November 7, 2025

2026 – 2031 Pest Control Services in Richmond County – Staten Island DDSOO – IFB SI 112025

Questions and Answers:

Below is a compilation of the questions received for this bid. Questions that were repeated, or of a recurring nature, were consolidated. Thank you very much for your interest.

1. **Question: Can we do site inspections, and if so, who do we contact?**

   Answer: In the IFB, Section 6 on page 4 addresses this.

   6. Site Inspections
   It is the Bidders obligation to visit any and all sites they wish to bid on. OPWDD will make no allowance or concession to the Bidder for any alleged misunderstanding or deception because of quality, character, location, or other conditions. It is the responsibility of the bidder to know the site(s) requirements based upon the service being requested. The telephone number for each site has been provided. It is the Bidders responsibility to set up an appointment with each House Manager to determine the specific requirements of all aspects of the sites in relation to the service to be provided.

   OPWDD has provided phone numbers for all the sites in Exhibit A – Site Listing, pages 28 – 30 in the IFB.

2. **Question: Can you provide the results from the last time this was bid? Can you provide the current contract pricing?**

   Answer: This procurement is in a restricted period; such records will not be provided and are exempt from FOIL until the contract resulting from this IFB is fully executed.

3. **Question: Could OPWDD please confirm whether bidders should include the cost of installing new bait stations at each location as part of their cost for Routine Scheduled Inspection/Treatment or will those be handled as Non-Routine Service/Treatment.**

   Answer: The Contractor will provide new bait stations where needed as part of Routine Scheduled Inspection/Treatment. On Page 20 of the IFB, Under Section C. Service Specification And Frequency - #3. Service Types – a. **Routine Scheduled Inspection/Treatment. "i.** Contractor will provide each location with labor, equipment, materials, and chemicals necessary for the control and elimination

of common indoor insects, arachnids, rodents, and other pests to include, but not necessarily limited to: Ants, Bed bugs (Inspection Only), Bees, Beetles, Booklice, Cluster Flies, Cockroaches, Crickets, Earwigs, Fleas, Flies, Mice, Moths, Rats, Silverfish, Spiders, Termites, Ticks, Wasps."

There is additional information regarding Baits and Placement/Maintenance of Bait Stations and Traps on pages 22 and 23, under D. Chemicals and Materials, numbers 12 and 13, respectively.

4. **Question: Are Non-Routine Service/Treatment calls billed separately from the contract's base monthly cost – such as through individual purchase orders, or should bidders include an estimated allowance for those services in their total bid amount?**

   Answer: Non-Routine Service Calls are included in the contract but are billed separately from the contract's Monthly Routine Scheduled Inspection/Treatment per Site Cost. In the Cost Proposal Form, OPWDD is asking bidders to provide a "Non-Routine Service/Treatment per Site Cost" and have estimated that each site might have 2 occurrences per year. Please note that payment is only made for services rendered.

5. **Question: Approximately how often were Non-Routine or Extra service calls requested per month under the previous contract term?**

   Answer: OPWDD is estimating 2 Non-Routine Service/Treatment occurrences per site per year. Please note that Non-Routine and Extra Service (may be referred to as Emergency Service) calls are NOT the same in the Scope of Work. Non-Routine Service/Treatment is covered by the contract. It is a sudden, disruptive occurrence that can't wait for regular scheduled routine service and that requires response within 24 hours to 48 hours depending on the day. It is billed separately, at the cost provided by the contractor on the Cost Proposal Form. Extra Services (Emergency Services) are not covered by this contract. Extra Services require immediate, same-day service and require a price quotation to be authorized prior to commencement.

6. **Question: For the monthly costs per location, does OPWDD expect pricing to cover inspection and treatment as needed, or is the monthly rate intended for inspection-only services (with treatment billed separately)?**

   Answer: All areas of each location will be inspected and treated **monthly** with the exception being Bedbug treatment.

7. **Question: Could OPWDD please clarify whether the previous contract amount covered inspection and service, or whether additional costs were incurred under separate purchase orders for non-routine work?**

   Answer: There have been significant changes to the scope of work since the previous contract. Comparison is not in the bidder's best interest.

OPWDD would like to reiterate that the cost for Routine Scheduled Inspection/Treatment for each site includes both inspection and treatment. Non-Routine Service/Treatment is also included in this contract and is the service for the sudden, disruptive occurrences that are handled within 24-48 hours. Extra Services, such as immediate same day service, is not part of this scope and would be handled off the contract.

Respectfully,

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