

## SCOPE OF SERVICES

### Unified Pest Management General Overview:

The purpose of the Unified Pest Management Program (UPM) is to implement Integrated Pest Management (IPM) to control pests at the airport using the least harmful methods first while unifying all tenants under the same pest control contract to unify control efforts and oversee chemical applications. Integrated Pest Management is defined by the Environmental Protection Agency (EPA) as “an effective and environmentally sensitive approach to pest management that relies on a combination of common-sense practices. IPM programs use current, comprehensive information on the life cycles of pests and their interaction with the environment. This information, in combination with available pest control methods, is used to manage pest damage by the most economical means, and with the least possible hazard to people, property, and the environment.”

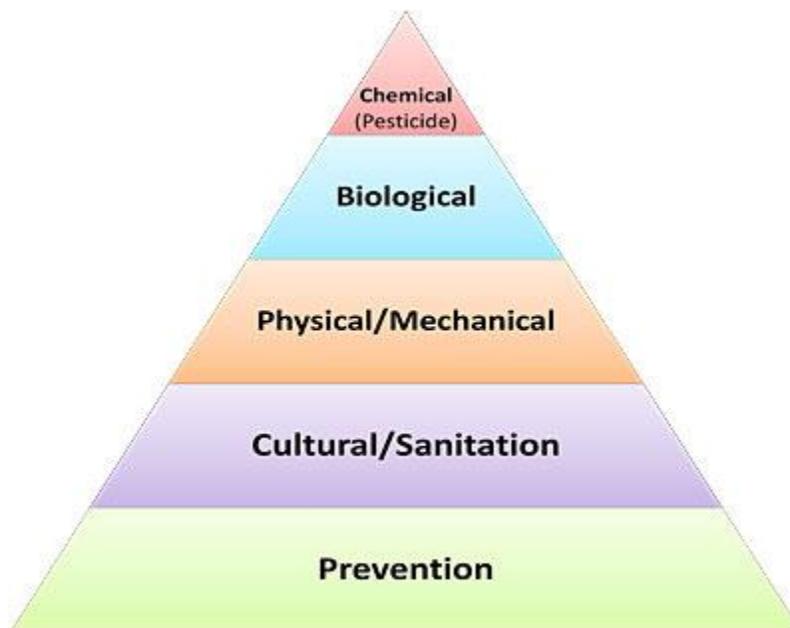


Figure 1. The IPM Pyramid stresses chemical use as a "last resort" for controlling pests. Photo source: University of Nevada Cooperative Extension.

The main goal of our UPM program is Pest elimination, while knowing pests are imported to the airport each day in numerous ways. At Seattle-Tacoma International Airport, we fulfill this goal by:

1. Handling immediate and on-going pest issues.
2. Inspecting and identifying current and potential pest problem areas.
3. Providing expertise on pest conditions and causes and making recommendations to responsible parties for correction.

## 1. Background:

The Contractor shall be responsible for the Services as described herein. The Contractor shall furnish all labor and supplies that are necessary to perform the required services under the terms and conditions of this Agreement.

This scope of work covers approximately 4 million square feet of airport terminal space including approximately 125 Airport Dining and Retail spaces (concessionaire), airline lounge locations and a campus of approximately 23 Out-Buildings/structures.

Additionally, this Agreement requires installation/maintenance of approximately 800 bait stations, 4,000 snap or similar rodent traps, 450 sensors/cameras and technological assets, and 24 light traps deployed at the airport and Port campus (Out-Buildings) in addition to 300 insect sticky traps.

