

Pest Control Template User Guide

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1. Pest Control Template User Guide

1.1 Introduction

1.1.1 Purpose

The Facility Support Contract/Base Operations Support (FSC/BOS) Template provides a common framework for Navy-wide performance-based contracts. NAVFAC and DoD policy is to obtain FSC services in a “performance-based” manner. This User Guide describes how to apply the Template to Pest Control services. The Template is to be used for fixed-price negotiated procurements using source selection procedures. Users are encouraged to tailor the application of this template to the unique circumstances of their individual acquisitions. There are a number of things to keep in mind during the tailoring process:

1. Read the General Information User Guide in addition to this User Guide.
2. Pay particular attention to the annotation <<Note to Spec Writer>>.
3. Delete, add, or modify as required, but avoid adding unnecessary “how to” requirements and management prescriptions.
4. When tailoring, be careful not to create conflicts or ambiguities.
5. Be sure ALL the individual elements of the acquisition are consistent and designed for the best overall outcome.

1.1.2 Scope of Pest Control

The Pest Control Template includes all labor, management, supervision, tools, material, supplies, equipment, and transportation required to perform Pest Control, such as industrial, administrative and housing areas of the installation. Services such as control of turf pests and ornamental (i.e., plants, trees and shrubs) pests are included. Also included is change of occupancy pest control services for Family Housing. Repair of damage to a building as a result of pest infestation is not considered Pest Control and is not included in this Template

1.1.3 Annex Alignment to Installation Management Accounting Project

Figure 1 below shows how the Pest Control sub-function aligns with the Navy’s Installation Management Accounting Project (IMAP) Core Business Model (CBM) and Cost Account Codes (CACs). For additional information on IMAP, see the General Information User Guide.

