractor proposals.

The following is a framework for developing a PWS to contract for performance based IPM services. It is the responsibility of the specification writer to insert installation/site specific information and requirements throughout the document. All text in italics must be customized. The specification writer should be sure to provide all necessary information for the potential contractors [such as building lists and pests present – see Appendix (A)]. Once drafted, a designated Army Pest Management Consultant will review and approve the technical specifications for inclusion in the contract solicitation.

Potential contractors should be required to submit a draft CWP with their proposal. Once the contractor is chosen, they will work together with the government representative to finalize the CWP.

INTEGRATED PEST MANAGEMENT SERVICES  
PERFORMANCE BASED CONTRACT (PBC)  
GENERIC PERFORMANCE WORK STATEMENT (PWS)

## 1.0 GENERAL INFORMATION

The Contractor shall provide integrated pest management (IPM) services to prevent and control a wide variety of arthropod and vertebrate pests including but not limited to cockroaches, termites, ants, fleas, stored product pests, mosquitoes, mice, rats, bats, bees, and wasps at <<Insert Installation Name>><<Insert any specifics regarding parts of the installation that are NOT included in this contract (i.e., golf course, specific buildings, major pests not listed above, etc.)>>

The purpose of this contract is to establish an environmentally sound and effective IPM program to prevent general arthropod and vertebrate pests and disease vectors from adversely affecting Army installation operations. This includes, at a minimum:

- Thoroughly inspecting all areas suspected of pest infestation(s) and surrounding areas/facilities as necessary.
- Communicating constantly with the government COR regarding planned actions and recommendations.
- Recommending structural and procedural modifications to reduce food, water, harborage and access used by pests.
- Using appropriate non-chemical technologies to control pests, where possible.
- Judiciously using pesticide products, formulations and application methods that present the lowest potential hazard to human health, non-target animals and the environment.
- Recording and reporting all integrated pest management operations including surveillance, inspections, non-chemical and chemical control.

Federal agencies are mandated by Public Law (Section 136r-1 of title 7, United States Code) to use IPM. The Contractor shall use best management practices and recognized industry standards for managing pests such as those established by national pest management organizations, and follow the guidance provided by State Pesticide Regulatory agencies and State institutions of higher learning. However, the Contractor shall be responsible for complying with all federal, DoD, Army, state, and local laws, including but not limited to DoDI 4150.07, PL 91-190 the National Environmental Policy Act of 1969, PL 92-516, the Federal Insecticide, Fungicide and Rodenticide Act of 1972, as amended and AR 200-1. This Performance Work Statement (PWS) reflects current Army and DoD requirements, policies and practices, allowing offerors to propose a price and solution to known requirements.

The Contractor will develop and follow a Contractor Work Plan (CWP) to accomplish the requirements of this contract.

## 2.0 DEFINITIONS

**Certified Applicator/Operator:** Any individual who applies pesticides or supervises the use of pesticides, and who has been authorized to do so by successfully completing a training program approved by the EPA, followed by formal certification by DoD or a State.

**Contracting Officer's Representative (COR):** An individual who is responsible for technical administration of the contract and assures proper Army surveillance of the Contractor's performance.

**Contractor Work Plan (CWP):** A Contractor-developed document submitted as part of the Contractor proposal that describes how the requirements of this contract will be met. The plan establishes strategies and methods for conducting a safe, effective, and environmentally sound IPM program.

**Installation Pest Management Coordinator (IPMC):** The individual designated by the installation Commander to coordinate and oversee all pest management activities on the installation.

**Integrated Pest Management (IPM):** A planned program incorporating a wide variety of technological and management practices to achieve long-term and environmentally-sound pest suppression and prevention. IPM uses targeted, sustainable methods including education/communication, habitat modification, non chemical control, biological control, and, where necessary, the use of pesticide compounds, formulations, and application methods that present the least potential hazard to humans and the environment. Federal Agencies are mandated by Public Law (Section 136r-1 of Title 7, USC) to use IPM.

**Integrated Pest Management Plan (IPMP):** A long-range, well-defined planning and operational document that describes the IPM program. Written pest management plans are required as a means of establishing and implementing IPM.

**Out of Cycle Pesticide Use Request (OCPUR):** The OCPUR is a supplement to the PUP. An OCPUR is a pesticide use request for pesticides that were not included in the installation's annual Pesticide Use Proposal. (See below for information on the Pesticide Use Proposal)

**Pesticide:** Any substance or mixture of substances, including biological control agents, that may prevent, destroy, repel, or mitigate pests and is specifically labeled for use by the EPA. Also, any substance or mixture of substances intended for use as a plant regulator, defoliant, desiccant, or biocide. The AFPMB does not review or approve disinfectants or biocides.

**Pesticide Use Proposal (PUP):** The PUP documents the exact pesticides proposed to be used on an installation the following year. The pesticides listed on this proposal must be approved by the designated DoD-certified Army Pest Management Consultant through the COR and IPMC prior to use. The Army Pest Management Consultant confirms that the pesticides are registered by the EPA and State and are being used for the correct target site and pest.

