



Integrated Pest Management (IPM) Plan
for

Carnegie Mellon

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Prepared for:
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I. INTRODUCTION

Thank you for the opportunity to present this proposal for comprehensive, integrated pest management services for Carnegie Mellon University. We have a proven record of delivering superior, “best in class” pest control service for universities and educational facilities and are confident we are the ideal vendor-partner for your pest management program.

Witt is based in Pittsburgh, Pennsylvania (just 5 minutes from your campus), and is the area’s oldest pest control company, established in 1908. We provide a comprehensive and proactive service dedicated to the protection of our customers’ health and property. We are readily equipped to meet the needs for increased specialization in the handling of a wide variety of pest management issues and provide our customers with service and materials that reflect the latest advances in pest solutions technology.

We are the 1st company in Pennsylvania and 13th in the country to be endorsed by the IPM Institute of North America as Green Shield Certified for our commercial service, SmartPM®. There are many other aspects of our company that demonstrate the Witt Difference and the value and distinction behind our service which include:

- **Quality Pro Certification:** the mark of excellence in the pest management industry endorsed by the National Pest Management Association, for attaining superior hiring, service and operational standards, and a continuing commitment to environmentally responsible service. Being a Quality Pro certified company is complementary to CMU’s standards for excellence;
- **Advanced Technology:** using handheld devices for electronic recordkeeping for better documentation, reporting, communication, service and results; and
- **A Proactive Service Approach:** a philosophy that far exceeds the normal reactive pest control practices employed by our competitors.

We recognize and understand Carnegie Mellon University’s need for a comprehensive and proactive integrated pest management plan as a component of facilities management. That’s why we offer our SmartPM® program which delivers a superior service level and environmentally sound results, by not only solving pest problems but by identifying and eliminating conditions conducive to future pest issues, rather than relying on pesticides.

II. PESTS INCLUDED (AND EXCLUDED)

Consistent with the Scope of Work contained in the Request for Proposal (RFP #CMU-20130430), section 3.3, service would be designed to prevent and/or eliminate indoor and outdoor populations of rats, house mice, roaches, common ants, spiders, flying

insects and all other general insects such as silverfish, crickets and millipedes.

This service plan does not provide coverage for wood destroying insects such as carpenter ants and termites; stinging insects such as bees and wasps; wildlife such as birds, raccoons and squirrels; and specifically does not provide coverage for bed bugs. However, services are available for these pests at an additional charge (Please refer to Attachments for itemized pricing).

III. INTEGRATED PEST MANAGEMENT (IPM) SERVICE PROCEDURES

1. Integrated Pest Management Methods

Non-chemical, integrated and preventative approaches are the *first* line of defense under this Plan for CMU. Pesticides are only used as the last resort and any products used must meet the criteria for a reduced risk, eco-conscious alternative.

We will take a graduated approach to pest control for CMU, first addressing structural, sanitation and/or operational actions to inhibit pests, next using monitoring and trapping devices, and only using pest control products if previous non-chemical steps have first been implemented. Methods chosen for preventing and/or eliminating pest problems will be based on specific thresholds.

The following describes these phases along with conditions requiring application, methods of application, and rationale for each use, and action thresholds for each category of pest.

A. Structural/Sanitation/Operational Actions

We always, as a first step, use non-chemical means to address pests. We will identify areas like food sources, penetrations/access points into the buildings, and environmental factors (especially sanitation) that are or could contribute to pest problems. Our technicians are equipped to provide sealing and caulking of small gaps and openings. Any structural deficiencies will be identified and consulted with CMU facilities management. For structural or sanitation issues, critical situations needing immediate assistance or recurring issue that has not been corrected, including photo and details, will trigger an alert to our supervisory team and CMU designated staff for corrective action to be taken.

B. Mechanical and Physical Controls

We used a wide range of monitoring devices for strategic placement and monitoring of pest populations for early detection and elimination. Such controls include insect light traps, ketch-all rodent stations, insect bait and bait stations, early warning insect monitors and other non-chemical methods. We also use self-contained lures, traps and repellents.

For crawling insects, we use early warning devices discreetly placed around the interior as needed and monitored on a regular basis to identify sources or potential sources of pest problems before any substantial infestation occurs. Careful inspections and diagnosis will focus on detecting signs of live, and/or conditions conducive to, insect activity, and resolving the cause(s) whenever possible. Problem resolution may involve sealing cracks and crevices, installing exclusion devices and if necessary, applying reduced toxicity materials in a manner designed to reduce potential for exposure and consistent with product labels and regulatory requirements.