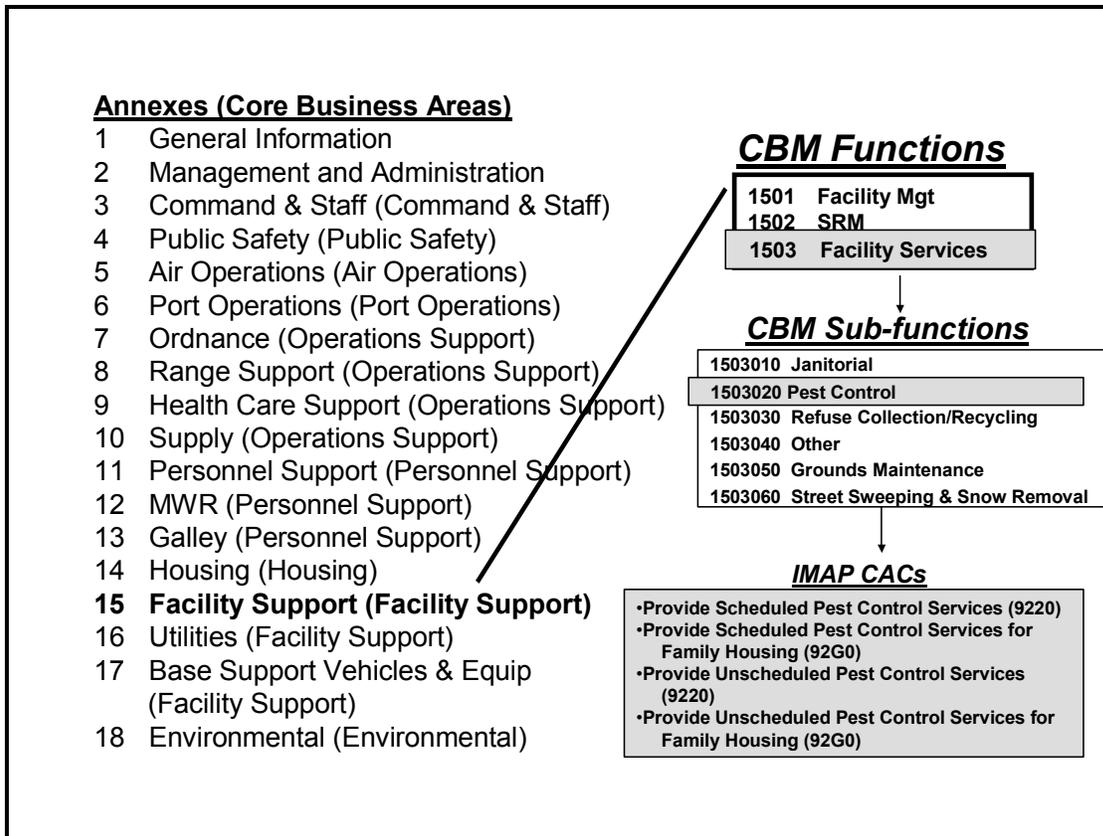


Figure 1. Annex Alignment to IMAP

1.1.4 CAC Definition

Table 1 below shows a partial list of the IMAP 2004 Pest Control CAC definitions. Since CACs change periodically, refer to the IMAP website for the latest. The Pest Control Template may accommodate different cost models such as the Installation Process Model (IPM) used by the Marine Corps.

Title	CAC	Definition
Insect Rodent and Weed Control	9220	Includes the cost of labor and material or contract services for the control and elimination of insects and rodents or other pests. Also includes cost of weed control. Excludes Family Housing Pest Control Work (CAC 92G0).

Table 1. IMAP CACs for Pest Control

1.1.5 Standard Numbering for Pest Control

Figure 2 below shows the standard numbering convention for Pest Control. Annex 15, Facility Support includes three first-tier sub-annexes:

Facility Management (1501)

Sustainment, Restoration and Modernization (1502)

Facility Services (1503)

First-tier sub-annex 1503, Facility Services contains six second-tier sub-annexes: Second-tier sub-annex 1503020 will always represent Pest Control in NAVFAC contracts and is referred to as Specification 1503020. Users are not authorized to edit the numbering convention.

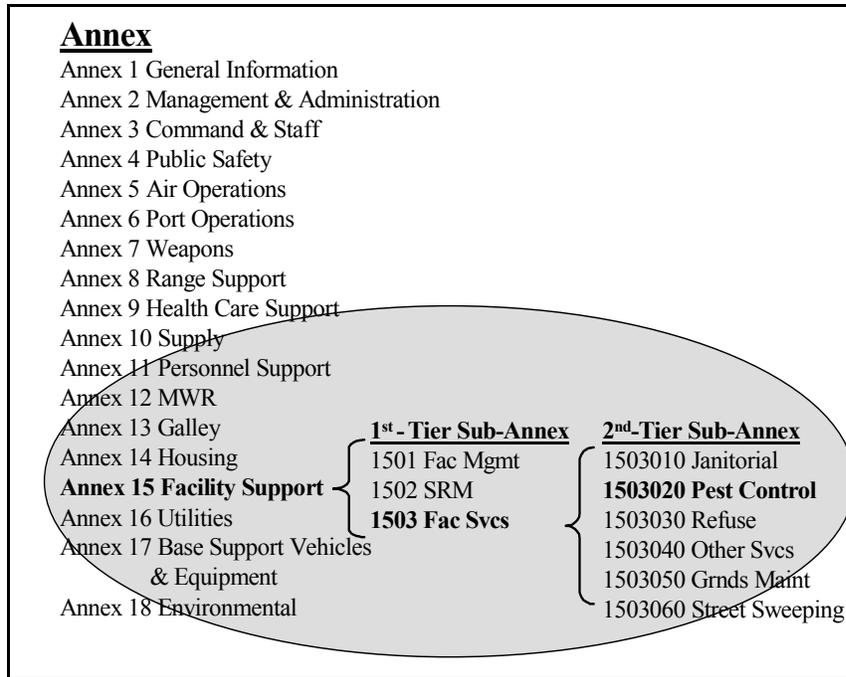


Figure 2. Standard Numbering Convention Example

The numbering convention for specification number xxyyzz0 is:

- The first 2 digits xx represent the annex number (varies from 01 to 18)
- The next 2 digits yy represent the first tier sub-annex number
- The next 2 digits zz represent the second tier sub-annex number
- The last digit is reserved for future use

1.2 Pest Control Template Elements

The Pest Control Template includes specifications and supporting documentation that *supplement* all other required contract regulation, policy and procedure as shown in Table 2 below.

