
DISTRICT OF COLUMBIA HOUSING AUTHORITY
CONTRACTS AND PROCUREMENT



REQUEST FOR PROPOSAL

0006-2020

ISSUE DATE: November 4, 2019 **CLOSING DATE:** December 5, 2019

CAPTION: Pest Control Services

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SECTION A –INTRODUCTION

A.1 OVERVIEW

The District of Columbia Housing Authority (DCHA) is dedicated to enhancing the quality of life in the District of Columbia by providing and effectively managing affordable housing, which is diverse, well maintained, and aesthetically pleasing for those whose circumstances prevent them from competing in the general marketplace. Besides subsidizing over 8,300 units with public housing operating subsidy, DCHA also contracts approximately 14,000 private units through its Housing Choice Voucher Program. DCHA has embarked on an ambitious program of development and redevelopment to create economically diverse communities and neighborhoods. DCHA is one of the most innovative housing authorities in the nation and is actively pursuing non-governmental sources of financing to promote HCVP homeownership assistance programs, project-based public housing subsidies, and implement more creative uses of its authority through the United States Department of Housing and Urban Development (HUD)'s Moving to Work (MTW) Demonstration Program.

A.2 BACKGROUND

DCHA's Property Management Operations (PMO) is responsible for property management, maintenance and upkeep throughout DCHA properties. DCHA requires a licensed, qualified and experienced contractor to provide effective environmentally friendly "Green" Pest Control Services to protect the health and safety of residents and employees while preserving DCHA assets. These services are in support of two of DCHA's initiatives to (1) Create opportunities to improve the quality of life for DCHA residents through collaboration and partnerships and (2) Provide livable housing to support healthy and sustainable Communities.

DCHA contemplates the award of a single contract for a two-year term, based upon the availability of funds, resulting from this solicitation. DCHA invites licensed, highly qualified and insured firms ("Respondents") to submit proposals in response to this Request for Proposal (RFP) solicitation.

A.3 ECONOMIC INCLUSION- [RESERVED]

A.4 SELECTION PROCESS- [RESERVED]

SECTION B – SCOPE OF SERVICES

B.1 DESCRIPTION OF SERVICES

The Contractor will be required to provide all labor, materials, equipment, transportation, and insurance necessary to provide Pest Control Services throughout various DCHA residential and administrative buildings using an Integrated Pest Management (IPM) principles and techniques as advocated by HUD. The IPM approach to pest control minimizes the use of chemicals by implementing pest barriers, improving sanitary practices, and monitoring pest activity by 1) monitoring pest populations with traps to find out where pests are living and hiding; 2) blocking pest entryways; 3) eliminating

food, water and shelter of pests; 4) communicating and educating staff and residents about their responsibilities; and as a last resort, 5) applying the least toxic chemical pesticides to perform the task. DCHA seeks to minimize risks to human health with the needs of the residents as the foremost priority.

Contractor(s) shall comply with all applicable federal, state and local laws, rules, regulations, ordinances and codes and obtain any licenses or permits required to provide the services under this RFP.

The Contractor shall perform all work at DCHA properties and administrative offices on a continuous basis with minimal interruption (as much as practicable). The Contractor shall provide six (6) days' notice prior to and shall coordinate with the Property and the DCHA COTR prior to all service.

Contractor will be responsible for removal of insect carcasses, rodent hairs and droppings, parts or other detritus associated with successful pest control.

Contractor shall have available for use tools include: 1) Insect monitors, tamper-resistant rodent bait stations and traps, 2) Scrapers to remove accessible dead insects and rodents, cockroach droppings and old insecticide gels, etc. and 3) HEPA vacuums and/or sweepers.

The Contractor understands and agrees that DCHA reserves the right to add, delete, or otherwise make reasonable changes in provisions of the contract, as conditions change with 30 days written notice.

B.2 SUPERVISION

Contractor must ensure effective supervision for all services provided throughout the term of the contract and proactively work with DCHA to resolve any potential service issues.

The Contractor agrees to work closely with the DCHA Contracting Officer's Technical Representative (COTR), Property Managers and Designated DCHA Representatives to ensure proper management of the work.

B.3 STAFFING

Contractor(s) shall maintain staff qualified by training and experience, to perform the work required.

The Contractor shall assign only competent personnel in sufficient number(s) to perform the required services efficiently and in a manner satisfactory to DCHA. Upon written notification by DCHA of any person assigned to perform work under this contract is deemed incompetent, disorderly, or otherwise unsatisfactory as solely determined by DCHA, the Contractor shall immediately replace such personnel with a substitute acceptable to DCHA. The Contractor will be held personally responsible for the actions of their employees while on/in DCHA premises.

Contractor shall perform criminal history checks and drug screening tests on all employees performing work under the resulting contract if awarded, insure to acceptable

test results and if requested provide summaries of screening results to DCHA. Prospective employees whose criminal history checks discloses a misdemeanor or felony conviction involving crimes of moral turpitude or harm to persons or property shall not be used to perform work under the resulting DCHA contract. Criminal history and drug screening checks will be completed at the sole expense of the Contractor.

B.4 UNIFORMS AND BADGES

Contractor shall provide uniforms and ID badges for all employees working on DCHA's properties. No employee will be allowed on DCHA's properties out of uniform and without an ID badge. Contractor must submit a sample of his/her ID badge prior to signing a contract.

B.5 SCHEDULED SERVICE TO BE PROVIDED FOR THE UNITS

To alleviate the risk of contamination, DCHA will notify the residents of pending pest control service by distributing service notices and contractor-provided instructions for unit preparation.

The DCHA will arrange access to the units scheduled for service the day prior to the agreed upon service date. In addition, the DCHA may require the Contractor's technicians be accompanied by a DCHA person for access purposes. For most family properties, the technician will not be accompanied by DCHA personnel.

Examples of work that may be required are listed below. Please note that this list is not intended to be exhaustive or to describe the work that must be provided by any one firm.

- A. The Contractor's service technician will perform a thorough inspection of the units and will provide treatment to all areas necessary to control and/or prevent infestations;
- B. The Contractor will ensure that all pesticides are applied in accordance with Federal, State and Local regulations and manufacturer's label directions;
- C. The Contractor will provide written instructions (brochures) for distribution to residents describing requirements for preparing units awaiting pest control treatment;
- D. The Contractor will provide services on a monthly, quarterly, or any other prescribed basis as dictated by the property; and
- E. Pests will include all the normal bugs and rodents along with snakes, squirrels, bees, birds, termites, bed bugs, skunks, and raccoons.

Service locations consist of multi-family residential properties and management offices. The residential properties (Attachment A) consist of 8,234 units and locations serviced on an as-needed basis as dictated by the property.

The management and administrative buildings will require annual or as-needed visits, including treatment.

Services are shall be customized to handle all DCHA's pest control issues and designed to eliminate the entire population, not just foraging insects and rodents the contractor sees.

The Contractor's technicians will place bait stations and/or pesticide gel in locations where insects/rodents live and forage in order to discourage reoccurrence of infestation. However, care must be taken to prevent health hazards or unpleasant odors resulting from decomposing bodies in inaccessible or hidden areas.

Service shall be broken down into phases: immediate corrective action; initial service; Integrated Pest Management (IPM).

A. IMMEDIATE CORRECTIVE ACTION

Rodents inside the units will be caught using mechanical traps as well as other types of traps, as necessary. Glue traps are not to be used unless specifically requested by DCHA. Insect monitors will be placed in areas likely to be providing harborage for insect pest (trash rooms, boiler room, pump rooms, etc.). A service and sanitation report of the facility, including existing pest problems in addition to any structural deficiencies will be submitted within seven (7) days of the immediate corrective action. A response time within four (4) hours of the initial call is required for situations posing immediate health or safety risks.

B. INITIAL SERVICE

Kitchen – Service will include the following:

1. Place bait stations and/or gel beneath refrigerator where the motor is located, and in corners. Place bait stations and/or gel underneath and in corners of tables.
2. Place bait stations and/or gel on the backside of kitchen cabinet shelves and/or at the base of cabinets.
3. Place bait stations and/or gel on the backside and underneath sinks.
4. Place bait stations and/or gel on the backside and underneath freezers.
5. Place bait stations and/or gel underneath and in corners of counters.
6. Integrated Pest Management (IPM) techniques (<http://www.epa.gov/agriculture/tipm.html>), such as caulking will be used around electrical outlets, window seals, etc. to exclude insects from these areas.
7. IPM techniques, such as vacuum, will be used to remove any pockets of roaches or other insects.

Rest Rooms

1. Gel will be placed in cracks and crevices around window seals, electrical outlets, etc.

2. Gel will be placed behind the plumbing collars under the sinks and commodes.
3. IPM techniques, such as vacuum, will be used to remove any pockets of roaches or other insects.
4. The contractor's technician will return and inspect all interior rodent/insect control devices within seven (7) days of treatment.
5. When rodent/insect activity has been corrected, all rodent/insect control devices will be removed.

Bedrooms – Service will include the following:

1. Gel will be placed underneath and in corners of dressers.
2. Gel will be placed underneath and in the backside of dresser drawers.
3. Gel will be placed in cracks and crevices of baseboards.
4. Gel will be placed in cracks and crevices of door molding.
5. Gel will be placed underneath and in corners of nightstands.
6. Gel will be placed on the backside of pictures, mirrors or other hanging material.
7. Gel will be placed in cracks and crevices around the window frames.
8. IPM techniques, such as vacuum, will be used to remove any pockets of roaches or other insects.

Common Areas in the rest of the Building

All areas outside of the units will be given a complete inspection and treatment. During the initial service phase, the Contractor will utilize both non-residual for identifying current pest problems, and residual pesticides for controlling or preventing possible infestations in areas such as the lobby, meeting rooms, recreational and vending areas. During phase two, the Contractor will perform a complete re-inspection of these areas and renew its residual barriers in order to prevent any re-infestations.

Interior – Rodent Control

1. A complete inspection will be performed for rodent activity within each unit.
2. Mechanical traps will be used for interior rodent control only when infestations are discovered.
3. The contractor's technician will return and inspect all interior rodent control devices within seven (7) days.
4. The Responder is responsible for disposing of all trapped rodents or rodent carcasses in an appropriate manner.

