

SCOPE OF WORK - NATIONAL ACCOUNTS

updated July 2020

The following SOW represents our base template approach for our pest management programs – customizations to meet specific customer needs and expectations may be made. Modifications based on specific site needs may also be added or removed based on site visits and/or initial service inspection results.

OVERVIEW

A good pest management program relies on several factors including sanitation; inspection and monitoring for pest activity; and treatment of active pest harborages.

Inspection, together with monitoring devices, will comprise the majority of the service to your locations. Treatment with residual pest control materials and baits will generally be applied in response to finding live pests in the building or in outdoor areas next to the building.

For a pest management program to be successful, both the service provider and customer must work together. The following is a quick list of the responsibilities of both parties, identifying what we know will best position a comprehensive pest management program for success.



RESPONSIBILITIES

- Control of existing pest infestations during initial phase of service program.
- Identification of areas of pest activity by monitoring using traps and inspections.
- Identification of conditions conducive to pest activity and notification of store management in writing of conditions.
- Treatment of pest harborages and potential pest entry points.

CUSTOMER RESPONSIBILITIES

- Maintain the structural integrity of the building by sealing cracks in the exterior and installing proper weather-stripping on doors to prevent entry of insects and rodents.
- Make sure doors remain closed except when in use. Doors should close within 3 seconds of being released.
- Maintaining proper sanitation practices throughout, especially in any area where food is stored or consumed such as break areas, locker areas, etc.
- Preparing for the pest management service, when necessary, to allow the Terminix Service Professional access to all potential pest harborages for inspection and treatment.

STANDARD SERVICE (COVERED) PESTS

The regular pest control agreement covers these standard service pests:

- Cockroaches
- Mice, rats
- “House” ants (excluding Carpenter Ants, Pharaoh Ants, Fire Ants, Tawny Crazy Ants)
- Clothes moths
- Silverfish, centipedes, millipedes, earwigs, and house crickets
- Spiders (excluding Black Widow and Brown Recluse)

- Paper wasps and their nests 8' and below in height

PREMIUM SERVICE PESTS

The following pests can be treated for an additional charge on a case-by-case basis: Fleas; Flies, including small flies; ticks; Black Widow Spiders; Brown Recluse Spiders; Bees and Stinging Insects (including Yellow Jackets, Hornets, and Wasps other than paper wasps under 8' and below in height); Stored Product Pests; termites (subterranean, dry wood, damp wood); wood-boring beetles; bed bugs (*Cimex lectularius*); mosquitoes; birds; wildlife (raccoons, squirrels, opossums, skunks); and any other pests not specified.

SERVICE PROMISE

Terminix's standard scope of work includes a 30-day guarantee on standard service pests, returning at no charge for issues experienced for 30 days after the service visit. This guarantee does require that our customers resolve documented conducive sanitation conditions within 60 days and structural conditions within 90 days. If a customer is not in compliance with conducive condition instructions, then any repair or retreatment for standard service pests may incur additional charges. Terminix may provide a detailed quote through our sister companies, ServiceMaster Clean and ServiceMaster Restore, to resolve sanitation and/or structural concerns, where available.

In addition, extreme infestations may require additional services. In the event of an extreme infestation, your service specialist will provide a detailed quote and future preventative steps you can take as a customer to lessen the likelihood of pest problems at that level of severity.

RESPONSE TIME COMMITMENTS

The Terminix Service Professional will service locations on the set service frequency agreed upon by both parties. Terminix will respond to the service request in 4 hours or less, by phone or in person, and be on-site in 24 hours or less during normal business days (excluding Sunday and federal holidays) and hours for confirmed emergencies.

INITIAL SERVICE

The initial service is important in developing and maintaining an environment that is not conducive to pest activity. Failure to control an existing pest infestation can result in frequent return service applications. The type of pest present will determine what steps and treatments are necessary to control an existing infestation. The Terminix Service Professional will meet with the site contact to discuss areas of pest concern and develop a follow-up plan accordingly.

TYPICAL SERVICE VISIT

The Terminix Service Professional will check in with the site contact to learn of any pest concerns prior to beginning the service and to answer questions.

If questions are asked to which the Terminix Service Professional does not immediately have an answer, they will research the question, gather answers from the Terminix subject matter experts, and update the contact. After checking in with the site contact, the Terminix Service Professional will provide the contracted services for the individual location (the services may vary based on the needs of each site).

The Terminix Service Professional will document the service details, including identifying any pest-conducive conditions which the site may need to address to resolve an existing or prevent a future pest

problem. These conditions may include: leaks, sanitation concerns or entry points which need to be sealed; and may also include additional services the site should consider that may not currently be included in the contract (mosquito control, exclusion program, bird remediation, etc.) for the most effective overall pest management program.

