

EVALUATION SECTION 1: COMPANY QUALIFICATIONS AND EXPERIENCE

Company Overview

Provide a brief description of your company, including years in business, ownership structure, geographic service area(s), and primary service lines relevant to pest control services for public agencies.

Operational Credentials - See Below

Describe in detail your company's operational structure. Include:

- Company headquarters location and regional office/branch locations - **All of Indiana, with possibility of 15 states with scaling.**
 - Number of certified/licensed technicians and supervisors by region - **See below**
 - Description of in-house service capabilities vs. subcontracted services **Both, see below**
 - Technology platform used for service scheduling, reporting, and customer communication - **Pestroutes with barcodes**
 - Quality control processes, technician training programs, and inspection procedures - **OISC and Quality Pro/GreenPro Training**
 - Certifications held (QualityPro, GreenPro, NPMA membership, ISO, SAM.gov registration, SDVOSB, MBE, WBE, etc.) **Yes - All but WBE and SDVOSB.**
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As of May 2026 **Finally Pest Control, LLC** is a MBE/DBE Certified based in the state of Indiana. We take pride in both our work, and our relationship with our loyal customers. We help our clients to identify their best pest control management plan while providing Eco-friendly solutions that are safe within their environment.

What makes us different

- ❖ Begin in 2013 by a former ECOLAB pest control technician with a bachelor's degree in Biology (Left Eli Lilly as a Chemist)
- ❖ 13 years in operation
- ❖ 12 employees that live across Indiana to better serve our clients
- ❖ Proudly serve through a *Quantity Purchase Agreement* for the entire State of Indiana State Government Agencies, Indiana State Police, Department of Natural Resources and city entities for pest control.

To view agreement click here: www.in.gov/idoa/proc/QPA/17217.pdf

- ❖ Offer online appointment scheduling, 24/7
- ❖ Offer regular pest control and specialty pest control, termites soil treatment, and bird barriers.
- ❖ As evidence of ability to perform work, we are 7A & 7B Licensed by OISC
Certificate of good standing with the state through DUNS.

We in house all IMP and general Pest Control Services and we only subcontract bed bug dog work from Precision Canine Bed Bug Detection Services, LLC - Indiana Territory

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**And Subcontract some wildlife work to Kritter Gitters -
Greater Indianapolis Areas**

Certificate of good standing with the
state through DUNS: #055170363

**We hold all certifications currently - Certifications held
(QualityPro, GreenPro, NPMA membership, ISO, SAM.gov
registration and MBE**

Government Experience

Describe your experience delivering pest control services to government entities. Provide a minimum of five (5) government contracts performed within the past seven (7) years. For each, describe:

- Agency name, contact, and phone number - **Below**
- Contract value and duration - **Below**
- Types of services provided (general pest, rodent, termite, bed bug, wildlife, grounds, etc.) - **Yes**
- Number and types of facilities serviced - **Attached over 500 locations**
- Any cooperative purchasing contract experience (GSA, NASPO, state contracts, GPOs) - **Statewide QPA (Quantity Purchase Agreement all state and city entities) 2017-2025**

Clients we Service Statewide

- ❖ Department of Child Services for statewide Indiana – Over 5500 services in 9 years
- ❖ Indiana State Hospital (FSSA)
- ❖ Indiana Department of Transportation - 75 locations
- ❖ Indiana State Police - 13 statewide locations
- ❖ Family and Social Services Administration - 40 locations
- ❖ Department of Natural Resources - 45 locations
- ❖ Indiana Public Safety Communications - 102 locations
- ❖ Ivy Tech - Indianapolis and Lawrence Campus
- ❖ Governors Home
- ❖ Eli Lilly - Lebanon Site
- ❖ War Memorial
- ❖ Sailors and Soliders Monument

