

Terms and Conditions

Tender # P66221

The scope of work for Janitorial Services at offices/NRCs of NADRA Balochistan.

1. The scope of work shall include but is not limited to the following:
 - 1.1 The Contractor shall carryout janitorial services and provide the cleaning staff.
 - 1.2 Contractor shall prepare and submit overall Schedule of cleaning along with deputed persons to the Employer’s representative for approval.
2. The Contractor shall be responsible for the following:
 - a) Bidder / Firm / Company will not provide wages less than GOP declared minimum wages as per Govt notification. Otherwise the financial Bid will be rejected and the firm will be declared disqualify. Bidder / Firms shall be responsible to pay the mothly salary to the cleaning staff as per declared wages by the GOP during the entire contract otherwise contract shall be terminated.
 - b) All staff required for the work / services including mentioned in schedule of manpower & prices.
 - c) All such tools, instruments, tackles and equipments as will be required for cleaning purpose tosupport the Contractor’s Operator for proper operation.
 - d) Supply of miscellaneous items required for work such as cotton waste and cloth, normal lubricant grease, oil and cleaning brushes.
 - e) Firm / Bidder shall be responsible to pay / disbursed monthly salary to the deputed cleaning staff on or before 5th Day of each month during the entire period of contract
 - f) The bidder / firm shall ensure that the monthly wages / salaries of all janitorial staff deployed under this contract are paid no later than the 5th calendar day of each month without any exception.
 - g) The obligation to pay salaries on time is independent of the payment schedule between the procuring agency and the firm / bidder. Delay in the release of payment by the procuring agency shall not be considered a valid justification for any delay in disbursement of salaries to deputed janitorial staff. Failure to comply with timely payment of the salaries shall be treated as a material breach of contract and may result imposition of penalty as determined by the procuring agency and or termination of the contract and blacklisting of the firm as per applicable rules.
3. The work of routine servicing and cleaning as required must becompleted by the Contractor’s Staff every day.
4. Daily/weekly/fortnightly monthly servicing / cleaning of janitorial services.

a. DAILY SERVICES

- i. Cleaning/sweeping and continuous mopping of main entrance, halls, central lobby and other areas including marble, granite and tiled flooring
- ii. Cleaning/sweeping of staircases, lobbies, marble wall dusting etc.
- iii. Cleaning/sweeping of all marble counters, front tiles, side and rare pavers.
- iv. Vacuum cleaning/sweeping of carpeted areas.
- v. Cleaning and sweeping of car parking areas front side of the building.
- vi. Cleaning/sweeping and mopping of all toilets with disinfectants at least after every 1 hour and as per requirement and as per the direction of competent authority. Also clean gully traps of all toilets on daily basis.
- vii. Cleaning and sweeping of car parking areas of the building.
- viii. Dry/wet cleaning, and mopping of handrail of staircases.
- ix. Dry/wet cleaning, sweeping and mopping of all staircase landings and their walls.
- x. Dry cleaning and dusting of painted walls, signage and neon signs. Wet cleaning of all aluminum works and glass including textured wall.
- xi. Emptying of all dust bins/ash trays as many times as necessary and keeping all the dust bins in neat conditions.
- xii. Sweeping, cleaning and mopping of all common areas.
- xiii. Daily collection and disposal of all collected rubbish and waste materials to Quetta Metropolitan Corporation disposal area and cleaning the temporary storage areas with disinfectants. This includes the collection and disposal of waste material and rubbish from all office areas.

b. WEEKLY SERVICES

- I. Maintenance and up-keeping of sewerage lines, so as to facilitate proper functioning of sewerage system at all times.
- II. Dusting/cleaning of all logo and signage installed in common areas of the building.
- III. Vacuum cleaning of aluminum channels, window blinds, steel louvers etc.

c. FORTNIGHTLY SERVICES

- I. Cleaning/Dusting of all AC Grills/diffusers, false ceiling, steel louvers, steel grills, fittings and fixtures.
- II. Wet cleaning of all marble and granite finish surfaces.

d. MONTHLY SERVICES

- I. Buffing/Polishing of the marble floor at all levels and locations. (The cleaning of marble shall be undertaken by use of heavy duty machines).

II. Wet cleaning of enamel painted surfaces.

The cleaning activity shall be programmed in such a manner that the window glazing, fixed glass panels, aluminum frames, exposed textured surfaces shall remain clean at all times.