### 3.0 PERFORMANCE OBJECTIVES AND STANDARDS

**Table 1:** Performance Requirements Summary

Performance Objective	Performance Standard	Acceptable Level of Performance
<p>Develop approved Contractor Work Plan (CWP) to include an IPM Plan.</p> <ul style="list-style-type: none"> <li>• Templates for developing the IPM plan are included in Technical Exhibit (A) - *electronic files provided upon request*</li> <li>• Complete one IPM Outline for each pest for each site type [Technical Exhibit (A)].</li> </ul>	<p>CWP includes information required in section 4.1 and Technical Exhibit (A) of this PWS and is submitted to the COR.</p> <p>Plan complies with federal, state and industry best management practice standards.</p> <p>Army approval through the COR.</p>	<p>Draft CWP includes 100% of the information required in section 4.1 of this PWS and is submitted within 15 days of contract/task award.</p> <p>Final CWP submitted within 30 days of receipt of COR comments on the draft.</p>
<p>Develop a Quality Assurance Surveillance Plan (QASP).</p>	<p>QASP follows the template found in Technical Exhibit (E) and is submitted to the COR.</p> <p>Army approval through the COR.</p>	<p>Draft QASP follows the template found in Technical Exhibit (E) and is submitted within 15 days of contract/task award.</p> <p>Final QASP submitted within 30 days of receipt of COR comments on the draft.</p>
<p>Successfully implement all aspects of the approved CWP for all pests/sites identified in this PWS. Plan must be followed for scheduled services as well as unscheduled services, as appropriate.</p> <p>All IPM standards must be met:</p> <ul style="list-style-type: none"> <li>• All sites thoroughly inspected before</li> </ul>	<p>CWP is followed.</p> <p>Pests are controlled to the standards specified in the CWP IPM outlines.</p>	<p>IPM standards are met 100% of the time for all services for each pest for each site type.</p> <p>CWP is followed 100% of the time for all services for each pest for each site type.</p>

<p>starting control efforts.</p> <ul style="list-style-type: none"> <li>• Report prepared and submitted to COR on conditions conducive to pest infestation.</li> <li>• Non chemical pest management operations as a first resort to the maximum extent possible.</li> <li>• Judicious use of pesticides where pesticide applications are necessary.</li> <li>• Surveillance implemented to monitor pest populations and effectiveness of control measures.</li> <li>• Pest management operations recorded and reported in approved format.</li> </ul>		<p>Pests are controlled to the standards specified in the CWP IPM outlines 80% of the time for each pest for each site type.</p>
<p>Submission of all required documentation listed in the PWS and summarized in Exhibit (B).</p>	<p>Army approval through COR.</p> <p>100% of required reports submitted on time in accordance with specifications in Technical Exhibit (B).</p> <p>100% of required reports submitted contain required information.</p>	<p>Reports submitted “on time” 90% of the time.</p> <p>Reports required to be corrected by the Contractor less than 25% of the time.</p>

## 4.0 PROJECT MANAGEMENT

The Performance Based Contracting (PBC) approach requires careful coordination of project activities to ensure that all stakeholders are kept informed of the project status, existing or potential problems, and any changes required to prudently manage the project and meet the needs of the Installation's project stakeholders and decision-makers. The Contractor shall be responsible for the following project management activities:

### 4.1 Contractor Work Plan

The Contractor shall develop and maintain a detailed Contractor's Work Plan (CWP). The CWP, based on the schedule prepared as part of the Contractor proposal, shall specify the schedule, technical approach, and resources required for the planning, execution, and completion of the performance objectives. Contractors may review the installation's historical records of pest activity and abatement actions, survey facilities and grounds, and consult with the IPMC in development of a plan. The CWP shall address continuous monitoring, pest response and removal procedures, record keeping, warranties, education and communication to installation personnel to prevent nuisance pests and disease vectors in and around specified buildings [Technical Exhibit (A)]. The CWP shall include labels, MSDS sheets, and the planned pesticide use proposal [Technical Exhibit (C)] and comply with all applicable local, state, and Federal regulations.

As part of the CWP, the Contractor shall develop a schedule that fully supports the technical approach and that outlines the due dates and cost expenditure percentages for all milestones and payable deliverables. A payment plan shall be included with the schedule that may allow for partial payments to the Contractor based on successful completion of interim milestones proposed by the Contractor. It is the Army's intent to make all payments after verification of progress in accordance with this schedule. The Contractor shall coordinate activities with the COR to ensure that the proposed project schedule does not conflict with other Contractor activities on site, or interrupt Installation mission activities.

The Contractor shall submit the second draft (first draft is submitted with the Request for Proposal) of the CWP within fifteen (15) days of contract award. The draft CWP and subsequent revisions are subject to Army review and approval, through the COR. The Contractor shall submit the final CWP within 30 days of receipt of COR comments on the draft CWP. A contract payment milestone will be established for when the Army Pest Management Consultant approves the final CWP via COR.

## 5.0 EXPERTISE AND NECESSARY PERSONNEL

All Contractor personnel shall understand IPM principles and practices and be capable of implementing them. The Contractor shall have the background and experience to be capable of identifying pests and knowledgeable about pest life cycles, habits and the conditions that affect pest populations. Additionally, the Contractor shall have a written IPM policy describing their overall objectives relating to IPM.

## 5.1 Licensing and Certification

### 5.1.1 Business License

The Contractor shall possess a business license issued by the state(s) of <<*Insert State Name*>> to provide pest control services. The Contractor shall provide proof of licensing to the government prior to contract award.

### 5.1.2 Certification

All Contract personnel employed who will apply or supervise the application of pesticides under this contract shall possess commercial certification by the State of <<*Insert State Name(s)*>> in the appropriate EPA-approved State categories for the work requirements of the contract. This contract work will require the pesticide applicator certification categories listed in Technical Exhibit (D). All Contractor personnel who apply pesticides shall have full commercial certification. Neither private applicator certification nor registered technician certification are acceptable. Proof of State certification shall be provided to the government prior to contract award.

## 6.0 ADDITIONAL REQUIREMENTS

### 6.1 Vehicles

Vehicles used for pest control operations shall not be used for other purposes in connection with this contract. Vehicles shall be secured at all times to prevent unauthorized access. All pesticides carried on vehicles shall be stored in a locked compartment separate from the cab of the vehicle. Vehicles shall be equipped with a fire extinguisher, emergency wash water, a portable emergency eye wash and a portable spill and decontamination kit. Vehicles shall be marked as required by state <<*Insert State Name*>> law.