Section	Title	Description
C	Performance Work Statement	Section C contains technical specifications expressing expectations of the work to be performed stated as performance objectives, related information and measurable standards. Annexes 1 and 2 will be included in every solicitation. See General Information User Guide.
F	Deliveries or Performance	Section F contains a summary list of data deliverables/reports applicable to Pest Control.
J	List of Documents, Exhibits, and Other Attachments	Section J contains sample attachments (e.g., pest group sheets, aerial spray operations, frequencies of scheduled work, and ELINs).
L	Instructions, Conditions, and Notices to Offerors or Respondents	Section L contains sample technical proposal questions specific to Pest Control.
-	Functional Assessment Plan (FAP)	The Pest Control FAP provides suggested methods of assessment and sample sizes for accomplishing tiered performance assessment. For additional guidance see the General Information User Guide.

Table 2. Pest Control Template Elements

1.3 Using the Pest Control Template

The Template is intended to be tailored to meet client requirements for Pest Control services. Users should read and understand the entire User Guide before starting the tailoring process. Users must consider all relevant guidelines to ensure that all appropriate topics are addressed.

Throughout the Template you will find the annotation <<Note to Spec Writer>>. Text within these symbols provides additional information and/or advises the user to insert appropriate information such as installation name and frequencies.

1.3.1 Defining Client Expectations

Pre-Planning Meetings and Analyses. The first step in the tailoring process is to determine the client’s expectations in terms of specific performance objectives and standards. An initial review of existing conditions will provide a better understanding of client expectations. Care must be taken to ensure that the client realizes the tradeoff between contract cost and “service level” expectations. In general, it will cost more to get service levels that satisfy higher expectations. Concurrent with understanding client expectations, it is essential to conduct market surveys. This statutory requirement is intended to compare the client’s desired outcomes against the technical, management and pricing alternatives available in the marketplace for satisfying the Government’s requirements.

The next step is to determine whether the client’s requirements are currently contracted, if they are a new requirement, or if they are a result of an outsourcing effort (e.g., OMB Circular A-76). Comparisons should be made with any existing acquisition strategy, in order to optimize requirements for the greatest overall good of all clients and geographic areas. Pre-planning meetings shall be held as necessary to develop a full understanding of all expectations.

The Chief of Naval Operations (CNO) Integrated Process Team (IPT) has developed standard service levels for several functional areas. Service levels will be used for resource programming and budgeting and may require the fund recipients to use the funded service levels in their solicitation. For further guidance see Section 1.3.3, *Service Levels*.

If a Client is not required to use service levels, the appropriate changes must be made to Sections C and J.

Comparison of Template WBS with Client Expectations. The next step is to evaluate site-specific requirements in conjunction with the existing Pest Control Work Breakdown Structure (WBS) for Section C. The WBS is the basis for communication throughout the acquisition process. A WBS defines an acquisition in product terms, and relates them in a tree diagram that displays the relationships of the products and services to each other and to the overarching performance outcomes.

Once the client's expectations are fully understood and the WBS has been tailored, the performance objectives and performance standards for firm fixed-price work may be reviewed and tailored to align with clients' expectations.

Figure 3 below is the WBS for the Pest Control firm fixed-price work:

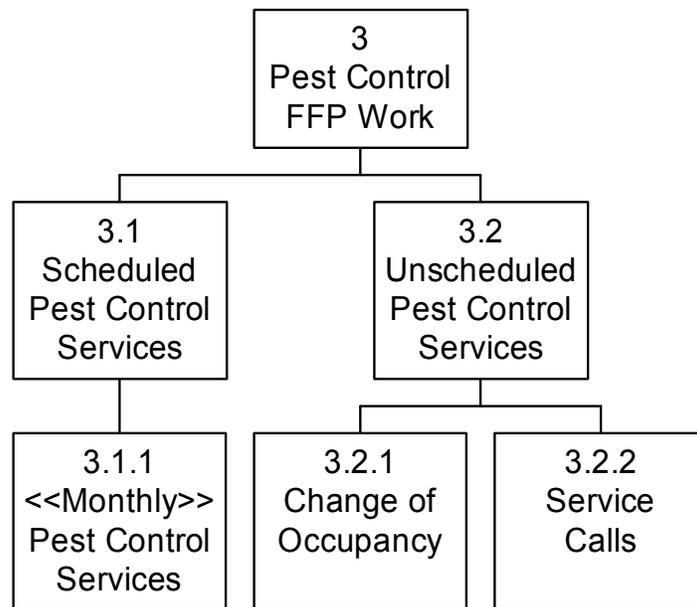


Figure 3. Pest Control WBS

Client requirements that are not included in the WBS should be added and those that do not apply should be removed. For example, assume client requirements have been identified and there is a need to alter the WBS to delete Change of Occupancy.

