AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

BPA NO.	1. CONTRACT ID CODE	PAGE 1 OF PAGES 21

2. AMENDMENT/MODIFICATION NUMBER	3. EFFECTIVE DATE	4. REQUISITION/PURCHASE REQ. NUMBER	5. PROJECT NUMBER (if applicable)
0001	06-29-2026		

6. ISSUED BY CODE 36C257

Department of Veterans Affairs
Central Texas Veterans HCS
1901 Veterans Memorial Dr. Building #171
Temple, TX 76504

7. ADMINISTERED BY (If other than Item 6) CODE

8. NAME AND ADDRESS OF CONTRACTOR (Number, street, county, State and ZIP Code)

To all Offerors/Bidders

CODE FACILITY CODE

(X)	
	9A. AMENDMENT OF SOLICITATION NUMBER 36C25726Q0539
X	9B. DATED (SEE ITEM 11) 05-27-2026
	10A. MODIFICATION OF CONTRACT/ORDER NUMBER
	10B. DATED (SEE ITEM 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

[X] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [X] is extended, [ ] is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. ** HOUR & DATE for Receipt of Offers is EXTENDED to: 07-06-2026 10:00 AM CDT

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	
[ ]	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
[ ]	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
[ ]	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
[ ]	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [X] is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

The purpose of this amendment is to:
a. Extend the due date and time to 10:00 AM CDT, 6 July 2026.
b. Provide answers to questions that were received by the due date and time specified in the solicitation.
c. Update the Performance Work Statement (PWS) based on questions.

///SEE CONTINUATION PAGES///

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		Shawn R. Reinhart Contracting Officer	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	16C. DATE SIGNED

QUESTIONS AND ANSWERS

QUESTION 1: Will the government require SDVOSB Prime Contractors themself to have relevant pest control past experience including pesticide applications, core pest control performance, as well as pest knowledge for the best interest of public health & safety and in alliance of VHA Directive 1850.02 (Pest Management Operations) Pest Control services?
ANSWER 1: Yes, as stated in paragraph 10 "all personnel performing work and executing services/deliverables must possess the necessary licensure, qualifications, and experience to execute the specific tasks in this PWS" and in paragraph 11.2 "individuals supporting this contract must possess current knowledge and demonstrated experience in the commercial application of pest management services within a healthcare setting"

QUESTION 2: Has any part of the Statement of Work (SOW) changed in this solicitation compared to the last awarded contract? If so, what changed or was added?
ANSWER 2: The new solicitation contains substantive additions, expanded requirements, new compliance elements, new reporting standards, and new structural differences.

Structure Redesign: From SOW → PWS
The new document is a full Performance Work Statement (PWS) with:

- Defined performance metrics
- QA Surveillance Plan
- QC Plan with specific required elements
- Call-back requirements separated into emergency / non-emergency

The old SOW did not include this level of structure or performance-based detail.

Business Licensing Requirements Expanded
Old SOW: Contractor must have state certifications.

New PWS:

- Adds QualityPro accreditation preference
- Adds explicit citations to Texas licensing statutes
- Adds stricter individual license categories (Apprentice, Tech, Certified Applicator)

Requires Rodent Control License
The new solicitation adds:

- English proficiency requirement
- Background check rules
- Parking and badge compliance
- Security and clearance disqualification language

Expanded Personnel Requirements
The new solicitation adds:

- English proficiency requirement
- Background check rules
- Parking and badge compliance
- Security and clearance disqualification language

These items were not in the previous SOW.

Work Hours & Logbook Requirements Expanded

Old SOW:

- Schedule varies by facility; includes detailed days/times for each.

New PWS:

- Standardizes routine services 5 days/week, 7am–4pm
- Mandatory sign-in and sign-out logged each visit
- Coordination with COR/PMO each visit
- Protocol for after-hours access

New administrative compliance obligations.

Increased Reporting & Documentation Requirements

New PWS adds:

- Detailed service reports after each visit, with required data fields
- Next-business-day reporting requirement
- Quarterly & annual trend analysis reports
- Maps of trap/monitor locations with ID numbers

Old SOW had monthly reports, but less prescriptive detail.

New Inspection Frequency Requirements

New PWS introduces: Weekly inspections for food service areas.

- Monthly inspections for sensitive medical areas
- Semi-annual inspections for patient areas
- Monthly exterior inspections

Old SOW did not include these mandated frequencies.

New Corrective Action Plan Requirements

New PWS:

- Requires a structured 30-day written plan when pest levels exceed thresholds.

Old SOW: Did not have this requirement

New Prohibitions & Safety Requirements

New additions:

- Pesticide spraying inside requires written PMO approval
- Herbicide 2,4-D is banned
- Detailed trap placement safety rules

These items do not appear in the previous SOW.

New Emergency & Call-Back Rules

New PWS defines:

- Emergency callback → 2 hours (no charge)
- Non-emergent → 8 hours
- Documentation requirements for each call-back

Old SOW had emergency requirements but lacked structured response tiers.

Environmental Compliance Requirements Added

New PWS incorporates:

- VHA Green Environmental Management System
- VA Environmental Management Program
- Explicit federal/state/local regulatory compliance lists

Old SOW referenced EPA/OSHA but not the expanded environmental compliance framework.

Expanded Pest Categories & Detailed IPM Requirements
New PWS:

- Adds aquatic pests
- Adds detailed pest categories and treatment expectations
- Mandates removal of droppings, feathers, nesting material

Old SOW had pest lists but less detailed procedural requirements.

QUESTION 3: The solicitation provides a street address for the Audie Murphy VA Medical Center (7400 Merton Minter Blvd, San Antonio, TX 78229) but does not include a street address for the Kerrville VA Medical Center. Please provide the location address for the Kerrville VAMC?
ANSWER 3: 3600 Memorial Blvd, Kerrville, TX 78028. See Updated PWS.

QUESTION 4: PWS Section 12.2 states that technicians must hold a Rodent Control License issued by the Texas Department of Agriculture as required under Texas Administrative Code Section 7.133. The Texas Department of Agriculture has no Rodent Control License, therefore the government should remove this requirement.
ANSWER 4: Under Texas Department of Agriculture (TDA) rules for Structural Pest Control Service (SPCS), technicians must be licensed in each specific pest control category they work in, including rodent control. This applies regardless of whether they work as commercial or noncommercial technicians. Therefore, if a technician conducts rodent control work, they must hold a specific rodent control technician license issued by the TDA.