### 6.2 Equipment

The Contractor shall repair and maintain all equipment in accordance with manufacturer's instructions. Equipment shall be in good operating condition, free of visible deterioration, shall not leak, and shall be calibrated to apply pesticides in accordance with the pesticide product label. Proof of calibration may be requested by the government. Equipment that has failed shall be replaced and/or repaired by the Contractor prior to resuming operations. The Contractor must clearly and plainly mark all pesticide application equipment including rodent bait stations and glue traps with the company's name, a point-of-contact, and phone number. The Contractor shall assume responsibility for all Contractor-owned equipment or other items.

### 6.3 Pesticides

The Contractor shall procure, handle, store, and apply pesticides in strict accordance with the EPA registered pesticide label. Only certified applicators shall operate pesticide application

equipment. All pesticides shall be used in accordance with Federal, << *Insert State Name*>>, local laws, and installation regulations.

Prior to use, the Contractor shall request approval for all pesticides using the PUP, [Technical Exhibit (C)]. The Contractor shall ensure that all pesticides proposed for use on <<*Insert Installation Name*>> are EPA registered and registered with the <<*Insert State Agency Responsible for Pesticide Registration*>>. Approvals may be made and limited to specific pests/sites. During the term of this contract the Contractor shall submit an OCPUR for additional pesticides to the COR for review and approval by the designated DoD-certified Pest Management Consultant. The Contractor shall not deviate from the PUP-listed pesticides without prior approval from the COR. The PUP shall reflect only the currently approved pesticides for application on the installation and updated as additional products are approved and/or other products deleted through an OCPUR approved by the Army Pest Management Consultant via the COR.

The Contractor shall maintain a binder containing labels and MSDSs for all pesticides used, and have it readily available for the COR's inspection at all times.

#### 6.4 Pesticide Storage, Mixing and Disposal

##### 6.4.1 Pesticide Storage

The Contractor shall not store pesticides on Government property. All pesticides shall be stored off Government property, or inside of the secured Contractor vehicle(s). <<*Do not alter this section without prior approval from a designated Pest Management Consultant and the installation Environmental office.*>>

##### 6.4.2 Pesticide Mixing

The Contractor shall not mix pesticides on Government property. All pesticides must be mixed prior to arrival at the installation.

*<<Note to Specification Writer: If you have appropriate mixing facilities located on the installation and if the Environmental Department has approved pesticide mixing on the installation you may use the following wording.>><<The Government will designate a location or locations where pesticides may be mixed on the installation. An air gap must be present between the formulation tank and fill hose during all pesticide mixing operations that use potable water. In addition, there must be a backflow prevention device furnished by the Contractor and installed on all hoses when filling formulation tanks with potable water. If the Contractor mixes pesticide away from a hardstand mixing area they must use a portable mixing pad.*

##### 6.4.3 Pesticide Disposal

All pesticides, rinse water, and containers shall be disposed of in accordance with label directions. The Contractor shall dispose of any pesticides, pesticide containers, pesticide residue,



pesticide rinse water, or any pesticide contaminated article at an authorized disposal area off of Government property.

## 6.5 Pesticide Spills

The Contractor shall immediately report all spills of hazardous materials to the Contracting Officer and shall be financially responsible for the clean-up of any spills. Spills shall be managed in accordance with the installation's Spill Contingency and Countermeasure Plan. The Contractor shall have on-hand spill containment equipment and materials necessary to contain spills of pesticides and other pest control materials and supplies that are on the installation.

*<<Note to Specification Writer: Consult with the installation environmental and fire department personnel to determine specific installation requirements for Contractor spills of hazardous materials.>>*

## 6.6 Personal Protective Equipment

The Contractor shall provide Personal Protective Equipment (PPE) to each of their pest control applicators. This equipment shall include, at a minimum, the PPE required by the applicable pesticide labels and MSDSs.

## 6.7 Occupied Spaces

Liquid or aerosol pesticide shall not be applied in occupied spaces when people are present. Dust pesticide formulations shall not be applied in occupied spaces if the dust can be carried by air currents to people. Gel baits, cockroach, rodent and ant bait stations or other pesticide formulations that do not volatilize or carry on air currents may be applied in occupied spaces.

## 7.0 RECORDS AND REPORTS

### 7.1 Pest Management Records

The Contractor shall prepare, submit, and maintain daily and monthly pest management records and reports for each pest management service provided to include surveillance, non-chemical controls and pesticide applications. The Contractor shall use a COR-approved electronic reporting spreadsheet or other computerized system. Records shall be accurate and complete. Records shall include: the installation name, pesticide common name from the label that was applied, pesticide formulation, EPA Registration Number, target pest, the type of application and final concentration applied, the amount of final spray or dry formulation, date of application, location of the service (building number, apartment number, training area, etc. that accurately identifies the location), the pounds of active ingredient applied, and the pest controller's name and certification number.

All pest management records shall be submitted electronically (via disk or e-mail attachment) to the COR monthly.

Records rejected by the COR due to inadequate or incorrect information shall be corrected and returned to the COR by the Contractor at no additional cost to the Government within 10 business days.

## 7.2 Reports of Conditions Conducive to Pest Infestation

When the Contractor notices a condition that is promoting or is conducive to pest infestations they shall submit a report describing findings and recommendations to correct these conditions. Conditions may include sanitation problems, improper food storage practices, inadequate exclusion policies, or damaged or missing exclusion devices. The Contractor shall report these deficiencies to the COR within one business day after citing conditions. Report must be legible and can be done electronically or hand-written.

## 7.3 Termite Warranties

The Contractor shall provide the COR with a five (5) year written warranty against existing and new infestations of subterranean termites for the areas treated. The warranty shall state the chemical concentrations, rates, and methods of application complied in accordance with the EPA label. The warranty period shall commence from the date of acceptance by the COR. Visual sightings of termites, additional damage, new mud tubes, or other signs of living termites within the structure during the warranty period, shall be grounds for re-treatment at the Contractor's expense. The Contractor shall also cover the repair of damage from termite infestations during the warranty period.