The revised WBS could look like Figure 4 below:

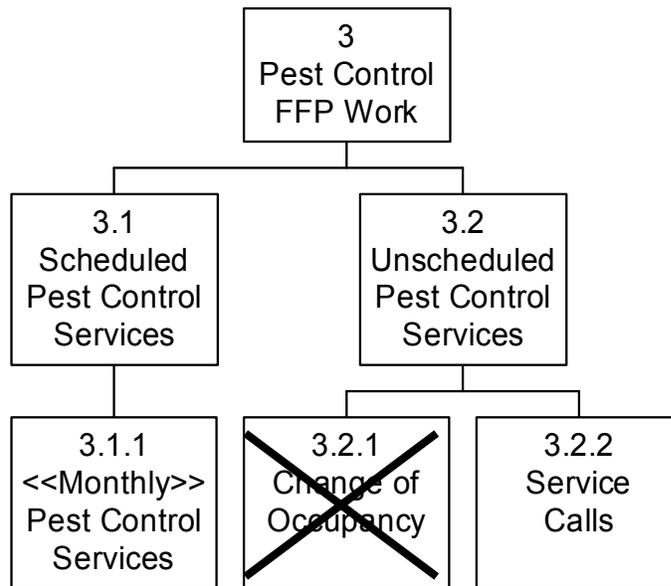


Figure 4. WBS Tailoring Example

Since change of occupancy has been deleted in Family Housing, WBS item 3.2.1 has been deleted.

1.3.2 Tabular Format

Section C is arranged in a tabular format that facilitates methodical arrangement of requirements, clear definition of expectations, and alignment of objectives with related information and measurable standards. The tabular format shown in Table 3 below provides a small extract of the Pest Control specification and includes five columns of required information: Spec Item, Title, Performance Objective, Related Information, and Performance Standard.

Spec Item	Title	Performance Objective	Related Information	Performance Standard
3.2.1	Change of Occupancy	The Contractor shall provide timely pest surveillance and control services during Change of Occupancy to prevent the appearance and infestation of pests.	In most cases, housing units will be vacant and the KO will provide required service dates. If a unit is occupied, the resident shall be notified in writing <<Note to Spec Writer: Insert number>> days in advance. Historically, there have been <<Note to Spec Writer: Insert quantity>> Change of Occupancy services occurring per year.	Applicable performance standards provided in J-1503020-05 (Pest Group Sheets) are maintained.
3.2.2	Service Calls	<<Note to Spec Writer: If historical data is available, this could be handled as a Fixed Price line item with historical estimates given or it could be ordered as an Indefinite Delivery/Indefinite Quantity (IDIQ) line item.>> The Contractor shall provide timely pest surveillance and control Service Calls to prevent the appearance and infestation of pests.	Historically, there have been <<Note to Spec Writer: Insert quantity>> Service Calls occurring per year.	Applicable performance standards provided in J-1503020-05 (Pest Group Sheets) are maintained.

Table 3. Tabular Format

Spec Items shown in Table 3 above provide examples of firm fixed-price requirements. However the tabular format for every Section C will actually address four distinct categories of work:

- **Spec Item 1** will always include general information unique to understanding the technical requirements of the spec. This item will not require pricing by the offeror.
- **Spec Item 2** will always include management and administrative requirements unique to the planning, execution, management and administration of the performance requirements of the specification. The cost of this item will be included the offeror's total contract price. Some management conditions are necessary to ensure successful performance, e.g., Government regular working hours and environmental protection, while others are excessive, e.g., requiring ISO 9000 with no equivalent and 10 minute service call response time.
- **Spec Item 3** will always include firm fixed-priced performance requirements. For example, in Table 3 above, items 3.2.1 and 3.2.2 for Pest Control are shown.
- **Spec Item 4** will always include IDIQ work requirements.