Exterior – Rodent Control

1. Appropriate bait stations will be provided in accessible areas on the exterior of the facility.
2. The Contractor technicians will inspect for conditions conducive to rodent harborage and recommend appropriate actions.
3. All bait boxes shall be placed out of general view where they will not be disturbed by daily operations.
4. The lids of the boxes shall be securely locked or fastened shut. All bait boxes shall be attached or anchored to the ground, building wall or other immovable surfaces so that the box cannot be picked up or moved. All bait boxes shall be labeled on the inside with the Responder's business name and address.
5. The Responder's employee shall date the outside of the box at the time of installation and after each service.

C. DCHA INTEGRATED PEST MANAGEMENT (IPM) PROGRAM

Integrated Pest Management relies on the combination use of physical, cultural, biological and/or chemical control of pests. Its aim is to integrate or incorporate all appropriate methods into an approach that provides needed pest control in the safest manner and only use chemicals as a last resort. DCHA's IPM Program promotes environmentally sensitive pest management while preserving assets and protecting the health and safety of its residents and employees.

The Contractor shall inspect the location and develop a written IPM Work Plan with information and recommendations for structural and procedural modifications to aid in pest prevention. If pesticide application is recommended, the Contractor must receive approval from the DCHA COTR. The Contractor shall provide pest control alternative treatment for residents with medical conditions that cannot be in the presence of chemicals being used.

Any structural recommendations in the IPM will not be performed by the Contractor. The Contractor, however, will be responsible for minor modifications, such as caulking or sealing pest access points. The Contractor must obtain written approval from the DCHA COTR prior to applying any sealing material in any location under contract.

Contractors shall provide detailed treatment plans for the management of all insects and rodents.

1. Method for monitoring and surveillance

The Contractor shall use a checklist approved by DCHA that describe methods and procedures in the IPM Work Plan to be used for identifying sites of pest harborage and access, and for making objective assessment of pest population levels throughout the term of the contract. This information must

include general locations of common area monitoring traps and responsibilities for routinely checking the traps.

The Contractor shall also employ site-specific solutions for observed sources of pest food, water, harborage, and access. The Contractor is required to report the conditions, which impede extermination treatment (i.e. locks doors, uncooperative residents, etc.) and report poor housekeeping in units, which contributes to infestation.

2. Safety Administration

MSDS must be attached with the 1PM work plan.

The Contractor shall abide by all laws, statutes, regulations and directives issued by OSHA, EPA, and the District of Columbia.

The Contractor shall provide safety equipment as required by OSHA, EPA and specific product labels.

The Contractor's staff is required to use additional personal protective equipment required for safe performance of work in accordance with OSHA standards for the equipment/product being used.

Contractor shall provide safety equipment to all its service technicians servicing sites. Contractor shall post warning labels/placards, and /or any other applicable notices in areas where service is scheduled or completed. Contractor shall adhere to all applicable Federal, State and local laws and regulations.

The Contractor shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work.

Contractor shall obtain and adhere to all DCHA's Safety Requirements throughout the performance of the contract.

3. Pesticide use

The Contractor shall make every effort to minimize using pesticides whenever possible in carrying out pest - control services, and make every effort to safeguard health and safety of people and animals in the property against any perils of using pesticides (if necessary).

From time to time DCHA may request the use of organic pesticides in lieu of chemical pesticides. Contractor shall only apply chemicals approved and registered by the Environmental Protection Agency and considered safe for use in residential areas.

The Contractor shall provide the DCHA COTR with a list of pesticides, which will be used in the course of carrying out the pest control services. The list must clearly specify all pesticide data which shall include "trade name", "supplier (permit no. / license no.)", "percentage of all the active ingredients",

"registration number", "type of treatment", "area to use" & "application method".

All pesticides that will be used by the Contractor must be stored - in a container(s) that is impervious to that pesticide and sufficiently strong enough to prevent leakage arising from the ordinary risks of handling and transport. There must be a label on the container(s) setting forth, clearly and distinctly the following particulars in English:

- a. the word "Poison";
- b. the expression "Keep out of reach of children";
- c. the registration number of the pesticide.

The Contractor shall ensure that its agents, workers or employees, who apply pesticides, must be sufficiently trained and licensed to carry out the pest control services correctly and safely.

The Contractor shall also comply with other statutory code (if any) relating to use and application of pesticides as may from time to time be required by the local and state laws.

4. Rodent Treatment

Treatment for rodents will include both exterior and interior work. This work will be undertaken in cooperation and with assistance from DCHA staff as needed. Exterior work will include, but is not limited to, sealing holes on the exterior of a structure such as:

- a. Exterior bait boxes- 6 months follow up;
- b. Weep holes, gas and water lines entering a building, conduit penetrations Holes large enough for a mouse to enter the structure and baiting of crawl spaces of buildings with medium to heavy rodent activity; and
- c. Interior work will focus on interior trapping through the utilization of snap traps and/or glue boards in each unit having activity. This work shall include follow up visits to check traps, reset them and monitor activity.

5. Training

The Contractor will explain IPM program to the Authority staff and residents by providing information about pests and access points, housekeeping suggestions, and asking them to provide feedback to the Authority building management about the program process.

B.6 SAFETY

Contractor(s) shall practice acceptable safety precautions, follow industry safety standards, and use only industry approved chemicals and safety equipment in the performance of all duties.

Contractor shall maintain at all times all equipment in proper and safe operating conditions in accordance with the manufacturer's specifications. Contractor(s) must be cognizant of safety at all times and take necessary safety precautions, so as to not cause harm to any persons or property while performing services under this RFP or any resulting contract.

Contractor(s) shall exercise extreme caution around residents, pedestrians, pets and property.

The Contractor shall continuously maintain adequate protection of all work covered by the Contract from damage or loss and shall protect the property from injury or loss arising in connection with this Contract, and shall make good any such damage, injury or loss.

A. MATERIAL SAFETY DATA SHEETS

The Contractor shall provide current labels and Material Safety Data Sheets (MSDS) of pesticides to be used, and brand names of pesticides application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest surveillance and detection equipment, and any other pest management devices or equipment.

B. USE OF CHEMICAL CONTROL METHODS

Contractor shall be responsible for application of pesticides according to the label. All pesticides used by the Responder must be registered with the United States Environmental Protection Agency, and the District of Columbia.

1. Approved products – The Contractor shall not apply any pesticide product that is not included in the approved DCHA IPM Work Plan.
2. Application by need – Pesticide application shall be according to need and not by schedule. Such chemical control methods shall not be applied unless visual inspections or monitoring devices indicate the presence of pests in a specific area, and non-chemical control methods (as available) have been tried to solve the pest problem. Preventive chemical control treatments in areas where there is a potential for insects and rodents will be evaluated on a case-by-case basis with the Asset Manager.
3. Minimum risk – When the application of chemical control products is necessary, the Responder shall employ the least hazardous materials, most precise application techniques and the minimum quantity of pesticide necessary to achieve control.
4. Pesticide applications shall be according to need and not by schedule. As a general rule, the application of pesticides in any inside or outside area shall not occur unless visual inspection or monitoring devices indicate the presence of pests in that specific area. Requests for non-scheduled IPM service treatments in areas where surveillance indicates a potential insect or rodent infestation shall be evaluated and approved by the DCHA COTR or

Designated DCHA Representative on a case – by-case basis; prior to service. Written approval must be prior to any preventive pesticide application.

5. If pesticide use is necessary, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control.

B.7 ROLES AND RESPONSIBILITIES

It is the responsibility of DCHA and the Contractor to achieve a successful IPM Program.

A. DCHA RESPONSIBILITIES

DCHA is committed to design and implement an IPM Program throughout its properties. To this end, each property's history of prior treatment has been reviewed and analyzed to determine the targeted pests at each property. This process of pest identification and pest treatment will be ongoing and implemented as part of DCHA's standard operating procedures at each site.

DCHA shall:

1. Keep common and public areas, including outside grounds and support areas clean and accessible for pest control services;
2. Communicate related housing policies, changes, expectations and responsibilities;
3. Assist with the distribution of service schedules, preparation notices; consumer bulletins, etc.
4. Provide direct oversight of Pest Management Services to manage and enforce Contractor performance and contract requirements.

B. CONTRACTOR'S RESPONSIBILITIES

Contractor(s) shall comply with all applicable federal, state and local laws, rules, regulations, ordinances and codes and obtain any licenses or permits required to provide the services under this RFP.

1. Contractor(s) must provide, at Contractor(s) own expense, all labor, tools, equipment, chemicals, materials, supplies and transportation, as required to complete pest control tasks/functions at the multi-family units, to include all public, common and dumpster areas of each property with no exceptions. Such routine pest control services are comprehensive in nature and include but are not limited to inspection, flushing, application, baiting, trapping, monitoring, and cleanup of all debris generated by the performed service or services.
2. Contractor(s) integrated maintenance shall include inspection and treatment in each unit during every routine pest control service. **The entire unit shall be inspected and treated per federal and state regulations during this Bi-Monthly service.**

3. Contractor(s) will notify the DCHA COTR and Property Manager during normal working hours at least 48-hour prior to the commencement of any treatment.
4. Contractor shall conduct all work during normal working hours unless deemed by DCHA to be disruptive to the normal operation of the organization or an emergency.
5. Each Contractor employee shall sign in when entering the building, state the purpose of the visit, (for example, scheduled maintenance, service call, or repairs), and sign out when leaving the building. Supervisory employees shall indicate their titles adjacent to their signatures. The DCHA COTR will designate the location of the log and type of form used.
6. Contractor shall leave a record of units/buildings treated after each service call with the property manager i.e. Service Ticket. The Service Ticket shall include all health, safety or poor housekeeping situations observed at the property (to include but not limited to, dwelling units, stairwells, common areas, playgrounds, etc.)
7. Service under this contract shall not interfere with operations and be performed between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday. Contractor(s) shall commence and end all services on the same workday unless approved in writing by DCHA.
8. Contractor(s) shall apply all chemicals, in accordance with all applicable laws, rules, codes, regulations and ordinances as well as manufacturer's instructions to include application by a licensed technician when required. Contractor shall only apply chemicals approved and registered by the Environmental Protection Agency and considered safe for use in residential areas. Contractor shall have a program in place to alternate chemical treatments in order to avoid reduction in effectiveness of treatments over time.
9. Contractor shall notify DCHA COTR in writing of any change in chemicals prior to application and provide supporting Material Safety Data Sheet (MSDS).
10. Contractor will only be allowed to invoice for the cost of services/goods in compliance with his/ her proposal or best and final offer as accepted by DCHA and may not invoice until all work is completed and accepted by DCHA as evidenced by signature on work order by DCHA Property Staff.
11. Contractor shall exercise care when performing treatment to avoid damage to structure, shrubs, vegetation or any other property to include personal property of residents. If damage does occur, Contractor shall replace at his/her own expense.

