**TENDER NOTICE**

**FRAME AGREEMENT FOR JANITORIAL SERVICES ALONG - WITH MATERIAL AND EQUIPMENT AND HOUSE KEEPING SERVICES IN NTR-I / NTR-2/ TRAINING LOCATIONS / HTR.**

1 Sealed bids are invited from Vendors / Firms for Frame Agreement For Janitorial Services Along - With Material And Equipment and / House Keeping Services in **NTR-I / NTR-2/ TRAINING LOCATIONS / HTR**. Bids must be received duly completed in all respects.

2.SeparateTechnical and Commercial bids required to be submitted up to **20th of July, 2020 before 01:00 PM** in the office of **Senior Manager (Regional Procurement) NTR/HTR at Room # 217, Telephone House, 1-The Mall, Peshawar Cantt.**

3. Bids should be marked as

a) “Technical Bid for Frame Agreement For Janitorial Services Along - With Material And Equipment and House Keeping Services in NTR-I / NTR-2/ TRAINING LOCATIONS / HTR.

b) “Commercial Bid for Frame Agreement For Janitorial Services Along - With Material And Equipment and House Keeping Services in NTR-I / NTR-2/ TRAINING LOCATIONS / HTR.

4. The Bids must be accompanied by an amount of **Rs. 50,000/-** as security in the form of CDR / DD in the name of “**SM Finance PTCL Peshawar”**.

### 5. Bids received after the above deadline shall not be accepted and will be returned unopened.

### 6. PTCL reserves the right to reject any or all bids and to annul the bidding process at any time, without thereby incurring any liability to the affected bidder (s) or any obligations to inform the affected bidder (s) of the grounds for PTCL action.

7. Vendor registration is mandatory for all the vendors interested to engage in business with PTCL. Unregistered vendors would be required to get registered with PTCL for this purpose before award of work.

8. All the rates must be inclusive of all taxes except GST.

### 9. All correspondence regarding any clarification about the subject tender may be addressed to the undersigned.

**Note: Those vendors who have already submitted bids are required to Re - Submit only Revised Commercial Offer.**

**Senior Manager (Regional Procurement) NTR/HTR,**

**Room # 217, Telephone House, 1-The Mall, Peshawar Cantt**

**Email: ibrar.hussain1@ptcl.net.pk**

**PH: 091-5276013**

**SCOPE OF WORK (SOW)-JANITORIAL**

Providing of cleaning/janitorial services along with high quality, well maintained tool/equipment and high quality cleaning material at offices/exchanges (List Attached) and staff colonies within ITR/RTR Sft (Square feet) and daily /per person basis. Services covers/includes.

**THE DETAIL OF SUCH SERVICES IS AS UNDER:**

**JANITORIAL SERVICES.**

1. Cleaning, sweeping and wet mopping with phenyl and detergent at all rooms, halls, corridors, stairs, Kitchens, Dispensaries, Labs, stores, conference halls/rooms, common area, corridors, basement, compounds, paths etc. twice a day (First in morning and other in after noon).
2. Three dedicated Janitors will be provided by the contractor for each NOD region of North Zone for cleaning of their technical equipment/installations.
3. Cleaning & mopping of all buildings including JSs, Revenue Offices, War Rooms, Dispensaries, Labs (Medical rooms) 03-04 times a day.
4. Cleaning and mopping of all Toilets, Washrooms, Bathrooms (attached and general both) 3-4 times daily. Cleaning and wiping the entire toilets areas, including mosaics, skirting, commodes, urinals, wash basins, mirrors etc. Naphthalene balls to be placed in the Toilets.
5. Site based deep cleaning service will be provided by the vendor which will involve concentrated effort by the janitorial team to complete cleaning, mopping, brooming etc. of the premises from inside and outside. This will also involve removing all wild growth from the premised from outside and the rooftops as well.
6. Pledging/dusting of all wood trim (furniture, doors, door handles, locks, seats, tables, exhaust fans windows, light switches, fans ceiling, equipment, mirrors/glasses, fire extinguishers and water dispensers etc.
7. All hard floor areas, walls, skirting wooden/glazed portions be cleaned and maintained free of spots, stains especially from pan peaks etc. with detergents, chemicals and sprays.
8. Brooming of all external areas of gates of PTCL Telecom Buildings/exchanges.
9. Detail cleaning including removal of cobwebs, all rubbish materials, cutting of bushes, and trimming of trees, washing of exchanges/buildings, cleaning of roofs, rain water drains as and when required.
10. Cleaning & Sweeping of compounds, paths, outside of gates & entrances.
11. All carpets must be brushed daily and vacuum cleaned once in a week.
12. Empty and clean all waste paper baskets, ashtray, ash bins, trash bins on regular basis. The disposable plastic bags for dust & waste bins should be replaced on daily basis.
13. Cleaning, clearing & up keeping of sewerage lines, drains and septic tanks as and when required to facilitate the proper functioning of sewerage system of all PTCL Buildings/Exchanges all the times. Removing of silt and ensure no line is chocked.
14. Colonies sewerage lines maintenance will also be the responsibility of vendor as and when required.
15. Cleaning, sweeping of stairs & external areas of colonies, door to door garbage collection from all houses will be the responsibility of vendor.
16. Provision of all gardening services including digging, forking mulching, watering, ranking, weeding, edging, pruning, maintaining of plants/ flower pots, of all PTCL buildings inside/outside.
17. General maintenance of ground, green belts and garden.
18. Cultivation & maintenance of lawns.
19. All Gardening tools will be provided by the vendor to his Gardeners.
20. Rodent Control treatment will also be the responsibility of vendor as & when required.
21. Fumigation of PTCL exchanges/buildings, colonies, rest houses, dispensaries, as and when required will be quoted separately by the vendor.