QUESTION 5: PWS Section 6.1 requires the contractor to be on site Monday through Friday at Audie Murphy VA Medical Center 7:00 AM to 4:00 PM CST but does not address Kerrville VA Medical Center. Can the government confirm that the service frequency is Monday to Friday 7:00 AM to 4:00 PM at Audie Murphy VA Medical Center and Kerrville VA Medical Center?
ANSWER 5: For Audie L. Murphy VA Medical Center services will be Monday through Friday between the hours of 7:00 AM CST and 4:00PM CST. Kerrville VA Medical Center services will be on-site as needed and at least 3 days per week for 4 hours per day between the hours of 7:00 AM CST and 4:00PM CST.

QUESTION 6: PWS Section 18 references CBOCs and separate buildings as locations where technicians must notify the site POC and Facilities PMO before beginning and completing services. However, Attachment 1 does not list any CBOC names, addresses and locations.
ANSWER 6: See Updated PWS. Added to Paragraph 2.

- Villa Serena 4455 Horizon Hill Blvd, San Antonio, TX 78229
- Poly-Trauma Rehab Program 4949 Gus Eckert Rd. San Antonio, TX 78240
- Fisher House 7485 Wurzbach Parkway, San Antonio, TX 78229
- Fisher House II 7485 Wurzbach Parkway, San Antonio, TX 78229

QUESTION 7: Can the government provide all the CBOCs with names and locations included in this contract and service frequency requirements?
ANSWER 7: See Updated PWS. Added to Paragraph 6.1.

- Villa Serena 4455 Horizon Hill Blvd, San Antonio, TX 78229
    - Service frequency shall be contractor on-site as needed and at least every Tuesday for not less than 2 hours (between the hours of 7:00 AM CST and 4:00PM CST)
- Poly-Trauma Rehab Program 4949 Gus Eckert Rd. San Antonio, TX 78240
    - Service frequency shall be contractor on-site as needed and at least every Thursday for not less than 2 hours (between the hours of 7:00 AM CST and 4:00PM CST)

- Fisher House 7485 Wurzbach Parkway, San Antonio, TX 78229
    - Service frequency shall be contractor on-site as needed and at least every Wednesday for not less than 2 hours (between the hours of 7:00 AM CST and 4:00PM CST)
- Fisher House II 7485 Wurzbach Parkway, San Antonio, TX 78229
    - Service frequency shall be contractor on-site as needed and at least every Wednesday for not less than 2 hours (between the hours of 7:00 AM CST and 4:00PM CST)

QUESTION 8: Algae is regulated under Aquatic Waterways and not considered a structural pest. Can the government confirm that Algae is a covered pest under this solicitation as stated in PWS 15.3 lists aquatic pests (midge/mosquito larvae, algae)?
ANSWER 8: Algae is not considered a pest and should not be a covered pest under this solicitation and was removed from PWS. See Revised PWS.

QUESTION 9: Section 1.2 states that the prime contractor, as well as all subcontractors performing pest control duties, must possess a current business license for pest control services in the state of Texas. TSW Consulting, Inc. is an SDVOSB prime contractor that manages contract performance and will subcontract all physical pest control services to a licensed Texas structural pest control operator holding the required Texas Department of Agriculture business license and employing certified pesticide applicators. Please confirm: does the Texas Structural Pest Control Business License requirement apply to the entity physically performing pest control services (i.e., the subcontractor), or is TSW as the non-performing prime contractor also required to independently obtain this license prior to submission or award?
ANSWER 9: Technical Sub-Factor (b) requires all offerors to provide a copy of license to conduct business in Texas as part of their submission. The prime contractor is required to have a business license to conduct pest control business in the Texas.

QUESTION 10: Will the government require contractors to demonstrate relevant pest control experience with facilities of similar size, scope and structure?
ANSWER 10: Yes, refer to question 1

QUESTION 11: During the site visit, it was indicated that a VA onsite pest control employee may be assigned to this location. Can the government define the specific responsibilities between the VA onsite pest control employee and the pest contractor?
ANSWER 11: Because the VA is in the process of recruiting and hiring for these positions. The specific responsibilities of the VA pest control employees are described in the job announcement on www.usajobsgov.

QUESTION 12: Will the government require the VA Pest Control employee to record their service data in the pest logbook, in the same manner required of the pest contractor for managing pesticide use?
ANSWER 12: Yes, if applying pesticides that are regulated by EPA label laws. It is imperative that this be part of their responsibilities. Also, all pest treatments, monitoring, sightings and follow-up services will be logged.

QUESTION 13: Can the government provide detailed expectations for bird management responsibilities, including whether the PWS includes installing bird netting, deterrent devices, or other exclusion control methods?
ANSWER 13: The PWS notes pest birds as a potential pest risk, basically the pest controller or pest control company will evaluate and inspect for risk potential of pest birds and note any corrective actions the site can do. If the pest mitigation requires a more intense action plan, the third part pest control company can submit a bid to address and note the price to correct. The PMO/COR will make the determination to accept corrective pest bird additional services.

QUESTION 14: If bird management control measures are included, can the government provide the maximum anticipated annual usage, including square footage or linear footage of netting, spikes or

deterrent devices to ensure the government receives fair and comparable pricing from all contractors, as without defined limitations on bird management control measures, contractors cannot accurately price this requirement.
ANSWER 14: See question 13. Pest bird inspections are one item, additional services i.e., bird spikes, netting, baiting or exclusionary products will be a separate bid.