12. Any chemical spills shall be thoroughly cleaned and neutralized. In the event of a hazardous chemical spill, Contractor will notify the Property Manager immediately, follow notification procedures, as is customary in the industry, and bare the total expense for clean-up.
13. After completion of work, the immediate area shall be cleaned, to include removal of all debris created by the work, to include but not limited to the hauling off empty containers. At no time, will Contractor discard debris into any DCHA Refuse container.
14. Contractor shall work with the DCHA COTR and Property Manager to determine an effective IPM Plan at each property location or unit identified as having an infestation.
15. Contractor shall respond to the property within 24 hours for any service call outside of the monthly or quarterly pest control service to include holidays, weekends, and after business hours.
16. Contractor shall service Bi-Monthly at no additional cost to DCHA all common areas to include but not limited to Offices, Laundry Rooms, Lobby, and Dumpster Areas etc. within Apartment Complex.
17. Contractor(s) shall provide a well-integrated pest management program to include a detailed crack and crevice application of roach and ant gel baits. For fogging Contractor shall use machine, not spray cans.
18. Contractor shall service all vacant units (as requested by DCHA management) during regularly scheduled service times.
19. Contractor shall report personnel changes to the DCHA COTR and Property Managers as they occur and prior to the person reporting to DCHA's property. Contractor shall replace any employee deemed unacceptable by DCHA, within two (2) business days of written demand.
20. Contractor shall inform the DCHA Contracting Officer within two (2) working days of any change in contact information, including but not limited to contact personnel, mailing address, physical address, phone numbers and email addresses.

B.8 CALL BACKS

Callbacks will be performed by the Contractor on a case-by-case basis, when necessary to alleviate the risk of contamination or other potential health risks.

The DCHA COTR will contact the Contractor to schedule and coordinate all required Call Backs.

Guarantee. The Contractor shall provide "call-back" services free of charge in case ongoing infestation is observed within 30 calendar days or less after treatment cycle.

DCHA will not pay additional cost for any follow up visits within the same month.

B.9 EMERGENCY SERVICE

On occasion, Emergency Service may be required. Contractor shall provide Emergency Pest Services for corrective or emergency services(s) that are beyond the routine requests. The Contractor shall respond to these exceptional circumstances and begin the necessary work within ONE (1) working day of receipt of the request.

B.10 ADDITIONAL SERVICES

Additional Services may be required in the performance of the contract. Additional Services shall be completed during normal business hours (Monday thru Friday 8AM-5PM) or other than normal hours (weekends, or Monday thru Friday 5PM-8AM at the request of DCHA. Additional Services shall be responded to within three (3) working days of request.

A. Additional Services shall include but not be limited to the following work:

1. Termite Control (per linear foot);
2. Capturing Small Animals (flat fee for each);
3. Bed Bug Service (flat fee per treatment for 1,2,3,4,5,6 bedrooms);
4. Carpenter Ant Control (flat fee);
5. Flea Treatment (flat fee);
6. Wrap and removal of bed bug infested furniture (per hour rate);
7. Wrap and Removal of bed bug infested carpet (flat fee per room)

B. Bed Bugs Services. Bed Bug services shall include treatment to all box springs and mattresses seams and cuffs; removal of dust covers on box springs and treat, then reattach; treatment to all furniture; including, but not limited to: end tables; night stands; dressers; pictures; clocks; etc.; and any follow-up needed within 14 days after the initial service.

B.11 COST PROPOSALS FOR ADDITIONAL WORK

The DCHA COTR shall approve all additional services prior to the commencement of work. However, the Contractor shall be responsible for providing the compensation for any additional work in the cost proposals.

The DCHA COTR will request a written cost proposal for repairs in excess of three thousand dollars (\$3,000.00). Contractor shall provide a detailed proposal to include the project, property name, location, address of service, description of work to be performed and cost breakdown.

A. Such services shall be negotiated with the Contractor.

B. Contractor shall perform services only after the scope of services and all pertinent data for the work to be performed have been agreed upon by the DCHA COTR. This includes all costs related to additional work.

- C. For services including labor, and materials that exceed ten-thousand dollars, (\$10,000.00) DCHA reserves the right to solicit to secure services on a competitive basis.
- D. The Contractor shall respond within three (3) days at no additional charge to DCHA.

B.12 CONTRACTOR RESPONSE

- A. Contractor shall respond to within three (3) days of notification for Scheduled Work and one (1) 24-hours of notification for Emergency services.
- B. Contractor must sign in and out of all DCHA management offices where work is being performed. If the contractor is at a location that does not have or does not allow access, the contractor will email or call the DCHA COTR with a note of time and location.
- C. Contractor must provide DCHA COTR with monthly and weekly schedules/updates for IPM Treatments, Callbacks, Additional Work and Emergency services.
- D. Contractor shall establish and maintain an effective communication system with the DCHA COTR.

B.13 PERFORMANCE STANDARDS

If any work completed by the contractor is deemed unsatisfactory or non-compliant with the Contract by DCHA, DCHA will notify the Contractor in writing and the Contractor will have, weather permitting, 48- hours to cure the deficiency or correct the non-compliant work. If the Contractor fails to provide a cure in the required time, DCHA may arrange to have another vendor complete the work and hold the contractor responsible for part or all of the cost of the work performed by the substitute contractor.

B.14 CHECK IN/OUT PROCEDURES

All personnel who perform any maintenance services shall login and log-out; and must sign and submit to the Manager or its designee a job service ticket. Contractor shall forward Service Tickets for services completed after hours to the DCHA COTR on the next business day.

B.15 LOGBOOK

The logbook must indicate time-in and time-out, full name of employee(s), description of services performed (IPM Treatment, Scheduled Service Call, or Emergency), the time DCHA made the initial request for service, indicating the name of the requestor and Contractor's personnel accepting the call.

B.16 JOB SERVICE TICKET

Contractor shall furnish a job service ticket for each location, where and what work was performed or inspection made. Job Work Ticket shall be completed to include: the date, check-in and check-out time, name of building, address of service, service type, site conditions with detailed description of work performed (for example IPM Treatment, Rodent Control, Pest Insect, etc.) and recommendations.

Job Service Tickets shall be signed by the Property Manager or his designee. Contractor shall leave a copy of each Job Service Ticket at the Property and forward a copy of to the

DCHA COTR monthly no later than the second Friday of the month subsequent to service completion. Incomplete Job Work Tickets, or those containing error or discrepancies may delay monthly invoice processing.

B.17 INSPECTION & ACCEPTANCE

DCHA reserves the right to oversee the performance of work and/or conduct any test or inspection it deems necessary to ensure that all contract performance requirements are maintained.

The Contractors work performed and materials provided shall be subject to such inspection and tests as deemed necessary by DCHA and DCRA.

All nonconforming work and materials will be rejected.

Written reports must be sent to the DCHA COTR five (5) days after each inspection in a format determined by DCHA.

B.18 REPORTING

As part of the services provided under this contract, the collection and transmittal of data collected by the Contractor during the work is crucial to the effectiveness in managing DCHA properties. Reporting shall be submitted within three (3) business days of service to the DCHA COTR.

A. ANNUAL IPM PLAN

The Contractor shall inspect the location and develop a written IPM Work Plan with information and recommendations for structural and procedural modifications to aid in pest prevention.

B. MONTHLY SERVICE REPORT

Contractor shall provide the DCHA COTR with a monthly activity report for each property. The report shall contain the following information:

1. Name of Property and Unit # treated
2. Date work order was issued
3. Classification of service (Service Call, IPM Service, Special programs, Emergency, etc.)
4. Brief narrative discussing the findings as they relate to an increase or new infestations by unit or apartment number, including recommendation for treatment or preventative measures. Additional information for inclusion in report may be requested by DCHA such as housekeeping issues and property conditions contributing to pest control issues.

C. IPM SERVICE SCHEDULE FOR EACH BUILDING OR SITE

The Contractor shall provide the DCHA COTR a complete IPM Service Schedule that includes specific day(s) of the week of contractor visits, frequency (weekly/monthly/quarterly), and approximate duration of each visit. Contractor's proposal shall assume an annual basis treatment per residential property. If more or less frequent visits are needed based on property inspections and trap results,

the Contractor shall explain the basis for adjusting the service schedule. DCHA will confirm the frequency of IPM treatments based upon property pest conditions. DCHA reserves the right to add or delete service at its sole discretion.

Should there be any deviation from the agreed upon schedule and frequency, it must be done so with a 48 hour minimum advanced notification and written approval by the DCHA COTR.

B.19 DELIVERABLES

The Contractor shall complete and submit each of the following Contract Deliverables to the DCHA COTR as prescribed below:

| Within 5 Days of Contract Award | |
|--|--|
| Sample ID Badge & Photo of Uniform | 5 Days of Contract Award |
| Contractor Contact Listing to include 24-hour contact information | 5 Days of Contract Award |
| Within 10 Days of Contract Award | |
| List of Chemicals, Pesticide Labels and MSDS Sheets | 10 Days of Contract Award; as revised and Bi-annually thereafter in October and April |
| Proposed Site Inspection/Service Checklist | 10 Days of Contract Award |
| Schedule IPM Plan Property Inspections | 10 Days of Contract Award; Bi-annually thereafter in October and April |
| Photocopies of Pesticide Certificates, Licensing for all personnel performing on-site pest control | 10 Days of Contract Award; as revised and Bi-annually thereafter in October and April |
| Within 45 Days of Contract Award | |
| Annual Property IPM Plan | Within 45 Days of Contract Award; Due per Property within 3 days of Property Inspections |
| Within 60 Days of Contract Award | |
| Approved Comprehensive DCHA IPM Plan to include Original and one (1) copy of the A) DCHA Approved IPM Plan and B) Approved Property Site Visit Checklist B) Annual Property schedule for each site included in the Scope of Services. | 60 Days of Contract Award |
| Ongoing | |
| Invoice to include Monthly Service Report | 10 th Monthly |
| IPM Service Schedule | Annually, Quarterly, Monthly & Weekly |

- A. Contractor must submit a sample of his/her ID badge prior to signing a contract. Upon execution of a contract, the selected contractor(s) shall be given a list, which will outline the order of properties for site inspections, and include the contact

information for the DCHA COTR and the name, address and telephone number of the contact person for each site.