The firm / applicant shall submit the details of their proposed methodology and arrangements for dusting, wet cleaning and mopping/drying of window glazing/fixed panels, aluminum frames and façade at higher elevation from outside as well as from other internal areas. They must check the site and study the building to ensure that the proposed methodology is technically feasible.

Tools and Equipment

Contractor shall supply and maintain sufficient tools, equipment and instruments for the use of their staff that are required to enable them to fulfill their obligations under the contract.

Operational Timings

- a. All Ground / Offices are operational on all calendar days from 0700 hrs to 2300 hrs except holidays (shift wise).

General Requirements

- a. The EMPLOYER'S REPRESENTATIVE may instruct the CONTRACTOR'S for any deployment on Gazetted Public Holidays.

Bidder / Firms shall be responsible to provide following Machineries for cleaning purpose

S.No.	Machinery/Equipment with capacity
1	Complete Tools kit
2	Polish Machine/ Buffing Machine
3	Vacuum Cleaners (heavy duty)
4	Ladders (small & medium)
5	Scaffolding ladder - 20 feet high (adjustable)
6	Stools for workers
7	Trolley

Note:

Above mentioned items / machineries shall be provided by firm / bidder during the cleaning. Moreover, quantity of items / machineries may increase subject to requirement by the client. Furthermore, samples of above items may also be provided by vendor on demand by procuring agency

Schedule of Requirements
JANITORIAL SERVICES

OPERATIONAL TIMING (0700-2300 hours)

S.No	Description	Estimated Quantity	Tentative date of supply / order	Tentative Deployment Date	Location of Deployment
1.	Cleaning Staff	56 (may be increased or decrease as per demand)	October, 2026	7 days w.e.f issuance of deployment order by procuring agency	Across the Province of Balochistan

1. One working day is considering equal to 8 working hours.
2. All charges must be including all applicable taxes.
3. Deposit of EOBI and Social Security Contributions is the responsibility of bidder in accordance with govt Policy & Rules/regulations.
4. Percentage for quantity increase or decrease is 20 percent.

Section “C”

- a) That company shall provide to the Client, well-trained Janitorial Staff who shall be able to perform in accordance with requirements up to the entire satisfaction of the Client.
- b) That the Company shall provide copies of valid CNICs/latest Police verifications and medical fitness certificates (not more than one year old) of all janitorial personnel at the time of primary procurement process and shall reconfirm before signing of Agreement.
- c) The COMPANY shall supervise the Janitorial Staff deputed at the said premises of the Client at all times. The shift duty hours of the Janitorial Staff shall be based on 8 hours per shift.
- g) That the COMPANY shall nominate its authorized representative(s) to maintain a liaison with the Client and to receive and execute necessary instructions/ deployment plans from the Client within the parameters of this Agreement.

- h) That COMPANY ensures that the Janitorial Staff provided to the Client shall maintain discipline, good behavior, and does / do not in any manner cause any interference, hindrance, annoyance and / or nuisance to the Client and shall not disclose any information to anyone in respect of the domestic / internal affairs of the Client.
- i) That the COMPANY shall be duly bound to depute another Janitorial Staff as replacement at the premises of the Client with immediate effect in substitution of Janitorial Staff who is / are dismissed by COMPANY, proceeded on leave and / or is/are missing without leave.
- j) The COMPANY shall be duly bound to replace / substitute the Janitorial Staff immediately if the Client is not satisfied with the performance of any Janitorial Staff including the issues of discipline, behavior, illegal activities and wearing improper uniform.
- k) That COMPANY shall provide proper uniform(s)
- l) That Janitorial Staff shall not be entitled to claim any payment(s) in any manner whatsoever, from the Client.
- m) That COMPANY at its own discretion will obtain life insurance/EObI cover for its Janitorial Staff and shall take all other necessary steps accordingly.
- n) The Client shall not be liable for any loss to the Janitorial Staff or to any of his / their belongings under any circumstances whatsoever.
- o) That the Client shall make payment(s) to COMPANY on Monthly basis as per the payment invoice, in regard to the services provided by COMPANY to the Client.
- p) In case of absence of any Janitorial Staff from duty, the Client shall be entitled to deduct certain percentage of amount Liquidated damages.
- q) That COMPANY, upon receipt of the information of absence of Janitorial Staff from the Client shall depute another Janitorial Staff in his place within an hour from the time of Communication.