The scope of work for this solicitation is divided in two main categories:

### 1.1 Regular Work

For regular work, Contractor shall provide pest control Services which shall include, but not be limited to:

- 1.1.1 Perform regular Integrated Pest Management (IPM) services for the areas/spaces described in the inventory of areas in Section IV.
- 1.1.2 Perform pre-construction rodent abatement for terminal projects on an as-needed basis.
- 1.1.3 Perform night sanitation audits at Airport Dining and Retail (concessionaire) locations, airport lounges, breakroom, high risk areas and submit findings to the Port and tenants, as applicable.
- 1.1.4 Weekly coordinate with the Unified Pest Management (UPM) Working Group at the direction of the UPM Process Coordinator or Port Wildlife Biologist.
- 1.1.5 Once per month inspect all Locations for evidence of infestation; determine most practical and effective method of eradication after considering all environmental factors and provide recommendations for improvement.
- 1.1.6 Document the outcome of every quality control check against the specifications in Section IV Inventory of Areas and Proposed Schedule.

- 1.2 Pest species: shall include, but not be limited to: ants, spiders, gnats, flies, cockroaches, stinging insects, rats, mice, pigeons, sparrows, and other

arthropods and rodents.

- 1.3 **Locations:** The following locations shall be included within the scope of regular work:
  - 1.3.1 The terminal and Out-Buildings identified in Attachment C, Table 1.
  - 1.3.2 Airport Dining and Retail (ADR) leased space
  - 1.3.3 Airline leased space (including Out-Buildings in Attachment C, Table 1)
  - 1.3.4 Government leased space (e.g., Transportation Security Administration [TSA] and Customs and Border Protection [CBP], and USO).
  
- 1.4 **Personnel:** The Contractor shall provide the following personnel to perform Regular Work Services:
  - 1.4.1 **Supervisory Personnel:** Contractor shall designate supervisory personnel (i.e., Operations Supervisor) to provide supervision of personnel and provision of Services. Supervisory personnel shall possess a General/Commercial Applicator License. Supervisory personnel are not required to be on-site during all Service hours, but are required to be on premises 6-8 hours every day.
  - 1.4.2 **Technicians:** Contractor shall designate technicians to perform 24/7 Services. Technicians shall possess applicable certifications, licensing, and training as required to perform Services at the Airport.
  - 1.4.3 **Specialists:** Contractor shall designate technicians or sub-contractors to perform specialized services under Regular Work or Single-Occasion Work (e.g., ornamental applications, bird work, fumigation).
  - 1.4.4 **Technical Team:** Contractor shall designate technical team, sub-contractors, or consultants to support the Unified Pest Management Program. The Port estimates 14 onsite yearly visits will be conducted by the technical team. The technical team should include a Board Certified Entomologist and a roof rat expert.
  
- 1.5 **Schedule of Services:** As requested and directed by the Port, Contractor shall develop and deliver a detailed schedule, in a Port-approved format, for the provision of Services. See Section III Inventory of Areas and Proposed Schedule.

## 1.6 Single-Occasion Work

- 1.6.1 In the event of accidents, natural disasters, major mechanical failures, changes in environmental conditions or other unexpected events that create a sudden and unanticipated need for additional pest remediation efforts beyond the Regular Work, the vendor performing pest management will provide services as requested by the Port. Such work shall be considered single occasion and limited in duration (“*Single-Occasion Work*”). Single Occasion Work is considered a part of this Agreement’s Scope of Work. In order to be compensated for Single-Occasion Work the work must be pre-authorized by the Port. Single Occasion Work shall be reimbursed on a Time and Materials basis using the rates provided in this RFP Document 5- Price Schedule. Failure to submit a proper invoice to the Port within 60 days of completing single occasion work will result in forfeiture of payment related to single occasion work.
- 1.6.2 If and when the Port requests the Contractor to provide services considered single occasion work, the Contractor shall develop a work plan detailing the specific tasks to be completed and provide a detailed, not-to-exceed budget for performing such tasks. The Contractor shall not perform any Additional Services until the Port has issued a written notice to proceed with the execution of the work plan. Contractor shall not be authorized to perform any work not specifically authorized in the Port’s notice to proceed. If the Contractor chooses to proceed with work not pre-authorized by the Port the Contractor does so at their own risk and expense.
- 1.6.3 Single-Occasion Work shall include, but not be limited to:
- 1.6.3.1 **Bird Exclusion and Remediation Services:** While performing Bird Exclusion and Remediation Services the Contractor shall maintain, repair, or install bird exclusion devices or perform cleaning or removal of bird nests and feces, as requested and determined by the Port or as agreed to by the Port. Contractor shall develop a work plan detailing the specific tasks to be completed and provide a detailed, not-to-exceed budget for performing such tasks. Contractor shall not perform any bird deterrent or exclusion work until the Port has issued a written notice to proceed with the execution of the work plan.
- 1.6.3.2 **Mosquito Monitoring and Treatment:** At the request of the Port, the Contractor shall monitor designated water bodies on Port Property monthly for mosquito presence and density. It is most likely this Single Occasion Work will take place during the months of May, June, July, and August. The Contractor will pre-determine a treatment threshold prior to monitoring and