- B. Current Pesticide Labels and MSDS Sheets for all pesticides that will potentially be used in the pest control services bi annually in October and April. All pesticides shall be registered with the US EPA, State or local jurisdictions.
- C. Photocopies of State Commercial Pesticide Applicators Licenses and issued Commercial Pesticide Applicator Certificate for all personnel performing on-site pest control services bi-annually in October and April.
- D. Upon receipt of a Purchase Order and DCHA COTR authorization to begin work, the Contractor shall coordinate property Site Inspections to formulate the Property IPM Plan for each site.
- E. The Contractor(s) shall provide a detailed IMP Work Plan to identify the site conditions and plan of action to address the current condition of the site (initial visit) and develop a schedule no later than three (3) days after the inspection of each site. The plan shall be typed and submitted to the DCHA COTR for approval.
- F. The Contractor shall provide a summary invoice on a monthly basis, per Limited Partnership. The summary invoice must have a unique invoice number. The following documentation shall accompany each summary invoice:
- G. The Contractor shall provide monthly invoices that include a summary of services rendered by location, date, type of service, and DCHA control number for Emergency and Additional Services.
- H. Contractor within sixty (60) days after Contract execution, the Contractor shall issue an original and one (1) copy of the IPM Work Plan, (2) the approved Site Visit Checklist and (3) IMP Work Schedule for each property and administrative office included in the Scope of Services. Such schedule shall list the date, time, property, and locations for service. This schedule once submitted can only be altered with the prior written approval of the DCHA COTR.

B.20 CONTRACTOR QUALIFICATIONS

Respondents to this solicitation must meet the following criteria at a minimum or the proposal will be deemed non-responsive and rejected on that premise.

A. Businesses

- 1) The Contractor shall have been in business at least three (3) years; be licensed by the District of Columbia with a Basic Business License for a Pesticide Operator;
- 2) The Contractor shall have at least three (3) licensed/certified employees; the Contractor shall ensure that employee licenses and certifications are current and appropriately renewed each year;
- 3) The Contractor shall provide to DCHA and maintain as current a list of these individuals along with copies of their state license or certification;

- 4) The Contractor shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel and residents during the execution of work.

B. Personnel

- 1) All pesticide applicators must have at least one (1) year of experience and be licensed by the District of Columbia with a Pesticide Applicator License.

Information for District of Columbia Pesticide Licensing can be found at <https://doee.dc.gov/service/pesticide-licensing>.

SECTION C- INSTRUCTIONS, CONDITIONS AND NOTICE TO RESPONDENTS

C.1 GENERAL

The instructions below provide guidance for the preparation and submission of proposals. Their purpose is to establish the requirements, format, and content of proposals so that proposals are complete, contain all essential information and may be evaluated easily.

C.2 SUBMISSION OF PROPOSALS QUESTIONS/INQUIRIES

All inquiries regarding this RFP and any correspondence relating thereto shall be submitted in writing to the Contracting Officer at the following:

District of Columbia Housing Authority
Office of Administrative Services/Contracts & Procurement
1133 North Capitol Street, NE, Suite 300
Washington, DC 20002-7599
Attention: Cheryl Moore, Contracting Officer
Email: chmoore@dchousing.org

Inquiries and/or questions concerning this RFP must be submitted in writing to the Issuing Office no later than Thursday, November 21, 2019 by 12:00 PM noon. Please copy all inquiries sent to the Contracting Officer to the Contract Specialist responsible for this RFP, LaShawn Mizzell-McLeod by email to LMMCLEOD@dchousing.org and business@dchousing.org. Answers to questions will be provided to all Respondents being solicited, giving regard to the proper protection of proprietary information. Responses will post by addendum to the DCHA website www.dchousing.org under the “Doing Business with DCHA”.

RESPONDENTS ARE SPECIFICALLY INSTRUCTED TO CONTACT ONLY THE SOLICITATION ISSUING OFFICE IN CONNECTION WITH ANY ASPECT OF THIS SOLICITATION PRIOR TO CONTRACT AWARD. PROPOSALS AND ALL CORRESPONDENCE RELATING TO THIS SOLICITATION DOCUMENT MUST BE SUBMITTED TO THE ISSUING OFFICE POINT OF CONTACT(S) IN THE OFFICE OF ADMINISTRATIVE SERVICES.

C.3 SITE VISIT- [RESERVED]

C.4 PRE-PROPOSAL CONFERENCE

Prospective Respondents to this RFP are strongly encouraged to attend a Pre-Proposal Conference to obtain a better understanding of the Project. Scheduled as follows:

**Tuesday, November 19, 2019
at 11:00 a.m.**

DCHA Headquarters located at
1133 North Capitol Street, NE Washington DC 20002,
Second Floor Boardroom

C.5 SUBMISSION DATE

All proposals must be received by 11:00 AM on Thursday, December 05, 2019.

Proposals shall be submitted in sealed packaging marked “RFP 0006-2020 “Pest Control Services” and addressed to:

District of Columbia Housing Authority
Office of Administrative Services, Contracts and Procurement
Suite 300
1133 North Capitol Street, N.E.,
Washington, D.C. 20002-7599
Attention: Cheryl Moore, Contracting Officer

Electronic submission of Proposals will not be accepted for this procurement.

C.6 CONTENT OF PROPOSALS

All proposals submitted for consideration will be reviewed by DCHA with the Respondent receiving the highest rating based on the criteria outlined in this section to be selected as the most capable of providing the services in a manner that is most advantageous to DCHA, cost and other factors considered.

Proposals shall not exceed thirty 30 pages, excluding the Price Proposal and supporting materials as detailed in Section C.6.1 and C.6.2 below. Proposals shall be submitted in two parts: Part I shall be titled, “Technical Proposal” and Part II shall be titled, “Price Proposal”. **Respondents shall submit one (1) original and four (4) copies of both the Technical Proposal and Price Proposal**, prepared in such format and detail as to enable DCHA to make a thorough evaluation thereof and to arrive at a sound determination as to whether the Respondent can meet the requirements set forth in this RFP. **The Technical Proposal shall not contain any pricing information.**

Proposals shall be organized as follows:

C.6.1 Proposal Format

Proposal responses must meet the following format requirements:

- Proposals shall be formatted on 8.5” by 11” letter-size paper, bound length-wise, with tabs to separate sections.
- Proposals must include each item in the order outlined below in Section C.6.2, C.7 and C.8 below.
- Each sub-section must be separated by tabs with sub-section headings.

- Technical Proposals are limited to thirty (30) pages, printed excluding the Title Page, Table of Contents, Section Dividers, exhibits, and supporting documentation.
- Proposals shall be paginated and organized as described below.

C.6.2 Proposal Content

PART I: Technical Proposal shall contain:

- 1) Table of Contents
- 2) Letter of Interest
- 3) Documentation to substantiate each listed Evaluation Criteria
 - Qualifications
 - Capacity
 - Experience & Service Approach
 - Quality Control & Safety Plan
- 4) Joint Venture/Partnership
- 5) References
- 6) Experience with HUD Section 3 and Section 3 Plan
- 7) Certifications and Affidavits

PART II: Price Proposal shall contain price proposals only:

- 1) Complete Exhibit 1 Price Proposal

C.7 TECHNICAL PROPOSAL

To be considered, Respondents shall provide detailed information about the requirements of each part are listed below. At a minimum, these sections should contain the following:

C.7.1 Table of Contents

Provide a comprehensive listing and location of all written pages, exhibits, and other materials.

C.7.2 Letter of Introduction

Provide Letter of Interest that includes introduction to business detailing the history and attributes of the company; name and address of the Respondent; website and telephone number; email address of the point of contact; a brief description of the understanding of the Scope of Services; ability to perform the work and history of providing the Scope of Services.

C.7.3 Qualification Documentation

(Supporting Documentation not included in 30-page limitation.)

- a. Copy of current business and employee licensure, registrations, and certifications to transact business in the District of Columbia; perform as Pesticide Operator and Pesticide Applicator.
- b. Written guarantee that the Offeror will keep its initial offer open for at least 90 days and that, if a best and final offer is made, it will keep its best and final offer open for a period of sixty (60) days, and upon acceptance of the best and final offer, that it will execute the contract and meeting other requirements within the time specified in the RFP or upon the DCHA's request.

C.7.4 Documentation to Substantiate Capacity

- a. Evidence, in the form of a letter from an insurance company stating that if your firm is awarded the contract, they will provide your firm with the insurance coverage as required by this solicitation.
- b. Resources, including letters of credit from a financial institution of the proposed contractor's financial capability, facilities, equipment and procedures, which demonstrate your firm's capability to provide the services, detailed within this solicitation.
- c. Statement regarding businesses ability to comply with the required proposed performance schedule, taking into consideration all existing commercial and governmental business commitments.

C.7.5 Documentation to Substantiate Experience & Service Approach

Provide evidence of ability to perform Scope of Service based upon the following:

- a. Organizational Experience
 1. Provide experience with providing Pest Control Service as it relates to every component to include business operation, Initial Treatment, IPM Service, Emergency, Callback and Service Calls.
 2. Provide knowledge of applicable regulations required to provide Pest Control Services in the District of Columbia.
 3. Describe ability to schedule work to cause minimum inconvenience to tenants.
 4. Describe experience and training resources used for customer education.
- b. Management Approach and Methodology Plan (MAMP)
 1. Provide details of proposed approach and plan to perform item A.3 (listed above in Organization Capability and Experience) for a period of one (1) year at the listed intervals.
 2. Provide in detail alternative approach to perform pest control services for clients with allergy/respiratory ailments or other health challenging situations.
 3. Provide details of proposed approach and plan to identify and implement DCHA's IPM Program, Reporting and Deliverables as detailed in Section B.
 4. Provide details of business operation to include means and approach to timely response and staff oversight.
 5. Discuss the proposed approach to customer service and delivery in performance of this contract including coordination, follow-up, and cooperation with DCHA staff.

c. Experience of Contractors Team

1. Provide details of ability to provide supervision, labor and materials to include the number of personnel to be assigned to the DCHA contract.
2. Provide Overview/Resume of Management and Key Project Staff proposed to provide oversight for DCHA Pest Control Services.
3. Provide a company Organization Chart that represents the organizations operational structure that includes the number of full-time personnel and responsibility within the organization.

