

SCOPE OF WORKS - GENERAL

i. CLEANING OF MARBLE FLOOR, FACADE AND GLAZING ALL AROUND THE BUILDING

Facade and glazing shall be cleaned by using one of the agreed methods. The method of cleaning of Facade and Glazing shall be finalized with the CONTRACTOR before award of contract. The Employers Representative shall evaluate the proposal received from the CONTRACTOR in this regard and then decide the methodology of cleaning marble floor, facade and glazing before award of contract.

ii. CLEANING OF PARKING AREAS

For parking areas, the cleaning shall be done in early morning hours.

iii. CLEANING OF CARPET FLOORING

The CONTRACTOR shall use heavy duty vacuum cleaners (minimum two machines to be provided) for cleaning of all areas where the carpet flooring is provided. The CONTRACTOR shall also use good quality stain remover in order to remove any stains/spots on the carpet.

iv. CLEANING OF MARBLE FLOORING BY USE OF CLEANING MACHINES

The CONTRACTOR shall use the heavy duty machines for cleaning marble flooring areas. The supply of all cleaning brushes and polish shall be the responsibility of the contractor.

v. MAINTENANCE OF EQUIPMENT & MACHINES

The CONTRACTOR shall be responsible to ensure that all equipment and machines used by him for the performance of works are serviceable and in order at all times. If and ever an equipment or machine should get out of order, the CONTRACTOR shall immediately replace such equipment or machine to ensure continuity of good service at all times.

vi. EXTRA SERVICE

If at any time, the EMPLOYER'S REPRESENTATIVE, may require extra services, the CONTRACTOR shall undertake to provide additional manpower and shall bill for such extra services at the rates provided in Appendix 'D' to the form of tender.

vii. CO-ORDINATION WITH OTHER CONTRACTORS

The CONTRACTOR shall liaise and coordinate with the other CONTRACTORS working at the site so that the performance of his and other Contractor's work is not affected in any way.

If any dispute and difference arises between the contractors working at the site, the same shall be referred to the EMPLOYER'S REPRESENTATIVE in writing, whose decision shall be treated final, conclusive and binding on both the parties.

viii. MAINTENANCE OF SEWERAGE AND DRAINAGE LINES

The CONTRACTOR shall clean and maintain all internal and external sewerage and drainage lines, pits, grease traps etc related to the building and to ensure proper operation of the same at all times.

ix. **DAILY CLEANING / MAINTENANCE**

- a) Cleaning, sweeping & continuous mopping of all areas mentioned in description of work comprising of covered area, parking area outside footpath area, marble etc corridors (05 times in a day) etc.
- b) Vacuum cleaning of all carpeted areas.
- c) Cleaning/washing of all carpeted areas, if required by the staff.
- d) Cleaning/washing of all toilets, fixtures, such wash-basins. W.C commodes, urinals, tiles, marble and mopping with cleaning liquid (03 times in a day or as and when required) in the entire areas falling in scope of works including the detergents like surf and phenyls etc. at his cost.
- e) Cleaning/dusting of tables, chairs, glasses, almirahs (Steel/wooden), racks, partitions, doors, fire-extinguishers, fans, electrical points/fixtures, sofa set, blinds, all switch-boards and other fixtures (installed or removed) etc., before the start of office.
- f) Cleaning of dust-bins of the floors, stair cases,lobbies and removing of garbage from the building to municipal disposal areas outside the building.
- g) Collection of and removal of entire garbage/debris from the Building premises and disposal thereof.
- h) Cleaning of lifts door/interiors with brasso polish or suitable cleaning material.
- i) Cleaning of all electric installations, windows, window pans (inside), doors, ceiling fans, bracket fans, flower pots etc.
- j) Cleaning/brushing of outside area, lawns gardens, parking and passage etc.
- k) Cleaning of drainage/sewerage line of the building.
- l) Cleaning of main passage, stairs cases, corridors, court yards, waiting area etc.
- m) Any other areas as and when required.
- n) The area under excessive usage will be cleaned twice daily such as; Wash basins, toilets, commodes etc.

