

# SAMPLE RODENT CONTRACT SPECIFICATIONS FOR FOOD ESTABLISHMENTS/SUPERMARKETS

## Technical Specifications

### 1 GENERAL

The Contract Specifications shall be read in conjunction with the Conditions of Contract and all other documents included in this Contract. The Contractor shall be bound by all Contract Documents referred to in the Tender and shall be deemed to have made himself acquainted with all such documents before tendering for the Contract, as no claim of lack of knowledge in this aspect will be entertained.

### 2 DEFINITIONS

For the purpose of this Contract,

“Rodents” means all rodent species in Singapore, including all their life stages

“Superintending Officer“ (or the initial S.O) means food establishment/supermarket management or authorised representative and also such person or persons as may be deputed by him in writing to act on his behalf for the purpose of this Contract.

### 3 SCOPE OF SERVICE

The contract is for the provision of rodent control services to eradicate rodents and to implement preventive measures in (*service buyer to state premises name and address*). This contract service shall include:

- a) All areas within the food establishment/supermarket including other applicable service areas as listed in **Annex A**
- b) External compound areas, if applicable.

The Contractor shall provide all labour, materials, vehicles, transport, pesticides, equipment and everything else necessary to carry out the services in accordance with the Contract Specifications and the Conditions of Contract.

#### 3.1 Service Requirements

The Contractor shall be responsible to:

- a) Carry out a baseline survey to identify the state of rodent infestation, signs of rodent infestation e.g. droppings, rub marks, gnaw marks, live rodents etc. and environmental irregularities/lapses that contributed to the infestation. The following should be carried out:
  - I. Inspect all accessible areas within the food establishment/supermarket premises
  - II. Inspect dish wash areas, refuse collection point(s), bin centre(s)/compound(s), if applicable
  - III. Identify and record all signs of rodent infestation within the premises
  - IV. Gather information of signs of rodent activity from stakeholders
  - V. Identify irregularities detected in housekeeping, storage and waste disposal that are contributing to rodent infestation and make recommendations of rectification /follow-up action by S.O.
  - VI. Identify potential rodent entry points and make recommendations for rectification/follow-up action by S.O.

- VII. Use of special equipment e.g. night vision infrared camera and borescope to verify status of infestation in inaccessible areas e.g. confined ceiling space and outdoor burrows
  - VIII. Carry out any other forms of rodent surveillance, where necessary or as instructed by S.O.
- b) Carry out treatment to destroy rodents in all stages of their life-cycle:
    - I. Carry out indoor treatment using trapping devices e.g. glue and cage traps at strategic locations where rodent activities have been detected
    - II. Carry out outdoor preventive treatment by deploying tamper-resistant baiting stations (with rodenticide baits, provided safety is not compromised) at high risk location(s)
    - III. Remove carcasses of dead rodents, disinfect and deodorise area accordingly
    - IV. Seal all inactive rat burrows in the outdoors one (1) month after completion of treatment
    - V. Carry out night inspection and treatment, as and when necessary
  - c) In the event of high rodent infestation (e.g. repeated rat sightings in a specific area as defined by S.O.), the contractor shall carry out intensified containment measures as directed by the S.O.
  - d) Investigate and carry out rodent control services after receiving feedbacks and/or notifications on rodents by the public or S.O. activations for such services should be attended to no later than twenty-four (24) hours (*service buyer to determine the response time*) after receiving the feedbacks and/or notifications. A thorough investigation is also to be carried out to find the root cause of the sighting. Such activities are to be reported to the S.O. upon completion as well as reported in the service reports.

### 3.2 Rodent Control Works

The contractor shall ensure that his staff is equipped with proper tools, machines, pesticides and any other materials/equipment that is necessary for all services specified in the contract.

All pesticides, regardless of packaging, shall be placed either in locations not accessible to children, pets, wildlife, and domestic animals, or in tamper-resistant baiting stations (for outdoor use only).