treatment using the least harmful method first. At the completion of each mosquito survey, the Contractor shall submit a written reporting including:

- a. Technician name and signature,
- b. Service Location(s),
- c. Service Date, start and end time, total hours, total cost of Service,
- d. Type of Service
- e. Pest targeted,
- f. Name and quantity of each pesticide applied,
- g. Action taken,
- h. Problems encountered (if any),
- i. Justification for action, and
- j. Internal and external recommendations.

**1.6.3.3 Japanese Beetle Treatment:** At the request of the Port, the Contractor shall provide prophylactic Japanese beetle treatment(s) on turf and or ornamental plants along Air Cargo Road at least once per spring (typically late May or early June). In the event that Japanese Beetles are trapped on Port property, the Port may request follow-up treatment(s). The Contractor shall provide a written report to the Port including the name and amount of pesticide used to prophylactically treat for Japanese beetles within seventy-two (72) hours of treatment.

**1.6.3.4 Grasshopper, cut worm, or other airfield or landscape prey management:** At the request of the Port, the Contractor shall provide prey management treatment(s) on turf and or ornamental plants on the airfield or other Port property as needed. The Contractor shall provide a written report to the Port including the name and amount of pesticide used to treat for airfield/lawn/ornamental pests within seventy-two (72) hours of treatment.

**1.6.3.5 Other Ornamental Pests:** At the request of the Port, the Contractor shall provide pest control on interior or exterior ornamental plants on Port property as needed. The Contractor shall provide a written report to the Port including the name and amount of pesticide used to treat for ornamental pests within seventy-two (72) hours of treatment.

**1.6.3.6 Fumigation:** At the request of the Port, the Contractor shall provide fumigation (including CO<sub>2</sub>) services. Fumigation services

may require the rental and use of a 46' trailer for fumigation of infested equipment. The Contractor will provide the trailer and fumigation equipment to perform this task. The Contractor shall provide a written report to the Port including the name and amount of fumigant used to fumigate infested equipment or space(s)/equipment.

The Port estimates the following number of hours for each of the tasks previously described for Single Occasion Work.

Single-Occasion Work	Estimated Annual Hours
Bird Work (Prevailing Wage)	40
Mosquito Monitoring & Treatment	32
Japanese Beetle Treatment	60
Airfield Prey Management (e.g., grasshoppers, cutworm) Treatment	80
Ornamental Pest Control	16
Bed bugs	20
Fumigation	30

## 2. REQUIREMENTS

### 2.1 General Requirements: (apply to both Regular and Single-Occasion Work)

2.1.1 **Hours of Operations:** Contractor shall perform Services 24/7/365 with 2 full time technicians scheduled during peak hours (7:00 am and 3:00 pm). Any gap in service must first be approved by the Unified Pest Management (UPM) Process Coordinator or Port Wildlife Biologist. Peak hours may vary depending on season and volume of airport passengers.