QUESTION 15: Identify buildings with existing bird problems, for both sites.
ANSWER 15:

- Kerrville VA Medical Center building 11
- Audie L. Murphy VA Medical Center Main hospital, CLC, and Poly-trauma building

QUESTION 16: If their is a preferred method for bird control, please identify what application you guys want to use (netting, spikes, shock track, dummies, trapping)
ANSWER 16: Refer to question 13 regarding bird management

QUESTION 17: Do we supply the fly lights or does the government supply them?
ANSWER 17: Contactor will supply fly lights

(END OF QUESTIONS AND ANWERS)

INTEGRATED PEST MANAGEMENT SERVICES
(Updated 29 June 2026)

1. **OBJECTIVE:** Per VHA Directive 1850.02, Pest Management Operations Program, it is the Veterans Health Administration (VHA) policy that Department of Veterans Affairs (VA) medical facilities effectively implement a pest management program that follows Integrated Pest Management (IPM) principles and promotes safe, efficient and environmentally preferred strategies, thereby preventing or controlling disease vectors and other pests that may adversely impact health, impede operations or damage property. **AUTHORITY:** 38 U.S.C. § 7301(b).

1.2 **BUSINESS LICENSURE:** The prime Contractor as well as all Sub-Contractors performing pest control duties must possess a current business license for pest control services in the state of Texas where contract execution is to be conducted and must directly employ a licensed and certified pesticide applicator in the state of Texas where the services are to be conducted. Preference will be given to QualityPro accredited pest control companies as endorsed by the National Pest Management Association (NPMA).
NOTE: The prime vendor must adhere to individual business licensing laws as outlined in each State's pest control laws and regulations and meet all VHA requirements in accordance with VHA Directive 1850.02.

1.2.1 **LICENSURE AUTHORITY:**

- Texas requires pest control companies to hold a Structural Pest Control business license under Texas Occupations Code Chapter 1951, § 1951.301 and Texas Administrative Code, Title 4 (Agriculture), Part 1, Chapter 7 (Pesticides), Subchapter H (Structural Pest Control Service), Division 2 (Licenses) § 7.121 - Types and Requirements of Licenses.
- Texas requires individuals performing pest control to hold a Structural Pest Control license issued by the Texas Department of Agriculture (TDA) under Chapter 1951 of the Texas Occupations Code.

2. **CONTRACTOR RESPONSIBILITIES:** The Contractor must provide all supervision, management, process oversight, laboratory testing, tools, supplies, equipment, pesticides, transportation, and labor to develop and implement an IPM plan for the South Texas Veterans Health Care System, 7400 Merton Minter Blvd, San Antonio, Texas 78299 and all locations shown in Table 1. The Contractor must execute IPM activities in a manner that prioritizes and safeguards the health, safety and well-being of patients, staff and visitors.

Table 1 – Pest Management Locations

Audie L. Murphy Medical Center, 7400 Merton Minter Blvd, San Antonio, Texas, 78229-4404
Kerrville Medical Center, 3600 Memorial Blvd, Kerrville, Texas, 78028
Villa Serena, 4455 Horizon Hill Blvd, San Antonio, Texas, 78229-4404
Poly-Trauma Rehab Program, 4949 Gus Eckert Rd, San Antonio, TX 78240
Fisher House, 7485 Wurzbach Parkway, San Antonio, TX 78229
Fisher House (II), 7485 Wurzbach Parkway, San Antonio, TX 78229

3. **PEST MANAGEMENT OFFICER (PMO):** For the purpose of this Performance Work Statement (PWS), the PMO is defined as the medical facility's designated Pest Management Officer in accordance with VHA Directive 1850.02.

3.1 **Contracting Officer's Representative.** A Contracting Officer's Representative and an Alternate Contracting Officer's Representative will be appointed at time of award for both San Antonio and Kerrville.

4. **PERFORMANCE PERIOD:** The contract period of performance is August 1, 2026 to 31 July 2027.

5. **TYPE OF CONTRACT:** The Government anticipates a Firm Fixed Price contract for this requirement.

6. **WORK HOURS (FOR EXECUTION OF SERVICES):** The service schedule must be established at the beginning of the period of performance and documented in writing. The schedule must be developed collaboratively by the Contractor, Contracting Officer (CO), Contracting Officer Representative (COR), and the PMO.

6.1 Normal routine services must occur 5 days a week on Monday, Tuesday, Wednesday, Thursday, and Friday for the following timeframes from 7:00 am to 4:00 pm CST. The Contractor must be on site and perform work on these days and hours. For Audie L. Murphy VA Medical Center services, will be Monday through Friday between the hours of 7:00 AM CST and 4:00PM CST. Kerrville VA Medical Center services will be on-site as needed and at least 3 days per week for 4 hours per day between the hours of 7:00 AM CST and 4:00PM CST. CBOC's and Fisher Houses:

- Villa Serena 4455 Horizon Hill Blvd, San Antonio, TX 78229
  - Service frequency must be contractor on-site as needed and at least every Tuesday for not less than 2 hours (between the hours of 7:00 AM CST and 4:00PM CST)
- Poly-Trauma Rehab Program 4949 Gus Eckert Rd. San Antonio, TX 78240
  - Service frequency must be contractor on-site as needed and at least every Thursday for not less than 2 hours (between the hours of 7:00 AM CST and 4:00PM CST)
- Fisher House 7485 Wurzbach Parkway, San Antonio, TX 78229
  - Service frequency must be contractor on-site as needed and at least every Wednesday for not less than 2 hours (between the hours of 7:00 AM CST and 4:00PM CST)
- Fisher House II 7485 Wurzbach Parkway, San Antonio, TX 78229
  - Service frequency must be contractor on-site as needed and at least every Wednesday for not less than 2 hours (between the hours of 7:00 AM CST and 4:00PM CST)
- Kerrville Campus (KC), 3600 Memorial Blvd, Kerrville, TX 78028. Contractor shall be on-site 3 days per week for 4 hours per day between the hours of 7:00 AM CST and 4:00 PM CST on Monday, Wednesday, and Friday except for Federal Holidays. All grounds and exterior buildings located on the Kerrville Campus shall be serviced to include, but not limited to the following:

Building 1 - Logistics	Building 18 - Laundry
Building 2 - Education	Building 19 – Boiler Plant
Building 22 - Paint Shop	Building 46 - Transportation
Building 29 - Engineering	Building 114 - Warehouse
Building 96 - KTC	

6.2 The Contractor must physically sign-in upon arrival and sign-out on completion of each service visit in the onsite IPM logbook. Failure to sign-in or sign-out will constitute non-compliance. While on site, the Contractor must check in with designated facility representative(s) to review the status and progress of the IPM program and to address observed or reported pest management issues. This coordination is required for each visit.