For flying insects, we will also inspect for sources of house fly and small fly activity such as fruit flies. Customer understands that fly infestations are most often related to sanitation and/or structural issues. Customer further understands that their cooperation on housekeeping and maintenance activities is critical in sustaining a pest-free environment. As stated before, such issues will be identified and communicated through our electronic reporting process. Where necessary we can utilize insect light traps (ILTs) and pheromone traps to help detect and suppress pockets of activity.

For rodents, such as Norway rats and house mice, our service technician will carefully inspect the exterior of your building for signs of rodent activity. Any rodent burrows observed will be treated. Where necessary to address outdoor rodent activity, tamper-resistant stations containing rodent baits may be recommended to be securely fastened along the outside walls so that they cannot be removed. Any existing stations will be monitored as part of the scheduled service and checked for activity during each scheduled visit. As part of inspection, each station will be cleaned, maintained and bait will be replenished where needed. The condition and findings of each station will be recorded via technician's handheld device. Our technician will first consult with you on any modifications or additional stations needed. Our service technician will also carefully inspect the interior of the building for rodent activity and any access points that may need to be sealed. If activity or contributing conditions are found, monitoring and trapping devices will be discreetly placed in target areas. Other treatment techniques may also be applied.

C. Product Application

When non-chemical means have been exhausted, we will use select pest management products applied in a limited and targeted fashion. Product is applied through "crack and crevice" injection. By using the non-chemical methods previously described, we are able to treat sources of infestations rather than wide spread symptoms of problems, thus limiting the amount of product applied. (See Attachments for complete product list).

We understand that an IPM Plan includes specific action thresholds to establish baselines for good decision making in regard to when and how the application of pesticides should be made. We feel that it is important to first have a meeting, prior to the rollout of the program, to establish the proper tolerance levels for the specific pests in the different environments at CMU.

2. Special Services

A. Housing Locations

In addition to the IPM routine inspection and treatment on a monthly basis, a more substantial PM inspection and treatment process will occur once a year during the summer for pests. Pricing is provided in the RFP tab of the RFP Bid Form. This service will entail intensive inspections and treatments of all common areas and residential units (including examination for any signs of bed bugs) and an exterior perimeter application. We will first use P.I. (listed in product list) as a flushing agent to uncover any hidden pest problems, followed by an injection of bait and/or residual insecticide via crack and crevice injection to critical areas which will provide residual protection (examples of products to be used would be CyKick C&C, CyKick CS, and MaxForce Roach Bait Gel). A volumetric treatment in areas of concern will be provided where and when needed based on first 2 steps of our treatment process.

B. Fraternities and Sororities (Greek)

In addition to the routine inspection and treatment on a monthly basis, a more substantial PM inspection and treatment process will occur twice a year in early August and in late December during Winter break. Pricing is provided in the RFP tab of the RFP Bid Form. This service will entail inspection and treatment of all common areas and residential units (including examination for any signs of bed bugs) and an exterior perimeter application. We will first use P.I. (listed in product list) as a flushing agent to uncover any hidden pest problems, followed by an injection of bait and/or residual insecticide via crack and crevice injection to critical areas which will provide residual protection (examples of products to be used would be CyKick C&C, CyKick CS, and MaxForce Roach Bait Gel). A volumetric treatment in areas of concern will be provided where and when needed based on first 2 steps of our treatment process.

C. Dining Locations

In addition to the routine inspection and treatment on a monthly basis, a more substantial PM inspection and treatment process will occur four (4) times a year. Pricing is provided in the RFP tab of the RFP Bid Form. This service will entail inspection and treatment of all kitchen, preparation, storage and dining areas, off-hours. We will first use P.I. (listed in product list) as a flushing agent to uncover any hidden pest problems, followed by an injection of bait and/or residual insecticide via crack and crevice injection to critical areas which will provide residual protection (examples of products to be used would be CyKick C&C, CyKick CS, and MaxForce Roach Bait Gel). A volumetric treatment in areas of concern will be provided where and when needed based on first 2 steps of our treatment process.