The Performance Objective is an end state that someone wants to achieve. Objectives are often expressed in terms of specific accomplishments by an organization, levels of service provided to customers, or improvements in performance of some activity when measured against an established baseline. A performance objective for service calls would be the following statement: *The Contractor shall provide timely pest surveillance and control Service Calls to prevent the appearance and infestation of pests.*

Related Information consists of information for the Contractor that is specific to a performance objective. Most tailoring occurs in the Related Information column. An example of related information for service calls would be the following statement: *Historically, there have been <<Note to Spec Writer: Insert quantity>> Service Calls occurring per year.*

Once the performance objectives and standards have been tailored to reflect client expectations, related information may be added to further clarify requirements. Information contained in this column does not merit routine Government assessment or is too costly to individually assess for the level of risk that they present. Table 4 below identifies four types of related information:

Type of Related Information	Description
Informational Notes	Informational notes is information that is not intended to constitute a material representation by the Government. Information notes will always be the last entry in the Related Information column. An example would be <i>In past years, non-chemical control methods such as sealing cracks, crevices, etc. have prevented and controlled ants in and around buildings and structures.</i>
Clarifying Information	Clarifying information describes client expectations in a more detailed manner than the performance objective and performance standard alone. An example of clarifying information would be <i>Food Handling Establishment means a place where food is held, processed, prepared or served.</i>
Constraining Information	Constraining information describes limitations to the work performed to meet the performance objective and performance standard. An example of constraining information would be <i>All pest control operations shall be conducted in accordance with Federal and State laws and regulations.</i>
Requirement Information	Requirement information further describes client requirements associated with each performance objective. Such requirements do not individually rise to a level that merits routine Government assessment against a separate performance standard. An example of requirement information would be <i>Coordinate pest control operations with building and housing occupants.</i>

Table 4. Related Information

Performance Standards are targeted levels or ranges of performance for each characteristic that the Government monitors. At least one performance standard must exist for each performance objective. Achievement of a performance standard will either demonstrate directly that the Contractor has met the performance objective, or will enable the Government to infer with a high degree of confidence that the Contractor has met the contract performance objective. A performance standard for service calls would be the following statement: *Applicable performance standards provided in J-1503020-05 (Pest Group Sheets) are maintained.*

Note: Pest Control Performance Standards are specified by pest groups (e.g., cockroach, adult mosquito, bee, or bat) on Pest Group Sheets located in J-1503020-05 and detailed in terms such as Time Period to Respond, Time Period to Obtain Control, Time Period to Maintain Control and Level of Control. For additional information refer to J-1503020-05.

Performance objectives, related information, and performance standards clearly describe client expectations. The Pest Control WBS is arranged with more subjective performance objectives and standards at higher levels (e.g., 3.2) and more quantitative performance objectives and standards at lower levels (e.g., 3.2.1). This tiered approach allows Contractor performance evaluation at higher levels provided the Contractor can demonstrate adequate performance at that higher level. Only after the Contractor has failed to perform at the higher level would we normally need to evaluate

Contractor performance at lower levels of the WBS. The WBS structure lends itself well to tiered performance assessment. For additional information on performance assessment refer to the General Information User Guide.

1.3.3 Service Levels

The Pest Control WBS accommodates OPNAV service levels (see J-1503020-06) and allows for upgrades or downgrades in service levels on an annual basis, at time of award and/or at the exercise of an option period. The option to change service level(s) requires a preliminary notice to the Contractor. It is very important to set a reasonable time period for this preliminary notice to allow the Contractor time to alter staffing and schedule work appropriately to be successful in meeting the new requirements. It is important to note that the shorter the notice, the riskier the start-up and the greater likelihood of higher prices.

The following service level provision (pending NFAS approval) should be used for changing service levels on an annual basis. Use Alternate I if change in service levels is contemplated at the time of contract award for the base period:

Option to Change Service Level, Alternate I. Upon initial contract award the Government reserves the right to award options to increase or decrease service levels for the base period.

