



# **The Ins and Outs of IPM Contract Management for Municipalities**

# IPM Definition

- The careful consideration of all available pest control techniques and
- The subsequent integration of appropriate measures
  - that discourage the development of pest populations
  - that keep pesticides and other interventions to levels that are economically justified
  - that reduce or minimize risks to human health and the environment.
- Emphasizes the least disruption to ecosystem and encourage natural pest control methods

Food and Agriculture Organization of the United Nations

# The Agency and the PMP

- The Agency has prime responsibility for pest control.

Why?

# The Agency owns & manages key assets



The Building



# Landscaping



# Staff





# Goods Coming In



# Goods Going Out (Sanitation)





# The PMP is a Consultant

- Helps pre-empt and avoid pest problems
- Identifies pests and conducive conditions
- Advocates for IPM
- Makes recommendations for solving problems
- Evaluates recommendations with the customer

# The PMP Implements Pest Management

- Monitoring & inspection
- Education of building occupants
- Non-chemical & chemical controls

# The 2 of You Must Form a Partnership





# Your Roles and Responsibilities

- Primary responsibility for pest control
- Determine the goals of the program
- Determine the scope of work
- Determine the pests included in contract
- Administer the program

# Role of the PMP

- A consultant in pest management
- Implements pest management plans

# It's Best to Hire a Certified Company



These are only for structural IPM.



# Be Clear about What You Want

- Specify that you require the company's Certified Service
- Specify that the company must use the most up-to-date standards

# If you can't hire a certified company...

- If the company is not certified, require that they follow the EcoWise Certified IPM Process
- It will be important to monitor closely at first

[Ecowisecertified.com](http://Ecowisecertified.com)

Under “About Ecowise”



# Be Aware of Restrictions on PMPs

DO NOT make PMPs claim  
their services are “safer” or  
“better for the environment”



# Procurement

- Invitation to Bid (Sealed bid or Low bid)
  - Best qualified companies may not bid
- RFP (Source Selection)
  - More complex process
  - More control over outcome
- Purchase Order

# Pricing

#1 Reason for Poor Service:

*Not paying enough*

Cost of Pest Control is  
small compared to other  
agency costs.



# Contract Specs: Scope of Work



- Keep it simple
- Avoid excessive reporting requirements
- Don't micro-manage

# Good contractors will do what the customer asks.

- You must know what you want and have it spelled out clearly.
- Specifying expectations and responsibilities in the contract is especially important if the Permittee has little knowledge of IPM and structural & landscape pest management.

# Contract Specs, cont.

Contract separately for  
specialized services





# NOTE: Pests a City Can Most Likely Handle on their Own



Mice



Cockroaches



Ants



Rats



Spiders

# Contract Specs, cont.

How will you choose pesticides if they are needed?



# Choosing Pesticides

- EcoWise Certified
  - Set of criteria
  - List of examples of structural pesticides
- San Francisco
  - Set of criteria
  - Approved list for SF bldgs, grounds & other
- Palo Alto
  - Set of criteria

What if you aren't big enough  
to need a full time contractor?



# For Structural Pest Control

there are several ways to get service:

- Hire a contractor for occasional or unusual problems (on call)
- Hire a contractor by the hour
- Establish a Preferred Vendor Contract with a pest control company



# Hiring for Occasional Problems

- Be specific about what you want
- Create a scope of work that requires IPM
  - “Pest Control” is not a scope of work
  - It’s an outcome of some kind of treatment



# By the hour

Make sure the company understands you want the 7 points covered in their service.

# Establishing a “Preferred Vendor” contract

- More appropriate for a larger city?
- Develop an RFP with scopes of work for pests of concern
- Send to a number of companies asking them to bid on and improve the scopes
- Encourages competition/perfects scopes
- Winner is “Preferred Vendor”, but is not guaranteed work

Now that you've got an IPM provider, what do you do?



# The IPM Coordinator





# Role of the IPM Coordinator

- #1, biggest, most important thing:  
**PAY ATTENTION to what's going on!**
- Monitor contract compliance
- Communicate with the contractor
- Be the point of contact between staff and contractor
- Collect data
- Write reports

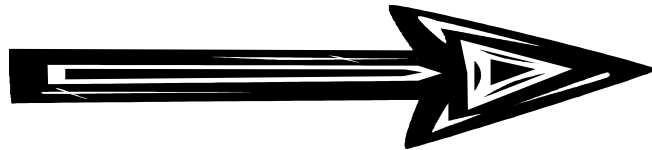
# Insist on Good Communication with the Service Provider



# Understand the Contract

- Be familiar with what you're requiring from the contractor.
- Monitor their work.
- Ask for help/clarification from the contractor.

Things to consider as you  
develop your IPM program



# Posting/Notification of Pesticide Use

Contra Costa Co., Santa Clara Co., & San Francisco all use permanent signs in buildings for a limited # of least-toxic pesticides.

## Public Notice

### PESTICIDAL BAITS AND OTHER PESTICIDES THAT MAY BE USED AT THIS FACILITY

This information is provided by Contra Costa County's Facilities Division in accordance with the County's pesticide use posting policy. The following materials can be used without individual noticing.

Pest management in County facilities follows EcoWise Certified Standards for Structural Integrated Pest Management (IPM). (To view the written standards go to [www.ecowisecertified.org](http://www.ecowisecertified.org)) It is the County's policy to give preference to non-pesticide alternatives whenever and wherever possible. If pesticides are necessary, they will be chosen from among those listed below.