2.1.2 **Level of Service:** Contractor shall provide a dedicated Operations Supervisor/Manager to organize and lead team of technicians. Contractor shall provide technical team to provide necessary services to

the Port's Unified Pest Management Program. Contractor is required to have a Board Certified Entomologist available for consultation at the Port's discretion. At the request of the Port, the Contractor will develop and implement a mutually agreed upon system of accountability for hours worked.

- 2.1.3 **Cleanliness**: Contractor shall, at all times while providing Services, keep the immediate and surrounding Service area clean and free of debris, trash, and dead animals, pests, or other hazards that would impair operations of the Airport as determined by the Port. All Port of Seattle Standard Operating Guidelines (SOGs), Standard Operating Procedures (SOPs), Airport Rules and Regulations, local, State, and Federal laws must be followed.
- 2.1.4 **Material Safety Data Sheets**: Prior to performing services, Contractor shall submit to the Port for review and approval Material Safety Data Sheets (MSDSs) on all pesticides and other materials Contractor intends to use in performance of Services.
- 2.1.5 **Contact Person(s) and Pest Reporting**: Airport pest reporting is received 24/7 via a centralized communications center called the Airport Communication Center (ACC) via an airport hazard/pest reporting hotline. Safety Events (pest reports) are emailed to the Contractor. All Contractor personnel on the airport account are expected to have devices capable of receiving and responding to pest report emails within the established time frame. The Contractor is responsible for ensuring that the reporting party is contacted as per protocol.
- 2.1.6 **Facility Locations**: Contractor shall provide Services at the facilities listed on Attachment C, Table 1. Contractor acknowledges the Port is constructing additional facilities at the Airport that will be included in the Scope of Work (e.g., North Satellite ("NSTAR") and International Arrivals Facility (IAF) that will generally fall within the 4 million square feet of the airport.
- 2.1.7 **Contractor's Personnel**: Prior to performing Services, Contractor shall provide the identity and qualifications of Contractor's personnel performing Services, in an approved format, to the Port for review and approval.
- 2.1.8 **Professional Standards**: Contractor personnel and agents shall maintain the highest level of professional standards in attire, decorum, and interaction with the public and Port personnel. Contractor shall

ensure that all personnel providing Services conduct themselves at all times in a professional manner that reflects well on the Port and on the Contractor.

- 2.1.9 Contractor's Appearance While Performing Services:** While performing Services, Contractor's personnel shall at all times present a professional appearance wearing neat, clean uniforms with Contractor's company name displayed on uniform shirt, jacket, or safety vest and shall wear a Contractor provided reflective safety vest when working outdoors, in the bagwell, or in construction areas.
- 2.1.10 Communication:** Contractor's personnel are required to possess a cell phone, or other Port approved device capable of immediate communication with the Port whenever Contractor is performing or preparing to perform Services. Each cell phone must be capable of receiving text messages and email notifications. Prior to performing services, Contractor's personnel shall provide the Port with their cell phone number and email address as well as their employee's schedule.
- 2.1.11 Pesticides, Poisons, Bait, and Other Materials:** Contractor shall ensure that all pesticides, poisons, baits, and other materials used in the performance of Services are approved by the Washington State Department of Agriculture (WSDA), the Environmental Protection Agency (EPA), and any other applicable government agency. Contractor shall ensure that all materials are used in accordance with the label. Written approval must be given by the Port before any materials are applied to areas designated as Sensitive Areas. Prior to performing services, Contractor shall submit to the Port for review and approval Safety Data Sheets on all materials the Contractor intends to use in performance of Services
- 2.1.12 Devices and Technology:** Contractor shall provide, maintain, and use devices in accordance and consistence with manufacturer's specifications and industry standards and governing laws. Contractor shall develop an inspection log (e.g., "Daily Inspection Log") and submit to the Port for review and approval. At a minimum the Daily Inspection Log shall contain, but not be limited to, the following fields: device number, location, and date/time. All devices in public or accessible areas or that are identified as technology assets must be identified using a unique identification number that can be read digitally for trending purposes (e.g., barcode or QR code) unless otherwise approved by the UPM Process Coordinator or Port Wildlife Biologist. Contractor is expected to utilize and maintain existing subscriptions and technology owned by the Port; including, but not limited to, approximately 350 pieces of equipment (e.g., 300 ActiveSense remote sensors and related

system requirements, infrared sensors, remote cameras, and trail cameras). Contractor must have or be able to obtain required account to utilize and maintain existing subscriptions and technology within 60 days of being awarded contract or provide alternative solution at the Contractor's cost.