C.7.6 Quality Control & Safety Plan

Provide Quality Control Plan and procedures to monitor safety and service DCHA to include quality and timeliness of services, response to DCHA management and tenant issues and dispatching and capability. Provide details of any proposed plans to avoid reduction in effectiveness of treatments over time i.e. alternating chemical treatments.

C.7.7 Joint Venture/Partnerships

(Supporting Documentation not included in 30-page limitation.)

Identify if services are proposed by a joint venture or partnership with another entity. Please remember that all information required from the Respondent under the proceeding or subsequent tabs must also be included for any joint venture or partner. One entity must be designated as the primary contact for the joint venture or partnership in the proposal. Include a Profile of Firm Form for each entity. If no joint venture or partnership exists or will not be utilized, please provide this statement, “NO JOINT VENTURE/ NO PARTNERS”.

C.7.8 References

(Supporting Documentation not included in 30-page limitation.)

Provide in chart format three (3) recent professional references from clients for whom the entity has provided Pest Control Services of similar scale to the Scope of Services within the past five (5) years. Include name, address, and telephone number, description of work performed, the dates of service, and the status of contract (active or closed).

References may be contacted to verify project award, project performance and quality of work.

See Section E of this Solicitation for an explanation of points systems for Section 3 specifically.

C.7.9 Experience with HUD Section 3 and Section 3 Plan

(Section not included in 30-page limitation.)

Describe the Respondent’s experience with compliance with HUD Section 3 requirements and the results achieved. Review Section 3 requirements outlined in Section D.11 of this Solicitation and complete the “Action Plan for Section 3 Commitment” and an “Estimated Project Workforce Breakdown” as outlined in

that section. Minimally address the following: (1) Indicate whether the Respondent has a valid Section 3 Certificate (issued by the Department of Housing and Community Development); (2) Provide a detailed description of the hiring plan for DCHA program participants, including the number and type of jobs to be provided and the number and type of training opportunities to be provided; (3) Provide a detailed description of the training plan for DCHA program participants, including whether interns will be contracted or if funding will be provided for training; (4) Outline the Respondent's proposal, if any, to subcontract to Section 3 businesses; (5) Describe in detail the type of service to be provided, including a narrative clearly describing the results achieved in the Respondent's experience in hiring and training Section 3 residents.

See Section E of this Solicitation for an explanation of points systems for Section 3 specifically.

C.7.10 Certifications/Attachments

(The following Certifications and Affidavits are mandatory proposal requirements. Respondents must complete and return the following certifications. The forms are not included in 30-page limitation.)

Attachments can be downloaded from Section G. Attach the following completed certification and affidavit forms:

Attachment A: HUD 5370 C1 General Conditions for Non-Construction Contracts Section I

Attachment B: Tax Certification Affidavit

Attachment C: Non-Collusive Affidavit

Attachment D: Certificate of Eligibility

Attachment E: Contract Compliance Requirements

Attachment F: Payments to Subcontractors and Suppliers Certificate

Attachment G: HUD 5369 C Representations, Certifications, and Other Statements of Bidders

Attachment H: Statements of Bidders Qualifications

Attachment I: Conflict of Interest Certification

Attachment J: Section 3 Action Plan

Attachment K: Section 3 Contractor Compliance Agreements

Attachment L: [RESERVED]

Attachment M: HUD 5369 B Instructions for Contracts Public and Indian Housing Programs

Attachment N-Wage Determination

Proposals submitted with incomplete or missing certifications may be determined unresponsive and removed from consideration.

C.8 PRICE PROPOSALS

Provide pricing that is consistent with the Scope of Services for each year of services proposed.

C.8.1 Price/Fee/Cost Proposal

Complete Exhibit 1- Price Proposal. The price is required to be proposed on a fixed fee per unit basis; completed on Exhibit 1 for Year 1, Year 2 and Year 3.

Proposed fees shall be inclusive all expenses incurred to perform the services included within this RFP. The proposed fees shall include but not limited to: employee costs and benefits; clerical support; overhead; profit; supplies; materials; licensing; insurance, vehicle fuel, etc. Each fee proposed shall be fully “burdened” with profit and overhead costs.

DCHA shall not pay trip charges, fuel surcharge or travel time.

C.8.1 Fair Price Statement

Respondent shall provide a statement that it warrants the prices quoted are not in excess of those charged non-governmental clients for the same services performed by the same individuals.

C.8.2 Allowable Costs

The Respondent is fully responsible for controlling its cost of performing this contract and for properly pricing each project task. No price increases will be permitted for any alleged miscalculations of the basic project-task dollar amounts. These amounts shall include all allowable costs related to the performance of this contract, such as labor, overhead, profit, travel, materials, all equipment, facilities, telephone services, etc.

C.8.3 Cost Analysis

The DCHA will perform a cost analysis of the Respondent’s cost proposal. The cost analysis will allow DCHA to determine the reasonableness of the proposed contract cost.

C.8.4 Travel

Travel in the metropolitan area shall not be reimbursed. The metropolitan area includes the District of Columbia; and the counties of Montgomery and Prince Georges in Maryland; the cities of Alexandria, Falls Church and Fairfax in Virginia, and the counties of Arlington, Fairfax, Prince William and Loudon in Virginia.

C.9 CONFLICT OF INTEREST

In submitting a proposal, the Respondent affirms that to the best of its knowledge, there exists no actual or potential conflict between the Respondent’s business and financial interests and any commissioner, officer, employee, or agent of DCHA or DCHA’s affiliates or instrumentalities. To the extent that a potential conflict exists, this must be disclosed in the proposal.

C.10 COMPLETE PROPOSALS

Complete proposals will be evaluated based on established evaluation criteria. Proposals should set forth full, accurate, and complete information as required by this solicitation. Upon the completion of the review process, the Evaluation Panel will submit its

recommendation(s) of Respondents that are deemed the most overall technically qualified to the DCHA Executive Director.

C.11 MANNER OF AWARDS

DCHA may award a contract(s) upon the basis of the initial responses received, without discussion. Therefore, each initial Proposal should contain the Respondent's best and final terms from a cost and technical standpoint. Proposals shall represent the best effort of the Respondent and will be evaluated as such.

C.12 RETENTION

All proposals are the property of DCHA shall be retained by DCHA and therefore, will not be returned to the Respondent.

C.13 FAILURE TO SUBMIT RESPONSE

Recipients of this solicitation not responding with a proposal should not return this solicitation. Instead, they should advise the Contracting Officer, by letter or email, whether they want to receive future solicitations for similar requirements. It is also requested that such recipients advise the Contracting Officer of the reason(s) for not submitting a proposal in response to this solicitation. If a recipient does not submit a proposal and does not notify the Contracting Officer that future solicitations are desired, the recipient's name may be removed from the applicable mailing list for one (1) year after the closing date of this solicitation.

C.14 UNNECESSARILY ELABORATE PROPOSALS

Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective proposal to this solicitation are not desired and may be construed as an indication of the Respondent's lack of cost consciousness. Elaborate artwork, expensive paper bindings, and expensive visual and other presentation aides are neither necessary nor desired. No credit will be given for general marketing or promotional materials.

C.15 PROPRIETARY OR CONFIDENTIAL INFORMATION

A Respondent including proprietary or confidential information in its proposal shall conspicuously mark each page as proprietary or confidential if the Respondent does not want the proprietary or confidential information disclosed to the public or used by DCHA for other than evaluation purposes. DCHA reserves the right to determine the proprietary or confidential nature of the information and shall treat such information accordingly, based on its sole determination.

C.16 LATE PROPOSALS, MODIFICATIONS AND WITHDRAWAL OF PROPOSALS

a) Proposals and modifications to proposals that are received in the DCHA Office of Administrative Services after the exact time specified in the RFP are "late" and shall be considered only if they are received before the award is made and one (1) or more of the following circumstances apply:

- 1) The proposal or modification was sent by registered or certified mail not later than the fifth (5th) calendar day before the date specified for receipt of proposal;

- 2) The proposal or modification was sent by mail and it is determined by the Contracting Officer that the late receipt at the location specified in the RFP was caused by mishandling of the DCHA after receipt; or
 - 3) The proposal is the only proposal received.
- b) The only acceptable evidence to establish the date of a late proposal, late modification or late withdrawal sent either by registered or certified mail shall be a U.S. or Canadian Postal Service postmark on the wrapper or on the original receipt from the U.S. or Canadian Postal Service. If neither postmark shows a legible date, the proposal, modification, or withdrawal shall be deemed to have been mailed late. When the postmark shows the date but not the hour, the time is presumed to be the last minute of the date shown. If no date is shown in the postmark, the proposal shall be considered late unless the Respondent can furnish evidence from the postal authority of timely mailing.
 - c) Any request for withdrawal or request for modification received after the time and date set for submission of proposals at the designated location for submission shall be considered “late”.
 - d) A late proposal, late request for modification, or late request for withdrawal shall not be considered, except as provided by this section.
 - e) A late modification of a successful proposal, which makes its terms more favorable to DCHA, shall be considered at any time it is received and may be accepted at the sole discretion of DCHA.

C.17 FURNISHING OF INFORMATION TO DETERMINE THE RESPONSIBILITY OF RESPONDENT

The Respondent must demonstrate to the satisfaction of the Contracting Officer its capability to perform fully the contract requirements in all respects. Therefore, the Respondent shall furnish any reasonable information requested by the Contracting Officer in order to determine its ability to perform.

C.18 SIGNING OF PROPOSALS

The Respondent shall sign and print or type its name on the proposal. The signing of the proposal shall deem all information contained therein as true and accurate. Any false or misleading information contained in the proposal may be grounds for disqualification (if determined prior to selection of award) or termination (if discovered after award). Erasures or other changes must be initialed by the person signing the proposal. Proposals signed by an agent shall be accompanied by evidence of the agent’s authority to bind the Respondent, unless that evidence has been previously furnished to the Contracting Officer.