6.3 If special key or badge access is required for sensitive areas or outside regular hours, a written protocol will be developed between the Contractor, COR, and PMO documenting the process and points of contact necessary to ensure all hour access for pest management services.

6.4 Any work performed outside of normal business hours requires prior approval from the COR before commencement. The Contractor must provide a minimum of no less than one (1) business day advance notice for all after-hour work requests. Exceptions to the advance notice requirement may be granted only when the COR or PMO determine the work constitutes an emergency.

7. **FEDERAL HOLIDAYS:** The Government observes these holidays:

New Year's Day	January 1st
Martin Luther King's Birthday	Third Monday in January
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Juneteenth	June 19th
Independence Day	July 4th
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	November 11th
Thanksgiving Day	Fourth Thursday in November
Christmas	December 25th

If a holiday falls on a Saturday, then the Friday before will be considered the holiday. If a holiday falls on a Sunday, then the Monday after will be considered the holiday.

In addition to the days designated as holidays, the Government observes the following days:

- Any other day designated by Federal Statute
- Any other day designated by Executive Order
- Any other day designated by the President's Proclamation

8. **INTERFERENCE TO NORMAL FUNCTION:** The Contractor must suspend or modify work activities to prevent interference with normal facility operations, including but not limited to patient care, utility services, fire protection systems, as well as the safe passage of patients, staff, equipment and carts.

8.1 In the event of an emergency, Contractor services may be suspended temporarily and rescheduled at no additional cost to the government.

8.2 If access is required to secure areas, Contractor personnel must request access from the COR/PMO.

8.3 Contractor must provide the COR and the PMO with a contingency plan if the Contractor is unable to perform or provide services.

9. **SCOPE OF CONTRACT AND CONTRACT MODIFICATIONS:** The final contract will stipulate the responsibilities of the Contractor and/or the government. The Contractor and the government are required to adhere to the scope of the finalized contract. All modifications must be initiated and approved by the Contracting Officer. The Contractor must not receive payment for any work/services/deliverables that are/were not specifically authorized under the contract (as written or as modified).

10. **CONTRACTOR STAFF/PERSONNEL QUALFICATIONS, EXPERIENCE, AND OTHER REQUIREMENTS:** All personnel performing work and executing services/deliverables must possess the necessary licensure, qualifications, and experience necessary to execute the specific tasks in this PWS. Unqualified individuals must not perform work which is covered under the scope of the finalized contract at any time during the performance period.

11. **REQUIREMENTS OF CONTRACTOR:** The following requirements/stipulations are mandatory for Contractors/Contractor personnel (e.g., Commercial Pesticide Applicators, Technicians, Pest Helpers).

11.1 Contractor must be appropriately licensed and permitted in the State of Texas to perform structural or equivalent pest control services, including wood destroying insect control and public health or equivalent. Only Environmental Protection Agency (EPA) and the State of Texas Department of Agriculture approved pesticides, and equipment must be used during the performance of services. All pesticides must be EPA registered and labeled for use in a hospital and healthcare environment.

11.2 The Contractor and all personnel assigned to this contract must be licensed and certified applicators or certified technicians in Texas, and fully compliant with applicable state licensing and regulatory requirements governing the mixing, handling and application of pesticides. Assigned personnel must be capable of performing pest identification and providing programmatic recommendations independently, without direct supervision, as defined by state requirements. Individuals supporting this contract must possess current knowledge and demonstrated experience in the commercial application of pest control treatments and the execution of pest management services within a healthcare setting.

11.3 The Contractor must have appropriate certifications and licenses to perform yearly inspection for termite infestation and treatment if required by the facility.

11.4 Basic proficiency in speaking, understanding, and writing English is required by the Contractor and Contractor personnel without the use of an interpreter.

11.5 While on VA premises, all Contractor personnel must comply with the rules, regulations, and procedures governing the conduct of personnel and the operation of the facility. This includes but is not limited to wearing/displaying identification badges and identifiable uniforms which specify the company they are representing.

11.6 Regulations prohibit smoking on VA property. This includes use of cigarettes, cigars, pipes, any other combustion of tobacco and non-Federal Drug Administration (FDA) approved electronic nicotine delivery systems (ENDS), including but not limited to electronic or e-cigarettes, vape pens, or e-cigars.

11.7 Contractor must ensure that employees assigned to this service contract have a general background check. Employees that do not meet security and clearance requirements will not be allowed to perform work under this contract.

11.8 It is the responsibility of the Contractor to park in the appropriate designated parking areas while on-site. Parking arrangements will be coordinated between the government and Contractor at the beginning of the performance period before work begins. The medical facility/government will not/does not validate or make reimbursement for parking violations for Contractor personnel under any circumstances.

12. **SITE SPECIFIC REQUIRMENTS (ADDITIONAL CONTRACTOR QUALIFICATIONS):**
Assigned Technicians to the site are required to possess certification in Structural (or equivalent) and Health Related categories as acceptable to the Texas Department of Agriculture or other governing Boards of the State.

12.1 **License Types.**

- Apprentice Registration: Entry-level, must work under a licensed technician or applicator
- Technician License: Allows application under the supervision of a Certified Applicator
- Certified Applicator License: For those working in or owning pest-control businesses.

12.2 Technicians must also hold a Rodent Control License issued by the Texas Department of Agriculture as required under Texas Administrative Code § 7.133.

12.3 Apprentices or Pest Control Helpers are allowed to shadow and receive on-the-job training, provided that a Certified Applicator or Technician is always physically present on-site and remains within visual range of the Apprentice or Helper. Apprentice cards issued by the Texas Department of Agriculture must be provided to the COR and PMO.

13. **SPECIFICATIONS:**

13.1 Contractor must assume full responsibility for compliance with the following as they apply to IPM service in Department of Veterans Affairs (VA) medical facilities.