Upon completion of the service, the Terminix Service Professional will check out with the contact, review the service and provide a copy of the service report for the location's records. If the site needs additional information, it can be requested from the Terminix Service Professional, the local Terminix Branch or by contacting the provided contact information for the Terminix National Account Department.

BEST PRACTICE-DRIVEN IPM TREATMENT METHODOLOGIES

Below is an outline of the typical approach taken to treat a few common standard service pests following Integrated Pest Management (IPM) principles. IPM dictates that inspection and non-chemical methods of control be implemented first, with any material treatments only performed when physical controls have not proven sufficient to control the problem. The Terminix Service Professional modifies their approach based on the specific situation to ensure the most effective solution for your location and the pest issue.

COCKROACH CONTROL

Cockroaches are primarily associated with areas that contain both food and moisture. The areas of most concern include breakrooms, locker areas, and bathrooms or other areas where sinks may be located.

- The service technician will inspect and/or treat potential pest harborages in any area where cockroach activity has been seen, and also in the restrooms, back room, and in the employee break area, if one is present.
- If German cockroaches are involved, a crack & crevice bait will be placed into or near these harborages.
- If large numbers of cockroaches are present, flushing harborages and removing as many cockroaches as possible using a HEPA-filtered device prior to any treatments with residual pest control materials or baits. Vacuuming quickly reduces the cockroach population and makes it less likely that your customers will see cockroaches during this IPM-driven process.
- If American, oriental, or other large cockroaches are seen in a secured building, the source of the infestation may be found elsewhere, such as outside. If large cockroaches are found living in cracks and voids, these harborages should be treated with the appropriate residual control materials such as crack & crevice bait treatment.
- Monitoring devices may be placed in key locations. The devices catch pests and signal the Terminix Service Professional to the potential presence of an infestation.
- Any conditions which could contribute to a pest infestation will be brought to the building manager's attention via a sanitation/service report.

RODENT CONTROL

The primary goal in rodent control is to keep rodents from ever entering the location. The participation of building personnel in reducing potential rodent harborages outside, including exclusion of rodents by sealing holes and keeping doors closed, is a critical component of maintaining a pest-free environment.

- For preventive mouse control inside, the Terminix Service Professional will install monitoring glue

boards as necessary, where allowed by our customers.

- Should an active rodent infestation be found in the building, a variety of devices should be placed along rodent runways. It is best to use as many devices as possible to ensure infestations are controlled as quickly as possible.
- Exterior rodent control is also achieved with strategically placed devices called rodent bait stations, where allowed and practical in a customer location. These devices are checked on every service and alert the Terminix Service Professional when pest activity is high.

ANTS

Depending on the area of the country, many different species may enter and infest a building. Most ant species infest buildings from outside the building (pharaoh ants are an exception and are carried in). The best approach to controlling these infestations is to find the colony and treat it directly, although baiting is sometimes necessary in some situations.

- Ant trails located in a building will be followed back to their nest location when possible. Both indoor and outdoor areas will be inspected for ant activity.
- When the ant colony has been located, it will be treated directly using the appropriate treatment technique and pest service material.
- After treating the colony, spot applications using a residual pest control material may be used to treat trails of foraging ants indoors to quickly stop ant activity inside.
- If the colony cannot be located, ant bait may also be used to address the infestation. Follow-up visits will be necessary to check on baits and activity until ant activity ceases. Attempts will continue to be made to determine the colony's location and treat it directly.

PREVENTIVE SERVICES

The purpose of regularly, scheduled service visits each month/quarter/every other month is to prevent new pest infestations from becoming established by (1) inspecting likely pest harborages to determine where new pest introductions, if any, are present; and (2) identifying contributing conditions that might support pest infestations or allow them to enter. Regular inspections of rodent control devices are also important in controlling rodent infestations.

- Upon arriving to the building, consult with the building manager or designated customer contact concerning pest sightings during the check-in visit.
- Inspect the areas where pest activity was noted, if applicable, and treat active pest harborages using residual dust, aerosol, liquid, or bait insecticides, as is appropriate for that area.
- Inspect the exterior and interior and check any rodent control devices in place.
- Treat any active harborages found.
- Record all contributing conditions found on the service ticket and discuss them with the building manager or designated customer contact during the check-out visit.

Scope of Work

eBid #3280-20-7210

University of Nebraska Pest Solutions

The University of Nebraska Lincoln Housing and the University of Nebraska at Omaha requests proposals from qualified suppliers with the intent to enter into a Contract for Pest Control Products and Services.