x. **TWICE WEEKLY - CLEANING / MAINTENANCE**

- a) Polishing of all floors inside and outside, lift lobbies passages etc.,
- b) Cleaning, dusting of walls, ceilings lift doors, wooden partitions, glazed partitioning, stair, railing sky lights, top roof area etc.
- c) Thoroughly cleaning of toilets blocks and tiles, drinking water coolers, wall tiles, bathrooms fixtures and fittings.
- d) Thorough cleaning of all doors, window-pans etc.
- e) Removal of cobwebs.
- f) Complete vacuum cleaning of carpet areas.
- g) Complete washing of bathrooms walls and other related utensils.
- h) Anti-insects spray of bathrooms, kitchen and dumping points.
- i) Washing/cleaning of all light fixtures.
- j) Complete washing/cleaning of kitchen and canteen area.
- k) Cleaning of drains and sewerage lines including sewerage tanks in basement, so as tofacilitate proper functioning of sewerage system at all times.

xi. **FORTNIGHTLY - CLEANING / MAINTENANCE**

- a) Dusting cleaning of all building lights, logo boards, name plates.
- b) Complete washing/cleaning of floors without carpet and dry/wet mopping.
- c) Complete rooftop cleaning.
- d) Cleaning of all glass windows/doors and glass panels, inside the building.
- e) Polishing of office area (Terrace/ Marble/ PVC).
- f) Scrubbing/ polishing of stair-cases and podium/Fountain.
- g) Cleaning of false ceiling, wherever necessary.
- h) Cleaning of Fountains Area.
- i) Spot cleaning if any.
- j) Any other sanitation or janitorial job assigned to the contractor by the management as per need or contingency so as to keep the premises in tidy condition.

xii. **MONTHLY- CLEANING / MAINTENANCE**

- a) Washing/ cleaning of all tiles/ marble, chips floors other than toilets and carpet area.
- b) The cleaning material such as moping and dusting cloth for the furniture, floor and windows, disinfectants, sweep, glint, phenyl, phenyl tablets, vim, surf, Dettol, air freshener and toilet brush will be provided by the firm to execute the job with fines/bags for waste baskets.
- c) Complete cleaning of vacant floors.

xiii. **SPECIAL NOTE**

Bidders are advised to note that the details of scope of works/areas in the tender documents are provided as a guideline. It is the responsibility of the bidder to visit and inspect all areas of the building and ascertain the scope of work before, submitting the tender. As a general principle the contractor's scope shall include all areas in the building including the interior of all areas occupied by owners/tenants organizations in the building. The extent of cleaning of interior areas occupied by the tenant organizations shall be subject to the special instructions of the EMPLOYER from time to time.

c. **MINIMUM WORKFORCE REQUIRED AT THE SITE**

The Contractor will insure the availability of sufficient number of work force at the site on each day required for the cleaning and janitorial services throughout the calendar year as mentioned below:

S. No	Description	Number of personnel
1	Supervisor	02
2	Sweepers/Janitors	33
3	Plumber	01
4	Gardner	02
5	Electricians	03
6	AC Technician	01
	Total	42

d. **PROVISION OF CLEANING MATERIAL**

All cleaning materials to be provided by the CONTRACTOR will be of best quality available in the market. All necessary machinery/equipment and tools for cleaning purpose as offered vide Appendix "B" of the Form of Tender will be provided by the contractor such as carpet cleaners, floor cleaning machines, floor polishing machines, floor grinding machines, trolleys, gardening tools etc.

Following material will also be provided in sufficient quantity for whole month usage before 25th of every month and any other required material will also be provided by the Contractor to fulfil the daily requirements of use. A list of the same is also to be attached along with the monthly bill. Quality & quantity will be checked and verified by the representative of NICL.

e. **LIST & QUANTITY OF CLEANING MATERIAL**

All cleaning materials to be provided by the CONTRACTOR shall be according to the following table/list and shall be checked and verified by the representative of NICL on regular basis.

