

**SPECIFICATION
PEST CONTROL SERVICES
MILWAUKEE COUNTY ZOO
January 19, 2009**

INTRODUCTION

The Milwaukee County Zoo is seeking a complete pest control service provider as described below. The Zoo is located on 200 acres and includes more than 20 large buildings, 40 out-buildings and barns, 150 indoor and outdoor animal exhibits, 2000 exotic animals (many rare and endangered species and including all vertebrate classes and some invertebrates), and 1.3 million visitors a year. Facilities also include a Grade-A dairy facility, public restaurants and other food-service areas, children classrooms, and animal service areas. CONTRACTOR services scope includes all of these facilities.

Pest control challenges at the Zoo include:

1. Many exotic animal species are fatally susceptible to pesticides that may be acceptable for humans and/or domestic animals. Susceptibility varies with species.
2. The Zoo is open to the public every day of the year. Pest control procedures must be conducted without disrupting Zoo operations, the animals' health, or public safety.
3. Some Zoo operations (e.g. dairy facility) may have additional certification and licensing requirements.
4. By necessity, pest-attracting food is left in animal enclosures for many hours every day.
5. Naturalistic animal exhibits and complex service areas provide many hiding places for pests.
6. Animal service facilities and exhibits access and application methods must be carefully coordinated with Zoo staff to ensure personnel and animal safety.
7. Public facilities access must be carefully coordinated with Zoo staff to prevent disruption of Zoo operations, including many evening public events.

TERMS AND CONDITIONS

1. The CONTRACTOR will provide a guaranteed full-service maintenance pest control program to service all buildings and grounds at the Milwaukee County Zoo. Said services shall primarily be directed to substantially reducing and controlling resident populations of structural insect pests, mice, and rats. The CONTRACTOR is not responsible for the control of termites, fleas, mosquitoes, flies, ornamental and leaf pests, or native mammals or birds residing on Zoo grounds. CONTRACTOR will respond to stinging insect nest emergencies, but only when already on Zoo grounds for other purposes.
2. The Zoo will designate a staff representative to coordinate the logistical aspects of pest control services provided by the CONTRACTOR with Zoo operations. Scheduling, approvals, documentation and reports are to be directed to this staff representative. All pest control work at the Zoo, including the control methods, must receive prior scheduling approval. The Zoo will inform the CONTRACTOR of issues or problems regarding pest populations and control.
3. CONTRACTOR will maintain a continually updated notebook in a Zoo-designated location. This notebook will contain service schedules, what pesticides are being used, where pesticides are being used, the location of rodent control equipment, certificate of licenses and certifications, copies of all relevant MSDS documents and labels, and required service specifications.
4. Pest control operations must take into account Zoo operations and public access. The Zoo will provide the CONTRACTOR with reasonable access to Zoo grounds and buildings during non-public hours. The CONTRACTOR will amend or reschedule work to meet the operational requirements of the Zoo.

