

## **TERMS OF REFERENCE (TORS)**

### **HIRING OF GENERAL NON-CORE SERVICES THROUGH OUTSOURCING**

#### **SCOPE OF WORKS:**

The works under this contract will be provision of Janitorial Services for **Ministry of Industries and Production, A- Block Pak- Secretariat, Islamabad (03 Male and 03 Female)**. The work shall include cleaning of all floors, roof, basement, lawns, cabins, carsets, toilets, window glasses, light Fixtures logos, boards, name plate, lifts, and surrounding area etc. through the skilled and experienced staff in order to sure high standards of cleanliness and services.

#### **DEPLOYMENT OF STAFF:**

**Trained workers (Minimum 06 x Janitors [03 male & 3 female]) in proper uniform with label cards showing their identity shall be deployed.** A list showing names addresses along with the attested copies of CNIC and designation of all employees shall be provided to Ministry of Industries and Production office before deployment. Any replacement shall be intimated in advance. The Service Provider shall immediately replace any worker as and when instructed by Ministry of Industries and Production.

#### **Naib Qasid Cum Drivers (25 Nos):-**

#### **SCOPE OF WORKS of Naib Qasid Cum Drivers:-**

1. To carry out routine office duties assigned by the competent authority/supervisory officer.
2. To deliver and collect official files, letters, dak and other documents within and outside the office, as directed.
3. To assist in the movement, arrangement and safe custody of official files, records and office materials.
4. To serve tea, water and refreshments to officers/officials and guests, where required.
5. To maintain cleanliness and proper arrangement of the office/assigned area and ensure that office furniture and equipment are kept in order.
6. To assist in photocopying, scanning, dispatch and other routine office work.
7. To open, close and secure the office/assigned premises, where specifically authorized.
8. To assist in arranging meetings, conferences and official functions, including placement of furniture, files and other required items.
9. To carry out messenger duties and other outdoor assignments entrusted by the supervisory officer.
10. To ensure the safe and timely delivery of confidential/important documents and correspondence entrusted to him.
11. To assist officers and staff in routine administrative matters, without interfering with official responsibilities assigned to other officials.
12. To perform any other duty assigned by the competent authority/supervisory officer from time to time.
1. Preference will be give to persons having valid driving licence and comply with all applicable traffic laws, rules and regulations.
13. To maintain a valid To maintain the official vehicle in a clean, roadworthy and presentable condition.
14. Deal with officers, officials and visitors with courtesy and professionalism.
15. All Naib Qasids cum driver maintain **discipline, punctuality, integrity and confidentiality** in the performance of their duties.

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## **SERVICES TO BE PROVIDED**

### **DAILY SERVICES**

- i. Sweeping, cleaning and moping of floors, rooms, corridors / lobbies, carpets and fountain. Washing and cleaning of all toilets commodes, urinals and wash basins with standard cleaning material:
- ii. Topping up of liquid soap, Toilet paper, Air Freshener. Phenyl Balls. Etc
- iii. General cleaning of Driveway and surrounding area
- iv. Vacuum cleaning of all carpeted areas.
- v. Cleaning of waste paper baskets under all desks.
- vi. Collection, removal and disposal of waste and garbage.

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## **OTHER REQUIREMENTS**

1. Interested bidder must submit its profile and list of existing clientele.
2. Company should have group insurance for its employees and must be registered with EOBI, social security along with minimum wages must be paid, set by the Govt. of Pakistan. Any other benefit provided by the Company would be considered as an edge and advantage.
3. Company shall provide record of payment of group insurance and EOBI for last 3 years.
4. If the successful bidder fails to give salaries to the janitorial staff and Naib Qasid cum driver until 5 of each month, the corresponding amount will be deducted from the relevant bill of the company and/or any other penalty as deemed appropriate by the competent authority shall be charged. Furthermore, further bill of the company shall not be processed until payment of previous salaries.
5. Company will be bound to provide the Out sourcing staff within 3 days after issuance of work order.
6. Contractor will be fully responsible in case of theft, or damage caused by the Out sourcing staff.
7. Out sourcing staff are provided 5 days a week and in case of absence of janitor contractor would be bound to provide the replacement or otherwise appropriate deduction will be made from his monthly bill.
8. Contractor shall ensure that proper dress code with name tag is observed by his supervisor. Moreover, management of the janitorial staff will be the responsibility of the contractor.
9. Inventory of equipment; imported brand buffing machine with shampoo and water extraction option and new vacuum cleaners with essential kit for upholstery vacuuming should also be submitted along with the tender documents
10. Bidders must provide details of Out sourcing staff deployed with respect to location outlined in the requirement.
11. Contact person of the contractor shall visit the office of Section Officer (Admin-II) or Section Officer (General), Ministry of Industries and Production once a week to obtain feedback, however in case of emergency the visit can be obtained upon call/request.
12. Out sourcing staff deputed once, shall not be changed during the contract period without consent. However, in case of any complaint of the staff, the contractor will provide replacement within 24 hours.
13. Carpet and furniture upholstery shampoo and fumigation would be done at least once a month and vertical blinds cleaning (wet/dry) as and when required shall be part of the package.
14. Timings will be observed from 8:00 am to 5:00 pm including 1 hr lunch break. The daily cleaning schedule would be prepared in consultation with Admin. Representative in order to utilize the janitorial staff more effectively and efficiently.
15. Copies of Sales Tax Registration Number and National Tax Number should be affixed with the bidding documents.
16. Provision of the detail regarding the offices operating in Pakistan with addresses & telephone numbers of employees.
17. The services required and janitor strength may vary i.e. increase/decrease, according to requirement.