S. No	Name of Items	Quantity
1	Hand Wash Liquid	60 Liter
2	Bleach Liquid	60 Liter
3	Red Sweep Liquid	60 Liter
4	Phenyl Jasmine Liquid	90 Liter
5	Acid Liquid	30 Liter
6	Scotch Bright Form	20 Each
7	Garbage bag 18*24	25 KG
8	Garbage bag 30*50	07 KG
9	Soft Broom	20 Each
10	Hard Broom	15 Each
11	Soup Lux	120 Each
12	Surf Bonus	12 KG
13	Duster	60 Each
14	Glint Spray	15 Each
15	Roomi Tiki	05 Box
16	Phenyl Boll Color	07 PKT
17	Air Freshener	20 Each
18	Mop Refil	20 Each
19	Mop Rod	05 Each
20	Morten Spray	12 Each
21	Hard Brush	05 Each
22	Hokey Brush	06 Each
23	Dish Brush	06 Each
24	Basin Viper	06 Each
25	Larg Viper	06 Each
26	Vim Powder	05 Each
27	Rose Patal Tissue Roll	180 Each
28	Hand Bursh	06 Each
29	Dust Pain (Supri)	06 Each
30	Harpic Liquid	15 Each
31	Scraper Patti	06 Each

32	Father Stick	04 Each
33	Dry Paid with Rod	04 Each
34	Balti Plastic	06 Each
35	Caroline Phenyl	06 Bottle

f. **EXTENT OF CONTRACT**

The CONTRACT comprises the execution and performance of the works, insofar as not otherwise specified in the CONTRACT, provision of all labour, cleaning materials, equipment tools, temporary works, and everything required in and for such execution, supervision and management, so far as the necessity for providing the same is specified in the CONTRACT or is to be reasonably inferred from the CONTRACT.

g. **PERIOD OF CONTRACT**

The period of CONTRACT shall be One (01) year extendable up to Three (03) years subject to approval by the management NICL.

h. **AGREEMENT OF CONTRACT.**

Within fourteen (14) days after the issue of letter of Award, the Contractor is required to sign an Agreement of CONTRACT with the EMPLOYER, and agreement will be signed on stamp paper.

i. **COMMENCEMENT OF WORKS.**

The commencement date of work will be determined by the EMPLOYERS'S REPRESENTATIVE considering the actual date of commencement of services by the CONTRACTOR as defined in the scope of work i.e. of Tender documents. In no case the Contractor will delay the start of work beyond 15 days from the date of issuance of Letter of Award.

j. **DUTIES AND POWERS OF THE EMPLOYER'S REPRESENTATIVE.**

The EMPLOYER'S REPRESENTATIVE has been delegated the powers and authorities whereby any written instructions or approval given by him, during the period of his authorization is to be deemed just as binding for the CONTRACTOR as though it had been given by the EMPLOYER himself. Provided that:

- i. Failure of the EMPLOYER'S REPRESENTATIVE to disapprove any of the staff members or material, equipment shall not prejudice the power of the EMPLOYER to subsequently disapprove such staff or materials, equipment and to order the removal thereof.
- ii. If the CONTRACTOR shall be dissatisfied with any decision of the EMPLOYER'S REPRESENTATIVE, he shall be entitled to appeal to the General Manager (RE), National Insurance Company Ltd, who shall thereupon confirm, reverse or vary such decision. The decision of the General Manager (RE) shall be final, conclusive and binding upon the CONTRACTOR.

The duties & powers of the EMPLOYER'S REPRESENTATIVE are to manage and supervise the services and to watch, inspect and approve the works, as well as to check and examine all materials to be used and all performance and deliveries required in connection with the CONTRACT.