**HOUSE KEEPING SOW-2020**

Provide manpower to work in PTCL buildings for House Keeping Services. Any change i.e. increases or decrease in the number of Telecomm Buildings for provision of housekeeping services (electrical, painting, plumbing, mason AC Technician, cooks, and drivers), will be at the discretion of PTCL.

**HOUSE KEEPING SERVICES**

1. Resolution of all plumbing issues including assemble and repair sanitary fittings, pipes sections, tubing, fittings and repairing/servicing of water motors, etc.
2. Provision of services regarding installation, maintenance & services of air conditioning systems, testing of air conditioners for proper functioning & performing of emergency repair.
3. Resolution of all routine electrical works including installation, fixing, repairing and maintaining wiring, all electrical and lighting fixtures and system, inspection of electrical components such as (circuit breakers, DBs, naked wires and loose wiring, etc.) identification of electrical problems with a variety of testing devices.
4. Provision of all coloring related services including scraping, coloring, polishing & rubbing of walls, rooms, corridors and furniture.
5. In addition to the services above mentioned, contractor will also provide professional drivers, professional cooks (For Rest Houses) or any additional housekeeping services as assigned and requested.
6. All equipment/tools for testing/housekeeping services will be provided by the vendor,
7. Service of all ACs in the regions will be done on seasonal basis as and when required. **It is worth mentioning here that the maintenance & Service of ACs installed in technical area/installations will not be the responsibility of Janitorial vendor, rather it will be managed by GM NODs by their own through their Frame Contracts.**

**LIST OF JANITORIAL MATERIAL TO BE PROVIDED BY VENDOR**

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| **S.NO.** | **ITEMS** | **UNIT** |
| 01 | Broom (Soft). Top Quality | Nos. |
| 02 | Broom (Hard). Top Quality | Nos. |
| 03 | Phynail (Liter). Finnis | Liter |
| 04 | Sweap (Liter). | Liter |
| 05 | Bleach (Liter). Robin | Liter |
| 06 | Vim (Powder + Liquid) | Kg + Nos |
| 07 | Scotch Brite | Nos. |
| 08. | Surf | Kg |
| 09. | Mop Stick (Wet). Top Quality | Nos. |
| 10. | Mop Refile (Wet). Top Quality | Nos. |
| 11. | Mop Dry. Top Quality | Nos. |
| 12. | Mop Dry (Pad). Top Quality | Nos. |
| 13. | Commode Brush. Top Quality | Nos. |
| 14. | Floor Brush. Top Quality | Nos. |
| 15. | Glint  | Nos. |
| 16. | Roomies | Packet |
| 17. | Phynail Balls. Top Quality | Kg |
| 18 | Liquid soap for washrooms. Life Buoy | Liter |
| 19 | Garbage Bag. | Kg |
| 20 | Tissue Rolls + Boxes. Rose Pettle | Nos |
| 21 | Air Freshener. Al.Rehab | Nos |
| 22 | Harpic detergent  | Nos |
| 23 | Mosquitos Spray. Morten | Nos |
| 24 | Hand Wash. Top Quality | Nos |
| 25 | Bath Soap. Lux | Nos |
| 26 | Wipers for Floors + Baths. Top Quality | Nos |
| 27 | Dust Pan. Top Quality | Nos |
| 28 | Any other item for quality Janitorial Services |

