



To,
KAPCO Catering Pvt Ltd
Worli, Mumbai

Date :- 06.11.23

Dear Sir,

Re: Proposal for Rentokil PCI Pest Control Services – Year 2023-24

Dear Sir,

Thank you for the kind support granted last year. Please find below our proposal which consists of -

- ✓ Survey findings – as a separate attachment
- ✓ Scope of Work – as a separate attachment
- ✓ Commercials – as below

As the leading and most trusted pest control brand, it is our commitment to provide you with the best and reliable services.

For more information about our extensive range of services and what you can expect from our expertise and innovation, please refer to our company website: www.rentokil-pestcontrolindia.com.

About Rentokil PCI:

Rentokil PCI brings to the Indian market the expertise of over 90 years of Rentokil, the world's largest commercial pest control company with operations in more than 65 countries and PCI, the number one pest control company in India with presence in the local market for over 60 years. Rentokil PCI aims to set new standards for customer service with operations across 270 plus locations in India. The company also focuses on developing industry-leading service operations through the sharing of best practices, new innovations and the use of digital technologies.

Key Account advantage:

Rentokil PCI Key Account team takes care of pest management requirements of customers having multi-sites. A dedicated Key Account Manager (KAM) who is well-versed in pest management requirements of various industries acts as a single point of contact for the customer. The Key Account Manager understands the unique pest issues associated with your premise and recommends proactive control measures to prevent infestation. The advantages of Key Account Management to a multi-site customer are –

- Single point of contact coordinating all Rentokil PCI services
- A range of service package designed to meet the requirements of large, complex and multi-site customers and their compliance requirements
- Nation-wide service network
- Quality assurance programmes
- Trained service technicians dedicated to each service category
- Market leading innovative products and services
- On-line pest management reporting and documentation
- Health and Safety infrastructure to protect customers and employees

Rentokil PCI advantage:

✓ **Global Expertise**

Rentokil PCI brings to the industry its' 100 year legacy driven by innovation, technology, research and, most importantly, our people.

- ✓ **Rentokil PCI expertise in India**
Technical knowledge, Specialised range of service offering, 60+ years of experience in the local market
- ✓ **Expert Surveying**
Tools & methodology as per IPM, Gap analysis for effective pest management
- ✓ **Safety, Health & Environment (SHE)**
Rentokil PCI SHE policy includes Site Risk Assessment (SRA), compulsory periodic SHE training to all service colleagues, SHE audit, strict compliance to Zero Tolerance Policy (ZTP), etc.
- ✓ **Nationwide reach**
Pan-India presence with 270+ offices to serve our customers across the country
- ✓ **Customer Experience**
Our Customer Care Contact Centre ensures you get the best of services at all times through their complaint management and regular customer feedback surveys.
- ✓ **Technological Advancement**
We stay up-to-date with global and local digital and technology trends. myRentokilPCI is an online application tool available from any internet access point, to provide you instant access to a wealth of information in a time saving visual format.
- ✓ **Corporate Social Responsibility (CSR)**
Using our expertise in health, hygiene and safety, awareness sessions carried out by 'Better Futures' strives to enhance the lives of our communities.

Scope of Work:

S N	Service Name	Pest Covered	Area Coverage	Treatment methodology	Pesticides Active INGredient	Frequency / Annum
1	GSS - Gold Seal Service	Cockroaches & Red Ants / Black Ants	Banquet & Kitchen	Gel application , Dusting, Lure Based Traps (IMT)	Fipronil RTU	52
				Spray Treatment	Deltamethrin	
2	PPS - Pied Piper Service	Commensal Rodents:: House Mouse, Roof Rat & Greater Bandicoot Rat	Banquet & Kitchen	Snap Trap, Baiting, Glue Board Trapping & Monitoring	Snap Trap / Trubble Gum / Rodent Bait station	302
				Baiting	Bromadiolone cake RTU	
3	ILM - Integrated Lizard Management	Lizards	Internal area	Spray	Manual trapping	52
4	FOT - Foaming Treatment	Drain Flies	Internal Drain chamber	Spray	Foaming Powder	52
5	PMI - Pest Management Audit		Entire Premise	Photo Audit	R Auditor / PRC	4