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Comparable Work

Client Name	Address	Telephone Number	Description of work performed	Date of Service	Contract Amount	Status of Contract
Indiana Department of Child Services (DCS or CPS)	402 W. Washington St, W392 Indianapolis, IN 46204	Ms. Jessica Dugan Business Operations Director (317) 619-0152	Statewide pest control in offices, homes, apartments, mobile homes for recipients of state aid.	July 2017 - Present	\$1.5 Mil	Active
Indiana Department of Administration (IDOA)	402 W. Washington St, W392 Indianapolis, IN 46204	Kristine Kruger Vendor Management, Procurement Division 317.982.6913 office	Statewide Vendor Pest Control.	August 2017 to July 2025	\$1.2 Million	Expired

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INDOT - Indiana Department of Transportation	Statewide Divisions	Tim Ranny - (765) 307-1792 Crawfordsville Seth Strait - (463) 217-1509 Greenfield Mark Ruddick - (812) 524-3779 Seymour Shantel Morris (812) 895-7403 Vincennes	Statewide rest areas, truck stops, Department of Transportations locations statewide over 100 locations	June 2017 to July 2025.	\$300,000	Expired
Family Social Services Administration (FSSA)	757 Moon Road Plainfield, IN 46168	Jerri Riggle (317)-985-1382	Office and Home treatments and supports to workers and contractors of the state of Indiana	August 2017 to present.	\$255,000	Active
Eli Lilly - Lebanon Site Hosted by Fluor Enterprise	<i>1873 W 450 N Lebanon, IN 46052</i>	Jordan Carlsen +1.864.281.6435 M	Bi-Weekly Service of lconstruction site to Eli Lilly	December 2024-Present	\$188,247	Active

Geographic Coverage

Describe your company's ability to provide services nationally. Identify the states where you currently hold active pest control operator licenses, your branch or service location network, and any geographic limitations. Describe your standard response time commitments for scheduled and emergency services by region.

We can cover the state of Indiana for same day in most cases to next day 24 hour emergency services. We are compared to our market counterparts Orkin who usually take 4-5 days to complete the same amount of ETA time.

We had a division in Atlanta, Georgia prior to Covid-19 but shut it down since regulations were strict and there was not enough revenue/ contracts to bid on.

With effective planning we can open in any of the surrounding states to Indiana in 5-6 months if the amount of work is available.

We are apart of a nationwide network of smaller pest control business that will create and partner with one another through our relationships in the industry.

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Reciprocity (Revised 07/30/19)

OISC has a reciprocal pesticide applicator certification agreement with the following states in the following certification & licensing categories. What this means is that Indiana will accept out of state certification exams passed by out of state applicators and that the other states will accept Indiana exams passed by Indiana applicators.

It is important to note that even though you may not be required to re-examine to get an out of state license in one of these states, you still **must** apply for their license, show proof of insurance, and pay all of their applicable licensing fees. You should contact the specific state officials for details about their licensing process. Contact information for those states can be found by going to: <http://aapco.org/officials.html>.

It is also important to note that not every category in each state matches up exactly with every Indiana category. Some categories will be combined or separated differently from state to state.

RECIPROCAL CATEGORIES:

Alabama	All matching categories except 7a & 7b
Arkansas	All matching categories
Florida	11
Georgia	All matching categories
Illinois	All matching categories
Kansas	All matching categories
Kentucky	All matching categories
Louisiana	All matching categories
Michigan	All matching categories
Minnesota	All matching categories
Mississippi	11
Montana	All matching categories
Nebraska	All matching categories
New Jersey	All matching categories
New York	All matching categories
Ohio	All matching categories except Cat. 12
Oklahoma	All matching categories
Pennsylvania	All matching categories
South Carolina	All matching categories
Texas	All matching categories
Utah	6
Virginia	All matching categories
Wisconsin	All matching categories

NOTE: We do not reciprocate with any state for Category 14 (Agricultural Fertilizer Management).