If bait stations are used, the Contractor shall ensure that:

- a) All bait stations are placed out of general view, and in locations where they will not interfere with or be disturbed by routine operations
- b) The lids of all bait stations are securely locked or fastened and only authorised personnel will be able to open them
- c) All bait stations are securely attached or anchored to floor, ground, wall, or other immovable surface, so that they cannot be easily removed
- d) Baits are secured in the feeding chamber of the station and not placed at the exit hole of the stations or along the rat runway
- e) All bait stations are properly labelled on the top cover with the Contractor's business name and telephone number with the words "Rodent Bait Station, Do Not Remove" printed on it

The Contractor shall submit a proposal for rodent control programme for the areas within the food establishment/supermarket and should include the following:

- a) Define the location and extent of the service areas in **Annex A** and to include other areas, if any, based on the layout provided by S.O.
- b) Service reports (including photographs of affected areas) on pest situation (no. of rodents, species caught etc.) and service advice on housekeeping and rat-proofing measures
- c) Night surveillance and control recommended
- d) Option for 'Intensive Treatment' depending on rodent situation
- e) Sketch plans showing all rodent monitoring stations, including traps and outdoor tamper-resistant baiting stations etc., if applicable

The Contractor shall carry out the frequency of surveillance to all areas within the food establishment/supermarket as mentioned in **Annex A** of the Technical Specifications as a minimum guide, but contractor may increase its frequency or conduct surveillance to other areas when deemed necessary or as instructed by S.O.

In the event of high rodent infestation, intensified rodent treatment and containment measures are to be carried out as instructed by S.O. The Contractor shall be paid in accordance to the rates in the Schedule of Rates shown in **Annex B**.

### 3.3 Work report

The Contractor shall furnish a full baseline report for all rodent burrows, activity and environmental irregularities detected in the format as shown in **Annex C (Sample Baseline Report)** of the Technical Specification to the S.O. by the second week after the commencement of the contract.

The Contractor shall furnish a monthly service report for all rodent control works in the format as shown in **Annex D (Sample Monthly Service Report)** of the Technical Specifications to the S.O. It shall also recommend specific solutions to prevent rodent infestation such as building design details, structural modifications, repairs, housekeeping programmes, user habits and any other factors that have direct bearing on rodent infestation. Photos of each rodent burrow or structural defect and the respective treatment to eradicate rodents taken from different perspectives/angles are required to be included in the reports. The report shall also consolidate the findings and the outcomes of the action taken for the month. The S.O reserves the right to withhold any payment to the Contractor if he does not receive any work report from the Contractor or if the report is late or the Contractor does not comply with the specified work scope.

## 4 **EMPLOYMENT OF QUALIFIED AND LICENSED PERSONNEL**

The Contractor shall ensure that no unlicensed vector control technicians or uncertified vector control workers shall be employed by him or any sub-contractor, in the execution of any part of the works. The Contractor shall note that the employment of any unlicensed/uncertified vector control technician/workers is a breach of the Control of Vectors and Pesticides Act, Chapter 59 (CVPA).

The Contractor shall engage supervisors and technicians on a full-time basis to ensure the efficient execution of the works to the satisfaction of the S.O. They shall also carry out all instructions/directions issued by the S.O. and such instructions/directions shall be deemed to be instructions/directions given to the Contractor.

The Contractor shall submit a list of names and NRIC/FIN numbers of all the technicians and workers to be deployed by him under the Contract according to the format in **Annex E (Vector Control Technicians/Workers Employed by Contractor)** before the commencement of the contract and shall ensure that only such licensed technicians and certified workers be deployed for all works carried out under the Contract. The Contractor

shall notify the S.O. in writing, seven (7) days in advance of his intention to replace any qualified technician and worker deployed for the works.

## **5 PESTICIDES/ SAFETY DATA SHEETS**

Upon taking over the service site(s), the Contractor shall select and decide on the appropriate type of pesticides to be used for all treatment/maintenance aspects and provide updated Safety Data Sheets (SDS) for all pesticides proposed to be used for food establishment/ supermarket's pest control service.

Should there be a change of pesticides used during the contract period, the Contractor shall submit new updated SDS for new selection of pesticides to S.O.

The Contractor shall also take the initiative to update the S.O. with new and updated SDS should the existing SDS becomes invalid.

The pesticides used shall comply with the regulations under Section 7 of the Control of Vectors and Pesticides Act (Chapter 59), and apply these according to the label instructions.

## **6 SAFETY PRECAUTIONS**

The Contractor shall provide all personnel working in or on the service areas designated under the Contract, distinctive and proper attire and appropriate footwear, etc and ensure that they shall wear them. Any additional personal protective equipment required for the safe performance of work must be determined and provided by the Contractor in accordance with the SDS for each pesticide. The Contractor shall be responsible to take every safety precaution to eliminate dangers to his technicians/workers, the general public and property of others or any other guidelines specified by the Ministry of Manpower. The Contractor must not compromise on the safety measures taken on site and shall ensure that there shall be no incidents of safety issues and breaches.

