

REQUEST FOR QUALIFICATIONS



IPM Demonstration RFQ

RFQ –UA2018-1

County of San Mateo

Environmental Health Services

Release Date: February 27, 2018

Responses must be Received
by 5:00 p.m. Pacific Standard Time
on Monday, March 19, 2018

**REQUEST FOR QUALIFICATIONS
FOR
IPM DEMONSTRATION**

Responses must be submitted electronically to
cknowles@smcgov.org
By 5:00 p.m. Pacific Time on Monday, March 19, 2018

RESPONSES WILL NOT BE ACCEPTED AFTER THIS DATE AND TIME

Note regarding the Public Records Act:

Government Code Sections 6250 *et seq.*, the California Public Record Act, defines a public record as any writing containing information relating to the conduct of the public business. The Public Record Act provides that public records shall be disclosed upon written request and that any citizen has a right to inspect any public record unless the document is exempted from disclosure.

Be advised that any contract that eventually arises from this Request For Qualifications is a public record in its entirety. Also, all information submitted in response to this Request For Qualifications is itself a public record **without exception**. Submission of any materials in response to this Request For Qualifications constitutes a waiver by the submitting party of any claim that the information is protected from disclosure. By submitting materials, (1) you are consenting to release of such materials by the County if requested under the Public Records Act without further notice to you and (2) you agree to indemnify and hold harmless the County for release of such information.

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SECTION I – GENERAL INFORMATION

A. STATEMENT OF INTENT

As outlined in more detail in Section II – Scope of Work, This RFQ seeks responses from any and all qualified agencies or individuals to provide Integrated Pest Management (IPM) services. The current socio-economic circumstances have contributed to an increase in the number of multifamily residential properties negatively affected by pest infestation during consecutive years (OR extended periods of time). Conventional housing practices lack effective technical and cultural solutions to safely reduce or eradicate pest presence. San Mateo County Environmental Health Services will implement an IPM Demonstration Project at a multifamily property in San Mateo County to display proven prevention and exclusion techniques capable of reducing pest populations and the need for long term pesticide treatment.

B. THE REQUEST FOR QUALIFICATIONS PROCESS

The County of San Mateo seeks by way of this RFQ to survey qualified providers about their knowledge and expertise regarding the provision of IPM services, or similar services, as indicated. Agencies or individuals must be able to show that they are capable of performing the services requested. Such evidence includes, but is not limited to, the respondent's demonstrated competency and experience in delivering services of a similar scope and type and local availability of the respondent's personnel and equipment resources.

The information in this RFQ is in no way final nor does it represent what may be contained in a future RFP. This RFQ does not constitute a commitment to issue an RFP, award a contract, or pay any costs incurred in the preparation of a response to this request.

SECTION II – SCOPE OF WORK

A. DESCRIPTION

San Mateo County Environmental Health Services will implement an IPM Demonstration Project at a multi-family residential property in San Mateo County. The objective is to display IPM methods focused on proven pest exclusion, housekeeping and other prevention techniques capable of reducing and eliminating pest populations. This experience will provide the justification and motivation for future residential IPM projects to successfully reduce pest populations by addressing the causes of infestation and reducing dependence on long term pesticide treatment.

Request for IPM Services

- Conduct a family-oriented IPM orientation meeting to stakeholder families in a culturally sensitive format.
- Deliver detailed IPM services and plans.
- Develop pest exclusion priorities.

- Organize and conduct a cleanup event at the property. Assist renters in disposing of small and bulky items that create clutter.
- Organize and conduct IPM Training:
Provide on-site IPM training to property owner staff, including property management and liaisons, current pest management professional contractor, and maintenance and repair staff and contractors.

B. ADDITIONAL REQUIREMENTS/CONSIDERATIONS

Provide Experience, References, Work Plan, and Proposed Cost

- Proof of company IPM Provider certification
- Experience of firm and specific staff assigned to complete the work, including description of experience with similar projects
- References from other customers who procured similar projects
- Contractor's proposed methodology, work plan and time line to complete the scope of work
- Proposed cost to complete the work/service

Performance Indicators and Expectations

- Ability to demonstrate successful implementation of residential IPM at a minimum of five (5) properties.
- A minimum of three (3) years of successful IPM experience in residential communities.
- Willingness to train property owner's current Pest Management Professional during IPM Demonstration Project implementation.

SECTION III – GENERAL TERMS AND CONDITIONS

Read all Instructions. Read the entire RFQ and all enclosures (if any) before preparing your response.

Questions and Responses Process. Submit all questions relating to this RFQ to Cynthia Knowles at cknowles@smcgov.org.

All questions must be received no later than 5:00 p.m. on Tuesday, March 6, 2018.

Contact with County Employees. As of the issuance date of this RFQ and continuing until the final date for responses, all respondents are specifically directed not to hold meetings, conferences, or technical discussions with any County employee for purposes of responding to this RFQ except as otherwise permitted by this RFQ.

Respondents may submit questions or concerns using the questions and answers process as stated above.

Miscellaneous. This RFQ is not a commitment or contract of any kind. The County reserves the right to pursue any and/or all ideas generated by this RFQ. The responses

shall be used to determine the respondent's ability to render the services to be provided. The failure of a respondent to comply fully with the instructions in the RFQ may eliminate its response from further evaluation as determined at the sole discretion of the County.

SECTION IV – REQUEST FOR QUALIFICATIONS PROCEDURE

This section describes the general RFQ procedure used by the County, and the remaining sections of this RFQ list the requirements.