The EMPLOYER'S REPRESENTATIVE shall also have the power to assess the amount of deductions that shall be made from the CONTRACTOR'S bills on account of shortage of manpower, materials and equipment as well as on account of sub-standard performances and to affect deduction of such amounts from the monthly bills of the CONTRACTOR.

Approval of the EMPLOYER'S REPRESENTATIVE of any work in no case releases the CONTRACTOR from his sole responsibility and liability for the supply of specified manpower, materials and equipment for execution of the works in accordance with the CONTRACT.

The EMPLOYER'S REPRESENTATIVE shall be at liberty to object to and require the CONTRACTOR to remove forthwith from the site any person employed by the CONTRACTOR in or about the execution or supervision or management of the works who in the opinion of the EMPLOYER'S REPRESENTATIVE misconducts himself or is incompetent or negligent in the proper performance of his duties or whose employment is otherwise considered by the EMPLOYER'S REPRESENTATIVE to be undesirable and such person shall not be again employed upon the works without the written permission of the EMPLOYER'S REPRESENTATIVE.

Any person so removed from the works shall be replaced without delay by a competent substitute approved by the EMPLOYER'S REPRESENTATIVE. No action as aforesaid in this clause taken by the EMPLOYER or the EMPLOYER'S REPRESENTATIVE shall relieve the CONTRACTOR of any of his liabilities under the contract or give rise to any right to compensation or to any other claim.

k. **SERVICESTOTHE SATISFACTION OFEMPLOYER'S REPRESENTATIVE.**

If the standard of Cleaning and Janitorial Services provided by the CONTRACTOR is not upto the standard acceptable to the EMPLOYER'S REPRESENTATIVE then the EMPLOYER'S REPRESENTATIVE may get the required services performed through other ways and means at the risk and cost of the CONTRACTOR and the expenditure incurred on obtaining such services shall be deducted from the amounts due from the Employers to the CONTRACTOR.

l. **ALTERNATIONS, ADDITIONS AND OMMISIONS.**

The EMPLOYER'S REPRESENTATIVE can order any variation of the form, quality or quantity of services or any part thereof that may in his opinion be necessary. For that purpose, or if it appears desirable to the EMPLOYER'S REPRESENTATIVE for any other reason he shall have the power to issue following binding directives:

- i. to increase or decrease the quantity of any work/services included in the CONTRACT.
- ii. to omit any such work/services.
- iii. to change the character of quality or kind of any such work/services.
- iv. to execute additional work/services of any kind, in connection with or ancillary to the works/services.

The rates/prices of any addition/deletions in the scope of works or of any extra services rendered by the CONTRACTOR shall be based on the prices of material or the wages of manpower quoted by the CONTRACTOR in Appendices to the Form of Tender or in the "Schedule of Manpower and Prices" as appropriate. In case any item is not covered in these appendices then the prices shall be mutually agreed based on the rates prevalent in the market.

m. **PAYMENT OF SALARIES TO WORKERS.**

The CONTRACTOR is bound to pay the salaries to his employees regularly within 1st week of each month positively. If the CONTRACTOR fails to make payment to its employees/workers by 7th of each month the EMPLOYER'S REPRESENTATIVE may on receipt of such written complaint by the employees pay the salaries to the employees/workers of the CONTRACTOR and the amount so incurred by the EMPLOYER'S REPRESENTATIVE, shall be deducted from the bill of the CONTRACTOR. If the CONTRACTOR is late in making payments to its workers for any two months, the EMPLOYER'S may terminate this CONTRACT in terms of the general conditions of contract.

n. **SUBLETTING OF WORKS.**

Further subletting of Contract works by the CONTRACTOR without prior written consent of the EMPLOYER will constitute a breach of the CONTRACT and shall be liable to similar actions as mentioned in the general conditions of contract.

o. **PAYMENT FOR SERVICES RENDERED BY THE CONTRACTOR.**

Monthly payment will be made to the CONTRACTOR for the services rendered by him against the monthly bills, submitted by the CONTRACTOR and certified by the EMPLOYER'S REPRESENTATIVE. Monthly payment will be made after the deduction of income tax (as per government rules) and such other deduction i.e. those on account of shortage of manpower, equipment, material and consumables, execution of works on CONTRACTOR's risk and cost and due to non-wearing of uniforms etc as per the relevant provisions of the contract. The outline form of the running bills shall be approved by the EMPLOYER'S REPRESENTATIVE.

