

TECHNICAL EVALUATION CRITERIA

FOR

PEST CONTROL SERVICES TENDER:

VARIOUS PROPERTIES

1. PURPOSE

The purpose of this technical evaluation is to assess the bidder's capability, experience, capacity, methodology, compliance, and ability to successfully deliver integrated Pest Management (IMP) services across the portfolio or retail, commercial, and industrial properties.

Minimum Technical Threshold: 70 points out of 100 points is required to qualify for financial evaluation.

CRITERIA	REQUIREMENTS	WEIGHTING SCALE						
1. RELEVANT EXPERIENCE & REFERENCES	Demonstrated experience on similar contracts within the last 5 years. Minimum of 3 reference letters from clients with similar portfolios.	20						
	Provide contactable references for each contract for Pest Control Services (client work email address, and landline) not older than 5 years.							
	<table><tr><th>Similar Pest Control Contracts</th><th>Points</th></tr><tr><td>More than 10 years' experience with multiple commercial, retail and industrial portfolios and at least 3 reference letters</td><td>20</td></tr><tr><td>6-10 years' experience with proven portfolio of similar properties</td><td>15</td></tr></table>		Similar Pest Control Contracts	Points	More than 10 years' experience with multiple commercial, retail and industrial portfolios and at least 3 reference letters	20	6-10 years' experience with proven portfolio of similar properties	15
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CRITERIA	REQUIREMENTS		WEIGHTING SCALE										
	3-5 years' experience with similar commercial/retail/industrial facilities	8											
	1-2 years' experience with similar contracts	5											
	No relevant experience submitted	0											
	Evidence Required:												
	- Signed reference letters - Client contact details - Scope and contract values												
2. TECHNICAL METHODOLOGY AND IPM PROGRAMME	Detailed approach to fulfilling the SOW and KPI requirements.		25										
	<table><tr><th>Criteria</th><th>Score</th></tr><tr><td>Detailed IPM programme with proactive prevention, trend analysis, corrective actions, exclusion measures, environmental sustainability and continuous improvement framework</td><td>25</td></tr><tr><td>Comprehensive IPM programme addressing inspections, monitoring, treatment and reporting</td><td>18</td></tr><tr><td>Adequate methodology addressing basic pest control requirements</td><td>10</td></tr><tr><td>Generic methodology with limited detail</td><td>5</td></tr></table>	Criteria	Score	Detailed IPM programme with proactive prevention, trend analysis, corrective actions, exclusion measures, environmental sustainability and continuous improvement framework	25	Comprehensive IPM programme addressing inspections, monitoring, treatment and reporting	18	Adequate methodology addressing basic pest control requirements	10	Generic methodology with limited detail	5		
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CRITERIA	REQUIREMENTS	WEIGHTING SCALE								
	The methodology must demonstrate: • Integrated Pest Management approach. • Inspection procedures. • Pest identification process. • Rodent control programme. • Bird control programme. • Termite management. • Flying insect management. • Preventative maintenance strategy. • Continuous improvement process • Site-specific pest risk assessment. • Tenant communication process.									
3. RESOURCES AND OPERATIONAL CAPACITY	The contractor must demonstrate the ability to service all listed properties according to the required frequencies. <table><tr><th>Criteria</th><th>Points</th></tr><tr><td>Dedicated management and technician structure</td><td>11-15</td></tr><tr><td>Adequate resources</td><td>6-10</td></tr><tr><td>Insufficient resources</td><td>0-5</td></tr></table> Assessment Areas: • Number of licensed pest control operators. • Organisation and Supervisory structure. • Availability of dedicated account manager. • Monitoring systems. • National footprint and geographical coverage. • Ability to service all properties simultaneously. • Fleet resources and service vehicles. Evidence Required: • Organogram. • Fleet list. • Staff complement schedule. • CVs of supervisory personnel. • Proof of branch locations.	Criteria	Points	Dedicated management and technician structure	11-15	Adequate resources	6-10	Insufficient resources	0-5	15
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4. KEY PERSONNEL AND TECHNICAL COMPETENCE	<table><tr><th>Assessment</th><th>Points</th></tr><tr><td>Registered Pest Control Officers, experienced management team, certified technicians and specialist resources available</td><td>10</td></tr><tr><td>Qualified management and technicians with required certifications</td><td>7</td></tr><tr><td>Limited certified resources provided</td><td>3</td></tr><tr><td>No evidence submitted</td><td>0</td></tr></table>	Assessment	Points	Registered Pest Control Officers, experienced management team, certified technicians and specialist resources available	10	Qualified management and technicians with required certifications	7	Limited certified resources provided	3	No evidence submitted	0	10
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Evidence Required:												
• CVs of key personnel. • Professional registrations. • Training certificates. • Licenses and qualifications.												
4. HEALTH, SAFETY AND ENVIROMENTAL COMPLIANCE	<table><tr><th>Criteria</th><th>Score</th></tr><tr><td>Comprehensive HSE and environmental management programme with risk assessments, training and audit procedures</td><td>10</td></tr><tr><td>HSE management system established</td><td>6</td></tr><tr><td>Basic compliance documentation submitted</td><td>3</td></tr></table>	Criteria	Score	Comprehensive HSE and environmental management programme with risk assessments, training and audit procedures	10	HSE management system established	6	Basic compliance documentation submitted	3	10		
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Evaluation Areas:												