**2.1.13 Disposal of Live and or Dead Animals and Pests:** Contractor shall promptly and properly dispose of all animals and pest captured as a result of the provision of Services. Live pests that are captured must be euthanized humanely, ethically, and discretely before being promptly and properly disposed. Contractor shall not store or dispose of any pests on Airport or Port Property.

**2.1.14 Performing Services:** Contractor shall provide full pest control Services at all Port Property, including open spaces, landscaping, ornamentals, and ponds to maintain Port Property free of pests. The number of Airport Dining and Retail (concessionaire) locations is approximately 125 and will vary as units close and open during the contract term.

**2.1.15 Contractor shall take all necessary action, including preventative actions, to control pests damaging or infesting Port Properties:** Contractor shall use industry Best Management Practices (BMPs) for Integrated Pest Management (IPM) to the maximum extent possible. In taking pest control actions, Contractor shall only use appropriately-licensed pest control applicators.

**2.2** Contractor's tasks include, but are not limited to the following:

**2.2.1 Initial Inspection of Locations:** Contractor shall conduct an initial inspection of the Locations to determine the origin of pests to determine how best to provide Services.

**2.2.2 Inspection Report:** On conclusion of Contractors initial inspection of Port Properties, including open spaces, Contractor shall provide the Port with a written report and findings. In locations that are Leased to Airport Tenants, a copy of the report must be made available to the Tenant upon request. Report shall be in a format previously approved by the Port. This report shall include, but not be limited to the following information and may be re-created on future inspections.

- 2.2.3 **Document the analytical means used in the inspection**, fully describe the Contractor's findings of fact and Contractor's observations regarding pest types found at each location;
- 2.2.4 **Condition Report**: Contractor's recommendations for consideration by the Port for improving the processes of future exclusion work and eliminating pest attractants. Condition Reports must be made available to the Port and the Tenant, if applicable.
- 2.2.5 **Device location map**: Said map shall include the location, identification number (e.g., barcode or QVC) and bait type of all Contractor-provided or maintained devices located at all Port-owned Properties, including open spaces. Contractor shall update said map when performing Services, and provide the Port with said updated map at the Port's request.
- 2.3 **Reports**: Contractor shall submit the following reports in a Port approved format.
- 2.3.1 **Daily Service and Condition Report**: Prior to leaving the Airport, upon conclusion of Services or end of work shift, Contractor's Technician shall submit to the Port for approval a Daily Service Report. The report shall include the following information:
- 2.3.1.1 Technician name and signature,
  - 2.3.1.2 Service Location(s),
  - 2.3.1.3 Service Date, start and end time, total hours, total cost of Service,
  - 2.3.1.4 Type of Service (e.g., Regular Work, Single Occasion Work)
  - 2.3.1.5 Pest targeted,
  - 2.3.1.6 Name and quantity of each material applied,
  - 2.3.1.7 Action taken,
  - 2.3.1.8 Problems encountered (if any),
  - 2.3.1.9 Conditions conducive for pest activity,
  - 2.3.1.10 Justification for action, and
  - 2.3.1.11 Internal and external recommendations.

**2.3.2 Weekly Night Sanitation Audit Reports:** Contractor shall conduct weekly night sanitation audits at Airport Dining and Retail (concessionaire) locations, airport lounges, and break rooms and submit findings to the Port and tenants, as applicable, according to protocol using either Contractor or Port created application at the Direction of the Port.

