24-2521
Pest Control Services
July 9, 2025

Addendum #1:
Questions and Answers

1. For emergency services is there a historical average you can share on calls per year that are listed as "Emergency"? **Answer: We are not able to provide this information.**

2. Please confirm whether the physical logbook sign-in/out process is required for each visit even when work orders are entered in FMX. **Answer: The purpose of a logbook is to give notice to the school why the vendor is presently in the school building. The logbook does not take the place of a work request.**

3. You listed "ground squirrels" as a covered pest but those are considered wildlife which would be separate. Can you clarify what the district means by ground squirrels? **Answer: Wildlife is covered in this contract agreement through the winning vendor. It will be the responsibility of the winning vendor to sub-contract wildlife. This is an all-inclusive agreement for all pest. The cost falls under the extra charge portion of this agreement and will be the winning vendors responsibility to manage or remediate on behalf of Rock Hill School District.**

4. Would there be one central contact for the cafeterias or a directory for each manager's contact information for the check-in? **Answer: We have managers at each cafeteria and RHSD has central management for all locations. This process could be handled in either manner and will be determined once we select a vendor.**

5. Who is your current provider? **Answer: Orkin**

6. What is the current price of the annual contract? **Answer: We will not provide this information.**

7. Are there any major pest issues currently? (e.g., roach or rodent infestations)? **Answer: There are no major issues presently. Our main calls are usually roaches, ants and mice.**

8. How many emergency or high-priority calls does the district typically receive per month? **Answer: See question 1**

9. **Will we be responsible for pest issues arising from neighboring properties or nearby construction zones?** Answer: In the past this has not been an issue, but if a pest is on RHSD property the winning vendor will be responsible for removal. If there is a problem with a neighbor or construction or land clearing that creates a pest problem RHSD will support our vendor in communication to help mediate this concern with another property owner.

10. **Exterior Barrier (p.16, #11)- Is the "once per yar, 15 ft around the building" treatment referring to a Top Choice application or another material?** Answer: Top Choice application is the once per year treatment. The 15 ft also is the area of responsibility of the winning vendor for ongoing pest issues that arise.

11. **Are there existing treatment schedules in place for each campus, or will we need to develop and propose a new schedule?** Answer: There are treatment timeframes in the agreement, but RHSD will keep an open mind to the winning vendor on setting new schedules. Just keep in mind there are certain times of the year when there are no students in our buildings and in most cases these times are the best practice for applying certain products in the buildings.

12. **For "as-needed" services like full-building treatments, termite, bed bugs, and urban wildlife- Can we submit a rate table instead of flat per-occurrence pricing?** Answer: The "Additional Cost" is not part of the cost evaluation when determining low bid so you may submit a rate table for that section of the bid form.

13. **Who is responsible for correcting conductive conditions that lead to pest activity (e.g., plumbing leaks, gaps, sanitation issues)?** Answer: RHSD will do that type of corrective action.

14. **What is the expected turnaround time for those repairs once reported to the District?** Answer: Expected turnaround time for the district staff to make repairs is within 24 hours but this can vary due to many factors.

15. **If recommended repairs are not completed and we receive repeat calls to the same area, may we charge for follow-up visits due to the unaddressed deficiency?** Answer: No, but we have leadership in place to help manage this type of concern. Also, if the vendor sees this action recurring through our work request system, they should report it in the FMX system and call the operations representative for RHSD to help resolve this concern.

16. **Is there a preferred master schedule for the 34+ locations, or can routes be staggered by region for efficiency?** Answer: The winning vendor will set the route for treatments and provide the schedule to RHSD operations representative.

17. **Will the District provide remote login credentials for the FMX work order system?** Answer: Yes

18. **Will we be issued master keys or badge access for unescorted entry into school buildings and outbuildings?** Answer: Yes, there may be times service is best done after hours or on a weekend and the vendor will have access to the sites.

19. **Are there any specific locations on campus that require an escort to enter?** Answer: Yes. In some areas of the schools there is access to one or two rooms

securely and the school staff will open those rooms. At the District Office there are select rooms or offices that have limited access due to personnel files and there will be staff to open those rooms.

20. Does the District currently own any pest control devices (e.g., insect light traps, rodent bait boxes, TinCats, termite stations)? **Answer: There are some termite treatment spots and some rodent bait boxes around the schools.**

21. Are background checks required annually or only prior to the contract start date? **Answer: The background checks will be given once per year. If a concern during the year a background check may be requested at the current timeframe.**

22. Are digital background check results acceptable? **Answer: By email to the attention of Michael Cox - mcox@rhmail.org**

23. Can one of the two required 7A-licensed technicians also be certified to perform urban wildlife services, or must those roles be filled separately? **Answer: Those roles can be performed by the same role.**

24. Is there a preferred format or template for the IPM (Integrated Pest Management) plan due two weeks' post-award? **Answer: No but if you are creating a document then excel is preferred. We can be flexible on this document styling or program.**

25. Will there be one point of contact for billing questions and approvals? **Answer: Yes**

26. What form of payment system is used by the District? **Answer: Check**

27. For work that exceeds the contract scope (e.g., structural exclusion, heavy remediation), what is the process for quoting and gaining approval? **Answer: This will be on the winning vendors letterhead and given to one person at RHSD operations department for our approval process and billing process.**