## 8.0 GOVERNMENT FURNISHED FACILITIES, MATERIALS AND SERVICES

The Government will furnish an approved computerized reporting system (a file or program, only).

*<<Note to Specification Writer: Define any equipment, facilities and services the Government will provide to the Contractor in connection with this contract to include requirements for maintaining pesticides and mixing areas to Army standards. Include utility services such as water, sewage, electrical, etc.>>*

## 9.0 CONTRACTOR FURNISHED ITEMS

The Contractor shall furnish all labor, supervision, transportation, facilities, equipment, material, and services to perform the requirements of this contract using IPM techniques. Such equipment and use of that equipment shall be subject to the inspection and approval of the COR.

## 10.0 SECURITY

All Contractor personnel assigned work on the installation shall wear identification badges that include the applicator's name and color photograph and the Contractor's company name and address. Vehicles used by the Contractor shall have the name of the Contractor's company, meet

all state laws for identification and placarding, and have lockable storage compartments for storing pesticides. All pesticides shall be secured when not in use.

*<<Note to Specification Writer: Include any installation specific requirements such as security clearances and pass regulations here.>>*

## 11.0 QUALITY STANDARDS AND THRESHOLDS

The Contractor shall meet the quality standards established in the approved CWP. The Contractor's performance will be evaluated based upon the QASP. Failure to meet any of the standards may result in re-performance by the Contractor at no cost to the Government, the Contractor paying the Government the use of another Contractor to perform the work, or cancellation of this contract. Re-performance by the Contractor shall be completed within 1 business day.

## 12.0 SCHEDULE OF SERVICES

It shall be the Contractor's responsibility to schedule work with the COR. The Contractor shall be responsible for communicating with the COR for every service requested. The purpose of this communication is to coordinate the date and time of the service, permit access to the work site, and relay specific instructions for site preparation or entry.

### 12.1 Informing Occupants

The Contractor shall inform occupants of the specific day and time (AM or PM) of scheduled work in a reasonable amount of time so that they can make accommodations, when required. At the time of scheduled services, the Contractor shall inform occupants regarding the necessary preparatory procedures that must be performed prior to receiving service, the callback warranty period, and the time when it is safe to return to the facility. The need for preparatory procedures does not apply in cases of emergency or between occupancy services.

### 12.2 Missed Schedules

If the Contractor fails to meet the scheduled appointments through no fault of the occupants, the Contractor shall provide the service at the convenience of the occupant. The Contractor will report such missed appointments to the COR no later than 0800 the next business day. The Contractor shall make three (3) attempts to accomplish this assigned work within 5 business days of the scheduled service. If the Contractor is unable to accomplish assigned work through no fault of his own, he shall report such unaccomplished scheduled items to the COR, and the Service Order will be cancelled.

### 12.3 Household and Facility Furnishings and Government Property

The Contractor shall return to their original positions any household or facility furnishings, equipment and other materials or items that are moved by the Contractor during the performance of services. The Contractor shall be responsible for the repair, replacement or other

compensation to the Government or any private individual for property damage to include but not limited to furniture, equipment, cultivated plants and grasses as a result of the performance of pest control activities.

### 13.0 HOURS OF SERVICE

The Contractor shall arrange his work so as to minimize interference with the normal conduct of Government business and shall coordinate services to be performed with the building coordinator. The Contractor shall notify the COR if there are any changes to the work schedule or when it is necessary to perform work that will interfere with Government operations at least one (1) business day in advance.

### 14.0 RESPONSE TIMES FOR SERVICES

#### 14.1 Unscheduled Services

The Contractor shall provide clear and effective procedures for receiving and responding to service calls and task orders during regular working hours. The Contractor shall provide a single local or toll-free telephone number for calling in all such task orders.

##### 14.1.1 Service Call Work

A service call is an unscheduled request for pest control services initiated by designated Government representatives. The Government's work reception center will advise the Contractor by phone of all service call requests received and the classification of each call as either emergency or routine based on the definitions provided below. The government will make available for pick up at their work reception desk a description of the pest problem, date and time received, location, classification and other appropriate information. The Contractor shall turn in a copy of the work authorization form to the Government's work reception desk within 24-hours after the completion of the initial inspection and treatment for each service call.

##### 14.1.2 Emergency Calls

Service calls will be classified as emergency at the discretion of the COR. Generally, emergency calls will consist of pest management operations to control pests that could affect the health or well-being of personnel. The Contractor shall respond immediately and must be on site to provide initial inspection and treatment within 2 hours after receipt of an emergency call. The government will not classify more than <<insert percentage of calls>> of the service calls issued to the Contractor as emergencies. <<Examples of "emergency calls" include live bat(s) found in a living or working area, active wasps/bees nest found in living or working area and snake or skunk found in a living or working area, etc.>>

##### 14.1.3 Routine Calls

The KO will classify all non-emergency service calls as routine. The Contractor shall complete the initial inspection and treatment for each routine service call within two (2) business days

after receipt. <<Examples of “routine calls” include cockroaches, silver fish, rodents, etc. found in a building or outside.>>

## 15.0 QUALITY CONTROL PROGRAM

The Contractor shall establish a complete quality control program to ensure that the requirements of the contract are met. As part of the Contractor’s proposal, the Contractor shall describe the procedures they will use to perform quality control. These procedures shall include at least the following items:

### 15.1 Inspection System

The Contractor’s quality control inspection system shall cover all the services stated in this contract. The purpose of the system is to detect and correct deficiencies in the delivery and quality of services before the level of performance becomes unacceptable and/or the COR identifies deficiencies.

### 15.2 Checklist

The Contractor shall use a quality control checklist to evaluate contract performance during regularly scheduled and unscheduled inspections. The checklist shall include every building or site serviced by the Contractor as well as every task the Contractor is required to be performed.