**LIST OF EQUIPMENT & TOOLS TO BE PROVIDED BY VENDOR.**

|  |  |  |
| --- | --- | --- |
| **S.NO.** | **ITEMS** | **QUANTITY** |
| 1 | Mobile Mop Bucket | Al large exchanges/OSS. |
| 2 | All Gardening tools like axe, iron Scissor, sprinklers, Ramba, Saw and Cutting machines (Manual + Motor) etc. for cutting the bushes & maintenance of lawns. | AS & When Required. |
| 3 | Spades (Belcha-Phawra) for Garbage Shifting. | AS & When Required. |
| 4 | Plastic / Rubber Pipe ¼” inch (For washing/Gardens)  | At all locations |
| 5 | One Wheel Trolley for lifting the garbage etc. | At all locations |
| 6 | Basket | At all places. |
| 7 | Garbage Collector | At all places (compound & corridor) |
| 8 | Wanjhee & Steel wire for cleaning the gutter lines / sewerage line (30 feet) | Arrangement here required as per scheduled cleaning weekly. |
| 9 | Duster + brushes with long rod for cleaning the glass, ceilings, doors, roof etc. | At all locations. |
| 10 | Gloves | Health Centers and where required importantly. |
| 11 | Vacuum Cleaner | At all locations where carpet is available |
| 12 | Buckets | At all places as per requirement and janitor placed. |
| 13 | Buffing Machine. | After every 15 days at each location  |
| 14 | Any other items for quality of cleaning | At all places |

**TERM AND CONDITIONS**

1. The company has agreed to engage the contractor for provision of **Janitorial Services**  **along- with Material and Equipment at** PTCL exchanges and buildings (List Attached). Being the successful contender of the tendering process to accept which has proceeded this agreement and the contender has given his written willingness to accept the same. The details of work to be done are already given in the scope of work, is a part of tender documents.
2. This contract is made for a period of one year started w.e.f or from the date contractor actually takes over the performance of the said services.
3. This contract will have a trial period of three months initially during which the contract can be terminated by the company without any notice or compensation/payment in case the contractor fails to perform the services in accordance with the scope of work, given in tender documents, which forms a part of this contract. In such case the security deposit will also be forfeited.
4. The contractor will arrange and provide all the equipment/tools and consumable/ cleaning materials of prescribed brands required for efficient execution of the aforesaid contract. [Lists attached].
5. The contractor will keep the interior and exterior of the company premises in sanitary and hygienic condition and comply with all regulation required for Hygienic Standards.
6. That contractor will deploy a team consisting of sufficient number of sweepers/prescribed strength in clearly distinguishable uniform in company premises along with sufficient number of supervisors responsible for the execution of job as detailed in the scope of work.
7. The contract created and its acceptance or confirmation is subject to undertaking by the contractor that all persons engaged upon work hereunder entering upon building, plant, vessel or other property of the company for the purpose of janitorial work shall be considered employees of the contractor and not of the company. The contractor shall bind itself at all times to indemnify and keep harmless the company from all liabilities resulting from any claim for accident, loss of limbs or death of any person including liability for compensation under any Workman's Compensation Act.
8. The contractor shall be solely responsible to comply with provision of **Rules/Labour Laws (Federal & Respective Provisional Government),** Employees Old Age Benefits, harmless the company from all liabilities in this respect.
9. The contractor shall provide the company in advance with a list of staff employed **(Duly verified by the concerned Police department)** by it for the said job along with copies of Computerized National Identity Card and two photographs of each person for the purpose of issuance of Entry Passes. The contractor shall notify to the company subsequent changes in staff if any.
10. The contractor shall comply with the security regulations of the company and the federal /local govt. issued from time to time.
11. The workers employed by the contractor should be bonafide citizens of Pakistan carrying National Identity Card. The contractor will not employ and foreign / illegal immigrant for the execution of said job.
12. The contractor shall be liable to ensure the personal hygiene of its staff by provision/wearing proper Uniform & daily Bath etc. including masks & gloves.
13. In case the cleanliness is substandard, the contractor shall provide more manpower or materials / equipment to improve the same and to fulfill his obligations
under the contract.
14. The contractor shall not sub-let while or any part of work under the scope of his contract. The subletting of the contract will lead to immediate termination of this contract without notice from the company from the date of fact of subletting is revealed to the company.
15. In the event of the contractor being unable to perform its contractual obligations, for whatever reasons the company shall have the right to terminate this contract without any notice and the company can make alternate arrangements.
16. The contractor shall be liable to deposit 01% Performance Guarantee of the total annual value of contract within fifteen (15) days after signing of contract.
17. The Company reserves the right to terminate this contractor at any time by giving one month's advance notice without assigning any reason(S).
18. In the event of unsatisfactory / poor service by the vendor and any violation of the terms of agreement, the company reserves the right to terminate the contract by giving one month’s advance notice whereby vendor will forfeit deposited 01% performance guarantee of the total annual value of contract.
19. The company reserves the right to stop entry of any person deputed by the contractor for performance of the contract if so required for the security of company assets or any undesired activity on behalf of the person.
20. The staff of contractor shall interface/damage/caused theft of the property or assets of the company and if any damage / loss are caused to property assets of the company by the staff of the contractor the same shall be replaced /repaired by the contractor at its own risk and cost.
21. In case vendor’s employee is found in theft or any unethical case, vendor will be responsible to register FIR and compensate the loss to PTCL.
22. The contractor shall carry out all the janitorial jobs as per the timing fixed by the company i.e. (08:00 am to 03:00 pm)
23. The Company shall deduct the taxes liable by the federal/local govt. on such services as per instruction issued to the company from time to time.
24. In case of short strength provided by the contractor, stop gape arrangement/ replacement will be made/provided by contractor on immediate basis otherwise penalty of 1% can be imposed if delayed.
25. The contractor shall ensure the compliance of all labour and employment laws in respect of its personnel including but not limited to payment of wages/salaries, compensation, benefits, payment of Employees Old-Age Benefit Institution (EOBI) contribution and social security contribution and shall hold the harmless and indemnify PTCL against any claim raised against or obligation imposed on PTCL, including legal expenses (court fee, lawyer fee or any other expenses) arising out of such claims or imposition or non-performance by the contractor.
26. The contractor will also submit proposed schedule of works to be carried out by him for approval before execution. The schedule should be prepared on the basis of requirements of the work in an efficient manner.



