



REQUEST FOR PROPOSALS

Pest, Rodent, and Bed Bug Control Services

Haven for Hope Campus – San Antonio, Texas

Issued By: Haven for Hope Facilities Department

Issue Date: June 30, 2026

1. Project Overview

Haven for Hope is seeking qualified pest management contractors to submit proposals for comprehensive pest, rodent, and bed bug prevention, inspection, treatment, monitoring, and emergency response services across the Haven for Hope Campus in San Antonio, Texas.

This Request for Proposals (RFP) is intended to establish a multi-year service agreement with a qualified contractor capable of maintaining a safe, healthy, sanitary, and pest-free environment while minimizing disruptions to campus operations.

2. Background

Haven for Hope of Bexar County has served the San Antonio community for more than 15 years by providing shelter, supportive services, and resources to individuals and families experiencing homelessness.

Due to the campus environment and the volume of individuals served, Haven for Hope requires a responsive and experienced provider capable of implementing proactive Integrated Pest Management (IPM) practices to address routine pest activity and rapidly respond to infestations.

Services shall include routine preventative treatments, inspections, monitoring, pest remediation, bed bug management, rodent control, emergency response, and recommendations for corrective measures.

3. Project Information

Project Name: Pest, Rodent, and Bed Bug Control Services

Project Address: 1 Haven for Hope Way, San Antonio, TX 78207

Areas to be Serviced Include:

All dormitories and associated campus facilities, including but not limited to:



- **Activity Center**
- **Women's & Family Dorm**
 - Restrooms
 - Laundry Rooms
 - Storage Closets
 - Offices
 - Custodial Closets
 - Lounge/TV areas
 - Electrical Rooms
- **West Gate/Behind West Gate**
 - Restrooms
 - Laundry Rooms
 - Storage Closets
 - Offices
 - Custodial Closets
 - Electrical Rooms
- **Transformational Campus Building**
 - Restrooms
 - Breakrooms
 - Laundry Rooms
 - Storage Closets
 - Offices
 - Cubicle Areas
 - Custodial Closets
 - Children's Center
 - Learning Center
 - Family Lounge Area
 - Electrical Rooms
- **Chapel**
 - Restrooms
 - Storage Closets
 - Custodial Closets
 - Electrical Rooms
- **Foodbank**
 - Restrooms



- Laundry Rooms
- Cafeteria
- LSO Gym
- Kitchen
- Electrical Rooms
- Storage Rooms
- Offices – Clinic area
- **Men's Dorm**
 - Restrooms
 - Laundry Rooms
 - Electrical Rooms
 - Storage Rooms
 - Custodial Closets
 - Offices
 - Lounge/TV Areas
 - Kitchens
- **South Campus/Faith Kitch**
 - Welcome Center
 - Offices
 - Restrooms
 - Laundry Rooms
 - Custodial Closets
 - Storage Areas
 - Cafeteria Area
 - Kitchen Area
 - Chapel
 - Mattress Cage
 - Around Lockers
 - Cages outside
 - Connex
 - Guard Shack (LSO Station)
 - UPP
 - DRP
- **Resource Center**
 - Restrooms
 - Offices



- Breakrooms
- Electrical Rooms
- Storage Areas
- HVAC Rooms
- Laundry Rooms
- Lounge/TV Areas
- **Warehouse**
 - Offices
 - Restrooms
 - Cage areas
 - Donation Store
 - Donation Area

4. Scope of Services

The selected contractor shall provide all labor, supervision, equipment, tools, materials, chemicals, transportation, and consumables necessary to perform comprehensive pest control services.