EVALUATION SECTION 2: LICENSING, COMPLIANCE & IPM

Licensing Documentation

Provide documentation of all active state pest control operator licenses held. For each state, identify:

- State name and license number(s)
- License categories and endorsements held (general pest, termite, fumigation, wildlife, etc.)
- License expiration date(s)
- Designated qualifying agent or responsible applicator in each state

See link below

[https://inplants.oisc.purdue.edu/USAPlantsIN/PesticideApplicator/
ApplicationExternalAccountSummary.aspx](https://inplants.oisc.purdue.edu/USAPlantsIN/PesticideApplicator/ApplicationExternalAccountSummary.aspx)

Regulatory Compliance

Describe your company's processes for maintaining regulatory compliance across multi-state operations. Address:

- License renewal tracking and compliance management processes - **Yes we have a dedicated manager for this, Jody Weber.**
- Restricted-use pesticide (RUP) applicator certification and recordkeeping - **Pestroutes - <https://www.fieldroutes.com/>**
- FIFRA compliance and EPA registration verification for all products used - **Input though our chemical tracking Pestroutes App - CRM**
- State-specific notification and posting requirements for pesticide applications - **We have a dedicated manager that attends Purdue University weekly for all regulations and updates.**
- Spill, incident, and complaint response protocols - **Recorded with the State of Indiana Chemist**
- Training requirements for all technicians (initial and continuing education) **We follow OISC (office of Indiana State Chemist) Regulations and all equivalent regulations to maintain records.**

Integrated Pest Management Program Description

Provide a detailed written description of your Integrated Pest Management (IPM) program. Your description must address:

- IPM program philosophy and core principles applied in service delivery - **See Below**
- Pest inspection, identification, and monitoring protocols
- Action threshold policies (when chemical vs. non-chemical intervention is used) - **We are able to see the difference in chemical heavy treatment so that the pest do not build up a tolerance.**

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- Non-chemical control methods utilized: exclusion, sanitation, mechanical traps, habitat modification - **Rodent and sensitive areas such as prisons, daycares and food processing areas.**
- Pesticide selection criteria: preference for EPA Safer Choice, reduced-risk, or minimum-risk formulations - **We suggest green products to customers when able.**
- Communication protocols for pesticide applications in occupied facilities (schools, government offices, etc.) - **We will work with POC - in past we remove everyone from the room/ come up with a solution.**
- Sample IPM service plan for a government office building - **See below**
- Sample IPM service plan for a school or childcare facility - **Sensitive area - must be by the situation from our similar daycare customers**
- Annual service review and program update process - **We do this as a zoom call or follow up for each customer. Even a brief walkthrough.**

We at Finally Pest Control, thrive in Integrated Pest Management (IPM) schedule focuses on long-term prevention rather than just reactive treatments. Since we are certified in GreenPro and QualityPro, your schedule should prioritize low-impact methods and detailed documentation.

1. Daily & Weekly: Monitoring and Sanitation

The goal here is early detection and removing the "food, water, and shelter" that pests need to survive.

- **Pest Sighting Logs:** Review client sighting logs daily. Immediate response (within 24-48 hours, as per your standard) is critical for preventing an "incident" from becoming an "infestation."
- **Sanitation Checks:** During every weekly or bi-weekly visit, inspect high-risk areas like trash enclosures, loading docks, and breakrooms.
- **Device Checks:** Check insect light traps (ILTs) and pheromone monitors weekly in food-sensitive or high-traffic commercial environments.

2. Monthly: Inspection and Exclusion

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A deeper dive into the "bones" of the building.

- **Structural Inspection:** Check for new cracks, gaps in door sweeps, or utility penetrations.
- **Mechanical Traps:** Inspect and clean rodent bait stations or snap trap housings. Replace aging glue boards.
- **Trend Analysis:** Review the month's data. Are you seeing an uptick in ants or roaches in a specific zone? Adjust your strategy for the following month based on these trends.

3. Quarterly: Deep Evaluation

Every three months, shift focus to seasonal shifts and overall program health.