Option to Change Service Level. The Government reserves the right to increase or decrease the service level for each client at the time it exercises its option to extend the contract at the prices indicated in the schedule. The Government will provide _____ *[insert number of calendar days between 15 and 90]* calendar days preliminary notice of its intent to change the service level. Notice of intent **will** be in writing but may be in the form of an e-mail attachment, facsimile letter, or official mail signed by a Contracting Officer.

1.3.4 Section J Attachments

Sample Pest Control attachments are provided in the Template. These sample attachments contain information to help Contractors determine the scope of work to be performed. Pest Control attachments include pest group sheets, aerial spray operations, and frequencies of scheduled work and are labeled J-1503020-attachment number (two-digit number from 01 to 99).

Sample Pest Control ELINs for firm fixed-price and IDIQ work are provided in the Template and labeled J-0200000-07. The Pest Control firm fixed-price ELINs are structured to capture costs by IMAP CAC. The IDIQ ELINs structure includes the following columns: CAC, short description title, and full description of the work to be performed including completion times to facilitate the uploading of the IDIQ schedule into DoD EMALL. DoD EMALL is a web-based tool that allows clients to order pre-priced line items directly from the contractor using their Government purchase card.

The ELIN structure closely adheres to the guidance provided in NAVFAC Memorandum of 07 Mar 02, CONTRACT LINE ITEM RESTRUCTURING GUIDANCE.

1.3.5 Section L Questions

In a performance based contract, the Government identifies what it requires (i.e., performance objectives and performance standards) and offerors propose the “how to” methods for accomplishing these requirements. Section L contains a clause entitled CONTENT OF PROPOSALS in which offerors are required to explain their proposed performance methods and associated costs. To aid in evaluating and negotiating these proposals, it may be helpful to include in Section L specific questions for offerors to address.

Every effort should be made to minimize the number of questions. However, where information regarding the contractor’s method for performing the work poses an unacceptable risk to the Government, a specific question should be asked. Sample questions are shown in Table 5 below.

Spec Item	Questions for Pest Control, Specification 1503020
2.3	Does the Contractor Work Plan (CWP) describe the tools to be used for pest surveillance (such as sticky traps, flashlights, flushing agents, light traps, etc.) and the techniques to be used for pest identification?
2.3	Does the Contractor Work Plan (CWP) propose pest control procedures that follow the principles of Integrated Pest Management (IPM) and reflect current industry practices?
2.3	Does the Contractor Work Plan (CWP) specify that pest control records will be kept electronically for reporting requirements?

Table 5. Section L Questions for Pest Control

2. Conclusion

The use of the Pest Control Template will facilitate performance-based contracting, standard service levels, IMAP accounting, and tiered performance assessment. For Template documents, training and additional assistance using the Template, contact the local Engineering Field Division (EFD).

3. Web References

Table 6 below provides helpful web references.

Title	URL	Description
OPNAVINST 4860.7	http://nedcs.nebt.daps.mil	Guidance on implementing CA program requirements
OMB Circular A-76 Supplemental Handbook	http://emissary.acq.osd.mil/inst/share.nsf	Guidance on implementing CA program requirements
IMAP website	https://ucso2.hq.navy.mil/IMAP/	Contains the latest IMAP Core Business Model
NAVFAC Acquisition	http://acq.navfac.navy.mil	NAVFAC Acquisition home page
Seven Steps to Performance Based Services Acquisition	http://oamweb.osc.doc.gov/pbsc/	Guidance for performance-based acquisition: Team Approach, Etc.
DoD PBSA Desk Guide	http://www.acq.osd.mil/ar/doc/pbsaguide010201.pdf	Department of Defense Performance-Based Services Acquisition Desk Guide.
OFPP Best Practices Guide	http://www.arnet.gov/library/OFPP/bestpractices/PPBSC/bestPPBSC.html	Office of Federal Procurement Policy best practices guide to implementing performance-based services contracting.
HHS KnowNet	http://knownet.hhs.gov/aboutKnowNet.htm	The Health and Human Services information repository of performance support.
USDA performance based service contracting	http://www.usda.gov/procurement/textonly/toolkit/pbsc.htm	United States Department of Agriculture performance based contracting toolkit
NAVFAC Facility Support Contracts	http://www.navfac.navy.mil/pw/fsc/	FSC Product Line Plan initiatives and documentation.

Table 6. Web References