PRODUCT NAME	ACTIVE INGREDIENT	TARGET PESTS	Inside	Outdoors
Niban Granular Bait	Boric Acid	Ant, roaches		•
MF FC Ant Bait Stations	Fipronil	Ants	•	•
MF FC Roach Bait Stations	Fipronil	Roaches	•	
MF FC Roach Gel	Fipronil	Roaches	•	
Genrol Pestit Source & Genrol Concentrate	Hydrogen peroxide	Roaches, drain flies, pantry pests	•	
Advion Ant Gel	Indoxacarb	Ants	•	•
Advion Ant Bait	Indoxacarb	Ants	•	•
Advion Roach Bait	Indoxacarb	Roaches	•	
Oh Yeah!	Sodium lauryl sulfate	Insects	•	•

PRODUCT NAME	ACTIVE INGREDIENT	TARGET PESTS	Inside	Outdoors
Agnique	Poly (oxy-1,2-ethanediyl), o-isooctadecyl-4-hydroxy	Mosquitoes		•
Vectox WSP	<i>Bacillus thuringiensis</i>	Mosquitoes		•
PiGNX caulking gel	Cyanoacrylate	Pigeons		•
Advance Liquid Ant Bait	Borax	Ants		•
Terro Liquid Ant Bait	Sodium tetraborate decahydrate	Ants	•	•
Avert Roach Gel	Abamectin	Roaches	•	
Avert Roach Bait	Abamectin	Roaches	•	
Safer Ant & Crawling Insect Killer	Diatomaceous earth	Crawling insects	•	•
Mother Earth Granules	Boric Acid	Ants, Roaches		•

THE LABELLED HAZARD SIGNAL WORD FOR EACH OF THE PESTICIDES LISTED ABOVE IS CAUTION.

For information regarding specific areas treated, specific products used, and this policy in general, contact: ROLAND HINDSMAN at 925-313-7052





# Quality Assurance

To intelligently evaluate, you need the  
IPM Coordinator.

One way is to  
measure declining  
calls for service.

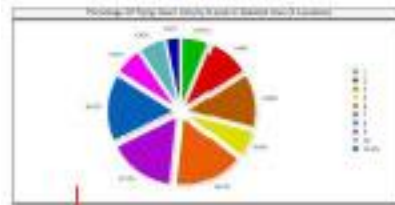
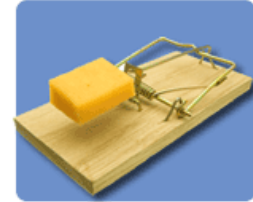


# The IPM Continuum

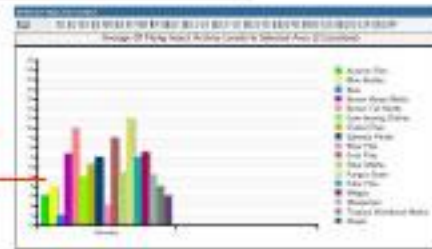
From



To



Ranbake Pest Control  
Pest Net Online  
TREND ANALYSIS  
GRAPHS



# Where to get help:

- Colleagues: Bay Area IPM Coordinators' Group
  - Next meeting is November 16, 2018 in Alameda
- EcoWise Certified IPM Contracting Tool Kit:  
[ecowisecertified.com](http://ecowisecertified.com)
- Tanya Drlik, [tdrlik@hsd.cccounty.ca.us](mailto:tdrlik@hsd.cccounty.ca.us)  
925-335-3214

Features	EcoWise	Green Shield	GreenPro
<b>Independent, Third Party Certification</b>	Yes	Yes	No
<b>Certification Focus</b>	Companies and Practitioners	Companies	Companies and Practitioners
<b>Verification of Competence</b>	<ul style="list-style-type: none"> <li>Practitioner takes online EC training and passes test before certification</li> <li>Certified practitioner performs or oversees work at customer account</li> <li>Company submits written IPM protocol for one pest as an example of their practices</li> <li>Company submits documentation for 20 IPM services at 7 accounts</li> <li>Records review and onsite evaluation before certification</li> </ul>	<ul style="list-style-type: none"> <li>Company provides training for practitioner which includes written IPM protocols for common pests</li> <li>Records review and onsite evaluation before certification</li> </ul>	<ul style="list-style-type: none"> <li>Practitioner takes GP training and passes test before certification</li> <li>Certified practitioner performs work at customer account</li> <li>Company provides affidavit stating that they comply with GreenPro requirements. Each year 10% of GP companies are randomly selected to receive an onsite records review and onsite evaluation</li> <li>No onsite evaluation of the company or service is required before certification</li> </ul>
<b>Pesticides Used</b>	<ul style="list-style-type: none"> <li>Published standards showing evaluation criteria, approved list of active ingredients and example products</li> <li>Specific products the company uses are approved in advance of certification</li> <li>Exceptions and deviations are submitted for advance approval by EC Program Manager</li> </ul>	<ul style="list-style-type: none"> <li>Published standards showing evaluation criteria</li> <li>Specific products the company uses are approved in advance of certification</li> <li>Exceptions and deviations are submitted for advance approval by GS Program Manager</li> </ul>	<ul style="list-style-type: none"> <li>Partial evaluation criteria are published but the "Product Rating System Guideline" is not available to the public</li> <li>Practitioners determine with the customer what pesticides may be used based on formulations and use patterns (a simplified risk assessment)</li> </ul>
<b>Website</b>	<ul style="list-style-type: none"> <li><a href="http://www.ecowisecertified.org">www.ecowisecertified.org</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="http://www.greenshieldcertified.org">www.greenshieldcertified.org</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="http://www.certifiedgreenpro.org">www.certifiedgreenpro.org</a></li> </ul>