### 15.3 Quality Control File

The Contractor’s quality control file shall contain a record of all inspections conducted by the Contractor and any corrective measures taken. The Contractor shall maintain record of all inspections throughout the term of the contract and made available to the COR upon request.

### 15.4 Quality Report

The Contractor shall provide data to the COR for input to the pest management section of the EQR.

### 15.5 QASP

Because the Contractor shall develop the technical approach for this PBC, the Contractor shall also develop a draft Quality Assurance Surveillance Plan (QASP). The Contractor shall submit a draft QASP with the proposal using the QASP template provided in Technical Exhibit (E). The Contractor shall submit the final QASP with the CWP. The QASP should highlight key quality assurance activities or events that the COR will use to determine when Army inspections can be conducted to assess progress toward milestones. Activities identified in the QASP should be appropriately coded in the project schedule to allow for planning of QA inspections. The Contractor and COR will agree upon the final QASP and the COR will have the final approval of the QASP. Table 2 (Performance Requirement Summary) summarizes the minimum key

elements planned for the QASP. The Contractor and COR will develop the final QASP. The final QASP will be based on the final CWP.

#### 16.0 MILESTONES/DELIVERABLES

- Final approved CWP
- Final approved QASP
- Submission of all required documentation summarized in Exhibit (B).

**Technical Exhibit A  
Contractor Work Plan  
Integrated Pest Management Outline**

**List of Buildings and Sites for Scheduled Services**

<b>Building #/Site</b>	<b>Building Type*</b>	<b>Square Feet</b>	<b>Comments**</b>

\*Choose one of the following building types:

AHB = Administrative/Housing/Barracks

FHS = Food Handling/Food Storage

SS = Sensitive Site (Hospital, Clinic, CDC, School)

OS = Outdoor Site

WS = Warehouse/Storage Sites

\*\*Provide information on any prohibited practices, environmental concerns or other pertinent information.

**Technical Exhibit A  
Contractor Work Plan  
Integrated Pest Management Outline**

Outline #:	Installation:	Date:
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<b>PEST:</b>	<b>SITE: Admin./Housing/Barracks</b>
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*Acceptable Pest Level:
*Time to Achieve Control:
*Time to Maintain Control:

***Surveillance***

Methods:
Frequency:

***Non-chemical Control Techniques***

Type	Method
Physical? <input type="checkbox"/>	
Mechanical? <input type="checkbox"/>	
Cultural? <input type="checkbox"/>	
Biological? <input type="checkbox"/>	

***Chemical Control Techniques***

Basis for treatment:
Control standard:
NOTE: Specific pesticides should be listed on the Pesticide Use Proposal and labels and MSDSs should be maintained in a readily available file.

***Remarks***

Sensitive areas:
Prohibited practices:
Environmental concerns:

Additional comments:



\*Under emergency conditions (e.g., disease outbreak) more stringent standards may be required.

**Technical Exhibit A  
Contractor Work Plan  
Integrated Pest Management Outline**

Outline #:	Installation:	Date:
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<b>PEST:</b>	<b>SITE: Food Handling/Storage</b>
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*Acceptable Pest Level:
*Time to Obtain Control:
*Time to Maintain Control:

***Surveillance***

Methods:
Frequency:

***Non-chemical Techniques***

Type	Method
Physical? <input type="checkbox"/>	
Mechanical? <input type="checkbox"/>	
Cultural? <input type="checkbox"/>	
Biological? <input type="checkbox"/>	

***Chemical Techniques***

Basis for treatment:
Control standard:
NOTE: Specific pesticides should be listed on the Pesticide Use Proposal and labels and MSDSs should be maintained in a readily available file.

***Remarks***

Sensitive areas:
Prohibited practices:
Environmental concerns:

Additional comments:

\*Under emergency conditions (e.g., disease outbreak) more stringent standards may be required.

**Technical Exhibit A  
Contractor Work Plan  
Integrated Pest Management Outline**

Outline #:	Installation:	Date:
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<b>PEST:</b>	<b>SITE: Sensitive Sites</b>
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*Acceptable Pest Level:
*Time to Obtain Control:
*Time to Maintain Control:

***Surveillance***

Methods:
Frequency:

***Non-chemical Techniques***

Type	Method
Physical? <input type="checkbox"/>	
Mechanical? <input type="checkbox"/>	
Cultural? <input type="checkbox"/>	
Biological? <input type="checkbox"/>	

***Chemical Techniques***

Basis for treatment:
Control standard:
NOTE: Specific pesticides should be listed on the Pesticide Use Proposal and labels and MSDSs should be maintained in a readily available file.

***Remarks***

Sensitive areas:
Prohibited practices:
Environmental concerns:

Additional comments:

\*Under emergency conditions (e.g., disease outbreak) more stringent standards may be required.

**Technical Exhibit A  
Contractor Work Plan  
Integrated Pest Management Outline**

Outline #:	Installation:	Date:
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<b>PEST:</b>	<b>SITE: Outdoors</b>
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*Acceptable Pest Level:
*Time to Obtain Control:
*Time to Maintain Control:

***Surveillance***

Methods:
Frequency:

***Non-chemical Techniques***

Type	Method
Physical? <input type="checkbox"/>	
Mechanical? <input type="checkbox"/>	
Cultural? <input type="checkbox"/>	
Biological? <input type="checkbox"/>	

***Chemical Techniques***

Basis for treatment:
Control standard:
NOTE: Specific pesticides should be listed on the Pesticide Use Proposal and labels and MSDSs should be maintained in a readily available file.

***Remarks***

Sensitive areas:
Prohibited practices:
Environmental concerns:

Additional comments:
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\*Under emergency conditions (e.g., disease outbreak) more stringent standards may be required.

