



MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: JILL NIELSEN, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JW*

DATE: OCTOBER 4, 2017

SUBJECT: **NEW CONTRACT: BEST PEST SERVICE, INC. (FOR-PROFIT)**
FOR PROVISION OF HEAVY CLEAN-UP AND PEST CONTROL
SERVICES FOR SENIORS AND ADULTS WITH DISABILITIES
(AWD)

CONTRACT TERM: 11/1/17 – 6/30/18

CONTRACT AMOUNT:

	<u>New</u>	<u>Contingency</u>	<u>Total</u>
	\$70,000	\$7,000	\$77,000

ANNUAL AMOUNT:

	<u>FY 17/18</u>
	\$70,000

FUNDING SOURCE:

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$21,000	\$49,000	\$0	\$7,000	\$77,000
PERCENTAGE:	30%	70%	0%		100%

The Department of Aging and Adult Services (DAAS) requests authorization to enter into a contract agreement with Best Pest Service, Inc. for the time period beginning November 1, 2017 and ending June 30, 2018, in the amount of \$70,000 plus a 10% contingency of \$7,000 for a total not to exceed amount of \$77,000. The purpose of the contract is to reduce the risk of eviction of Adult Protective Services (APS) clients who are in violation of San Francisco Health and Building Codes by providing heavy clean-up and Pest Control services.

Background

Adult Protective Services (APS) is a state-mandated program within the Department of Aging and Adult Services. The program’s clients are elder or dependent adults that are incapable of self-care and self-protection due to physical or mental limitations, incompetence or poor health.

Many of the program clients are at risk of eviction because they are in violation of San Francisco Health or Building Codes. These violations are typically brought about by conditions of severe hoarding, clutter, and/or filth within the client's residence, which may be compounded by infestations of bedbugs, roaches, fleas, rodents, and/or other pests. Rectification of these violations through heavy clean-ups and/or pest control services promotes safety, increases client well-being, and prevents displacement.

Services to be Provided

Contractor will perform clean up and infestation preparation services at the request of Adult Protective Services Workers and with the permission of Adult Protective Services clients. Prior to rendering services, contractor will visit the client in the home to evaluate work needed, and provide a written estimate to the APS program with the scope of the project and the estimated cost. The written estimate will include a detailed cost of each aspect of the service that is proposed to be rendered. All estimates are reviewed and approved by the APS Program Director.

Contractor will perform heavy clean-up and/or the coordination of pest control services as required and as authorized by the APS Program Director and by the APS client. Clean-up services will focus on reducing health and safety risks to the client and assisting clients to fix Health and Building Code violations. Contractor shall collaborate with APS during the clean-up process to ensure minimal negative impact on the client.

For more specific information regarding the services to be provided to the target population, please refer to the attached Appendix A.

Selection

Contractor was selected through RFP (Request for Proposal) #765, which was issued in June, 2017

Funding

This contract will be funded through State and City and County funds.

Attachments

Appendix A – Services to be Provided

Appendix B – Calculation of Charges

APPENDIX A - SERVICES TO BE PROVIDED
Best Pest Service, Inc.
Heavy Clean-up Services for Seniors and Adults with Disabilities
November 1, 2017 – June 30, 2018

I. Purpose of Contract

The purpose of the contract is to reduce the risk of eviction of Adult Protective Services (APS) clients who are in violation of San Francisco Health or Building Codes as a result of conditions of hoarding, clutter, and/or squalor. This contract will promote stable housing for vulnerable seniors and adults with disabilities by providing heavy clean-up and/or coordination of pest management services for those clients who are living in hazardous conditions. Services will only be provided to APS clients with the express authorization and consent of the client.

II. Definitions

Contractor	Best Pest Service, Inc.
APS	Adult Protective Services, a Program of DAAS
DAAS	San Francisco Department of Aging and Adult Services, a Department of the Human Services Agency
DPH	San Francisco Department of Public Health
HSA or Agency	San Francisco Human Services Agency

III. Target Population

The target population for these services is limited to vulnerable adults who are also low income seniors and/or adults with cognitive or physical disabilities (AWD) served by the APS program.

IV. Description of Services

Contractor shall provide the following services during the term of this contract:

- Contractor shall recommend and provide heavy clean-up and pest management strategies using the latest Integrated Pest Management (IPM) methods, provide EPA-approved disclosures related to proposed pesticide usage, and ensure that pest management strategies are:
 - Least disruptive of natural controls;
 - Least hazardous to human health;
 - Least toxic to non-target organisms;
 - Least damaging to the environment;