CRITERIA	REQUIREMENTS	WEIGHTING SCALE								
	- Occupational Health and Safety compliance. - Chemical management procedures. - Environmental protection measures. - Legal disposal of pesticide waste. - Environmental impact mitigation. - Incident investigation procedures.									
5. REPORTING AND TECHNOLOGY CAPABILITY	<table><thead><tr><th>Criteria</th><th>Points</th></tr></thead><tbody><tr><td>Advanced digital reporting, trend analysis dashboards, site history and KPI monitoring</td><td>10</td></tr><tr><td>Electronic reporting provided</td><td>6</td></tr><tr><td>Manual reporting only</td><td>3</td></tr></tbody></table> Ability to provide: - Electronic service reports. - Monthly reports. - Quarterly reviews. - Trend analysis. - Corrective action tracking. - Photographic reporting. - Online client portal (where available). - Asset-specific pest history records.	Criteria	Points	Advanced digital reporting, trend analysis dashboards, site history and KPI monitoring	10	Electronic reporting provided	6	Manual reporting only	3	10
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6.EMERGENCY RESPONSE CAPABILITY	<table><thead><tr><th>Criteria</th><th>Points</th></tr></thead><tbody><tr><td>Documented 24/7 response capability with dedicated resources and escalation matrices</td><td>10</td></tr><tr><td>Emergency response process provided but limited evidence</td><td>5</td></tr><tr><td>No formal emergency response process</td><td>0</td></tr></tbody></table>	Criteria	Points	Documented 24/7 response capability with dedicated resources and escalation matrices	10	Emergency response process provided but limited evidence	5	No formal emergency response process	0	10
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CRITERIA	REQUIREMENTS	WEIGHTING SCALE								
	Evaluation areas: • 24/7 availability. • Escalation procedures. • Dedicated call centre/help desk. • Backup resources. • Ability to meet required response times: <table><tr><th>Response Category</th><th>Required Response</th></tr><tr><td>Critical Infestation</td><td>Within 8 Hours</td></tr><tr><td>Major Infestation</td><td>Within 24 Hours</td></tr><tr><td>Routine Requests</td><td>Within 48 Hours</td></tr></table>	Response Category	Required Response	Critical Infestation	Within 8 Hours	Major Infestation	Within 24 Hours	Routine Requests	Within 48 Hours	
Response Category	Required Response									
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		100								

Mandatory Documents to be submitted:

- Valid Insurance Confirmation Letter (Policy schedule from the insurer indicating categories of cover and related amounts).
- Pest Control Operator (PCO) Registrations / Licences for technicians
- Proof of compliance with applicable pest control regulations
- Health and Safety Policy
- Environmental Management Policy
- Safety Data Sheets (SDS) for chemicals used
- Incident Reporting Procedure