**Technical Exhibit A  
Contractor Work Plan  
Integrated Pest Management Outline**

Outline #:	Installation:	Date:
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<b>PEST:</b>	<b>SITE: Warehouses/Storage Sites</b>
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*Acceptable Pest Level:
*Time to Obtain Control:
*Time to Maintain Control:

**Surveillance**

Methods:
Frequency:

**Non-chemical Techniques**

Type	Method
Physical? <input type="checkbox"/>	
Mechanical? <input type="checkbox"/>	
Cultural? <input type="checkbox"/>	
Biological? <input type="checkbox"/>	

**Chemical Techniques**

Basis for treatment:
Control standard:
NOTE: Specific pesticides should be listed on the Pesticide Use Proposal and labels and MSDSs should be maintained in a readily available file.

**Remarks**

Sensitive areas:
Prohibited practices:
Environmental concerns:

Additional comments:
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\*Under emergency conditions (e.g., disease outbreak) more stringent standards may be required.

**Technical Exhibit B  
Required Documentation**

All documentation/reports shall be submitted to the COR.

<u>Spec Item</u>	<u>Report Title</u>	<u>Quantity</u>	<u>Due Date/Frequency</u>
3.0	Quality Assurance Surveillance Plan	1	First draft submitted with proposal. Second draft within 15 days of contract award. Final within 30 days of receipt of COR comments.
3.0	Integrated Pest Management Plan	1	First draft submitted with proposal. Second draft within 15 days of contract award. Final within 30 days of receipt of COR comments
4.1	Contractor's Work Plan	1	First draft submitted with proposal. Second draft within 15 days of contract award. Final within 30 days of receipt of COR comments.
5.1.1	Copy of State Business License	1 per state	With proposal. Copies of renewed licenses shall also be submitted, as necessary.
5.1.2	Copy of State Certification for Contractor Personnel	1 per person	With proposal. Copies of renewed certifications shall also be submitted, as they are renewed.
6.3	Pesticide Use Proposal (PUP)	1, then as required thereafter using OCPUR	With the proposal. Note: Any proposed changes in pesticide usage shall be submitted for COR approval by OCPUR at least 5 business days in advance of pesticide use.
7.1	Pest Management Records	1 per month	Electronically once per month by the 15th of the following month (Example: July data must be submitted by August 15).
7.2	Report of Conditions Conducive to Pest Infestation	As required	Within 1 business day after citing conditions.
7.3	Five-year Termite Treatment Warranties	As required	Within 10 business days following the treatment.

**Technical Exhibit C**  
**Contractor Pesticide Use Proposal**  
**\*\*Electronic Version Available Upon Request\*\***

Installation:	Year:	Date:
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Pesticide Trade Name	Active ingredient(s) and (% AI)	EPA Registration	Formulation	Target Pest(s)	Proposed Pesticide Application Site	Signal word	Federal or State RUP*?	State reg.?

The electronic version of this form can be found at <http://aec.army.mil/usaec/pest/pest-pup.xls>  
\* RUP = Restricted Use Pesticide.



**Technical Exhibit D  
Pesticide Applicator Certification Categories**

<b>EPA Category*</b>	<b>State Equivalent Category</b>
2: Forest Pest Control	
3: Turf and Ornamental Pest Control	
5: Aquatic Pest Control	
6: Right-of-Way Pest Control	
7: Industrial, Institutional, Structural and Health Related Pest Control	
8: Public Health Pest Control	

\*Certification categories are from Section 171.3 of FIFRA; Commercial Standards.

*<<Note to Specification Writer: Accuracy in this section is essential. Tailoring it to fit the services present in your contract and your State's requirements is essential. You must first determine what categories of pest applicator certification are required to accomplish the work in this contract and then find and input the equivalent State categories. A website, <http://aec.army.mil/usaec/pest/pest05.html> is available that compares DOD certification categories with the categories of the States. The specification write should consult this site and contact the USAEC Pest Management Consultant when preparing this section. USAEC does not recommend including specialized certifications such as Aerial Application in conventional pest management contract specifications. Aerial application of pesticides and other specialized tasks should be solicited as separate stand alone contracts because of the specialized equipment, personnel and licensing requirements.>>*

## **Technical Exhibit E**

### **Example Quality Assurance Surveillance Plan (QASP)**

*<<The Specification Writer and the Contractor will edit this template QASP and the Contractor will submit the final QASP to the COR for final comments and concurrence/approval.>>*

#### **Introduction**

This performance-based Quality Assurance Surveillance Plan (QASP) sets forth the procedures and guidance that the Contract Officer Representative (COR) will use in evaluating the technical performance of the Contractor in accordance with the terms and conditions of the performance work statement (PWS). The purpose of the QASP is to ensure that performance of specific activities and completion of milestones are accomplished in accordance with all requirements set forth in the PWS. It does not relieve the Contractor from non-performance of any task or deliverable described in the contract but not depicted or described in this document.

This QASP describes the mechanism for documenting noteworthy accomplishments or discrepancies for work performed by the Contractor. The COR will directly use the information generated from COR's surveillance activities in performance discussions with the Contractor. The intent is to ensure that: (1) the Contractor provides pest management services in accordance with performance metrics set forth in the contract documents, (2) the Army receives the quality of services called for in the contract, and (3) the Army only pays for acceptable level of services received.

#### **Roles and Responsibilities of Participating Government Officials**

The Contracting Officer (KO): *<<List names and outline responsibilities>>*

The Contracting Officer's Representative (COR): *<<List names and outline responsibilities>>*

Pest Management Quality Assurance Evaluator (PMQAE)/Inspector(s): *<<List names and outline responsibilities>>*

Installation Pest Management Coordinator (IPMC)

Subject Matter Experts (SME) : *<<List names and outline responsibilities>>*

Customers: *<<List major customers/tenants>>*

#### **Key Milestones/Deliverables to be Assessed**

At a minimum, the government will evaluate the following milestones and associated deliverables in accordance with this QASP:

- Completion of the final Contractor Work Plan (CWP)
- Completion of this QASP
- Successful implementation of the CWP
- Submission of required documentation

- <<Insert other milestones/deliverables>>

Additionally, the Army will evaluate performance on the key quality control activities and events specified by the Contractor through their Quality Control (QC) strategy (see PWS Section 15.0).

