



ANNEXURE C:

PEST CONTROL SERVICES

SCOPE OF WORKS (SOW)

1. Purpose

The purpose of this Scope of Work (SOW) is to appoint a qualified, licensed, and experienced Pest Control Service Provider to deliver integrated pest management (IPM) services across a portfolio of commercial offices, industrial, and retail properties.

The service provider shall be responsible for the proactive prevention, monitoring, treatment, reporting, and management of pest infestations to ensure compliance with applicable health, safety, environmental, and regulatory requirements while maintaining a pest-free environment for tenants, employees, customers, contractors, and visitors.

2. Objectives

The objectives of the pest control program are to:

- Prevent pest infestations through proactive management.
- Protect occupants, visitors, inventory, assets, and infrastructure.
- Ensure compliance with local health, environmental, and occupational safety legislation.
- Minimize business disruption through effective pest management.
- Implement environmentally responsible and sustainable pest control practices.
- Establish a documented Integrated Pest Management (IPM) program across all sites.

3. Scope of Services

The appointed contractor shall provide comprehensive pest control services including, but not limited to, the following:

3.1. General Pest Control

Management and treatment of:

- Crawling Insects (Cockroaches, ants, Fleas, Bed bugs, Silverfish, Earwigs, Beetles, Stored product insects)
- Flying insects (House flies, fruit flies, Mosquitoes, Moths, WASPs, Bees- where legally permissible)
- Rodents (Mice, Rats & Other Vermin)
- Reptiles and Other Pest (Snakes, Lizards, Birds-Pigeons and nuisance birds)
- Wood destroying Organisms (Termites, wood borers)

3.2. Preventative Pest Management

The contractor shall:

- Conduct regular preventative inspections.
- Identify pest entry points and harbourage areas.
- Recommend exclusion and proofing measures.
- Monitor pest activity trends.
- Implement preventative treatments.
- Reduce conditions conducive to pest infestations.

3.3. Rodent Control

The contractor shall:

- Install and maintain tamper-resistant rodent bait stations.
- Provide internal monitoring stations.
- Maintain a site baiting plan.
- Inspect and replenish bait stations during each service visit.
- Remove rodent carcasses where identified.
- Monitor infestation trends and implement corrective actions.

3.4. Flying insect Management

Services shall include the following:

- Supply and maintenance of electronic insect control units where applicable.
- Replacement of lamps, glue boards, and consumables.
- Monitoring and reporting of insect activity.
- Strategic placement of insect control devices.

3.5. Bird Control Services

Where required:

- Site assessment of bird activity.
- Installation recommendations for bird deterrent systems.
- Nest removal (in compliance with local legislation).
- Cleaning and sanitation of contaminated areas.
- Monitoring of bird activity.

3.6. Termite Control

Where applicable:

- Routine inspections for termite activity.
- Treatment recommendations.
- Localized treatment applications.
- Monitoring stations where required.
- Provision of specialist termite management services.

3.7. Service Locations and Frequency of Service

The contractor shall provide routine services according to the building list provided below and the recommended minimum frequencies of each site.

Retail & Office Precincts	Property Name	Asset Class	GLA	Tenants	Service Frequency
18 Properties					
	The Wedge Shopping Centre (WED2)	Retail	15 439	37	Monthly
	47 van Buuren (BMS1)	Industrial	4 578	0	Quarterly
	10 Junction Avenue (BPH1)	Office	10 817	1	Monthly
	Constantia Kloof (CON2)		1 845	1	Quarterly
	Gijima AST Holdings (GIJ1)		21 313	0	Quarterly
	Greenoaks (GRE1)		4 974	10	Monthly
	3 M (3M01)		8 466	0	Quarterly
	UCB House (UCB1)		11 262	2	Monthly
	Uunet (UUN1)		7 493	2	Quarterly
	Waterfall Close (WAT4)		3 638	0	Quarterly
	Wedgefield Phase 111 (WED1)		4 928	4	Quarterly
	10 Queens Road (AIG1)		7 934	0	Quarterly
	10 Fricker Road (WEB2)		10 701	0	Quarterly
	11 Fricker Road (FRI1)		8 870	0	Quarterly
	72 Grayston Drive		5834	0	Quarterly
	6A Sandown Valley Crescent (PER1)		9 544	0	Quarterly
	Rochester Place (ROC2)		10 565	32	Monthly
	27 Fredman Drive (SUN1)		8 513	0	Quarterly

3.8. Emergency Callouts:

The contractor shall be available 24 hours per day, 7 days per week.

The contractor shall attend to emergency infestations within:

- Critical infestations: Within 8 hours
- Major infestations: Within 24 hours
- Routine service requests: Within 48 hours

4. Integrated Pest Management (IPM)

The contractor shall implement an IPM approach incorporating:

4.1. Inspection

- Site surveys
- Pest identification
- Risk assessment

4.2. Prevention

- Exclusion recommendations
- Sanitation recommendations
- Habitat reduction

4.3. Monitoring

- Trend analysis
- Bait station inspections
- Pest activity tracking

4.4. Control Measures

- Mechanical controls
- Biological controls where appropriate
- Chemical treatments as a last resort

4.5. Evaluation

- Program effectiveness reviews
- Service improvement recommendations

5. Health, Safety and Environmental Requirements

The contractor shall:

- Comply with all applicable health and safety legislation.
- Maintain valid licenses and certifications.
- Provide Safety Data Sheets (SDS) for all chemicals used.
- Ensure all pesticides are approved for use.
- Use environmentally responsible treatment methods.
- Ensure technicians are appropriately trained and certified.
- Maintain adequate PPE and safe work procedures.
- Dispose of pest control waste in accordance with legislation.

6. Documentation and Reporting

The contractor shall provide electronic service reports after each visit containing:

- Property name and address
- Date of service
- Technician details
- Findings and observations
- Pest activity levels
- Chemicals and quantities used
- Corrective actions taken
- Recommendations
- Photographs where applicable

The contractor shall also provide:

6.1. Monthly Reports:

- Services completed
- Pest activity trends
- Open corrective actions
- Emergency call-out summary
- Compliance status

6.2. Quarterly reviews

- Trend analysis
- KPI performance
- Improvement recommendations
- Risk assessment updates

7. Contractor Responsibilities

The contractor shall:

- Supply all labour, supervision, equipment, chemicals, tools, bait stations, monitoring devices, and consumables.
- Maintain accurate service records.
- Coordinate services with site management.
- Provide escalation procedures and emergency contacts.
- Ensure minimal disruption to tenants and operations.
- Report structural or housekeeping deficiencies contributing to pest activity.

8. Client Responsibilities

The client shall:

- Provide reasonable site access.
- Facilitate escort arrangements where required.
- Address structural defects contributing to pest infestation.
- Implement housekeeping and waste management standards.
- Communicate pest concerns to the contractor.

9. Key Performance Indicators (KPIs)

The contractor shall be measured against:

KPI	Target
Scheduled Service Completion	≥ 98%
Emergency Response Compliance	≥ 95%
Service Report Submission	Within 8 Hours
Pest Infestation Reduction	Continuous Improvement
Corrective Action Closure	Within Agreed SLA
Client Satisfaction	≥ 90%

10. Contractor Qualification Requirements

Bidders shall provide the following:

- Company profile.
- Pest control registration and licensing.
- Proof of liability insurance.
- Health and Safety Policy.
- Environmental Management Policy.
- Technician certifications.
- Reference letters from similar clients.
- List of key personnel.
- Emergency response capability.
- National footprint and service coverage (if applicable).