The monthly payment shall be made to the CONTRACTOR subject to submission of the supporting documents and performance record sheet as per the Signed agreement and following details.

- i. Attendance chart of their staff and workers duly certified by the EMPLOYER'S REPRESENTATIVE for the billing month.
- ii. Satisfactory Certificate from EMPLOYER'S REPRESENTATIVE regarding wearing of proper uniform by the CONTRACTOR'S site staff.
- iii. Monthly record of equipment duly certified by EMPLOYER'S REPRESENTATIVE.
- iv. List of cleaning material utilized during the billing month.
- v. The Performance record sheet attached as Appendix I to the special conditions of contract duly certified by the EMPLOYER'S REPRESENTATIVE.

The bills shall be settled and paid to the contractor within seven (07) days from the date of receipt.

p. **ESCALATION.**

No escalation in price whatsoever on any account shall be payable to the CONTRACTOR for any item of contract and all rates will remain fixed for the initial period of contract.

q. **LABOUR AND RELATED CONDITIONS.**

The CONTRACTOR shall make his own arrangements for the engagement of all manpower/staff. The CONTRACTOR shall at all times during the continuance of the CONTRACT conform in all respects with and carry out all obligations imposed on him by the provisions and requirement of any law and of any Regulations or orders of any Government (Central, Provincial or Local) or any authority which may be applicable including any such law, Regulation or Order passed or made or coming into force after the date of the Contractor's tender.

r. **PROTECTION OF EXISTING INSTALLATIONS.**

The Contractor shall be responsible for protection of existing installations including building, equipment, machinery, fittings, fixtures, furnishing etc. and shall be solely responsible for making up any damage caused by his manpower/staff to any of the existing installations whether of temporary or permanent nature.

s. **INDEMNIFICATION BY CONTRACTOR.**

The CONTRACTOR shall indemnify and keep indemnified the EMPLOYER in respect of all claims, damages, compensations or expenses payable in consequence of any accident or injury sustained by any workman or other person, whether in the employment of the CONTRACTOR or not, while in or upon the said work or at the Site of the same and the EMPLOYER shall not be bound to defend any claim brought under the Workman's Compensation Act or any other act of the Law of State.

t. **INSURANCES.**

The CONTRACTOR shall furnish the following Insurances Policies to the EMPLOYER within 15 days of the commencement of services. The CONTRACTOR must keep the policies in force during the entire contract period and produce to the EMPLOYER'S REPRESENTATIVE the receipts for payment of the premiums.

Workman's Compensation Policy based on the total Wages/salary and to that limit required by the law of Pakistan for the workers/staff and other persons in the employment of the CONTRACTOR.

Third party liability upto the limits specified below:

Workmen's Compensation Policy; As per requirement of Workman's Compensation Act. Third Party Liability is as under;

- i. Third Party Liability Rs. 10,000/= per incident
- ii. Third Party Liability. Rs. 20,000/=in aggregate per annum

The insurance must be obtained from any of the following insurance companies:

- i. Adamjee Insurance Company.
- ii. Habib Insurance Company Limited.