## Rodent Management Service Schedule-Food establishment/ Supermarket

| Area  | Specific Areas                            | Work  | Frequency         |
|---|---|---|-------------------|
| Service/dining areas<br>(including outdoor refreshment area)<br><br>Note: may not be applicable to all supermarkets | Landscape areas/flower beds/planted areas | <ul style="list-style-type: none"> <li>• Check for active burrows</li> <li>• Check for runways</li> </ul>   | At least monthly* |
|   | Roofs/False ceilings/Runways              | <ul style="list-style-type: none"> <li>• Check for gaps/cracks for rodent entry point</li> <li>• Check for rodent nest</li> <li>• Check for fresh rodent droppings</li> </ul> | At least monthly* |
|   | Walls/ door gaps/beams/floors             | <ul style="list-style-type: none"> <li>• Check for grease marks or rub marks</li> <li>• Check for gnaw marks</li> <li>• Check for fresh rodent droppings</li> </ul>           | At least monthly* |
| Kitchen/Food preparation & Storage area   | Roofs/False ceilings/Runways              | <ul style="list-style-type: none"> <li>• Check for gaps/cracks for rodent entry point</li> <li>• Check for rodent nest</li> <li>• Check for fresh rodent droppings</li> </ul> | At least monthly* |
|   | Pipes and other fixtures                  | <ul style="list-style-type: none"> <li>• Check for grease marks or rub marks</li> <li>• Check for gnaw marks</li> <li>• Check for fresh rodent droppings</li> </ul>           | At least monthly* |
|   | Walls/ door gaps/beams/floors             | <ul style="list-style-type: none"> <li>• Check for grease marks or rub marks</li> <li>• Check for gnaw marks</li> <li>• Check for fresh rodent droppings</li> </ul>           | At least monthly* |
| Individual stalls (if applicable)   | Stall counters                            | <ul style="list-style-type: none"> <li>• Check for grease marks or rub marks</li> <li>• Check for gnaw marks</li> <li>• Check for fresh rodent droppings</li> </ul>           | At least monthly* |

|   |                                     |   |                        |
|---|-------------------------------------|---|------------------------|
|   | Storage area/cabinets within stalls | <ul style="list-style-type: none"> <li>• Check for grease marks or rub marks</li> <li>• Check for gnaw marks</li> <li>• Check for fresh rodent droppings</li> </ul>           | At least fortnightly * |
|   | Roofs/False ceilings/ Runways       | <ul style="list-style-type: none"> <li>• Check for gaps/cracks for rodent entry point</li> <li>• Check for rodent nest</li> <li>• Check for fresh rodent droppings</li> </ul> | At least monthly*      |
|   | Walls/ door gaps/beams/floors       | <ul style="list-style-type: none"> <li>• Check for grease marks or rub marks</li> <li>• Check for gnaw marks</li> <li>• Check for fresh rodent droppings</li> </ul>           | At least monthly*      |
| Common areas within food establishment/ supermarket | Meter/ Switch box                   | <ul style="list-style-type: none"> <li>• Check for grease marks or rub marks</li> <li>• Check for gnaw marks</li> <li>• Check for fresh rodent droppings</li> </ul>           | At least monthly*      |
|   | Pipes and other fixtures            | <ul style="list-style-type: none"> <li>• Check for grease marks or rub marks</li> <li>• Check for gnaw marks</li> <li>• Check for fresh rodent droppings</li> </ul>           | At least monthly*      |
|   | Walls/ door gaps/beams/floors       | <ul style="list-style-type: none"> <li>• Check for grease marks or rub marks</li> <li>• Check for gnaw marks</li> <li>• Check for fresh rodent droppings</li> </ul>           | At least monthly*      |
|   | Roofs/False ceilings/ Runways       | <ul style="list-style-type: none"> <li>• Check for gaps/cracks for rodent entry point</li> <li>• Check for rodent nest</li> <li>• Check for fresh rodent droppings</li> </ul> | At least monthly*      |
| Loading/ unloading bay (if applicable)              | Roofs/False ceilings/ Runways       | <ul style="list-style-type: none"> <li>• Check for gaps/cracks for rodent entry point</li> <li>• Check for rodent nest</li> <li>• Check for fresh rodent droppings</li> </ul> | At least fortnightly*  |