5. All pest control operations must be performed in a manner that is safe for the employees, the public, and the Zoo animal collection. The CONTRACTOR will not utilize any equipment, material, chemicals, supplies, or other applications prior to Zoo review and approval through the Zoo's designated representative.
6. The CONTRACTOR will maintain and provide to the Zoo current Material Safety Data Sheets and product labels for material and chemicals utilized as well as information regarding their potential effectiveness for targeted pest species. The CONTRACTOR will identify the toxicity of materials and application methods to animal groups, secondary poisoning hazards to both animals and the public, all pertinent safety issues for applicators, Zoo personnel and the public, and all secondary characteristics, such as odor, that may impact Zoo animals, personnel or the public. The CONTRACTOR will identify and recommend to the Zoo non-chemical measures for pest control, including biological control measures.
5. The CONTRACTOR will comply with all applicable Federal, State, and Local laws and regulations that in any way impact on the services or materials as specified in this agreement. All services will be performed by technicians licensed and certified by the State of Wisconsin, with the City of Milwaukee Applicator License, and with any other licenses and permits required by law or regulation with regards to all Zoo operations.
6. The CONTRACTOR will complete all reports regarding pest control and application as required by Federal, State, and Local regulations. These reports will be complete and accurate and will be submitted to the Zoo's designated representative to allow compliance with regulatory deadlines.
7. The CONTRACTOR is responsible for ensuring that all pest control technicians working on Zoo grounds are thoroughly trained, knowledgeable, skilled and able to effectively apply pesticides in a manner that protects the health of the public, employees, and a wide variety of domestic and exotic animals at the Zoo. The Zoo shall not be responsible to or for any person employed or contracted by the CONTRACTOR to provide the services or materials specified in this agreement.
8. The CONTRACTOR shall maintain service logs and shall submit, no less than monthly, a copy of the logs and other reports identifying all areas of treatment, all services performed, a list of all materials used per location, and significant observations and recommendations including an impact analysis of services to date.
9. Pest control services provided by the CONTRACTOR shall include those listed below.
 - a. Scheduled service visits for approximately 15 to 20 personnel hours per week, typically during non-public hours. These times are estimated averages. Pest outbreaks or other events may require more time.
 - b. Scheduled service visits to food service areas twice a week throughout the year. Each visit will typically be during non-public hours.
 - c. Unscheduled service calls for maintenance pest control emergencies on a 24-hour basis.
 - d. Completion of records as indicated above.
 - e. Provision of all chemicals, supplies and equipment necessary for the maintenance pest control program with the following exception: The Zoo will provide flytrap machines, tamper-resistant rat baiters, and wind-up mousetraps.
 - f. Storage of all chemicals, supplies, and equipment not in use will be off of Zoo grounds and the responsibility of the CONTRACTOR.

- g. Consultations with Zoo staff to provide advice regarding integrated pest management best practices including, but not limited to: facilities design, sanitation measures, storage, landscaping, and control of pest species. Consultations shall be provided at no additional charge.
- h. Maintenance of all mechanical devices and other equipment installed for the pest control maintenance program.

CONTRACTOR APPLICANT REQUIREMENTS

Requirements for pest control service providers at the Milwaukee County Zoo include:

1. The CONTRACTOR must be licensed by and registered in accordance with all applicable federal, state, and local regulations. The CONTRACTOR and all service technicians working on Zoo grounds must meet the requirements and hold the appropriate certifications and licenses for pesticide application for all Zoo operations. Zoo pest control CONTRACTOR APPLICANTS will provide proof of these licenses and certification with the bid.
2. CONTRACTOR must be insured for general liability and workman's compensation. CONTRACTOR APPLICANTS will provide Certificates of Insurance for general liability and workman's compensation with the bid. Required general liability minimum insurance limits include:
 - a. General Aggregate \$1,000,000
 - b. Products - Comp/Op Agg 1,000,000
 - c. Personal & Adv Injury Included
 - d. Each Occurrence 1,000,000
 - e. Fire damage (any one fire) 50,000
3. The CONTRACTOR must have at least three years experience and very good or excellent pest control service performance with an institution of a size and complexity comparable with the Milwaukee County Zoo. Failure to provide a reference of very good or excellent of an institution of a size and complexity comparable with the Milwaukee County Zoo is cause for rejection of bid. CONTRACTOR APPLICANTS will supply contact references for this experience and performance with the bid. Examples of acceptable multi-building campuses include but are not limited to: St. Luke's Hospital in Milwaukee and Marquette University.
4. The CONTRACTOR must have at least three years experience and very good or excellent performance in developing and implementing pest control programs in the presence of exotic (non-domestic) animals, including invertebrates, fish, amphibians, reptiles, birds, and mammals. CONTRACTOR APPLICANTS will supply contact references for this experience and performance with the bid.

OR

One-year experience and very good or excellent performance with a zoo accredited by the American Zoo and Aquarium Association may be substituted for the experience listed in item 4 above. CONTRACTOR APPLICANTS will supply contact references for this experience and performance with the bid.
5. The CONTRACTOR must have the manpower and general experience to meet the needs of the Zoo. CONTRACTOR APPLICANTS will supply information regarding the number of years of experience in providing pest control services, the current number of institutional pest control service contracts, and the current number of employees.