- VHA Directive 1850.02, Pest Management Operations Program
- VA Directive 0057, VA Environmental Management Program
- VHA Directive 7707, VHA Green Environment Management System and Governing Environmental Policy
- Federal Insecticide Fungicide Rodenticide Act (FIFRA)
- Environmental Protection Agency (EPA) guidance and regulations
- Occupational Safety and Health Administration (OSHA) regulations
- Federal, State, and local ordinances
- National Pest Management Association (NPMA) guidelines and best practices

NOTE: VA requirements for pest control may be more stringent than U.S., state, and local requirements.

13.2 The Contractor must implement and maintain practices consistent with the requirements of the VA's Environmental Management System (EMS) and must ensure that all personnel performing work under this contract are aware of and adhere to applicable environmental policies, procedures, and requirements. The Contractor must promptly report any environmental incidents, spills, or potential violations to the COR and take immediate corrective action as required. Failure to comply with these requirements may result in work stoppage, contract termination, or other remedies available to the government.

13.3 The Contractor must conform to all federal, state, and local regulations governing examining and licensing of pest control operators, performance of pest control services, use of approved pest control chemicals and equipment, and proper disposal methods for all products/containers, which may be in effect for the area where the work under the contract is performed.

13.4 The Contractor must develop and implement an IPM plan, and it must include operational and programmatic approaches that reduce food, water, harborage, and access used by pests. The Contractor's IPM plan must include a pest surveillance/monitoring program, pest trending, pest trapping/removal, pesticide application, and all regulatory service reporting. The Contractor must provide detailed, site-specific recommendations for structural and technical alterations (indoor and outdoor) that exclude and manage pests within the property boundaries and near buildings and structures.

13.5 The Contractor must provide the COR and PMO with maps identifying the locations of all interior and exterior pest monitoring devices, including but not limited to interior rodent traps, insect monitors, rodent bait stations, and insect light traps.

13.5.1 All equipment used for insect and rodent monitoring services must correlate with the approved maps and be documented in the logbook and reviewed with the COR and PMO at least annually.

13.5.2 All monitoring devices must be assigned a unique identification number by the Contractor and the corresponding identification numbers will be annotated on the approved maps.

13.5.3 All exterior rodent bait stations must be properly marked and dated in accordance with local and State requirements.

14. **LOCATIONS OF IPM SERVICES:** See Attachment 1 to PWS.

15. **INTEGRATED PEST MANAGEMENT (IPM) PLAN:**

15.1 The IPM plan requires approval by the COR and PMO prior to implementation and must be submitted for review as part of the Contractor's contract submissions.

15.2 The Contractor's IPM plan must include but is not limited to the following tasks:

- Inspection of all areas to determine which pest management measures are appropriate and required to mitigate pest risks and infestations.
- Identification of pest entry points and identifying and communicating/documenting necessary structural remediation recommendations, monitoring and follow up to ensure remediation actions are taken.
- Communication of recommendations in writing to the COR and PMO, which include environmental sanitation practices that restrict or eliminate food, water or harborage for pests and engineering practices that limit the entry of pests.
- Selection and utilization of non-chemical control methods, which eliminate, exclude, or repel pests (e.g., traps, caulking, air curtains)
- Collection of live and dead pests, and disposal of all pests off-site.
- Selection and use of the most environmentally safe pesticide(s) that are labeled for use in medical facilities when chemical control is necessary.
- Identification, removal, and cleanup of areas with droppings, feathers, and nesting materials that are known to be health concerns in ceilings, window ledges, crawl spaces or any other area in or around the medical center.
- Monitoring of treated areas to ensure pest control measures were effective and that pests are not resistant to pesticide treatments.
- At a minimum, all food service areas must be inspected weekly (e.g., Nutrition and Food Services (NFS) and Veteran Canteen Services (VCS)). Sensitive areas of the medical facility (e.g., Operating rooms (OR), Sterile Processing Services (SPS), Cath lab, endoscopy, other invasive procedure areas, Pharmacy and compounded sterile preparation (CSP) areas) must be inspected monthly at minimum. At a minimum, all patient treatment areas must be inspected semi-annually. Inspections must be documented in service reports, and any risks to health and property must be immediately reported to the COR and PMO.
- At a minimum, the exterior of buildings and parking structures on campus must be inspected for pest activity no less than monthly.
- In the event the PMO determines that pest activity within patient care areas or other sensitive areas of the facility exceeds acceptable thresholds, the Contractor must develop and submit a written corrective action plan to the COR and the PMO. Pest presence and activity override minimum frequencies of inspection and must be addressed to extermination.
- The corrective action plan must outline a structured thirty (30) day improvement strategy and, at a minimum, include:
    - Actions to reduce and eliminate pest activity.
    - Identification of sanitation, environmental, and structural conditions contributing to the pest activity.
    - A list of proposed pesticide products and application methods.
    - Pest monitoring documentation (e.g., spreadsheets or tables) tracking pest activity, numbers, and trends over time to evaluate treatment effectiveness and eradication progress.

NOTE: Although rare, fumigation and ultra-low volume (ULV)/thermal fogging treatments may be required in dire circumstances. These treatments require separate scheduling and prior approval by the COR, PMO, Engineering and Safety for the convenience and safety of staff, visitors, patients, and the facility.

15.3 Pests included for management in the contract include but are not limited to:

- General structural arthropod pests (e.g., cockroaches, ants, beetles, spiders, carpenter bees, earwigs, silverfish, occasional invaders etc.).
- Flying insect pests (e.g., houseflies, stable flies, blow flies, dung flies, fruit flies, moth flies, fungus gnats, and Phorid flies etc.) which include drain, sink, or food disposal unit treatments for flies breeding in organic habitat.
- Pests of public health concern (e.g., bed bugs, fleas, mites, ticks, bees, wasps, mosquitoes, scorpions, etc.). Control of mosquitoes includes identification of breeding habitat and larval control.
- Stored product pests (e.g., saw tooth grain beetle, red flour or confused flour beetle, Trogoderma beetles, weevils, grain moths etc.)
- Mice and rats (e.g., house mouse, field mouse, roof rat, Norway rats, etc.)
- Pest birds (e.g., pigeons, English sparrows, blackbirds, starlings, grackles, geese, etc.)
- Other vertebrate pests (e.g., dogs, cats, bats, squirrels, gophers, groundhogs, moles, skunks, snakes, rabbits, raccoons, etc.).