|  |   |  |                       |
|--|---|--|-----------------------|
|  | Walls/ door gaps/beams/floors   | <ul style="list-style-type: none"> <li>• Check for grease marks or rub marks</li> <li>• Check for gnaw marks</li> <li>• Check for fresh rodent droppings</li> </ul>  | At least fortnightly* |
| Bin Centres/<br>Transitional Bin Centres<br>(if applicable)                                  | <ul style="list-style-type: none"> <li>• Open and closed perimeter drains</li> <li>• Walls/ door gaps/beams/ floors</li> <li>• Roofs</li> </ul> | <ul style="list-style-type: none"> <li>• Check for grease marks or rub marks</li> <li>• Check for gnaw marks</li> <li>• Check for fresh rodent droppings</li> <li>• Check for rodent nest</li> <li>• Check for gaps/cracks for rodent entry point</li> </ul> | At least monthly*     |
| External compound areas (not applicable to food establishment/supermarket in shopping malls) | Open and closed perimeter drains  | <ul style="list-style-type: none"> <li>• Check for grease marks or rub marks</li> <li>• Check for fresh rodent droppings</li> <li>• Check for gaps/cracks for rodent entry point</li> </ul>  | At least monthly*     |
|  | Turf area/planted area/flower beds  | <ul style="list-style-type: none"> <li>• Check for active burrows</li> <li>• Check for runways</li> </ul>  | At least monthly*     |

\* Note: Servicer buyers shall cater to the need to increase the frequency when the situation requires.

### Schedule of Rates

The rates to provide any ad-hoc works as a variation to the Contract for rodent control works:

1. The description given for each item listed below shall, unless otherwise stated, be held to include the use of tools/equipment transportation, materials/pesticides and labour etc required for the proper execution of works.
2. The under mentioned rates also take into account works that may have to be carried out after normal office working hours or during Sunday and Public Holidays.
3. The unit "Per Job" shall unless otherwise stated means all works to be carried out within a spherical radius of **xx metres (service buyer to determine)** in communal areas of the building. The unit 'Visit' shall unless otherwise stated means "Per Visit".

| S/N | Description   | Unit      | Rate |
|-----|---|-----------|------|
| 1   | <i>Example for reference only:<br/>Inspection and extermination of rodents by setting up baiting stations/traps, followed up by checking and replenishing of baits. To remove dead rodents and to disinfect and deodorise the affected areas. Inclusive of pesticides, equipment and labour to carry out the job. ( to be carried out at night)</i> | Per Visit |      |
| 2   | <i>Example for reference only:<br/>Inspecting, locating and identifying possible exit and entry points of rodents. To seal up any crevices, gaps or burrows after treatment. Inclusive of pesticide, equipment and labour to carry out the job.</i>   | Per Job   |      |
| 3   | <i>a) Additional labour of work commencing between timings<br/>b) Additional equipment to be used<br/>c) Additional pesticides to be used</i>   |           |      |
|     |   |           |      |
|     |   |           |      |
|     |   |           |      |
|     |   |           |      |

## Format for Works Report

Sample Baseline Report

## 1. Findings:

| S/N. | Location <sup>#</sup>                                  | Findings                              |                  |                | Probable cause of rodent burrow/infestation                   | Action taken and recommendation                      |
|------|--|---------------------------------------|------------------|----------------|---|--|
|      |  | Signs of infestation                  | No. of burrow(s) | No. of nest(s) |   |  |
| 1    | <i>Examples:<br/>Storage area<br/>[insert photo]</i>   | <i>Examples:<br/>Rodent droppings</i> |                  |                | <i>Examples:<br/>Refuse chute</i>                             | <i>Examples:<br/>Baiting done<br/>[insert photo]</i> |
| 2    | <i>Service counters<br/>[insert photo]</i>             | <i>Defects</i>                        |                  |                | <i>Bin centre</i>   | <i>Seal up crevices<br/>[insert photo]</i>           |
| 3    | <i>False ceiling in dining area<br/>[insert photo]</i> | <i>Burrows</i>                        |                  |                | <i>Food establishment</i>                                     | <i>Replace faulty gully traps<br/>[insert photo]</i> |
| 4    |  | <i>Live rodents</i>                   |                  |                | <i>Construction site</i>                                      |  |
| 5    |  | <i>Rub marks</i>                      |                  |                | <i>Renovation site</i>  |  |
| 6    |  |                                       |                  |                | <i>Indiscriminate disposal of food waste outside premises</i> |  |
| 7    |  |                                       |                  |                | <i>Poor housekeeping</i>                                      |  |
| 8    |  |                                       |                  |                | <i>Poor housekeeping</i>                                      |  |
| 9    |  |                                       |                  |                |   |  |

