

7 Annexes

7.1 Annex A – Minimum Manpower Requirements (All Lots)

The following minimum manpower requirements are defined based on the building parameters of IT Park Islamabad (720,000 sq ft, 8 floors, Data Centre, Food Court, Parking, ~5,500 occupants) and international best practice for IT Parks and mixed-use commercial facilities. These must be incorporated as contract obligations (Schedule of Staffing) within the RFP.

The following requirements shall apply to all personnel deployed under the Contract, including Security, Janitorial, Horticulture, and MEP Maintenance Services:

- a. All personnel deployed under the Contract shall possess valid Computerized National Identity Cards (CNICs) and shall be eligible to work in Pakistan.
- b. The Contractor shall provide, prior to deployment, copies of all relevant personnel records, including CNICs, educational and technical qualifications (where applicable), employment records, certifications, and any other documents reasonably required by the Employer for verification purposes.
- c. All deployed personnel shall possess valid police verification and/or security clearance certificates from the relevant authorities, where required by applicable laws, regulations, or the Employer's security policies.
- d. The Contractor shall ensure that all personnel are medically fit for duty and shall provide valid medical fitness certificates issued by a recognized public or private healthcare institution upon request by the Employer.
- e. Personnel deployed at the Employer's premises shall be dedicated to the assigned duties and shall not be simultaneously assigned to perform services at another location during their scheduled working hours.
- f. The Contractor shall ensure that all personnel receive adequate induction and job-specific training, including workplace safety, emergency response procedures, fire safety awareness, and any site-specific operational requirements communicated by the Employer.
- g. All personnel shall comply with the Employer's policies, procedures, access control requirements, safety regulations, code of conduct, and any lawful instructions issued by authorized representatives of the Employer.
- h. The Contractor shall maintain proper discipline, professional conduct, personal hygiene, grooming standards, and appropriate uniforms and personal protective equipment (PPE), as applicable to the nature of the services.
- i. Any personnel found unsuitable, negligent, incompetent, involved in misconduct, or otherwise unacceptable to the Employer shall be replaced by the Contractor within the timeframe specified by the Employer. Such personnel shall not be redeployed at the Employer's premises without prior written approval.

- j. The Contractor shall be solely responsible for arranging relief personnel, shift coverage, leave replacements, absentee management, and continuity of services at all times.
- k. The Contractor shall maintain an adequate supervisory structure and ensure the availability of designated supervisors during all operational hours as required under the Contract.
- l. The Employer reserves the right to increase or decrease manpower requirements, service locations, shifts, or operational schedules in accordance with the terms of the Contract.
- m. The Contractor shall maintain adequate insurance coverage, including workers' compensation, employer's liability, and any other insurance required under applicable laws or the Contract.
- n. In the event of any accident, injury, fire, theft, damage, service disruption, or other incident occurring in connection with the services, the Contractor shall fully cooperate with any inquiry, investigation, or fact-finding process initiated by the Employer.
- o. The Contractor shall ensure uninterrupted service delivery throughout the Contract period and shall immediately provide suitably qualified replacement personnel in the event of leave, absence, resignation, termination, illness, or any other circumstance affecting personnel availability.
- p. The Bidder shall, at its own cost, provide and maintain all uniforms, PPE, tools, equipment, machinery, communication devices, and hand-held instruments required for the safe, efficient, and uninterrupted performance of the Services. No separate payment shall be made by PSEB for such items.
- q. All materials, spare parts, consumables, replacement components, and horticulture inputs required for maintenance, repairs, or landscaping activities shall be identified and requested by the Bidder and shall be procured only after obtaining PSEB's prior written approval. Approved items shall be reimbursed by PSEB on an actual-cost basis against valid supporting documentation.

7.1.1 LOT-1: Security Services — Minimum Manpower

Post / Designation	Shift A (12 hrs)	Shift B (12 hrs)	Total Deployed
Security Supervisor	1	1	2
CCTV Control Room Operator	1	1	2
Armed Guards at the entrances	3	3	6
Unarmed Guards at the entrances	5	5	10

Guards at Building Entrances	8	8	16
Guards at Elevator Hall	8	8	16
MINIMUM TOTAL (LOT-1)	26	26	52

7.1.2 LOT-2: Janitorial Services — Minimum Manpower

Post / Designation	Shift A (12 hrs)	Shift B (12 hrs)	Total Deployed
Janitorial Supervisor (Overall)	1	1	2
Washroom / Toilet Attendant (Male) Along with Corridors (Floor 3 to 8)	3	3	6
Washroom / Toilet Attendant (Female) Along with Corridors (Floor 3 to 8)	3	3	6
Washroom / Toilet Attendant (Male) Along with Corridors (Floor Ground to 2)	4	4	8
Washroom / Toilet Attendant (Female) Along with Corridors (Floor Ground to 2)	4	4	8
Lobby & Reception Cleaner including lift lobbies	2	1	4
Food Court/ Cafeteria	2	2	4
Staircases	1	1	2
External areas including Parking	2	2	4
Basements (Parking)	4	4	8
Waste Management Operator	1	1	2
Deep Cleaning Staff	0	2	2
MINIMUM TOTAL (LOT-1)	27	28	56

7.1.3 LOT-3: MEP Operations and Maintenance — Minimum Manpower

Post	Shift A	Shift B	Total Deployed
Manager	1	1	2
Electrical Engineer	1	1	2
Mechanical Engineer	1	1	2
BMS / Automation Engineer	1	1	2
HVAC Tech – Chiller & Water-Side	2	2	4
HVAC Tech – AHU & Air-Side	2	2	4
HVAC Tech – General (Fans/Splits)	4	4	8
Electrical Tech – Senior (HV/LV)	1	1	2
Electrical Tech – General Services	3	3	6
Plumbing Tech – Pumps & Water	1	1	2
Plumbing Tech – Sanitary & Fixtures	2	2	4
Fire Safety Tech – Dampers & Extinguishers	1	1	2
MEP Helper	4	4	8
Stores / CMMS Operator	1	1	2
Lift Operators	24	24	48
TOTAL	49	49	98

7.1.4 LOT-4: Horticulture — Minimum Manpower

Position	Quantity
Horticulturist / Supervisor	1
Head Gardener	1
Gardeners (Outdoor)	4
Indoor Plant Care Staff	2
Helpers / Mali	8
Total	16