Proposals by a partnership must be signed with the partnership name, by or on behalf of a partner or by an authorized representative, including designation of the person signing, if applicable. Proposals by a limited liability company shall be signed by a member or on behalf of a member or manager of the company, including the designation of the person signing, if applicable. Proposals by corporations must be signed with the name of the

corporation, followed by the signature and designation of the President or Vice President and attested to by the Secretary of the Corporation or other persons authorized to bind the Corporation and the Corporate Seal affixed thereto. If the proposal is signed by other than the President or Vice President, evidence of authority to so sign must be furnished in the form of an extract of minutes of a meeting of the Board of Directors or extract of by-laws certified by the Corporate Secretary with Corporate Seal affixed thereto.

The names of all persons signing shall be typed or printed below the signatures. Any proposal by a person, who affixes to his signature the word "President", "Vice President", "Secretary", "Agent", or other designation, without disclosing his principal, may be held personally to the proposal. Proposals submitted by a joint venture must be signed by all authorized venture personnel.

C.19 FREEDOM OF INFORMATION ACT

The District of Columbia Freedom of Information Act, D.C. Code §2-531 *et seq.* (FOIA), provides for the disclosure of public information upon request. Specifically, the law provides that "any person has the right to inspect, and, at his or her discretion, to copy any public record of a public body except as expressly exempted by the Act". Further, a "public record" has been defined by the District of Columbia Public Records Management Act of 1985 as "any document, book, photographic image, electronic data recording paper, sound recording, or other material regardless of form or characteristic, made or received pursuant to law or in connection with the transaction of public business by any officer or employee of the District." D.C. Code §2-1701(13). Thus, public information submitted in response to this solicitation may be subject to disclosure in response to a request made under the FOIA.

C.20 PROPOSAL GUARANTEE AND ACCEPTANCE PERIOD

Proposals must be accompanied by a written guarantee that the Respondent will keep its initial offer open for at least ninety (90) days and that, if a best and final offer is made, it will keep its best and final offer open for a period of at least sixty (60) days thereafter; and upon acceptance by DCHA of a best and final offer, that it will execute the contract and meet other requirements within the times specified in the solicitation.

C.21 ACKNOWLEDGMENT OF ADDENDA/AMENDMENTS

Respondents shall acknowledge in their proposals receipt of addenda or amendment(s) to this solicitation by signing the document on the acknowledgment line of the addenda or amendment. A Respondent's failure to acknowledge an addendum or amendment may result in rejection of the offer.

SECTION D - CONTRACT TERMS

The successful Respondent(s) will be asked to conform to the requirements outlined in Section D of this RFP, in the event that it is selected as Contractor; as a result of this solicitation.

D.1 TERM OF CONTRACT

The period of performance for the awarded contract shall be for three (3) years from the date of award, as deemed appropriate in the representation of DCHA and subject to the availability of funds.

D.2 TYPE OF CONTRACT

DCHA intends to award a Fixed Price contract for services as specified in the Scope of Services in accordance with the accepted Price Proposal. Contractor shall provide all specified services required by the DCHA.

Proposal(s) shall be based on a fixed price per location(s) to perform all pest control services as required to provide a pest free environment for each site. Proposal(s) must also specify how many service calls are included in the monthly fee. Additional requirements not related to regular service may be ordered at the hourly rate quoted in the price proposal. This proposal will remain firm for the life of the contract. DCHA will be afforded the benefit of any price reduction during the term of the contract.

D.3 TIME

Time, if stated in a number of days, will include Saturdays, Sundays, and holidays, unless otherwise stated herein.

D.4 INSURANCE

The successful Respondent, at its expense, shall obtain the minimum insurance coverage set forth below and keep such insurance in force throughout the contract period. **Respondents to this solicitation must have the capacity to obtain a Certificate of Insurance at the stated limits below, prior to and as a condition of contract award.** All insurance provided by Contractors in this section shall set forth DCHA as an additional insured (**as applicable**).

Contractor shall carry and pay for:

| PROFESSIONAL SERVICES MINIMUM INSURANCE REQUIREMENTS |
|---|
| BASIC COVERAGE |
| <p>Commercial General Liability (GL): Per Occurrence: \$2,000,000 Aggregate: \$4,000,000 Products and Completed Operations: \$2,000,000 Personal/Advertising Injury: \$2,000,000</p> |
| |
| <p>Automobile Liability: \$1,000,000 per occurrence</p> |
| |
| <p>Workers' Compensation: Statutory Limit</p> |
| |
| <p>Employer's Liability: This coverage is not available to employees if Worker's Compensation applies (see 32 DC Official Code § 1504). If and when Employer's Liability insurance applies, however, the minimum requirements are as follows: Each Accident: \$500,000 Employee Disease: \$500,000</p> |

| |
|--|
| Disease-Policy Limit: \$500,000 |
| ADDITIONAL COVERAGE |
| <i>Umbrella or Excess Liability {Required Only for Professional Consultant Services with less than the stated Minimum Requirements}</i> <i>DCHA will accept \$5,000,000.00 Umbrella Coverage with \$1M Per Occurrence and \$2M Aggregate for General Liability and Employment Practices}</i> \$5,000,000 |
| <i>Employment Practices Liability:</i> Per Occurrence: \$2,000,000 Aggregate: \$4,000,000 |
| <i>3rd Party Crime Insurance</i> Per Occurrence for Each Wrongful Act: \$50,000 |
| <i>Sexual Abuse & Molestation (GL)</i> Per Occurrence: \$1,000,000 Aggregate: \$1,000,000 |

With respect to (i) and (ii) above; these policies shall be endorsed to name the DCHA as an additional insured and as a loss payee as allowable per coverage.

With respect to policies described above:

- (a) These policies must be in place before the execution of the contract, as in-force insurance is a condition precedent to the contract;
- (b) Contractor shall provide DCHA with Certificate of Insurance **annually** as evidence of the limits of coverage described above;
- (c) In the event the Contractor's insurance expires during the term of the contract, Contractor shall provide DCHA with copies of renewal certificates thirty (30) days prior to the expiration date of the expiring coverage;
- (d) Insurance contracts shall require the insurance company to notify DCHA in the event of a substantial change in coverage during the policy term; and
- (e) The insurance provider must have an A.M. Best Company rating of A-VIII or higher by companies authorized to do business and in good standing in the District of Columbia, on such conditions, and with such beneficial interest appearing thereon as shall be acceptable to the DCHA.

In the event a claim arises out of this contract, the Contractor will promptly notify the DCHA Contracting Officer Technical Representative (COTR) and the DCHA Office of Risk Management (ORM) at (202) 535-1800 or email ORM@dchousing.org. In addition, the Contractor will investigate and furnish the DCHA COTR and ORM with reports of all accidents, claims and potential claims for damage or injury and will cooperate with its insurers and those of DCHA.

D.5 INDEMNIFICATION

The Contractor shall indemnify, defend and hold harmless HUD and DCHA, and its respective employees, agents, contractors, Board of Commissioners, members, managers and other representatives (the “Indemnified Parties”), from any loss, cost, damage, claim, demand, suit, liability, judgment and expense (including any attorney fees and other costs of litigation) arising out of or resulting from or in connection with any work called for or performed under this contract, any breach by the Contractor, its agents, and employees of any provision of this contract, or any negligent or bad faith act(s) or omission (s) or the negligent performance of this contract by the Contractor, its agents, and employees or any other person or entity for which the Respondent may be responsible. Any provisions or limits of insurance set forth in this contract shall not limit the Contractor’s liability. At its own expense, the Contractor shall obtain the necessary insurance coverage acceptable to DCHA to comply with this indemnification requirement; provide evidence of such coverage to DCHA and such coverage shall be in place before the execution of the contract awarded and as a condition to it. This insurance is primary to, and will not seek contribution from, any other insurance available to an additional insured under your policy.

D.6 OPTION TO EXTEND THE TERM OF THE CONTRACT- [RESERVED]

D.7 METHOD OF COMPENSATION

Monthly Payment of Services:

DCHA shall pay for services on a monthly basis (Net 30)

a. All payment requests must be addressed as follows and forwarded to:

District of Columbia Housing Authority
Accounts Payable
1133 North Capitol Street, NE, Suite 329
Washington, D.C. 20002-7599
Email: DCHApayments@dchousing.org

b. Proper invoices shall contain the following information:

- Contract Number
- Purchase Order Number
- Identification of matters/services performed consistent with the contract requirement and supporting documentation.

c. Failure to provide all documentation as outlined in item “b” above may delay payment of invoices.

d. DCHA’s Office of Financial Management and DCHA’s Accounts Payable Division processes checks for payment every Thursday. When that date falls on a weekend or observed holiday, checks will be processed on the next business day.

D.8 TASK ORDERS- [RESERVED]

D.9 CEILING PRICE-[RESERVED]

D.10 AFFIRMATIVE ACTION PROGRAM

Respondent shall submit two (2) copies of an Affirmative Action Plan (AAP) and Goals and Timetables (G&T) “Compliance with Equal Opportunity Obligations in Contracts” and the Office of Human Rights Regulations, Chapter 11, “Equal Employment Opportunity Requirements in Contracts” promulgated August 15, 1986.

D.11 SECTION 3 REQUIREMENTS- [Mandatory for All Respondents]

All contractors shall comply with the Section 3 program, as defined in the Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) (Section 3), amended by the Housing and Community Development Act of 1992 (1992 Act commonly known as and herein after as the Section 3 Program). Section 3 compliance requires all contractors performing work on behalf of DCHA or any of its subsidiaries to ensure that training, employment, contracting and other economic opportunities generated by the federal financial assistance shall, to the greatest extent feasible, be directed toward low-income and very-low-income persons, particularly those who are recipients of government assistance for housing.

Contractors and subcontractors will:

1. Incur all costs required for compliance with the applicable regulations;
2. Be subject to DCHA monitoring for compliance, and
3. Accept any applicable penalties for non-compliance.

The contractor must include a signed copy of the Section 3 Contractor Compliance Agreement and a complete, compliant Section 3 Action Plan as part of its proposal to be considered for contract award. The required documents can be found in the solicitation’s attachments. The Section 3 Contractor Compliance Agreement should be read in its entirety before completing the Section 3 action plan since it provides details about DCHA’s Section 3 policy.