- **Exterior Perimeter Review:** Check for vegetation overgrowth touching the building or mulch that has become too damp (breeding grounds for ants and termites).
- **Seasonal Rotation:** Adjust monitoring locations based on the season (e.g., focusing on overwintering pests in the fall or stinging insects in the spring).
- **Inventory Audit:** Ensure all products and baits are within their expiration dates and stored according to **GreenPro** standards.

4. Annual: The Strategic Audit

Once a year, step back and evaluate the entire partnership with the client.

- **IPM Quality Self-Assessment:** Conduct a formal audit of the facility's pest pressure versus the current control measures.
- **Client Training:** Host a brief "lunch and learn" for the client's staff on sanitation and reporting. This reinforces the "Integrated" part of IPM.
- **Documentation Review:** Ensure all service reports, pesticide usage logs, and safety data sheets (SDS) are updated and compliant with Indiana regulations.

Key IPM Principles for Finally Pest Control:

Phase	Action
Identification	Accurately ID the pest before any treatment.

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Thresholds	Define how many pests (e.g., 1 cockroach vs. 10) trigger a chemical response.
Prevention	Focus on sealing holes and improving cleaning protocols first.
Control	Use the least toxic methods first (traps, baits) before moving to sprays.

Pro Tip: Since you offer eco-friendly solutions, emphasize **exclusion** (keeping them out) and **mechanical controls** (traps) in your scheduling notes. This builds trust with commercial clients who are sensitive to chemical use.



WHAT YOU NEED TO KNOW ABOUT PEST MANAGEMENT

OUR COMMITMENT TO EXCELLENCE

To get QualityPro certified, our company took many steps to provide you with a higher quality, more worthwhile service. QualityPro certified companies are committed to providing you with environmentally responsible pest management. This means using integrated pest management, or IPM, to solve pest problems.

An IPM approach is focused on the removal of the elements pests need to survive: food, water, shelter, and a way in. Without these elements, pests won't thrive. IPM aims to correct the root cause of the pest problem, providing you with a longer-term solution in the least intrusive manner possible.

THE IPM APPROACH

Five basic steps make up an IPM program:

1. Inspect for signs of pests
2. Identify any pest problems
3. Select control methods based on the size and type of pest problem
4. Employ two or more control measures in combination
5. Evaluate effectiveness by following up

Control Methods

- Making structural repairs and maintaining the property to exclude pests (eg. screens, sealing cracks, and landscaping.)
- Changing people's behavior to minimize pest conducive conditions (eg. properly storing garbage, moving wood away from house, etc.)
- Precise pesticide applications (eg. pest-specific products applied where pest activity was documented.)

PARTICIPATION IS THE KEY TO SUCCESS

Our QualityPro Certification ensures we have the knowledge of pests and the experience managing them to develop an effective IPM plan. IPM is always more effective when our customers are actively involved. Your knowledge of your property and surroundings, your observance of pest problems, and your cooperation with us will ensure that the IPM program successfully rids your property of pests in the most environmentally responsible way.



EVALUATION SECTION 4: SERVICE BREADTH & GEOGRAPHIC COVERAGE

Standard Service Catalog

Describe the breadth of your standard service offering. Provide a complete service catalog and clearly identify which services are available in all states vs. limited geographic regions.

Specialty Service Capabilities

Describe your capabilities for delivering specialty pest control services to government agencies. Address the following:

Common Pests Managed:

Insects: Ticks, Lice, fleas, and bed bugs

Wood Destroying Organisms: Termites

Wildlife: Bats ,Birds & Bees

- Bed bug heat treatment availability and capacity - **We will use this but have found chemical treatments are more effective. In cluttered homes or rooms heat can destroy plants/furniture, ect.**
- Structural fumigation capabilities and licensed fumigators on staff - **We have pop foggers for all staff but we use the actisol fogging with pyrethrin agents to eliminate when doing a cleanup or infestation area in extreme cases of high knockdown.**
- Canine detection services for bed bugs and/or termites - **We hire subcontractor for the state of Indiana Canine Bed Bug Precision for the state of Indiana. We are very successful rate of finding bed bugs on our own prior to that but we have access to their services. We do all termite inspections and treatments.**
- Wildlife management licensing and permitted trappers by state - **Yes, Trapping is handled by another subcontractor of ours in the state of Indiana - Kritter Gitters.**
- Drone or remote sensing capabilities for grounds pest management - **We have the capability if a customer seeks this service. It will cost extra by case.**
- Organic and reduced-risk pesticide program options - **Yes, we will use green products and suggest for sensitive areas.**

