**TITLE: SMU Pest Control Management – Q&A**

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1. Should we be contacting you or another individual to schedule our initial inspections of the campus? We would like to have these inspections done as soon as possible.

	1. **Brittany Mosley, Support Services Office Supervisor-214-768-4062-SMU Contact**
2. Should we be contacting you or another individual to schedule our initial inspections of the campus? We would like to have these inspections done as soon as possible.

	1. **Duplicate of 1**
3. What is the scope of your current or prior pest control services? Ideally, we would like to see the contract or service agreement if available. Or a summary of services provided.

	1. **Not applicable**
4. What is the cost of your current or prior pest control services?

	1. **Not Applicable**
5. What prompted you/SMU to seek out \*redacted\* to make a bid on services for SMU?
	1. **As a best practice, SMU conducts an RFP process for campus-wide services at the conclusion of the previously existing contract.**
6. What are the most common pest control issues encountered on campus?

	1. **Rats, Ants, and Wasps**
7. What is the most important quality or characteristic of a pest control provider that you are looking for in services for SMU?
	1. **Preventative**
8. What could you change, if anything, about the prior pest control services you have received?

	1. **Consistency, Professionalism, and Timely Service.**
9. Are you/SMU interested in trading certain services for recognizing [the selected vendor] as your pest control provider?

	1. **No**
10. Will there be contractor parking provided for our service vehicles? In Section 5.10 it mentions getting permission for parking. Does this involve having parking permits present on our vehicles or case by case authorizations of parking?

	1. **You will set up your parking through SMU Parking and there are monthly fees for parking**
11. Are you/SMU also interested in termite control, mosquito control, rodent control, or specialty pest control in addition to general pest control?

	1. **Not Mosquito, but everything else yes**
12. What is the square footage of the Prentice building mentioned in Section IV: Pricing? Does it include an attic space? It is not among the listed building assets from what we can tell.
	1. **Not Applicable**
13. What is the square footage for the SMU Child Care Center, Hillcrest Parking Center, the Intramural Fields @ Moody Parkin Center, and the Summit Apartments? They are all listed either as 0 or have been left blank regarding some details.

	1. **Not Applicable**
14. In Section IV: Pricing it asks for a summary of price for the Main/East Campus, Expressway Tower, Prentice Building, Johnson Square Building, and Park Cities Plaza. Is this to be interpreted to mean that we are presenting annual costs for each defined area, as opposed to listing the individual price of service for each structure? Or do we simply sum it up there for convenience and list the individual costs elsewhere so that those details are made clear?

	1. **You can Sum it or list it, just need everything to be covered.**
15. Is the frequency of general services already determined for each asset structure? The RFP mentions weekly and monthly services and the existence of a frequency schedule; however this schedule is not mentioned for the listed assets. Will you please provide the frequency schedule for the assets?

	1. **For the listed Assets they are Monthly with the exception of Dining. Dining is done weekly.**
16. In Section IV: Pricing, for miscellaneous services, what defines the area covered for each service type?. This can be situational depending on the issue. Is it the entire structure for that instance of the issue or the particular areas treated? For example let’s say we treat for fleas in a few rooms. However, within the 90 days of coverage period, fleas occur somewhere else in the building. Is that a new flea service or is it considered part of the prior service performed?
	1. **If pest reoccurs in same area it will be considered part of the prior service, if it is in a separate area is not considered to be in that treatment area.**
17. Regarding termite bait stations, what systems are presently in place (Sentricon, Advance, etc). Do all structures already have active termite baiting as a preventative? Or has this only been done on a perceived as needed basis for particular buildings?
	1. **Not Applicable**
18. Who does responsibility fall on to address conducive conditions that relate to the structure concerning general pest control? For example a building with poor weather stripping around doors contributing to pest entry.
	1. **SMU Facilities team will be responsible, but pictures and descriptions of areas are required.**
19. Will there by situations where SMU will decline certain services that we recommend based on our inspections?
	1. **Yes, as we reserve the right to reach out to other vendors if needed.**
20. If we come across a miscellaneous issue during inspections or routine services what is the protocol to schedule the service we have deemed needed?
	1. **You will coordinate with your SMU Contact and they will reach out to the building Managers to coordinate treatment schedules.**
21. Does SMU prefer to purchase or lease necessary devices? Ex: Fly lights, etc

	1. **Not Applicable**
22. Are physical devices such as fly lights, rodent bait stations, etc already present or do they needed to be provided by us if awarded the contract?
	1. **Needed to be provided.**
23. If physical devices for rodents, flies, termites, etc are present, may we please receive an inventory list for the purpose of crafting our proposal?

	1. **Not Applicable**
24. Do we submit the signatory pages of the RFP signed with our proposal or are they only submitted if the contract is awarded?
	1. **These will only be required if the contract is awarded. We include a copy of our standard terms and agreements as a reference only.**
25. For sections II, III, and IV, which are to be included in our proposal, do you want a specific answer to each line item of each section, or to simply provide the information requested in particular sections?
	1. **Specific Answers**
26. What is an appropriate range of price that will favorably to meet your budget needs? In regards to an annual cost overall and miscellaneous services.
	1. **Not Applicable**