Please consult Hanna Koerner, Special Advisor in the DCHA Office of Resident Services at 202.535.1517 hkoerner@dchousing.org for additional information or assistance with the completion of your Section 3 Compliance Agreement and/or Section 3 Action Plan.

D.12 RESTRICTION ON DISCLOSURE AND USE OF DATA

A Respondent including proprietary or confidential information in its proposal shall conspicuously display the following information on the first page of the Proposal if the Respondent does not want the proprietary or confidential information to be disclosed to the public for any purpose or used by DCHA except for evaluation purposes:

- a) That the proposal includes proprietary or confidential information that shall not be disclosed outside of DCHA and shall not be duplicated, used, or disclosed, in whole or in part, for any purpose other than to evaluate the proposal;
- b) That if a contract is awarded to the Respondent, DCHA shall have the right to duplicate, use or disclose the proprietary or confidential information to the extent provided in the contract;

- c) That this restriction does not limit DCHA's right to use the proprietary or confidential information if it is obtained from another source without restriction;
- d) That the Respondent has specifically identified, by page number or otherwise, the proprietary or confidential information subject to the restriction; and
- e) The Respondent shall not designate as proprietary or confidential information the name of the Respondent, the proposal price, or any information that is not actually proprietary or confidential.

In addition to the requirements above, the Respondent shall conspicuously mark each separate sheet containing proprietary or confidential information it wishes to restrict with a notation to the effect that the use or disclosure of proprietary or confidential information contained on the sheet is subject to the restriction set forth on the first page of the proposal.

D.13 RESPONSIBLE CONTRACTORS

DCHA will only award contracts to responsible Contractors who have the ability to perform successfully under the terms and conditions of the proposed contract. In determining the responsibility of a Respondent, DCHA will consider such matters as the Respondent's:

- a) Integrity;
- b) Compliance with public policy;
- c) Record of past performance; and
- d) Financial and technical resources

Before a proposal is considered for award, the Respondent may be requested by DCHA to submit documentation regarding any of the items in the paragraphs above. Failure by the Respondent to provide such additional information shall render the Respondent ineligible for award. In addition, DCHA may conduct site visits to the Respondent's office or facility to verify information contained in the proposal.

D.14 EMPLOYEE DISHONESTY INSURANCE

Upon contract award, Contractor shall provide evidence of Employee Dishonesty Insurance for an amount not less than Two Hundred Fifty Thousand Dollars (\$250,000.00), obtained at its own expense, for the purpose of protecting against dishonest acts of the Contractor and its employees. DCHA must be named as the loss payee. The insurance company, form, limits and content of such coverage will be subject to the approval of DCHA.

D.15 RESPONDENT'S KEY PERSONNEL

The key personnel specified in the Respondent's proposal are considered to be essential to the work being performed under the contract. Prior to diverting any of the key personnel for any reason(s), the Contractor shall notify the Contracting Officer in writing at least thirty (30) days in advance and shall submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on the contract.

D.16 CONSENT TO SUBCONTRACT

The Respondent must obtain the written consent of DCHA to subcontract any portion of the work. All Respondents are required to include in their proposal a list of any proposed subcontractors, and a list of tasks/items, if any, which the Respondent intends to subcontract all or any portion of work.

D.17 FAIR HOUSING EQUAL OPPORTUNITY CLAUSE

During the performance of the contract, the Contractor shall not discriminate on the basis of race, color, religion (creed), sex, national origin, handicap or familial status, or the existence or use of a policy or practice, or any arrangement, criterion or other method of administration which has the effect of denying Equal Housing Opportunity, or which substantially impairs the ability of persons to apply for or receive the benefits of assistance because of race, color, religion (creed), sex, national origin, handicap or familial status, in the sale, rental or other disposition of residential properties or related facilities, including land to be developed for residential use, or in the use or occupancy thereof.

D.18 THE AMERICAN WITH DISABILITIES ACT OF 1990 (ADA)

During the performance of the contract, the Contractor and all of its subcontractors shall comply with the ADA. The ADA makes it unlawful to discriminate in employment against a qualified individual with a disability. See 42 U.S.C. §2101, *et.seq.*

D.19 SECTION 504 OF THE REHABILITATION ACT OF 1973 (AS AMENDED)

During the performance of the contract, the Contractor and all of its subcontractors shall comply with the Section 504 of the Rehabilitation Act of 1973, as amended. This Act prohibits discrimination against persons with disabilities in federally funded programs and activities. DCHA has entered into a Voluntary Compliance Agreement that requires a minimum of six percent (6%) of the public housing units constructed will comply with Uniform Federal Accessibility Standards (“UFAS”). DCHA may require more than six percent (6%) in an applicable revitalization plan. In addition, all other units constructed must comply, as applicable, with the Fair Housing Act guidelines on accessibility. See 29 U.S.C. §794.

D.20 NO WARRANTY

Respondent is required to examine the RFP, specifications and instructions pertaining to the services required. Failure to do so will be at the Respondent’s own risk. It is assumed that the Respondent has made full investigation so as to be fully informed of the extent and character of the services requested and of the requirements of the specifications. No warranty is made or implied as to the information contained in the RFP, specifications, and/or instructions.

D.21 EXPENSE OF THE RFP SUBMISSION

All expenses incurred in the preparation and submission of proposals in response to the RFP shall be borne by the Respondent.

D.22 CANCELLATION

DCHA reserves the right to cancel this RFP, or to reject, in whole or in part, any and all proposals received in response to this RFP, upon its determination that such cancellation or rejection is in the best interest of DCHA. DCHA further reserves the right to waive any minor information on any proposal received, if it is in the best interest of DCHA to do so. The decision as to who shall receive a contract award, or whether or not an award shall be made as a result of this RFP, shall be at the sole and absolute discretion of DCHA.

D.23 PROTEST

Any actual or prospective contractor may protest the solicitation or award of a contract for serious violations. It is the policy of DCHA to encourage the informal resolution of contractual issues. Initially, the Contracting Officer will respond to contract award determinations informally, with a request for a solicitation debrief. DCHA will respond within five (5) calendar days.

Any party involved in a dispute with DCHA related to any procurement decision that has unfavorably affected the aggrieved party is entitled to a resolution of the dispute in a timely manner and in accordance with applicable local or Federal law. The protestor, as defined below, in all instances, must pursue a remedy through the established administrative procedures of DCHA prior to pursuing protest with the Federal agency, defined below. Guidelines and procedures that must be followed are presented herein.

DEFINITIONS

Contracting Officer. The person within DCHA or DCHA duly authorized by the governing body thereof to administer contracts for, and in the name of DCHA or its instrumentality applicable.

Executive Director. The Executive Director of the District of Columbia Housing Authority (DCHA).

Federal Agency. Unless otherwise defined, the United States Department of Housing and Urban Development (HUD).

Protester. Any Respondent to a solicitation made by DCHA who has submitted a bid, quotation, or proposal that contains all the material requirements of the solicitation who has received an unfavorable decision concerning the results thereof and has a valid basis to challenge the award decision; or any Respondent who files a complaint based on the content of the RFP, prior to the proposal due date, based on specific facts giving rise to any such complaint.

PROCEDURES

1. Any protest against a solicitation must be received before the due date for receipt of bids or proposals, and any protest against the award of a contract must be received within ten (10) calendar days of contract award by the Contracting Officer on behalf of DCHA, or the protest will not be considered, unless a different time period has been established, if applicable. In such cases, the time-period set forth in the

- solicitation and/or contract prevails. The complaint must be in writing, and at a minimum must identify the name, address and phone number of the Protestor; Solicitation number and project title; a detailed statement of the basis for the protest; supporting evidence or documents to substantiate any arguments; form of relief requested.
2. The Contracting Officer may suspend the procurement pending resolution of the protest, if warranted by the facts presented.
 3. The Contracting Officer shall issue a written decision to the Protestor within ninety (90) days of its receipt by certified mail with return receipt requested. The written decision shall state a description of the claim; a reference to the pertinent clause; a statement of the factual areas of agreement or disagreement; a statement of the Contracting Officer's decision with supporting rationale; and a statement referencing appeal rights.
 4. The Contracting Officer's Final Decision may be appealed to the DCHA Executive Director through the Office of the General Counsel. Such request must be in writing and made within ten (10) calendar days of receipt of the Contracting Officer's decision.
 5. The DCHA Executive Director's decision may be appealed to the District of Columbia Board of Contract Appeals (CAB) or other court of competent jurisdiction as determined and agreed to by the Parties. The appeal must be filed within thirty (30) days of receipt of the decision rendered by the DCHA Executive Director, or other time period required by the selected court of competent jurisdiction, as applicable.
 6. The DCHA Board or Commissioners has no jurisdiction over Bid Protests.

All protests, except those directed to CAB, shall be addressed to the administrative offices of DCHA. The address of the administrative offices of DCHA is as follows:

District of Columbia Housing Authority
Office of Administrative Services
Contracts and Procurement
1133 North Capitol Street, N.E. Suite 300
Washington, D.C. 20002-7599
Attn: Contracting Officer

D.24 BEST AND FINAL OFFERS

DCHA may award a contract upon the basis of initial responses received, without discussion. Therefore, each initial Proposal should contain the Respondent's best terms from a cost and technical standpoint. However, if discussions are held with one Respondent, all Respondents within the competitive range will be notified regarding the holding of discussions and will be provided an opportunity to submit written best and final offers ("BAFO's") at the designated date and time. If modification is submitted, it must be received by the date and time specified and is subject to the "Late Submission, Modifications and Withdrawals of Proposals" provision of this solicitation.

After receipt of best and final offers, no discussions will be reopened unless the Contracting Officer determines that it is clearly in DCHA's best interest to do so. If discussions are opened, the Contracting Officer shall issue an additional request for best and final offers to all respondents still within the competitive range.