**2.3.3 Monthly Service Summary Report:** With each monthly invoice, Contractor shall provide the Port with a summary report of the previous month's material applications and Services. The report shall include, but not be limited to the following information:

**2.3.3.1** Name and quantity of each material applied

**2.3.3.2** Date of each application, and

**2.3.3.3** Location of application.

**2.3.3.4** Daily Service Tabulation

**2.3.3.5** Tabulation of all Daily Service findings consisting of devices or any other method of trapping or recovery, for the purposed of determining population densities.

**2.3.3.6** Material Applications.

**2.4 Annual Service Summary Report:** At the conclusion of each year, Contractor shall provide the Port with a summary of annual services, pest findings, conditions, and recommendations.

**2.5 Licenses:** The Contractor shall ensure that all personnel providing Services at the Airport have certifications and licenses that are current at all times. Work scope requires the following licenses: General/Commercial Applicator, Laws and Safety, Fumigation, Master Ornamental, Structural, and Public Health Endorsement.

## INVENTORY OF AREAS AND PROPOSED SCHEDULE

### 1.1 Contractor's frequency and tasks associated with the performance of Regular Work Services.

1.1.1 **Daily Tasks:** Inspect and maintain devices at sensitive Locations with human occupancy or as directed by the Port. Complete Daily Inspection Log(s) and Condition Report(s). Maintain open communication with the UPM Process Coordinator or Port Wildlife Biologist. Respond to all pest reports (Safety Events) within one hour of receiving the report.

1.1.2 **Weekly Tasks:** Submit updated pest dashboard and safety event summary to the Port. Conduct night sanitation audits at Airport Dining and Retail (concessionaire) locations, airport lounges, and break rooms and report findings to the Port and tenants, as applicable. Attend Weekly Unified Pest Management Team meetings.

1.1.3 **Monthly Tasks:** Perform monthly services of all devices and for all tenants requiring monthly service inspections and other inspections as directed by the Port. Tenants in the terminal requiring monthly service primarily include Airport Dining and Retail (concession) leased areas, airline leased areas where food is prepared and served (lounges), and break rooms. Contractor shall monitor each Port Property to determine pest activity. Contractor shall indicate any increases, decreases, or other findings of pest activity, including rodent species, sex, and age information, on the Daily Inspection Log(s) and include recommendations to improve Services or Conditions (Condition Reporting), if any. Contractor shall prepare and present updates to shareholders at monthly Concessionaire and Airline Station Manager (STAMA) meetings, as requested (one hour the third Tuesday of the month and one hour the second Thursday of the month, respectively, in the Airport Conference Center).

1.1.4 **Quarterly Tasks:** Prepare and present current findings/activity/progress to Unified Pest Management Working Group. Prepare raw data in an improved format to the Port, as requested.

1.1.5 **Annual Tasks:** Annual report of detailed facility inspections including pest findings, pest control discrepancies requiring remediation, and other recommendations. Annual report and annual review with UPM Working Group.

1.1.6 **As-Needed Tasks:** Perform pre-construction rodent abatement at necessary Port construction sites (e.g., prior to demolition of spaces).

Contractor will provide UPM Manager with report of initial assessment findings and remediation plan. Pre-construction rodent abatement shall be considered Regular Work unless otherwise approved by the Port. Contractor will provide bio-hazard remediation of necessary Port spaces. Neutralize any pest related hazards, abate and treat as necessary in order to remove any signs of fecal matter, urine trails, and other hazards associated with said pests. This would include wall voids, drains, ceilings, conduit lines, roof tops, and other areas deemed by the Port. As requested by the Port, the Contractor shall conduct inspections of vacant locations prior to the arrival of new tenants and following the vacancy by old tenants. Pre- and post-inspections shall determine the presence/absence of pests and document any pest attractants or structural discrepancies that may provide pest entry. Develop and deliver a written report of the evaluation findings.

End of Scope of Services