- Most likely to produce a permanent reduction of the pest population;
 - Easiest to carry out effectively;
 - Least disruptive to the resident in the unit; and
 - The most cost-effective solution over the short and long-term.
- Contractor shall perform heavy clean-up and/or the coordination of pest management services as specified and coordinated by APS (Adult Protective Services) or designated partners from the Department of Public Health. Referrals will be made to the Contractor by the APS or DPH partners via phone.
 - Contractor shall collaborate with APS and DPH partners during the clean-up process to ensure minimal negative impact on the client.
 - If specified by APS, Contractor shall provide one-time pest treatment preparation services as follows:
 - Contractor will conduct a general cleaning of the unit in preparation of pest control service.
 - Contractor will discard all trash and items deemed too infested to remain in unit, placing bagged items in approved on-site containers for pick-up.
 - Contractor will vacuum all cracks and crevices on all items to remove pests and pest-produced waste prior to treatment.
 - Contractor will determine what clothing, bedding, and other washable items must be removed or washed by a service. Contractor will bag items, and coordinate cleaning and/or hauling services.
 - Contractor will execute coordination with management to arrange treatment of the unit by their pest control company of choice.
 - Contractor will possess and maintain all current and necessary licenses and permits to perform the scope of work and conduct the vendor's business.

V. Location and Time of Services

- Contractor will provide services in the homes of APS clients. Contractor will only enter the residence when permission is granted by the APS client. Contractor will only provide services when granted permission by the APS client. Contractor will coordinate the timing of the provision of services with designated APS staff, taking into account special circumstances and needs of the client that will be served.

VI. Service Objectives

- In 100% of referred cases, contractor will respond within 3 working days by visiting the client's residence in person and sending photos (minimum 1-2

photos) to the assigned APS social worker of area to be cleaned, unless client insists no photographs are taken.

- In 100% of referred cases after an in-person assessment, contractor will provide a written estimate within 2 working days detailing the clean-up service(s) needed and the cost of the service(s) needed using APS Heavy Cleaning Assessment form provided.
- In 100% of referred cases in which APS has given verbal consent, contractor will provide the client with receptacles and instructions to store valuables prior to the clean-up date within 5 working days.
- In 100% of referred cases after completion of the heavy cleaning, Contractor will send photo of the cleaned site to the assigned APS social worker and indicate the work has been completed, or if any follow-up is required.

VII. Outcome Objectives

- A minimum of 90% of clients served will have their place of residence restored to a safe and clean state.
- A minimum of 90% of clients served will have a reduced risk of eviction.
- A minimum of 90% of clients served will have resolved their Health Code violations as cited by the Department of Public Health as well as Building Code violations as cited by the Department of Building Inspection.
- A minimum of 90% of clients served involving hoarding/cluttering will have their residences restored to a score of 1-3 out of 9 on the Cluttering Index Rating.

VIII. Reporting Requirements

- A. Contractor will provide a **monthly** report of activities, referencing the tasks as described in Section VI & VII - Service and Outcome Objectives. Contractor will enter the monthly metrics in the CARBON (Contracts, Administration, Reporting, and Billing Online) database by the 15th of the following month.
- B. Contractor will provide an **annual** report summarizing the contract activities, referencing the tasks as described in Section VII & VIII- Service and Outcome Objectives. This report will also include accomplishments and challenges encountered by the Contractor. Contractor will enter the annual metrics in the CARBON database by the 15th of the month following the end of the program year.
- C. Contractor will provide Ad Hoc reports as required by the Department.
- D. For assistance with reporting requirements or submission of reports, contact:

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APPENDIX B – CALCULATION OF CHARGES
Best Pest Service, Inc.
Heavy Clean-up Services for Seniors and Adults with Disabilities
November 1, 2017 through June 30, 2018

I. The City and County will reimburse the contractor for services provided based on the following schedule of rates:

Standard pest preparation for treatment with light cleaning			FY17/18
SRO	\$500	per unit	\$3,500
Studio	\$600	per unit	\$4,200
One bedroom	\$700	per unit	\$2,800
Two bedroom	\$1,000	per unit	\$2,000
Three bedroom	\$1,300	per unit	\$1,300
Additional services in conjunction with preparation			
Inspection	\$0		\$0
Bed bug treatment	\$50	per treatment	\$300
Roach treatment	\$150		\$900
Flea treatment	\$160	per 300 Sq. Ft.	\$160
Lice treatment	\$160	per 300 Sq. Ft.	\$160
Mice treatment	\$100	per visit	\$1,000
Additional cleaning	\$50	per man hr.	\$24,300
Storage container fee	\$15	per container	\$480
Hazmat removal	\$100		\$4,400
Debris removal	\$1,200	per 18 cu. Yd.	\$17,856
Laundry	\$1.50	per pound	\$6,344
Cancellation charges			
Service	\$0		
Service in conjunction with hauling on the day of service	\$300		\$300
Total			\$70,000

II. Total Contract Amount

For Fiscal Year 2017-2018, the contract amount will not exceed \$70,000.

With inclusion of 10% contingency, total contract amount is not to exceed \$77,000.

III. Contractor will invoice the City and County on a monthly basis for actual services provided.