# To insert photos of the affected areas and the follow up treatment made.

## 2. Comments, if any

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|  |                         |
|--|-------------------------|
| <b>Report Prepared and Submitted by:</b> | <b>Acknowledged by:</b> |
| <b>Name:</b>                             | <b>Name:</b>            |
| <b>Designation:</b>                      | <b>Designation:</b>     |
| <b>Signature:</b>                        | <b>Signature:</b>       |
| <b>Date:</b>                             | <b>Date:</b>            |

### Formats for work reports

#### Sample Monthly service report

1. Report on work done for period:

2. Rodent control

a) Rodent Activity/Burrows identified

| Date     | Time (Hrs) | Location <sup>#</sup>                                 | Findings                     |                  |                | Probable cause of rodent burrow/infestation | Action taken/Treatment                                | Recommendation                           |
|----------|------------|---|------------------------------|------------------|----------------|---|---|--|
|          |            |   | Signs of infestation         | No. of burrow(s) | No. of nest(s) |   |   |  |
| 1 Jan 15 | 2200       | <i>Example: Storage area</i><br><i>[insert photo]</i> | <i>Example: Live rodents</i> |                  |                | <i>Example: Refuse chute</i>                | <i>Example: Baiting done</i><br><i>[insert photo]</i> | <i>Rodent proof door to storage area</i> |
|          |            |   |                              |                  |                |   |   |  |
|          |            |   |                              |                  |                |   |   |  |

# To insert photos of the affected areas and the follow up treatment made.

b) Preventive measures taken during the past 1 month

| Location <sup>#</sup>                                 | No. of trapping devices deployed <sup>#</sup> |                       | No. of baiting stations <sup>#</sup> | No. of rodents removed |         |      | Total no. of rodents removed |
|---|---|-----------------------|--------------------------------------|------------------------|---------|------|------------------------------|
|   | Glue Board                                    | Cage                  |                                      | Date                   | Trapped | Dead |                              |
| <i>Example: Storage area</i><br><i>[insert photo]</i> | <i>[insert photo]</i>                         | <i>[insert photo]</i> | <i>[insert photo]</i>                |                        |         |      |                              |
|   |   |                       |                                      |                        |         |      |                              |

# To insert photos of the affected areas and the follow up treatment made.

**Consolidated findings:**

| Month        | No. of Rodent burrows |         |        | No. of Rodent nests detected | No. of trapping devices deployed |      | No. of baiting stations | No. of rodents removed |      | Total no. of rodents removed |
|--------------|-----------------------|---------|--------|------------------------------|----------------------------------|------|-------------------------|------------------------|------|------------------------------|
|              | Found                 | Treated | Sealed |                              | Glue Board                       | Cage |                         | Trapped                | Dead |                              |
| Jan          |                       |         |        |                              |                                  |      |                         |                        |      |                              |
| Feb          |                       |         |        |                              |                                  |      |                         |                        |      |                              |
| Mar          |                       |         |        |                              |                                  |      |                         |                        |      |                              |
| Apr          |                       |         |        |                              |                                  |      |                         |                        |      |                              |
| May          |                       |         |        |                              |                                  |      |                         |                        |      |                              |
| Jun          |                       |         |        |                              |                                  |      |                         |                        |      |                              |
| Jul          |                       |         |        |                              |                                  |      |                         |                        |      |                              |
| Aug          |                       |         |        |                              |                                  |      |                         |                        |      |                              |
| Sep          |                       |         |        |                              |                                  |      |                         |                        |      |                              |
| Oct          |                       |         |        |                              |                                  |      |                         |                        |      |                              |
| Nov          |                       |         |        |                              |                                  |      |                         |                        |      |                              |
| Dec          |                       |         |        |                              |                                  |      |                         |                        |      |                              |
| <b>Total</b> |                       |         |        |                              |                                  |      |                         |                        |      |                              |

c) Comments, if any

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|--|-------------------------|
| <b>Report Prepared and Submitted by:</b> | <b>Acknowledged by:</b> |
| <b>Name:</b>                             | <b>Name:</b>            |
| <b>Designation:</b>                      | <b>Designation:</b>     |
| <b>Signature:</b>                        | <b>Signature:</b>       |
| <b>Date:</b>                             | <b>Date:</b>            |