- iii. New Jubilee Insurance Company Limited.
- iv. EFU General Insurance Company Ltd.

u. **SAFEGUARD AGAINST ACCIDENTS INJURIES AND CONTAGIOUS DISEASES**

The insurance obligations as above in no case release the Contractor from the obligation to reasonably safeguard against accident physical injuries and contagious diseases. The CONTRACTOR must therefore take reasonable precautions and adopt proper safety measures to guard his personnel who are engaged in the execution of the works, as well as third parties, from accidents, and physical injuries, as well as from contagious diseases. All storage and working areas are to be kept clean, in order to avoid the danger of diseases and epidemics.

v. **SETTLEMENT OF DISPUTES AND DIFFERENCES.**

All questions and disputes between the parties to the contract other those in which the decision certificate and/or opinion of any person is expressed by the contract to be final and conclusive, shall be referred to the arbitration and final decision of a single arbitrator to be agreed upon and appointed by both the parties or in case of disagreement as to the appointment of a single arbitrator to the arbitration of two arbitrators one to be appointed by each party which arbitrators shall before taking upon themselves the burden of reference appoint an umpire.

The arbitrator, the arbitrators, or umpire shall have power to open up review and revise any certificate, opinion, decision, requisition or notice save in regard to the accepted matters referred to in the contracts, and to determine all matters in dispute which shall be submitted to him or them of which notice shall have been given as aforesaid, and his / their award shall be final, conclusive and binding on the parties.

The provisions of Arbitration Act 1940 and any statutory modification thereof and rules framed thereunder shall be deemed to apply to and be incorporated in this contract.

Upon every or any such reference the cost of and incidental to the reference and award respectively shall be in the discretion of the arbitrator or arbitrators or the umpire, who may determine the amount thereof, or direct the same to be taxed as between attorneys and client or as between party and parties, and shall direct by whom and to whom and in what manner the same shall be borne and paid.

Reference to the EMPLOYER for arbitration shall be made in writing by the CONTRACTOR specifying distinctly and clearly all such questions and disputes not later than three months after the occurrence of such questions and disputes. Failure to make such a reference shall be deemed that the CONTRACTOR has waived all claims in respect of such questions and disputes. The parties shall appoint the arbitrator / arbitrators within two months of such reference being made.

The EMPLOYER and the CONTRACTOR hereby also agree that arbitration under this clause shall be condition precedent to any other action at Law. The venue of arbitration and any other action shall be Islamabad.

w. **TERMINATION.**

The EMPLOYER shall have the right to terminate the Contract wholly or partly by giving a notice of 30 days to the CONTRACTOR and to invoke / forfeit the Performance Bond submitted by the CONTRACTOR in case any of the following observations:

- i. In the opinion of the EMPLOYER'S REPRESENTATIVE the contractor's performance is unsatisfactory.

- ii. The CONTRACTOR fails to abide by any of the conditions of the contract or the instructions of the EMPLOYER'S REPRESENTATIVE.
- iii. The CONTRACTOR fails to fulfill his obligations regarding payment of salaries to workers as prescribed.

The EMPLOYER shall also have the right to terminate the contract by giving a 30 days notice if it decides to discontinue the services of the CONTRACTOR due to any reasons other than those mentioned above. However, in such a case the EMPLOYER shall not invoke/forfeit the Performance Bond of the CONTRACTOR and shall make a fair assessment of the payments due to the CONTRACTOR and release the same in full and final settlement of the accounts under the contract.

The contractor shall have right to terminate the contract only by giving a notice period of at least 30 days to the EMPLOYER if it decides to discontinue the services.

x. **FORCE MAJEURE**

Any delay in or failure of Performance of the CONTRACTOR or in fulfillment of any obligation by the EMPLOYER, hereto shall not constitute default hereunder or give rise to any claim for damages if and to the extent such delay or failure of Performance is caused by occurrence beyond the Control of the party affected including: natural calamities, acts of war, rebellion or sabotage or damage resulting there from, fire or explosions, accidents, breakdown, riots, commotion, strikes (excluding the strike of the employees of the CONTRACTOR) epidemic or any other causes whether or not of the same class or kind as those specifically stated above, which are not within the control of the party affected and which by the exercise of reasonable diligence the party affected is unable to prevent.

y. **TIMINGS**

- i. The Cleaning and Janitorial Services shall be carried out on the basis of one shift 12 of 9 hours per day (excluding Sunday and public holidays). The shift timings for supervisors and staff shall be from 8:00 AM – 5:00 PM.
- ii. Duty timings for electricians shall be on shift as per requirement.