1. The contractor may terminate the contract by serving a two month’s advance notice to the company.
2. In case of any dispute between the two parties over the provision or interpretation of the contract the matter will be referred to GM A&S North for arbitration. The decision of arbitrator will be considered as final and un-challengeable before any court of LAW.
3. The company reserves the right to cancel whole or part of the work order created under this contract in the event of any civil or armed conflict, commotion, strikes or other contingencies beyond the control of the company.
4. Payment shall be made to vendor on monthly basis in PKR after fulfilling the due formalities of company policy/procedure. Submission of invoices must be ensured by 25th of every month to PTCL by contractor.
5. Any subsequent change (increase/decrease) in the human resource requirements shall be settled on the basis of agreed rates and no increase in rates will be accepted during term of contract.
6. If the contractor fails to deliver any or all of the goods or perform the services within the time period specified in the contract. PTCL shall without prejudice to its other remedies under the contract have the right to imposed penalty.
7. A penalty of 1% per day of the total value of each month of respective region will be imposed if the contractor fails to perform the said work in accordance with the scope of work.
8. Any fine/penalty imposed shall be deducted from the running monthly invoices submitted by contractor. The imposition of penalty upon the contractor and its payment does not absolve the contractor from its obligations to delivery or from any other liabilities or obligations under the contract.
9. Salaries of staff (Skilled/Un-Skilled) will be given before 5th of every month irrespective of payment credited into bank or not from PTCL. Any delay or deviation in the mentioned timeline without any valid reason, the vendor will be charged with fine/penalty by Rs. 20,000/-, which will be adjusted from the running monthly invoice or from following month’s invoice.
10. The contractor must deposit well above satisfaction performance certificates from previous companies where services have been provided.
11. The contractor must declare consistent proof of funds amounting above Rs 2 Million through bank statements for past 2 years.
12. The vendor shall be liable to Pay/ensure advance payment of salaries to its staff relating to minorities at their respective/special religious festivals irrespective of payment credited into bank or not from PTCL.
13. In case of any pandemic situation, the vendor shall be liable to take all preventive measures & care of its employees at his own cost by ensuring any disruption of services to PTCL.
14. The vendor shall be liable to provide well professional staff i.e. (Cooks & waiters) at our rest houses as and when required.
15. This contract shall be applicable on all Administrative/Operational buildings of PTCL except the area of Technical installations. The cleaning & AC’s servicing of all technical installation’s rooms/area will be met by technical department by their own through their Frame agreements.