NOTE: If required, control of wood destroying organisms (e.g., subterranean termites, dry wood termites, wood boring beetles, fungi etc.) may be included. An additional service outline would be necessary.

16. **INITIAL BUILDING INSPECTIONS:** Both primary and sub-contracted Contractor(s) must complete a thorough initial, documented inspection of each building or site within the first ten (10) business days of the starting date of the contract. The purpose of the initial inspection is for the Contractor to evaluate the pest control needs of all locations and to identify problem areas and any equipment, structural features, or management practices that are or could be contributing to pest issues or infestations. Access to building space must be coordinated with the COR and PMO. The COR and/or PMO will inform the Contractor of restrictions or areas requiring special scheduling.

17. **CALL BACKS:**

17.1 **EMERGENCY CALL BACK:** The Contractor must arrive on site at the facility within **two (2) hours** after receipt of notification by the COR or designee, perform IPM Services to correct an emergent condition. This call back service must be accomplished at no additional charge to the government.

17.2 **NON-EMERGENT CALLS:** Contractor must arrive on site at the facility within **eight (8) hours** for non-scheduled service requests without additional charge to the government.

17.3 **ALL CALL BACKS:** Contractor must report the response time and plan of action to the COR and PMO. Contractor must respond to all after hours voice messages within the time frame allotted for the type of call received. Response time will start at the time that notification is left for the Contractor. Emergency or after-hours point of contact information for the Contractor must be made available to the COR and PMO.

18. **REPORTING FOR SCHEDULED SERVICES:**

- **Mandatory Logbook Sign In/Out:** All pest control technicians must sign in upon arrival and sign out upon departure using the Pest Control Logbook located at each facility's designated entry point.
- **Notification to PMO/COR:** Technicians must notify the Facilities PMO or COR (or designated representative) upon arrival and completion of service. Notification may be via phone, email, or radio, depending on the site.
- **CBOCs and Separate Buildings:** Some sites do not have onsite Facilities staff. In these locations, technicians must notify the site POC and the Facilities PMO before beginning work and after completing services.

- **Access-Controlled Areas:** For restricted or sensitive areas, technicians must coordinate entry with the area supervisor before performing services.
- **Unscheduled Findings:** Any unusual pest activity, access issues, or safety concerns must be reported to the Facilities PMO immediately.

19. **SAFETY FACTORS:** All rodent bait stations that use rodenticides including all interior rodent traps must be placed only at times and in areas approved by the COR and the PMO. Rodent bait stations that utilize rodenticides must be replaced as necessary and follow all manufacturers' recommendations. No pest control material or trap will be placed where it may be recovered by patients, non-target animals, nor will such material be allowed to contact food, cooking utensils, children, staff or patients.

NOTE: The Contractor must not spray pesticides inside the medical facility without prior written approval from the PMO.

20. **STORAGE AND PROHIBITIONS OF PEST CONTROL MATERIALS:** Storage of pest control materials or equipment on VA property is prohibited without the written approval of the COR and PMO. In addition, per VHA Directive 1850.02, the use of the selective herbicide 2,4-Dichlorophenoxyacetic Acid (2,4-D) is banned on VA property.

21. **QUALITY CONTROL PLAN.** The Contractor must establish and maintain an effective Quality Control Plan (QCP) to ensure the services provided under this contract meet all requirements of the PWS. The QCP must describe the methods, processes, and metrics the Contractor will use to monitor, assess, and ensure quality performance.

21.1 The Contractor must submit the QCP to the Contracting Officer (CO) and the Contracting Officer's Representative (COR) for review within **five (5)** calendar days after contract award. The QCP must, at a minimum, include the following elements:

- The purpose and scope.
- Quality control objectives.
- Roles and responsibilities (QC Manager, Licensed Pest control technicians, and administrative support)
- Service delivery procedures (initial inspection, routine services, and on demand services)
- Integrated Pest Management Approach
- Inspection and testing procedures.
- Documentation and reporting procedures.
- Nonconformance and corrective actions.
- Communication procedures.
- Training and certifications of licensed technicians.
- Approach to safety and environmental compliance.
- Methods for continuous improvement.
- Process for updating the QCP as needed throughout contract performance.

21.2 The Contractor must implement the approved QCP throughout the life of the contract and must provide updated versions to the CO whenever changes occur.

22. **QUALITY ASSURANCE SURVEILLANCE PLAN:**

Table 1. Quality Assurance Surveillance Plan

PERFORMANCE BASED TASK	INDICATOR	STANDARD	QUALITY ASSURANCE
Weekly service hours.	Time-in and time-out logged. Total number of service hours.	Contractor utilizes designated logbooks and fulfills schedule of service hours.	Weekly review
Annual/Monthly/Weekly Inspections	Schedule of inspection	Contractor checks all traps for activity and completes inspections related to all pests annotated under the specifications section.	Monthly/Weekly Inspection/Review
Emergency Trouble Call Response	Time to respond after call	Contractor arrives within two (2) hours for Emergency calls.	100% inspection
Routine Trouble Call Response	Time to respond after call	Contractor arrives within eight (8) hours for Non-Emergent / Routine calls	100% inspection
Response to pest infestations or issues that impact facility operations	Action plan provided	Written 30-day plan and monitoring spreadsheet for pest numbers and products used till eradication.	100% inspection
Quarterly and annual reports	Written reports provided	Quarterly reports that annotate the total numbers and locations of pest sightings and pesticide applications on all VA property. A consolidated annual report, including historical trending of pests provided to the PMO each year contract is active.	Quarterly/Annual review
Record keeping	Accuracy and timeliness of records and required reports	Contractor maintains all required records and provides all required service reports on time. Reports are submitted to COR and PMO.	Monthly Inspections/Review

23. **REQUIRED CONTRACTOR REPORTING:**

23.1 After each service (scheduled or non-scheduled) Contractor personnel must submit documentation (service reports) that include but are not limited to:

- The name and company address of the individual who applied the pesticide.
- The location, including the building and room number and location(s) inside room(s) where pesticide was applied (e.g., along baseboards, crack/crevice, on windowsills, etc.).
- The target pest(s) against which the pesticide was applied.
- The date and time of application.
- The trade name of the pesticide applied.
- The federal Environmental Protection Agency registration number of pesticides.
- The rate of application or amount of the pesticide applied, and the total area treated. Square, cubic, or linear feet will be noted if applicable to the pesticide application.
- Pest monitoring activities (e.g., inspection of insect monitoring devices, insect light traps, rodent traps, rodent bait stations etc.).
- If pest monitoring devices or pest control devices are relocated, the Contractor will identify the number, location, and date devices were identified and moved.