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- School IPM compliance programs (where applicable by state law) - **We follow Quality Pro regulations**
- Healthcare facility pest management expertise (Joint Commission standards, infection control) - **We treat 5 hospitals and are compliant to all regulations of the hospital.**

Facility Type Experience

Identify the facility types where your company currently provides pest control services to public agencies. Describe your specialized knowledge and protocols for each relevant facility type:

- Government office buildings and courthouses - **Yes**
- K-12 schools and educational facilities - **Indiana Police Academy and School for the Blind and Deaf**
- Community colleges and universities - **Ivy Tech college**
- Public housing and affordable housing complexes - **We hold 4 contracts present with 2 - South Bend Housing Authority, East Chicago Housing Authority, Elkhart Housing Authority, Jeffersonville Housing Authority.**
- Transit facilities (bus depots, rail stations, maintenance facilities) **INDOT - Department of Transportation**
- Parks, recreational facilities, and athletic complexes - **DNRs**
- Libraries, community centers, and cultural facilities - **Yes, Indiana Historical Building and Lincoln Amphitheater.**
- Public safety facilities (police stations, fire stations, emergency operations centers) - **Indiana State Police and Ambulance centers across all of Indiana**
- Water treatment and utility facilities - **Yes, Citizens Energy Group**

Common Pests Managed:

Insects: Ticks, Lice, fleas, and bed bugs

Wood Destroying Organisms: Termites

Wildlife: Bats ,Birds & Bees

- Food service and fleet maintenance facilities - **Yes, restaurant and Hotel facilities**

Technology & Reporting Platform

Describe the technology platform(s) your company uses to manage service delivery and reporting. Address the following:

- Digital service ticket and scheduling system used - **Via email by pest routes**
- Electronic service reports: format, delivery method, and turnaround time - **1-2 hours return, can be faster by request**
- Customer portal or dashboard access for PPAs to view service history and reports - **Yes we have portal for all customers**
- Pesticide application recordkeeping and reporting capabilities
- QR code or NFC-enabled service station monitoring - **Yes**
- Mobile app capabilities for technicians - **Every tech has access so there are no communication gaps.**
- Integration capabilities with public agency work order and CMMS systems - **Yes, we have a punch out system on our website specific to Public Service division**

EVALUATION SECTION 5: REFERENCES AND PAST PERFORMANCE

Provide a minimum of three (3) public agency references for pest control service contracts completed within the past five (5) years. References must be from government clients. For each reference, provide:

- Agency name
- Contact name, title, phone number, and email address
- Contract value and duration
- Number of facilities and geographic scope of services
- Types of services provided and facility types covered

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Client Name	Address	Telephone Number	Description of work performed	Date of Service	Contract Amount	Status of Contract
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Indiana Department of Administration (IDOA)	402 W. Washington St, W392 Indianapolis, IN 46204	Kristine Kruger Vendor Management, Procurement Division 317.982.6913 office	Statewide Vendor Pest Control. 1800 Services per year for 8 years	August 2017 to July 2025	\$1.2 Million	Expired
INDOT - Indiana Department of Transportation	Statewide Divisions	Tim Ranny - (765) 307-1792 Crawfordsville Seth Strait - (463) 217-1509 Greenfield Mark Ruddick - (812) 524-3779 Seymour Shantel Morris (812) 895-7403 Vincennes	Statewide rest areas, truck stops, Department of Transportations locations statewide over 100 locations monthly	June 2017 to July 2025.	\$300,000	Expired

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