Routine Preventative Pest Services

Services shall include:

- Scheduled inspections and preventative treatments
- Implementation of Integrated Pest Management (IPM) practices
- Monitoring and treatment of common pests, including but not limited to:
 - Cockroaches
 - Ants
 - Spiders
 - Fleas
 - Flies
 - Mosquitoes
 - Crickets
 - Wasps
 - Silverfish
 - Other nuisance insects

Rodent Control Services

Services shall include:



- Inspection and identification of rodent activity
- Installation and maintenance of bait stations and traps
- Interior and exterior rodent monitoring
- Recommendations for exclusion measures and correction of structural deficiencies
- Removal and disposal of rodents as required

Bed Bug Services

Services shall include:

- Inspection and identification of bed bug activity within dormitories, residential spaces, and sleeping areas
- Development of treatment plans for confirmed infestations
- Follow-up inspections and retreatments as necessary
- Recommendations for containment and prevention practices
- Documentation of affected areas and corrective actions

Emergency Response Services

Services shall include:

- Emergency service availability
- Response to severe infestations or health-related concerns
- Guaranteed response times for:
 - Emergency requests
 - Routine service requests

Reporting Requirements

The contractor shall provide:

- Service reports following each visit
- Treatment records and chemicals used
- Documentation of infestation findings
- Recommendations for corrective actions
- Quarterly trend and activity reports
- Documentation of recurring problem areas

5. Contractor Responsibilities

The contractor shall:



- Provide licensed pest control technicians
- Maintain compliance with all federal, state, and local regulations
- Coordinate work with Haven for Hope Facilities staff
- Minimize disruptions to campus operations
- Maintain safe work practices around staff and clients
- Immediately notify Haven for Hope of health or safety concerns
- Provide Safety Data Sheets (SDS) for all products used

6. Proposal Requirements

Interested contractors shall provide:

- Company qualifications and years of experience
- Experience with large campuses, shelters, healthcare, or residential facilities
- Proposed inspection and service schedule
- Description of Integrated Pest Management approach
- Emergency response procedures and response times
- Technician certifications and licenses
- References from at least three comparable clients
- Proposed contract term options
- Pricing structure including:
 - Routine service costs
 - Bed bug treatment costs
 - Emergency response rates
 - Additional service rates
 - Any recurring costs
- Proof of insurance
- List of subcontractors (if applicable)

7. Contract Term

Haven for Hope anticipates entering into an initial agreement term of:

- One (1) year with optional annual renewals

8. Warranty & Performance Expectations

- Contractor shall provide service warranties where applicable
- Re-treatment of recurring issues within warranty periods shall be performed at no additional cost



- Failure to meet service expectations or response requirements may result in contract review or termination

9. Compliance & Insurance Requirements

All work shall comply with:

- Texas Department of Agriculture licensing requirements
- OSHA regulations
- EPA pesticide regulations
- Applicable state and local requirements

Insurance Requirements:

- Commercial General Liability: \$1,000,000 per occurrence / \$2,000,000 aggregate
- Workers Compensation and Employer Liability: \$1,000,000 minimum
- Business Auto Liability: \$1,000,000 per occurrence

10. Site Walk & Questions

An optional site walkthrough will be held on:

Date: July 10, 2026

Time: 11:00 AM

Location: 1 Haven for Hope Way, San Antonio TX 78207

For coordination or questions, contact:

Contact Information

Peter Ramirez

Director of Logistics and Facilities Management

Email: peter.ramirez@havenforhope.org

Phone: 210-220-2112

All **Requests for Information (RFIs)** must be submitted via email by no later than **July 13, 2026**. Responses may be shared with all bidding contractors.



11. Submission Deadline

All bids must be submitted no later than:

Date: July 16, 2026

Time: 5:00 PM CST

Submit electronically to: Peter.ramirez@havenforhope.org

12. Evaluation Criteria

Bids may be evaluated based on:

- Relevant experience
- Qualifications and licensing
- Cost competitiveness
- Emergency response capabilities
- Service approach
- References
- Experience with bed bug and large-scale facility management
- Overall completeness of proposal

Haven for Hope reserves the right to reject any or all bids, waive informalities, and select the proposal deemed in the best interest of the organization.