List of Banquets and AMC Charges -

SN	Address	Tech	Onsite No of Hours	Services	Frequency	Per Month charges	AMC charges
1	Blue sea Banquet - Worli	1	4	GSS / PPS / ILM / FOT / PMI	52 / 302 / 52 / 52 / 4	39000/-	468000/-
2	Jk Banquet - Prabhadevi	1	4	GSS / PPS / ILM / FOT / PMI	52 / 302 / 52 / 52 / 4	39000/-	468000/-
3	NSCI (Palace Hall) - Worli	1	4	GSS / PPS / ILM / FOT / PMI	52 / 302 / 52 / 52 / 4	39000/-	468000/-
4	Sunville Banquet - Worli	1	4	GSS / PPS / ILM / FOT / PMI	52 / 302 / 52 / 52 / 4	39000/-	468000/-
5	Kurla Kitchen - Kurla	0	0	GSS / PPS / ILM / FOT / PMI	24 / 24 / 24 / 24 / 4	15833/-	190000/-
							20,62,000/-

Terms and conditions -

- Two Technicians (8 hrs each) will be stationed for a total of 4 sites of Worli. - Advance schedule to be discussed and shared .
- Technicians will not come on Holidays (14 days) and Sundays (52 days).
- Weekly Joint Review of Ops Manager with DC Manager.
- Monthly Review Meeting by Key Account Manager with Client Quality and Ops Team.
- Additional Pest Services will be inspected and charged accordingly.
- My Rentokil portal - Online Reporting implementation.
- PAP - Pest Awareness Program - Quarterly
- PRC - Pest Risk Calculator - Twice in Year

Rentokil PCI service offering:

Service code	Service Name	Pests covered
IAM	Integrated Ant Management Service	Ants : Little Black Ant, Pharaoh Ant, Crazy Ant, Carpenter Ant, Ghost Ant
GSS	GoldSeal Service	Cockroaches : German, American & Brown Banded
TSPO	Termiseal Service (Post-Construction)	Subterranean Termites
TSPR	Termiseal Service (Pre-Construction)	Subterranean Termites
TMG	Termiseal G	Garden Termites
PPS	Pied Piper Service	Commensal Rodents :: House Mouse, Roof Rat, Norvegicus Rat, Lesser Bandicoot Rat & Greater Bandicoot Rat
BBS	Bug Buster Service	Bedbugs
IPM	Integrated Pest Management Service	Combined Pest Covers
IFM	Fly Management Solutions	Filth Flies : House Flies, Flesh Flies, Blow Flies, Fruit Flies, Drain Flies, Phorid Flies
IMM	Mosquito Management Service	Mosquitoes : Anopheles Spp, Aedes Spp, Culex Spp
ILM	Integrated Lizard Management	House Lizards
ISM	Spider Treatment	Cobweb Spiders & Jumping Spiders
BPS	BirdPro Service	Pest Birds: Pigeons, Mynas & Sparrows

FUM	Fumiseal Service	Stored Product Insects
DIFT	Disinfestation Treatment	Stored Product Insects
PRT	Pro-Guard Service	Stored Product Insects
SIM	Stored Product Insect Treatment	Stored Product Insects
SPS	SnakePro Service	Snake
BSS	BeeSafe Service	Honey Bees
CPS	CarPro Service	Cockroaches
WBM	Wood Borer Treatment	Wood Borers: Lyctids, Bostrichids, & Anobiids
SFS	Sterifume Service	Microorganisms
HCS	ConServe (Heritage)	Specialist Service
IWM	Weed Management Solutions	Specialist Service
MPS	Miscellaneous Pest Service	Other nuisance pests
MCS	Management Consultancy Service	Reporting Services
TDS	TermiSearch Service	Termite
PAT	PestAware Service	Specialist Service
PMI	Pest Audit Service	Reporting Services

We trust that our proposed solution is acceptable to you and we await your favourable reply.

Thank you for your interest in Rentokil PCI.

Yours faithfully,

For Rentokil PCI

Nitin Ughade
Key Account Manager – Food Retailers,
NKA – Western Region, 09324802088