University of Nebraska

The University of Nebraska (NU) system is a public university system in Nebraska with four campuses: University of Nebraska at Kearney, University of Nebraska – Lincoln, University of Nebraska Medical Center (located in Omaha) and the University of Nebraska at Omaha. The system also administers the 2-year Nebraska College of Technical Agriculture. There are approximately 13,500 combined faculty and staff members supporting an enrollment for all campuses exceeding 51,000 students. The University of Nebraska Lincoln Housing department and University of Nebraska at Omaha campus are soliciting this bid in conjunction with OMNIA partners. Pest solutions spend between the two areas is estimated at \$78,000 annually.

OMNIA Partners National Contract

Board of Regents of the University of Nebraska, as the Principal Procurement Agency, defined in ATTACHMENT A, has partnered with OMNIA Partners, Public Sector (“OMNIA Partners”) to make the resultant contract (also known as the “Master Agreement” in materials distributed by OMNIA Partners) from this solicitation available to other public agencies nationally, including state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit (“Public Agencies”), through OMNIA Partners’ cooperative purchasing program. The University of Nebraska is acting as the contracting agency for any other Public Agency that elects to utilize the resulting Master Agreement. Use of the Master Agreement by any Public Agency is preceded by their registration with OMNIA Partners (a “Participating Public Agency”) and by using the Master Agreement, any such Participating Public Agency agrees that it is registered with OMNIA Partners, whether pursuant to the terms of a Master Intergovernmental Purchasing Cooperative Agreement, a form of which is attached hereto on ATTACHMENT A, or as otherwise agreed to. ATTACHMENT A contains additional information about OMNIA Partners and the cooperative purchasing program.

OMNIA Partners is the largest and most experienced purchasing organization for public and private sector procurement. Through the economies of scale created by OMNIA Partners public sector subsidiaries and affiliates, National IPA and U.S. Communities, our participants now have access to more competitively solicited and publicly awarded cooperative agreements. The lead agency contracting process continues to be the foundation on which we are founded. OMNIA Partners is proud to offer more value and resources to state and local government, higher education, K-12 education and non-profits.

OMNIA Partners provides shared services and supply chain optimization to government, education and the private sector. With corporate, pricing and sales commitments from the Supplier, OMNIA Partners provides marketing and administrative support for the Supplier that directly promotes the Supplier’s products and services to Participating Public Agencies through multiple channels, each designed to promote specific products and services to Public Agencies on a national basis. Participating Public

Agencies benefit from pricing based on aggregate spend and the convenience of a contract that has already been advertised and publicly competed. The Supplier benefits from a contract that generally allows Participating Public Agencies to directly purchase goods and services without the Supplier's need to respond to additional competitive solicitations. As such, the Supplier must be able to accommodate a nationwide demand for services and to fulfill obligations as a nationwide Supplier and respond to the OMNIA Partners documents (ATTACHMENT A).

The Board of Regents of the University of Nebraska anticipates spending approximately \$X over the full potential Master Agreement term for Pest Control Products and Services. While no minimum volume is guaranteed to the Supplier, the estimated annual volume of Pest Control Products and Services purchased under the Master Agreement through OMNIA Partners is approximately \$10M. This projection is based on the current annual volumes among the University of Nebraska, other Participating Public Agencies anticipated to utilize the resulting Master Agreement to be made available to them through OMNIA Partners, and volume growth into other Public Agencies through a coordinated marketing approach between the Supplier and OMNIA Partners.

Desired Products and Services

Contractor(s) shall, at the request of OMNIA Partners members, provide covered products and services under the terms of this RFP and the contract terms and conditions. The Master Agreement may be used by a wide variety of Participating Public Agencies (such as Universities offering food services to students, Housing Authorities providing residences, Counties, etc.). Products and services may include, but are not limited to:

- Inspection services:
 - Initial Inspections - Conducting an initial inspection to evaluate the needs of the premises and to present findings.
 - Routine Inspections - Conducting regularly scheduled inspection services for pests, set out or collect monitoring traps, and treat units for pests as needed.
 - Emergency Inspection - Conducting inspections and necessary treatment as requested.
 - Call-Back Services - Conducting follow-up inspections as requested.
 - Turnover Services - Conducting intensive inspection and necessary treatment as requested.
 - Special Services - Conducting inspection and pest control services not covered by routine inspections, as agreed to by Contractor(s) and the University of Nebraska and Participating Public Agencies. Use the Special Pricing Spreadsheet located in the Attachments tab as a template to provide pricing for Special Services. Attach your completed spreadsheet in the Response Attachments Tab.
- Non-destructive (e.g., opening walls, decks and accessing closed spaces not included) Removal services such as dead animal/carcass removal limited to a 20 lb. weight limit. Removal of larger animals (deer, hogs, etc.) is an additional special service that may require a special crew.
- Monitoring and surveillance such as notifying the University of Nebraska and Participating Public Agencies if unusual levels of pests are found and routinely checking traps.
- Adequately preventing, removing, and/or suppressing pests (through insecticides, rodenticides, avicides, pesticides, portable vacuums, glue boards, trapping devices, bait boxes and formulations, crack and crevice treatments, and other methods) that may include:
 - Indoor populations of rodents, insects (such as cockroaches and bed bugs), arachnids, and