Further details of manpower are provided in schedule of manpower and prices.

z. **CONTINGENT STAFF FOR EMERGENCY CLEANING**

The CONTRACTOR shall arrange to provide the services of as many sweepers/cleaners as required by the EMPLOYER'S REPRESENTATIVE, exclusively for special or emergency duty, Rainy Season, Dust Storm etc. Such sweepers/cleaners shall report to EMPLOYER'S REPRESENTATIVE and work as per the instructions of the EMPLOYER'S REPRESENTATIVE. These sweepers/cleaners shall remain on the pay-rollof the CONTRACTOR and shall be treated as CONTRACTOR'S employees and shall be subject to all rules, regulations and facilities as per the provisions of the CONTRACT.

The payment for such extra services rendered by the CONTRACTOR shall be based on the wages of manpower quoted by the CONTRACTOR in Appendix 'D' to the Form of Tender.

aa. **STORAGE AND SECURITY OF EQUIPMENT AND MATERIAL**

The CONTRACTOR will be given sufficient storage space at a suitable place determined by the EMPLOYER'S REPRESENTATIVE within the premises of the building.

The storage and security of all equipment and material related to cleaning and janitorial services works shall be the sole responsibility of the CONTRACTOR and in case of any loss or shortage due to any reason whatsoever the EMPLOYER shall not assume any liability whatsoever.

bb. **DEDUCTIONS ON ACCOUNT OF SHORT ATTENDANCE OF STAFF**

The Employer desires that the required manpower should be available within the specified hours. The EMPLOYER'S REPRESENTATIVE shall have full authority for making deductions from the Contractor's monthly bill if and when the CONTRACTOR is not able to provide the minimum required number of workforce within the duty hours specified in above at site. The deductions shall be made on actual Basis of Attendance.

Any staff deployed by the contractor and reporting late on duty shall deemed to be absent and accordingly deduction shall be made.

The above penal deductions on account of absence from duty etc., shall be worked out from the schedule of wages as mentioned in clause y to the form of tender.

cc. **CONTRACTOR'S EMPLOYEES**

i. **QUALIFICATION AND DISCIPLINE OF STAFF**

The CONTRACTOR shall provide Young, Energetic, Dynamic, first rate, efficient, honest, able bodied and experienced work force as per Schedule mentioned hereinabove. These workers/employees shall work for and on behalf of the CONTRACTOR and by no means they will be treated as workers/employees of the EMPLOYER. It is hereby expressly agreed and understood that the CONTRACTOR shall be at complete liberty to increase the prescribed minimum work force at any time at his own cost in case the CONTRACTOR in its sole discretion, determines that it is necessary for providing the highest standard of janitorial services required under this contract. The hiring and firing of employees and workers is the exclusive responsibility of the CONTRACTOR, who alone will be competent to take disciplinary action if needed, against them.

The minimum age limit of the cleaning staff engaged by the Contractor should be 18 years while the maximum limit should be 40 years. Exception in the upper age limit may be allowed by the EMPLOYER'S REPRESENTATIVE in case of persons with excellent health. Contractor shall submit copies of NIC of the staff deployment before initial deployment and before any change thereafter.

ii **IDENTIFICATION**

For the purpose of identification and security, all employees and the workers of the CONTRACTOR, who may be, from time to time, detailed to work within the premises of the NICBuilding, Karachi, in connection with the rendering of the agreed janitorial services shall be issued with proper identity cards by the contractor at its own cost. The specimen of the card shall be approved by the EMPLOYER'S REPRESENTATIVE,

iii. **MEDICAL FITNESS**

The CONTRACTOR shall ensure that his work force is physically fit at all times and will submit medical fitness certificates of all workers/ supervisors employed by him under this contract if required by the EMPLOYER'S REPRESENTATIVE.

