

4. Scope of Work Services 4: Fumigation Services

SCOPE OF WORK FOR FUMIGATION SERVICES

1. Objective

The purpose of this Scope of Work is to engage a qualified and experienced service provider for **fumigation, pest control, and disinfection services** at PRAL offices and other designated premises to maintain a clean, hygienic, and pest-free working environment.

2. Areas Covered

The fumigation services shall cover, but not be limited to:

- Office rooms and workstations
- Conference and meeting rooms
- Data Center / Power Rooms areas, subject to applicable safety requirements
- Store rooms and record rooms
- Corridors, staircases, and common areas
- Washrooms and kitchens
- Any other area identified by PRAL Administration

3. Scope of Services

The contractor/service provider shall:

1. Conduct a **pre-treatment inspection** of the premises to identify pest activity, infestation points, breeding areas, and possible pest entry routes.
2. Carry out fumigation and pest-control treatment using **approved and effective chemicals/pesticides** suitable for the relevant premises.
3. Control common pests, including:
 - Mouse / Rats
 - Cockroaches
 - Mosquitoes
 - Flies
 - Ants
 - Termites

- Other insects/vermin as identified during inspection.
- 4. Apply appropriate treatment methods such as **spraying, fogging, baiting, trapping, gel treatment, residual treatment, or other suitable methods**, depending on the type and level of infestation.
- 5. Treat concealed and difficult-to-reach areas where pests are likely to breed or hide.
- 6. Ensure special care and appropriate precautions around **electrical equipment, IT equipment, furniture, documents, food-storage areas, and other sensitive items**.
- 7. Provide and install suitable **rodent bait stations/traps**, where required.
- 8. Seal or identify potential pest entry points and provide recommendations for preventive measures.
- 9. Remove dead rodents/insects and dispose of them hygienically, where applicable.
- 10. Carry out **follow-up treatments** where required to ensure effective pest control.
- 11. Provide emergency/complaint-based treatment during the contract period, as required by PRAL.
- 12. Maintain proper records of all treatments carried out at the premises.

4. Frequency of Services

The service provider shall carry out fumigation/pest-control services according to the schedule approved by PRAL Administration, which may include:

- **Routine treatment:** Monthly or as required.
- **Intensive treatment:** As and when infestation is reported.
- **Emergency treatment:** Within the agreed response time after receiving a complaint from PRAL.
- **Preventive treatment:** At intervals recommended by the service provider and approved by PRAL.

5. Chemicals and Equipment

The contractor shall:

- Use only **registered/approved, safe, and effective pesticides and chemicals**.
- Provide details of chemicals, including their **brand name, active ingredients, dilution ratio, and Safety Data Sheet (SDS/MSDS)** where applicable.

- Provide all required fumigation equipment, PPE, sprayers, fogging machines, traps, bait stations, and other tools at its own cost.
- Ensure that chemicals do not cause damage to PRAL's furniture, equipment, documents, electrical/IT systems, or building infrastructure.
- Not use any chemical without prior approval where PRAL requires such approval.

6. Safety Requirements

The contractor shall ensure that:

- All work is performed by **trained and competent personnel**.
- Staff use appropriate PPE, including gloves, masks/respirators, protective clothing, and safety footwear as required.
- Necessary warning/signage is displayed before and during treatment.
- Occupants are informed about any area that needs to remain vacant during treatment.
- Adequate ventilation/re-entry requirements are observed after treatment.
- Special precautions are taken in server rooms, data centers, kitchens, record rooms, and other sensitive areas.
- The contractor complies with all applicable health, safety, environmental, and regulatory requirements.

7. Service Reporting

After each treatment, the contractor shall submit a **Service/Treatment Report** containing at least:

- Date and time of treatment
- Location/area treated
- Type of pest identified
- Treatment method used
- Chemical/product used
- Quantity/dosage applied
- Name/signature of service personnel
- Observations and recommendations
- Follow-up treatment date, if required.

8. Complaint/Call-Out Services

The service provider shall respond to pest-control complaints raised by PRAL Administration within the agreed response time.

Any additional visit required due to ineffective treatment or recurrence within the agreed service period shall be carried out **without additional charges**, where the recurrence is attributable to inadequate treatment.

9. Manpower

The contractor shall provide sufficient trained manpower to complete the assigned work efficiently without disrupting normal office operations.

All personnel deployed at PRAL premises shall:

- Carry valid company identification.
- Follow PRAL's security and access-control procedures.
- Maintain professional conduct.
- Follow instructions issued by PRAL's authorized representative.

10. Contractor's Responsibilities

The contractor shall be responsible for:

- Transportation of staff, chemicals, and equipment.
- Provision of PPE and safety equipment.
- Safe handling, storage, transportation, and disposal of chemicals.
- Any damage caused to PRAL property due to negligence or improper application of chemicals.
- Compliance with applicable laws and regulatory requirements.
- Maintaining confidentiality and security while working inside PRAL premises.

11. PRAL's Responsibilities

PRAL shall:

- Provide reasonable access to designated areas.
- Coordinate access with the contractor.
- Inform the contractor about any sensitive areas/equipment requiring special precautions.
- Nominate an authorized focal person for coordination and verification of services.

12. Quality Assurance

PRAL reserves the right to inspect the quality of services provided. If the treatment is found to be unsatisfactory, the contractor shall **re-treat the affected area at no additional cost**. Repeated failure to achieve satisfactory results may be considered a breach of the service agreement and may result in appropriate action under the contract.

13. Duration of Contract

One (1) year from the date of signing, extendable by mutual written consent for up to two (2) additional years, with a maximum 10% annual increase in rates, subject to satisfactory performance and PPRA-compliant justification.

14. Payment

Payment shall be made against satisfactory completion of services, submission of the required service report, and verification/certification by the authorized representative of PRAL, in accordance with the agreed rates and contract terms.

15. Minimum Qualification of Service Provider

The service provider should:

- Have relevant experience in commercial/office fumigation and pest-control services.
- Have trained and experienced technical staff.
- Possess all applicable licenses/registrations/permissions required for the use of pesticides and pest-control chemicals.
- Provide references/details of similar assignments completed for reputable organizations.
- Have adequate equipment and resources to perform the required services.