Commented [EH1]: The SOW below serves as overarching guidance for a pest control program. Terminix Commercial has also provided our base SOW which would serve as the foundation of program performed for Omnia Partners members. This SOW includes a little more detail on response times, standard vs. premium pests, service guarantee and some best practice control techniques.

other arthropods

- Outdoor populations of potentially indoor infesting species that are within the property boundaries specified by the University of Nebraska and Participating Public Agencies.
- Nests of stinging insects up to 8 feet high within the property boundaries of specified by the University of Nebraska and Participating Public Agencies.
- Bird control or removal as specified by the University of Nebraska and Participating Public Agencies. Bird control and removal are special services quoted and provided at an additional cost.
- Pests that are incidental invaders inside buildings and around boundaries (such as winged termite swarmers) specified by the University of Nebraska and Participating Public Agencies.
- Any additional services not covered in the above such as:
 - Wildlife control/removal
 - Infection control, where available
 - Disinfection
 - Cleaning, where available

Requirements

- Contractor(s) must have been in business for a minimum of ten (10) years. Contractor(s) are not required to have experience with public/non-profit agencies but should demonstrate strong pest control experience in both commercial as well as residential spaces.
- Contractor(s) should have a presence in and outside of the State of Nebraska, but not required for participation in this RFP. While not all 50 states required, Contractor should, but not required to, be able to offer services to multiple states and demonstrate a national presence.
- Contractor(s) must hold the appropriate licenses and certifications to work in the areas and states they can service.

Pricing /Term

Not to Exceed Pricing:

The University of Nebraska requests pricing be submitted as not to exceed pricing. Unlike fixed pricing, the Contractor can adjust submitted pricing lower if needed but, cannot exceed original pricing submitted. Contractor must allow for lower pricing to be available for similar product and service purchases.

Special Offers/Promotions:

In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, Contractor may conduct sales promotions involving price reductions for a specified lesser period. Contractor may offer Participating Agencies competitive pricing which is lower than the not-to-exceed price set forth herein at any time during the Contract term and such lower pricing shall not be applied as a global price reduction under the Contract.

Balance of Line/Comprehensive Product Offering:

Each Contractor awarded an item under this solicitation may offer their complete product and service offering/a balance of line for Pest Control Products and Services. Pricing for complete product offering/balance of line items will be determined by a percentage discount off the Contractor's price list. The pricing percentage discount offered must be entered in the Special

Pricing Spreadsheet (Percent Off List Pricing Tab) located in the Attachments tab as a template to provide pricing for Special Services. Attach your completed spreadsheet in the Response Attachments Tab.

Federal Funding Pricing

Due to products and services potentially being used in response to an emergency or disaster recovery situation in which federal funding may be used, provide alternative pricing that does not include cost plus a percentage of cost or pricing based on time and materials; if time and materials is necessary, a ceiling price that the contract exceeds at its own risk will be needed. Products and services provided in a situation where an agency is eligible for federal funding, Offeror is subject to and must comply with all federal requirements applicable to the funding including, but not limited to the FEMA Special Conditions section located in the Federal Funds Certifications Exhibit.

Pricing Discount

The discount proposed shall remain the same throughout the term of the contract and at all renewal options. At a minimum, the Contractor must hold the proposed price list firm for the first 12 months after the contract award. Contractors shall provide pricing based on a discount with indefinite quantities. For general pest control services, it is preferred that pricing is on a per sq. ft. model but may include pricing for various products/services as needed. Contractor should include in detail which services or circumstances are considered special that require an additional cost or alternative pricing structure and what that additional cost/price is.

For any additional products that a Contractor may include as part of their proposal, Contractors shall provide pricing based on a discount from a manufacturer's price list or catalog, or fixed price, or a combination of both with indefinite quantities. Provide any additional pricing that should be considered such as discounts, service fees/charges, rebates, etc. Use the Special Pricing Spreadsheet located in the Attachments tab as a template to provide pricing for Special Services. Attach your completed spreadsheet in the Response Attachments Tab.

The anticipated full term of the contract is five (5) years, with three additional one-year renewals upon written agreement of the parties. The Contractor shall have the right to enter local service agreements with Participating Public Agencies accessing the contract through OMNIA Partners, so long as the effective date of such agreement is prior to the expiration of the Master Agreement. All local agreements may have a full potential term (any combination of initial and renewal periods) not to exceed eight (8) years. Contractors understand that contract award is not a guarantee of any set level of sales.

Evaluation Criteria in order of importance:

- Pricing
- Product and Services
- Method, Approach and Quality
- Company Information, Experience, and Reputation