### **Performance Measures and Standards of Performance**

The government will evaluate the Contractor's performance by assessing the key milestones/deliverables described above according to two standards: quality and timeliness. For each of these performance standards, the COR will assign one of the following ratings: "exceptional", "very good", "satisfactory", "marginal" or "unsatisfactory".

**Exceptional (5)** Performance meets contract requirements and *significantly exceeds* contract requirements to the Government's benefit. For example, the Contractor implemented innovative or business process reengineering techniques, which resulted in added value to the Government. The contractual performance of the element or sub-element being assessed was accomplished with few minor problems for which corrective actions taken by the Contractor were highly effective.

**Very Good (4)** Performance meets contractual requirements and *exceeds some* to the Government's benefit. The Contractor's performance of the element or sub-element being assessed was accomplished with some minor problems for which corrective actions taken by the Contractor were effective.

**Satisfactory (3)** Performance *meets* contractual requirements. The Contractor's performance of the element or sub-element contains some minor problems for which proposed corrective actions taken by the Contractor appear satisfactory, or completed corrective actions were satisfactory.

**Marginal (2)** Performance *does not meet some* contractual requirements. The Contractor's performance of the element or sub-element being assessed reflects a serious problem for which the Contractor has submitted minimal corrective actions, if any. The Contractor's proposed actions appear only marginally effective or were not fully implemented.

**Unsatisfactory (1)** Performance *does not meet* contractual requirements and *recovery is not likely* in a timely or cost effective manner. The Contractor's performance of the element or sub-element contains serious problem(s) for which the Contractor's corrective actions appear or were ineffective.

**Table 1: Performance Standards**

<i>Performance Standard</i>	<i>Exceptional Performance</i>	<i>Very Good Performance</i>	<i>Satisfactory Performance</i>	<i>Marginal Performance</i>	<i>Unsatisfactory Performance</i>
<b>Quality</b>	Contractor significantly exceeds the requirements in the PWS to the government's benefit.	Contractor exceeds some of the requirements in the PWS to the government's benefit.	Contractor meets the requirements in the PWS.	Contractor does not meet some of the requirements of the PWS.	Contractor does not meet the requirements of the PWS and recovery is not likely
<b>Timeliness</b>	Contractor achieves a milestone significantly ahead of the schedule outlined in the PWS.	Contractor achieves a milestone ahead of the schedule outlined in the PWS.	Contractor achieves a milestone on the schedule outlined in the PWS.	Contractor achieves a milestone behind the schedule outlined in the PWS.	Contractor achieves a milestone significantly behind the schedule outlined in the PWS and recovery is not likely.

If a milestone/deliverable is rated as being of marginal or unsatisfactory quality at the time that the deadline for the milestone/deliverable expires, the milestone/deliverable will automatically receive a marginal/unsatisfactory rating for timeliness. At no point will a milestone/deliverable receive a very good or exceptional rating for timeliness if it is rated as marginal/unsatisfactory quality. Overall very good/exceptional performance on a milestone/deliverable requires ratings of satisfactory, very good or exceptional for both the quality and timeliness standards.

## **Surveillance Methods for QASP Administration**

The COR will use the surveillance methods listed below will be used in the administration of this QASP.

### *100% Inspection*

At the completion of all key milestones and deliverables, the COR will evaluate performance through 100% inspection. The COR will document performance for each completed milestone/deliverable prior to payment.

### *Planned Sampling*

At the COR's discretion, planned sampling may be used to evaluate progress toward key milestones and deliverables. The COR may complete an inspection if she/he believes that deficiencies exist that must be addressed prior to milestone/deliverable completion. While corrective action or re-performance will be required if necessary, the Contractor will not be financially penalized for unacceptable performance recorded in periodic progress reports, provided that final performance evaluation of the milestone/deliverable is deemed "satisfactory", at a minimum.

### *Customer Feedback*

The COR will obtain additional feedback through random customer complaints. To be considered valid, customer complaints must set forth clearly and in writing the detailed nature of the complaint, must be signed, and must be forwarded to the KO. The KO will maintain a summary log of all formally received customer complaints as well as a copy of each complaint in a documentation file.

Table 2 summarizes the minimum key elements planned for the QASP. The final QASP will be developed with the COR and the Contractor and will be based on the final CWP.

**Table 2: Performance Requirements Summary**

<b>Performance Objective</b>	<b>Performance Standard</b>	<b>Acceptable Level of Performance</b>	<b>Methods of Surveillance</b>	<b>Standard(s) of Performance</b>
The Contractor develops approved Contractor Work Plan (CWP) to include an IPM Plan. <ul style="list-style-type: none"><li>• Templates for developing the IPM plan are included in</li></ul>	CWP includes information required in section 4.1 and Technical Exhibit (A) of the PWS; the Contractor submits	Draft CWP includes 100% of the information required in section 4.1 of the PWS; submit draft CWP within 15 days of contract/task award.	100% Inspection	Quality  Timeliness