23.2 Service reports and documentation must be provided to the PMO and COR by the **end of the next business day**. If the service was performed on a Friday, Saturday, or Sunday, then the service report and documentation must be provided by end of the next business day (e.g., Monday). Service and pesticide application reports must be provided by the Contractor/Company that performs the service on-site and must conform to Texas rules and laws regulating pest control business and operations.

23.3 The Contractor must be responsible for supplying, completing, and submitting all reports required or requested by Federal, State, or local ordinances which pertain to any duties contained in the contract.

23.3 The Contractor must furnish the COR and the PMO's office, prior to initial pesticide application, the trade names and chemical names of all approved pesticides/chemicals along with current labels and Safety Data Sheet (SDS). The Contractor must supply this information as new products are submitted for approval to the COR and PMO.

23.4 The Contractor must supply a quarterly report that annotates the total numbers and locations of pest sightings and pesticide applications on all VA property. A consolidated annual report, including historical trending of pests must be provided to the PMO each year that the contract is active.

24. **CONTRACTOR PERSONNEL ID BADGES AND PARKING:**

24.1 The Contractor must provide the COR and the PMO with a list of Contractor employees expected to enter the buildings to pick up confidential documents. While on VA premises, all Contractor personnel must comply with the rules, regulations, and procedures governing the conduct of personnel and the operation of the facility.

24.2 An access badge will be given to the Contractor's employees after completion of a background check. The Contractor employee must safeguard the access badge and immediately report any lost, stolen, or destroyed badges to the COR or the PMO. All contract personnel must properly display their access badges while on the VA property. Access badges must be worn at or above the waist (facing forward). The Contractor must ensure the badges of Contractor personnel who quit or are terminated are returned to the VA within three (3) working days of the event.

24.3 The Contractor must be required to comply with all security policies and entrance requirements of the facility. All security policies/requirements must be met, and employees cleared prior to the Contractor performing work. Employees that cannot meet the security and clearance requirements will not be allowed to perform work under this contract.

24.4 The Contractor must be responsible for ensuring Contractor personnel park in the appropriately designated parking areas. Parking information must be coordinated with each facility COR or the PMO.

24.4 The VA does not validate or make reimbursement for parking violations of the Contractor's personnel under any circumstance.

25. **REFERENCES:**

- Code of Federal Regulations, Title 7. Accessed at: https://www.ecfr.gov/current/title-7/section-205.271
- Environmental Protection Agency, "Introduction to Integrated Pest Management". Accessed at: https://www.epa.gov/ipm/introduction-integrated-pest-management
- National Pest Management Association, "Pest Management Guidelines for Healthcare Facilities, A Guide for Pest Management Professionals". Accessed at: https://npmapwcdn-afabcafzhkfnebcs.z02.azurefd.net/media/epgcc12w/pest-managment-gudielines-for-healthcare-facilities_v10-1.pdf

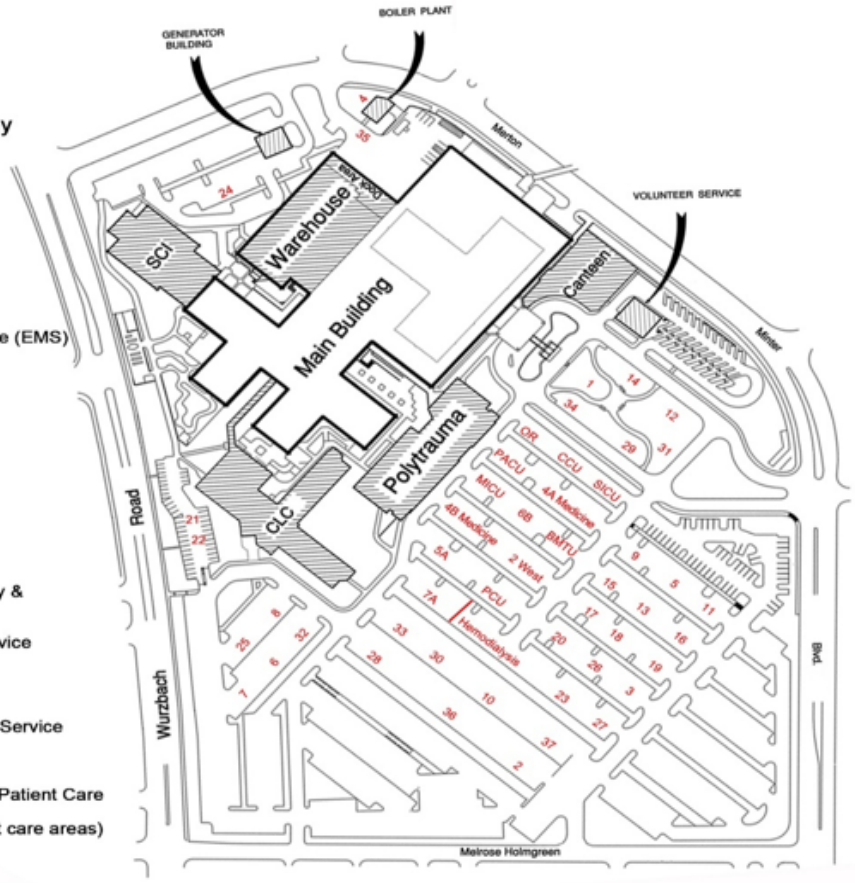
- QualityPro, The Mark of Excellence in Pest Management, QualityPro Credentials. Accessed at: https://www.npmaqualitypro.org/available-credentials/qualitypro/
- U.S. Code, Title 38 § 7301(b). Accessed at: https://www.govinfo.gov/app/details/USCODE-2023-title38/USCODE-2023-title38-partV-chap73-subchapI-sec7301/context
- VA Directive 0057, "VA Environmental Management Program", October 25, 2022.
- VHA Directive 1850.02, "Pest Management Operations Program", December 22, 2022.
- VHA Directive 7707, "VHA Green Environmental Management System and Governing Environmental Policy", April 1, 2021.