A. TENTATIVE SCHEDULE OF EVENTS

EVENT	DATE
Release Request for Qualifications	February 27, 2018
Questions Submitted to County Deadline	March 6, 2018
Release Responses to Questions	March 12, 2018
RFQ Response Deadline	March 19, 2018
Review of Responses ⁽¹⁾	March 23, 2018

(1) Dates are subject to change

B. SUBMISSION OF RESPONSES

Responses: The RFQ response must be submitted via email by 5:00 p.m. Pacific Standard Time on Monday, March 19, 2018.

All responses must be received by the stated date and time in order to be considered for review. The County will not be responsible for and may not accept late responses due to slow internet connection, or for any other electronic failure.

C. RESPONSE REVIEW AND SELECTION

During the review process, the County may require a respondent's representative to answer specific questions orally and/or in writing. The County may also require a visit to the respondent's offices, other field visits or observations by County representatives, or demonstrations as part of the overall RFQ review.

Responses to this RFQ must adhere to the format detailed in Section V - RESPONSE SUBMISSION REQUIREMENTS. The criteria used as a guideline in the review will include, but not be limited to, the following:

- Firm qualifications and experience, including capability and experience of key personnel and experience with other public or private agencies to provide these services

- Proposed approach, including clarity of understanding of the scope of services to be provided and appropriateness of the proposed solution/services
- Customer service
- History of successfully performing services for public or private agencies
- Ability to meet any required timelines or other requirements
- Cost to the County for the primary services described by this RFQ
- References
- Compliance with County RFQ and County requirements

SECTION V – RESPONSE SUBMISSION REQUIREMENTS

The response should be submitted in the following format:

A. GENERAL INSTRUCTIONS

All responses should be typewritten or prepared on a computer and have consecutively numbered pages, including any exhibits, charts, and/or other attachments.

All responses should adhere to the specified content and sequence of information described by this RFQ.

Submit one (1) complete electronic (PDF, Microsoft Word document, etc.) version of your response and any required attachments to the Environmental Health Services Healthy Homes Program Coordinator: cknowles@smcgov.org

B. COVER LETTER

Provide a one page cover letter on your letterhead that includes the address, voice and facsimile numbers, and e-mail address of the contact person or persons. List the name of each person authorized to represent the respondent in negotiations.

C. RESPONSE CONTENT AND FORMAT

1) Response Narrative (5 pages maximum)

Items below contain brief descriptions of material that must be included in this response.

o Summary of Qualifications

Describe the agency's history, mission, programs, and services it provides; administrative structure; and experience in providing similar services. With the history include length of time in business, and any experience working with public agencies. Describe how this program will fit into your overall organization. Attach an organizational chart.

- Cultural Competency
Describe how your agency/program will ensure cultural competence. This may include culturally relevant service features and staffing objectives that reflect cultural and linguistic diversity and that value the cultural diversity of San Mateo County.
- Service Methodology
Describe your service model and approach to addressing the service needs of the target population, your approach to working collaboratively with multi-agency partners, and the geographic area of the County, if applicable.
- Staffing – Organizational Capacity
Describe proposed staff and their duties, including disciplines and degrees, as appropriate. Describe your process for initial and ongoing licensing checks, including waivers. Describe current and ongoing training and experience of staff to ensure client needs will be addressed. Identify the person who will be overseeing the County account. Provide the level of education, background and experience that this person has.
- Implementation Timeline
Describe your proposed implementation work plan, including timeline for the implementation of services. Demonstrate the capacity to implement the program by April 30, 2019.
- Start-up Requirements
Describe start-up requirements (if any) and the lead-time necessary to begin providing services as a part of your implementation plan above.
- Quality Assurance
Describe criteria for how potential employees are screened and what their qualifications are. Describe how you guarantee quality services over time. Describe measurements/metrics/deliverables/assessments you will provide on at least an annual basis to allow the County to assess the services you will provide.
- References
Include three references recently familiar with the quality and reliability of the respondent's work. Include the name, mailing address, contact person, and phone number for each reference.
- Insurance
The County has certain insurance requirements that must be met. In most situations those requirements include the following: the contractor must carry \$1,000,000 or more in comprehensive general liability insurance; the

contractor must carry motor vehicle liability insurance, and if travel by car is a part of the services being requested, the amount of such coverage must be at least \$1,000,000; if the contractor has two or more employees, the contractor must carry the statutory limit for workers' compensation insurance; if the contractor or its employees maintain a license to perform professional services (e.g., architectural, legal, medical, psychological, etc.), the contractor must carry professional liability insurance; and generally the contractor must name the County and its officers, agents, employees, and servants as additional insured on any such policies (except workers compensation). Depending on the nature of the work being performed, additional requirements may need to be met.

- Cost Analysis and Budget for Primary Services
 - Provide a detailed explanation for all costs associated with your providing the requested services.
 - Include costs associated with start-up requirements, if such requirements were included above.

2) Response Submissions

Submit one (1) signed, original response electronically to Cynthia Knowles, Healthy Homes Program Coordinator, at cknowles@smcgov.org. Responses must be signed by the respondent. An unsigned response may be rejected. A response may be signed by any authorized agency representative of the respondent.

3) Response Due Date

All responses must be received by **5:00 p.m. on Monday, March 19, 2018**. Responses are not considered complete unless they include one (1) original including original signature of respondent. Address responses to:

Cynthia Knowles, Healthy Homes Program Coordinator
E-mail: cknowles@smcgov.org
San Mateo County Environmental Health Services
2000 Alameda de las Pulgas, Suite 100
San Mateo, CA 94403

Any responses submitted after 5:00p.m. on Monday, March 19, 2018, may be rejected by the County as not meeting the requirements of this RFQ.