<p>Technical Exhibit (A) - *electronic files provided upon request*</p> <ul style="list-style-type: none"> <li>• Complete one IPM Outline for each pest for each site type [Technical Exhibit (A)].</li> </ul>	<p>CWP to the COR.</p> <p>Plan complies with federal, state and industry best management practice standards.</p> <p>Obtain Army Pest Management approval through the COR.</p>	<p>Submit final CWP within 30 days of receipt of COR comments on the draft.</p>		
<p>Develop a Quality Assurance Surveillance Plan (QASP).</p>	<p>QASP follows the template found in the PWS Technical Exhibit (E) and is submitted to the COR.</p> <p>Obtain Army Pest Management approval through the COR.</p>	<p>Draft QASP follows the template found in the PWS Technical Exhibit (E); submit within 15 days of contract/task award.</p> <p>Submit final QASP submitted within 30 days of receipt of COR comments on the draft.</p>	<p>100% Inspection</p>	<p>Quality Timeliness</p>
<p>Successfully implement all aspects of the approved CWP for all pests/sites identified in this PWS. The Contractor shall follow the plan for scheduled services as well as unscheduled services, as appropriate.</p> <p>IPM standards are met:</p> <ul style="list-style-type: none"> <li>• All sites thoroughly inspected before starting control efforts.</li> </ul>	<p>Contractor follows CWP.</p> <p>Contractor controls pests to the standards specified in the CWP IPM outlines.</p>	<p>Contractor meets IPM standards are met 100% of the time for all services.</p> <p>Contractor follows CWP 100% of the time for all services.</p> <p>Contractor controls pests are controlled to the standards specified in the CWP IPM outlines 80% of the time.</p>	<p>Planned Sampling</p> <p>Customer Feedback</p> <p>100% Inspection (for termite treatments only)</p>	<p>Quality Timeliness</p>

<ul style="list-style-type: none"> <li>• Report prepared and submitted on conditions conducive to pest infestation.</li> <li>• Non chemical pest management operations used as a first resort to the maximum extent possible.</li> <li>• Judicious use of pesticides where necessary.</li> <li>• Surveillance implemented to monitor pest population and effectiveness of control measures.</li> <li>• Pest management operations recorded and reported in approved format.</li> </ul>				
<p>Submission of all required documentation listed in the PWS and summarized in Exhibit (B).</p>	<p>Obtain Army Pest Management approval through COR.</p> <p>100% of required reports submitted on time in accordance with specifications in Technical Exhibit (B).</p>	<p>Contractor submits reports “on time” 90% of the time.</p> <p>Contractor needs to correct reports less than 25% of the time.</p>	<p>Planned Sampling</p>	<p>Quality Timeliness</p>

	100% of required reports submitted contain required information.			
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## **Surveillance Documentation**

The COR will use a performance evaluation form to record evaluation of the Contractor's performance for each milestone and deliverable in accordance with the methodology described in Table 1 (Performance Standards). The COR must substantiate, through narratives in the form, all "exceptional", "very good", "marginal" and "unsatisfactory" ratings. The government expects Contractor performance at the "satisfactory" level. At a minimum, the evaluation form will indicate actual and scheduled delivery times and number of reviews required to achieve the final product.

The COR will forward copies of all completed performance evaluation forms to the KO and Contractor within one week of performing the inspection. When a milestone/deliverable receives an overall "marginal" or "unsatisfactory" rating, the Contractor will explain, within 15 days, in writing to the COR why performance was unacceptable, how performance will be returned to acceptable levels, and how recurrence of the problem will be prevented in the future.

The KO will review each performance evaluation form prepared by the COR. When appropriate, the KO may investigate further to determine if all the facts and circumstances surrounding the event were considered in the COR opinions outlined on the form. The KO will immediately discuss any unacceptable rating with the Contractor to assure that corrective action is promptly initiated.

At the end of every year, the COR will prepare a written report for the KO summarizing the overall results of his/her surveillance of the Contractor's performance during the previous 12 months. This report will become part of the formal QA documentation.

The COR will maintain a complete QA file. This file will contain copies of all performance evaluation forms and any other related documentation. The COR will forward these records to the KO at termination or completion of the contract.

## **Payment and Corrective Action**

The government will provide full payment for a milestone/deliverable upon verification of overall "satisfactory" or better performance, as rated on quality and timeliness. This verification will be recorded in a performance evaluation form submitted to the KO specifying overall Contractor performance as either "satisfactory", "very good" or "exceptional" for the milestone/deliverable.

If a milestone/deliverable receives a "marginal" or "unsatisfactory" rating, re-performance is required until the milestone/deliverable receives a "satisfactory" rating. This re-performance is required regardless of cost or schedule constraints that may result from the "marginal" or "unsatisfactory" performance, unless the KO has opted to terminate the contract.

QUALITY ASSURANCE MONITORING FORM

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

Work Task (Milestone/Activity): \_\_\_\_\_

Survey Period: \_\_\_\_\_

Method of Surveillance:

Evaluation of Contractor's Performance: \_\_\_\_\_

Corrective Action Required:    Yes                  No

Narrative Discussion of Contractor's Performance During Survey Period:

CORRECTIVE ACTION FORM FOR QASP

- 1) Date: \_\_\_\_\_
- 2) Work Task (Milestone/Activity): \_\_\_\_\_
- 3) Survey Period: \_\_\_\_\_
- 4) Description of the Failure/Deficiency that Precipitated the Corrective Action: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 5) Description of the Criterion that the Failure/Deficiency was Evaluated Against:  
\_\_\_\_\_  
\_\_\_\_\_
- 6) Personnel Involved in the Identification of the Failure/Deficiency, Determination of the Appropriate Corrective Action, Approval of the Corrective Action, and Implementation of the Corrective Action: : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 7) Description of the Corrective Action that was Required:  
\_\_\_\_\_  
\_\_\_\_\_
- 8) Date/Time of Implementation of the Corrective Action:  
\_\_\_\_\_
- 9) Follow Up Information to Prevent Recurrence of Failure/ Deficiency (i.e., Need For Revision of Procedures or Specifications):  
\_\_\_\_\_  
\_\_\_\_\_
- 10) Personnel Responsible for Follow-Up Work:  
\_\_\_\_\_
- 11) Planned Date for Follow Up Surveillance: \_\_\_\_\_
- 12) Other Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_