D.25 DAVIS BACON REQUIREMENTS-[RESERVED]

D.26 MCNAMARA - O'HARA SERVICE CONTRACT ACT

Contractor shall be required to comply with the requirements of the McNamara-O'Hara Service Contract Act of 1965 (SCA), as amended, 41 U.S.C. 351, *et seq.*, and the implementing regulations found in 29 C.F.R. 4. The McNamara-O'Hara Service Contract Act requires contractors and subcontractors performing services on prime contracts in excess of \$2,500 to pay service employees in various classes no less than the wage rates and fringe benefits found prevailing in the locality, or the rates (including prospective increases) contained in a predecessor contractor's collective bargaining agreement. For prime contracts in excess of \$100,000, contractors and subcontractors must also, under the provisions of the Contract Work Hours and Safety Standards Act, as amended, 40 U.S.C. 3701 *et seq.*, pay laborers and mechanics, including guards and watchmen, at least one and one-half times their regular rate of pay for all hours worked over forty (40) in a workweek.

D.27 SELECTION NON-BINDING

The selection by DCHA of a Respondent to be the most responsive or included in the competitive range indicates only DCHA's intent to negotiate with the Respondent, and the selection does not constitute a commitment by DCHA to execute a final agreement or contract with the Respondent.

Respondents therefore agree and acknowledge that they are barred from claiming to have detrimentally relied on DCHA for any costs or liabilities incurred as a result of responding to this solicitation.

D.28 QUALIFIED BIDDERS LISTING (QBL)- [RESERVED]

SECTION E - EVALUATION FACTORS FOR AWARD

E.1 EVALUATION OF PROPOSALS

All proposals will be evaluated based on the evaluation criteria outlined below. The Contracting Officer will determine a competitive range based on the established criteria and point system. The Evaluation Panel may consider a proposal unacceptable if it lacks critical information or the submission represents a major deviation from the requirements of this RFP. Minor omissions such as, incomplete references may, at the sole option and discretion of the DCHA, be corrected subsequent to the submission due date.

All proposals will be initially reviewed to determine compliance with the proposal format requirements specified within this solicitation under Section C. Proposals that do not comply with these requirements may be rejected without further review.

The evaluation factors and the comparative scoring of the factors shown in Section E.3 below will be used to determine which Respondents fall within the competitive range and the recommendation made to the Executive Director.

E.2 RELATIVE IMPORTANCE OF TECHNICAL VERSUS COST/PRICE FACTORS

E.2.1 DCHA will make an award to the most responsible and responsive Respondent whose proposal conforms to the solicitation and is most advantageous to the DCHA (i.e., that which represents the best value to the DCHA), cost or price and other factors considered.

E.2.2 DCHA may award a contract to other than the lowest priced proposal. In the event that two (2) or more proposals are considered technically equivalent, the evaluated cost or price will be of primary importance in determining the proposal most responsive.

E.2.3 The proposed cost must be considered reasonable and reflect the proposed approach.

E.2.4 DCHA intends to make multiple awards to ensure availability of a wide range of products or services.

E.2.5 The combined relative merit of the technical evaluation factors listed below will be more significant than cost or price in the selection of the Contractor.

E.3 EVALUATION AND SELECTION CRITERIA

Respondents are required to respond thoroughly to each of the following evaluation factors, with focus on providing answers that are both clear and concise. If any requirement listed cannot be met, full disclosure must be given, along with an explanation and proposed alternative, if appropriate.

DCHA will add additional points for Business Enterprise Designations after the technical evaluations have been completed and the competitive range has been established by the Contracting Officer.

The following evaluation factors will be used in determining the competitive range, **with a total possible score of 162.5 points.**

Proposals will be evaluated with points assigned to each section as follows:

E.3.1 TECHNICAL AND COST EVALUATION FACTORS MAXIMUM 160.5 POINTS

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| Criteria | Maximum Points |
|--|------------------|
| <p>Evidence of Respondents Qualifications</p> <p>Copy of current business and employee licensure, registrations, and certifications to transact business in the District of Columbia; perform as Pesticide Operator and Pesticide Applicator.</p> <p>This factor will be evaluated on the basis of evidence of the following criteria:</p> <p>Documented Evidence of Respondent Qualifications</p> <ol style="list-style-type: none"> 1) <u>Responsive- Yes</u> 2) <u>Non Responsive- No</u> <p>Non Responsive Proposals will be removed from consideration for further evaluation.</p> | <p>YES/NO</p> |
| <p>Evidence of Capacity</p> <p>Documentation to substantiate</p> <ol style="list-style-type: none"> 1) Insurance Capacity 2) Resources, letters of credit, facilities, equipment and procedures 3) Ability to comply with the performance schedule, taking into consideration all existing commercial and governmental business commitments. <p><i>This factor will be evaluated on the basis of evidence of the following criteria:</i></p> <ol style="list-style-type: none"> 1) <i>Insurance Capacity- 5 Points</i> 2) <i>Resources, letters of credit, facilities, equipment and procedures- 5 Points</i> 3) <i>Ability to comply with the performance schedule, taking into consideration all existing commercial and governmental business commitments- 15 Points</i> | <p>25</p> |
| <p>Evidence Experience and Service Approach</p> <p>Documentation to substantiate</p> <ol style="list-style-type: none"> 1) Organizational Experience 2) Management Approach and Methodology Plan 3) Experience of Contractors Team <p><i>This factor will be evaluated on the basis of evidence of the following criteria:</i></p> <ol style="list-style-type: none"> 1) <i>Organizational Experience- 20 Points</i> 2) <i>Management Approach and Methodology Plan- 25 Points</i> 3) <i>Experience of Contractors Team- 15 Points</i> | <p>60</p> |
| <p>Quality Control & Safety Plan</p> <p>Quality Control & Safety plan evidence of</p> <ol style="list-style-type: none"> 1) Monitor Safety 2) Overall Quality of Plan Safety and Service 3) Timeliness of Service 4) Service Recovery <p><i>This factor will be evaluated on the basis of evidence of the following criteria:</i></p> <ol style="list-style-type: none"> 1) <i>Monitor Safety- 5 Points</i> 2) <i>Overall Quality of Plan Safety and Service- 5 Points</i> 3) <i>Timeliness of Service- 5 Points</i> 4) <i>Service Recovery- 5 Points</i> | <p>20</p> |

| | |
|--|------------|
| Section 3 1. <i>Hiring Section 3 Residents- 6 Points</i> 2. <i>Contracting to Section 3 Business Concerns- 6 Points</i> 3. <i>Other Economic Opportunities- 4 Points</i> 4. <i>Past Performance- 4 Points</i> | 20 |
| COST | |
| Price Proposal Cost to Provide Services | 30 |
| Maximum Technical Points | 155 |

E.3.1 Bonus Points

Maximum 7.5 Points

BUSINESS ENTERPRISE DESIGNATION POINTS FOR SMALL MINORITY/WOMEN OWNED BUSINESS

DCHA will add additional points for Business Enterprise Designations after the technical evaluations have been completed and the competitive range has been established by the Contracting Officer.

Upon determination of the competitive range, each Respondent who has been deemed technically qualified and is within the competitive range can receive additional points if the Respondent is determined to be a Small, Minority or Women-Owned Business Enterprise (S/M/WBE).

The following definitions apply for the DCHA Business Enterprise Designation

“**Small**” means a firm with 500 employees or less.

“**Minority**” means 51% ownership.

“**Women-Owned**” means 51% ownership.

The points will be awarded in the following manner:

| | |
|-------------|--------------|
| Small | = 2.5 points |
| Minority | = 2.5 points |
| Women-Owned | = 2.5 points |

TOTAL MAXIMUM POINTS (to include Bonus)

162.5 POINTS

SECTION F-TIMETABLE (SELECTION PROCESS)

F.1 TIMETABLE

DCHA will endeavor to follow the timetable set forth below; however, the activities and timetable represented below are a guideline only and are subject to change at DCHA's sole discretion and without prior notice:

| | |
|--|---|
| Advertise Date | Sunday, November 03, 2019 |
| Issuance of RFP | Monday, November 04, 2019 |
| Pre Proposal Conference | Tuesday, November 19, 2019 |
| Deadline for Submission of Inquiries/Questions | Thursday, November 21, 2018 |
| Submission of Proposals | Thursday, December 05, 2019 |
| Evaluation Period | Beginning Week of December 9, 2019 |
| DCHA Board Committee Review | TBD |
| Presentation to DCHA Board of Commissioners for Contract Approval (if applicable) | TBD |
| Contract Award | TBD |

DATES IDENTIFIED ABOVE ARE SUBJECT TO CHANGE AT THE SOLE DISCRETION OF DCHA.

ALL PROPOSALS SUBMITTED FOR CONSIDERATION WILL BE REVIEWED BY DCHA. THE RESPONDENT(S) RECEIVING THE HIGHEST RATING, BASED ON THE CRITERIA PRESENTED ABOVE, WILL BE SELECTED AS BEING THE MOST CAPABLE OF PROVIDING THE SERVICES AND SUPPLIES IN A MANNER THAT IS MOST ADVANTAGEOUS TO DCHA, COST AND OTHER FACTORS CONSIDERED. DCHA MAY REJECT ANY OR ALL PROPOSALS THAT ARE DETERMINED NOT TO BE IN DCHA'S BEST INTEREST. IN ADDITION, DCHA RESERVES THE RIGHT TO WAIVE ANY MINOR INFORMALITIES OR MINOR IRREGULARITIES IF IT SERVES DCHA'S BEST INTEREST IN DOING SO.

SECTION G – EXHIBITS, APPENDICES & ATTACHMENTS

G.1 EXHIBITS

[Exhibit 1-](#) Price Proposal

G.2 APPENDICES

[Appendix I-](#) DCHA Pest Services Property Listing

G.3 ATTACHMENTS

[Attachment A-](#) HUD 5370 General Conditions for Non-Construction Contracts
Section I

[Attachment B-](#) Tax Certification Affidavit

[Attachment C-](#) Non-Collusive Affidavit

[Attachment D-](#) Certificate of Eligibility

[Attachment E-](#) Contract Compliance Requirements

[Attachment F-](#) Payments to Subcontractors and Suppliers Certificate

[Attachment G-](#) HUD Representations, Certifications of Offerors (Non-
Construction)

[Attachment H-](#) Statements of Bidders Qualifications

[Attachment I-](#) Conflict of Interest Certification

[Attachment J-](#) Section 3 Action Plan

[Attachment K-](#) Section 3 Contract Compliance Agreements

Attachment L- [RESERVED]

[Attachment M-](#) HUD 5369 Instructions to Bidders for Contracts Public and Indian
Housing Programs

[Attachment N-](#) Wage Determination