ATTACHMENT 1:
LIST OF AREAS/BUILDINGS TO BE SERVICED

List of buildings, sites, and areas.
South Texas Veterans Health Care System

Service Evacuation Staging Key

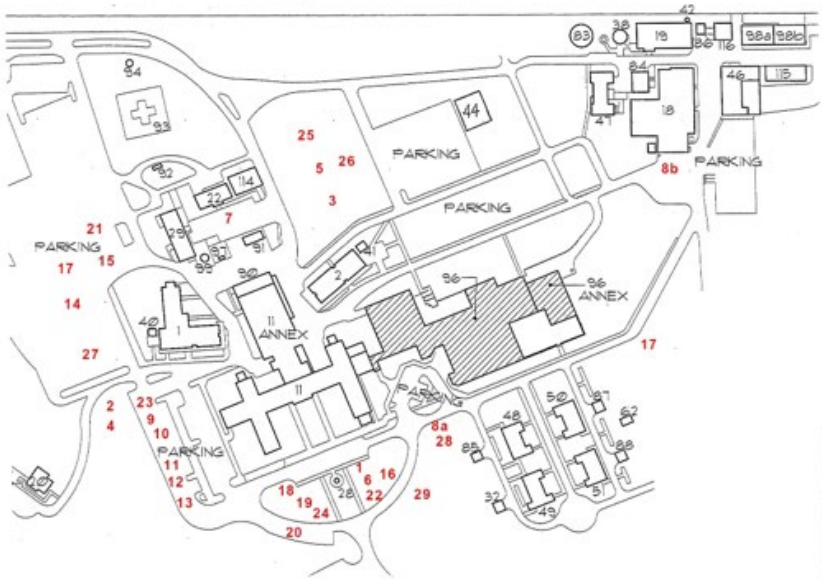
1. Office of the Director
2. Quality Management
3. Patient Safety
4. Logistics Service
5. Human Resources
6. Prosthetics Service
7. Engineering Service
8. Environmental Management Service (EMS)
9. Police Service
10. Information Technology
11. Recreation Therapy Service
12. Voluntary Service
13. Canteen Service
14. Chief of Staff
15. Education Service
16. Research Service
17. Pharmacy Service
18. GRECC
19. Verdict
20. Rehab Medicine Service
21. Geriatrics Extended Care (GEC)
22. Community Living Center (CLC)
23. Mental Health (Includes Psychology & Psychiatry)
24. Spinal Cord Injury Center
25. Audiology & Speech Pathology Service
26. Pathology & Laboratory Service
27. Medicine Service
28. Imaging Service
29. Emergency Medicine Service
30. Physical Medicine & Rehabilitation Service
31. Anesthesiology Service
32. Surgery Service
33. Polytrauma
34. Office of the Associate Director for Patient Care Services (Nursing) (Note: This includes all non patient care areas)
35. Nutrition & Food Service



Audie L. Murphy Evacuation Site Plan

Kerrville

Kerrville Site Evacuation Plan



1. AO Offices
2. Quality Management/Infection Control
3. Logistics Service
4. Human Resources
5. Medical Administration (MAS)
6. Prosthetics Service
7. Engineering Service
8a. Environmental Management Service (EMS)
8b. EMS Laundry
9. Police Service
10. Information Technology
11. Recreation Therapy Service
12. Voluntary Service
13. Canteen Service
14. Education Service
15. Pharmacy Service
16. Geriatrics Extended care (GEC)
17. Community Lining Center (CLC)
18. Mental Health (Includes Psychology & Psychiatry)
19. Audiology & Speech Pathology Service
20. Pathology & Laboratory Service
21. Medicine Service (Respiratory Therapy)
22. Imaging Service
23. Primary Care
24. Physical Medicine & Rehabilitation Service
25. Specialty Clinics/Minor Procedures
26. Nutrition & Food Service
27. Social Work Service
28. Chaplain Service
29. Dental

Audie Murphy VAMC

Asset Number	Asset Name	Total GSF
Ware	Warehouse Lease	9,586
VS	Villa Serena	28,039
DP	Datapoint	34,057
Gold	Wonderland of the Americas	36,939
SP	Shavano Park OPC	8,232
HVHC	HCHV	6,750
SBOPC	South Bexar OPC	8,040
PTRP	PTRP	18,535
Radiation Oncology	Radiation Oncology	7,390
PAS	PAS	15,700
NB	North Bexar	13,249
PL	Plaza Lecea - ELT	4,812
1Tk	One Technology	42,001
1	Main Hospital	1,060,208
1A	Storage Building	2,831
3	Generator Building	2,200
4	Police Service	3,000
5	Building 5	4,500
671GV	North East Bexar VA Clinic	8,159
671GS	Northwest HCC	190,840
671GF	Warehouse	9,586
671FH	Fisher House	26,012
671GO	NCFC	35,000
671GB	Victoria OPC	9,595
	Totals:	1,585,261

Kerrville VAMC

Asset Number	Asset Name	Total GSF
1	Auditorium	10,848
2	Chapel	5,654
11	MAIN HOSPITAL	209,808
18	LAUNDRY	17,516
19	POWER PLANT	5,593
20	Training Building	2,684
21	Director's Garage	490
22	PAINT SHOP	1,560
29	ENGINEERING SHOPS	9,329
32	Two Car Garage	409
40	Supply Storage	3,250
41	Storage	294
46	GARAGE	7,377
47	A&MM WAREHOUSE	5,112

48	Hospital Storage	2,754
49	Personnel Quarters	2,898
50	Personnel Quarters	2,754
51	Personnel Quarters	2,754
85	Two Car Garage	409
87	Two Car Garage	409
88	Two Car Garage	409
90	GENERATOR/SWITCHGEAR	1,997
96	NURSING HOME	63,726
97	CHILLER PLANT	1,200
98A	EMS Storage	4,405
	Totals:	363,639

(END OF PERFORMANCE WORK STATEMENT)
(END OF AMENDMENT)