- r) That the Janitorial Staff shall act as Cleaning Staff. The Janitorial Staff shall be duty bound to perform the assignments as directed by NADRA In-Charge(s) concerned within the scope of services.
- s) That either party may terminate the Agreement if the other party fails to perform its obligations in terms of this Agreement within thirty days (30) days of a written notice by NADRA or ninety days (90) days notice by the company / firm.
- t) RHO NADRA Quetta has reserve the rights to terminate the agreement / contract without assign any reason within thirty days (30) days by a written notice.
- u) That the COMPANY shall not publish any information, photograph and / or any advertisement in public / media in regard to its Janitorial Services extended to the Client, without the prior written consent/ approval from the Client.
- v) The COMPANY shall submit his monthly invoice / bills completed in all respects to Admin Branch NADRA RHO Quetta during first week of every month for the work carried out during the preceding month.
- w) NADRA RHO QUETTA reserves the right to terminate the contract by giving a notice of thirty (30) days to the COMPANY / FIRM if:
 - a. In the opinion of the NADRA RHO Quetta/ NADRA Competent Authority, the COMPANY's performance is unsatisfactory.
 - b. he COMPANY fails to abide by any of the conditions of the contract or the instructions of NADRA RHO Quetta.
 - c. If it decides to discontinue the services of the COMPANY due to any reason other than those mentioned above.
- x. NADRA RHO Quetta shall have the right to forfeit the performance guarantee in this / above scenarios of withdrawal / termination of contract and blacklisting of the company as per Public Procurement Rules 2004.
- y. Firm / Bidder shall be responsible to pay / disbursed monthly salary to the deputed janitorial staff on or before 5th Day of each month during the entire period of contract.
- z. The bidder / firm shall ensure that the monthly wages / salaries as declared by

Government of Pakistan of all janitorial staff deployed under this contract are paid no later than the 5th calendar day of each month without any exception.

- aa. The obligation to pay salaries on time is independent of the payment schedule between the procuring agency and the firm / bidder. Delay in the release of payment by the procuring agency shall not be considered a valid justification for any delay in disbursement of salaries to deputed janitorial staff. Failure to comply with timely payment of the salaries shall be treated as a material breach of contract and may result imposition of penalty as determined by the procuring agency and or termination of the contract and blacklisting of the firm as per applicable rules.
- bb. The rates quoted by the Janitorial Company (Inclusive of all applicable Governments Taxes & Janitorial Employee / Cleaning Staff minimum wages rates Notifications (Announced by Federal Government time to time), EOBI, Social Security, Health and Life insurance etc as per Health & Labor law, once accepted by the NADRA shall be valid for the contracted period and no escalation of security- charges would be entertained during the term of contract.
- cc. Provision of benefits such as group insurance, registration with EOBI and social security etc. would be the sole responsibility of Janitorial Company.
- dd. Company will be fully responsible in case of misconduct caused by the janitorial staff
- ee. When circumstances warrant, NADRA may refuse to accept services from any employees of Company whose work has been found unsatisfactory reported by site In charge or not in accordance with the requirements of this agreement. In addition, penalties / actions would be initiated in case of unsatisfactory performances.
- ff. All payments will be done as per NADRA RHO QUETTA rules on post monthly basis, after satisfactory performance certificate received from Site In charge for each Month
- gg. Any type of corrupt or fraudulent practices and provision of false information will lead to the blacklist of firm.
- hh. The authority reserve the right to verify the Minimum Wage as per Federal Government Notification in the form of Credit transferred through Bank or Cheque. In case the Minimum wage not full filled by Janitorial Company then the authority reserve the right to cancel the Contract
- ii. One year agreement will be signed between NADRA Balochistan and Successful bidder, extendable for one year on same terms and conditions upon mutual understanding

between the two parties. Moreover, In case of any increase in Government-notified minimum wages during the contract period, the agreed contract rates shall be adjusted proportionately to the extent of such statutory change only. No Additional profit, overhead or margin shall be allowed.

- jj. Bidder shall submit the detail breakup of the quoted rates and attached with the financial proposal.
- kk. Bidder shall submit the monthly charges of EOBI and Social Charges against each janitorial staff deputed at NADRA Regional Head Office Quetta and Its Office across the Balochistan. Bidder shall submit / attached the monthly invoices / receipts of EOBI and Social Security charges against each janitorial staff with the monthly claim / bill / invoice
- ll. The bidder shall submit salary disbursement record for all janitorial staff deputed at NADRA. Furthermore, salaries must be disbursed strictly through banking channels and cash payments shall not be permitted.

We hereby accepted the above mentioned terms & conditions

Signature of Bidder