iv. **MAINTENANCE OF DAILY ATTENDANCE REGISTER BY THE CONTRACTOR**

The CONTRACTOR shall maintain daily attendance register of its employees and workers engaged in providing janitorial services which will be subject to verification by physical head count by the EMPLOYER'S REPRESENTATIVE or any other person authorized by him. This attendance register shall be submitted each day to the EMPLOYER'S REPRESENTATIVE at 9:00 A.M to enable him to monitor that the minimum work force of the CONTRACTOR is available to provide effective and satisfactory janitorial services. The CONTRACTOR will compile a monthly summary on the basis of attendance record and get it certified from the EMPLOYER'S REPRESENTATIVE. The summary will be attached with the bill of the CONTRACTOR for adjustment/deduction of the amount on account of shortage of manpower.

v. **WEARING OF UNIFORMS**

While being present within the premises of the NIC Building, Karachi, in connection with the rendering of cleaning & janitorial services for and on behalf of the CONTRACTOR, all employees and workers of the CONTRACTOR shall always wear proper and clean uniforms (approved by the EMPLOYER) to be provided to them by the CONTRACTOR. The contractor shall ensure that clean uniforms are provided to the supervisor and janitors and in case of them wearing dirty uniform, he will be treated absent from duty and accordingly deduction shall be made.

For the purpose of identification and security the uniforms shall carry prominently the name of the CONTRACTOR. The EMPLOYER'S REPRESENTATIVE shall impose penalty of Rs. 100/- per employee per day if the employees are not wearing uniform shift and thereafter monthly record will be compiled for making deductions on this account from monthly bill of the CONTRACTOR. In case an employee does not wear uniform for a consecutive period of 3 days he shall be marked as absent on 4th and subsequent days.

vi. **JUDGMENT OF PERFORMANCE OF WORK BY THE CONTRACTOR**

The performance of the cleaning and Janitorial CONTRACTOR will be judged both in respect of quality of the work done as well as the availability of cleaning equipment, materials and consumables and the presence of the CONTRACTOR'S staff/workforce at the site for rendering of services as per the contract. (Ref Appendices B&C, of the Form of Tender).

The quality of services would also be established by General observations and by the performance record sheets attached as appendix I to the special conditions of contract which are to be furnished by the CONTRACTOR along with their monthly bills. The EMPLOYER'S REPRESENTATIVE shall have the power to make deductions on account of sub-standard service.

dd. **SPECIAL OBLIGATION OF THE CONTRACTOR**

- i. The CONTRACTOR shall in no case dispose of or deposit garbage in the near vicinity of the building.
- ii. The CONTRACTOR shall undertake to keep all toilets located in areas of the building at all levels neat, clean, tidy and in hygienic condition. As a minimum the toilets shall be cleaned after every two hours.
- iii. The CONTRACTOR shall undertake to keep the carpets neat, clean and tidy wherever provided. He shall always use vacuum cleaner for the cleaning of the carpets.
- iv. The CONTRACTOR shall be responsible and shall make good any loss, damage, theft and pilferage during the period his employees are working in the premises of the building and for which their responsibility is proved.
- v. The CONTRACTOR shall sign the inventory for all fittings and fixtures etc. of all the toilets.
- vi. Any loss or damage of any fittings and fixtures etc shall be the responsibility of the CONTRACTOR.
- vii. The CONTRACTOR shall arrange the works of this contract in such a manner that the workers will not be seen loitering, smoking or sitting idle while on duty. No misconduct in any form will be accepted.
- viii. The CONTRACTOR shall ensure that the Manpower once provided would not be ordinarily changed from the site.
- ix. The CONTRACTOR shall make himself available to the EMPLOYER'S REPRESENTATIVE whenever asked for and shall reply all communications issued within two days of their receipt.