3. Record Keeping

A. Reporting

We use state-of-the-art mobile technology to accurately capture and report all service information such as type of pest activity, application method, products used, conditions conducive to current or potential pest problems and the recommended corrective actions to be taken. This information will also be recorded on the manual data sheet, copy left in service binder (please refer to Attachments for sample report). Reports are also emailed to designated personnel and all service information is accessible via our secure customer portal. With our electronic data collection and reporting process you are able to have heightened awareness of your IPM program.

B. Sightings Log Book

Consistent with RFP #CMU-20130430, Witt will maintain a centralized service binder, to be located at the Facilities Management Office. The binder will contain: IPM Plan and service schedule for each building, the current label and EPA registration number for each product used in each building, including the Material Safety Data Sheets (MSDS). Location maps and data sheets will also be maintained. The service binder will be checked and maintained pursuant to the directives communicated by CMU building supervisory personnel. Any CMU work orders will be a priority. Upon completion of his/her work, our technician will again see the governing person to report activities and note any items of concern requiring attention.

C. Material Safety Data Sheets (MSDS)

MSDS and labels for any and all products used in the course of service will be included in the service binder and are also available upon request or via our website. Any material used will comply with federal, state and local laws and all applications will be performed in accordance with most effective scientific pest control procedures.

4. Personnel

You will have a dedicated service technician so that you will be able to rely on the same technician and receive a consistent level of service. Before starting any inspection or treatment, the dedicated technician, fully credentialed and with proper identification, will report to the designated person responsible for the governing of the pest management program for CMU.

All of our technicians are Quality Pro Certified, the mark of excellence in our industry, which is an industry-wide certification regulated by the National Pest Management Association. As avid participants in this program, we train and educate our service technicians and sales professionals to exceed your expectations in everything they do. Our participation in Quality Pro also means that we are environmentally responsible in keeping the best interests of our customers the top priority.

Choosing a pest management company can be difficult, but our participation in Quality Pro should make your choice easier. With this “Good Housekeeping” seal of approval, you know that you’re getting the highest level of service and maximum value for your pest management dollars. As strong believers in Quality Pro standards, we adhere to them by:

- Conducting criminal background checks on every employee
- Maintaining a drug-free workplace
- Monitoring vehicle record checks on every employee, assuring safe driving practices in your neighborhood or place of business
- Providing our technicians with vehicles that are safe, clean and easily identifiable
- Furnishing our technicians with uniforms that are easily identifiable
- Educating our technicians and sales employees for more than 60 hours a year about safe Integrated Pest Management (IPM) treatment methods
- Engaging in truthful advertising
- Communicating with customers honestly, and responding promptly and courteously to their concerns
- Agreeing to regular NPMA audits to ensure compliance with QualityPro certification requirements

5. Quality Assurance

Semi-annual reviews will be conducted by our supervisory team. Trending reports will be reviewed with designated personnel and action plans for any critical issues and/or recurring activity or conditions.

6. Service Requests

Follow-up, special and emergency service requested in between scheduled service visits will be responded to on a timely basis and will be provided at no charge for covered pests. Requests can be placed via our website (www.WittPM.com), email (service@wittpest.com) or telephone (412.681.1900 #2). Joe Ryan, our service manager, will be your direct contact.

7. Service Schedule

We understand that the current service schedule is Mondays and Fridays, which we can accommodate or change based on CMU’s requirements. The dining/food service facilities (Dining) will be serviced a minimum of once a week, and the academic/administrative and residential/housing facilities (Non-Dining) will be serviced a minimum of once a month. The schedule for these services will be based on 6-7 dining facilities, and 6-7 non-dining facilities, receiving proactive IPM service per scheduled service day, along with response to any CMU work orders for the day. This is based on our technician spending 2 full days per week at the CMU campus. We would have a meeting prior to rollout of the program to review and finalize the schedule to best accommodate CMU Facilities Management, food service staff and the students.

IV. ATTACHMENTS

1. RFP Form (RFI, and Bid Form)
2. Sample Service Reports
 - A. Manual Data Log (provided to CMU to be included in service binder)
 - B. Manual Data Sheet (provided by Witt to CMU for each service visit).
 - C. Sample Electronic Data Sheet 1
 - D. Sample Electronic Data Sheet 2
 - E. Customer Portal Screen Shots
 - F. Sample IPM Alert
3. Service Team Member Descriptions
4. Business License
5. Technician Applicator Licenses
6. Product List
7. Additional Services Price List
8. Description of Bed Bug Services
9. Floor Drain Maintenance Information Sheet
10. Witt Commercial Service Brochure